**Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS**

**31 December 2020**

**National Disability Insurance Agency**

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## Slide 1: Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS

This slide is the cover page for the presentation.

Data at 31 December 2020

## Slide 2: Outline

This slide outlines the structure of the presentation by section.

* Introduction and definitions:

This section defines how the Scheme classifies acquired brain injury (ABI), cerebral palsy (CP) and spinal cord injury (SCI) in terms of diagnosis codes. Various key terms used in this presentation are explained as well as measures such as committed supports, payments and complaint rates.

* Participants

This section presents information on the profile of participants with acquired brain injury, cerebral palsy or spinal cord injury across various participant characteristics such as age, Indigenous status and gender. Scheme participation rates are also presented.

* Participant experience

This section includes various measures of the Scheme as experienced by participants, including the rate of 'access met' decisions, Participant Services Guarantee (PSG) metrics, as well as rates of exits, complaints and Administrative Appeals Tribunal (AAT) cases.

* Committed supports, payments and utilisation

This section presents average annualised committed supports and utilisation of supports by participant characteristics such as age and Supported Independent Living (SIL) status, as well as the distribution and types of committed supports in participant plans. Average annualised payments by financial year are also included.

* Participant goals, outcomes and satisfaction

This section documents participant goals, followed by outcomes for participants and their families and carers. Outcomes results include those recorded at Scheme entry (baseline) and also longitudinal survey responses. The report concludes with results from the Participant Satisfaction Survey (PSS).

## Slide 3: Introduction

This slide introduces the purpose of this presentation.

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

The purpose of this presentation is to report on the experience of NDIS participants with acquired brain injury, cerebral palsy or spinal cord injury, using data at 31 December 2020.

## Slide 4: Definitions – Disability types

This slide defines the disability types of interest by diagnosis codes.

Disability types used by the NDIS are based on the ICD-10 (International Statistical Classification of Diseases and Related Health Problems) codes which are relevant to the Scheme.

The ICD is a classification system which is a global standard for health data, clinical documentation and statistical aggregation.

The diagnosis codes associated with the disability types in this report as are follows:

Acquired brain injury:

* T90 - Traumatic brain injury [also called head injury and acquired brain damage]
* G93.1 - Hypoxic brain injury
* G71.9 - Glioblastoma

Cerebral palsy:

* G80 - Cerebral palsy

Spinal cord injury:

* T09.5 - Spinal cord injury (Complete)
* T09.7 - Spinal cord injury (Incomplete)
* C72.5 - Malignant neoplasm of spinal cord (Complete)
* C72.7 - Malignant neoplasm of spinal cord (Incomplete)

One table shows the distributions of participants within each primary disability type of acquired brain injury, cerebral palsy and spinal cord injury by their diagnosis code.

## Slide 5: Definitions – Key terms

This slide defines key terms used in this presentation.

Active participant: Those who have been determined eligible, have a current approved plan and have not exited the Scheme.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada, or primary language spoken at home is not English.

Outcomes framework questionnaires: One way in which the Agency is measuring success for participants and their families/carers with disability across eight different life domains.

Plan: Agreements under which reasonable and necessary supports will be funded for participants.

Participant service guarantee: A set of target timeframes for processes within the National Disability Insurance Agency relating to the participant pathway. It is part of the Participant Services Charter which explains what participants can expect when dealing with the Agency.

Participation rate: Sometimes referred to as prevalence rate, is the number of individuals in the NDIS as a proportion of the general population.

Supported Independent Living (SIL): Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible.

## Slide 6: Definitions – Key measures

This slide defines key measures used in this presentation.

Average committed supports: Also referred to as plan budgets. The cost of supports contained within a participant’s plan, approved to be provided to support a participant’s needs. This amount is annualised to allow for comparison of plans of different lengths, and averaged over the relevant NDIS population being analysed. In this report, this is based on supports allocated to active plans at 31 December 2020.

*Note: In-kind supports are provided via existing Commonwealth or State/ Territory government programs delivered under existing block grant funding arrangements. Committed supports shown in this report include most in-kind supports but do not include off-system in-kind or residential aged care reconciliations.*

Average payments: Payments are made to providers, participants or their nominees for supports received as part of a participant’s plan. In this report, average payments represent the average cash and in-kind supports paid over the reporting period based on payments data at 31 December 2020.

Average utilisation of committed supports: Utilisation represents the proportion of committed supports in participant plans that are utilised. Utilisation is calculated as total payments (including cash and in-kind, where it can be allocated to participant plans) divided by total committed supports. In this report, average utilisation of committed supports is calculated for a 6 month period, from 31 March 2020 to 30 September 2020, allowing for payment delays of up to 3 months.

Complaint rate: Complaint rates are calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

## Slide 7: Part 1: Participants

This slide introduces Part 1: Participants

As at 31 December 2020, there were 432,649 active NDIS participants with an approved plan. Of these:

* 14,013 (3.2%) had a primary disability of acquired brain injury.
* 16,184 (3.7%) had a primary disability of cerebral palsy.
* 4,914 (1.1%) had a primary disability of spinal cord injury.

## Slide 8: Summary

This slide summarises key statistics from Part 1.

This section presents information on the characteristics of NDIS participants with acquired brain injury, cerebral palsy or spinal cord injury as at 31 December 2020.

Key statistics:

Acquired brain injury:

* 15,506 people with an acquired brain injury have ever had their access met.
* 14,409 of these have a primary disability of acquired brain injury, and for the remaining 1,097 it is a secondary disability.
* 14,013 participants with a primary disability of acquired brain injury have an approved plan.
* 3.2% of participants with an approved plan across the Scheme as a whole.

Cerebral palsy:

* 16,742 people with cerebral palsy have ever had their access met.
* 16,327 of these have a primary disability of cerebral palsy, and for the remaining 415 it is a secondary disability.
* 16,184 participants with a primary disability of cerebral palsy have an approved plan.
* 3.7% of participants with an approved plan across the Scheme as a whole.

Spinal cord injury:

* 5,325 people with a spinal cord injury have ever had their access met.
* 5,022 of these have a primary disability of spinal cord injury, and for the remaining 303 it is a secondary disability.
* 4,914 participants with a primary disability of spinal cord injury have an approved plan.
* 1.1% of participants with an approved plan across the Scheme as a whole.

## Slide 9: Participation rates by State/Territory

This slide has three (3) charts which display participation rates by State/Territory compared with national average for each disability type considered.

Participation rate refers to the proportion of the general population that are NDIS participants. For this purpose the rates are based on participants with either a primary or secondary disability of the type being reported. However, the relativities are similar when primary disability type only is considered.

The national participation rate is 74 participants per 100,000 population for acquired brain injury. It is higher at 91 per 100,000 for cerebral palsy and lower at 22 per 100,000 for spinal cord injury.

The participation rates for acquired brain injury and spinal cord injury are highest in Northern Territory. For cerebral palsy, Tasmania has the highest participant rate.

## Slide 10: Participation rates by age group

This slide has three (3) charts which display participation rates by age group compared with the national average for each disability type considered.

The rate of participation in the NDIS varies by age, and this variation differs significantly across disability types.

The participation rate for acquired brain injury is 18 participants per 100,000 in the general population for ages 0 to 14 years and increases at each age group to 174 per 100,000 for ages 55 to 64. There is also a steep increase for the rate of spinal cord injury from 2 per 100,000 for 0 to 14 years, to 59 per 100,000 for ages 55 to 64.

For cerebral palsy the participant rate decreases steadily with age from 134 per 100,000 for children aged 0 to 14 years, to 52 per 100,000 for ages 55 to 64.

## Slide 11: Participants over time

This slide has three (3) charts which display the numbers of active participants with each primary disability type of interest, and also the proportions of participants with each primary disability type as a percentage of the Scheme as a whole over time. The charts are plotted biannually from December 2017 to December 2020.

The numbers of participants with an approved NDIS plan continues to increase for each disability type although the rate of growth has slowed over time. The proportions of all participants with acquired brain injury or spinal cord injury increased up to June 2019 but have decreased subsequently. For cerebral palsy, the proportion has decreased steadily since December 2017. These changes over time are impacted by phasing patterns for different participant cohorts.

At 31 December 2020, there are:

* 14,013 participants (3.2% of the Scheme) with a primary disability of acquired brain injury.
* 16,184 participants (3.7% of the Scheme) with a primary disability of cerebral palsy.
* 4,914 participants (1.1% of the Scheme) with a primary disability of spinal cord injury.

## Slide 12: Participants by age group

This slide has three (3) charts which display the age distributions of active participations for each disability type considered compared with the distribution of the Scheme as a whole.

The distribution of active participants by age group is varied across different disability types. 89% of active participants with a primary disability of acquired brain injury and 95% of active participants with a primary disability of spinal cord injury are aged 25 or over, compared with just 43% for the Scheme overall.

Active participants with a primary disability of cerebral palsy have an age distribution closer to the Scheme as a whole. 35% of active participants are aged 0 to 14 and a further 20% are aged 15 to 24, compared with 41% and 16% respectively across all active participants.

## Slide 13: Participants by age group continued

This slide has three (3) charts which display the proportions of active participants for each disability type considered, as a percentage of the Scheme as a whole in different age groups.

As a proportion of all active participants by age group, ages 45-64 years have the highest proportion of participants with acquired brain injury at 8%, ages 25-34 years have the highest proportion of participants with cerebral palsy at 6% and aged 65+ years have the highest proportion of participants with spinal cord injury at 4%.

All three disability types represent relatively small proportions of the overall Scheme population at each age group.

## Slide 14: Participants by Indigenous and CALD status

This slide has two (2) charts which display the proportions of active participants with Indigenous and CALD statuses for the three disability types of interest, compared with the Scheme as a whole.

The proportion of active participants with a primary disability of acquired brain injury that identify as Aboriginal and/or Torres Strait Islander is 8.2% which is higher than the Scheme overall at 6.7%. For cerebral palsy the proportion is slightly lower than across the Scheme at 6.2%, and is lower again for spinal cord injury at 5.3%.

The proportion of active participants that identify as Culturally and Linguistically Diverse (CALD) is higher for those with a primary disability of spinal cord injury (11.2%) and for those with acquired brain injury (10.6%) than for the Scheme overall (9.3%). However, the proportion for active participants with a primary disability of cerebral palsy is lower at 7.7%.

## Slide 15: Participants by Existing/New status, by level of function

This slide has two (2) charts which display the distributions of active participants by Existing or New entry type status, as well as by level of function for the three disability types of interest, compared with the Scheme as a whole.

The majority of participants with these three disability types were Existing clients of State/Territory government programs prior to entering the Scheme. The highest proportion is for those with a primary disability of cerebral palsy at 74% compared with 42% for the Scheme overall. A small proportion of participants were Existing clients of Commonwealth programs.

At 31 December 2020, almost half of all participants did not receive government support before joining the NDIS (New). In comparison, the proportions are:

* 38% for acquired brain injury
* 20% for cerebral palsy
* 44% for spinal cord injury.

A participant's level of function is assessed across a range of domains such as self-care, mobility and communication. Overall level of function is a broad measure to gauge high level relativities between participant cohorts.

Over half of the participants with primary disabilities of acquired brain injury or cerebral palsy have a low level of function, at 55% and 51% respectively. The proportion for spinal cord injury is also at high at 37% compared with 27% for the Scheme as a whole. Cerebral palsy has a greater than average proportion of participants with high level of function at 35%.

## Slide 16: Participants by gender and remoteness

This slide has two (2) charts which display the distributions of active participants by gender as well as by geographical remoteness of residence for the three disability types of interest, compared with the Scheme as a whole.

Across the Scheme overall, 62% of participants with an approved plan identify as male and 37% identify as female. However, the distribution varies by disability type.

The proportion of participants with an acquired brain injury who identify as male is high at 66%, and is even higher for spinal cord injury at 70%. By contrast the mix of participants by gender is more even for cerebral palsy, with 55% identifying as males and 44% identifying as females.

The majority of Scheme participants live in major cities. This is the case for participants with an acquired brain injury and with a spinal cord injury as 64% in each group reside in major cities. For those with cerebral palsy the proportion is higher at 69%.

However, these three disability types also have a relatively high proportion of participants who live in remote or very remote areas. 2.7% of participants with a primary disability of acquired brain injury reside in remote or very remote regions compared with 1.5% for the Scheme overall. The proportion is 2.4% for those with a spinal cord injury and 1.7% for those with cerebral palsy.

## Slide 17: Part 2: Participant experience

This slide introduces Part 2: Participant experience

A higher proportion of individuals who apply to the NDIS with acquired brain injury, cerebral palsy or spinal cord injury meet the access criteria relative to individuals with other disabilities.

The Agency has commenced measuring a number of metrics under the Participants Service Guarantee. Related results on achieving target timeframes for those with acquired brain injury, cerebral palsy or spinal cord injury are included in this section, along with comparisons with the experience of the Scheme overall.

Results for these disability types are also presented in relation to other aspects of the participant experience in the NDIS including methods of plan management, participant exits from the Scheme, participant complaints and cases brought before the Administrative Appeals Tribunal (AAT).

## Slide 18: Summary

This slide summarises key statistics from Part 2.

This section presents information on the experience of NDIS participants with acquired brain injury, cerebral palsy or spinal cord injury as at 31 December 2020.

Key statistics:

Acquired brain injury:

* 93% of access decisions among participants with a primary disability of acquired brain injury are 'access met'.
* 99% of access decisions for those with acquired brain injury were made within 14 days of final information being provided in the last quarter.
* 87% of initial plans were approved within 70 days for participants with acquired brain injury aged 7 and above in the last quarter.
* 10.2% is the annualised rate of participant complaints for those with acquired brain injury since the end of the Trial period.

Cerebral palsy:

* 96% of access decisions among participants with a primary disability of cerebral palsy are 'access met'.
* 100% of access decisions for those with cerebral palsy were made within 14 days of final information being provided in the last quarter.
* 93% of initial plans were approved within 70 days for participants with cerebral palsy aged 7 and above in the last quarter.
* 14.1% is the annualised rate of participant complaints for those with cerebral palsy since the end of the Trial period.

Spinal cord injury:

* 94% of access decisions among participants with a primary disability of spinal cord injury are 'access met'.
* 93% of access decisions for those with spinal cord injury were made within 14 days of final information being provided in the last quarter.
* 85% of initial plans were approved within 70 days for participants with spinal cord injury aged 7 and above in the last quarter.
* 17.6% is the annualised rate of participant complaints for those with spinal cord injury since the end of the Trial period.

The Scheme as a whole:

* 85% of access decisions among participants across the Scheme as a whole are 'access met'.
* 98% of access decisions for the Scheme as a whole were made within 14 days of final information being provided in the last quarter.
* 92% of initial plans were approved within 70 days for participants in the Scheme as a whole aged 7 and above in the last quarter.
* 5.5% is the annualised rate of participant complaints for those in the Scheme as a whole since the end of the Trial period.

## Slide 19: Access decisions

This slide has four (4) charts which display the percentages of access decisions resulting in ‘access met’ for each type of services previously received as well as overall. In each chart, the percentage of Access Met decisions for each disability type considered are compared with the Scheme’s average.

The proportions of access decisions resulting in 'access met' are higher for individuals with acquired brain injury, cerebral palsy or spinal cord injury than the Scheme overall. The rates shown are based on primary disability only. Results are not materially different when secondary disabilities are also considered.

Cerebral palsy has the highest overall rate of access met decisions at 96%, compared with 85% for the Scheme overall. The rate for spinal cord injury is at 94% and for acquired brain injury it is 93%.

Regardless of disability type, rates of access met decisions are higher for Existing State/Territory clients than for those who have not previously received government support (New) or for Existing Commonwealth clients.

Cerebral palsy has the highest rate of access met decisions for Existing State/Territory clients at 99%, with spinal cord injury and acquired brain injury both at 98%.

For Existing Commonwealth clients, cerebral palsy has the highest access met decision rate at 96%, followed by acquired brain injury at 94%. The rate for spinal cord injury is lower at 85% although this is based on less than 100 access decisions in total.

Spinal cord injury has the highest rate for New clients at 90% compared with 88% for cerebral palsy and 86% for acquired brain injury.

## Slide 20: Access decisions by age group

This slide has three (3) charts which display the percentages of access decisions resulting in ‘access met’ for each age group and for each disability type considered compared with those for the Scheme as a whole.

Across all decisions made to determine access to the NDIS, the proportion of 'access met' decisions is higher for children and decreases steadily as age increases. However, the rates for children and young adults with acquired brain injury, cerebral palsy or spinal cord injury are only marginally higher than those for adults in older age groups.

For each of the three disability types, the rate of access met decisions is 2-3% higher for potential participants who are Indigenous compared with those who are non-Indigenous. This is consistent with experience across the Scheme.

## Slide 21: Participant Service Guarantee: Access metrics

This slide has three (3) charts which display the numbers of access decisions, as well as the percentage completed within 14 days for each disability type considered compared with the Scheme as a whole. The charts are plotted quarterly from December 2019 to December 2020.

The Participant Service Guarantee (PSG) is a set of target timeframes for Agency processes. It is part of the Participant Services Charter which explains what participants can expect when dealing with the Agency. The PSG is yet to be legislated, but the Agency committed to measuring its performance against the targets where possible from 1 July 2020.

More information about the Participant Services Charter and the Participant Service Guarantee can be found here: [Service charter | NDIS](https://www.ndis.gov.au/about-us/policies/service-charter).

The first access-related PSG metric is making an access decision or requesting more information after a request has been received within 21 days. This target has been achieved for 100% of applications in each quarter since December 2019, for the Scheme overall and also for those with acquired brain injury, cerebral palsy or spinal cord injury. Results for this metric are not presented here.

The second PSG metric relating to access is making an access decision within 14 days of final information being provided. The Agency’s performance against this metric is also positive with the target being achieved for 98% of decisions in the December 2020 quarter and 100% for the prior three quarters.

For those with acquired brain injury or cerebral palsy, performance has been at 95% or higher for each of the last five quarters. For those with spinal cord injury, the proportion achieving target was slightly lower at 93% in the December 2020 quarter, although the numbers of decisions are relatively small.

## Slide 22: Participant Service Guarantee: Planning metrics

This slide has three (3) charts which display the numbers of plan approvals for participants aged 7 and over, as well as the percentage approved within 70 days of access decision for each disability type considered compared with the Scheme as a whole. The charts are plotted quarterly from December 2019 to December 2020.

Under the PSG, the Agency will target to approve an initial plan for each participant aged 7 years and over within 70 days of the access decision being made (moving to 56 days in 2021).

The proportion of applications achieving the target timeframe has increased for the Scheme overall from 64% in the December 2019 quarter to 92% in the December 2020 quarter. It has also increased by similar margins for participants with acquired brain injury, cerebral palsy or spinal cord injury.

However, the proportion achieving the target is lower for each of these three disability types compared with experience across the Scheme.

Separately, there is a PSG target to approve an initial plan for each ECEI participant aged 0 to 6 years within 90 days of the access being made. For participants with cerebral palsy the proportion of plan approvals achieving this timeframe in the December 2020 quarter was 91% compared with 98% for the Scheme overall. (Note that this is based on less than 100 participants with a primary disability of cerebral palsy who had their first plan approved in the quarter).

There are insufficient results to report on the target timeframes for participants aged 0 to 6 with acquired brain injury or spinal cord injury receiving an initial plan. Results for this metric are not presented here.

## Slide 23: Participant Service Guarantee: Participant Requested Review metrics

This slide has three (3) charts which display the numbers of participant requested reviews, as well as the percentage of reviews completed within 21 days of request being received for each disability type considered compared with the Scheme as a whole. The charts are plotted quarterly from December 2019 to December 2020.

There are two PSG metrics being measured in relation to Participant Requested Reviews (PRRs).

The first is making a decision on whether to conduct a PRR within 21 days of a request being received. This has been achieved in 100% of applications in each of the last three quarters for participants with acquired brain injury, cerebral palsy or spinal cord injury, and also for the Scheme overall. Results for this metric are not presented here.

There is a further target under the PSG of completing a PRR within 42 days of making the decision to conduct the review. The Agency's performance against this target timeframe has improved over the year to December 2020 and that is also the case for reviews in respect of participants with acquired brain injury, cerebral palsy or spinal cord injury.

However, the proportion achieving target for each of these disability types is below that for the Scheme as a whole. In the December 2020 quarter, the target was achieved in 65% of applications for participants with acquired brain injury compared with 72% across the Scheme. The corresponding results for those with cerebral palsy or spinal cord injury were 60% and 69% respectively.

## Slide 24: Participant Service Guarantee: Review of Reviewable Decision metrics

This slide has three (3) charts which display the numbers of reviews of reviewable decisions, as well as the percentage of reviews completed within 90 days of the request being received for each disability type considered compared with the Scheme as a whole. The charts are plotted quarterly from December 2019 to December 2020.

A Review of a Reviewable Decision (RoRD) is an internal review of a decision the Agency has made about a participant under the section 100 of the NDIS Act. Under the PSG, the Agency will aim to complete a RoRD within 90 days of the request to conduct the review being received.

The performance of the Agency in achieving this target timeframe deteriorated in the March 2020 quarter but has improved subsequently to be close to 100% in the last two quarters. This is also the case for reviews in respect of participants with acquired brain injury, cerebral palsy or spinal cord injury.

In the December 2020 quarter, the target was achieved in 97% of applications for participants with acquired brain injury compared with 98% across the Scheme. The corresponding results for those with cerebral palsy or spinal cord injury were also high at 96% and 95% respectively.

It is also worth noting that the number of RoRDs conducted in the September 2020 and December 2020 quarters has reduced compared with prior quarters for each of the disability types. This is in line with experience across the Scheme.

## Slide 25: Participants by plan management type

This slide has three (3) charts which display the distributions of participants across four different plan management types, namely agency-managed, plan-managed, self-managed partly and self-managed fully, for each disability type considered. The charts are plotted quarterly from December 2018 to December 2020.

There is a continuing trend for more participants to self-manage their plans or use a plan management provider, and for less participants to be Agency managed. This is the case for participants with primary disabilities of acquired brain injury, cerebral palsy, spinal cord injury and for the Scheme overall.

At 31 December 2020, 61% of participants with acquired brain injury used a plan manager and 12% either fully or partly self-managed their plans. The proportions of full or partial self-management were higher for cerebral palsy and spinal cord injury at 35% and 42% respectively, compared with 31% across the whole Scheme.

## Slide 26: Scheme exit rates over time

This slide has three (3) charts which display exit rates by financial year for each disability type considered broken down into mortality and non-mortality exits, as well as a comparison with the Scheme’s average exit rate in each period.

The rates at which NDIS participants exit the Scheme vary over time and are also impacted by other factors including disability type and age. Exit rates due to mortality are monitored separately to those for other reasons such as participant initiated withdrawal or no longer requiring supports.

Participants with acquired brain injury have higher rates of exits compared to the Scheme overall as do those with spinal cord injury since 2018-19. However, participants with cerebral palsy have lower exit rates. All three disability types have a high proportion of mortality exits compared to non-mortality exits.

## Slide 27: Complaint rates

This slide has three (3) charts which display the numbers of complaints and complaint rates for each disability type considered, compared with the Scheme’s average complaint rates over time. The charts are plotted quarterly from September 2016 to December 2020.

For each of the three disability types, the annualised rate of complaints (measured as the number of complaints as a proportion of access requests) is high compared with the Scheme overall.

The rates of complaints increased up to the end of 2018 but have reduced subsequently, particularly for cerebral palsy and spinal cord injury. However, in December 2020, cerebral palsy or spinal cord injury were still more likely to have made a complaint than any other group of participants by disability type.

## Slide 28: Timeframes for closing complaints

This slide has three (3) charts which display the numbers of complaints closed in each quarter and percentages of complaints closed within 21 days for each disability type considered, compared with the percentage of complaints closed within 21 days across the Scheme. The charts are plotted quarterly from December 2017 to December 2020.

The number of complaints about the NDIS which are resolved and closed by the Agency has been increasing over time for participants with acquired brain injury. For participants with cerebral palsy or spinal cord injury, there is a reduction from late 2019, which is line with the lower numbers of new complaints received from participants with these two disability types.

The Agency aims to resolve complaints within 21 days of receiving them. The proportions of complaints where this target was achieved for each of the three disability types have been similar to the experience across the Scheme over time. Since the June 2019 quarter, this proportion has increased from just over 30% to 94% for acquired brain injury and 92% for cerebral palsy and spinal cord injury in the December 2020 quarter.

## Slide 29: Administrative Appeals Tribunal (AAT) cases

This slide has three (3) charts which display the numbers of AAT cases and proportions of all AAT cases, compared with the percentage of participants relative to the Scheme overall for each disability type considered.

The Administrative Appeals Tribunal (AAT) is an independent body that conducts reviews of NDIS decisions made relating to access, planning, plan reviews or other matters in respect of participants or potential participants.

For individuals with acquired brain injury, cerebral palsy or spinal cord injury, the most common type of AAT case is regarding Planning decisions, and there have been a high number of these cases relative to the mix of participants in the Scheme. Participants with cerebral palsy also have a relatively high number of AAT cases relating to Plan reviews and other matters, and those with spinal cord injury have a relative high number of cases at each stage of the pathway process.

## Slide 30: Part 3: Committed supports, payments and utilisation

This slide introduces Part 3: Committed supports, payments and utilisation

Committed supports and payments to participants with acquired brain injury, cerebral palsy or spinal cord injury disabilities are increasing in line with the growing Scheme.

The total committed supports for the financial year 2019-20 were:

* $1,606m for participants with acquired brain injury.
* $2,114m for participants with cerebral palsy.
* $652m for participants with spinal cord injury.

The rate of utilisation of committed supports for participants with primary disabilities of acquired brain injury is 68%, which is similar to the Scheme average of 67%. The utilisation rate for those with cerebral palsy is slightly higher at 72% and for those with spinal cord injury is 71%.

## Slide 31: Summary

This slide summarises key statistics from Part 3.

This section presents information on the amounts of supports committed in participant plans and the payments made for supports provided to participants. Utilisation rates, which are the proportion of committed supports actually used, are also presented.

Key statistics:

Participants with a primary disability of acquired brain injury:

* $1.6 billion of supports in respect of 2019-20 financial year.
* $1.0 billion of supports in respect of 2020-21 financial year to date.
* 68% of supports have been utilised.

Participants with a primary disability of cerebral palsy:

* $2.1 billion of supports in respect of 2019-20 financial year.
* $1.2 billion of supports in respect of 2020-21 financial year to date.
* 72% of supports have been utilised.

Participants with a primary disability of spinal cord injury:

* $0.7 billion of supports in respect of 2019-20 financial year.
* $0.4 billion of supports in respect of 2020-21 financial year to date.
* 71% of supports have been utilised.

The Scheme as a whole:

* $24.5 billion of supports in respect of 2019-20 financial year.
* $15.5 billion of supports in respect of 2020-21 financial year to date.
* 67% of supports have been utilised.

## Slide 32: Trend in committed supports

This slide has three (3) charts which display the trend in average annualised committed supports in thousands of dollars for each disability type considered, compared with the Scheme’s average committed supports. The charts are plotted biannually from December 2017 to December 2020.

Participants with spinal cord injury have the highest average annualised committed supports of any disability type in the NDIS, followed by those with acquired brain injury or cerebral palsy. This is impacted by factors including age mix and SIL status.

At 31 December 2020, the average annualised committed supports for participants with spinal cord injury was $165,600 compared with the average of $71,200 across the Scheme. The amounts for participants with acquired brain injury or cerebral palsy were $147,800 and $147,200 respectively.

Average annualised committed supports have increased over time. The rates of increase for participants with acquired brain injury, cerebral palsy or spinal cord injury are generally higher than for other participants in more recent quarters.

## Slide 33: Committed supports by age group

This slide has three (3) charts which display the average annualised committed supports in thousands of dollars for different age groups and for each disability type considered, compared with the Scheme’s average committed supports for these age groups.

Regardless of disability type, average annualised committed supports tend to be lowest for children, and higher particularly for adult age groups between 25 and 64 years.

The average annualised committed supports for participants with acquired brain injury are highest at ages 25 and 34. For participants with cerebral palsy or spinal cord injury the amounts are highest between ages 35 to 54, and ages 35 to 44 respectively.

## Slide 34: Committed supports by SIL status

This slide has two (2) charts which display the average annualised committed supports for participants in SIL and non-SIL arrangements respectively. Each chart compares committed supports for the three disability types of interest with the Scheme’s average committed supports, as well as indicating the percentage of participants in SIL and non-SIL arrangements, respectively.

Participants with Supported Independent Living (SIL) tend to have much higher committed supports than those without SIL. This is the case for participants across the Scheme and within each disability type.

For participants with SIL, the average annualised committed supports for those with acquired brain injury, cerebral palsy or spinal cord injury are higher than the average across the Scheme. Spinal cord injury has the highest average annualised committed supports for participants with SIL at $504,000 compared with $352,000 for the Scheme as a whole.

It is also important to note that 14% of participants with cerebral palsy have SIL supports which is high compared with 5% for the Scheme overall. The proportion is also high for acquired brain injury at 12%, but is lower at 3% for spinal cord injury.

The average annualised committed supports for participants without SIL are also highest for those with spinal cord injury at $155,000 compared with the overall average of $55,000. The averages for participants with acquired brain injury or cerebral palsy are also relatively high at $114,000 and $106,000 respectively.

## Slide 35: Distribution of committed supports

This slide has three (3) charts which display the distributions of annualised committed supports per participant across various cost bands for each disability type considered, compared with the Scheme as a whole.

Compared with the Scheme overall, the distribution of annualised committed supports is more concentrated at the higher cost bands for participants with acquired brain injury, cerebral palsy or spinal cord injury.

Approximately one quarter of participants with acquired brain injury or spinal cord injury have between $50,000 and $100,000 of annualised committed supports. There are a lower proportion of participants with cerebral palsy in this band.

22% of participants with a primary disability of cerebral palsy have annualised committed supports greater than $250,000, compared with just 6% for the Scheme overall. The proportions of participants in this group are 17% for acquired brain injury and 19% for spinal cord injury.

## Slide 36: Types of committed supports

This slide has three (3) charts which display the total annualised committed supports and percentage allocation of committed supports by support type for each disability type considered.

The majority of committed supports in participant plans are for Core supports and over half of all supports are for Core daily activities for these disability types. This category makes up 58% of all committed supports for participants with acquired brain injury or spinal cord injury, and 54% of supports for those with cerebral palsy. The overall Scheme average is lower at 47%.

For participants with acquired brain injury or cerebral palsy, the second largest category is Core community participation at 21% and 18% of all committed supports respectively. Capital is a relatively significant component for spinal cord injury at 13% of all committed supports.

## Slide 37: Changes in committed supports

This slide has three (3) charts which display the distributions of changes in annualised plan costs for participants within each disability type under consideration, compared with overall Scheme experience.

Approximately 23% of participants with acquired brain injury have had a change of less than 5% in their annualised plan value compared with their previous plan. This is slightly lower than the overall Scheme experience at 24%, and is higher than that for participants with cerebral palsy or spinal cord injury at 19% and 17% respectively.

In terms of the distribution of larger changes in plan value by disability type, the experience is broadly similar to the Scheme as a whole. The proportion of participants with an increase of 50% or more in plan value is highest for cerebral palsy at 19%.

## Slide 38: Average annualised payments

This slide has three (3) charts which display the average annualised payments over time for each disability type considered, compared with the Scheme’s average annualised payments. The charts are plotted annually from financial year 2016-17 to financial year 2020-21 to date. The per annum average annual rate of increase for each disability type is also quoted on each chart.

Average annualised payments for participants’ supports are significantly higher for participants with acquired brain injury, cerebral palsy or spinal cord injury than for the Scheme as a whole. This is consistent with the high levels of committed supports for these participants and is impacted by similar factors including age mix and SIL status.

For 2020-21 to date, the average annualised payments for participants with spinal cord injury was $123,800 compared with the average of $52,700 across the Scheme. The amounts for participants with acquired brain injury or cerebral palsy were $109,700 and $115,100 respectively.

These disability types have seen large increases in payments in each year since 2016-17, with average annual increases of 19% to 23%, compared with overall Scheme average of 14%.

## Slide 39: Utilisation by time in the Scheme

This slide has three (3) charts which display the utilisation rates of committed supports by date of first plan approval for each disability type considered, compared with utilisation rates across the Scheme. Each bar in the series represents a participant cohort who had their first plan approved within the specified period. In addition, a bar on the left indicates the average utilisation rates over time.

Utilisation rates in this report are based on committed supports for the period 1 April 2020 to 1 September 2020 and including all payments made as at 31 December 2020. This is to allow for lags in payments as experience in the most recent months is still emerging.

The rate of utilisation of committed supports for participants with a primary disability of acquired brain injury is similar to Scheme average of 67%. The utilisation rate for those with cerebral palsy is higher at 72% and for those with spinal cord injury is 71%.

Duration in the Scheme is a key driver of utilisation. Participants utilise a greater proportion of committed supports as their time in the Scheme increases. This is evident for each disability type.

## Slide 40: Utilisation by age group

This slide has three (3) charts which display the utilisation rates of committed supports by age group for each disability type considered, compared with the Scheme’s average utilisation rates. In addition, a bar is added on the left to indicate average utilisation rate for all age groups.

Utilisation by age group is presented based on mature participants only, who have been in the Scheme for at least one year. This is to remove the impact of new entrants to the Scheme who tend to have low utilisation.

For participants with acquired brain injury, utilisation of committed supports is slightly higher than the Scheme average at younger ages and is lower in older age groups.

Rates of utilisation for participants with cerebral palsy or spinal cord injury are similar to or higher than the Scheme as a whole for all ages 15 and above. The utilisation for 0 to 14 year olds with spinal cord injury is particularly low but is based on a small number of participants.

## Slide 41: Utilisation by SIL status

This slide has two (2) charts which display the utilisation rates for participants in SIL and non-SIL arrangements respectively, and each chart compares utilisation rates of all three disability types of interest with the Scheme’s average utilisation rates.

Utilisation of committed supports for participants under Supported Independent Living (SIL) arrangements is consistently higher than for participants without SIL. This is the case across the Scheme and within each disability type.

For participants with SIL, utilisation is 84% for those with acquired brain injury, which is consistent with the Scheme average. The result is slightly lower at 83% for those with cerebral palsy or spinal cord injury.

For participants without SIL, utilisation rates are lower and there is more variation across different groups of participants. Utilisation for those with acquired brain injury is 59% which is slightly lower than the Scheme average of 61%. However, participants with cerebral palsy or spinal cord injury have higher utilisation at 65% and 69% respectively.

## Slide 42: Part 4: Participant goals, outcomes and satisfaction

This slide introduces Part 4: Participant goals, outcomes and satisfaction

Participants with acquired brain injury, cerebral palsy or spinal cord injury most often set goals related to daily life, social and community activities, and health and wellbeing.

Information on participant outcomes is collected at entry to the Scheme and at each subsequent plan review. Outcomes for participants with acquired brain injury, cerebral palsy or spinal cord injury have improved across most indicators.

A survey is conducted to gauge the level of participant satisfaction with Agency processes. This shows that the majority of participants with acquired brain injury, cerebral palsy or spinal cord injury rate the Agency's performance as 'good' or 'very good'.

## Slide 43: Summary

This slide summarises key statistics from Part 4.

This section presents information on the outcomes for Scheme participants as well as their families and carers across various life domains. Outcomes are measured when participants enter the Scheme to obtain baseline indicators, as well as subsequently to help understand the impact of the NDIS.

Participant satisfaction with the Agency's services is measured across the four main stages of the participant pathway: access, pre-planning, planning, and plan review.

Key statistics presented are in terms of the change for participants who have been in the Scheme for at least 2 years:

Participants with a primary disability of acquired brain injury (ABI):

* The participant employment rate decreased by 1%.
* The percentage of participants participating in social and community activities increased by 10%.
* The percentage of participants choosing who supports them increased by 1%.
* The parent and carer employment rate decreased by 1%.

Participants with a primary disability of cerebral palsy (CP):

* The participant employment rate increased by 1%.
* The percentage of participants participating in social and community activities increased by 13%.
* The percentage of participants choosing who supports them increased by 2%.
* The parent and carer employment rate increased by 2%.

Participants with a primary disability of spinal cord injury (SCI):

* The participant employment rate increased by 1%.
* The percentage of participants participating in social and community activities increased by 7%.
* The percentage of participants choosing who supports them increased by 6%.
* The parent and carer employment rate increased by 2%.

The Scheme as a whole:

* The participant employment rate increased by 1%.
* The percentage of participants participating in social and community activities increased by 10%.
* The percentage of participants choosing who supports them increased by 1%.
* The parent and carer employment rate increased by 3%.

## Slide 44: Participant goals

This slide has three (3) charts which display the percentage of active participants who have set one or more goals within each outcomes domain for each disability type considered, compared with the Scheme as a whole.

As part of the planning process, participants set goals about what they would like to achieve across various domains. These goals tend to vary by disability type.

Compared with the Scheme as a whole, participants with acquired brain injury, cerebral palsy or spinal cord injury are more likely to set goals in relation to choice and control, health and wellbeing, social and community activities, as well as where they live. However, they are less likely to have set goals for learning or relationships.

A high proportion of participants overall, and for each disability type, set goals relating to daily life, at 82% for cerebral palsy, 81% for spinal cord injury and 73% for acquired brain injury. Only 19% of all participants set a goal relating to work, although this is higher for those with acquired brain injury or spinal cord injury at 23% and 26% respectively.

## Slide 45: Participant baseline outcomes – Acquired brain injury

This slide has one (1) chart which displays selected baseline outcomes indicators for participants with a primary acquired brain injury aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion who choose what they do each day;
* Proportion who choose who supports them;
* Proportion actively involved in a community, cultural or religious group in the last 12 months;
* Proportion who attend school in a mainstream class;
* Proportion happy with their home;
* Proportion who self-rate health as good, very good or excellent;
* Proportion who have a paid job.

This information on participant baseline indicators has been collected from participants with a primary disability of acquired brain injury who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with an acquired brain injury are generally lower than for the Scheme as a whole across each domain and age group. The exception is the proportion of 15 to 24 year olds who attend school in a mainstream class which is 50% for acquired brain injury compared with 37% for the Scheme as a whole.

Of participants with an acquired brain injury, only 12% of 15 to 24 year olds and 10% aged 25 and over had a paid job at baseline compared with 18% and 22% respectively for the Scheme as a whole.

## Slide 46: Participant baseline outcomes – Cerebral palsy

This slide has one (1) chart which displays selected baseline outcomes indicators for participants with a primary cerebral palsy aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion who choose what they do each day;
* Proportion who choose who supports them;
* Proportion actively involved in a community, cultural or religious group in the last 12 months;
* Proportion who attend school in a mainstream class;
* Proportion happy with their home;
* Proportion who self-rate health as good, very good or excellent;
* Proportion who have a paid job.

This information on participant baseline indicators has been collected from participants with a primary disability of cerebral palsy who received their initial plan since 1 July 2016 (when they entered the Scheme).

For participants with a primary disability of cerebral palsy, a higher proportion are actively involved in community, cultural or religious groups compared with the Scheme as a whole. However, the results for cerebral palsy are lower than for the Scheme as a whole for participants choosing what they do each day, choosing who supports them, attending school in a mainstream setting and having a paid job.

The majority of participants with cerebral palsy are happy with their home as is the case across the Scheme. The proportion of participants with cerebral palsy who self-rate their health positively is lower at 63% compared with 68% across the Scheme for 15 to 24 year olds, but is higher at 55% compared with only 43% across the Scheme for those aged 25 and over.

## Slide 47: Participant baseline outcomes – Spinal cord injury

This slide has one (1) chart which displays selected baseline outcomes indicators for participants with a primary spinal cord injury aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion who choose what they do each day;
* Proportion who choose who supports them;
* Proportion actively involved in a community, cultural or religious group in the last 12 months;
* Proportion who attend school in a mainstream class;
* Proportion happy with their home;
* Proportion who self-rate health as good, very good or excellent;
* Proportion who have a paid job.

This information on participant baseline indicators has been collected from participants with a primary disability of spinal cord injury who received their initial plan since 1 July 2016 (when they entered the Scheme).

For participants with a primary disability of spinal cord injury, a higher proportion choose what they do each day, choose who supports them, attend school in a mainstream class and have a paid job compared with the Scheme as a whole.

However, only 53% of 15 to 24 year olds with spinal cord injury are happy with their home compared with 80% for the Scheme overall. The proportion for participants aged 25 and over is 65% for spinal cord injury compared with 70% for the Scheme overall.

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

## Slide 48: Family/carer baseline outcomes - Acquired brain injury

This slide has one (1) chart which displays selected baseline outcomes indicators for families and carers of participants with a primary acquired brain injury aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion receiving Carer Payment;
* Proportion receiving Carer Allowance;
* Proportion working in a paid job;
* Proportion who say they (and their partner) are able to work as much as they want;
* Proportion able to advocate for their child/family member;
* Proportion who feel in control selecting services;
* Proportion who rate their heath as good, very good or excellent.

This information on baseline indicators has been collected from families/carers of participants with a primary disability of acquired brain injury where the participant entered the Scheme since 1 July 2016.

The results for participants with an acquired brain injury are close to those for the Scheme overall across most domains and age groups. However, a lower proportion of family members or carers of a participant with an acquired brain injury work in a paid job and work as much as they want compared with the Scheme as a whole.

A higher proportion of families or carers of participants with an acquired brain injury aged 0 to 14 years receive the Carer Payment and the Carer Allowance compared with the Scheme overall. At older ages, the experience for acquired brain injury is in line with the Scheme as a whole.

## Slide 49: Family/carer baseline outcomes - Cerebral palsy

This slide has one (1) chart which displays selected baseline outcomes indicators for families and carers of participants with a primary cerebral palsy aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion receiving Carer Payment;
* Proportion receiving Carer Allowance;
* Proportion working in a paid job;
* Proportion who say they (and their partner) are able to work as much as they want;
* Proportion able to advocate for their child/family member;
* Proportion who feel in control selecting services;
* Proportion who rate their heath as good, very good or excellent.

This information on baseline indicators has been collected from families/carers of participants with a primary disability of cerebral palsy where the participant entered the Scheme since 1 July 2016.

The results for families or carers of participants with a primary disability of cerebral palsy are higher than for the Scheme as a whole in terms of the proportion receiving the Carer Payment, those receiving the Carer Allowance, those who are able to advocate for their child or family member and those who feel in control of selecting services.

However, the proportion who are working in a paid job was lower for cerebral palsy compared with the Scheme as a whole, as is the proportion of those who are working as much as they want for participants aged under 25.

## Slide 50: Family/carer baseline outcomes - Spinal cord injury

This slide has one (1) chart which displays selected baseline outcomes indicators for families and carers of participants with a primary spinal cord injury aged 0 to 14, 15 to 24 as well as 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* Proportion receiving Carer Payment;
* Proportion receiving Carer Allowance;
* Proportion working in a paid job;
* Proportion who say they (and their partner) are able to work as much as they want;
* Proportion able to advocate for their child/family member;
* Proportion who feel in control selecting services;
* Proportion who rate their heath as good, very good or excellent.

This information on baseline indicators has been collected from families/carers of participants with a primary disability of spinal cord injury where the participant entered the Scheme since 1 July 2016.

The results for families or carers of participants with spinal cord injury are mixed in comparison with the Scheme as a whole across different domains and age groups. A higher proportion of carers for participants with spinal cord injury feel in control of selecting services at 48% compared with 40% and 36% for the Scheme as a whole at ages 15 to 24 and 25 and over respectively.

However, a lower proportion of family members or carers for those with spinal cord injury are working in a paid job than for the Scheme as a whole, in particular for participants aged 0 to 14 and aged 25 and over.

## Slide 51: Has the NDIS Helped participants – Acquired brain injury

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with a primary disability of acquired brain injury aged 15 to 24 as well as 25 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS helped you have more choices and more control over your life?
* Has the NDIS helped you with daily living activities?
* Has the NDIS helped you to meet more people?
* Has your involvement with the NDIS helped you to choose a home that's right for you?
* Has your involvement with the NDIS improved your health and wellbeing?
* Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?
* Has your involvement with the NDIS helped you find a job that's right for you?
* Has the NDIS helped you be more involved?

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

For most domains and both age groups, a higher proportion of participants with acquired brain injury perceived that the NDIS has helped them at the latest review compared with the first review.

Results for those with acquired brain injury are generally in line or more favourable compared with the Scheme overall. The exception is whether the NDIS has helped finding the participant a suitable job, where there has been deterioration since the first plan review and a lower than overall proportion of participants with acquired brain injury responding positively.

## Slide 52: Has the NDIS Helped participants – Cerebral palsy

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with a primary disability of cerebral palsy aged 15 to 24 as well as 25 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS helped you have more choices and more control over your life?
* Has the NDIS helped you with daily living activities?
* Has the NDIS helped you to meet more people?
* Has your involvement with the NDIS helped you to choose a home that's right for you?
* Has your involvement with the NDIS improved your health and wellbeing?
* Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?
* Has your involvement with the NDIS helped you find a job that's right for you?
* Has the NDIS helped you be more involved?

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

In general, improvements can be observed from first review to latest review for participants with cerebral palsy and results are in line or slightly more favourable compared with the Scheme as a whole. As with acquired brain injury, there is deterioration in the proportion of participants for whom the NDIS has helped find a suitable job and the experience for those with cerebral palsy is lower than the Scheme as a whole.

The greatest improvements are seen in choice and control, daily living activities, as well as being more involved.

## Slide 53: Has the NDIS Helped participants – Spinal cord injury

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with a primary disability of spinal cord injury aged 15 to 24 as well as 25 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS helped you have more choices and more control over your life?
* Has the NDIS helped you with daily living activities?
* Has the NDIS helped you to meet more people?
* Has your involvement with the NDIS helped you to choose a home that's right for you?
* Has your involvement with the NDIS improved your health and wellbeing?
* Has your involvement with the NDIS helped you to learn things you want to learn or to take courses you want to take?
* Has your involvement with the NDIS helped you find a job that's right for you?
* Has the NDIS helped you be more involved?

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

For most domains, there has been improvement in the results for participants with spinal cord injury at the latest review compared with the first review. As with the other disability types, the exception is in whether the NDIS has helped with finding a suitable job, as well as whether the NDIS helped them to meet people for 15 to 24 year olds.

Spinal cord injury has more favourable results than overall for choice and control, daily living activities and health and wellbeing, but is less favourable in other areas.

## Slide 54: Has the NDIS Helped families/carers – Acquired brain injury

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with a primary acquired brain injury aged 0 to 14 as well as 15 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate?
* Has the NDIS improved the level of support for your family?
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your health and wellbeing?

Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses in respect of participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

Improvements can be observed from first review to latest review across all domains and for both age groups for families and carers of participants with acquired brain injury, as is the case for the Scheme as a whole. Compared with the Scheme averages, a similar or higher proportion of families and carers for participants aged 15 and over with acquired brain injury say the NDIS has helped them. However, the results for those aged 0 to 14 are less favourable for acquired brain injury.

## Slide 55: Has the NDIS Helped families/carers – Cerebral palsy

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes by families and carers of participants with a primary cerebral palsy aged 0 to 14 as well as 15 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate?
* Has the NDIS improved the level of support for your family?
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your health and wellbeing?

Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses in respect of participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

As with acquired brain injury, there have been general improvements in the results for participants with cerebral palsy across all domains and for both age groups. In general, families and carers of participants aged 15 and over are likely to see greater outcomes improvement in all these domains.

The proportion of families and carers of participants with cerebral palsy who say the NDIS has helped is generally similar or higher than the Scheme as a whole for participants 15 and over but is lower for those aged 0 to 14.

## Slide 56: Has the NDIS Helped families/carers - Spinal cord injury

This slide has two (2) charts which display the perceptions of whether the NDIS has helped improve outcomes by families and carers of participants with a primary spinal cord injury aged 15 years and over, compared with the Scheme as a whole. Note: There is insufficient data to show results for families and carers of participants with spinal cord injury aged 0 to 14 years.

Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate?
* Has the NDIS improved the level of support for your family?
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your health and wellbeing?

Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses in respect of participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

There have been noticeable increases in the proportion of families and carers of participants with spinal cord injury who say the NDIS has helped, noting that results are only shown here for participants aged 15 and over. For each domain, the result at the first review is lower for spinal cord injury than for the Scheme as a whole, but is higher at the latest review for improving capacity to advocate, the level of support provided and health and wellbeing. The greatest improvement is with the NDIS helping families and carers to advocate for their child.

## Slide 57: Participant employment rate

This slide has three (3) charts which display the percentage of participants in paid employment for each disability type considered compared with the Scheme as a whole. The analysis is performed for participants aged 15 to 24, 25 and over, as well as for 15 and over combined. Results are displayed at baseline and at the latest review for participants who have been in the Scheme for at least two years.

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. These results are based on participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The percentage of participants aged between 15 and 24 in paid employment has increased from Scheme entry to the latest review for those with acquired brain injury, cerebral palsy or spinal cord injury as is the case across the Scheme. However, there has been a reduction in the proportion in paid employment for those aged 25 and over for each disability type. A higher than average proportion of participants with spinal cord injury are in paid employment but those with acquired brain injury or cerebral palsy have less favourable employment levels than for the Scheme overall.

## Slide 58: Participant social and community engagement rate

This slide has three (3) charts which display the percentage of participants actively participating in social and community activities for each disability type considered compared with the Scheme as a whole. The analysis is performed for participants aged 15 to 24, 25 and over, as well as for 15 and over combined. Results are displayed at baseline and at the latest review for participants who have been in the Scheme for at least two years.

The number of participants engaging in community and social activities is one of the key measures for ensuring quality experiences and outcomes for participants. These results are based on participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For each of the three disability types and age groups, participation in social and community activities has increased since entering the Scheme.

The proportion of participants with cerebral palsy who engage in social and community activities is higher than for the Scheme overall at ages 15 to 24 as well as 25 and over. However, participants with acquired brain injury or spinal cord injury aged 25 and over have a relatively low participation rate.

## Slide 59: Participants choosing who supports them

This slide has three (3) charts which display the percentage of the percentage of participants choosing who supports them for each disability type considered compared with the Scheme as a whole. The analysis is performed for participants aged 15 to 24, 25 and over, as well as for 15 and over combined. Results are displayed at baseline and at the latest review for participants who have been in the Scheme for at least two years.

The number of participants able to choose who supports them is a key measure for the level of choice and control that participants enjoy in their lives. These results are based on participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The percentage of participants who choose who supports them has remained stable or increased marginally since Scheme entry for each of the three disability types and for the Scheme overall. For those with spinal cord injury the proportion who choose who supports them is high at 86% for ages 15 and over at the latest review compared with the Scheme as a whole at 48%. However, for those with acquired brain injury or cerebral palsy the proportions who choose who supports them are lower than the Scheme as a whole, and this is driven by unfavourable results at ages 25 and over.

## Slide 60: Parent and carer employment rate

This slide has three (3) charts which display the percentage of the percentage of families and carers of participants in paid employment for each disability type considered compared with the Scheme as a whole. The analysis is performed for participants aged 0 to 14, 15 and over, as well as for all ages combined. Results are displayed at baseline and at the latest review for participants who have been in the Scheme for at least two years.

The number of parents and carers of participants in paid employment is a key measure of their wellbeing and quality of life as they assume carer responsibility. These results are based on parents and carers of participants who have been in the Scheme for at least two years, measured at the participant's Scheme entry (baseline) and at their latest plan review.

The percentage of parents and carers of participants in paid work has increased since Scheme entry for all three disability types overall, although experience by age group and disability type is mixed.

The results are lower in each age group and overall for acquired brain injury or cerebral palsy than the Scheme overall. This is also the case for spinal cord injury with the exception of ages 25 and over at their latest plan review.

## Slide 61: Participant satisfaction - Planning and Plan Review stages

This slide has six (6) pie charts which display the proportions of participants by satisfaction rating for the services they received at planning and review stages of NDIS participant pathway. The results for each disability type considered are compared with the Scheme as a whole. Ratings are grouped in the following manner:

* Very Good or Good;
* Neutral;
* Poor or Very Poor.

A participant satisfaction survey was implemented from September 2018 to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway. The survey gather responses at four primary stages of the participant pathway: Access, Pre-planning, Planning and Plan Review.

Since October 2020, the survey has been administered by an independent third party. This has resulted in a 'break' in the time series, meaning the previous quarterly results do not compare well with those for the December 2020 quarter.

Hence, participant satisfaction results are shown for the December 2020 quarter only.

At the Access and Pre-planning stages, there is insufficient data for these disability types to show results separately. Results are only shown for the Planning and Plan Review pathway stages.

At the Planning stage, the proportion of participants with spinal cord injury who gave a positive satisfaction rating was 84% in line with the Scheme average. The rates for participants with acquired brain injury or cerebral palsy were lower at 79% or 76% respectively.

At the Plan Review stage, rates of satisfaction for participants with acquired brain injury or cerebral palsy were the same as for the Scheme overall at 75%. However, the rate for those with spinal cord injury was lower at 70%.