# Disability Dashboard Transcript for Multiple Sclerosis

## Insights

This section contains key information about the NDIS participants with multiple sclerosis 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, 2% (or 10,337) of them have a primary disability of multiple sclerosis.
* The next doughnut chart shows that 80% (or 8,241) of participants with multiple sclerosis are aged 45 years and over.
* The next doughnut chart shows that 74% (or 7,678) of participants with multiple sclerosis are female.
* A bar chart shows that 84% of access decisions for applicants with multiple sclerosis aged 45 years and over resulted in the applicant joining the Scheme in the year ending 30 June 2023, compared to 81% of access decisions for those aged under 45 years.
* The next bar chart shows that NDIS provided $922 million of paid supports to participants with multiple sclerosis in the year ending 30 June 2023, compared to $728 million in the year ending 30 June 2022, representing a year-on-year increase of 27%.
* The next bar chart shows that the average payment for a participant with multiple sclerosis was $93,000 in the year ending 30 June 2023, representing a year-on-year increase of 16% when compared to $80,400 in the previous year.
* The next bar chart shows that 86% of participants aged 15 and over with multiple sclerosis indicated the NDIS had helped them have more choice and control, which is an increase of 11 percentage points compared to their first reassessment of 75%. (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).
* The next bar chart shows 37 percent of participants aged 15 and over with multiple sclerosis indicated they had engagement in social and community activities, which is a 4 percentage point increase compared to baseline at 32%.
* The weighted average satisfaction rate for participants with multiple sclerosis over the 4 stages of Scheme pathway was 76% in the year ending 30 June 2023.

A photo shows an NDIS participant in a motorised wheelchair at the beach.

Quote: ”I cannot believe how it has helped me achieve my goal of getting back on the beach.” By NDIS participant, Wayne.

## Section 1: Participants

### Active Participant Trend

The number of participants with multiple sclerosis has increased by 12% and 8% in the last two years.

A bar chart shows there were 10,337 active participants with a primary disability of multiple sclerosis at 30 June 2023.

* The number of active participants with multiple sclerosis was 9,528 at June 2022 and 8,528 at June 2021
* The number of active participants with multiple sclerosis has increased by 12% 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 993) of access decisions for applicants with multiple sclerosis resulted in the applicant joining the Scheme, compared to 76% of access decisions for all applicants.

The next doughnut chart shows that 1,201 access decisions have been made in the year for applicants with multiple sclerosis, of which 993 participants met access and are still active.

A bar chart shows the percentage of participants with multiple sclerosis by age band of those who met access and are still active. Of the 993 participants who joined the scheme in the year ending 30 June 2023, 979 (or 99%) were aged 25 years and over.

* 1% were aged 0 to 24.
* 99% were aged 25 and over.

### Gender

Distribution of active participants by gender

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

As at 30 June 2023, the percentage of participants with multiple sclerosis who identified as:

* Male was 25%, compared to 61% for all participants.
* Female was 74%, compared to 37% for all participants.
* Other was 1%, compared to 1% for all participants.

Commentary in the text box: The majority of participants with multiple sclerosis are female (74%).

### State/Territory

Distribution of active participants by State/Territory

A bar chart shows the percentage of active participants with multiple sclerosis 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 multiple sclerosis who resided in:

* NSW was 27%, compared to 30% for all participants.
* VIC was 31%, compared to 27% for all participants.
* QLD was 17%, compared to 21% for all participants.
* WA was 10%, compared to 9% for all participants.
* SA was 9%, compared to 9% for all participants.
* TAS was 4%, compared to 2% for all participants.
* NT was 0%, 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 multiple sclerosis 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 multiple sclerosis who were in the age band:

* 0 to 6 was less than 1%, compared to 16% for all participants.
* 7 to 14 was less than 1%, compared to 26% for all participants.
* 15 to 18 was less than 1%, compared to 9% for all participants.
* 19 to 24 was 1%, compared to 8% for all participants.
* 25 to 34 was 5%, compared to 9% for all participants.
* 35 to 44 was 15%, compared to 8% for all participants.
* 45 to 54 was 28%, compared to 9% for all participants.
* 55 to 64 was 35%, compared to 11% for all participants.
* 65 and over was 17%, compared to 5% for all participants.

Commentary in the text box: The majority of participants with multiple sclerosis are aged 55 years and over (52%)

### Reported Level of Function

Distribution of active participants by reported level of function

A chart shows the percentage of active participants with multiple sclerosis 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 multiple sclerosis who had:

* a high reported level of function was 12%, compared to 30% for all participants.
* a medium reported level of function was 58%, compared to 46% for all participants.
* a low reported level of function was 30%, compared to 24% for all participants.

Commentary in the text box: The majority of participants with multiple sclerosis have a medium reported level of function (58%).

### Remoteness

Distribution of active participants by remoteness

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

As at 30 June 2023, the percentage of participants with multiple sclerosis who resided in:

* Major cities was 69%, 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 8%, 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 8%, compared to 6% for all participants.
* Remote areas was 1%, compared to 1% for all participants.
* Very remote areas was less than 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 multiple sclerosis 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 multiple sclerosis who resided in areas with:

* SEIFA scores of 1 was 9%, compared to 14% for all participants.
* SEIFA scores of 2 was 10%, 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 10%, compared to 8% for all participants.
* SEIFA scores of 9 was 9%, compared to 7% for all participants.
* SEIFA scores of 10 was 8%, compared to 5% for all participants.

Commentary in the text box: There is a greater proportion of participants with multiple sclerosis who reside in areas with a higher socioeconomic score compared to the Scheme as a whole.

Quote: “Now I feel more confident moving around, both inside and outside my home.” By NDIS participant, Wayne.

### First Nations

In the year ending 30 June 2023:

* + A bar chart shows that the number of active participants with multiple sclerosis who identify as First Nations people has increased from 129 to 148, an increase of 15%.
  + At June 2023 a doughnut chart shows that 1% (or 148) of participants with multiple sclerosis who identify as First Nations people, compared to 8% (or 46,694) for all participants.
  + At June 2023 a doughnut chart shows that 51% (or 76) of participants with multiple sclerosis 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 multiple sclerosis who identify as CALD has increased from 995 to 1,066, an increase of 7%.
  + At June 2023 a doughnut chart shows that 10% (or 1,066) of participants with multiple sclerosis identified as CALD, compared to 9% (or 55,751) for all participants.
  + At June 2023 a doughnut chart shows that 90% (or 963) of participants with multiple sclerosis 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 $922 million of paid supports to participants with multiple sclerosis.
  + Last year, $728 million of paid supports were provided to participants with multiple sclerosis. This is an increase of 27%.

### Total Payments by Support Category (in $million)

A table shows the payments made to participants with multiple sclerosis 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).

* $568.5 million for Core - Daily Activities in the year ending 30 June 2023. This was $449.5 million in the year ending 30 June 2022, which represents a 26% increase from last year.
* $111.8 million for Core - Community in the year ending 30 June 2023. This was $74.1 million in the year ending 30 June 2022, which represents a 51% increase from last year.
* $45.7 million for Core - Consumables & Transport in the year ending 30 June 2023. This was $39.8 million in the year ending 30 June 2022, which represents a 15% increase from last year.
* $92.0 million for Capacity Building - Daily Activities in the year ending 30 June 2023. This was $75.4 million in the year ending 30 June 2022, which represents a 22% increase from last year.
* $37.7 million for Capacity Building - Other in the year ending 30 June 2023. This was $34.4 million in the year ending 30 June 2022, which represents a 10% increase from last year.
* $66.8 million for Capital in the year ending 30 June 2023. This was $54.6 million in the year ending 30 June 2022, which represents a 22% increase from last year.
* $922.5 million total payments in the year ending 30 June 2023. This was $727.7 million in the year ending 30 June 2022, which represents a 27% 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 multiple sclerosis by age band for the year ending 30 June 2023.

* $2 million to participants aged 0 to 24.
* $28 million to participants aged 25 to 34.
* $104 million to participants aged 35 to 44.
* $246 million to participants aged 45 to 54.
* $372 million to participants aged 55 to 64.
* $170 million to participants aged 65 and over.

### Average Payments

The average payment per participant with multiple sclerosis was $93,000 for the year ending 30 June 2023, compared to $80,400 for the year ending 30 June 2022. This was a year-on-year increase of 16%. 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, year ending 30 June 2023 vs year ending 30 June 2022). Participants who had an initial plan approved after 30 June 2022 are not included.

* For participants aged 18 years and over and not in SIL, the average payment this year was $80,800, compared to $70,300 last year, an increase of 15%.
* For participants aged18 years and over and in SIL, the average payment this year was $498,200, compared to $426,200 last year, an increase of 17%.
* At overall level for participants with multiple sclerosis, the average payment this year was $96,100, compared to $80,400 last year, an increase of 20%.

### Participants in Supported Independent Living (SIL)

### Total payments by support category for the year ending 30 June 2023 (in $million)

A table shows the payments by support category made to participants with multiple sclerosis who were in SIL and not in SIL, in the year ending 30 June 2023.

* $138.0 million of payments for Core - Daily Activities to participants in SIL, compared to $430.5 million for participants not in SIL. This represents a total of $568.5 million for all payments made for Core - Daily Activities supports.
* $12.3 million of payments for Core - Community to participants in SIL, compared to $99.5 million for participants not in SIL. This represents a total of $111.8 million for all payments made for Core - Community supports.
* $3.3 million of payments for Core - Consumables & Transport to participants in SIL, compared to $42.4 million for participants not in SIL. This represents a total of $45.7 million for all payments made for Core - Consumables & Transport supports.
* $6.8 million of payments for Capacity Building - Daily Activities to participants in SIL, compared to $85.2 million for participants not in SIL. This represents a total of $92.0 million for all payments made for Capacity Building - Daily Activities supports.
* $3.1 million of payments for Capacity Building - Other to participants in SIL, compared to $34.5 million for participants not in SIL. This represents a total of $37.7 million for all payments made for Capacity Building - Other supports.
* $11.0 million of payments for Capital to participants in SIL, compared to $55.8 million for participants not in SIL. This represents a total of $66.8 million for all payments made for Capital supports.
* $174.5 million total payments to participants in SIL, compared to $748.0 million to participants not in SIL. This represents a total of $922.5 million payments to participants with multiple sclerosis.

For participants aged 18 years and over with multiple sclerosis:

* Participants in SIL comprise 4% of all participants with multiple sclerosis who were aged 18 years and over, and their payments in the year ending 30 June 2023 comprise 19% of payments to participants with multiple sclerosis aged 18 years and over.
* A year ago, participants in SIL represented 3% of participants with multiple sclerosis who were aged 18 years and over, and their payments were 15% of payments to participants with multiple sclerosis 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 multiple sclerosis, 37% 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 43% 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:

* 4 percentage point increase from 32% to 37% for participants aged 15 years and over.
* 4 percentage point increase from 32% to 37% for participants aged 25 years and over.

A bar chart shows that:

* for participants aged 15 to 24 years there was a 9 percentage point increase from 4% to 13%.
* for participants aged 25 to 34 years there was a 6 percentage point increase from 27% to 33%.
* for participants aged 35 to 44 years there was a 1 percentage point increase from 32% to 33%.
* for participants aged 45 to 54 years there was a 4 percentage point increase from 30% to 34%.
* for participants aged 55 to 64 years there was a 6 percentage point increase from 33% to 39%.
* for participants aged 65 years and over there was a 5 percentage point increase from 37% to 42%.

### Outcome: Participant Employment

For participants aged 15 to 64 years with multiple sclerosis, 24% 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 decrease from 28% to 24% for participants aged 15 to 64 years.
* 4 percentage point decrease from 28% to 24% for participants aged 25 to 64 years.

A bar chart shows that:

* for participants aged 15 to 24 years there was a 4 percentage point increase from 25% to 29%.
* for participants aged 25 to 34 years there was a 1 percentage point increase from 41% to 42%.
* for participants aged 35 to 44 years there was a 2 percentage point decrease from 42% to 39%.
* for participants aged 45 to 54 years there was a 3 percentage point decrease from 30% to 27%.
* for participants aged 55 to 64 years there was a 5 percentage point decrease from 19% to 14%.

### Outcome: Family & Carer Employment

Family/carers of participants with multiple sclerosis reported an employment rate of 47%, 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:

* 3 percentage point decrease from 50% to 47% for participants across all ages.
* 3 percentage point decrease from 50% to 47% for participants aged 15 and over.

### Outcome: Choice & Control

At 30 June 2023, 86% of participants with multiple sclerosis aged 15 years and over said the NDIS has helped them have more choice and control over their life.

* This is higher 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:

* 11 percentage point increase from 75% to 86% for participants aged 15 years and over.
* 11 percentage point increase from 75% to 86% for participants aged 25 years and over.

A bar chart shows that:

* for participants aged 15 to 24 years there was a 14 percentage point increase from 50% to 64%.
* for participants aged 25 to 34 years there was a 13 percentage point increase from 71% to 83%.
* for participants aged 35 to 44 years there was a 10 percentage point increase from 76% to 86%.
* for participants aged 45 to 54 years there was a 12 percentage point increase from 73% to 85%.
* for participants aged 55 to 64 years there was a 12 percentage point increase from 76% to 88%.
* for participants aged 65 and over there was a 7 percentage point increase from 79% to 86%.

Quote: ”I just love being able to cook again and bake stuff with my boys. It’s so much fun.” By NDIS participant, Bree-Arne.

### Satisfaction

Four bar charts compare the satisfaction responses between participants with multiple sclerosis 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 multiple sclerosis who rated their experience with the as good or very good was:

* 84% for the Access Process, compared to 81% for all participants.
* 85% for the Pre-Planning Process, compared to 81% for all participants.
* 83% for the Planning Process, compared to 86% for all participants.
* 73% for the Reassessment Process, compared to 68% for all participants.

The weighted average satisfaction result for participants with multiple sclerosis who rated their experience as good or very good over the 4 stages of the pathway was 76% in the year ending 30 June 2023.This was 75% in the year ending 30 June 2022.

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

### Complaints

There were 858 complaints raised by participants with multiple sclerosis in the year ending 30 June 2023 (or a complaint rate of 9%). (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 multiple sclerosis was 9%.
* This compares to a complaint rate of 6% for all participants.

## Section 4: Providers

This section contains information on service providers supporting participants with multiple sclerosis 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 multiple sclerosis.
* A doughnut charts shows that 27,772 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 9% of payments were received by the top 10 providers.
* The next doughnut chart shows that 52% of these providers were companies or organisations and 48% were individuals or sole traders.

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

* + A doughnut chart shows that 27,136 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 21% of the providers were registered and 79% 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 $568.5 million was paid in the year ending 30 June 2023. This makes up 62% of payments to participants with multiple sclerosis.

The last set of three doughnut charts are for providers supporting agency-managed participants with multiple sclerosis:

* A doughnut chart shows that 2,585 providers received a payment during the year.
* A doughnut chart shows that 100% of providers were registered.
* The next doughnut chart shows that $195 million was paid in the year ending 30 June 2023. This makes up 21% of payments to participants with multiple sclerosis.

For providers supporting self-managed participants with multiple sclerosis, $159 million was paid in the year ending 30 June 2023, which is 17% of all payments to participants with multiple sclerosis. 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.