



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

Data at 31 December 2020

ndis

## **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).

# Introduction



---

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.

# Definitions

## Disability types

Disability types used by the NDIS are based on 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)

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

NDIS Disability Type	Diagnosis code	Proportions of participants
Acquired Brain Injury (ABI)	T90 - Traumatic brain injury [also called head injury and acquired brain damage]	97.7%
	G93.1 - Hypoxic brain injury	2.2%
	G71.9 - Glioblastoma	0.1%
Cerebral Palsy (CP)	G80 - Cerebral palsy	100.0%
Spinal Cord Injury (SCI)*	T09.5 - Spinal cord injury (Complete)	44.5%
	T09.7 - Spinal cord injury (Incomplete)	55.1%
	C72.5 - Malignant neoplasm of spinal cord (Complete)	0.1%
	C72.7 - Malignant neoplasm of spinal cord (Incomplete)	0.2%

\* Proportions do not add to 100% due to rounding.

# Definitions

## Key terms

---

**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.

# Definitions

## Key measures

---

**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.

# 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.

# Summary



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

**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

**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

**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



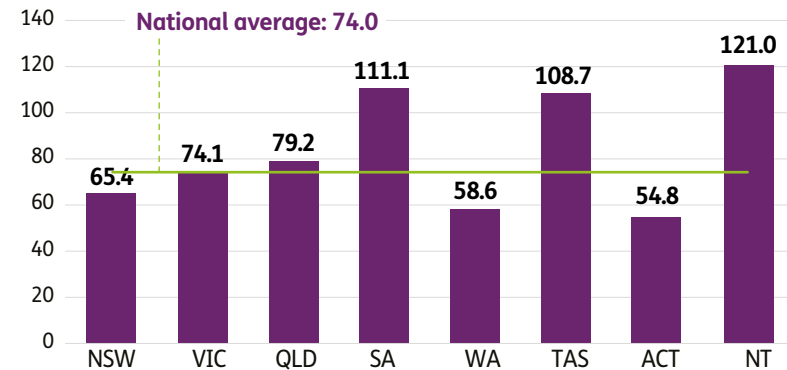
# Participation rates by State/Territory

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.

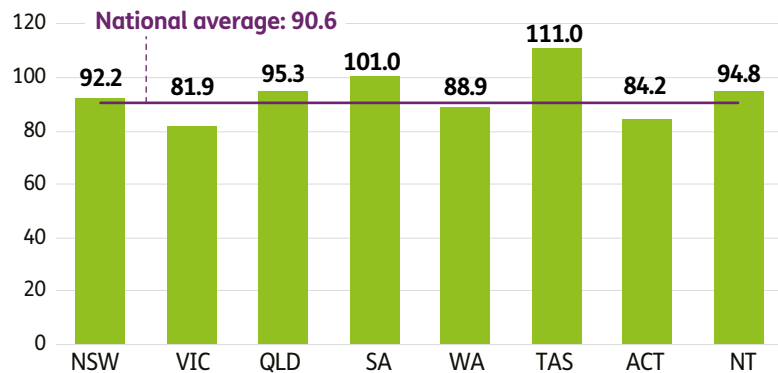
The national participation rate is 74 participants per 100,000 population for acquired brain injury. It is higher at 91 per 100,000 for cerebral palsy and lower at 22 per 100,000 for spinal cord injury.

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.

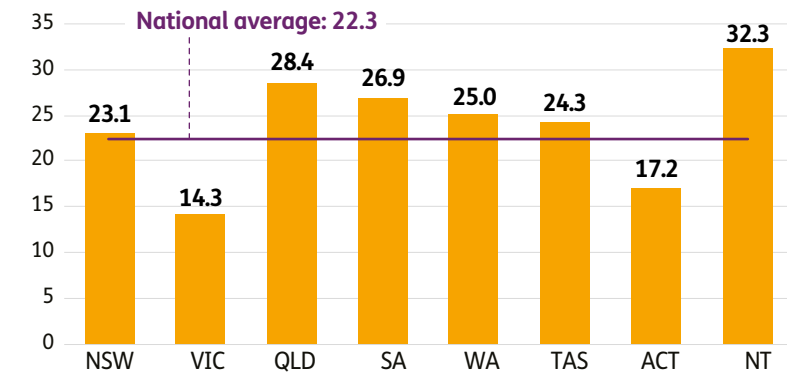
Participation rates for acquired brain injury by State/Territory



Participation rates for cerebral palsy by State/Territory



Participation rates for spinal cord injury by State/Territory



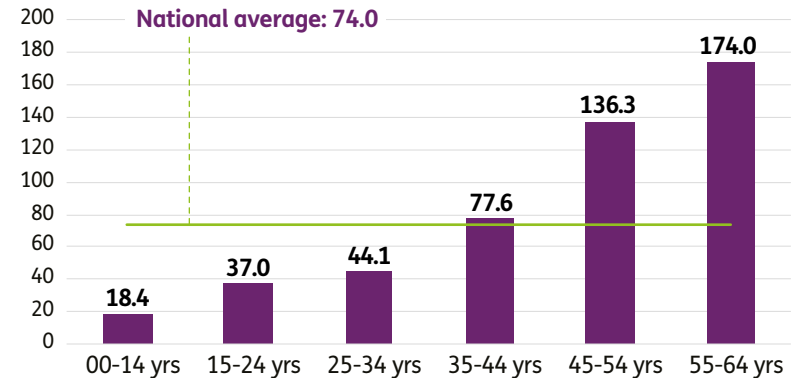
# Participation rates by age group

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

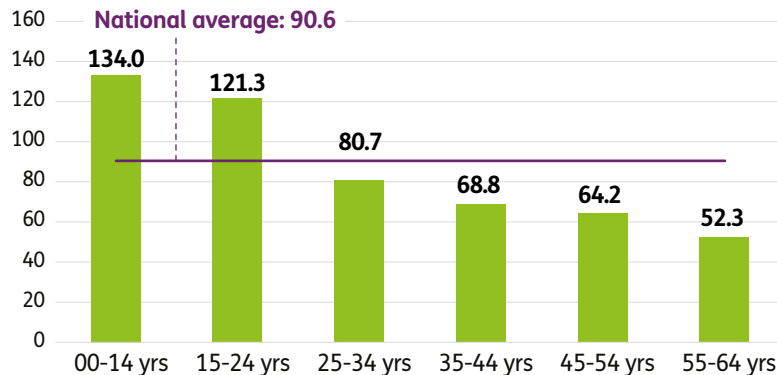
The participation rate for acquired brain injury is 18 participants per 100,000 in the general population for ages 0 to 14 years and increases at each age group to 174 per 100,000 for ages 55 to 64. There is also a steep increase for the rate of spinal cord injury from 2 per 100,000 for 0 to 14 years,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

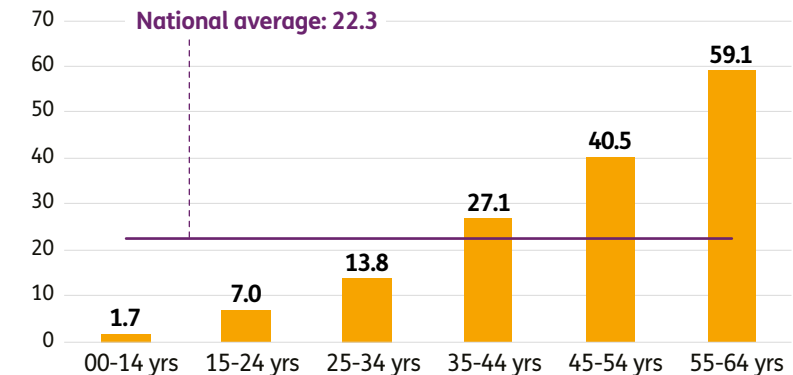
Participation rates for acquired brain injury by age group



Participation rates for cerebral palsy by age group



Participation rates for spinal cord injury by age group



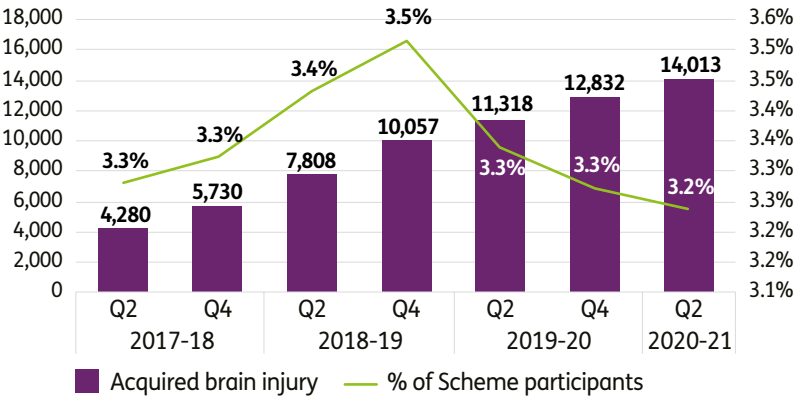
# Participants over time

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.

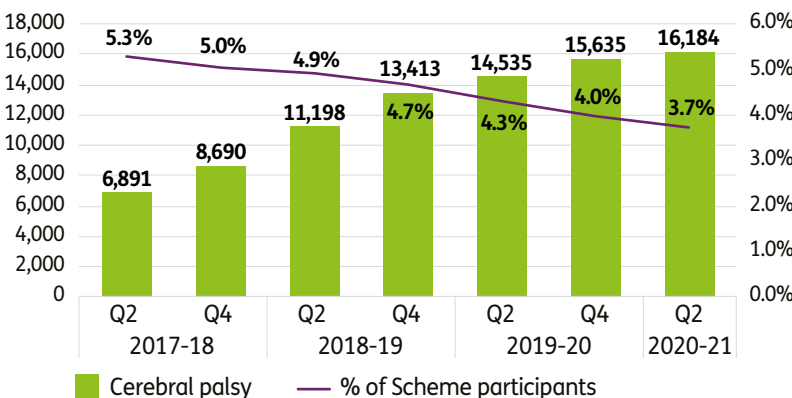
At 31 December 2020, there are:

- **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.

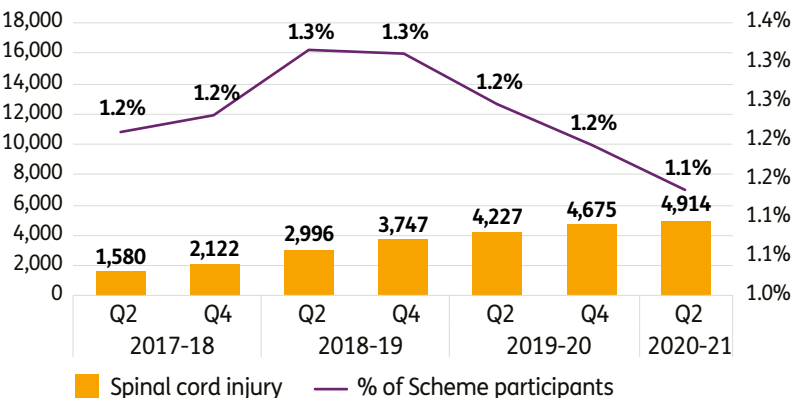
Active participants with a primary disability of acquired brain injury over time



Active participants with a primary disability of cerebral palsy over time



Active participants with a primary disability of spinal cord injury over time

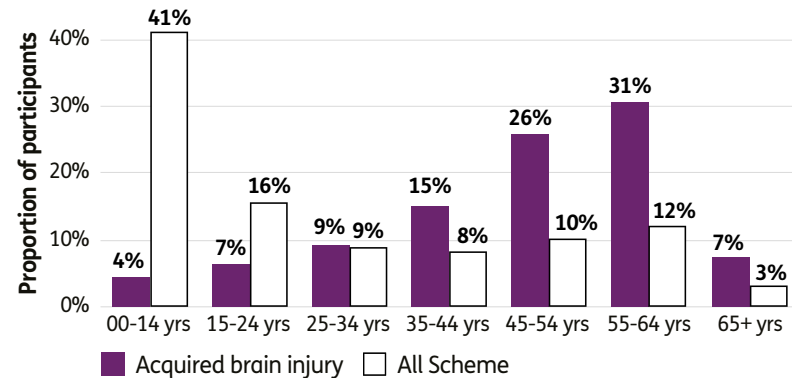


# Participants by age group

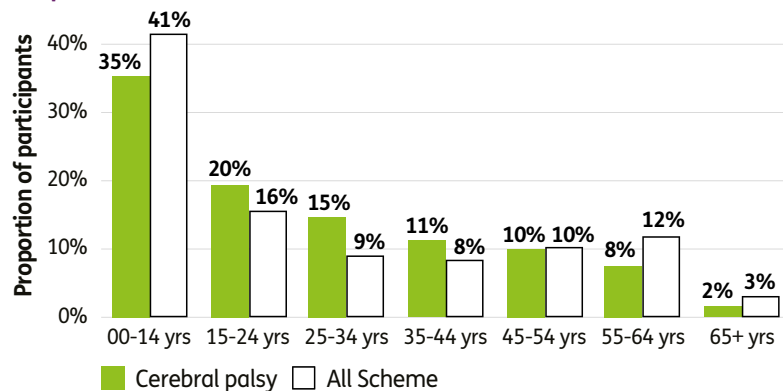
The distribution of active participants by age group is varied across different disability types. 89% of active participants with a primary acquired brain injury and 95% of active participants with a primary spinal cord injury are aged 25 or over, compared with just 43% for the Scheme overall.

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.

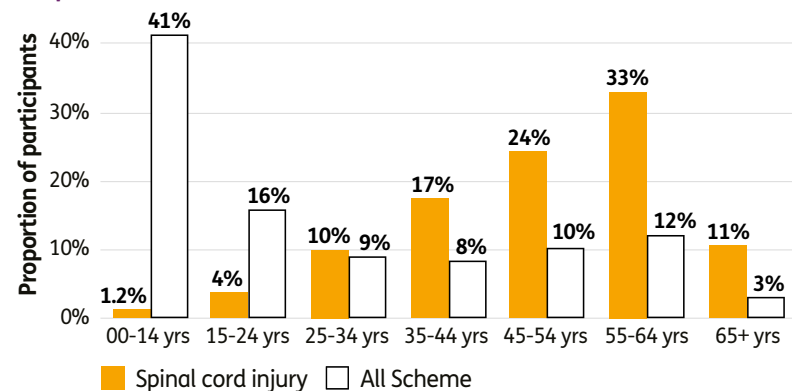
**Distribution of active participants by age group - acquired brain injury compared with the Scheme as a whole**



**Distribution of active participants by age group - cerebral palsy compared with the Scheme as a whole**



**Distribution of active participants by age group - spinal cord injury compared with the Scheme as a whole**

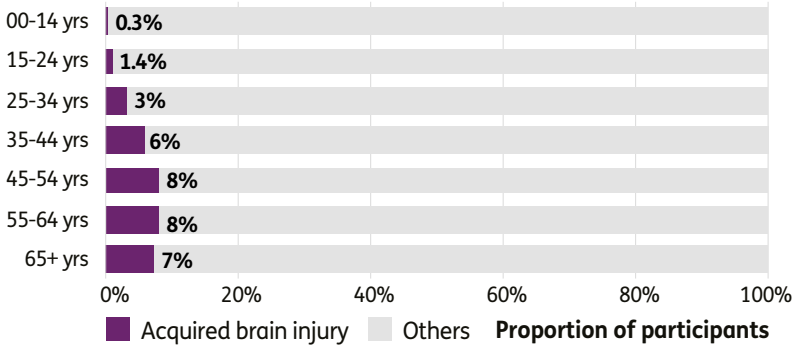


# Participants by age group cont.

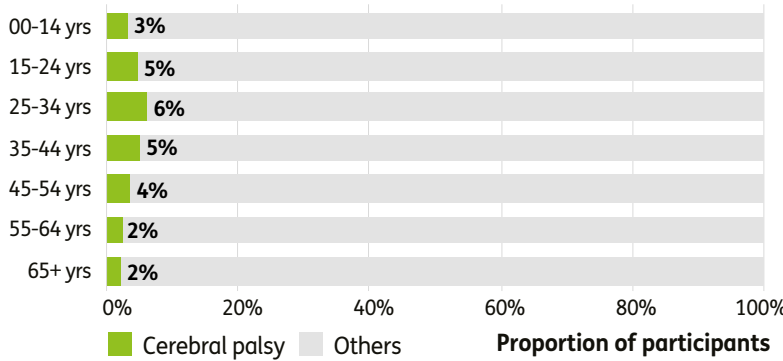
As a proportion of all active participants by age group, ages 45-64 years have the highest proportion of participants with acquired brain injury at 8%, ages 25-34 years have the highest proportion of participants with cerebral palsy at 6% and aged 65+ years have the highest proportion of participants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

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

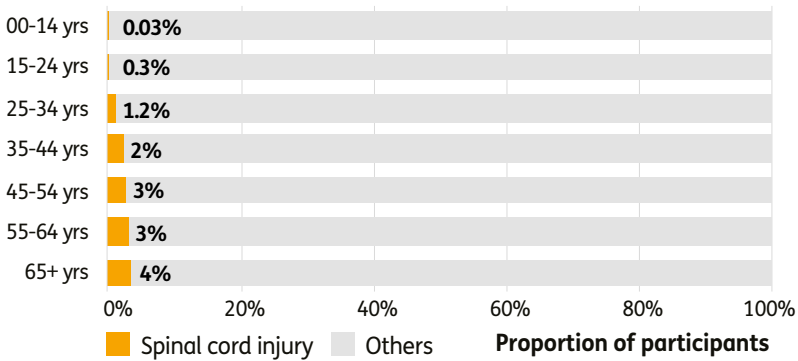
**Proportion of active participants with a primary disability of acquired brain injury in each age group**



**Proportion of active participants with a primary disability of cerebral palsy in each age group**



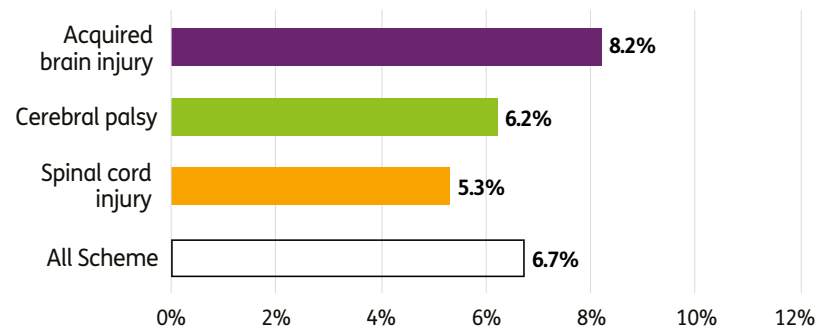
**Proportion of active participants with a primary disability of spinal cord injury in each age group**



# Participants by Indigenous and CALD status

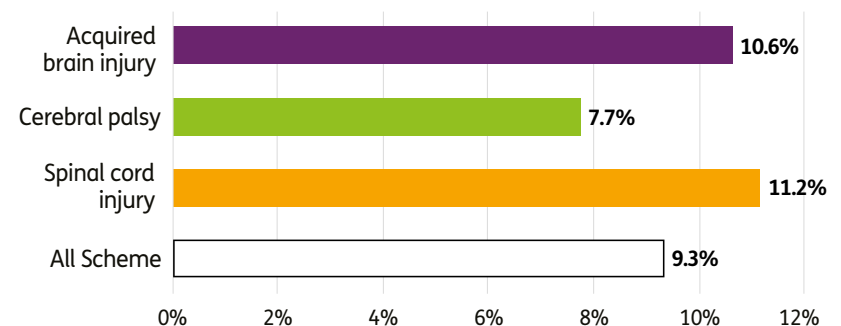
The proportion of active participants with a primary disability of acquired brain injury that identify as Aboriginal and/or Torres Strait Islander is 8.2% which is higher than the Scheme overall at 6.7%. For cerebral palsy the proportion is slightly lower than across the Scheme at 6.2%, and is lower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

Proportion of active participants with an approved plan who identify as Aboriginal and/or Torres Strait Islander



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%.

Proportion of active participants with an approved plan who identify as Culturally and Linguistically Diverse



# Participants by Existing/New status, by level of function

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.

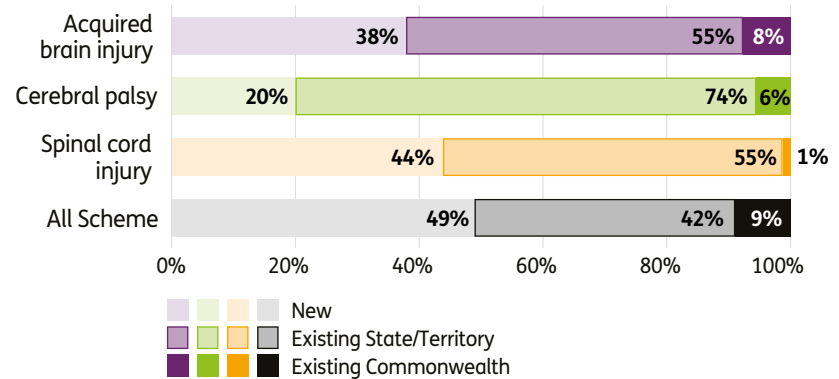
At 31 December 2020, almost half of all participants did not receive government support before joining the NDIS (New). In comparison, the proportions are:

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

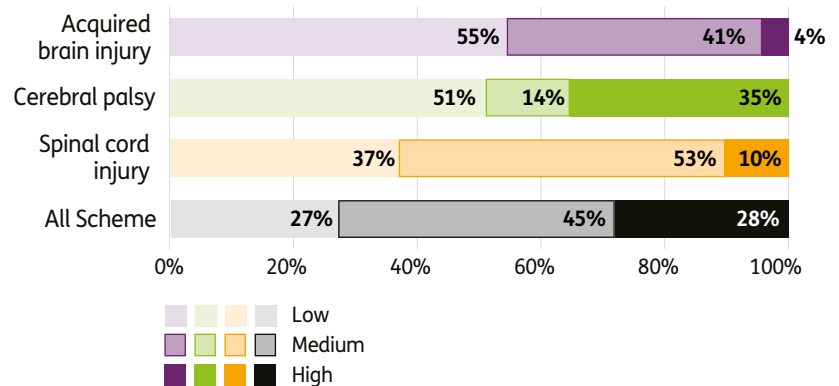
A participant's level of function is assessed across a range of domains such as self-care, mobility and communication. Overall level of function is a broad measure to gauge high level relativities between participant cohorts.

Over half of the participants with primary disabilities of acquired brain injury and 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%.

Active participants by Existing/New status



Active participants by level of function

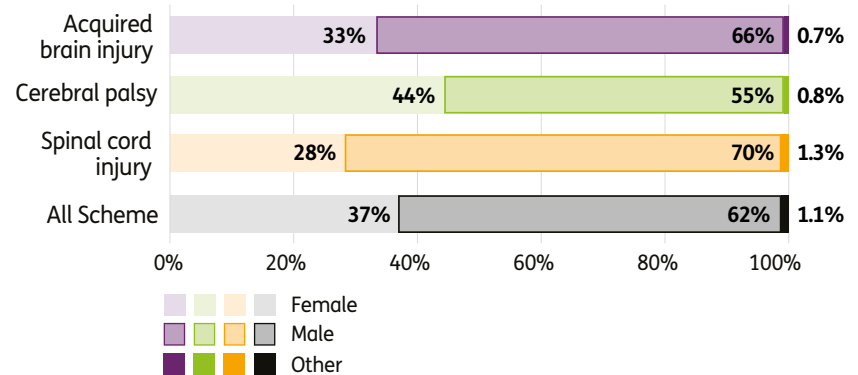


# Participants by gender and remoteness

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.

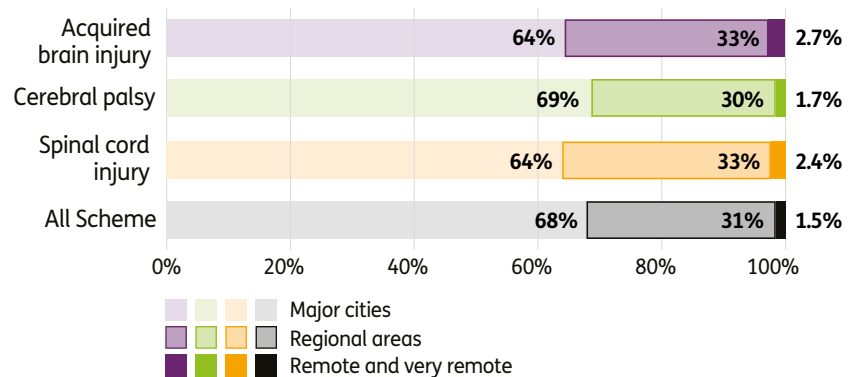
Distribution of active participants by gender



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.

Distribution of active participants by geographical remoteness





## 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).

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

**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

**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

**86%**

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

**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

**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

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%.

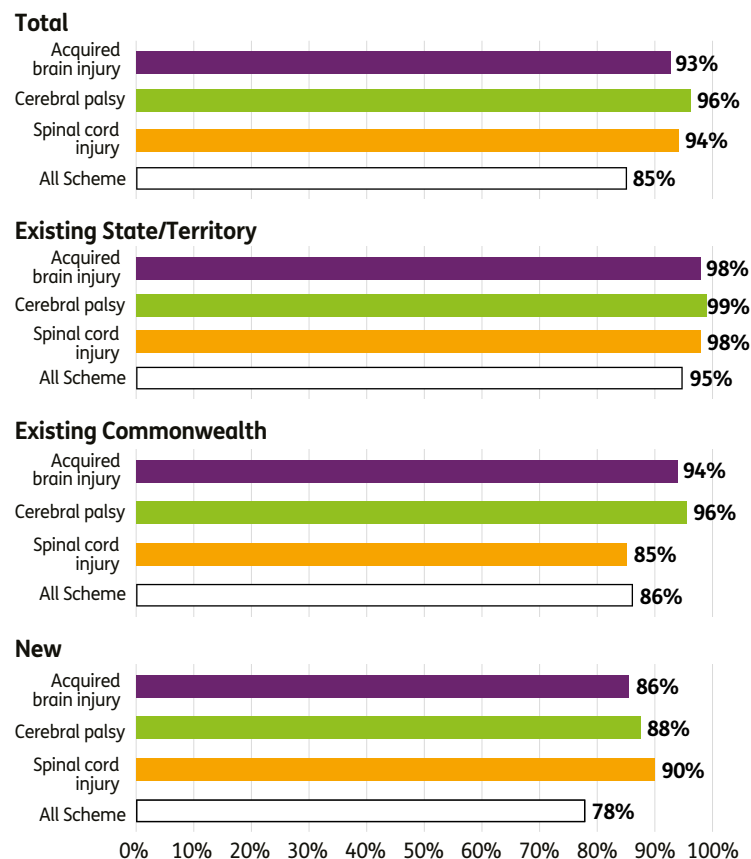
Regardless of disability type, rates of access met decisions are higher for Existing State/Territory clients than for those who have not previously received government support (New) or for Existing Commonwealth clients.

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.

## Proportion of access met decisions by services previously received

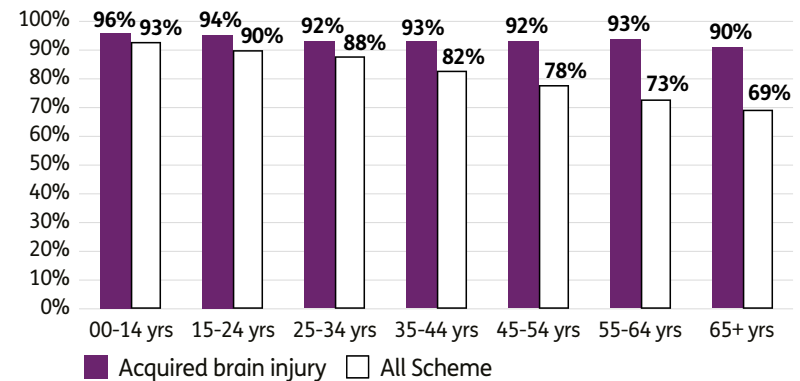


# Access decisions by age group

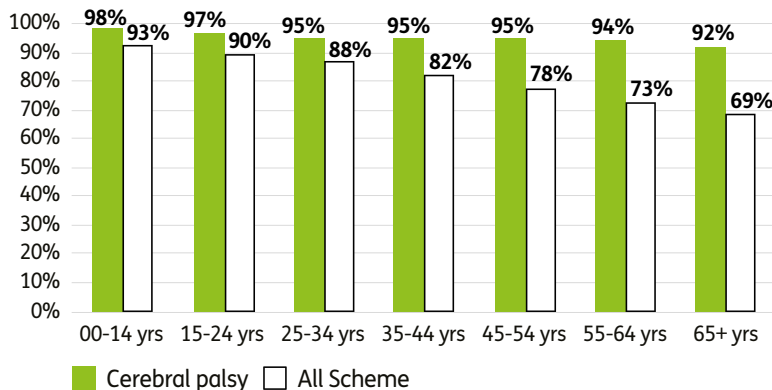
Across all decisions made to determine access to the NDIS, the proportion of ‘access met’ decisions is higher for children and decreases steadily as age increases. However, the rates for children and young adults with acquired brain injury, cerebral palsy or spinal cord injury are only marginally higher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

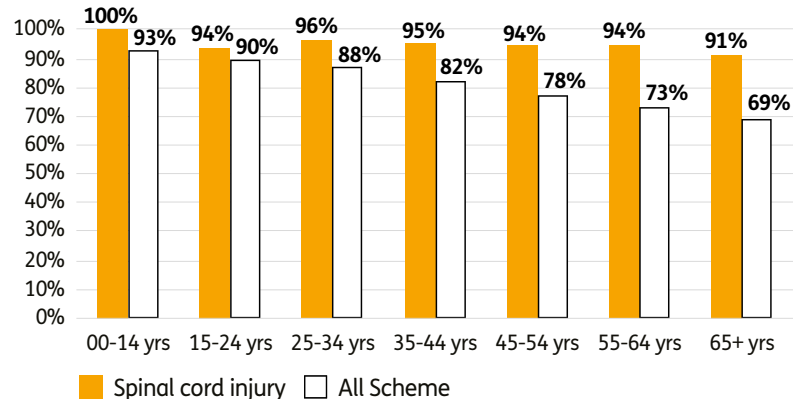
Proportion of access met decisions by age group – acquired brain injury



Proportion of access met decisions by age group – cerebral palsy



Proportion of access met decisions by age group – spinal cord injury



# Participant Service Guarantee

## Access metrics

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.

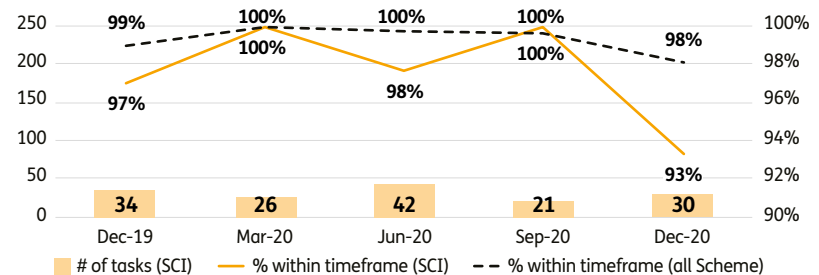
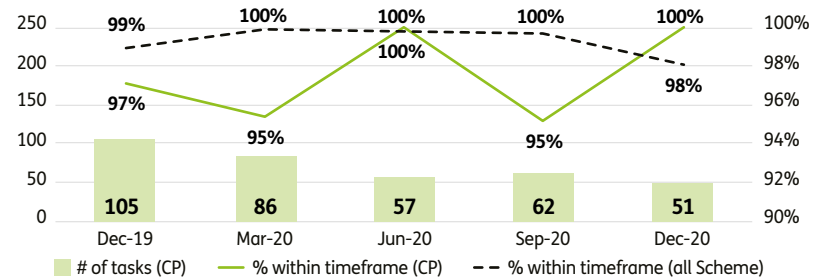
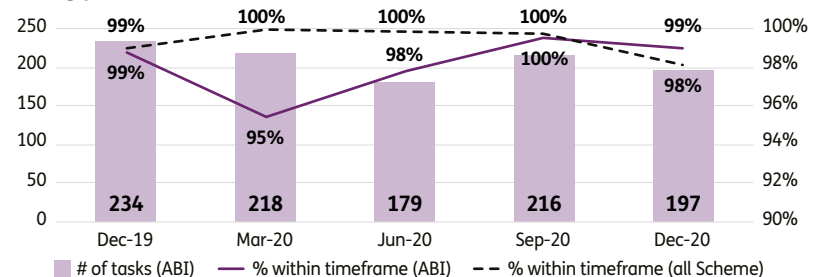
The first access-related PSG metric is making an access decision or requesting more information after a request has been received within 21 days. This target has been achieved for 100% of applications in each quarter since December 2019, for the Scheme overall and also for those with acquired brain injury, 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.

\* More information about the Participant Services Charter and the Participant Service Guarantee can be found here: [Service charter | NDIS](#)

**Make an access decision within 14 days of the final information being provided**



# Participant Service Guarantee

## Planning metrics

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).

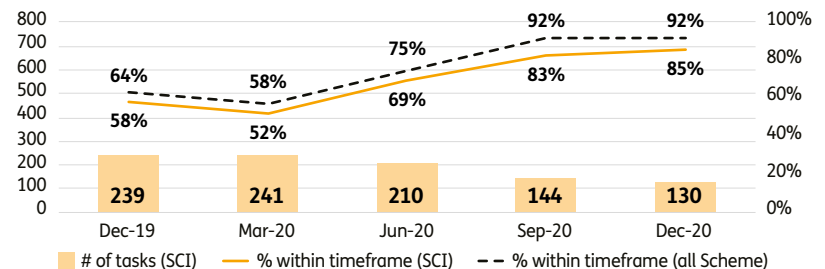
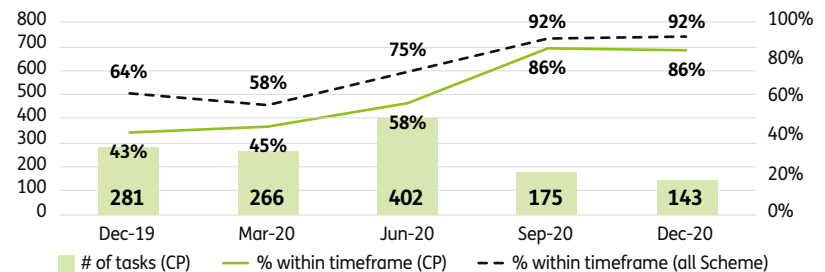
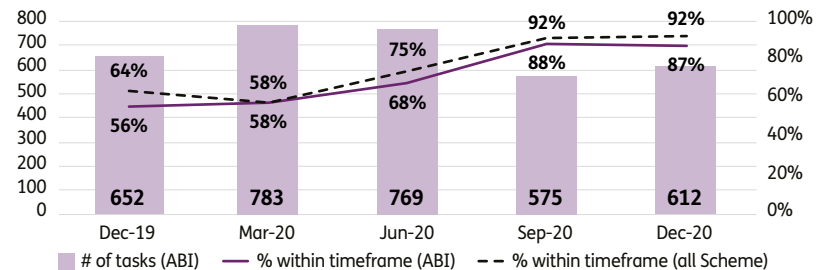
The proportion of applications achieving the target timeframe has increased for the Scheme overall from 64% in the December 2019 quarter to 92% in the December 2020 quarter. It has also increased by similar margins for participants with acquired brain injury, cerebral palsy or spinal cord injury.

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.

**Approve a plan for participants (aged 7 or over) within 70 days of access decision**



# Participant Service Guarantee

## Participant Requested Review metrics

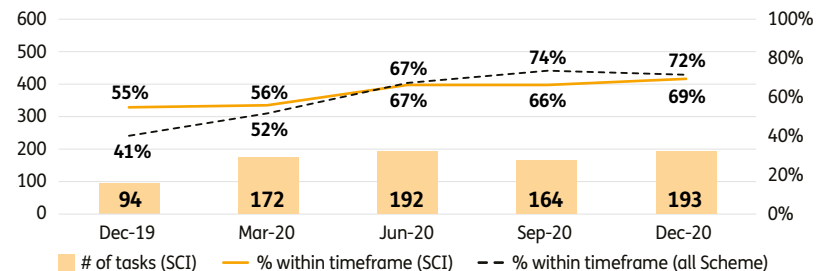
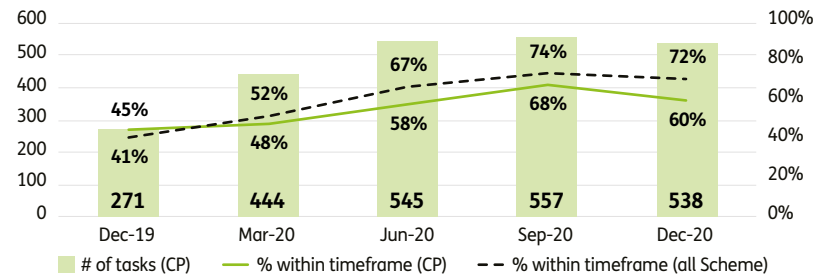
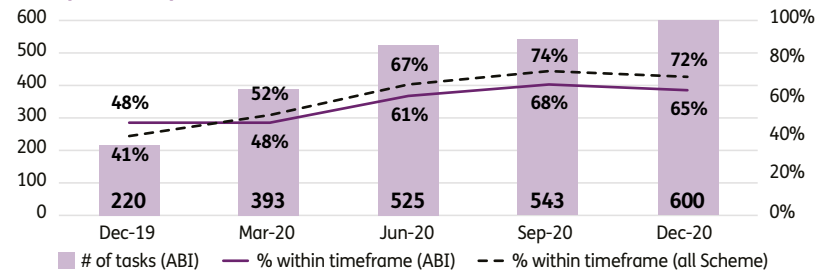
There are two PSG metrics being measured in relation to Participant Requested Reviews (PRRs).

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.

**Complete a Participant Requested Review, after the decision to accept the request was made**



# Participant Service Guarantee

## Review of Reviewable Decision metrics

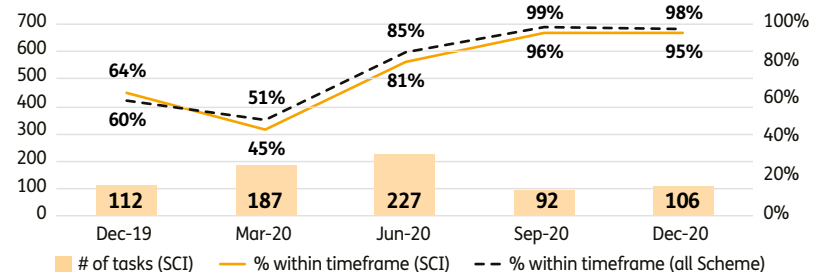
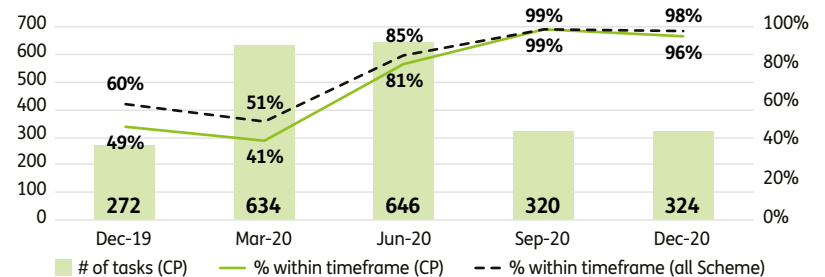
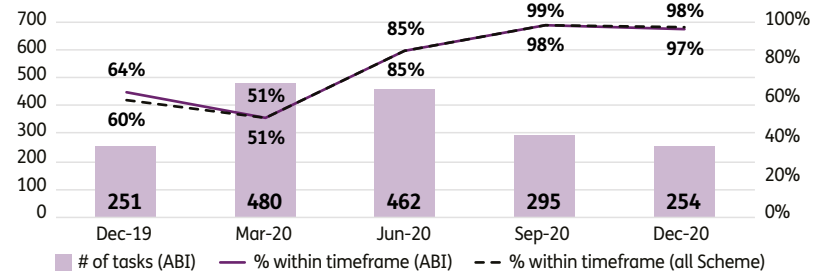
A Review of a Reviewable Decision (RoRD) is an internal review of a decision the Agency has made about a participant under the section 100 of the NDIS Act. Under the PSG, the Agency will aim to complete a RoRD within 90 days of the request to conduct the review being received.

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.

**Complete an Review of a Reviewable Decision within 90 days of the request being received**





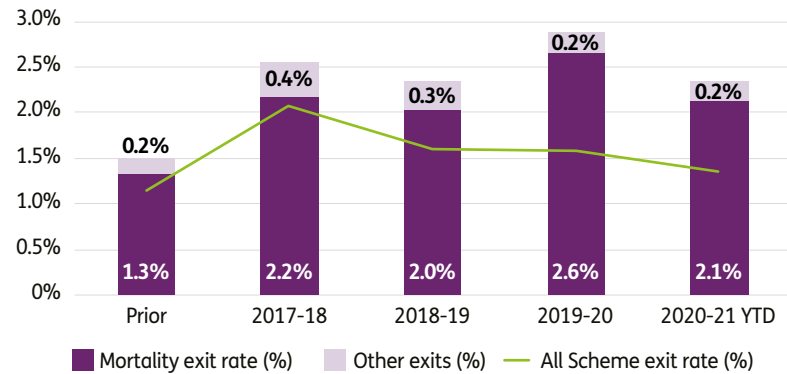


# Scheme exit rates over time

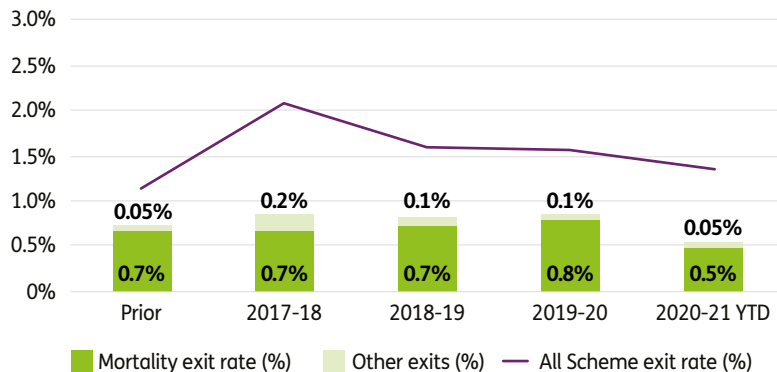
The rates at which NDIS participants exit the Scheme vary over time and are also impacted by other factors including disability type and age. Exit rates due to mortality are monitored separately to those for other reasons such as participant initiated withdrawal or no longer requiring supports.

Participants with acquired brain injury have higher rates of exits compared with 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.

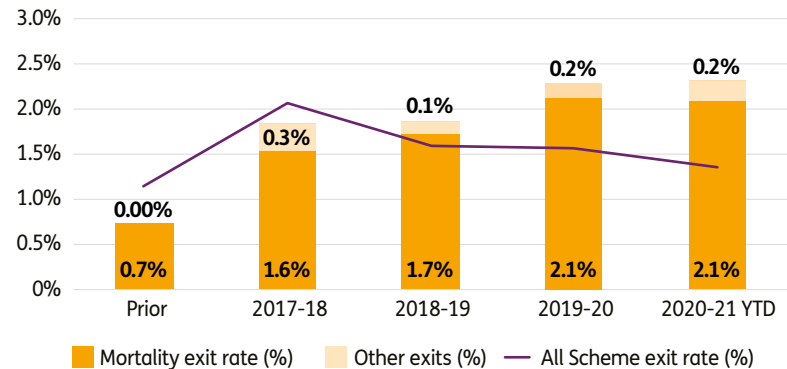
**Annualised exit rates for participants with a primary disability of acquired brain injury who have ever had an approved plan over time**



**Annualised exit rates for participants with a primary disability of cerebral palsy who have ever had an approved plan over time**



**Annualised exit rates for participants with a primary disability of spinal cord injury who have ever had an approved plan over time**



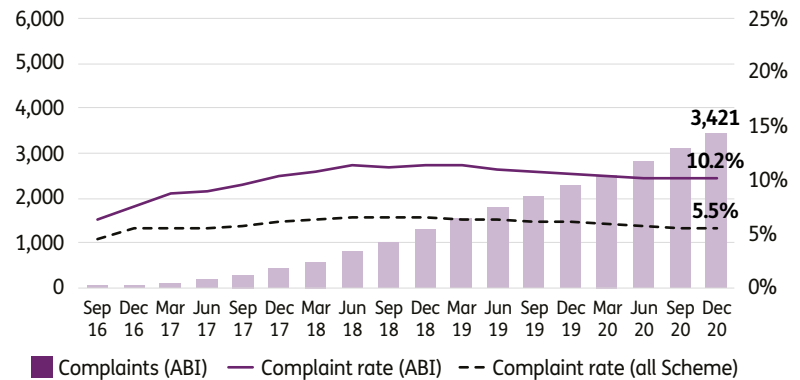
# Complaint rates



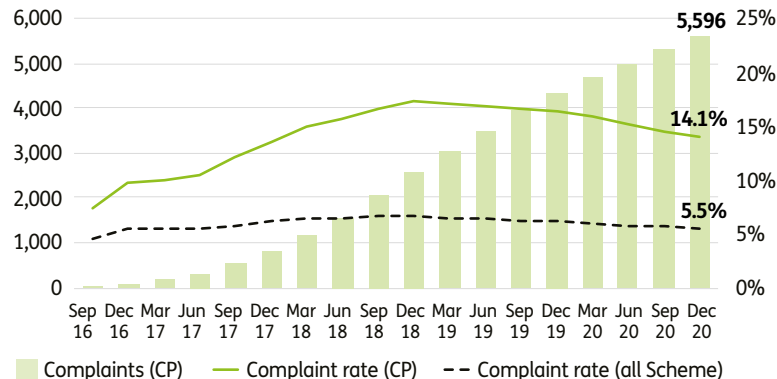
For each of the three disability types, the annualised rate of complaints (measured as the number of complaints as a proportion of access requests) is high compared with the Scheme overall.

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, participants with cerebral palsy or spinal cord injury were still more likely to have made a complaint than any other group of participants by disability type.

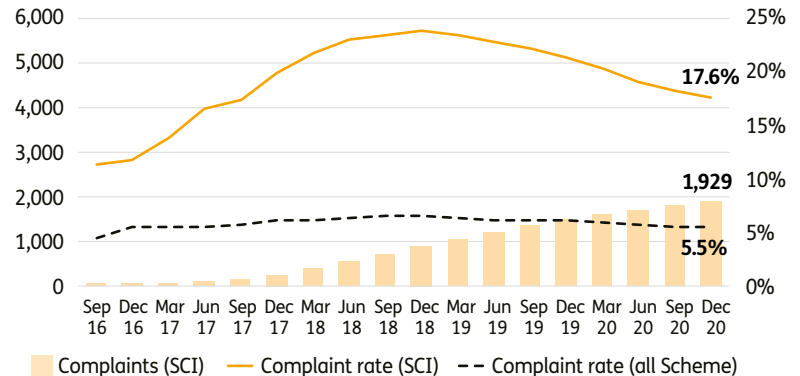
Cumulative number and rate of complaints - acquired brain injury



Cumulative number and rate of complaints - cerebral palsy



Cumulative number and rate of complaints - spinal cord injury



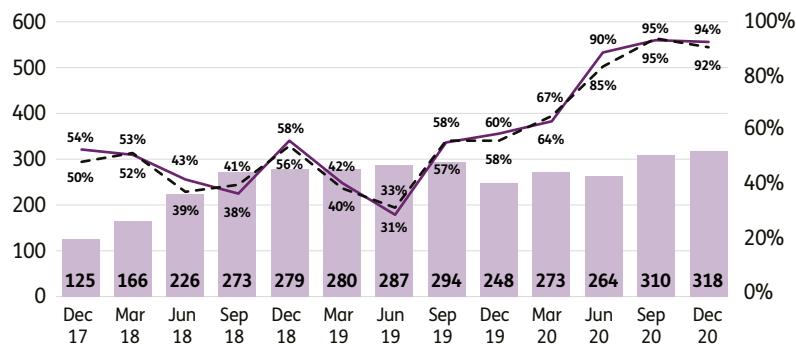
# Timeframes for closing complaints



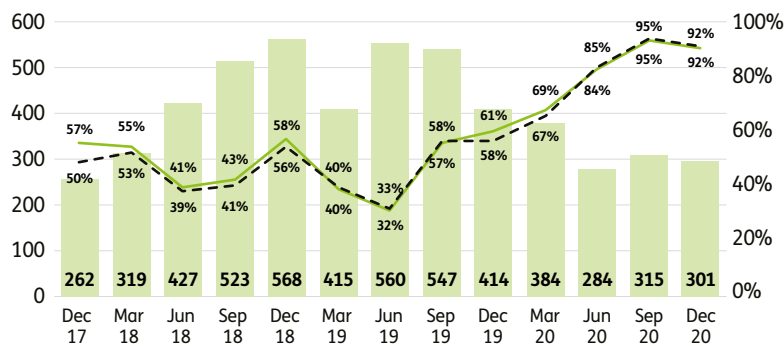
The number of complaints about the NDIS which are resolved and closed by the Agency has been increasing over time for participants with acquired brain injury. For participants with cerebral palsy or spinal cord injury, there is a reduction from late 2019, which is line with the lower numbers of new complaints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

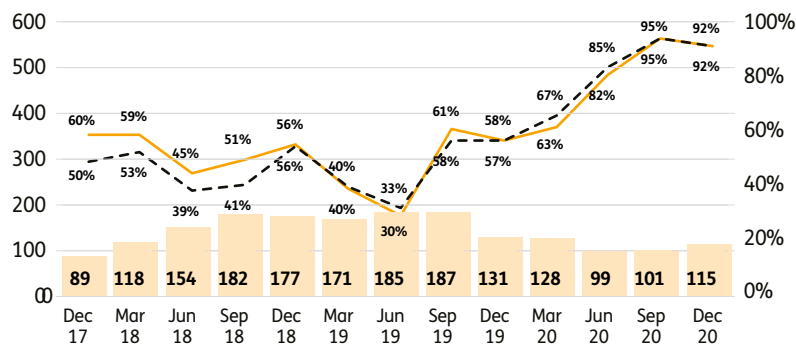
Number of complaints closed and proportion resolved within 21 days – acquired brain injury



Number of complaints closed and proportion resolved within 21 days – cerebral palsy



Number of complaints closed and proportion resolved within 21 days – spinal cord injury



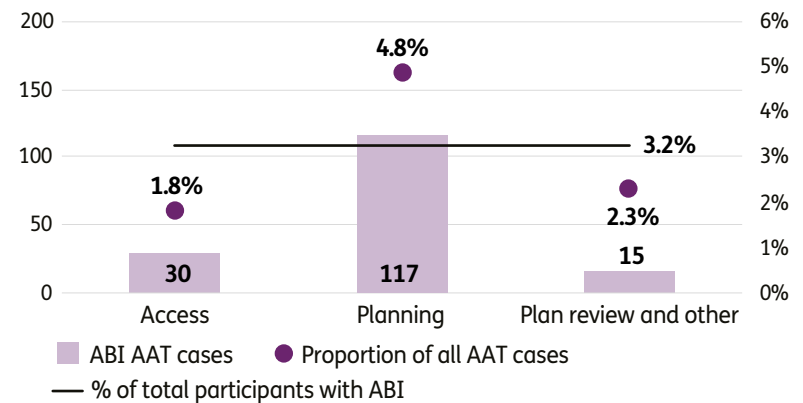
Closed complaints in the quarter
  % closed within 21 days
  % closed within 21 days (all Scheme)

# Administrative Appeals Tribunal (AAT) cases

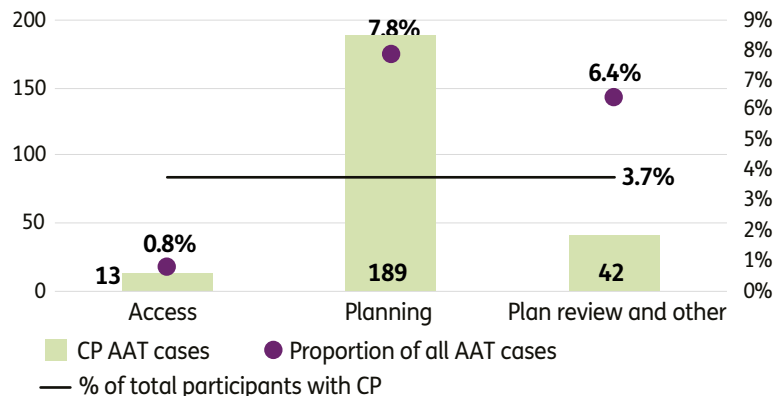
The Administrative Appeals Tribunal (AAT) is an independent body that conducts reviews of NDIS decisions made relating to access, planning, plan reviews or other matters in respect of participants or potential participants.

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.

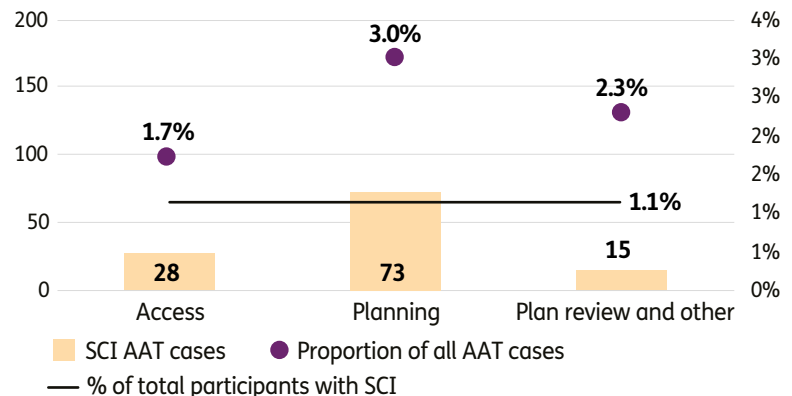
Number and proportion of AAT cases by type – acquired brain injury



Number and proportion of AAT cases by type – cerebral palsy



Number and proportion of AAT cases by type – spinal cord injury



## 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 a primary disability 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%.

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	<b>\$1.6</b> billion of supports in respect of 2019-20 financial year	<b>\$1.0</b> billion of supports in respect of 2020-21 financial year to date	<b>68%</b> of supports utilised
Participants with a primary disability of cerebral palsy	<b>\$2.1</b> billion of supports in respect of 2019-20 financial year	<b>\$1.2</b> billion of supports in respect of 2020-21 financial year to date	<b>72%</b> of supports utilised
Participants with a primary disability of spinal cord injury	<b>\$0.7</b> billion of supports in respect of 2019-20 financial year	<b>\$0.4</b> billion of supports in respect of 2020-21 financial year to date	<b>71%</b> of supports utilised
The Scheme as a whole	<b>\$24.5</b> billion of supports in respect of 2019-20 financial year	<b>\$15.5</b> billion of supports in respect of 2020-21 financial year to date	<b>67%</b> of supports utilised

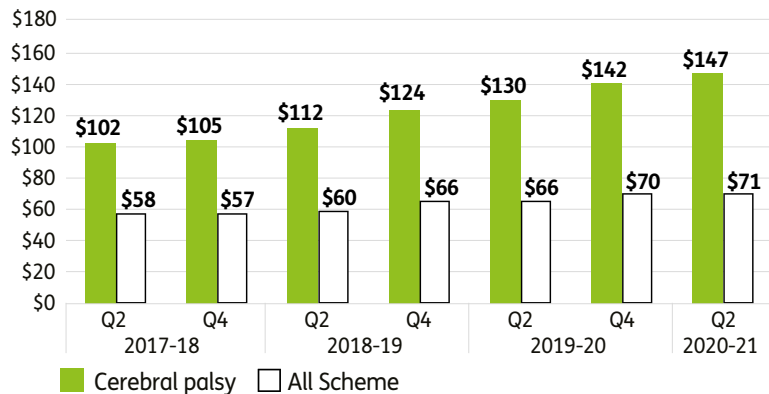
# Trend in committed supports

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 and cerebral palsy. This is impacted by factors including age mix and SIL status.

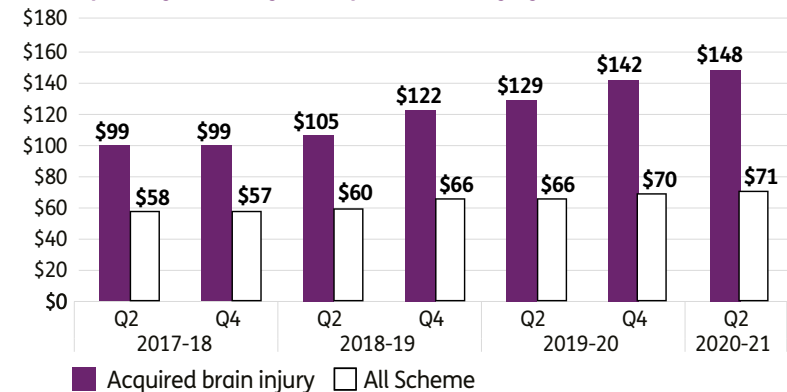
At 31 December 2020, the average annualised committed supports for participants with spinal cord injury was \$165,600 compared with the average of \$71,200 across the Scheme. The amounts for participants with acquired brain injury or cerebral palsy were \$147,800 and \$147,200 respectively.

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.

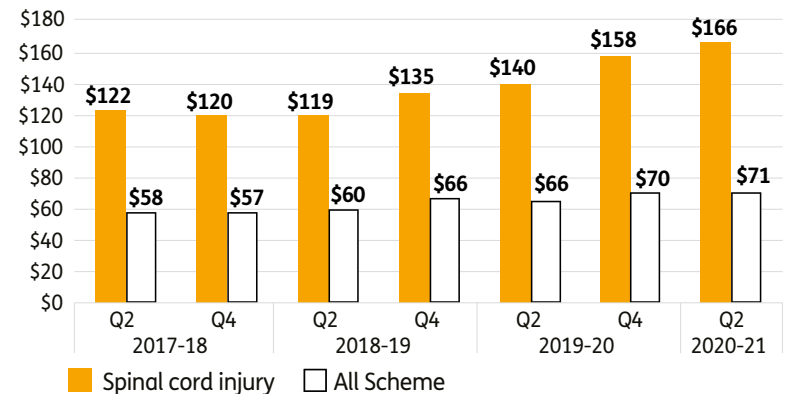
**Trend in average annualised committed supports for participants with a primary disability of cerebral palsy over time (in \$'000s)**



**Trend in average annualised committed supports for participants with a primary disability of acquired brain injury over time (in \$'000s)**



**Trend in average annualised committed supports for participants with a primary disability of spinal cord injury over time (in \$'000s)**





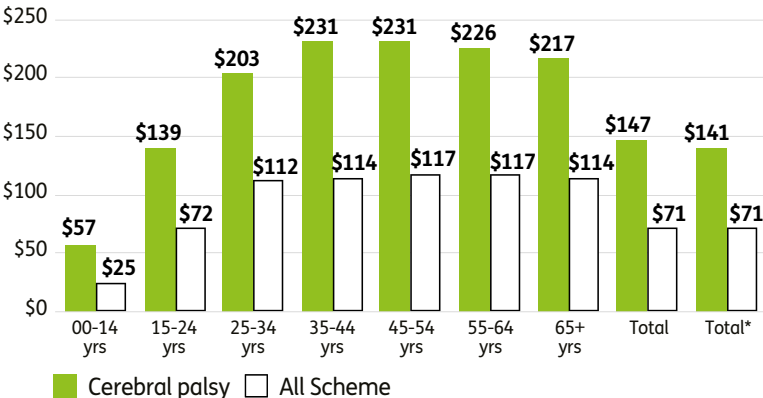
# Committed supports by age group

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.

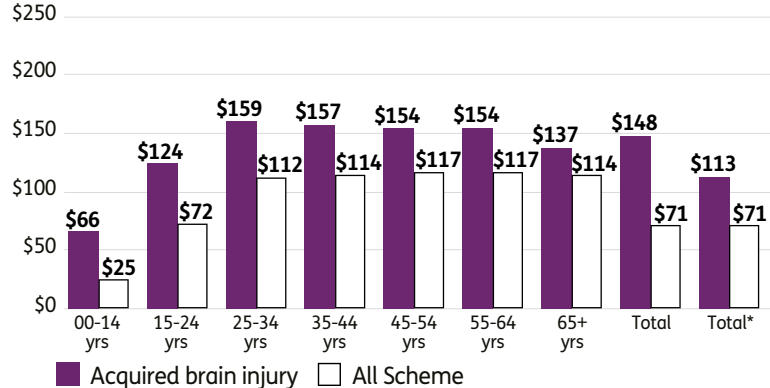
The average annualised committed supports for participants with acquired brain injury are highest at ages 25 and 34. For participants with cerebral palsy or spinal cord injury the amounts are highest between ages 35 to 54, and ages 35 to 44 respectively.

Note: Total\* in the charts refers to the average annualised committed supports for each disability type based on the age distribution of all Scheme participants. This has the effect of reducing the average for each of the three disability types, most notably for acquired brain injury

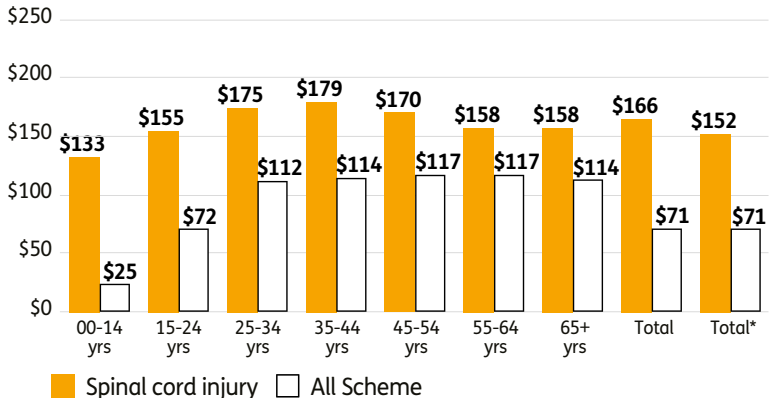
**Average annualised committed supports for participants with cerebral palsy by age group (in \$000's)**



**Average annualised committed supports for participants with acquired brain injury by age group (in \$000's)**



**Average annualised committed supports for participants with spinal cord injury by age group (in \$000's)**



# Committed supports by SIL status

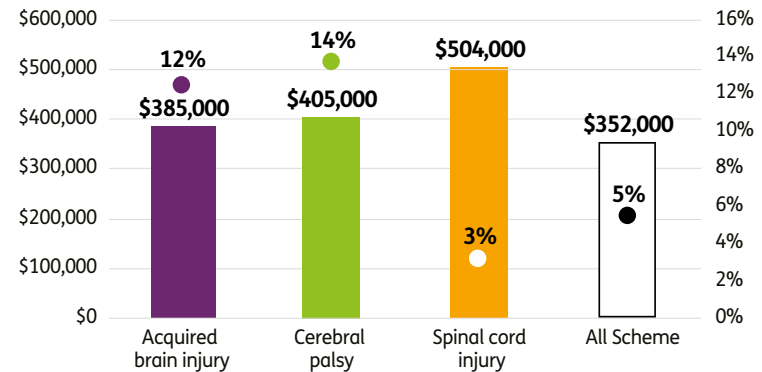
Participants with Supported Independent Living (SIL) tend to have much higher committed supports than those without SIL. This is the case for participants across the Scheme and within each disability type.

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.

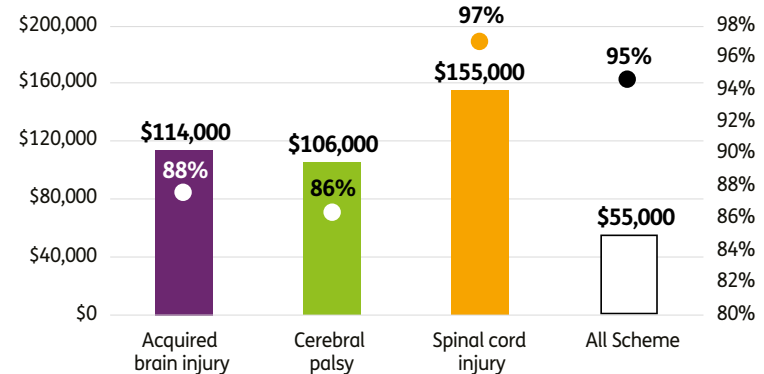
It is also important to note that 14% of participants with cerebral palsy have SIL supports which is high compared with 5% for the Scheme overall. The proportion is also high for acquired brain injury at 12%, but is lower at 3% for spinal cord injury.

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.

**Average annualised committed supports for participants with SIL and proportions of participants with SIL**



**Average annualised committed supports for participants without SIL and proportions of participants without SIL**



Legend: Average annualised committed supports (purple, green, orange, white bars); Proportion of participants (purple, green, orange, black dots)

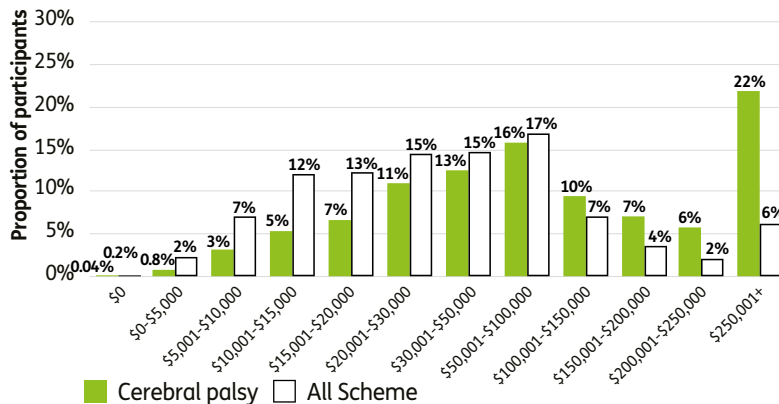
# Distribution of committed supports

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.

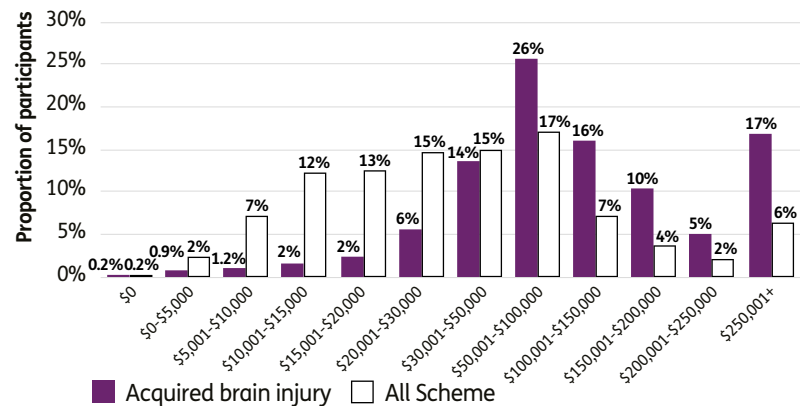
Approximately one quarter of participants with acquired brain injury or spinal cord injury have between \$50,000 and \$100,000 of annualised committed supports. There are a lower proportion of participants with cerebral palsy in this band.

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.

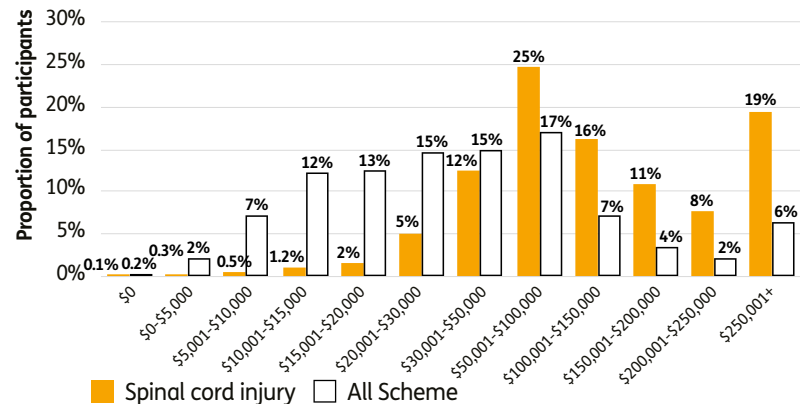
## Distribution of annualised committed supports for participants with cerebral palsy



## Distribution of annualised committed supports for participants with acquired brain injury



## Distribution of annualised committed supports for participants with spinal cord injury

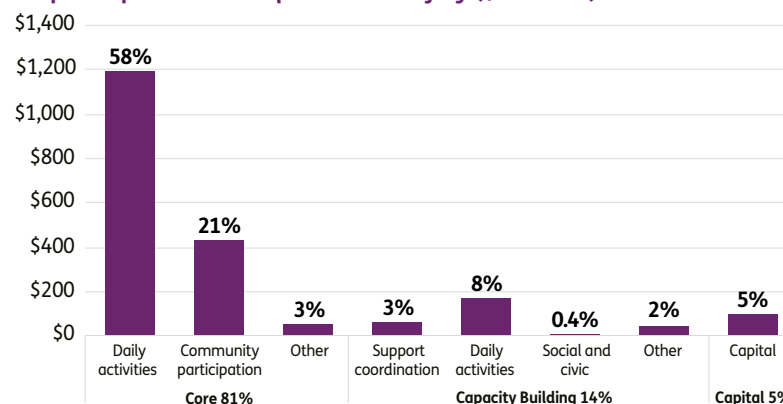


# Types of committed supports

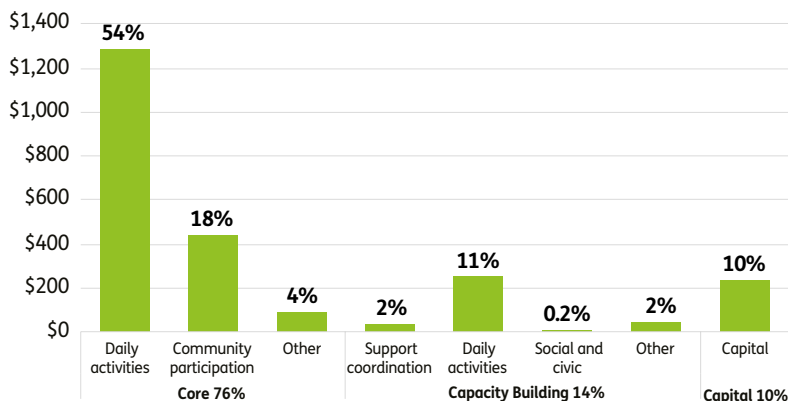
The majority of committed supports in participant plans are for Core supports and over half of all supports are for Core daily activities for these disability types. This category makes up 58% of all committed supports for participants with acquired brain injury or spinal cord injury, and 54% of supports 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.

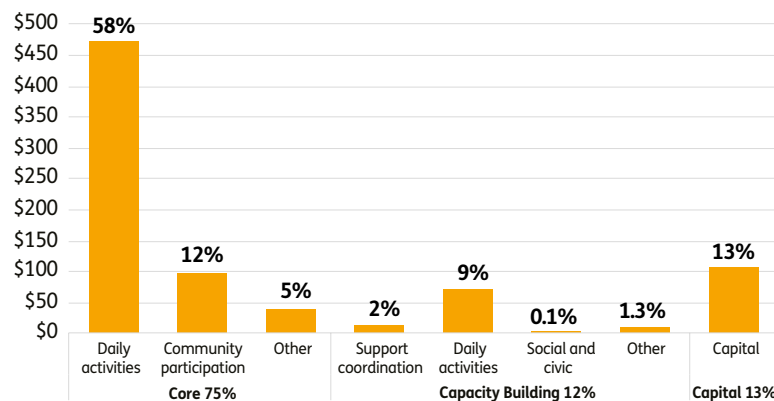
**Total annualised committed supports by type in active plans for participants with acquired brain injury (\$ millions)**



**Total annualised committed supports by type in active plans for participants with cerebral palsy (\$ millions)**



**Total annualised committed supports by type in active plans for participants with spinal cord injury (\$ millions)**

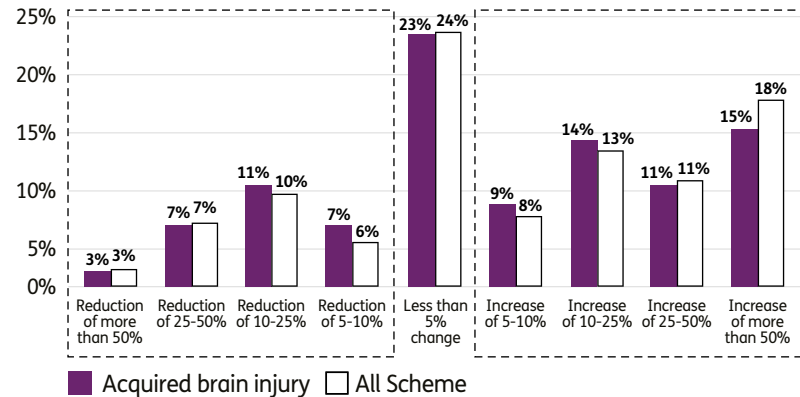


# Changes in committed supports

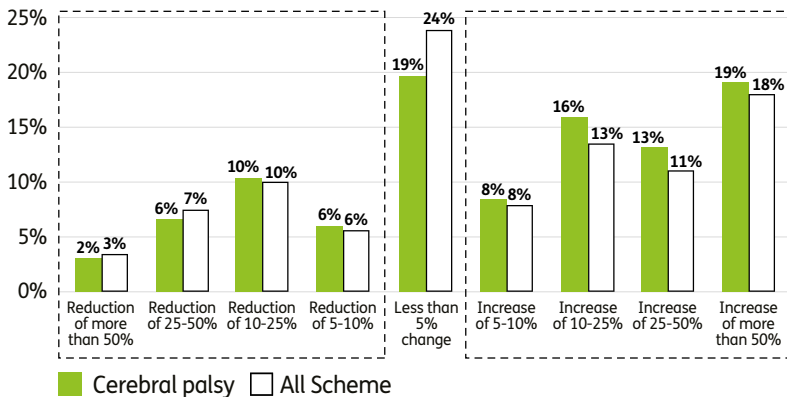
Approximately 23% of participants with acquired brain injury have had a change of less than 5% in their annualised plan value compared with their previous plan. This is slightly lower than the overall Scheme experience at 24%, and is higher than that for participants with cerebral palsy or spinal cord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

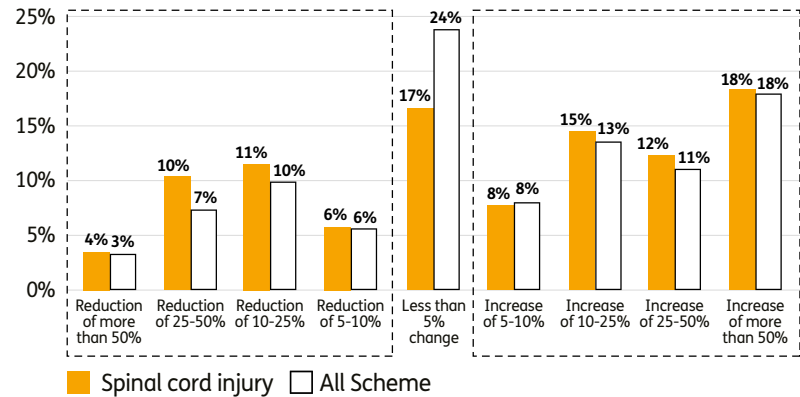
Change in annualised plan costs, comparing active plan to previous plan for participants with acquired brain injury



Change in annualised plan costs, comparing active plan to previous plan for participants with cerebral palsy



Change in annualised plan costs, comparing active plan to previous plan for participants with spinal cord injury



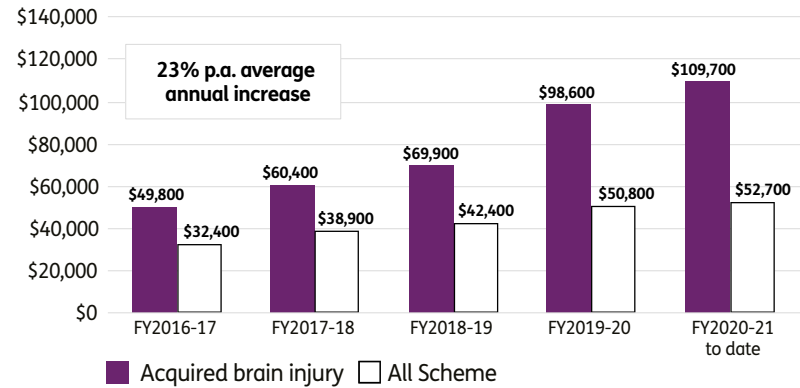
# Average annualised payments

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.

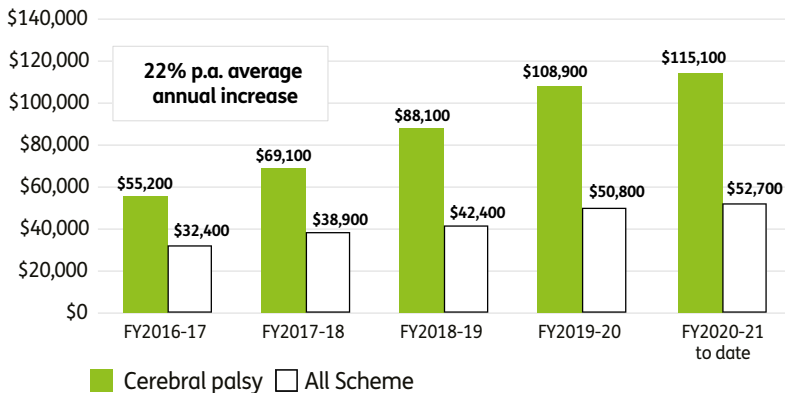
For 2020-21 to date, the average annualised payments for participants with spinal cord injury was \$123,800 compared with the average of \$52,700 across the Scheme. The amounts for participants with acquired brain injury or cerebral palsy were \$109,700 and \$115,100 respectively.

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%.

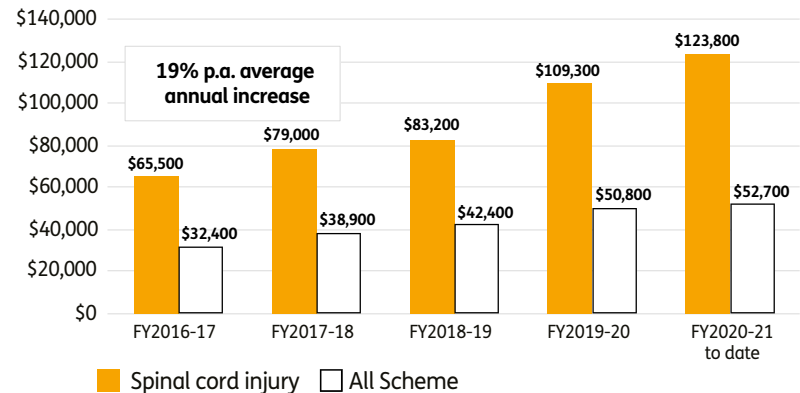
## Average annualised payments for participants with acquired brain injury



## Average annualised payments for participants with cerebral palsy



## Average annualised payments for participants with spinal cord injury



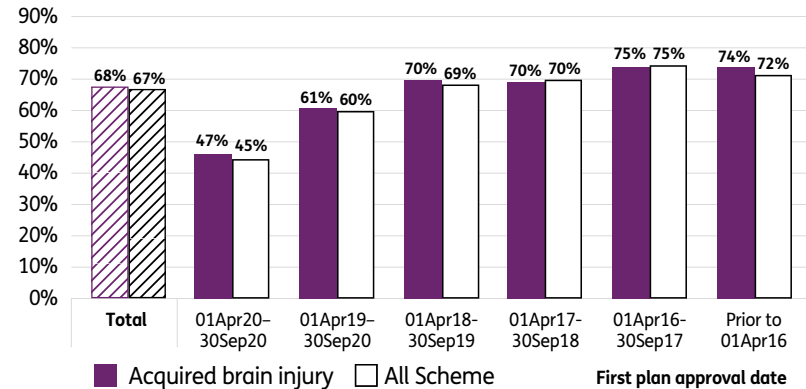
# Utilisation by time in the Scheme

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.

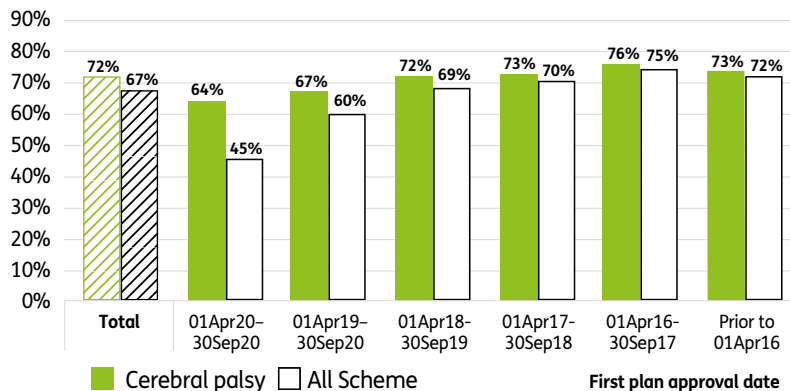
The rate of utilisation of committed supports for participants with a primary disability of acquired brain injury is similar to Scheme average of 67%. The utilisation rate for those with cerebral palsy is higher at 72% and for those with spinal cord injury is 71%.

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.

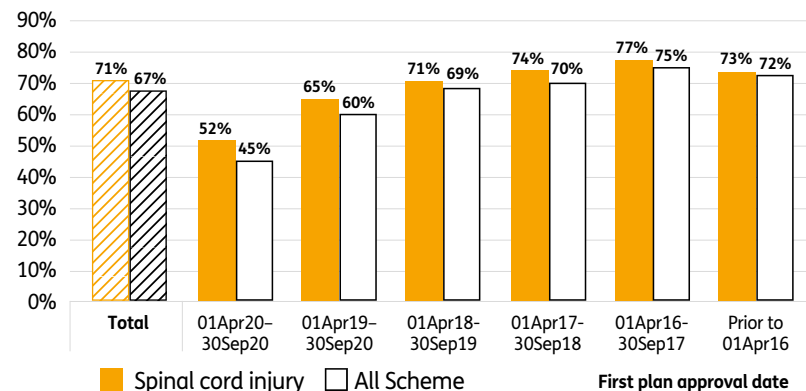
## Utilisation of committed supports for participants with acquired brain injury by time in the Scheme



## Utilisation of committed supports for participants with cerebral palsy by time in the Scheme



## Utilisation of committed supports for participants with spinal cord injury by time in the Scheme



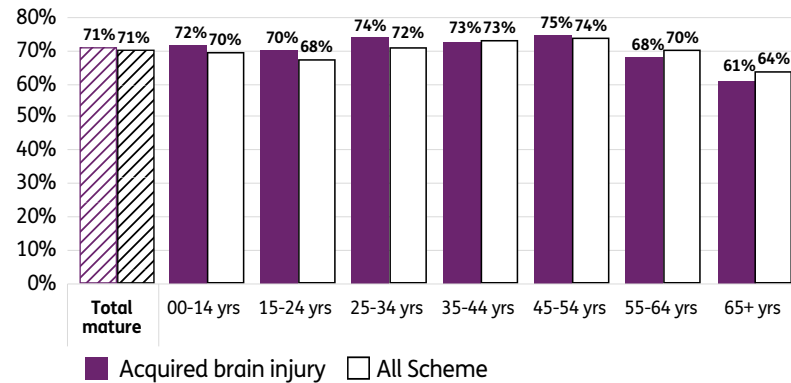
# Utilisation by age group

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.

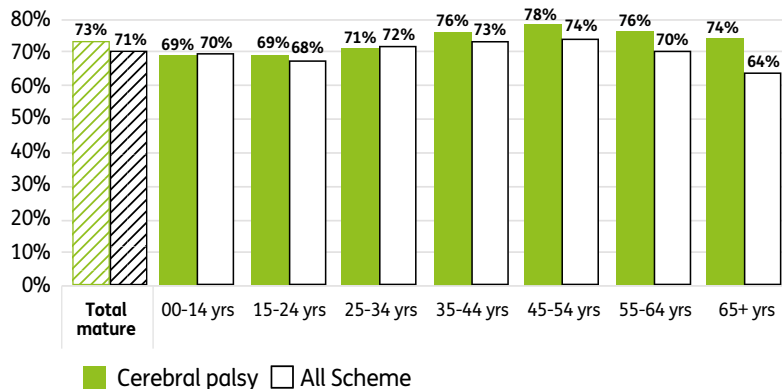
For participants with acquired brain injury, utilisation of committed supports is slightly higher than the Scheme average at younger ages and is lower in older age groups.

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

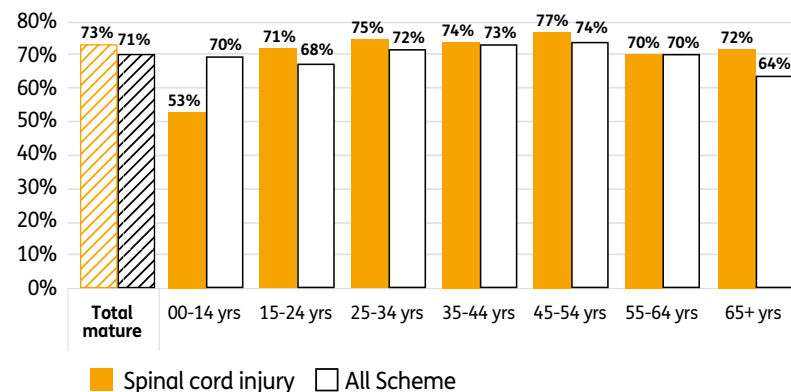
Utilisation by age for participants with acquired brain injury for mature participants



Utilisation by age for participants with cerebral palsy for mature participants



Utilisation by age for participants with spinal cord injury for mature participants





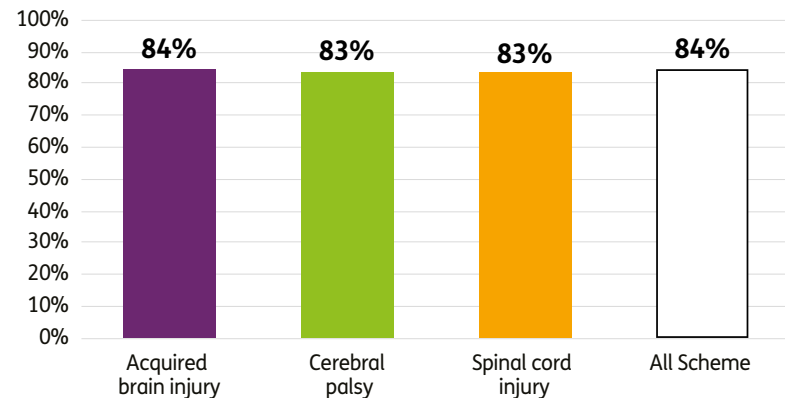
# Utilisation by SIL status

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.

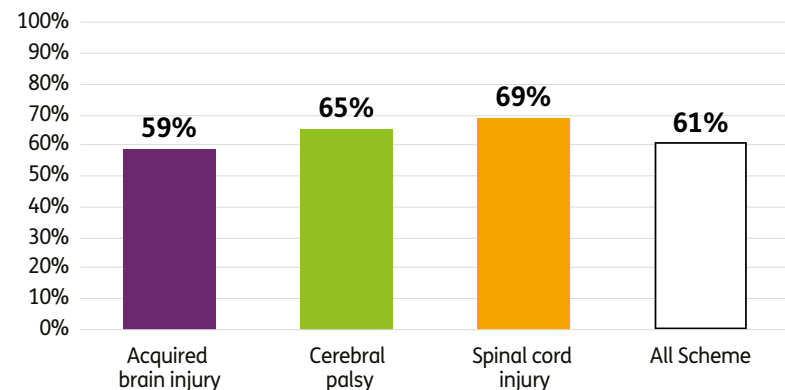
For participants with SIL, utilisation is 84% for those with acquired brain injury, which is consistent with the Scheme average. The result is slightly lower at 83% for those with cerebral palsy or spinal cord injury.

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.

Utilisation of committed supports for participants with SIL by disability type



Utilisation of committed supports for participants without SIL by disability type



## 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'.

# Summary

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								
Change for participants who have been in the Scheme for at least 2 years	Participant employment rate (ages 15 and over)		Community and social participation (ages 15 and over)		Participants who choose who supports them (ages 15 and over)		Parent and carer employment rate	
Participants with a primary disability of <b>acquired brain injury (ABI)</b>	1%	De-crease	10%	Increase	1%	Increase	1%	De-crease
Participants with a primary disability of <b>cerebral palsy (CP)</b>	1%	Increase	13%	Increase	2%	Increase	2%	Increase
Participants with a primary disability of <b>spinal cord injury (SCI)</b>	1%	Increase	7%	Increase	6%	Increase	2%	Increase
The Scheme as a whole	1%	Increase	10%	Increase	1%	Increase	3%	Increase

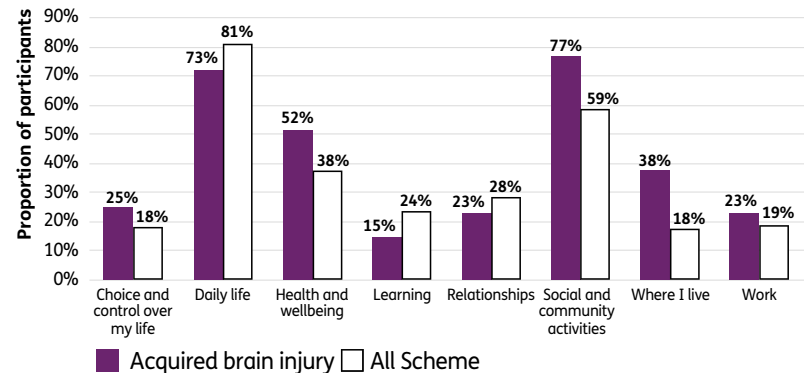
# Participant goals

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.

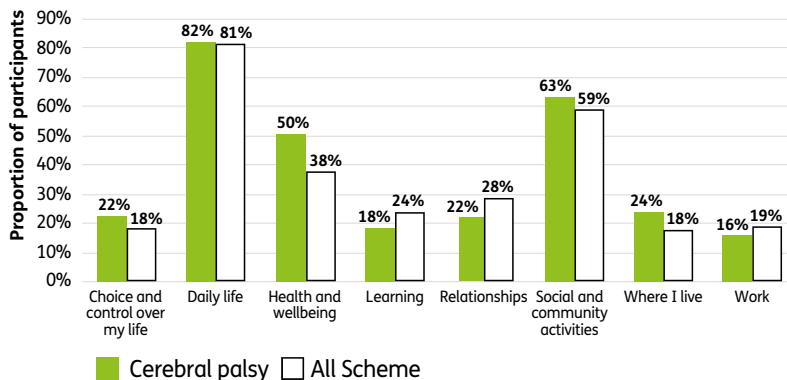
Compared with the Scheme as a whole, participants with acquired brain injury, cerebral palsy or spinal cord injury are more likely to set goals in relation to choice and control, health and wellbeing, social and community activities, as well as where they live. However, they are less likely to have set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

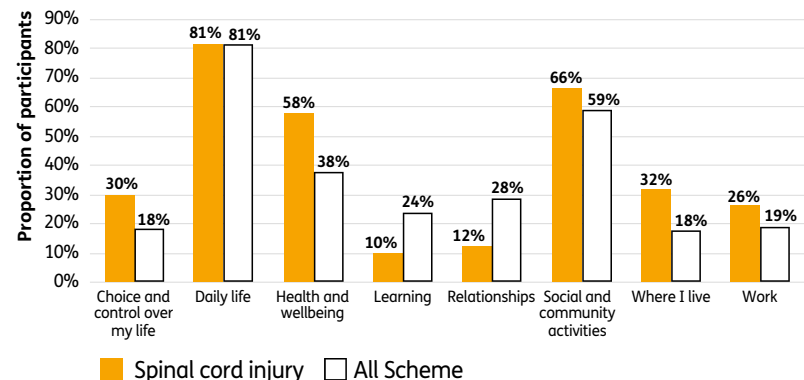
Proportion of active participants with goals by domain – acquired brain injury



Proportion of active participants with goals by domain – cerebral palsy



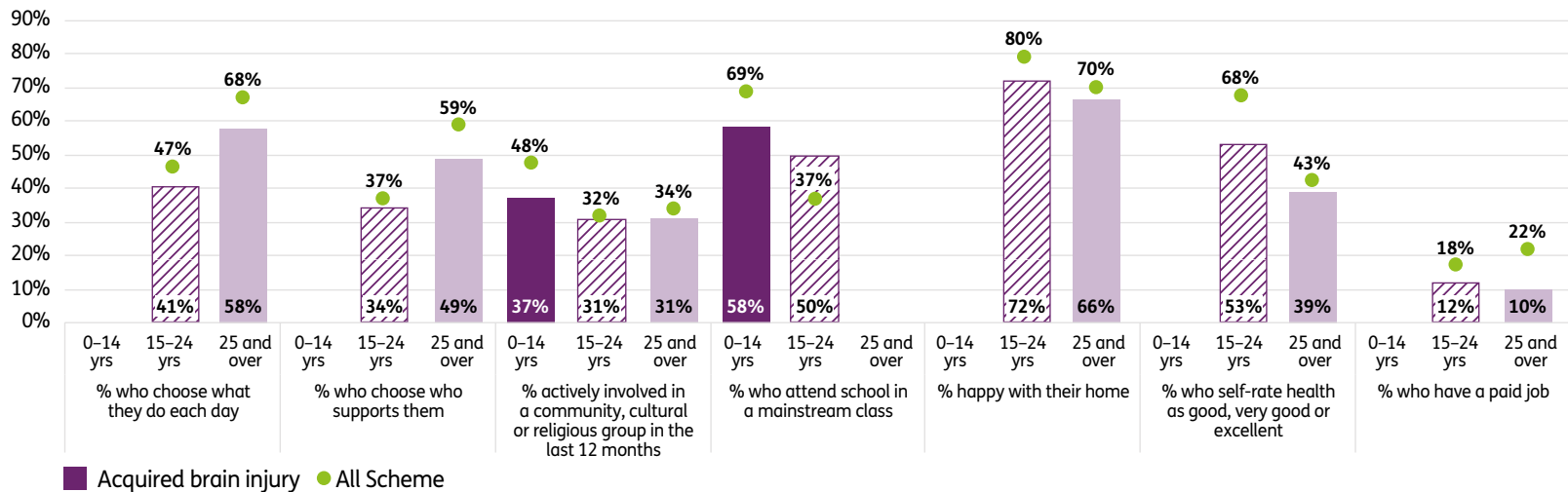
Proportion of active participants with goals by domain – spinal cord injury



# Participant baseline outcomes

## Acquired brain injury

Selected baseline indicators for participants with a primary disability of acquired brain injury compared with the Scheme as a whole



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).

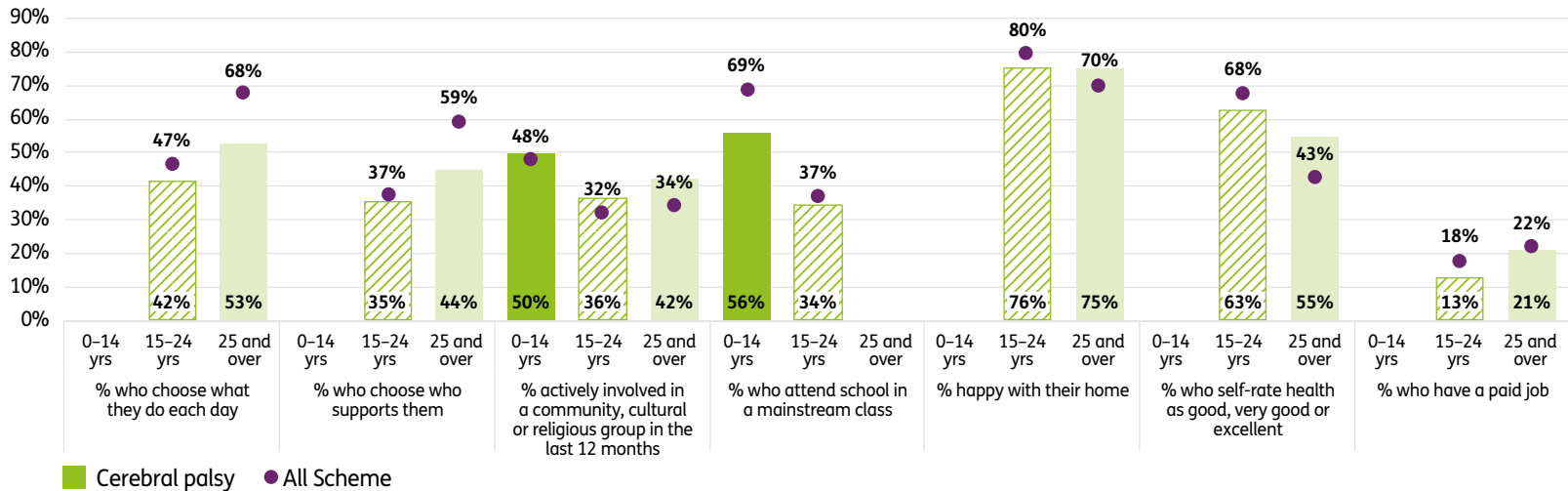
The baseline outcomes for participants with an acquired brain injury are generally lower than for the Scheme as a whole across each domain and age group. The exception is the proportion of 15 to 24 year olds who attend school in a mainstream class which is 50% for acquired brain injury compared with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

# Participant baseline outcomes

## Cerebral palsy

Selected baseline indicators for participants with a primary disability of cerebral palsy compared with the Scheme as a whole



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).

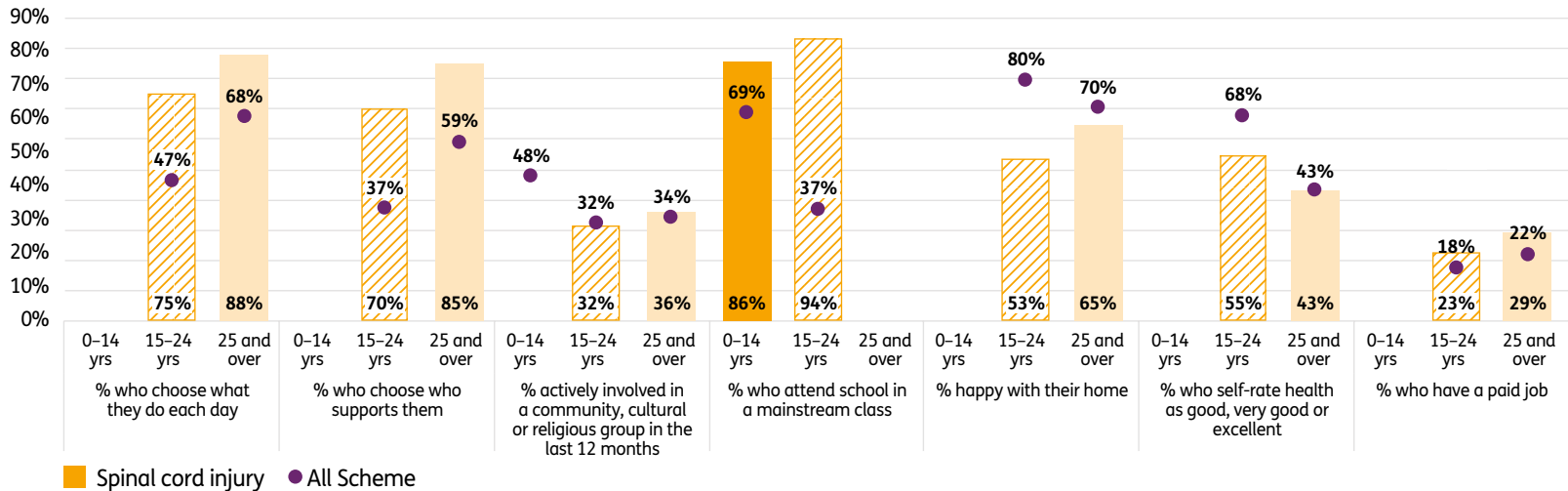
For participants with a primary disability of cerebral palsy, a higher proportion are actively involved in community, cultural or religious groups compared with the Scheme as a whole. However, the results for cerebral palsy are lower than for the Scheme as a whole for participants choosing what they 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.

# Participant baseline outcomes

## Spinal cord injury

Selected baseline indicators for participants with a primary disability of spinal cord injury compared with the Scheme as a whole



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.

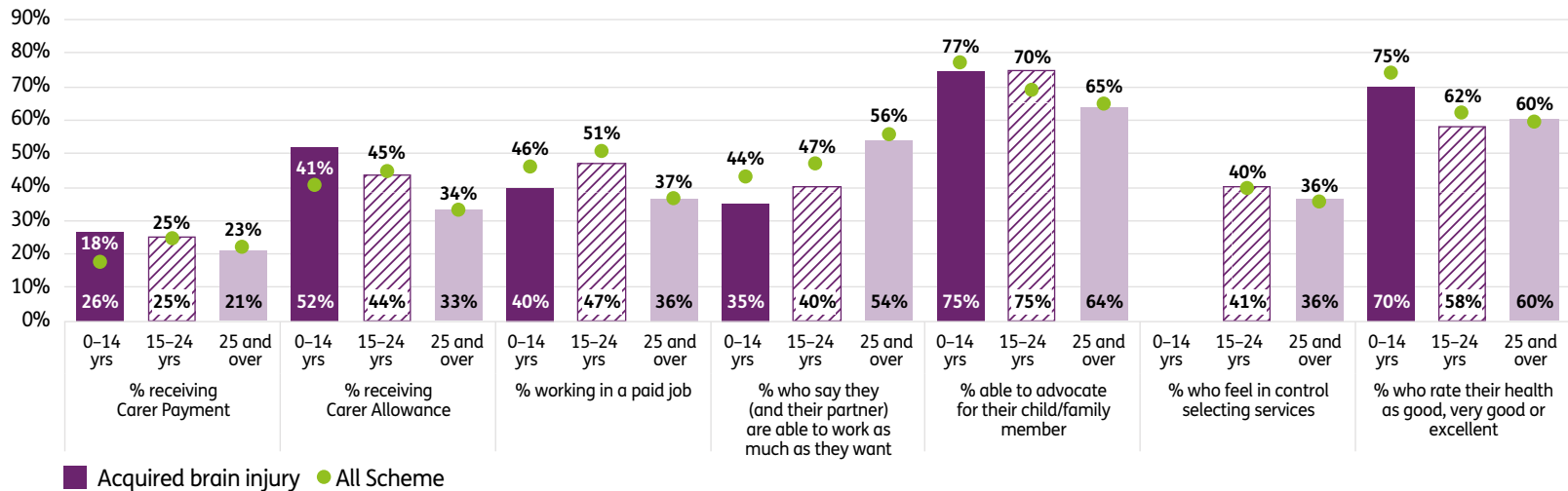
However, only 53% of 15 to 24 year olds with spinal cord injury are happy with their home compared with 80% for the Scheme overall. The proportion for participants aged 25 and over is 65% for spinal cord injury compared with 70% for the Scheme overall.

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

# Family/carer baseline outcomes

## Acquired brain injury

Selected baseline indicators for families/carers of participants with a primary disability of acquired brain injury compared with the Scheme as a whole



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.

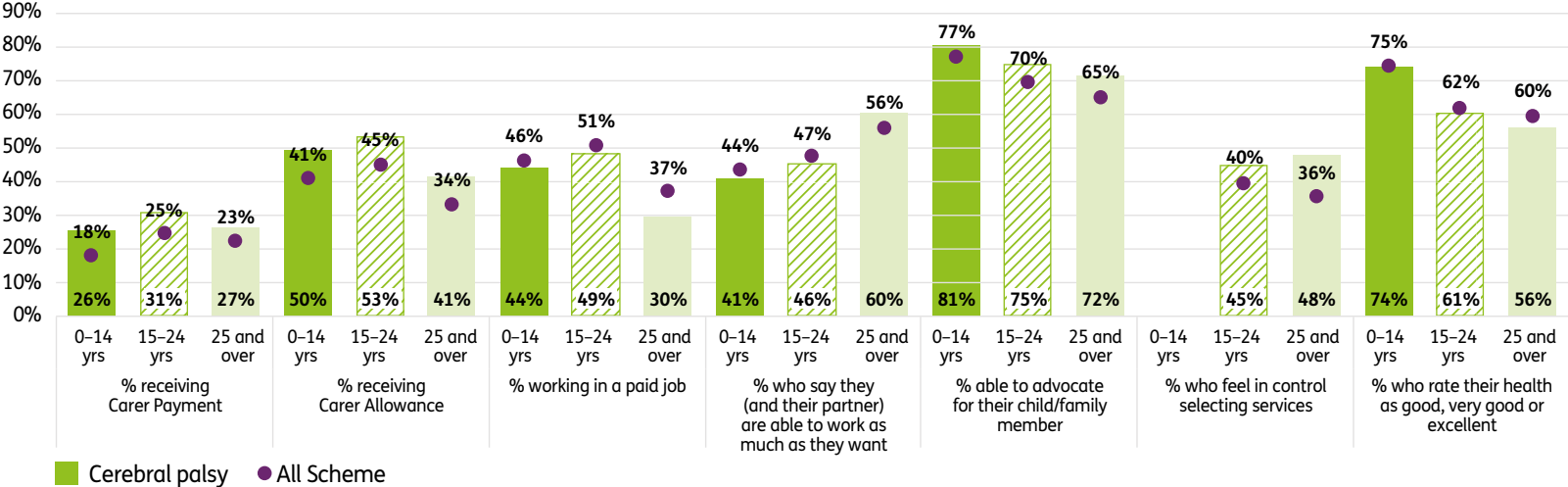
A higher proportion of families or carers of participants with an acquired brain injury aged 0 to 14 years receive the Carer Payment and the Carer Allowance compared with the Scheme overall. At older ages, the experience for acquired brain injury is in line with the Scheme as a whole.



# Family/carer baseline outcomes

## Cerebral palsy

Selected baseline indicators for families/ carers of participants with a primary disability of cerebral palsy compared with the Scheme as a whole



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.

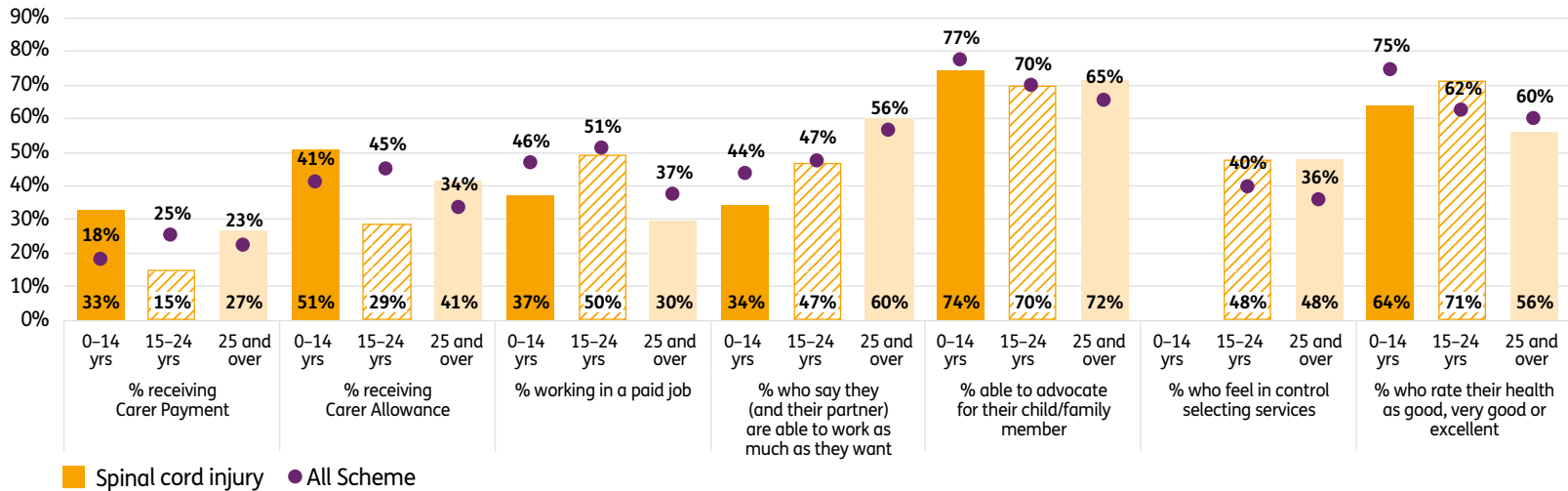
The results for families or carers of participants with a primary disability of cerebral palsy are higher than for the Scheme as a whole in terms of the proportion receiving the Carer Payment, those receiving the Carer Allowance, those who are able to advocate for their child or family member and those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

# Family/carer baseline outcomes

## Spinal cord injury

Selected baseline indicators for families/ carers of participants with a primary disability of spinal cord injury compared with the Scheme as a whole



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.

# Has the NDIS helped participants Acquired brain injury

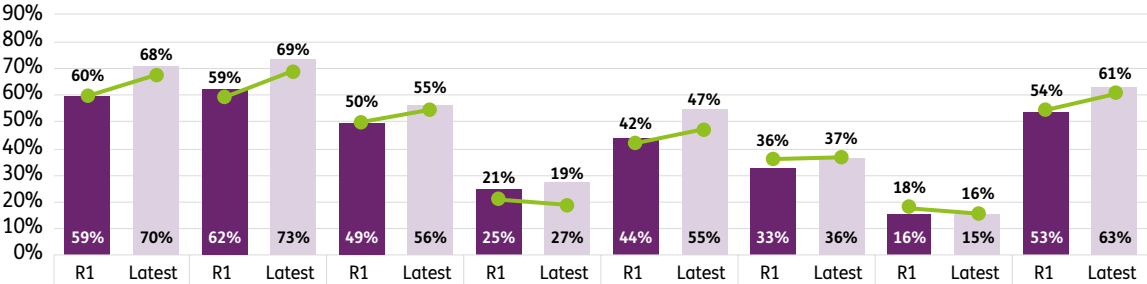
Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

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.

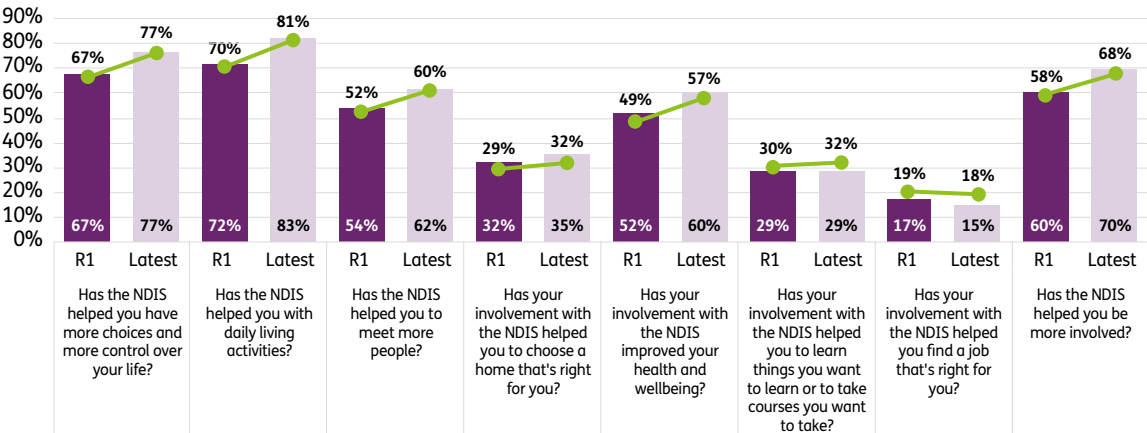
Results for those with acquired brain injury are generally in line or more favourable compared with the Scheme overall. The exception is whether the NDIS has helped finding the participant a suitable job, where there has been deterioration since the first plan review and a lower than overall proportion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

**Proportion of participants with acquired brain injury who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions**

**Participants aged 15 to 24**



**Participants aged 25 and over**



■ Acquired brain injury ● All Scheme

# Has the NDIS helped participants Cerebral palsy

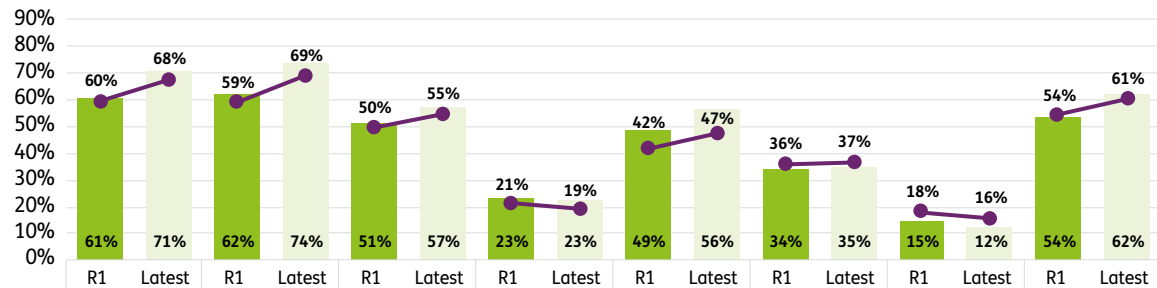
Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

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.

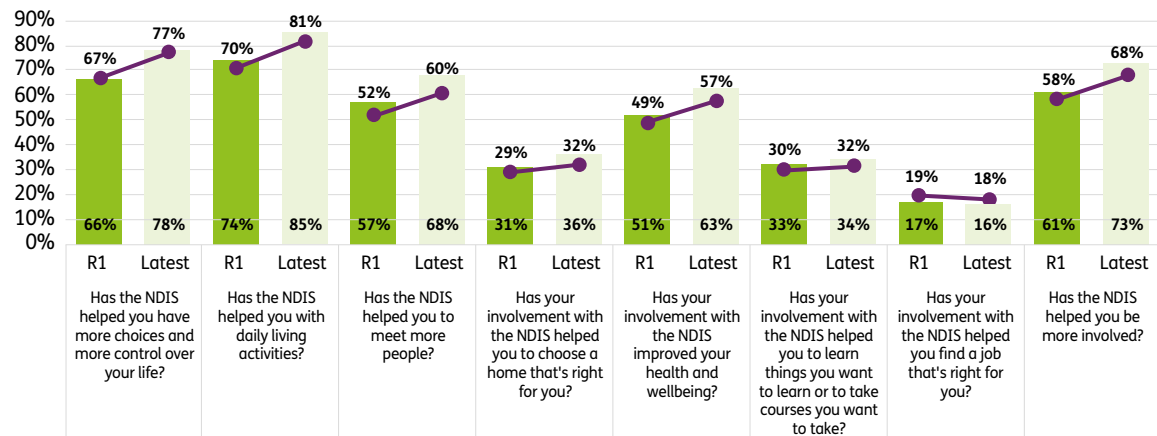
The greatest improvements are seen in choice and control, daily living activities, as well as being more involved.

## Proportion of participants with cerebral palsy who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions

### Participants aged 15 to 24



### Participants aged 25 and over



■ Cerebral palsy ● All Scheme

# Has the NDIS helped participants Spinal cord injury

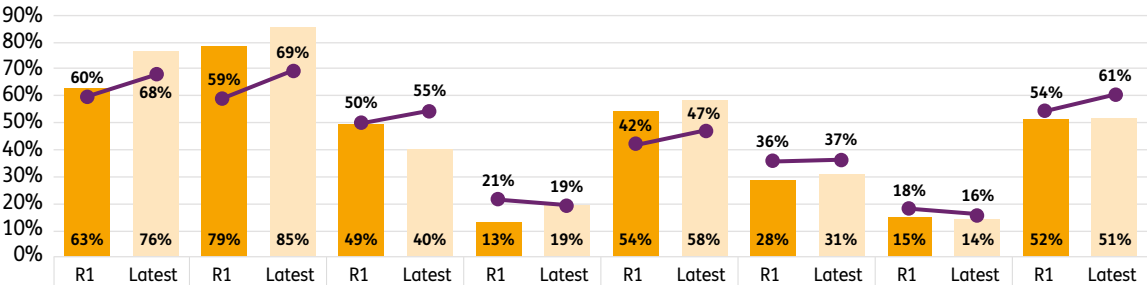
Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with those at the latest review.

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.

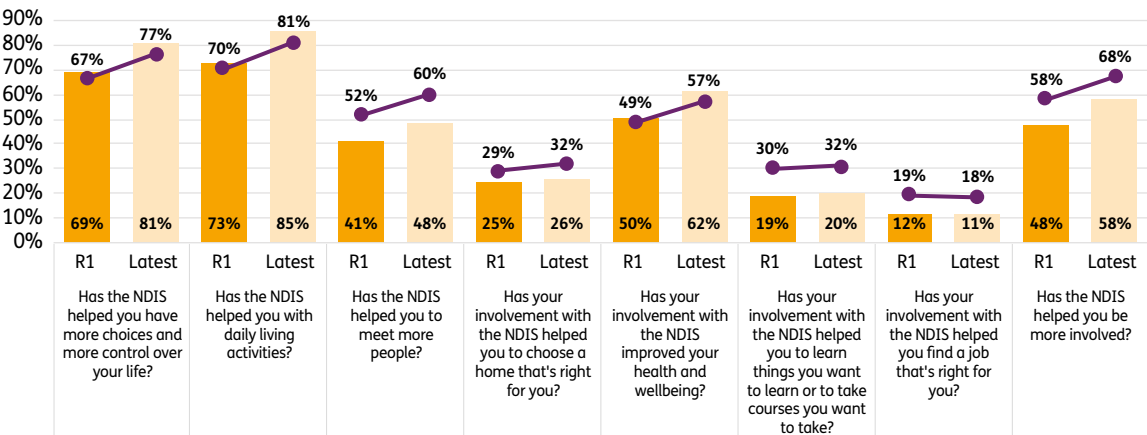
Spinal cord injury has more favourable results than overall for choice and control, daily living activities and health and wellbeing, but is less favourable in other areas.

### Proportion of participants with spinal cord injury who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions

#### Participants aged 15 to 24



#### Participants aged 25 and over



Spinal cord injury All Scheme

# Has the NDIS helped families/carers

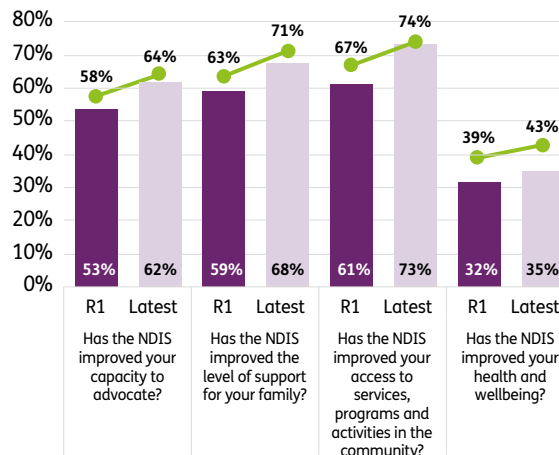
## Acquired brain injury

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.

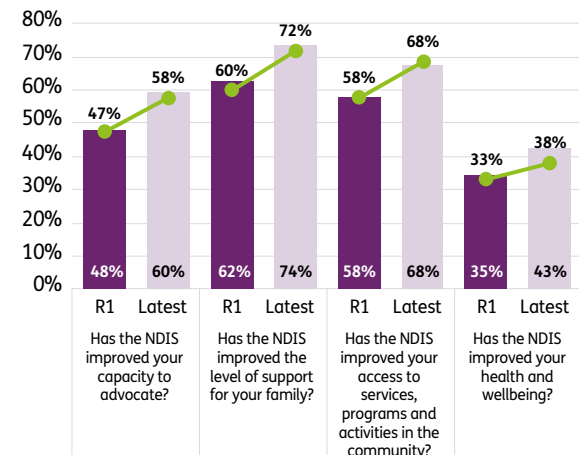
Proportion of families/carers of participants with acquired brain injury who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions

Families/carers of participants aged 0 to 14



■ Acquired brain injury ● All Scheme

Families/carers of participants aged 15 and over



# Has the NDIS helped families/carers

## Cerebral palsy

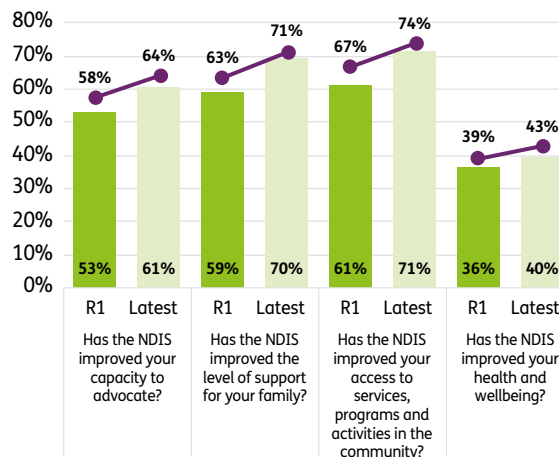
Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses in respect of participants who have been in the Scheme for at least two years and compare the results at participants' first review (R1) with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

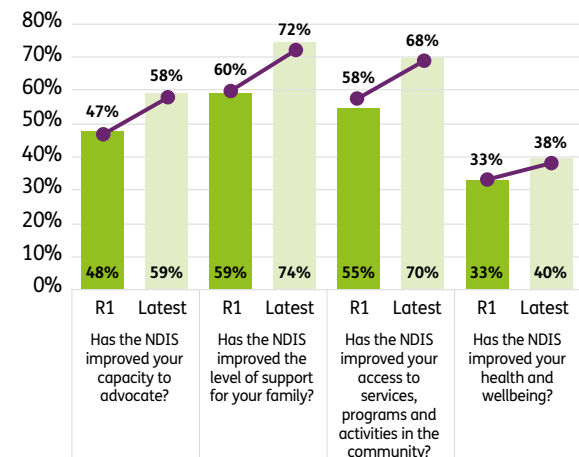
**Proportion of families/carers of participants with cerebral palsy who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions**

**Families/carers of participants aged 0 to 14**



■ Cerebral palsy ● All Scheme

**Families/carers of participants aged 15 and over**



# Has the NDIS helped families/carers

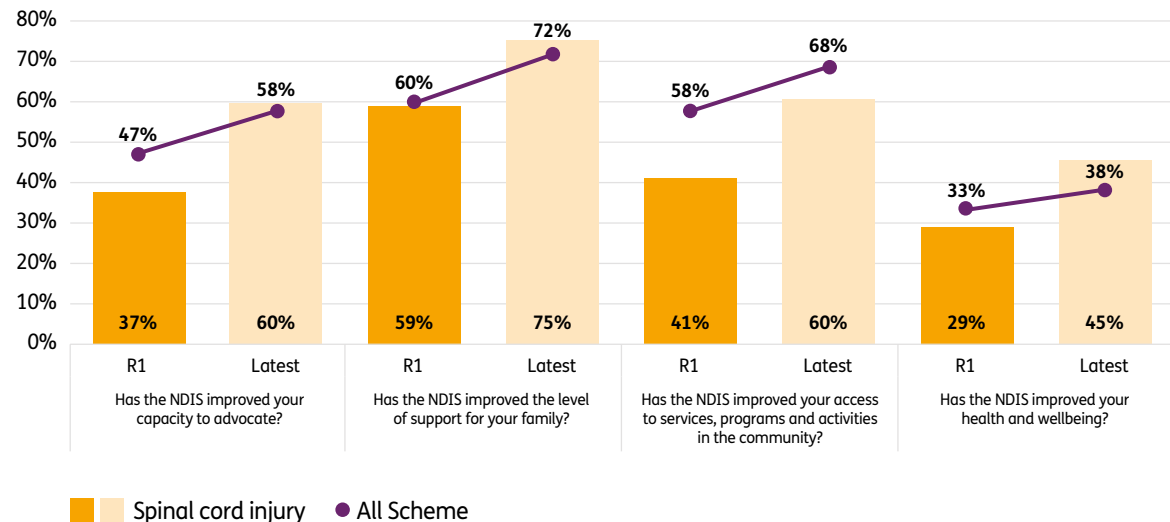
## Spinal cord injury

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.

**Proportion of families/carers of participants with spinal cord injury who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions**

### Families/carers of participants aged 15 and over



Note: There is insufficient data to show results for families and carers of participants with spinal cord injury aged 0 to 14 years.

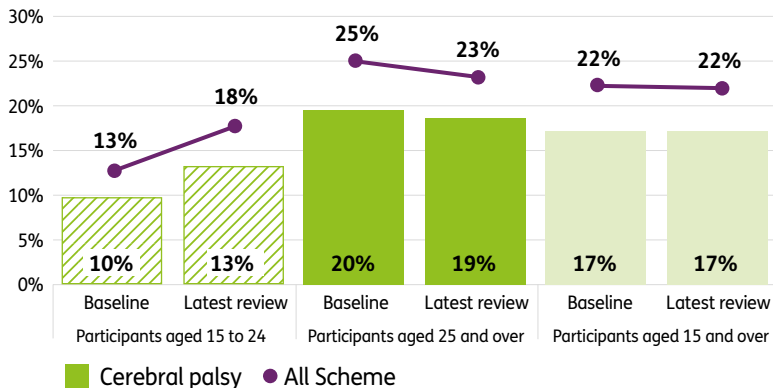


# Participant employment rate

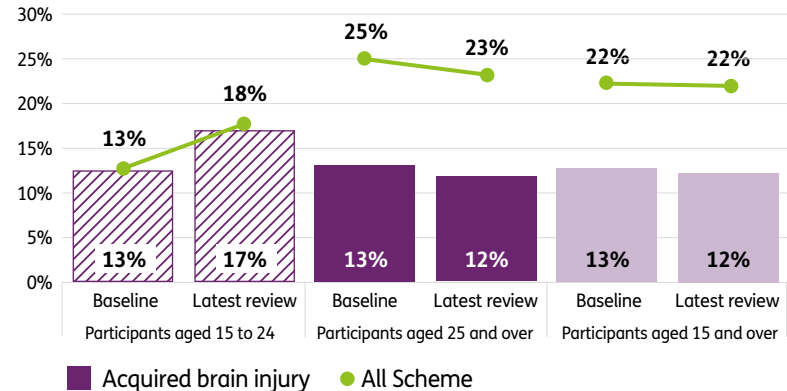
The NDIA is acutely aware of the benefits that employment brings to participants and tracks employment outcomes to see whether the NDIS has helped participants to find paid work. These results are based on participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) 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.

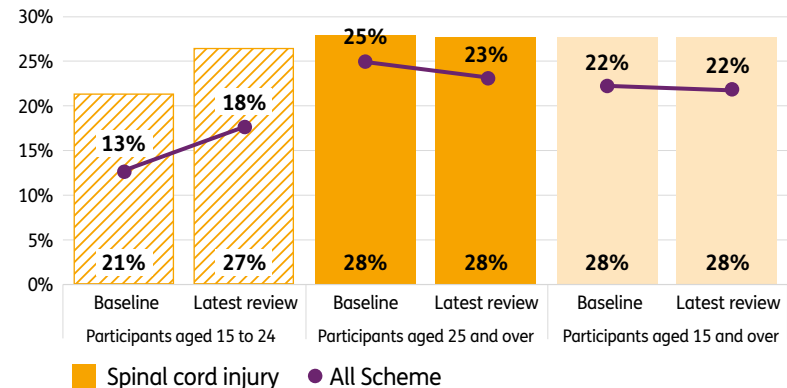
**Participant employment rate – cerebral palsy compared with the Scheme as a whole**



**Participant employment rate – acquired brain injury compared with the Scheme as a whole**



**Participant employment rate – spinal cord injury compared with the Scheme as a whole**



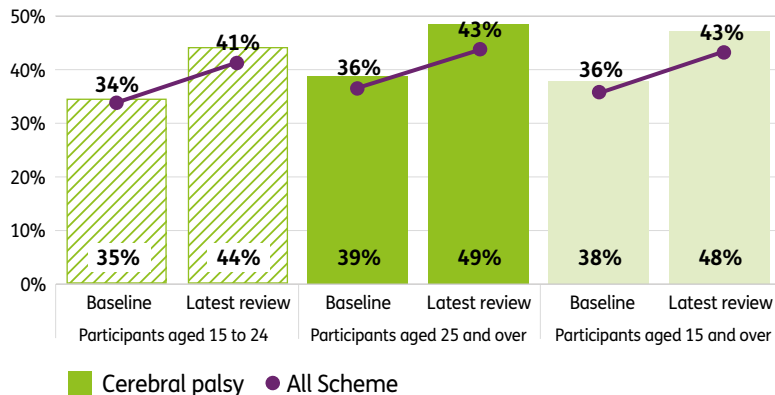
# Participant social and community engagement rate

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.

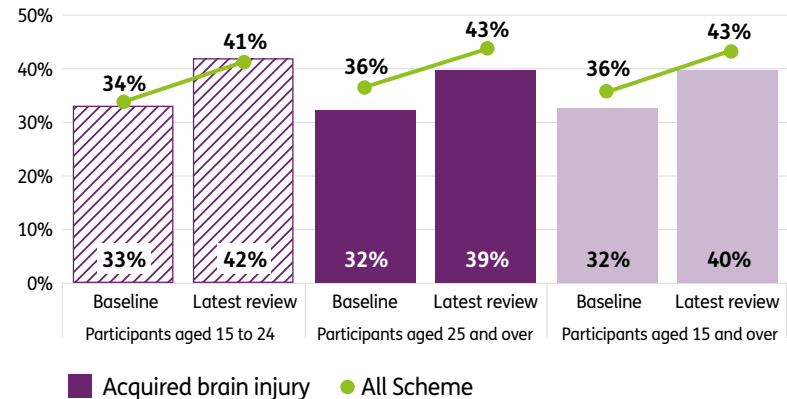
For each of the three disability types and age groups, participation in social and community activities has increased since entering the Scheme.

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.

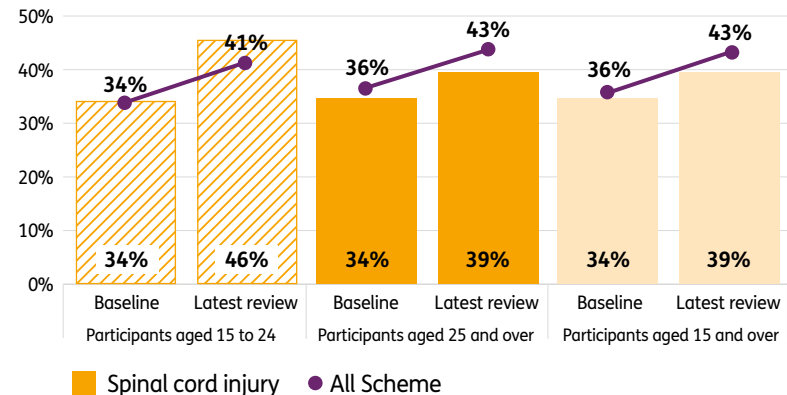
**Participant social and community engagement rate – cerebral palsy compared with the Scheme as a whole**



**Participant social and community engagement rate – acquired brain injury compared with the Scheme as a whole**



**Participant social and community engagement rate – spinal cord injury compared with the Scheme as a whole**

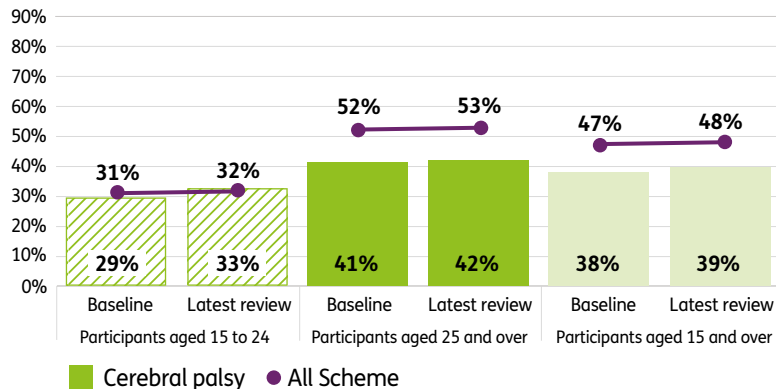


# Participants choosing who supports them

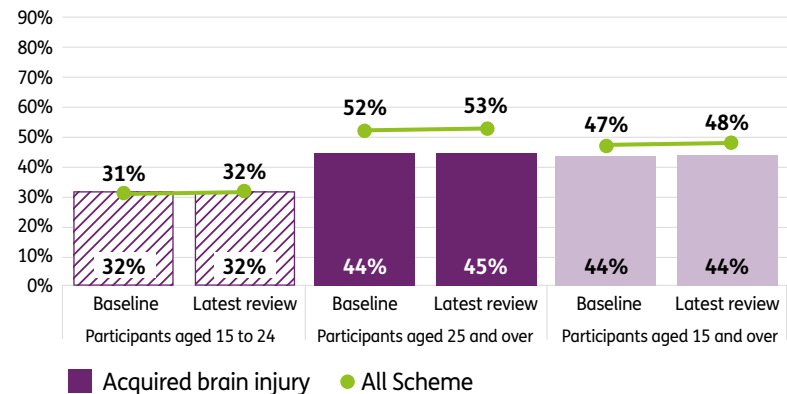
The number of participants able to choose who supports them is a key measure for the level of choice and control that participants enjoy in their lives. These results are based on participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest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

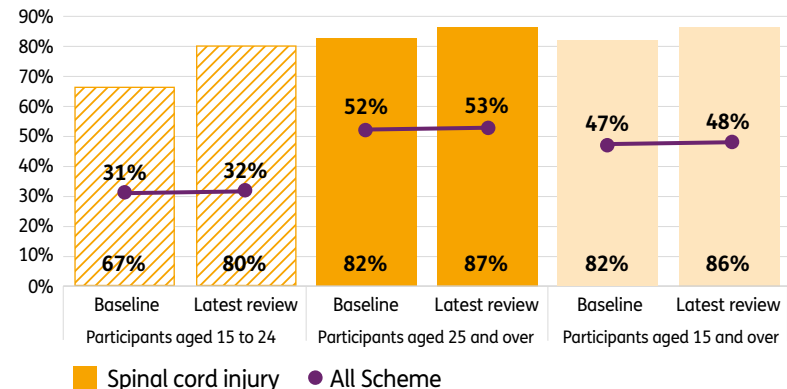
**Participants who choose who supports them – cerebral palsy compared with the Scheme as a whole**



**Participants who choose who supports them – acquired brain injury compared with the Scheme as a whole**



**Participants who choose who supports them – spinal cord injury compared with the Scheme as a whole**



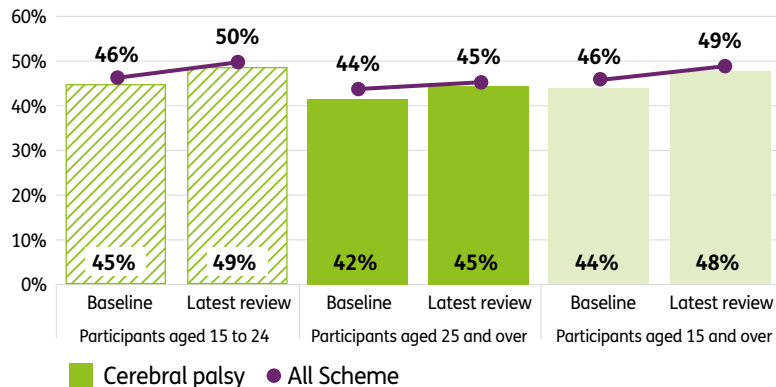
# Parent and carer employment rate

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.

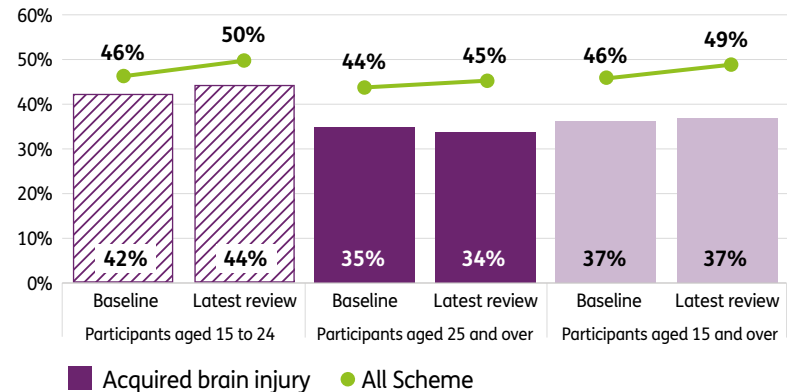
The percentage of parents and carers of participants in paid work has increased since Scheme entry for all three disability types overall, although experience by age group and disability type is mixed.

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.

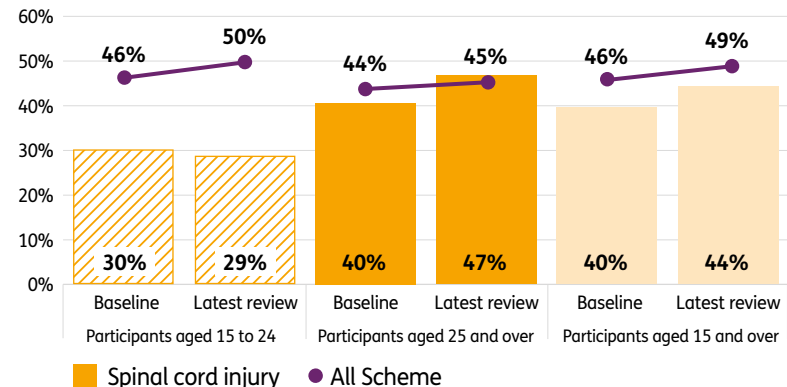
**Parent and carer employment rate – cerebral palsy compared with the Scheme as a whole**



**Parent and carer employment rate – acquired brain injury compared with the Scheme as a whole**



**Parent and carer employment rate – spinal cord injury compared with the Scheme as a whole**



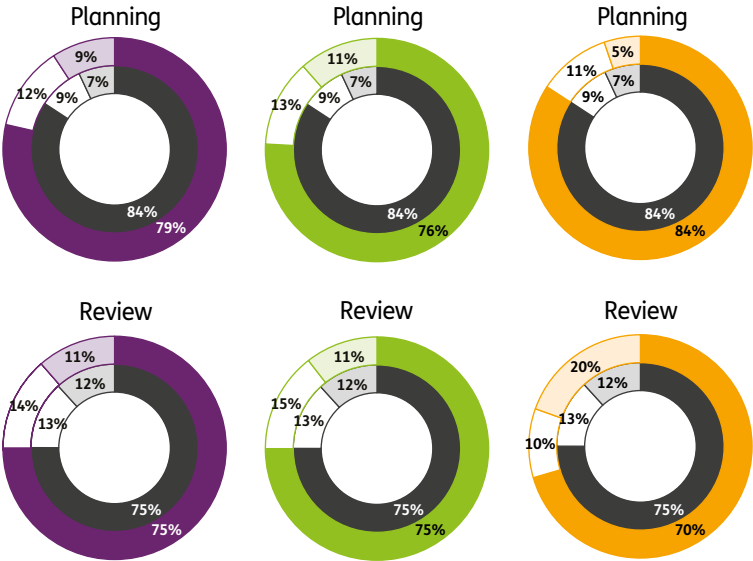
# Participant satisfaction

## Planning and Plan Review 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% and 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%.

Rating of experience with the NDIA in Q2 2020-21 at the Planning and Plan Review pathway stages



Acquired brain injury	Very good/good	Neutral	Poor/very poor
Cerebral palsy	Very good/good	Neutral	Poor/very poor
Spinal cord injury	Very good/good	Neutral	Poor/very poor
All Scheme	Very good/good	Neutral	Poor/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.**



[www.ndis.gov.au](http://www.ndis.gov.au)

**Copyright notice**

© National Disability Insurance Scheme Launch Transition Agency

**Copyright and use of the material in this document**

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Scheme Launch Transition Agency (National Disability Insurance Agency).

The material in this document, with the exception of logos, trade marks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY NC ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Scheme Launch Transition Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY NC ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

Please see the [NDIS website copyright statement](#) for further details about the use of logos and third party material.