# Disability Dashboard Transcript for Hearing Impairment

## Insights

This section contains key information about the NDIS participants with a hearing impairment in the form of simple charts and commentaries using data as at 30 June 2023:

* A doughnut chart shows that of the 610,502 active participants in the NDIS, 4% (or 26,507) of them have a primary disability of a hearing impairment.
* The next doughnut chart shows that 36% (or 9,585) of participants with a hearing impairment are aged 15 years and under.
* The next doughnut chart shows that 21% (or 5,683) of participants with a hearing impairment identify as culturally and linguistically diverse.
* The next doughnut chart shows that 77% (or 20,509) of participants with a hearing impairment have a high reported level of function.
* A bar chart shows that 93% of access decisions for applicants with a hearing impairment aged under 25 years resulted in the applicant joining the Scheme in the year ending 30 June 2023, compared to 73% for those aged 25 years and over.
* The next bar chart shows that NDIS provided $232 million of paid supports were provided to participants with a hearing impairment in the year ending 30 June 2023, compared to $192m in the previous year, an increase of 20%.
* The next bar chart shows that $9,100 was the average payment for a participant with a hearing impairment in the year ending 30 June 2023, an increase of 11% compared to the previous year at $8,200.
* The next bar chart shows that 75% of parents and carers for children with a hearing impairment felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to 61% at their first plan reassessment.(The Participant Outcome section compares baseline results when participants entered the Scheme or at their first plan reassessment, with results measured at the most recent participant plan reassessment for each respondent. Results are for participants who have been in the Scheme for at least two years and NDIS trial participants are excluded. All outcome results are rounded to the nearest percentage but the percentage point increases or decreases are calculated based on the unrounded results).
* 59% of participants aged 15 to 64 years with a hearing impairment were employed.
* The weighted average satisfaction rate for participants with a hearing impairment over the 4 stages of Scheme pathway was 77% in the year ending June 2023.

A photo shows an NDIS participant holding a dog.

Quote: “The NDIS is helping people to live more independently in the community with the right supports.” By NDIS participant, Bronte

## Section 1: Participants

### Active Participant Trend

The number of participants with a hearing impairment has increased by 10% and 8% in the last two years.

A bar chart shows there were 26,507 active participants with a primary disability of a hearing impairment at 30 June 2023.

* The number of active participants with a hearing impairment was 24,615 at June 2022 and 22,363 at June 2021
* The number of active participants with a hearing impairment has increased by 10% between June 2021 and June 2022 and 8% between June 2022, and June 2023.

### Access

In the year ending 30 June 2023:

A doughnut chart shows that 83% (or 2,348) of access decisions for applicants with a hearing impairment resulted in the applicant joining the Scheme, compared to 76% of access decisions for all applicants.

The next doughnut chart shows that 2,817 access decisions have been made in the year for applicants with a hearing impairment, of which 2,348 participants met access and are still active.

A bar chart shows the percentage of participants with a hearing impairment by age band of those who met access and are still active. Of the 2,348 participants who joined the scheme in the year ending 30 June 2023, 52% (or 1,232) were aged 18 years and under.

* 37% were aged 0 to 6.
* 12% were aged 7 to 14.
* 3% were aged 15 to 18.
* 4% were aged 19 to 24.
* 43% were aged 25 and over.

### Gender

Distribution of active participants by gender

A bar chart shows the percentage of active participants with a hearing impairment by gender and compares that to the distribution of all participants in the Scheme.

As at 30 June 2023, the percentage of participants with a hearing impairment who identified as:

* Male was 48%, compared to 61% for all participants.
* Female was 51%, compared to 37% for all participants.
* Other was 1%, compared to 1% for all participants.

Commentary in the text box: There are slightly more females with a hearing impairment in the Scheme (51%) compared to males.

### State/Territory

Distribution of active participants by State/Territory

A bar chart shows the percentage of active participants with a hearing impairment residing in each State/Territory and compares that to the distribution of all participants in the Scheme.

As at 30 June 2023, the percentage of participants with a hearing impairment who resided in:

* NSW was 31%, compared to 30% for all participants.
* VIC was 26%, compared to 27% for all participants.
* QLD was 23%, compared to 21% for all participants.
* WA was 8%, compared to 9% for all participants.
* SA was 7%, compared to 9% for all participants.
* TAS was 2%, compared to 2% for all participants.
* NT was 1%, compared to 1% for all participants.
* ACT was 2%, compared to 2% for all participants.

### Age Band

Distribution of active participants by age band

A chart shows the percentage of active participants with a hearing impairment by age band, and compares that to the distribution of all participants in the Scheme.

As at 30 June 2023, the percentage of participants with a hearing impairment who were in the age band:

* 0 to 6 was 15%, compared to 16% for all participants.
* 7 to 14 was 21%, compared to 26% for all participants.
* 15 to 18 was 8%, compared to 9% for all participants.
* 19 to 24 was 8%, compared to 8% for all participants.
* 25 to 34 was 10%, compared to 9% for all participants.
* 35 to 44 was 8%, compared to 8% for all participants.
* 45 to 54 was 10%, compared to 9% for all participants.
* 55 to 64 was 13%, compared to 11% for all participants.
* 65 and over was 6%, compared to 5% for all participants.

Commentary in the text box: The majority of participants with a hearing impairment are aged under 25 years (53%).

### Reported Level of Function

Distribution of active participants by reported level of function

A chart shows the percentage of active participants with a hearing impairment by reported level of function and compares that to the distribution of all participants in the Scheme.

As at 30 June 2023, the percentage of participants with a hearing impairment who had:

* a high reported level of function was 77%, compared to 30% for all participants.
* a medium reported level of function was 22%, compared to 46% for all participants.
* a low reported level of function was 1%, compared to 24% for all participants.

### Remoteness

Distribution of active participants by remoteness

A chart shows the distribution of active participants with a hearing impairment by remoteness, and compares that to the distribution of all participants in the Scheme.

As at 30 June 2023, the percentage of participants with a hearing impairment who resided in:

* Major cities was 72%, compared to 68% for all participants.
* A region with a population greater than 50,000 (and not a major city) was 10%, compared to 11% for all participants.
* A region with a population of 15,000 to 50,000 was 6%, compared to 8% for all participants.
* A region with a population of 5,000 to 15,000 was 4%, compared to 5% for all participants.
* A region with a population less than 5,000 (and not a remote or very remote area) was 6%, compared to 6% for all participants.
* Remote areas was 1%, compared to 1% for all participants.
* Very remote areas was 1%, compared to 1% for all participants.

### SEIFA score (using Index of Education and Occupation)

Distribution of active participants by SEIFA score. (The Australian Bureau of Statistics SEIFA Index of Education and Occupation (IEO) is used by NDIA to classify participants into socio-economic deciles, with decile one representing participants in the

lowest socio-economic decile, and decile ten representing participants in the highest socio-economic decile. SEIFA deciles are allocated based on the Statistical Area 1 (SA1) that a participant lives in).

A bar chart shows the percentage of active participants with a hearing impairment by SEIFA score, and compares that to the distribution of all participants in the Scheme.

Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage.

As at 30 June 2023, the percentage of participants with a hearing impairment who resided in areas with:

* SEIFA scores of 1 was 11%, compared to 14% for all participants.
* SEIFA scores of 2 was 11%, compared to 12% for all participants.
* SEIFA scores of 3 was 11%, compared to 12% for all participants.
* SEIFA scores of 4 was 11%, compared to 11% for all participants.
* SEIFA scores of 5 was 11%, compared to 11% for all participants.
* SEIFA scores of 6 was 11%, compared to 10% for all participants.
* SEIFA scores of 7 was 10%, compared to 9% for all participants.
* SEIFA scores of 8 was 9%, compared to 8% for all participants.
* SEIFA scores of 9 was 9%, compared to 7% for all participants.
* SEIFA scores of 10 was 7%, compared to 5% for all participants.ad

Commentary in the text box: There is a greater proportion of participants with a hearing impairment who reside in areas with a lower socioeconomic score.

Quote: “Receiving NDIS funding has enabled me to develop the confidence and communication skills to participate in work and social life.“, by NDIS participant, Olivia.

### First Nations

In the year ending 30 June 2023:

* + A bar chart shows that the number of active participants with a hearing impairment who identify as First Nations people has increased from 1,153 to 1,241, an increase of 8%.
  + A doughnut chart shows that 5% (or 1,241) of participants with a hearing impairment who identify as First Nations people, compared to 8% (or 46,694) for all participants.
  + A doughnut chart shows that 40% (or 493) of participants with a hearing impairment who identify as First Nations people live in a major city compared to 68% (or 417,206) for all participants.

### Culturally and Linguistically Diverse (CALD)

In the year ending 30 June 2023:

* + A bar chart shows that the number of active participants with a hearing impairment who identify as CALD has increased from 5,355 to 5,683, an increase of 6%.
  + At June 2023, a doughnut chart shows that 21% (or 5,683) of participants with a hearing impairment who identify as CALD, compared to 9% (or 55,751) for all participants.
  + At June 2023, a doughnut chart shows that 87% (or 4,957) of participants with a hearing impairment who identify as CALD live in a major city compared to 68% (or 417,206) for all participants.

## Section 2: Payments

### Total Payments

* + In the year ending 30 June 2023, the NDIS provided $232 million of paid supports to participants with a hearing impairment.
  + Last year, $192 million of paid supports were provided to participants with a hearing impairment.
    - This is an increase of 20%.

### Total Payments by support category (in $million)

A table shows the total payments to participants with a hearing impairment by support category in the last two years. (The sum of the payments by support category may not equal the total payments shown in the table since the total may include payments with a “missing“ support category. Daily activity supports include therapies).

* $37.3 million for Core – Daily Activities in the year ending 30 June 2023. This was $30.7 million in the year ending 30 June 2022, which represents a 21% increase from last year.
* $37.8 million for Core – Community in the year ending 30 June 2023. This was $24.6 million in the year ending 30 June 2022, which represents a 54% increase from last year.
* $53.9 million for Core – Consumables & Transport in the year ending 30 June 2023. This was $48.2 million in the year ending 30 June 2022, which represents a 12% increase from last year.
* $67.9 million for Capacity Building – Daily Activities in the year ending 30 June 2023. This was $59.8 million in the year ending 30 June 2022, which represents a 14% increase from last year.
* $25.3 million for Capacity Building – Other in the year ending 30 June 2023. This was $21.9 million in the year ending 30 June 2022, which represents a 16% increase from last year.
* $9.2 million for Capital in the year ending 30 June 2023. This was $7.2 million in the year ending 30 June 2022, which represents a 28% increase from last year.
* $231.5 million total payments in the year ending 30 June 2023. This was $192.4 million in the year ending 30 June 2022, which represents a 20% increase from last year.

### Total Payments by age band for the year ending 30 June 2023 (in $million)

A bar chart shows the payments made to participants with a hearing impairment by age band for the year ending 30 June 2023.

* $36 million to participants aged 0 to 6.
* $37 million to participants aged 7 to 14.
* $11 million to participants aged 15 to 18.
* $13 million to participants aged 19 to 24.
* $21 million to participants aged 25 to 34.
* $23 million to participants aged 35 to 44.
* $35 million to participants aged 45 to 54.
* $41 million to participants aged 55 to 64.
* $15 million to participants aged 65 and over.

### Average Payments

The average payment per participant with a hearing impairment was $9,100 for the year ending 30 June 2023, compared to $8,200 for the year ending 30 June 2022. This was a year-on-year increase of 11%. (Average payments per participant are calculated using a 12 month period prior to the reporting date.)

A separate table compares the average payments for the same group of participants between this year and last year (that is, the 12 months ending 30 June 2023 versus the 12 months ending 30 June 2022). Participants who had an initial plan approved after 30 June 2022 are not included.

* For participants aged under 18 years, the average payment this year was $7,400, compared to $6,900 last year, an increase of 7%.
* For participants aged 18 years and over and not in SIL, the average payment this year was $10,300, compared to $9,100 last year, an increase of 13%.
* At overall level for participants with a hearing impairment, the average payment this year was $9,100, compared to $8,200 last year, an increase of 11%.

### Participants in Supported Independent Living (SIL)

For participants aged 18 years and over with a hearing impairment:

* Participants in SIL comprise less than 1% of all participants with a hearing impairment who were aged 18 years and over, and their payments in the year ending 30 June 2023 comprise 2% of payments to participants with a hearing impairment aged 18 years and over.
* A year ago, participants in SIL represented less than 1% of participants with a hearing impairment who were aged 18 years and over, and their payments were 2% of payments to participants with a hearing impairment aged 18 years and over in that year.

## Section 3: Participant Outcomes and Satisfaction

The Participant Outcome section compares baseline results when participants entered the Scheme or at their first plan reassessment, with results measured at the most recent participant plan reassessment for each respondent. Results are for participants who have been in the Scheme for at least two years and NDIS trial participants are excluded. All outcome results are rounded to the nearest percentage but the percentage point increases or decreases are calculated based on the unrounded results.

### Outcome: Social and Community Participation

For participants aged 15 years and over with a hearing impairment, 46% said at their latest reassessment that they were actively involved in a community, cultural or religious group in the last 12 months. This compares to 42% for the Scheme as a whole.

Comparing responses at the most recent plan reassessment (between two to seven years after entry) with responses at Scheme entry or baseline), there has been a:

* 3 percentage point increase from 43% to 46% for participants aged 15 years and over.
* 2 percentage point increase from 43% to 46% for participants aged 25 years and over.

A bar chart shows that:

* for participants aged 15 to 24 years there was a 3 percentage point increase from 44% to 47%.
* for participants aged 25 to 34 years there was a 4 percentage point increase from 41% to 45%.
* for participants aged 35 to 44 years there was a 2 percentage point increase from 40% to 43%.
* for participants aged 45 to 54 years there was a 2 percentage point increase from 42% to 44%.
* for participants aged 55 to 64 years there was a 3 percentage point increase from 43% to 46%.
* for participants aged 65 years and over there was a 1 percentage point increase from 53% to 54%.

### Outcome: Participant Employment

For participants aged 15 to 64 years with a hearing impairment, 59% reported that they had a paid job at their latest reassessment. This compares to 23% for the Scheme as a whole.

Comparing responses at the most recent plan reassessment (between two to seven years after entry) with responses at Scheme entry, there has been a:

* 4 percentage point increase from 55% to 59% for participants aged 15 to 64 years.
* minimal movement from 61% for participants aged 25 to 64 years.

A bar chart shows that:

* for participants aged 15 to 24 years there was an 18 percentage point increase from 34% to 51%.
* for participants aged 25 to 34 years there was a 4 percentage point increase from 69% to 73%.
* for participants aged 35 to 44 years there was a 2 percentage point increase from 63% to 65%.
* for participants aged 45 to 54 years there was a less than 1 percentage point decrease from 64% to 64%.
* for participants aged 55 to 64 years there was a 5 percentage point decrease from 51% to 46%.

### Outcome: Family & Carer Employment

Family/carers of participants with a hearing impairment reported an employment rate of 62%, this compares to Scheme average family/carers employment rate of 50%.

Comparing responses at the most recent plan reassessment (between two to seven years after entry) with responses at Scheme entry, there has been a:

* 10 percentage point increase from 52% to 62% for participants aged 0 to 14 years.
* 2 percentage point increase from 57% to 60% for participants aged 15 years and over.
* 8 percentage point increase from 54% to 62% for participants across all ages.

### Outcome: Choice & Control

At 30 June 2023, 67% of participants with a hearing impairment aged 15 years and over said the NDIS has helped them have more choice and control over their life. This is lower than the Scheme average rate at 77%.

Comparing responses at the most recent plan reassessment (between two to seven years after entry) with responses at their first plan reassessment, there has been a:

* 10 percentage point increase from 56% to 67% for participants aged 15 years and over.
* 11 percentage point increase from 57% to 68% for participants aged 25 years and over.

A chart shows that:

* for participants aged 15 to 24 years there was an 8 percentage point increase from 54% to 63%.
* for participants aged 25 to 34 years there was a 9 percentage point increase from 57% to 66%.
* for participants aged 35 to 44 years there was a 11 percentage point increase from 60% to 72%.
* for participants aged 45 to 54 years there was a 12 percentage point increase from 57% to 69%.
* for participants aged 55 to 64 years there was a 10 percentage point increase from 56% to 66%.
* for participants aged 65 and over there was a 13 percentage point increase from 55% to 68%.

### Outcome: For children aged 0 to before starting school:

* 91% of parents and carers for children with a hearing impairment thought the NDIS improved their child’s development at their most recent plan reassessment, compared to 85% at their first plan reassessment. This is a 6 percentage point increase from the first reassessment.
* 91% of parents and carers for children with a hearing impairment thought the NDIS improved their child’s access to specialist services at their latest plan reassessment, compared to 85% at their first plan reassessment. This is a 6 percentage point increase from the first reassessment.

### Outcome: For children starting school to 14 years:

* 75% of parents and carers for children with a hearing impairment felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to 61% at their first plan reassessment. This is a 14 percentage point increase from the first plan reassessment.
* 64% of parents and carers for children with a hearing impairment felt the NDIS has improved their child’s relationship with family and friends at their most recent plan reassessment, compared with 51% at their first plan reassessment. This is a 13 percentage point increase from the first plan reassessment.

### Education outcomes

This section contains 4 bar charts demonstrating education outcomes and Australian Disability Enterprise (ADE) employment outcomes for participants with a hearing impairment.

A chart entitled: “Percentage of children starting school to aged 14 who attend school in a mainstream class“ illustrates the percentage of school children with a hearing impairment (up to 14 years of age) who attend school in a mainstream class, and compares results at the latest plan reassessment and Scheme entry (or baseline).

The percentage of children starting school to aged 14 with a hearing impairment who attend school in the mainstream class were:

* 89% at baseline.
* 88% at the latest reassessment.

The next chart entitled: “Percentage of participants who have post-school qualification“ displays the percentage of participants with a hearing impairment who have post-school qualifications and compares the results at the latest plan reassessment and Scheme entry (or baseline).

The percentage of participants with a hearing impairment who have post-school qualification were:

* 23% at baseline and 31% at the latest plan reassessment for participants aged 15 to 24 years.
* 63% at baseline and 65% at the latest plan reassessment for participants aged 25 and over.

The next chart entitled: “Percentage of participants who get opportunities to learn new things” displays the percentage of participants with a hearing impairment who get opportunities to learn new things and compares the results at the latest plan reassessment and Scheme entry (or baseline).

The percentage of participants with a hearing impairment who get opportunities to learn new things were:

* 81% at baseline and 83% at the latest plan reassessment for participants aged 15 to 24 years.
* 49% at baseline and 52% at the latest plan reassessment for participants aged 25 and over.

The next chart is entitled: “Percentage who are working in Australian Disability Enterprise (of those participants who are working in a paid job)”.

Of the participants with a hearing impairment who are working in a paid job, the chart displays the percentage working in Australia Disability Enterprise and compares the results at their latest plan reassessment and Scheme entry (or baseline).

The percentage of participants with a hearing impairment who are working in Australian Disability Enterprise are:

* 3% at baseline and 3% at the latest plan reassessment for participants aged 25 and over.

Quote: “For me, the NDIS means an opportunity to advocate for myself, and develop confidence to participate in life.“ By NDIS participant, Olivia.

### Satisfaction

Four bar charts compare the satisfaction responses between participants with a hearing impairment and all participants in the year ending 30 June 2023. The NDIA gathers responses at the four primary stages of the participant pathway – access, preplanning, planning and plan reassessment.

The percentage of participants with a hearing impairment who rated their experience with the as good or very good was:

* 74% for the Access Process, compared to 81% for all participants.
* 78% for the Pre-Planning Process, compared to 81% for all participants.
* 82% for the Planning Process, compared to 86% for all participants.
* 74% for the Reassessment Process, compared to 68% for all participants.

The weighted average satisfaction result for participants with a hearing impairment who rated their experience as good or very good over the 4 stages of the pathway was 77% in the year ending 30 June 2023. This was 78% for the year ending 30 June 2022.

* This compares to a satisfaction rate of 75% for all participants.

### Complaints

There were 360 complaints raised by participants with a hearing impairment in the year ending 30 June 2023 (or a complaint rate of 1%). (The complaint rate is an annualised rate calculated as the number of complaints in the year divided by the active participant exposure in the year)

* The complaint rate 12 months ago for participants with a hearing impairment was 1%.
* This compares to a complaint rate of 6% for all participants.

## Section 4: Providers

This section contains information on service providers supporting participants with a hearing impairment in the year ending 30 June 2023, in the form of doughnut charts.

The first set of three doughnut charts show an overview of all the providers supporting participants with a hearing impairment:

* A doughnut charts shows that 12,699 agency or plan managed providers received a payment during the year. The count of providers is by ABN and includes providers supporting agency-managed participants, participants who use a plan manager and self-managed participants. Note that for self-managed payments, the total number of providers is unable to be determined since it is not a requirement for self-managed participants to provide the ABN at the time of payment.
* The next doughnut chart shows that 12% of payments were received by the top 10 providers
* The next doughnut chart shows that 58% of these providers were companies or organisations and 42% are individuals or sole traders.

The second set of three doughnut charts are for providers supporting participants with a hearing impairment who used a plan manager.

* + A doughnut chart shows that 12,122 providers received a payment during the year. (For each plan management type, a single provider is counted if they received a payment in the year for that plan management type. Note that a single provider can receive payments across more than one plan management type so may be included in more than one count.)
  + The next doughnut chart shows that 30% of the providers were registered and 70% were unregistered. (A registered provider is an approved person or provider of supports who is registered with the NDIS Quality and Safeguard Commission. While a registered provider can provide supports to all participants, an unregistered provider can only provide supports to participants who use a plan manager or who are self-managed.)
  + The next doughnut chart shows that $132 million was paid in the year ending 30 June 2023. This makes up 57% of payments to participants with a hearing impairment.

The last set of three doughnut charts are for providers supporting agency-managed participants with a hearing impairment:

* A doughnut chart shows that 1,652 providers received a payment during the year.
* A doughnut chart shows that 100% of providers were registered.
* The next doughnut chart shows that $43 million was paid in the year ending 30 June 2023. This makes up 18% of payments to participants with a hearing impairment.

For providers supporting self-managed participants with a hearing impairment, $57 million was paid in the year ending 30 June 2023, which is 25% of all payments to participants with a hearing impairment.

At this time, for self-managed payments, the total number of providers and the registration status of providers is unable to be determined since it is not a requirement for self-managed participants to provide the ABN at the time of payment.

## Key definitions

Definitions of terms used in this dashboard are consistent with those used in Appendix A of the Quarterly Report to disability ministers published on the NDIS website.