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**People with Sensory disabilities in the NDIS**

**Data at 31 March 2021**

**National Disability Insurance Agency**

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## Slide 1: People with Sensory disabilities in the NDIS

This slide is the cover page for the report.

Data at 31 March 2021

## Slide 2: Outline

This slide outlines the structure of the report by section.

* Introduction and definitions:

This section provides background information on participants with sensory disability, and explains key terms such as committed supports, payments and complaint rates.

* Participants

This section presents information on participants with hearing impairment, visual impairment or other sensory/speech impairment across various participant characteristics\* such as Indigenous status, government services previously received and gender. Scheme participation rates are also presented.

\*Please note due to the small number of participants with a sensory disability (as primary disability) having a Supported Independent Living (SIL) arrangement we have not presented results split by SIL status in the report.

* Participant experience

This section includes various measures of the Scheme as experienced by participants, including eligibility rates, 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, 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 presents participant goals, followed by outcomes for participants and their families and carers. Outcomes results include those recorded at Scheme entry (baseline) and also longitudinal survey responses. The report concludes with results from the Participant Satisfaction Survey (PSS).

## Slide 3: Introduction

This slide introduces the purpose of this report.

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 hearing impairment, visual impairment or other sensory/speech impairment, using data at 31 March 2021.

## Slide 4: Definitions – Disability types

This slide defines the disability types of interest by ICD-10 diagnosis codes.

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:

* Hearing impairment:
  + H90 - Hearing loss
  + Q16.9 - Congenital hearing condition
* Visual impairment:
  + E70.3 - Albinism
  + F72.9 - Myopathy (variations)
  + H54 - Visual impairment (including blindness)
  + Q15.9 - Congenital eye condition
* Other sensory/speech impairment:
  + R47 - Other Sensory/Speech

The table on the slide also shows the distributions of participants within each primary disability type of hearing impairment, visual impairment or other sensory/speech impairment, by their diagnosis code.

## Slide 5: Definitions – Key terms

This slide defines the key terms used in this report.

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 South Africa, 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 who have a defined level of disability at a specified point in time or over a specified period of time and have joined the Scheme.

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

## Slide 6: Definitions – Key measures

This slide defines the key measures used in this report.

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 March 2021.

*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 March 2021.

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 1 July 2020 to 31 December 2020, allowing for payment delays of up to 3 months.

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

## Slide 7: Part 1: Participants

This slide introduces Part 1: Participants.

As at 31 March 2021, there were 449,998 active NDIS participants with an approved plan. Of these:

* 21,700 (4.8%) had a primary disability of hearing impairment.
* 8,897 (2.0%) had a primary disability of visual impairment.
* 2,903 (0.6%) had a primary disability of other sensory/speech impairment.

## Slide 8: Summary

This slide summarises the key statistics from Part 1.

This section presents information on the characteristics of NDIS participants with hearing impairment, visual impairment and other sensory/speech impairment as at 31 March 2021.

This report mainly focuses on participants with a sensory disability as their primary disability, unless stated otherwise.

Key statistics:

Hearing impairment:

* 22,873 people with a hearing impairment have ever had their access met.
* 22,435 of these have a primary disability of hearing impairment.
* 21,700 participants with a primary disability of hearing impairment have an approved plan.
* 4.8% of participants with an approved plan across the Scheme as a whole.

Visual impairment:

* 9,636 people with a visual impairment have ever had their access met.
* 9,125 of these have a primary disability of visual impairment.
* 8,897 participants with a primary disability of visual impairment have an approved plan.
* 2.0% of participants with an approved plan across the Scheme as a whole.

Other sensory/speech impairment:

* 4,028 people with other sensory/speech impairment have ever had their access met.
* 3,009 of these have a primary disability of other sensory/speech impairment.
* 2,903 participants with a primary disability of other sensory/speech impairment have an approved plan.
* 0.6% of participants with an approved plan across the Scheme as a whole.

## Slide 9: Co-disabilities of participants with sensory disabilities

This slide has two charts, the first chart on this slide considers the proportion of secondary disabilities for participants with either Hearing Impairment, Visual Impairment or Other Sensory or Speech Impairment as a primary disability.

The second chart shows the proportion of primary disabilities for participants with a secondary sensory disability. The chart shows that the most prominent primary disabilities for participants with a secondary sensory disability are Intellectual Disability (which includes Down syndrome), Autism and Cerebral Palsy.

For participants with a primary sensory disability, it should be noted that a number of these participants also have a secondary disability. Please note, a participant may have more than one secondary disability or no secondary disability listed.

For participants with a primary sensory disability, a significant proportion have no secondary disability (especially for participants with a primary hearing impairment).

6% of participants with a primary visual impairment and 5% of participants with a primary other sensory/speech impairment had a secondary psychosocial disability.

For participants with a secondary hearing impairment, the most prominent primary disabilities were intellectual disability which included Down syndrome (45%) and autism (14%). For participants with a secondary visual impairment, the most prominent primary disabilities were intellectual disability which included Down syndrome (37%) and cerebral palsy (16%). Autism (47%) and intellectual disability which included Down syndrome (29%) were the most prominent primary disabilities for participants with a secondary other sensory/speech impairment.

## Slide 10: Participation rates by State/Territory

Each chart on this slide shows the participation rates for each sensory disability by State/Territory, compared to the National average, as at 31 March 2021. There are three charts, one each for Hearing Impairment, Visual Impairment and ‘Other Sensory or Speech Impairment’.

For all sensory disability types, the participation rates across all States/Territories are similar to the National level, except for South Australia that is significantly higher. Conversely, Western Australia has significantly lower participation rates across all sensory disabilities, compared to the National average.

Participation rate refers to the proportion of the general population that are NDIS participants. These graphs consider the participation rates of 0 to 64 year olds with a sensory disability.

The national participation rate is 99 participants per 100,000 population for hearing impairment. It is lower for visual impairment and other sensory/speech impairment at 38 and 14 participants per 100,000, respectively.

As at 31 March 2021, South Australia has the highest participation rate for hearing impairment, visual impairment and for other sensory/speech impairment while Western Australia has the lowest participation rates across these same sensory disabilities.

## Slide 11: Participation rates by age group

Each chart on this slide shows the participation rates for each sensory disability by age group, compared to the National average, as at 31 March 2021. There are three charts, one each for Hearing Impairment, Visual Impairment and ‘Other Sensory or Speech Impairment’

For Hearing Impairment and Other Sensory or Speech Impairment the participation rates for the 0 to 14 year olds are the highest amongst all age groups and are significantly higher than the National average. For Hearing Impairment and Other Sensory or Speech Impairment participants aged 15 to 44 the participation rate decreases and then increases again for participants between the ages of 45 to 64. For participants with a Hearing Impairment, in general the participation rate increases the older the participants are and reaches the highest rate for the participants aged 55 to 64.

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

The participation rate for hearing impairment is greatest at 182 participants per 100,000 for ages 0 to 14 years and decreases to 48 for ages 35 to 44, from where it continues to increase for participants aged 45 to 64. There is also a continuous increase in the participation rate of visual impairment from 26 per 100,000 for 0 to 14 years, to 76 per 100,000 for ages 55 to 64.

The participation rate for other sensory/speech impairment decreases significantly from 53 per 100,000 for children aged 0 to 14 years, to 2 per 100,000 for ages 55 to 64.

## Slide 12: Participants over time

The charts on this slide show the trends in the number of participants over time. The three charts (one chart for each of Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment) show the number of participants with that specific sensory disability on a 6-monthly basis from September 2017 quarter-end to March 2021 quarter-end. The proportion of the participants with a specific sensory disability compared to all Scheme participants are also shown over the same time period.

Hearing Impairment has the highest number of participants as at 31 March 2021, followed by Visual Impairment and then Other Sensory or Speech Impairment. In general, the proportion of participants with a Hearing Impairment compared to the overall Scheme is increasing over this time period, while the proportion of participants with Visual Impairment and Other Sensory or Speech Impairment decreases over the same period.

The number of participants with an approved NDIS plan continues to increase for hearing and visual impairment, but the growth rate is slowing over time. The number of active participants with other sensory/speech impairment have decreased in the latest quarter.

The proportions of all participants with hearing impairment (as percentage of the overall Scheme) has increased over the past three years, whereas the proportion of participants with a visual impairment have remained fairly stable. The proportion of participants with other sensory/speech impairment has decreased significantly over the past three years, as many of these participants had their primary disability reclassified to Autism (for participants aged 0 to 14) and Intellectual Disability (for all other ages).

At 31 March 2021, there are:

* 21,700 participants (4.8% of the Scheme) with hearing impairment.
* 8,897 participants (2.0% of the Scheme) with visual impairment.
* 2,903 participants (0.6% of the Scheme) with other sensory/speech impairment.

## Slide 13: Participants by age group

The charts on this slide relate to the distribution of participants of each sensory disability by age group compared to the overall Scheme. There are three charts, one for each of hearing impairment, visual impairment and other sensory or speech impairment.

In general, the age distribution of the participants with a hearing impairment is similar to the age distribution of the overall Scheme. Participants with a visual impairment are generally older than the overall Scheme, while participants with other sensory or speech impairment are generally younger than the overall Scheme given their significant proportion of children aged 0 to 14.

The distribution of active participants by age group is varied across the different sensory disability types. 42% of active participants with hearing impairment are aged from 25 to 64, which is similar to 39% for the Scheme overall.

For active participants with visual impairment, 65% of them are aged between 25 and 64. This is significantly higher compared to the overall Scheme (39%). While only 4% of active participants with other sensory/speech impairment are aged between 25 and 64, which is significantly lower than the overall Scheme.

## Slide 14: Participants by age group (continued)

The charts on this slide relate to the proportion of active participants for each sensory disability by age group compared to the overall Scheme. There are three charts, one for each of Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment.

These charts show that the sensory disability types represent a small proportion of the overall Scheme within each age group.

As a proportion of all active participants by age group, ages 55-64 years have the highest proportion of participants with hearing impairment at 5.5%, ages 65+ years have the highest proportion of participants with visual impairment at 5.5% and ages 0-14 years have the highest proportion of participants with other sensory/speech impairment at 1.3%.

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

## Slide 15: Participants by Indigenous and CALD status

There are two charts on this slide, the first chart shows the proportion of participants with a sensory disability and an approved plan who identify as Aboriginal and/or Torres Strait Islander, compared to the overall Scheme. The second chart represents the proportion of participants with a sensory disability and an approved plan who identify as Culturally and Linguistically Diverse, compared to the overall Scheme.

Participants with Other Speech or Sensory Impairment has the highest proportion that identify as Aboriginal and/or Torres Strait Islander; whilst having the lowest proportion of participants that identify as Culturally and Linguistically Diverse.

Participants with a Hearing Impairment have a significantly higher proportion of participants that identify as Culturally and Linguistically Diverse, compared to the other sensory disabilities and the Scheme overall.

The proportion of active participants with hearing impairment or visual impairment that identify as Aboriginal and/or Torres Strait Islander is 4.5% and 4.1%, respectively, which is lower than overall Scheme at 6.8%. For other sensory/speech impairment the proportion is higher than the overall Scheme at 9.1%

The proportion of active participants with hearing impairment or visual impairment that identify as Culturally and Linguistically Diverse (CALD) are 22.9% and 15.4%, respectively, which is significantly higher than overall Scheme at 9.4%. For other sensory/speech impairment the proportion is lower than the overall Scheme at 6.2%

## Slide 16: Participants by Existing/New status, by level of function

There are two charts on this slide, the first chart shows the active participants with a specific sensory disability split by their program status, compared to the overall Scheme. The possible statuses are “New” to disability supports, receiving supports via “Existing State/Territory” or receiving supports via an “Existing Commonwealth” program. The first chart shows that the majority of participants with Hearing Impairment and Other Speech or Sensory Impairment are new to disability supports, while the majority of participants with a Visual Impairment are receiving disability supports via and existing State/Territory program.

The second chart splits the active participants for each sensory disability by level of function and compares it to the level of function of the overall Scheme. The majority of participants with a sensory disability (whether it is Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) have a high level of function; while the majority of the overall Scheme have a medium level of function.

The majority of participants with hearing impairment or other sensory/speech impairment are new to disability supports, with 74% and 64% respectively, while for the overall Scheme only 51% are new to disability supports.

Those with a visual impairment tended to be Existing clients of State/Territory government programs prior to entering the Scheme (57%). Only 40% of participants with visual impairment are new to disability supports.

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.

The majority of participants across all the three sensory disability types have a high level of function. Comparatively, only 28% of overall Scheme participants have a high level of function.

## Slide 17: Participants by gender and remoteness

There are two charts on this slide, the first chart shows the distribution of participants with a sensory disability by gender, compared to the overall Scheme. While the second chart represents the proportion of participants with a sensory disability by geographical remoteness, compared to the overall Scheme.

Participants with Other Speech or Sensory Impairment are predominantly male (higher than the proportion of males in the overall Scheme) while the gender split between males and females are fairly equal for participants with a Hearing Impairment or Visual Impairment.

Participants with a sensory disability (irrespective of whether it is a Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment), predominately live in major cities, as at 31 March 2021. The distribution of all sensory disabilities across major cities, regional areas and remote and very remote areas are similar to the geographical remoteness distribution of the overall Scheme.

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.

For participants with either hearing impairment or visual impairment, there is a roughly even split of male and female participants. In contrast, 73% of participants with other sensory/speech impairment identify as male, and 26% identify as female.

The majority of Scheme participants live in major cities. The proportion of participants with other sensory/speech impairment living in major cities is similar to that of the overall Scheme at 68%.There is a slightly higher proportion of participants with hearing impairment and visual impairment living in major cities at 72% and 70%, respectively.

## Slide 18: Part 2: Participant experience

This slide introduces Part 2: Participant experience.

A higher proportion of individuals who apply to the NDIS with hearing impairment or visual impairment meet the access criteria relative to individuals with other disabilities. The converse is true for individuals with other sensory/speech impairment with a significantly lower proportion of these individuals meeting the access criteria.

The Agency has commenced measuring a number of metrics under the Participants Service Guarantee\*. Related results on achieving target timeframes for those with hearing impairment, visual impairment and other sensory/speech impairment are included in this section, along with comparisons with the experience of the Scheme overall.  
  
Results for these sensory 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).

\*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. More information about the Participant Services Charter and the Participant Service Guarantee can be found here: www.ndis.gov.au/about-us/policies/service-charter

## Slide 19: Summary

This slide summarises key statistics from Part 2.

This section presents information on the experience of NDIS participants with hearing impairment, visual impairment and other sensory/speech impairment as at 31 March 2021.

Hearing impairment:

* 88% of access decisions among participants with hearing impairment are 'access met'.
* 99% of access decisions for those with hearing impairment were made within 14 days of final information being provided in the last quarter.
* 80% of initial plans were approved within 70\* days for participants with hearing impairment aged 7 and above in the last quarter.
* 2.6% is the annualised rate of participant complaints for those with hearing impairment since the end of the Trial period.

Visual impairment:

* 89% of access decisions among participants with visual impairment are 'access met'.
* 99% of access decisions for those with visual impairment were made within 14 days of final information being provided in the last quarter.
* 83% of initial plans were approved within 70\* days for participants with visual impairment aged 7 and above in the last quarter.
* 8.1% is the annualised rate of participant complaints for those with visual impairment since the end of the Trial period.

\*This PSG was changed from 70 days to 56 days during the March 2021 quarter.

Other sensory/speech impairment:

* 85% of access decisions among participants with other sensory/speech impairment are 'access met'.
* 98% of access decisions for those with other sensory/speech impairment were made within 14 days of final information being provided in the last quarter.
* 79% of initial plans were approved within 70\* days for participants with other sensory/speech impairment aged 7 and above in the last quarter.
* 5.4% is the annualised rate of participant complaints for those with other sensory/speech impairment since the end of the Trial period.

The Scheme as a whole:

* 85% of access decisions among participants across the Scheme as a whole are 'access met'.
* 98% of access decisions for the Scheme as a whole were made within 14 days of final information being provided in the last quarter.
* 79% of initial plans were approved within 70\* days for participants in the Scheme as a whole aged 7 and above in the last quarter.
* 5.4% is the annualised rate of participant complaints for those in the Scheme as a whole since the end of the Trial period.

## Slide 20: Access decisions

The four charts on this slide compare the proportion of access met decisions for Hearing Impairment, Visual Impairment, Other Sensory or Speech Impairment and All Scheme. The charts show these proportions for different groups of participants – Existing State / Territory participants, Commonwealth participants, new participants and the total participant population.

A general pattern across the charts, regardless of participant grouping, is that Hearing Impairment and Visual Impairment have a higher proportion of ‘access met’ decisions than for All Scheme, whereas participants with ‘Other Sensory or Speech Impairment’ are lower than All Scheme.

The proportions of access decisions resulting in 'access met' are higher for individuals with hearing impairment and visual impairment, but significantly lower for individuals with other sensory/speech impairment, compared to the Scheme overall.

Visual impairment has the highest overall rate of access met decisions at 89%, compared with 85% for the Scheme overall. The rate for hearing impairment is at 88% and for other sensory/speech impairment it is 50%. Other Sensory/Speech has the lowest rate of access met decisions, and is discussed in more detail on the next page.

Rates of access met decisions are higher for Existing State/Territory clients than for Existing Commonwealth clients or for New clients across all disabilities, except for Existing Commonwealth clients with a hearing impairment that has the highest rate of access met decisions.

Hearing impairment has the highest rate of access met decisions for Existing Commonwealth clients at 98%, followed by visual impairment at 89%. The rate for other sensory/speech impairment is lower at 78% although this is based on less than 100 access decisions in total.

For Existing State/Territory clients, visual impairment has the highest access met decision rate at 97%, followed by hearing impairment at 96%. The rate for other sensory/speech impairment is slightly lower at 92%.

Hearing impairment has the highest rate of access met decisions for New clients at 86% compared with 79% for visual impairment and a significantly lower rate of 41% for other sensory/speech impairment.

## Slide 21: Access decisions by age group

Each chart on this slide shows, for each sensory disability type, the proportion of access met decisions by age group, compared to ‘All Scheme’. There are three charts, one each for Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment.

Access rates for Hearing Impairment and Visual Impairment are higher than ‘All Scheme’, rates for Other Sensory or Speech Impairment are notably lower than ‘All Scheme’. For Hearing Impairment and Visual Impairment, access rates for 0 to 24 year olds are over 90% with a decline at higher age groups.

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 hearing impairment, visual impairment, and other sensory/speech impairment are only marginally higher than those for adults in older age groups, except for other sensory/speech impairment where there is a significant increase in access met decisions for the 55 to 64 year olds, although this is based on less than 100 access decisions in total.

Other sensory/speech impairment has the lowest overall rate of access met decisions at 50%, compared with 85% for the Scheme overall. 82% of those who were never eligible did not meet access requirements due to not meeting the disability requirement under Section 24 (substantially reduced functional capacity or that it is likely to be permanent, based on the evidence they have submitted), with 76% of them aged between 7 and 14.

## Slide 22: Access decisions by access type

Each chart on this slide shows, for each sensory disability type, the proportion of access met decisions, split by access type (‘Early Intervention – Section 25 of the NDIS Act’ and ‘Permanent Disability – Section 24 of the NDIS Act’). There are three charts, one each for Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment.

For Hearing Impairment and Other Sensory or Speech Impairment, Early Intervention access rates are higher than All Scheme, but lower for Permanent Disability access rates.

For Visual Impairment, the opposite pattern prevails – access rates are lower in Early Intervention when compared to All Scheme and Permanent disability rates are higher.

Across all Scheme access decisions, regardless of disability type, the proportion of active participants who gained access to the Scheme via Early Intervention (Section 25 of the NDIS Act) is 24%, while 76% met the Permanent Disability access criteria (Section 24 of the NDIS Act).

The proportion of children with other sensory/speech impairment from the Early Intervention gateway is 62% and 44% for hearing impairment, which is significantly higher compared to participants with visual impairment at 4%, as well as the overall Scheme (24%).

Conversely, the proportion of participants with a visual impairment that gained access to the Scheme due to Permanent Disability is 96%, which is significantly higher than the other sensory disabilities (38% for other sensory/speech impairment and 56% for hearing impairment, as well as the overall Scheme experience (76%).

## Slide 23: Participant Service Guarantee: Access metrics

The charts on this slide relate to the Participant Service Guarantees on Access. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the number of access decisions in each quarter, from the quarter ending March 2020 to the quarter ending March 2021. Also shown are the proportion of decisions made within 14 days – and this is compared to the All Scheme proportion of decisions made within 14 days.

In general, the proportion of access decisions made within 14 days are similar between each Sensory disability type and All Scheme – and generally close to 100%.

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 March 2020, for the Scheme overall and also for those with hearing impairment, visual impairment and other sensory/speech impairment. Results for this metric are not presented here.

Another 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% decisions in the March 2021 quarter and for the prior four quarters (31 March 2020, 30 June 2020, 30 September 2020 and 31 December 2020).

The performance has been at 96% or higher for each of the last five quarters for participants with hearing impairment, visual impairment and other sensory/speech impairment (the latter disability group had the highest performance across the 31 March 2020 to the 31 March 2021 quarters).

\*More information about the Participant Services Charter and the Participant Service Guarantee can be found here: www.ndis.gov.au/about-us/policies/service-charter

## Slide 24: Participant Service Guarantee: Planning metrics

The charts on this slide relate to the Participant Service Guarantees on Planning Metrics. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the number of plans approved (for participants aged 7 and over) in each quarter, from the quarter ending March 2020 to the quarter ending March 2021. Also shown are the proportion of approvals made within 70 days – and this is compared to the All Scheme proportion of approvals made within 70 days.

In general, the proportion of approvals made within 70 days are similar between each Sensory disability type and All Scheme – and generally close to 100%.

Under the PSG, the Agency will target to approve an initial plan for each participant aged 7 years and over within 56 days of the access decision being made (the performance metric changed from 70 days to 56 days as at 1 February 2021).

The proportion of applications achieving the target timeframe has increased for the Scheme overall from 58% in the March 2020 quarter to 92% in the December 2020 quarter. However, it has dropped to 79% in the March 2021 quarter, due to the change in stricter time frame of 56 days\*. The proportion of plans approved within the timeframe for sensory disabilities follows a similar trend to the overall scheme. However, the number of approved plans for other sensory/speech impairment is low compared to hearing and visual impairment.

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 hearing impairment the proportion of plan approvals achieving this timeframe in the March 2021 quarter was 94% compared to 96% for the Scheme overall.

There are insufficient data to report on the target time frames of participants with visual impairment and other sensory/speech impairment and receiving an initial plan. Results of this metric for these two disabilities are therefore not presented here.

\*The Scheme metric for March 2021 (79%) is based on the methodology of assuming the stricter metric of 56 days over the entire quarter (for simplicity). However, if the analysis applied the more lenient 70 days target for January and the stricter 56 days for February and March, then the proportion of applications that achieved this time frame would have been 82%.

## Slide 25: Participant Service Guarantee: Participant Requested Review metrics

The charts on this slide relate to the Participant Service Guarantees on Participant Requested Reviews (PRRs). The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the number of PRRs completed in each quarter, from the quarter ending March 2020 to the quarter ending March 2021.

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 almost 100% of applications in the current and previous three quarters for participants with either hearing impairment, visual impairment or other sensory/speech impairment as well as for the Scheme overall. Results for this metric are not presented here.

There is a further target under the PSG for completing a PRR within 42 days of making the decision to conduct the review. The Agency's performance against this target timeframe has improved since March 2020 for the Scheme overall and also for reviews in respect of participants with hearing impairment, visual impairment and other sensory/speech impairment.

However, since December 2020, there has been a decrease in the percentage within time frame, for participants with visual impairment and other sensory/speech impairment which is similar to the overall Scheme trend. There are currently several remediation processes in place to rectify these matters and the goal is to achieve 95% (or higher) result for this PSG metric by 30 June 2021.

## Slide 26: Participant Service Guarantee: Review of Reviewable Decision metrics

The charts on this slide relate to the Participant Service Guarantees on Review of Reviewable Decisions (RoRDs). The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the number of RoRDs completed in each quarter, from the quarter ending March 2020 to the quarter ending March 2021. Also shown are the proportion of completions within 90 days – and this is compared to the All Scheme proportion of completions within 90 days.

In general, the proportion of completions within 90 days are similar between each Sensory disability type and All Scheme and follow a similar trend.

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 time frame has improved for the overall Scheme since March 2020, but has deteriorated after 31 December 2020. This is also the case for reviews in respect of participants with hearing impairment, visual impairment and other sensory/speech impairment.

In the March 2021 quarter, 92% of tasks were within the timeframe for participants with other sensory/speech impairment compared to 91% of the Scheme overall, although the number of RoRDs completed for participants with other sensory/speech impairment were quite low. The results for those with hearing impairment and visual impairment were close to the overall Scheme numbers at 87% and 88%, respectively.

## Slide 27: Participants by plan management type

The charts on this slide show the trends in plan management type on a quarterly basis from the quarter ending March 2019 to the quarter ending March 2021. For each of the three Sensory disability types (Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment), the proportions of plans that are fully agency managed, plan managed, partly self-managed and fully self-managed.

The trends show that the proportion of self-managed plans remained constant over the time for each Sensory disability type, but that there was a gradual shift from agency managed plans to plan managed.

There is a continuing trend for more participants to self-manage their plans or use a plan management provider, and for less participants to be Agency-managed. This is the case for participants with hearing impairment, visual Impairment, other sensory/speech impairment and for the Scheme overall.

At 31 March 2021, 45% of participants with a visual impairment used a plan manager. The proportions of participants that used a plan manager was lower for hearing impairment and other sensory/speech impairment at 33% and 30%, respectively. All of which is lower compared to 47% of all Scheme participants.

Conversely, at 31 March 2021, 35% of participants with a hearing impairment were self-managing their plans fully, followed by 29% for participants with other sensory/speech impairment and 25% by participants with a visual impairment. All of which are higher compared to 22% for the overall Scheme.

## Slide 28: Scheme exit rates over time

The charts on this slide show trends in Scheme exit rates over time. The three charts (one chart for each of Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment) show the annualised exit rates for participants with that disability who have ever had an approved plan, from the 2017/2018 financial year to the 2020/2021 financial year to date.

Exits are split into mortality exits and other exits. All charts show that mortality exit rates have remained roughly constant over time, other exits were high in the 2017/18 financial year, but have been falling over time.

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

Participants with other sensory/speech impairment have significantly higher non-mortality exits compared to the Scheme overall, as some participants had their primary disability reclassified (mainly to Autism for children aged 0 to 14 and Intellectual Disability for all other ages, as per Section 1). It is expected that participants with hearing impairment and other sensory/speech impairment have a lower proportion of mortality exits compared to the Scheme given that these participants are predominantly aged 0 to 24 and conversely one would expect higher mortality exits from participants with visual impairment given that they are generally older adults.

## Slide 29: Complaint rates

The charts on this slide show trends in complaint rates over time. The three charts (one chart for each of Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment) show the cumulative number of complaints of participants with that disability on a quarterly basis from December 2017 to March 2021. Annualised complaint rates (the number of complaints as a proportion of access requests) are shown over the same time period for each specific sensory disability and All Scheme.

Hearing Impairment and Other Sensory or Speech Impairment show lower complaint rates compared to All Scheme. Participants with a Visual Impairment show a higher rate of complaints.

For visual impairment, the annualised rate of complaints (measured as the number of complaints as a proportion of access requests) is higher than the Scheme overall. For hearing impairment and other sensory/speech impairment, the annualised rate of complaints is low compared to the overall Scheme experience.

The rates of complaints for the overall Scheme increased up to December 2018, but have subsequently reduced, particularly for participants with visual impairment. However, in March 2021, participants with visual impairment were still 3 to 4 times more likely to have made a complaint compared to participants with hearing impairment or other sensory/speech impairment, respectively.

## Slide 30: Timeframes for closing complaints

The charts on this slide show trends in the timeframes for closing complaints. The three charts (one chart for each of Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment) show the number of complaints closed in the quarter (from December 2017 to March 2021) and the proportion resolved in 21 days. For comparison, the proportion of complaints closed within 21 days at an All Scheme level are also shown.

In general, sensory disability and All Scheme trends are similar. The number of complaints have fallen over time and the closing rates have increased.

The number of complaints about the NDIS which are resolved and closed by the Agency has been decreasing from late 2019 for participants across all three sensory disabilities, which is line with the lower numbers of new complaints received from participants with a sensory disability. There have been no complaints from participants with other sensory/speech impairment, since December 2019.

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 sensory disability types have been similar to the experience across the Scheme over time. Since the June 2019 quarter, this proportion has increased from 36% to 88% for hearing impairment and from 32% for visual impairment to 83% in the March 2021 quarter.

## Slide 31: Administrative Appeals Tribunal (AAT) Cases

The charts on this slide show the number of Administrative Appeals Tribunal (AAT) cases. For each sensory disability (Hearing Impairment, Visual Impairment, Other Sensory or Speech Impairment), the number and proportion of AAT cases by type (access decisions, planning decisions and plan reviews and other matters) are shown.

For each Sensory disability, the most common type of AAT case relate to planning decisions, followed by access decisions and then plan reviews and other matters.

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 sensory disabilities, the most common type of AAT case is related to Planning decisions. There have been a high number of AAT cases, relative to the mix of participants in the Scheme, at each stage of the pathway process for participants with visual impairment and other sensory/speech impairment.

2.0% of the Scheme participants have a visual impairment and make up a relatively high proportion of all AAT cases (2.4% of Access AAT cases, 2.5% of Planning AAT cases and 2.9% of Plan Review and Other AAT cases). Similarly, 0.6% of the Scheme participants have other sensory/speech impairment and they also contribute to a high proportion of overall AAT cases (1.2% of Access AAT cases, 0.9% of Planning AAT cases and 1.5% of Plan Review and Other AAT cases). The 4.8% of the Scheme participants who have a hearing impairment represents a relatively low proportion of all AAT cases (2.8% of Access AAT cases, 2.2% of Planning AAT cases and 2.3% of Plan Review and Other AAT cases).

## Slide 32: Part 3: Committed supports, payments and utilisation

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

Committed supports and payments to participants with hearing impairment, visual impairment and other sensory/speech impairment are increasing in line with the growing Scheme.

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

$248m for participants with hearing impairment.

$290m for participants with visual impairment.

$37m for participants with other sensory/speech impairment.

The rate of utilisation of committed supports for non-SIL participants with hearing impairment is 44%, which is significantly lower than the Scheme average utilisation of 62%.

The utilisation rate for non-SIL participants with visual impairment is similar to the Scheme average (62%), while the utilisation rate for non-SIL participants with other sensory/speech impairment is lower at 57%.

The utilisation rates for mature non-SIL participants (non-SIL participants that have been in the Scheme for at least one year) is on average 2% higher for the Scheme overall, compared to the utilisation across all non-SIL participants.

## Slide 33: Summary

This slide summarises key statistics from Part 3.

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

Participants with hearing impairment:

* $246 million of supports in respect of 2019-20 financial year
* $251 million of supports in respect of 2020-21 financial year to date
* 44% of non-SIL supports utilised

Participants with visual impairment:

* $291 million of supports in respect of 2019-20 financial year
* $273 million of supports in respect of 2020-21 financial year to date
* 62% of non-SIL supports utilised

Participants with other sensory/speech impairment:

* $35 million of supports in respect of 2019-20 financial year
* $31 million of supports in respect of 2020-21 financial year to date
* 57% of non-SIL supports utilised

The Scheme as a whole:

* $24,572 million of supports in respect of 2019-20 financial year
* $23,615 million of supports in respect of 2020-21 financial year to date
* 62% of non-SIL supports utilised

## Slide 34: Trend in committed supports

The charts on this slide relate to the trends in Committed Supports over time. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the average annualised committed supports for participants with the relevant disability. As a comparator, the average for All Scheme is also shown. Committed supports are shown for every 6 month period from Quarter 1 in the 2017/18 financial year to Quarter 3 in the 2020/21 financial year.

In all cases, average committed supports are notably higher across the Scheme, compared to Sensory disabilities.

Participants with hearing impairment, visual impairment and other sensory/speech impairment are amongst those with the smallest average annualised committed supports (also referred to as plan budget) by disability type in the NDIS.

At 31 March 2021, the average annualised committed supports for participants with hearing impairment was $15,500, for visual impairment it was $41,500 and $14,900 for participants with other sensory/speech impairment . In comparison, the average annualised committed supports across all participants in the Scheme was $70,200. Therefore, all sensory disabilities included in this investigation had significantly lower committed supports compared to the overall Scheme.

## Slide 35: Committed supports by age group

The charts on this slide relate to a comparison of Committed Supports by age group. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the average annualised committed supports for participants with the relevant disability, split by age group. As a comparator, the average for All Scheme is also shown.

In general there is an upward trend in committed supports with age – supports increase until the 35 to 44 year age group and then stabilise.

Across all of the sensory disability types, the average annualised committed supports by age is lower than that for All Scheme except for participants aged 0 to 14.

For those with hearing impairment, the average annualised committed supports is relatively constant across age groups.

For participants with visual impairment there is an upwards trend with age, and for those with other sensory/speech impairment the age group with the highest average annualised committed supports is the 35 to 44 year olds.

Comparatively, all Scheme average annualised committed supports steeply increases over the younger ages and stabilises for older ages.

Note: Total\* in the charts refers to the average annualised committed supports based on the age distribution of all Scheme participants.

## Slide 36: Distribution of committed supports

The charts on this slide show the distribution of Committed Supports by cost band. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the annualised committed supports for participants with the relevant sensory disability, split by cost bands. As a comparator, the average for All Scheme is also shown.

Compared to All Scheme, Committed Supports for Sensory disabilities lie within lower cost-bands than the All Scheme average.

Compared with the Scheme overall, the distribution of annualised committed supports is more concentrated at the lower cost bands for participants with hearing impairment, visual impairment and other sensory/speech impairment.

45% of participants with hearing impairment, 43% of participants with other sensory/speech impairment and 11% of participants with visual impairment have a plan budget under $10,000, compared to all Scheme where only 9% have a plan budget under $10,000.

## Slide 37: Types of committed supports

The charts on this slide show the distribution of Committed Supports by support type (Core, Capacity Building and Capital, split by dominant sub-categories). The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the total annualised committed supports for participants with the relevant sensory disability, split into nine support types.

In general, spending is concentrated on Daily Activities support types, along with Community supports for participants with a Visual Impairment.

For visual impairment the majority of committed supports in participant plans are for Core supports (68%) and for hearing impairment and other sensory/speech impairment the majority of committed supports are for Capacity Building (51% and 77%, respectively).

As at 31 March 2021, Capacity building Daily Activities for the sensory disabilities was 41% of all committed supports for participants with hearing impairment, 19% for participants with visual impairment and 66% of supports for those with other sensory/speech impairment. The overall Scheme average is significantly lower at 17%. For participants with hearing impairment, 26% of all committed supports are Core consumables, which is significantly higher than the other sensory disabilities and all Scheme (2%). The greatest proportion of the Core Consumable budget for participants with hearing impairment are spent on 'Interpreting and Translating services' and 'Daily adaptive equipment'.

## Slide 38: Changes in committed supports

The charts on this slide show the distribution of changes in Committed Supports. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the change in annualised plan costs, comparing active plan to previous plan for participants with the relevant sensory disability. Changes are grouped by proportion of change (higher and lower).

The majority of plans have a less than 5% change following each plan review.

Approximately 33% of participants with other sensory/speech impairment have had a change of less than 5% in their annualised plan value compared with their previous plan. This is higher than the overall Scheme experience at 26%, and is higher than that for participants with hearing impairment and visual impairment at 19% and 22%, respectively.

The distribution of larger changes in plan value by disability type is broadly similar to the overall Scheme. The proportion of participants with an increase of 50% or more in plan value is highest for participants with hearing impairment at 16%.

## Slide 39: Average annualised payments

The charts on this slide show trends over time of average annualised payments. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show the average annualised payments in financial years 2016/2017 to the 2020/21 year-to-date position. As a comparator, the average annualised payments for All Scheme are also shown.

In general (and in line with Committed Supports), payments for Sensory disabilities are a lot lower than average All Scheme payments. In both cases, there have been large increases in payments over time.

Average annualised payments for participants' supports are significantly lower for participants with sensory disabilities compared to the Scheme as a whole. This is consistent with the relatively low levels of committed supports for these participants (compared to the overall Scheme).

For 2020-21 to date, the average annualised payments for participants with visual impairment was $28,100 compared to the average of $52,800 across the Scheme. The payment amounts for participants with hearing impairment and other sensory/speech impairment are significantly lower at $7,500 and $8,400, respectively.

These sensory disability types have seen large increases in payments in each year since 2016-17, with average annual increases of between 16% and 29%, compared with overall Scheme average of 13%.

## Slide 40: Non-SIL utilisation by time in the Scheme

The charts on this slide show utilisation for participants, with a sensory disability, who are not considered to be receiving Supported Independent Living (SIL) supports. Utilisation is shown split by time in scheme (i.e. duration). The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show utilisation over the period since first plan approval date to the end of December 2020, split into four year-long periods (representing the date when each participant joined the scheme) covering the 2016/2017 financial year to the 2019/2020 financial year. Utilisation is also shown for participants who joined prior to the 1st July 2016 and for participants who joined between the 1st July 2020 and the 31st December 2020.

Overall this shows a clear trend that the longer a participant has been in the scheme, irrespective of their sensory disability, the higher the level of utilisation. The All Scheme average is shown as a comparison and a similar pattern is evident.

Utilisation rates in this report are based on committed supports for the period 1 July 2020 to 31 December 2020 and include all payments made as at 31 March 2021. This is to allow for lags in payments as experience in the most recent months is still emerging.

The overall rate of utilisation of committed supports for non-SIL participants with a hearing impairment or other sensory/speech impairment are all lower than the Scheme average of 62%, while the non-SIL utilisation rate of participants with a visual impairment are similar to that of the overall non-SIL participants. The rate of utilisation for non-SIL participants with a hearing impairment is the lowest of the sensory disabilities at 44%, 62% for visual impairment and 57% for participants with other sensory/speech impairment.

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 sensory disability type after 1 July 2016.

## Slide 41: Non-SIL utilisation by age group

The charts on this slide show utilisation for participants, with a Sensory disability, who are not considered to be receiving Supported Independent Living (SIL) supports. Utilisation is shown split by age group. The three charts (one for each of Hearing Impairment, Visual Impairment and Other Speech or Sensory Impairment) show utilisation over the period since the first plan approval date to the end of December 2020, split by the age of the participant (as at the end of December 2020). Participants are divided into seven age groups and only participants who have been in the Scheme for at least a year are included in the analysis.

Utilisation varies with age, but there are no clear patterns in the variation. The All Scheme average is shown as a comparison and a similar pattern is evident.

Non-SIL utilisation by age group is presented for non-SIL participants who have been in Scheme for at least one year. This is to remove the impact of new entrants to the Scheme who tend to have low utilisation as well as the impact of SIL participants that tend to have high utilisation.

Rates of utilisation for non-SIL participants with hearing impairment, visual impairment and other sensory/speech impairment have lower utilisation levels across almost all ages compared to the overall Scheme (the most prominent differences being for participants with hearing impairment). Participants with hearing impairment have the lowest level of utilisation amongst the sensory disabilities.

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

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

Participants set goals as part of the planning process. Participants with hearing impairment, visual impairment, and other sensory/speech impairment most often set goals related to daily life, social and community activities, learning and health and wellbeing.

Information on participant and family and carers outcomes is collected at entry to the Scheme (baseline) and at subsequent plan reviews. Baseline outcomes for participants with a sensory disability are more positive compared to the overall Scheme, across most indicators. This is also true for family and carers of participants with a sensory disability.

A participant satisfaction survey is conducted to gauge the level of satisfaction with Agency processes. It shows that the majority of participants with a hearing impairment, visual impairment, and other sensory/speech impairment rate the Agency's performance as 'good' or 'very good'.

## Slide 43: Participant goals, outcomes and satisfaction - technical notes

This slide outlines the technicalities in this section relating to simplifying assumptions on participant characteristics, average time in the Scheme and participant level of function.

A) When comparing the indicators for participants with a sensory disability with the Scheme as a whole, consider the following:

* In addition to a disability group, other participant characteristics (such as age, gender and level of function) can influence experiences and outcomes of a participant and their family and carers. These other factors were not adjusted for in any of the calculations.
* In the "Longitudinal outcomes" section, we report participant and family and carers outcomes at baseline and the latest review, thereby gaining insights into the changes over the period since participants entered the Scheme. Due to phasing and general variability of factors leading to Scheme entry, the average time in the Scheme can be different for participants with a sensory condition compared to the Scheme as a whole. However, based on carried out analysis, the differences in the average durations were not found to have a material effect on the outcomes.
* In the "Has the NDIS helped?" section, we compare the latest satisfaction rates for participants with a sensory condition and the Scheme overall. Since the average time in the Scheme for participants with a sensory condition can be different to the Scheme as a whole, the comparison can be affected by the differences. Similar to the “Longitudinal outcomes” section, based on the analysis, we found that the differences in duration did not have a material effect on the "Has the NDIS helped?" indicators.

B) In relation to the "Has the NDIS helped?" section, percentages of positive response should be interpreted with care for the following reason:

Generally, the "Has the NDIS helped?" questions are used to monitor average satisfaction rates for participants and their families/carers in getting support they need in each life domain based on the previous year's plan.

All participants and families/carers are asked the "Has the NDIS helped?" questions regardless of their need for help and support in the corresponding domain. As a result, some participants tend to answer "no", not because of unmet needs, but rather that no help was required.

Therefore, respondents indicating the NDIS has not helped in a life domain can do so for two different reasons: a) because they were not satisfied with the help and support provided, or b) because no help was required in the previous year.

## Slide 44: Summary – Participant outcomes

This slide summarises key statistics of participant outcomes in Part 4 of the report.

This section presents information on participant and family and carer outcomes, participant goals and satisfaction.

The table displays outcomes for Scheme participants across various life domains at Scheme entry (baseline) and changes between baseline and subsequent plan reviews (longitudinal changes).

Baseline indicators show outcomes when participants joined the Scheme, before the Scheme had had an impact on their experience.

On the other hand, longitudinal changes show how participants have progressed since they joined the Scheme. The table shows the changes between baseline and latest review.

Hearing impairment – participants at baseline:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: 56%
* From school to age 14: % of children who spend time after school and on weekends with friends and/or in mainstream programs: 69%
* Age 15 to 24: % who are currently working in a paid job: 50%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: 43%
* Age 25 and over: % who are currently working in a paid job: 58%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: 42%

Visual impairment – participants at baseline:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: 59%
* From school to age 14: % of children who spend time after school and on weekends with friends and/or in mainstream programs: 55%
* Age 15 to 24: % who are currently working in a paid job: 26%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: 40%
* Age 25 and over: % who are currently working in a paid job: 29%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: 39%

Other sensory/speech impairment – participants at baseline:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: 61%
* From school to age 14: % of children who spend time after school and on weekends with friends and/or in mainstream programs: 53%
* Age 15 to 24: % who are currently working in a paid job: 26%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: 36%
* Age 25 and over: % who are currently working in a paid job: 31%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: 40%

All Scheme – participants at baseline:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: 47%
* From school to age 14: % of children who spend time after school and on weekends with friends and/or in mainstream programs: 37%
* Age 15 to 24: % who are currently working in a paid job: 18%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: 32%
* Age 25 and over: % who are currently working in a paid job: 22%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: 34%

Hearing impairment – longitudinal changes:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: +7%
* Age 15 to 24: % who are currently working in a paid job: +13%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: +2%
* Age 25 and over: % who are currently working in a paid job: -2%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: +3%

Visual impairment – longitudinal changes:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: -4%
* Age 15 to 24: % who are currently working in a paid job: +6%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: +5%
* Age 25 and over: % who are currently working in a paid job: -1%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: +7%

Other sensory/speech impairment – longitudinal changes:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: +11%
* Age 15 to 24: % who are currently working in a paid job: +19%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: -3%
* Age 25 and over: % who are currently working in a paid job: 0%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: +17%

All Scheme – longitudinal changes:

* From birth to before school: % of children who participate in age appropriate community, cultural or religious activities: +1%
* Age 15 to 24: % who are currently working in a paid job: +8%
* Age 15 to 24: % who have been actively involved in a community, cultural or religious group in the last 12 months: +9%
* Age 25 and over: % who are currently working in a paid job: -2%
* Age 25 and over:% who have been actively involved in a community, cultural or religious group in the last 12 months: +9%

## Slide 45: Summary – Family and carers outcomes

This slide summarises key statistics of family and carers outcomes in Part 4 of the report.

The table displays outcomes for families and carers of participants across various life domains at Scheme entry (baseline) and changes between baseline and subsequent plan reviews (longitudinal changes).

Baseline indicators show outcomes when participants joined the Scheme, before the Scheme had had an impact on the experiences of their family and carers.

On the other hand, longitudinal changes show how the outcomes of families and carers changed since participants joined the Scheme. The table shows the changes between baseline and latest review.

Hearing impairment – participants at baseline:

* From birth to age 14: % of families and carers who are in a paid job: 55%
* Age 15 to 24: % of families and carers who are in a paid job: 66%
* Age 25 and over: % of families and carers who are in a paid job: 46%

Visual impairment – participants at baseline:

* From birth to age 14: % of families and carers who are in a paid job: 53%
* Age 15 to 24: % of families and carers who are in a paid job: 59%
* Age 25 and over: % of families and carers who are in a paid job: 42%

Other sensory/speech impairment – participants at baseline:

* From birth to age 14: % of families and carers who are in a paid job: 49%
* Age 15 to 24: % of families and carers who are in a paid job: 58%
* Age 25 and over: % of families and carers who are in a paid job: 49%

All Scheme – participants at baseline:

* From birth to age 14: % of families and carers who are in a paid job: 47%
* Age 15 to 24: % of families and carers who are in a paid job: 51%
* Age 25 and over: % of families and carers who are in a paid job: 37%

Hearing impairment – longitudinal changes:

* From birth to age 14: % of families and carers who are in a paid job: +7%
* Age 15 to 24: % of families and carers who are in a paid job: +10%
* Age 25 and over: % of families and carers who are in a paid job: -6%

Visual impairment – longitudinal changes:

* From birth to age 14: % of families and carers who are in a paid job: +2%
* Age 15 to 24: % of families and carers who are in a paid job: +5%
* Age 25 and over: % of families and carers who are in a paid job: -3%

Other sensory/speech impairment – longitudinal changes:

* From birth to age 14: % of families and carers who are in a paid job: +7%
* Age 15 to 24: % of families and carers who are in a paid job: 0%
* Age 25 and over: % of families and carers who are in a paid job: 0%

All Scheme – longitudinal changes:

* From birth to age 14: % of families and carers who are in a paid job: +4%
* Age 15 to 24: % of families and carers who are in a paid job: +3%
* Age 25 and over: % of families and carers who are in a paid job: -2%

## Slide 46: Summary – Has the NDIS helped?

This slide summarises key statistics of the results as to whether the NIDS has helped participants and the family and carers of participants as discussed in Part 4 of the report.

The table displays changes in the “Has the NDIS helped?” indicators for participants with a sensory disability and their families and carers. Each “Has the NDIS helped?” question relates to a life domain.

The changes in the “Has the NDIS helped?” indicators reflect differences in the average rates of “yes” responses for each domain, between first review and latest review.

Hearing impairment – Changes in “Has the NDIS helped participants?”:

* From birth to before school: Has the NDIS improved how your child fits into community life?: +9%
* From school to age 14: Has the NDIS improved your child’s social and recreational life?: +7%
* Age 15 to 24: Has the NDIS helped you have more choices and more control over your life?: +10%
* Age 25 and over: Has the NDIS helped you have more choices and more control over your life?: +9%

Visual impairment – Changes in “Has the NDIS helped participants?”:

* From birth to before school: Has the NDIS improved how your child fits into community life?: +9%
* From school to age 14: Has the NDIS improved your child’s social and recreational life?: +7%
* Age 15 to 24: Has the NDIS helped you have more choices and more control over your life?: +10%
* Age 25 and over: Has the NDIS helped you have more choices and more control over your life?: +10%

Other sensory/speech impairment – Changes in “Has the NDIS helped participants?”:

* From birth to before school: Has the NDIS improved how your child fits into community life?: +2%
* From school to age 14: Has the NDIS improved your child’s social and recreational life?: +6%
* Age 15 to 24: Has the NDIS helped you have more choices and more control over your life?: +5%
* Age 25 and over: Has the NDIS helped you have more choices and more control over your life?: +9%

All Scheme – Changes in “Has the NDIS helped participants?”:

* From birth to before school: Has the NDIS improved how your child fits into community life?: +5%
* From school to age 14: Has the NDIS improved your child’s social and recreational life?: +6%
* Age 15 to 24: Has the NDIS helped you have more choices and more control over your life?: +8%
* Age 25 and over: Has the NDIS helped you have more choices and more control over your life?: +10%

Hearing impairment – Changes in “Has the NDIS helped families and carers?”:

* From birth to age 14: Has the NDIS improved your health and wellbeing?: +8%
* Age 15 to 24: Has the NDIS helped you to access services, programs and activities in the community?: +16%
* Age 25 and over: Has the NDIS helped you with preparing for the future support of your family member?: +2%

Visual impairment – Changes in “Has the NDIS helped families and carers?”:

* From birth to age 14: Has the NDIS improved your health and wellbeing?: +3%
* Age 15 to 24: Has the NDIS helped you to access services, programs and activities in the community?: +18%
* Age 25 and over: Has the NDIS helped you with preparing for the future support of your family member?: +8%

Other sensory/speech impairment – Changes in “Has the NDIS helped families and carers?”:

* From birth to age 14: Has the NDIS improved your health and wellbeing?: +1%
* Age 15 to 24: Has the NDIS helped you to access services, programs and activities in the community?: +3%
* Age 25 and over: Has the NDIS helped you with preparing for the future support of your family member?: +1%

All Scheme – Changes in “Has the NDIS helped families and carers?”:

* From birth to age 14: Has the NDIS improved your health and wellbeing?: +4%
* Age 15 to 24: Has the NDIS helped you to access services, programs and activities in the community?: +11%
* Age 25 and over: Has the NDIS helped you with preparing for the future support of your family member?: +9%

## Slide 47: Summary – Participant goals and satisfaction

This slide summarises the percentage of participants with goals in each of the eight life domains as well as the key statistics of the participant satisfaction rates (rated as “very good” or “good”) within each plan stage, as discussed in Part 4 of the report.

Participant goals are measured for each plan over different life domains. The table shows the percentage of participants with goals in a given domain.

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. In the table, percentages indicate the participants who rated their satisfaction as “Very good” or “Good”.

Hearing impairment (participant goals) - percentage of participants with goals in the domain:

* Choice and control: 18%
* Daily life: 80%
* Health and wellbeing: 19%
* Learning: 24%
* Relationships: 15%
* Social and community services: 40%
* Where I live: 10%
* Work: 20%

Visual impairment (participant goals) - percentage of participants with goals in the domain:

* Choice and control: 25%
* Daily life: 84%
* Health and wellbeing: 34%
* Learning: 22%
* Relationships: 11%
* Social and community services: 66%
* Where I live: 19%
* Work: 28%

Other sensory/speech impairment (participant goals) - percentage of participants with goals in the domain:

* Choice and control: 11%
* Daily life: 85%
* Health and wellbeing: 22%
* Learning: 34%
* Relationships: 34%
* Social and community services: 37%
* Where I live: 2%
* Work: 5%

All Scheme (participant goals) - percentage of participants with goals in the domain:

* Choice and control: 18%
* Daily life: 82%
* Health and wellbeing: 38%
* Learning: 25%
* Relationships: 29%
* Social and community services: 60%
* Where I live: 18%
* Work: 19%

Hearing impairment (participant satisfaction rates) – participant satisfaction rates (“very good” and “good”) at each of the following plan stages:

* Access: 76%
* Pre-planning: 77%
* Planning: 85%
* Review: 78%

Visual impairment (participant satisfaction rates) – participant satisfaction rates (“very good” and “good”) at each of the following plan stages:

* Access: 73%
* Pre-planning: 85%
* Planning: 84%
* Review: 67%

Other sensory/speech impairment (participant satisfaction rates) – participant satisfaction rates (“very good” and “good”) at each of the following plan stages:

* Access: numbers too small
* Pre-planning: numbers too small
* Planning: numbers too small
* Review: 86%

All Scheme (participant satisfaction rates) – participant satisfaction rates (“very good” and “good”) at each of the following plan stages:

* Access: 77%
* Pre-planning: 79%
* Planning: 85%
* Review: 75%

## Slide 48: Key findings

This slide summarises key findings from Part 4, outlining key points from participant outcomes, family/carer outcomes, participant goals and Participant Satisfaction Survey, respectively.

Participant outcomes:

* At Baseline, participants across all age groups had better outcomes than the Scheme average for most indicators. In particular, outcomes related to friendships and community participation across all age cohorts, and choice and control and employment for the adult cohorts, were generally higher compared to the Scheme overall.
* Longitudinally, participants with a sensory disability generally started from a better position at baseline, and most indicators improved over the time in the Scheme. For example, the percentage in a paid job for young adults (participants aged 15 to 24) with a hearing impairment or other sensory/ speech impairment increased considerably compared to the Scheme average.
* The percentage of participants who responded positively to “Has the NDIS helped?” questions varied by domain, and, compared to the Scheme average, were generally lower for participants with a visual impairment, and mixed for participants with a hearing impairment and other sensory/ speech impairment. However, the average rates of positive response often improved between first review and latest review. In particular, for participants with a visual impairment improvements tended to be greater than for the Scheme as a whole.

Family/carer outcomes:

* At Baseline, families and carers of participants with a sensory disability tended to have more positive outcomes compared with the Scheme average. In particular, a higher percentage of families and carers had a paid job compared to the Scheme as a whole.
* Longitudinally, most indicators related to employment improved further, except for families and carers of participants aged 25 and over (possibly due to transition to retirement).
* Most “Has the NDIS helped?” indicators improved between first review and latest review.

Participant goals:

* The majority of participants selected goals related to daily life, for both participants with a sensory disability and the Scheme as a whole.
* Out of all other life domains, participants with a sensory disability were likely to select goals for community participation; and health and wellbeing and relationships were favoured among participants with a visual impairment and other sensory/speech impairment, respectively.

Participant satisfaction:

* Participants with a sensory disability rated the Scheme processes (access, pre-planning, planning, review) in line with the Scheme averages.

## Slide 49: Participant goals

The charts on this slide show the percentage of participants who have goals they would like to achieve across various domains, compared to All Scheme. There are three charts, one for each sensory disability type, including Hearing Impairment, Visual Impairment and Other Sensory or Speech Impairment. The charts show the percentages across eight domains, including choice and control, daily living, health and wellbeing, learning, relationships, social and community services, home and work.

For participants with a hearing impairment, the percentages are lower than for All Scheme except in the work domain.

For participants with a visual impairment, the percentages are higher than for All Scheme in the choice and control, daily living, social and community services, home and work domains.

For participants with other sensory and speech impairment, the percentages are higher in the daily living, learning, and relationships domains.

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 a hearing impairment are less likely to set goals across most goal types, in particular, for the domains: health and wellbeing, relationships, social and community participation, and where they live.

Participants with a visual impairment are slightly more likely to set goals across the choice and control, daily life, learning, social and community participation, home and work domains. However, they are less likely to set goals in the relationship domain, 11% compared to 29% for the Scheme average.

Participants with other sensory/speech impairment are much less likely to set goals in home, work, social and community participation, health and wellbeing and choice and control domains. They are more likely to set goals for learning and relationships.

Similar to the Scheme overall, a high percentage of participants with a sensory disability set goals relating to daily life: 80% for hearing impairment, 84% for visual impairment and 85% for other sensory/speech impairment.

## Slide 50: Participant baseline outcomes – Hearing impairment (participants from birth to age 14)

This slide has two charts which display selected baseline outcomes indicators for participants with hearing impairment aged from birth to before starting school and participants from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants from birth to before starting school:

* % of children who participate in age appropriate community, cultural or religious activities
* % of parents/carers who say their child fits in with the everyday life of the family
* % of children who get along with his/her brother(s)/sister(s)
* % children who have friends that he/she enjoys playing with

Participants from starting school to age 14:

* % of children attending school in a mainstream class
* % of children who spend time after school and on weekends with friends and/or in mainstream programs
* % of children who get along with their siblings
* % of children who have friends that he/she enjoys spending time with

For both age groups, the outcomes for participants with a hearing impairment were more positive compared to the overall Scheme.

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

For participants from birth to before starting school with a hearing impairment, the outcomes for each selected indicator were more positive than for the Scheme as a whole. The community participation rate was 9 percentage points higher than the Scheme overall (56% and 47%, respectively). The percentage of children who have friends that they enjoy playing with was 7 percentage points higher than the Scheme average (48% and 41%, respectively).

For participants from starting school to age 14 with a hearing impairment, the outcomes for each selected indicator were more positive than for the Scheme as a whole. Specifically, the percentage of children who have friends that they enjoy spending time with was almost double the Scheme average overall (75% and 44%, respectively). Proportionally more children with a hearing impairment attended a mainstream class compared to the Scheme average (89% and 70%, respectively).

## Slide 51: Participant baseline outcomes – Hearing impairment (participants aged 15 and over)

This slide has two charts which display selected baseline outcomes indicators for participants with hearing impairment aged 15 to 24 and participants aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants aged 15 to 24:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who currently attend or previously attended school in a mainstream class
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who feel able to advocate (stand up) for themselves
* % who have friends other than family or paid staff

Participants aged 25 and over:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who are happy with the home they live in
* % who have friends other than family or paid staff

For both age groups, the outcomes for participants with a hearing impairment were more positive compared to the overall Scheme.

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

The baseline outcomes for participants aged 15 to 24 with a hearing impairment were more positive compared to the Scheme as a whole. The percentage who are currently working in a paid job was more than three times the percentage for the Scheme as a whole (50% and 18%, respectively).

For the 25 and over age group, all selected indicators were higher than the Scheme average, including paid employment (58% compared with 22% for the Scheme average).

## Slide 52: Participant baseline outcomes – Visual impairment (participants from birth to age 14)

This slide has two charts which display selected baseline outcomes indicators for participants with visual impairment aged from birth to before starting school and participants from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants from birth to before starting school:

* % of children who participate in age appropriate community, cultural or religious activities
* % of parents/carers who say their child fits in with the everyday life of the family
* % of children who get along with his/her brother(s)/sister(s)
* % children who have friends that he/she enjoys playing with

Participants from starting school to age 14:

* % of children attending school in a mainstream class
* % of children who spend time after school and on weekends with friends and/or in mainstream programs
* % of children who get along with their siblings
* % of children who have friends that he/she enjoys spending time with

For both age groups, the outcomes for participants with a visual impairment were more positive compared to the overall Scheme.

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

The baseline outcomes for participants with a visual impairment were more positive than for the Scheme as a whole for both the “birth to before starting school” and “starting school to age 14” age groups.

For the birth to before starting school group, the percentage of participants with a visual impairment who fit in the everyday life of the family was 10 percentage points higher than the Scheme average (77% and 67%, respectively).

For the school to age 14 group, the percentage of participants with a visual impairment who have friends they enjoy spending time with was 27 percentage points higher compared to the Scheme average (71% and 44%, respectively). A higher percentage of participants attended school in a mainstream class compared to the Scheme overall (88% and 70%, respectively).

## Slide 53: Participant baseline outcomes – Visual impairment (participants aged 15 and over)

This slide has two charts which display selected baseline outcomes indicators for participants with visual impairment aged 15 to 24 and participants aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants aged 15 to 24:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who currently attend or previously attended school in a mainstream class
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who feel able to advocate (stand up) for themselves
* % who have friends other than family or paid staff

Participants aged 25 and over:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who are happy with the home they live in
* % who have friends other than family or paid staff

For both age groups, the outcomes for participants with a visual impairment were more positive compared to the overall Scheme.

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

The baseline outcomes for participants with a visual impairment were more positive than for the Scheme as a whole for both the “age 15 to 24” and “age 25 and over” groups.

For the age 15 to 24 group, compared to the Scheme overall, a higher percentage of participants chose what they did each day (47% and 76%, respectively) and felt able to advocate for themselves (28% and 59%, respectively).

For the age 25 and over group, the percentage of participants with a visual impairment who make most decisions in their life was 90%, which is 26 percentage points higher than the Scheme average (64%).

## Slide 54: Participant baseline outcomes – Other sensory/speech impairment (participants from birth to age 14)

This slide has two charts which display selected baseline outcomes indicators for participants with other sensory/speech impairment aged from birth to before starting school and participants from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants from birth to before starting school:

* % of children who participate in age appropriate community, cultural or religious activities
* % of parents/carers who say their child fits in with the everyday life of the family
* % of children who get along with his/her brother(s)/sister(s)
* % children who have friends that he/she enjoys playing with

Participants from starting school to age 14:

* % of children attending school in a mainstream class
* % of children who spend time after school and on weekends with friends and/or in mainstream programs
* % of children who get along with their siblings
* % of children who have friends that he/she enjoys spending time with

For both age groups, the outcomes for participants with other sensory/speech impairment were more positive compared to the overall Scheme.

This information on participant baseline indicators has been collected from participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with other sensory/speech impairment were more positive than for the Scheme as a whole for both the “from birth to before starting school” and “from starting school to age 14” age groups.

For the from birth to before starting school age group, the percentage of participants with other sensory/speech impairment who have friends that they enjoy playing was 27 percentage points higher than the Scheme average (68% compared to 41%, respectively).

For the starting school to age 14 group, proportionally more participants spent time with friends and/or in mainstream programs after school and on weekends compared to the Scheme average (53% and 37%, respectively).

## Slide 55: Participant baseline outcomes – Other sensory/speech impairment (participants aged 15 and over)

This slide has two charts which display selected baseline outcomes indicators for participants with other sensory/speech impairment aged 15 to 24 and participants aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

Participants aged 15 to 24:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who currently attend or previously attended school in a mainstream class
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who feel able to advocate (stand up) for themselves
* % who have friends other than family or paid staff

Participants aged 25 and over:

* % who are currently working in a paid job
* % who choose who supports them
* % who choose what they do each day
* % who rate their health as excellent, very good or good
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who make most decisions in their life
* % who are happy with the home they live in
* % who have friends other than family or paid staff

For both age groups, the outcomes for participants with other sensory/speech impairment were more positive compared to the overall Scheme.

This information on participant baseline indicators has been collected from participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with other sensory/speech impairment were more favourable than for the Scheme as a whole for both the “age 15 to 24” and “age 25 and over” age groups. For the age 15 to 24 group, the percentage of participants with other sensory/speech impairment who make most decisions in their life was 16 percentage points higher than the Scheme’s (48% and 32%, respectively). Proportionally more people with other sensory/speech impairment had a paid job compared to the Scheme as a whole (26% and 18%, respectively).

For the age 25 and over group, the percentage of participants with other sensory/speech impairment who choose what they do each day was 16 percentage points higher than the Scheme’s (84% compared to 68% for the Scheme overall). The paid employment percentage was also higher, 31% among participants with other sensory/speech impairment compared to the Scheme average of 22%.

## Slide 56: Family/carer baseline outcomes – Hearing impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with hearing impairment aged from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who know what they can do to support their child's learning and development
* % of families or carers who have people they can ask for childcare as often as they need
* % of families or carers who are in a paid job
* % of families or carers who are able to access available services and supports to meet the needs of their child and family
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with a hearing impairment were more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants from birth to age 14 who have a hearing impairment, outcomes were generally more positive compared to the Scheme overall, although for some indicators the differences are only moderate.

The percentage of families and carers who are able to work as much as they want was 64%, which is 20 percentage points higher than the Scheme average (44%). Of those unable to work as much as they want, 69% cited the situation of their family member as a barrier, a more favourable outcome compared to the Scheme overall (87%).

Proportionally higher number of families and carers positively rated their health, 88% compared to 75% for the Scheme as a whole.

## Slide 57: Family/carer baseline outcomes – Hearing impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with hearing impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to the family member with disability and are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with a hearing impairment were more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Families and carers of participants aged 15 to 24 who have a hearing impairment had more favourable outcomes compared to the Scheme as a whole.

Families and carers of participants with a hearing impairment were more likely to have people they could ask for help in supporting their family member with disability (60% compared to 30% for the Scheme average).

Work related indicators are also more positive: 66% were in paid employment (51% for the Scheme average), 71% were able to work as much as they want (47% for the Scheme average). Of those who were unable to work as much as they want, 73% felt that their family member’s disability was a barrier, compared to 91% for the Scheme as a whole.

## Slide 58: Family/carer baseline outcomes – Hearing impairment (family/carers of participants aged 25 and over)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with hearing impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to their family member with disability and are able to work as much as they want
* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who have made plans for when they are no longer able to care for their family member with disability

The outcomes for families and carers of participants with a hearing impairment were either similar or more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have a hearing impairment, outcomes tended to be more positive compared to the Scheme as a whole.

The percentage of families and carers employed in a paid job was higher compared with the Scheme overall (46% and 37%, respectively).

Families and carers of participants with a hearing impairment were more likely to positively rate their health (72% compared with 60% for the Scheme average).

## Slide 59: Family/carer baseline outcomes – Visual impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with visual impairment aged from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who know what they can do to support their child's learning and development
* % of families or carers who have people they can ask for childcare as often as they need
* % of families or carers who are in a paid job
* % of families or carers who are able to access available services and supports to meet the needs of their child and family
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with a visual impairment were more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Families and carers of participants from birth to age 14 who have a visual impairment tended to have more favourable baseline outcomes compared to the Scheme as a whole.

The percentage of families and carers who rate their health as excellent, very good or good was 83%, compared to 75% for the Scheme as a whole.

Proportionally more families and carers had people they could ask for child care compared to the Scheme average (40% and 31%, respectively).

Work related indicators are also more positive: 53% were in paid employment (47% for the Scheme average), 53% were able to work as much as they want (44% for the Scheme average). Of those who were unable to work as much as they wanted, 82% felt that the situation of their family member’s disability was a barrier, compared to 87% for the Scheme as a whole.

## Slide 60: Family/carer baseline outcomes – Visual impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with visual impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to the family member with disability and are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with a visual impairment were more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Outcomes for families and carers of participants aged 15 to 24 who have a visual impairment tended to be more favourable compared to the Scheme overall.

The percentage of families and carers who have people they can ask to support their family member with disability as often as they need was 14 percentage points higher compared to the Scheme (44% and 30% for the Scheme).

Work related indicators are also more positive: 59% were in paid employment (51% for the Scheme average), 56% were able to work as much as they want (47% for the Scheme average). Of those who were unable to work as much as they wanted, 85% felt that the situation with their family member with disability was a barrier, compared to 91% for the Scheme as a whole.

## Slide 61: Family/carer baseline outcomes – Visual impairment (family/carers of participants aged 25 and over)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with visual impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to their family member with disability and are able to work as much as they want
* of those unable to work as much as they want, % of families or carers who say the situation with their family member with disability is a barrier to working more
* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who have made plans for when they are no longer able to care for their family member with disability

The outcomes for families and carers of participants with a visual impairment were more positive when compared to the overall Scheme, except for the indicators “% of families or carers who are able to advocate (stand up) for their family member with disability”, “% of families or carers who provide informal care to their family member with disability and are able to work as much as they want”, and “% of families or carers who have made plans for when they are no longer able to care for their family member with disability”.

This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have a visual impairment, outcomes were generally in line with the Scheme averages.

The percentage of families and carers in paid employment was slightly higher compared to the Scheme average (42% and 37%, respectively). The percentage of families and carers who are able to work as much as they want was slightly lower than the Scheme average (55% and 56%, respectively).

## Slide 62: Family/carer baseline outcomes – Other sensory/speech impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with other sensory/speech impairment aged from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who know what they can do to support their child's learning and development
* % of families or carers who have people they can ask for childcare as often as they need
* % of families or carers who are in a paid job
* % of families or carers who are able to access available services and supports to meet the needs of their child and family
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with other sensory/speech impairment were more positive when compared to the overall Scheme.

This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants from birth to 14 who have other sensory/speech impairment, outcomes tended to be slightly better compared to the Scheme as a whole. Proportionally more families and carers knew what they could do to support their child’s learning and development, 47% compared to 39% for the Scheme average.

The percentage of families and carers who rate their health as excellent, very good or good was higher than the Scheme average (83% and 75%, respectively).

Families and carers of participants with other sensory/speech impairment were more likely to be able to work as much as they wanted. Also, those unable to work as much as they wanted were less likely to feel that the situation of their family member with disability was a barrier to working more (72% compared to 87% for the Scheme average).

## Slide 63: Family/carer baseline outcomes – Other sensory/speech impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with other sensory/speech impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to the family member with disability and are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more

The outcomes for families and carers of participants with other sensory/speech impairment were more positive when compared to the overall Scheme, except for “of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more”.

This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 15 to 24 who have other sensory/speech impairment, outcomes were slightly more positive compared to the Scheme as a whole.

Proportionally more families and carers were in a paid job compared to the Scheme overall (58% and 51%, respectively). They were also more likely to be able to work as much as they wanted (55% compared to 47% for the Scheme overall). However, of those unable to work as much as they wanted, a slightly higher proportion perceived that the situation of their family member with disability was a barrier to working more (95% compared to 91% for the Scheme overall).

## Slide 64: Family/carer baseline outcomes – Other sensory/speech impairment (family/carers of participants aged 25 and over)

This slide has one chart which displays selected baseline outcomes indicators for families and carers of participants with other sensory/speech impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers who are in a paid job
* % of families or carers who rate their health as excellent, very good or good
* % of families or carers who feel in control selecting the services and supports for their family member with disability
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who provide informal care to their family member with disability and are able to work as much as they want
* % of families or carers who have people they can ask to support their family member with disability as often as they need
* % of families or carers who have made plans for when they are no longer able to care for their family member with disability

The outcomes for families and carers of participants with other sensory/speech impairment were more positive when compared to the overall Scheme, except for “% of families or carers who are able to advocate (stand up) for their family member with disability”.

This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have other sensory/speech impairment, outcomes are generally more favourable compared to the Scheme average. Proportionally more families and carers rated their health positively compared to the Scheme as a whole (77% and 60%, respectively).

Work related indicators are also more positive: 49% were in paid employment (37% for the Scheme average), 76% were able to work as much as they want (56% for the Scheme average). Of those who were unable to work as much as they wanted, 86% perceived that the situation of their family member with disability was a barrier, compared to 90% for the Scheme as a whole.

However, the percentage of families and carers who are able to advocate (stand up) for their family member with disability was lower, 61% compared to 65% for the Scheme.

## Slide 65: Participant longitudinal outcomes – Hearing impairment (participants from birth to before starting school)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with hearing impairment from birth to before starting school, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of children who use specialist services
* % of families/carers who say their child is able to tell them what he/she wants
* % children who have friends that he/she enjoys playing with
* % of children who participate in age appropriate community, cultural or religious activities

Longitudinal outcomes in this section serve the following purposes:

* Outcomes are graphed for participants at Scheme entry (baseline) as well as their latest review to show longitudinal changes over time.
* Trends in indicators for participants with a sensory disability are contrasted with the Scheme as a whole.
* 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 indicators for participants with a hearing impairment and the overall Scheme followed positive trends. At both baseline and review points, the outcomes for participants with a hearing impairment were more positive compared to the overall Scheme, except for the indicator related to the use of specialist services.

All selected indicators improved from baseline to the latest review. Compared to the Scheme as a whole, the changes were in line for children who use specialist services, and larger improvements were seen in the other three indicators.

The percentage of families and carers who say their child is able to tell them what he/she wants increased from 51% at baseline to 88% at the latest review, while for the whole Scheme the increase was slightly smaller, from 47% to 78%.

The percentage of children who use specialist services increased from 64% to 89%. For the whole Scheme the use of specialist services increased from 68% to 93%, a lower improvement.

Community participation among children with a hearing impairment also increased from 58% to 65%, whereas it remained roughly constant for the Scheme as a whole.

## Slide 66: Participant longitudinal outcomes – Hearing impairment (participants from starting school to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with hearing impairment from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who say their child is becoming more independent
* % of children who have friends that he/she enjoys spending time with
* % of children attending school in a mainstream class

Trends in the selected indicators for participants with a hearing impairment varied: the percentage of parents/carers who say their child is becoming more independent increased, the percentage of children who have friends that he/she enjoys spending time with increased, the percentage of children attending school in the mainstream class decreased. At both baseline and review points, the outcomes for participants with a hearing impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Trends in the selected indicators varied by domain. The indicators on independence and friendships improved since baseline. The percentage of children attending school in a mainstream class decreased slightly (from 84% to 83%), while for the Scheme as a whole the same indicator decreased from 65% to 60%.

The percentage of children who have friends that he/she enjoys spending time with improved slightly for those with a hearing impairment compared to the overall Scheme (a change from 78% at baseline to 81% at latest review compared to the constant 50% for the Scheme).

## Slide 67: Participant longitudinal outcomes – Hearing impairment (participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with hearing impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who feel able to advocate (stand up) for themselves
* % who make most decisions in their life
* % who are currently working in a paid job
* % who have been actively involved in a community, cultural or religious group in the last 12 months

The outcomes for participants with a hearing impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with a hearing impairment were either similar or more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Most selected indicators increased since baseline, and the results were slightly more favourable for participants with a hearing impairment compared to the Scheme as a whole, with one exception. Community participation increased since baseline, but only by 3 percentage points, compared to an increase of 9 percentage points for the Scheme average.

The percentage of participants a hearing impairment who make most decisions in their life increased from 52% to 64%, a more positive change compared to the Scheme as a whole (from 22% at baseline to 27% at latest review). For participants in a paid job, there was also a more positive change when compared to the Scheme (from 33% at baseline to 46% at latest review compared to the change from 12% at baseline to 21% at latest review for the Scheme).

The percentage who rate their health as excellent, very good or good decreased from 88% at baseline to 85% at the latest review, likewise for the Scheme as a whole this indicator decreased from 70% to 67%.

## Slide 68: Participant longitudinal outcomes – Hearing impairment (participants aged 25 and over)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with hearing impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who make most decisions in their life
* % who are currently working in a paid job
* % who feel able to advocate (stand up) for themselves

Most outcomes for participants with a hearing impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with a hearing impairment were either similar or more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Trends in the selected indicators varied by domain, and in most cases changes were similar to the Scheme overall, apart from community participation. The percentage of participants with a hearing impairment who have been actively involved in a community, cultural or religious group in the last 12 months increased by 3 percentage points, from 45% to 48%, while a 9% percentage-point increase was observed for the Scheme as a whole (from 37% to 46%).

The percentage of participants who want more choice and control in their life increased from 78% at baseline to 85% at the latest review, a smaller increase compared to the Scheme as a whole (from 76% to 85%). The percentage who rate their health as excellent, very good or good decreased by 2 percentage points, from 69% to 67%, while a 3 percentage-point decrease was observed for the Scheme as a whole (from 49% to 46%).

## Slide 69: Participant longitudinal outcomes – Visual impairment (participants from birth to before starting school)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with visual impairment from birth to before starting school, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of children who use specialist services
* % of families/carers who say their child is able to tell them what he/she wants
* % children who have friends that he/she enjoys playing with
* % of children who participate in age appropriate community, cultural or religious activities

Most outcomes for participants with a visual impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with a visual impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The indicators generally increased from baseline to the latest review for both participants with a visual impairment and the Scheme overall, with the exception of community participation. The percentage of children who participate in community activities reduced slightly (from 65% to 62%), in contrast to the Scheme as a whole (an increase from 49% at baseline to 51% at the latest review).

The percentage of families/carers who say their child is able to tell them what he/she wants increased from 54% to 80%, similar to the Scheme as a whole (from 47% to 78%).

More children had friends they enjoy playing with compared to baseline, increasing from 43% to 67%. A similar trend was observed for the Scheme as a whole (from 37% to 51%).

## Slide 70: Participant longitudinal outcomes – Visual impairment (participants from starting school to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with visual impairment from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who say their child is becoming more independent
* % of children who have friends that he/she enjoys spending time with
* % of children attending school in a mainstream class

Trends in the selected indicators for participants with a visual impairment varied: the percentage of parents/carers who say their child is becoming more independent increased, the percentage of children who have friends that he/she enjoys spending time with increased, the percentage of children attending school in the mainstream class decreased.

At both baseline and review points, the outcomes for participants with a visual impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The changes observed for participants with a visual impairment varied by domain, and not always in line with the Scheme as a whole.

The percentage who say their child is becoming more independent increased from 59% at baseline to 71% at the latest review, a higher increase compared to the Scheme overall, from 43% to 52%.

The percentage of children attending school in a mainstream class did not change materially for participants with a visual impairment (90% at baseline and 89% at the latest review). This same indicator decreased from 65% to 60% for the Scheme as a whole.

## Slide 71: Participant longitudinal outcomes – Visual impairment (participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with visual impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who feel able to advocate (stand up) for themselves
* % who make most decisions in their life
* % who are currently working in a paid job
* % who have been actively involved in a community, cultural or religious group in the last 12 months

Most outcomes for participants with a visual impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with a visual impairment were either similar or more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

In the age 15 to 24 group, the observed changes varied by domain, with improvements in independence, employment, and community participation; and declines in advocacy and self-rated health.

For participants with a visual impairment, the percentage who want more choice and control in their life increased from 82% to 91%, similar to the Scheme as a whole (from 82% to 91%). The percentage of participants who make most decisions in their life improved by 9 percentage points, from 58% to 67%, while for the Scheme as a whole, the improvement was smaller, 5 percentage points from 22% to 27%.

However, less people rated their health positively, a decrease of 3 percentage points from 80% to 77%. Likewise, for the Scheme as a whole, the self-rated health indicator decreased from 70% to 67%. The percentage in community participation for participants with a visual impairment improved less than for the overall Scheme (from 44% to 49% for participants with a visual impairment compared to the 34% to 43% change for the overall Scheme).

## Slide 72: Participant longitudinal outcomes – Visual impairment (participants aged 25 and over)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with visual impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who make most decisions in their life
* % who are currently working in a paid job
* % who feel able to advocate (stand up) for themselves

Most outcomes for participants with a visual impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with a visual impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 25 and over who have a visual impairment, trends in the selected indicators varied by domain. In most cases the changes were in line with the Scheme overall.

For participants with a visual impairment, the percentage who want more choice and control in their life increased from 80% to 88%, comparable to the Scheme overall (from 76% to 85%).

Community participation improved since baseline: from 41% to 48% for participants with a visual impairment and from 37% to 46% for the Scheme as a whole.

The percentage of participants who feel able to advocate for themselves decreased for both participants with a visual impairment and the Scheme as a whole. However, the Scheme average decreased further (from 48% to 44%), compared to participants with a visual impairment (from 77% to 76%).

## Slide 73: Participant longitudinal outcomes – Other sensory/speech impairment (participants from birth to before starting school)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with other sensory/speech impairment from birth to before starting school, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of children who use specialist services
* % of families/carers who say their child is able to tell them what he/she wants
* % children who have friends that he/she enjoys playing with
* % of children who participate in age appropriate community, cultural or religious activities

The outcomes for participants with other sensory/speech and impairment followed a similar positive trend as the overall Scheme.

At both baseline and review points, the outcomes for the participants with other sensory/speech impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants from birth to before starting school with other sensory/speech impairment, the indicators generally improved since baseline, in most cases resulting in better outcomes compared to the Scheme average.

The percentage of families and carers of participants with other sensory and speech impairment who say their child is able to tell them what he/she wants increased from 78% at baseline to 98% at latest review. The percentage of children who have friends that they enjoy playing with also increased from 44% to 74%, similar to the Scheme overall (from 37% to 51%).

The percentage of children with other sensory/speech impairment who participate in community, cultural or religious activities increased by 12 percentage points (from 54% to 66%). In comparison, community participation among children in the Scheme increased by 2 percentage points (49% to 51%).

## Slide 74: Participant longitudinal outcomes – Other sensory/speech impairment (participants from starting school to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with other sensory/speech impairment from starting school to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who say their child is becoming more independent
* % of children who have friends that he/she enjoys spending time with
* % of children attending school in a mainstream class

Trends in the selected indicators for participants with other sensory/speech impairment varied: the percentage of parents/carers who say their child is becoming more independent increased, the percentage of children who have friends that he/she enjoys spending time with increased, the percentage of children attending school in the mainstream class remained constant. At both baseline and review points, the outcomes for participants with other sensory/speech impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants from starting school to age 14 who have other sensory/speech impairment, trends in the selected indicators varied by domain.

The percentage who say their child is becoming more independent increased from 59% at baseline to 67% at the latest review, similar to the Scheme overall (from 43% to 52%).

The percentage of children attending school in a mainstream class remained unchanged at 89% from baseline to the latest review, compared to a 5 percentage-point decrease, from 65% to 60%, for the Scheme overall.

## Slide 75: Participant longitudinal outcomes – Other sensory/speech impairment (participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with other sensory/speech impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who feel able to advocate (stand up) for themselves
* % who make most decisions in their life
* % who are currently working in a paid job
* % who have been actively involved in a community, cultural or religious group in the last 12 months

Most outcomes for participants with other sensory/speech impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with other sensory/speech impairment were generally more positive compared to the overall Scheme. The exceptions where the overall Scheme had a better outcome were the indicators “% who currently participate in education, training or skill development” and “% who have been actively involved in a community, cultural of religious group in the last 12 months” at latest review.

This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 15 to 24 who have other sensory/speech impairment, longitudinal changes since baseline varied by domain: employment outcomes improved, outcomes related to advocacy declined slightly, and participants expressed more desire for choice and control. The trends for participants with other sensory/speech impairment differed to the Scheme as a whole in some cases.

The percentage of participants with other sensory/speech impairment in a paid job increased from 14% to 33%, a larger increase compared to the Scheme overall (from 12% to 21%). On the other hand, fewer participants with other sensory/speech impairment were involved in community, cultural or religious group (from 39% at baseline to 36% at the latest review). In contrast, community participation among all participants aged 15 to 24 in the Scheme increased from 34% to 43%.

## Slide 76: Participant longitudinal outcomes – Other sensory/speech impairment (participants aged 25 and over)

This slide has one chart which displays selected longitudinal outcomes indicators for participants with other sensory/speech impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % who want more choice and control in their life
* % who have been actively involved in a community, cultural or religious group in the last 12 months
* % who choose who supports them
* % who currently participate in education, training or skill development
* % who rate their health as excellent, very good or good
* % who make most decisions in their life
* % who are currently working in a paid job
* % who feel able to advocate (stand up) for themselves

Most outcomes for participants with other sensory/speech impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for participants with other sensory/speech impairment were generally more positive compared to the overall Scheme. The exceptions where the overall Scheme had a better outcome were the indicators “% who currently participate in education, training or skill development” and “% who have been actively involved in a community, cultural of religious group in the last 12 months” at latest review.

This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 25 and over who have other sensory/speech impairment, trends in the indicators varied by domain: outcomes related to advocacy and self-rated health indicators declined, whereas community participation and the ability to choose the support persons/carers improved.

The percentage who want more choice and control in their life increased from 77% to 87%, similar to the Scheme as a whole (from 76% to 85%). At the same time, the percentage who choose who supports them increased from 65% at baseline to 74% at latest review, a more positive result compared to the overall Scheme, 53% at baseline to 54% at latest review.

However, the percentage who feel able to advocate (stand up) for themselves decreased by 16 percentage points (from 58% to 42%), a more negative result compared to the Scheme as a whole (a decrease of 4 percentage points, from 48% to 44%).

## Slide 77: Family/Carer longitudinal outcomes – Hearing impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with hearing impairment from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are in a paid job
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers who know what specialist services are needed to promote their child's learning and development

Longitudinal outcomes in this section serve the following purposes:

* Outcomes are graphed for families and carers of participants at Scheme entry (baseline) as well as their latest review to show longitudinal changes over time.
* Trends in indicators for families and carers of participants with a sensory disability are contrasted with the Scheme as a whole.
* These results are based on families/carers of participants who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Most outcomes for families and carers of participants with a hearing impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for families and carers of participants with a hearing impairment were generally more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants from birth to age 14 who have a hearing impairment, the indicators improved since Scheme entry, and tended to be more positive compared to the overall Scheme.

In relation to specialist services, more families and carers knew what specialist services were needed to promote their child’s learning and development, an increase of 16 percentage points (from 48% to 64%). This compares to the Scheme overall, with a 12 percentage-point increase (from 42% to 54%).

The percentage of families and carers in a paid job increased from 53% to 60%, slightly more than for the Scheme overall (from 46% to 50%). However, for those unable to work as much as they wanted, the situation of their family member with disability was a barrier for an increasing percentage of families and carers. The percentage increased from 73% to 79% for families and carers of participants with a hearing impairment, and from 89% to 93% for the Scheme overall.

## Slide 78: Family/Carer longitudinal outcomes – Hearing impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with hearing impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are in a paid job
* % of families or carers who are able to advocate (stand up) for their family member with disability

Trends in the outcomes for families and carers of participants with a hearing impairment varied: the indicators “% of families or carers and their partners who are able to work as much as they want”, and “% of families or carers who are in a paid job”, and “% of families or carers who are able to advocate (stand up) for their family member with disability” increased since baseline; and, for those unable to work as much as they wanted, the percentage who say the situation of their child/family member with disability is a barrier to working more remained constant. . At both baseline and review points, the outcomes for families and carers of participants with a hearing impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participant with a hearing impairment, the selected indicators have become more positive since Scheme entry, further widening the gap with the overall Scheme.

The percentage of families and carers in a paid job increased from 60% at baseline to 70% at the latest review, a higher increase compared to the Scheme overall (from 51% to 54%). Similarly, the percentage of families and carers who are able to work as much as they want increased substantially, from 60% to 75%, while this indicator improved only slightly for the Scheme as a whole (from 41% to 44%).

## Slide 79: Family/Carer longitudinal outcomes – Hearing impairment (family/carers of participants aged 25 and over)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with hearing impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers who are in a paid job
* % of families or carers who have made plans for when they are no longer able to care for their family member with disability

Trends in the indicators for families and carers of participants with a hearing impairment varied: the indicator “% of families or carers who have made plans for when they are no longer able to care for their family member with disability” increased since baseline; the indicator “of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more” remained constant; and, the indicators “% of families or carers and their partners who are able to work as much as they want”, and “% of families or carers who are able to advocate (stand up) for their family member with disability” decreased since baseline.

At both baseline and review points, the outcomes for families and carers of participants with a hearing impairment were generally more positive compared to the overall Scheme. The exception where the overall Scheme had a better outcome, was the indicator “% of families or carers who are able to advocate (stand up) for their family member with disability” at both baseline and at latest review.

This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 25 and over who have a hearing impairment, trends in the selected indicators varied by domain.

The percentage of families and carers in a paid job decreased from 52% to 46%, a less favourable change compared to the Scheme as a whole a 2 percentage-point decrease, from 36% to 34%). Similarly, less people were able to work as much as they wanted compared to baseline (a decrease of 3 percentage points, from 76% to 73%); in contrast, for the Scheme as a whole, this indicator improved from 58% to 61%.

## Slide 80: Family/Carer longitudinal outcomes – Visual impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with visual impairment from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are in a paid job
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers who know what specialist services are needed to promote their child's learning and development

Most outcomes for families and carers of participants with a visual impairment followed trends similar to the overall Scheme. At both baseline and review points, the outcomes for families and carers of participants with a visual impairment were generally more positive compared to the overall Scheme.

The exception where the overall Scheme had a better outcome, was the indicator “% of families or carers who know what specialist services are needed to promote their child’s learning and development” at baseline and latest review.

This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 0 to 14 who have a visual impairment, longitudinal trends in the outcomes varied by domain.

The percentage of families and carers who know what specialist services are needed to promote their child’s learning and development increased from 36% at baseline to 48% at the latest review, similar to the Scheme overall (from 42% to 54%).

The percentage of families and carers in a paid job increased, albeit only slightly (from 56% to 59%). A similar increase was observed for the Scheme as a whole (from 46% to 50%). For families and carers who were unable to work as much as they wanted, the situation of their family member with disability remained a substantial barrier, increasing from 82% to 87% for families and carers of participants with a visual impairment and from 89% to 93% for the Scheme as a whole.

## Slide 81: Family/Carer longitudinal outcomes – Visual impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with visual impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are in a paid job
* % of families or carers who are able to advocate (stand up) for their family member with disability

The outcomes for families and carers of participants with a visual impairment followed similar trends to the overall Scheme. At both baseline and review points, the outcomes for families and carers of participants with a visual impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 15 to 24 who have a visual impairment, trends for the selected indicators varied by domain. Compared to the Scheme as a whole, the results on employment were more positive, and the results on advocacy more negative.

In relation to employment, more families and carers had a paid job at the latest review (a 5 percentage-point increase, from 68% to 73%) and more families and carers were able to work as much as they wanted (a 3 percentage-point increase, from 50% to 53%). However, of those who were unable to work as much as they wanted, the percentage who say the situation of their family member with disability is a barrier to working more increased from 81% to 85%. This was a higher increase than for the Scheme as a whole (from 93% to 95%).

The indicator related to advocacy also declined. Compared to 86% at baseline, only 79% felt able to advocate for their family member with disability at the latest review. This was a larger decline than for the Scheme overall (from 73% to 71%).

## Slide 82: Family/Carer longitudinal outcomes – Visual impairment (family/carers of participants aged 25 and over)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with visual impairment aged 25 and over, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are able to advocate (stand up) for their family member with disability
* % of families or carers who are in a paid job
* % of families or carers who have made plans for when they are no longer able to care for their family member with disability

Most outcomes for families and carers of participants with a visual impairment followed similar trends to the overall Scheme. At both baseline and review points, the outcomes for families and carers of participants with a visual impairment were generally more positive compared to the overall Scheme. The exception where the overall Scheme had a better outcome was the indicator “% of families or carers who have made plans for when they are no longer able to care for their family member with disability” at baseline and latest review.

This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 25 and over who have a visual impairment, trends in the selected indicators varied by domain, and generally followed similar patterns to the Scheme.

The percentage of families and carers in paid employment decreased from 47% to 43%, a less favourable result compared to the Scheme as a whole (from 36% to 34%). On the other hand, the percentage of families and carers who are able to work as much as they want increased, from 60% to 63%, similar to the Scheme average (from 58% to 61%).

## Slide 83: Family/Carer longitudinal outcomes – Other sensory/speech impairment (family/carers of participants from birth to age 14)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with other sensory/speech impairment from birth to age 14, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more
* % of families or carers who are in a paid job
* % of families or carers who are able to advocate (stand up) for their child
* % of families or carers who know what specialist services are needed to promote their child's learning and development

Most outcomes for families and carers of participants with other sensory/speech impairment followed similar trends to the overall Scheme. At both baseline and review points, the outcomes for families and carers of participants with other sensory/speech impairment were more positive compared to the overall Scheme.

This information on longitudinal indicators has been collected from families and carers of participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants from birth to age 14 who have other sensory/speech impairment, the selected indicators improved from baseline to the latest review, following similar trends to the Scheme average.

Compared to baseline, at the latest review more families and carers knew what specialist services were needed to promote their child’s learning and development. Families and carers of participants with other sensory/speech impairment reported a 16 percentage-point increase (from 45% to 61%) compared to the Scheme overall (a 13 percentage-point increase, from 41% to 54%). The percentage in paid employment increased, and more so for families and carers of participants with other sensory/speech impairment (from 51% to 58%), compared to the Scheme overall (from 47% to 50%). For those unable to work, the percentage of families and carers who perceived their situation with their child/family member with disability as a barrier to working more increased, and it did so to a greater extent for families and carers of participants with other sensory/speech impairment (from 71% to 84%) compared to the overall Scheme (from 88% to 93%).

## Slide 84: Family/Carer longitudinal outcomes – Other sensory/speech impairment (family/carers of participants aged 15 to 24)

This slide has one chart which displays selected longitudinal outcomes indicators for families and carers of participants with other sensory/speech impairment aged 15 to 24, compared with the Scheme as a whole. The graphed outcomes indicators are:

* % of families or carers and their partners who are able to work as much as they want
* % of families or carers who are in a paid job

Trends in the selected indicators for families and carers of participants with other sensory/speech impairment varied: the indicator “% of families or carers and their partners who are able to work as much as they want” decreased since baseline; and the indicator “% of families or carers who are in a paid job” remained constant. The overall Scheme had a better outcome for families and carers of participants with other sensory/speech impairment in the “% of families or carers who are in a paid job” at baseline and latest review, and in the “% of families or carers and their partners who are able to work as much as they want” at latest review.

This information on longitudinal indicators has been collected from families and carers of participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 15 to 24 who have other sensory/speech impairment, the longitudinal indicators decreased since baseline, in some cases opposite to the Scheme trends.

The percentage of families and carers in a paid job remained unchanged at 48%. By comparison, for the Scheme as a whole, more families and carers were employed at the latest review than at baseline (a 3 percentage-point increase, from 51% to 54%).

Less families and carers were able to work as much as they wanted, a 10 percentage-point decrease from 53% at baseline to 43% at latest review, contrasting with the overall Scheme (a 3% percentage-point increase from 41% to 44%).

## Slide 85: Has the NDIS Helped participants – Hearing impairment (participants from birth to age 14)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with hearing impairment from birth to before starting school and for participants starting school to aged 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants from birth to before starting school are:

* Has the NDIS improved your child's development?
* Has the NDIS improved your child's access to specialist services?
* Has the NDIS helped increase your child's ability to communicate what they want?
* Has the NDIS improved how your child fits into family life?
* Has the NDIS improved how your child fits into community life?

The graphed outcomes indicators for the participants starting school to aged 14 are:

* Has the NDIS helped your child to become more independent?
* Has the NDIS improved your child's access to education?
* Has the NDIS improved your child's relationships with family and friends?
* Has the NDIS improved your child's social and recreational life?

For participants from birth to before starting school, the outcomes for participants with a hearing impairment followed similar increasing trends as the overall Scheme. Participants with a hearing impairment had similar or slightly less positive outcomes compared to the overall Scheme.

In the “from school to aged 14” group, the outcomes for participants with a hearing impairment followed similar increasing trends to the overall Scheme from first review to latest review. At both first review and latest review, participants with a hearing impairment had better outcomes than the overall Scheme.

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 average satisfaction rates at first review (R1) with the latest review.

For most domains and both age groups, a higher proportion of participants perceived that the NDIS had helped them at the latest review compared with the first review, with one exception. The average satisfaction rate for the indicator related to participants becoming more independent for the age group “school to 14” declined. Respondents were more likely to indicate that the NDIS had helped at first review (62%) compared to the latest review (54%).

Results for participants with a hearing impairment were generally in line compared with the Scheme overall, however positive responses for some domains were slightly below average, in particular, access to specialist services for participants from birth to before starting school. For participants with a hearing impairment the percentages were 86% at first review and 91% at the latest review, slightly lower than 90% at first review and 94% at the latest review for the Scheme average.

## Slide 86: Has the NDIS Helped participants – Hearing impairment (participants aged 15 and over)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with hearing impairment aged 15 to 24 and for participants aged 25 and over, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants aged 15 and over are:

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

For both groups, the outcomes for participants with a hearing impairment followed similar increasing trends to the overall Scheme.

Across both age groups and all NDIS helped questions, the overall Scheme had better outcomes than participants with a hearing impairment at both first review and latest review.

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 average satisfaction rates at first review (R1) with the latest review.

For most domains and both age groups, compared with the first review, a higher proportion of participants with a hearing impairment perceived that the NDIS had helped them at the latest review.

Results for participants with a hearing impairment were generally lower compared with the Scheme overall.

Large differences were observed for the indicators related to community participation (“Has the NDIS helped you become more involved?”). For participants aged 15 to 24, 40% answered positively at first review and 45% at the latest review, lower rates compared to the Scheme overall (55% at first review and 61% at latest review). For participants aged 25 and over, 41% answered positively at first review and 47% at the latest review, again lower compared to the Scheme overall (58% at first review and 68% at latest review).

## Slide 87: Has the NDIS Helped participants – Visual impairment (participants from birth to age 14)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with visual impairment from birth to before starting school and for participants starting school to aged 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants from birth to before starting school are:

* Has the NDIS improved your child's development?
* Has the NDIS improved your child's access to specialist services?
* Has the NDIS helped increase your child's ability to communicate what they want?
* Has the NDIS improved how your child fits into family life?
* Has the NDIS improved how your child fits into community life?

The graphed outcomes indicators for the participants starting school to aged 14 are:

* Has the NDIS helped your child to become more independent?
* Has the NDIS improved your child's access to education?
* Has the NDIS improved your child's relationships with family and friends?
* Has the NDIS improved your child's social and recreational life?

For participants from birth to before starting school, the outcomes for participants with a visual impairment followed similar increasing trends to the overall Scheme. Participants with a visual impairment had worse outcomes compared to the overall Scheme at both first review and latest review.

For participants from school to age 14, the outcomes for participants with a visual impairment generally followed similar increasing trends to the overall Scheme. The exception was the indicator “Has the NDIS helped your child to become more independent?”, it decreased since first review for both participants with a visual impairment and the Scheme overall. At both first review and latest review, participants with a visual impairment generally had worse outcomes than the overall Scheme.

For most domains and both age groups, compared to the first review, a higher proportion of participants with visual impairment perceived that the NDIS had helped them at the latest review.

Results for participants with a visual impairment were generally lower compared with the Scheme overall.

Large difference were recorded for the indicators related to community participation (“Has the NDIS improved how your child fits into community life?” and “Has the NDIS improved your child’s social and recreational life?”). For participants from birth to before starting school, 51% answered positively at first review and 59% at latest review, lower compared to the Scheme overall (62% at first review and 67% at latest review). For participants from starting school to age 14, 35% answered positively at first review and 41% at the latest review, again lower compared to the Scheme overall (44% at first review and 50% at latest review).

For participants from birth to before starting school, the indicator “Has the NDIS helped increase your child’s ability to communicate what they want?” was higher than the Scheme average (83% at first review to 87% at latest review compared to 66% at first review to 70% at latest review for the Scheme).

## Slide 88: Has the NDIS Helped participants – Visual impairment (participants aged 15 and over)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with visual impairment aged 15 to 24 and for participants aged 25 and over, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants aged 15 and over are:

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

For both groups, the outcomes for participants with a visual impairment generally followed similar increasing trends to the overall Scheme. The exception for participants aged 15 to 24 was the question “Has your involvement with the NDIS helped you find a job that’s right for you?”. For participants aged 25 and over, the exceptions were “Has your involvement with the NDIS helped you to choose a home that’s right for you?” and “Has your involvement with the NDIS helped you find a job that’s right for you?”.

Across both age groups and all NDIS helped questions, the overall Scheme had better outcomes than participants with a visual impairment at both first review and latest review.

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 average satisfaction rates at first review (R1) with the latest review.

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

Results for participants with a visual impairment were generally lower compared with the Scheme overall.

Large difference were observed for the questions related to community participation and relationships. At the latest review, 50% of participants aged 15 to 24 with a visual impairment agreed that the NDIS helped them be more involved compared to 61% for the Scheme overall. Similarly, at the latest review, only 50% of participants aged 25 and over agreed that the NDIS helped them to meet more people, compared to 61% for the Scheme overall.

## Slide 89: Has the NDIS Helped participants – Other sensory/speech impairment (participants from birth to age 14)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with other sensory/speech impairment from birth to before starting school and for participants starting school to aged 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants from birth to before starting school are:

* Has the NDIS improved your child's development?
* Has the NDIS improved your child's access to specialist services?
* Has the NDIS helped increase your child's ability to communicate what they want?
* Has the NDIS improved how your child fits into family life?
* Has the NDIS improved how your child fits into community life?

The graphed outcomes indicators for the participants starting school to aged 14 are:

* Has the NDIS helped your child to become more independent?
* Has the NDIS improved your child's access to education?
* Has the NDIS improved your child's relationships with family and friends?
* Has the NDIS improved your child's social and recreational life?

For participants from birth to before starting school, the outcomes for participants with other sensory/speech impairment generally followed similar increasing trends to the overall. Participants with other sensory/speech impairment had similar or slightly better outcomes than the overall Scheme at both the first review and at latest review.

For participants from school to age 14, the outcomes generally followed similar trends to the overall Scheme. At both first review and latest review, participants with other sensory/speech impairment had better outcomes than the overall Scheme.

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 average satisfaction rates at first review (R1) with the latest review.

For participants from birth to before starting school with other sensory/ speech impairment, the average rates of positive response remained roughly constant, with most indicators changing within +/-2 percentage points.

For participants with other sensory/ speech impairment in the starting school to age 14 group, changes in the average rates varied depending on the domain. The majority of the indicators were in line with Scheme averages.

A higher proportion of respondents for participants in the “school to age 14” group felt the NDIS improved their child’s access to education, 46% at first review and 67% at latest review, compared to the Scheme overall (38% at first review and 56% at latest review).

## Slide 90: Has the NDIS Helped participants – Other sensory/speech impairment (participants aged 15 and over)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for participants with other sensory/speech impairment aged 15 to 24 and for participants aged 25 and over, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for the participants aged 15 and over are:

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

For both groups, the outcomes for participants with other sensory/speech impairment generally followed similar trends to the overall Scheme.

Across both age groups and almost all NDIS helped questions, the overall Scheme had better outcomes than participants with other sensory/speech impairment at both first review and latest review. The exception was the question for “Has your involvement with the NDIS helped you find a job that’s right for you?” in the “aged 25 and over” group, where participants with other sensory/speech impairment had better outcomes than the overall Scheme at both first review and at latest review.

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 average satisfaction rates at first review (R1) and the latest review.

For participants aged 15 to 24 and aged 25 and over, changes in the average rates varied by domain. Participants felt that the NDIS had helped them gain more choice and control over their lives, with daily activities, meeting more people and being more involved in community. On the other hand, satisfaction rates related to support in finding employment decreased.

Results for participants with other sensory/speech impairment were lower compared with the Scheme overall. Large differences were observed for the indicators related to community participation (“Has the NDIS helped you become more involved?”). For participants aged 15 to 24, 34% answered positively at first review and 45% at latest review, lower rates compared to the Scheme overall (55% at first review and 61% at latest review). For participants aged 25 and over, 43% answered positively at first review and 42% at the latest review, which is also lower compared to the Scheme overall (58% at first review and 68% at latest review).

## Slide 91: Has the NDIS Helped families/carers – Hearing impairment (families and carers of participants from birth to age 14)

This slide has one chart which displays the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with hearing impairment from birth to age 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate (stand up) for your child?
* Has the NDIS improved the level of support for your family?
* I am satisfied with the amount of say I had in the development of my child's NDIS plan
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your ability/capacity to help your child develop and learn?
* Has the NDIS improved your health and wellbeing?

The outcomes for families and carers of participants with a hearing impairment followed similar increasing trends as the overall Scheme. Families and carers of participants with a hearing impairment had better outcomes than the overall Scheme at both first review and at latest review for all NDIS helped questions.

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 for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For most domains and both age groups, compared with the first review, a higher proportion of families and carers of participants with a hearing impairment perceived that the NDIS had helped them at the latest review.

Results for participants with a hearing impairment were generally in line or better than the overall Scheme’s in the “age 0 to 14” group. For example, the percentage of families and carers who agree the NDIS improved their capacity to advocate increased, on average, from 60% to 67%, which is similar to the Scheme as a whole (from 58% to 65%).

## Slide 92: Has the NDIS Helped families/carers – Hearing impairment (families and carers of participants aged 15 and over)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with hearing impairment aged 15 to 24 as well as 25 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for families/carers of participants aged 15 to 24 are:

* Has the NDIS helped you to know your rights and advocate effectively?
* Has the NDIS improved the level of support for your family?
* Has the NDIS helped you to access services, programs and activities in the community?
* % of families or carers who say the NDIS helped them to help their family member with disability to be more independent
* Has the NDIS improved your health and wellbeing?

The graphed outcomes indicators for families/carers of participants aged 25 and over are:

* Has the NDIS helped you to know your rights and advocate effectively?
* Has the NDIS improved the level of support for your family?
* Has the NDIS helped you to access services, programs and activities in the community?
* Has the NDIS helped you with preparing for the future support of your family member?
* Has the NDIS improved your health and wellbeing?

For both groups, the outcomes for families and carers of participants with a hearing impairment generally followed similar increasing trends to the overall Scheme.

Across both age groups and all NDIS helped questions, the overall Scheme had better outcomes than families and carers of participants with a hearing impairment at both first review and latest review.

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 for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For most domains, compared with the first review, a higher proportion of families and carers of participants with a hearing impairment perceived that the NDIS has helped them at the latest review. Proportionally more families and carers experienced improvements in the level of support to their family: 49% at first review and 62% at the latest review for the “15 to 24” age group, and 40% at first review and 61% at the latest review for the “25 and over” age group.

Families and carers of participants aged 15 and over did not answer as positively as the Scheme overall. In particular, help in accessing services, programs and supports in the community, as well as in improving level of support were rated less highly, on average, compared to the Scheme overall.

## Slide 93: Has the NDIS Helped families/carers – Visual impairment (families and carers of participants from birth to age 14)

This slide has one chart which displays the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with visual impairment from birth to age 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate (stand up) for your child?
* Has the NDIS improved the level of support for your family?
* I am satisfied with the amount of say I had in the development of my child's NDIS plan
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your ability/capacity to help your child develop and learn?
* Has the NDIS improved your health and wellbeing?

The outcomes for families and carers of participants with a visual impairment followed similar increasing trends to the overall Scheme. Families and carers of participants with a visual impairment had worse outcomes than the overall Scheme at both first review and at latest review for all NDIS helped questions.

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 for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) and the latest review.

For most domains in the “0 to 14” age group, compared with the first review, a higher proportion of families and carers of participants with a visual impairment perceived that the NDIS has helped them at the latest review. The percentage of families and carers reporting improvements in accessing services, programs and activities in the community increased by 12 percentage points, on average.

Families and carers of participants with a visual impairment were less likely to give a positive rating to a “Has the NDIS helped?” question, compared to the Scheme as a whole.

## Slide 94: Has the NDIS Helped families/carers – Visual impairment (families and carers of participants aged 15 and over)

This slide has two charts which display the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with visual impairment aged 15 to 24 as well as 25 and over, both compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years.

The graphed outcomes indicators for families/carers of participants aged 15 to 24 are:

* Has the NDIS helped you to know your rights and advocate effectively?
* Has the NDIS improved the level of support for your family?
* Has the NDIS helped you to access services, programs and activities in the community?
* % of families or carers who say the NDIS helped them to help their family member with disability to be more independent
* Has the NDIS improved your health and wellbeing?

The graphed outcomes indicators for families/carers of participants aged 25 and over are:

* Has the NDIS helped you to know your rights and advocate effectively?
* Has the NDIS improved the level of support for your family?
* Has the NDIS helped you to access services, programs and activities in the community?
* Has the NDIS helped you with preparing for the future support of your family member?
* Has the NDIS improved your health and wellbeing?

For both groups, the outcomes for families and carers of participants with a visual impairment generally followed similar trends to the overall Scheme.

Across both age groups and all NDIS helped questions, the overall Scheme had better outcomes than families and carers of participants with a visual impairment at both first review and latest review.

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 for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) and the latest review.

For families and carers of participants aged 15 and over with a visual impairment, across most domains, a higher proportion perceived that the NDIS had helped them at the latest review compared to the first review.

The only indicator that decreased was in the health and wellbeing domain for families and carers of participants aged 15 to 24 (a one percentage-point decrease, from 24% to 23%).

Results for families and carers of participants with a visual impairment were generally lower compared to the Scheme overall. Considerable differences were observed in the 15 to 24 age group, in particular in relation to access to community programs and services and level of support for the participant’s family.

## Slide 95: Has the NDIS Helped families/carers – Other sensory/speech impairment (families and carers of participants from birth to age 14)

This slide has one chart which displays the perceptions of whether the NDIS has helped improve outcomes for families and carers of participants with other sensory/speech impairment from birth to age 14, compared with the Scheme as a whole. Results shown are at the first plan review and at the latest review for participants who have been in the Scheme for at least two years. The graphed outcomes indicators are:

* Has the NDIS improved your capacity to advocate (stand up) for your child?
* Has the NDIS improved the level of support for your family?
* I am satisfied with the amount of say I had in the development of my child's NDIS plan
* Has the NDIS improved your access to services, programs and activities in the community?
* Has the NDIS improved your ability/capacity to help your child develop and learn?
* Has the NDIS improved your health and wellbeing?

The outcomes for families and carers of participants with other sensory/speech impairment followed similar increasing trends to the overall Scheme. Families and carers of participants with other sensory/speech impairment had better outcomes than the overall Scheme at both first review and at latest review for all NDIS helped questions.

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 for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For all domains, a higher proportion of families and carers of participants with other sensory/speech impairment perceived that the NDIS had helped them at the latest review compared with the first review.

Results for families and carers of participants with other sensory/speech impairment were generally in line or more positive compared to the Scheme overall.

## Slide 96: Participant Satisfaction – Access and Pre-planning stages

This slide has four pie charts which display the proportions of participants by satisfaction rating for the services they received at the Access and Pre-planning stage of NDIS participant pathway. The results for hearing impairment and visual impairment are compared with the Scheme as a whole. Ratings are grouped in the following manner:

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

For the access stage, ratings for the overall Scheme were more positive compared to participants with a hearing impairment or a visual impairment.

For the pre-planning stage, ratings for the overall Scheme were more positive compared to participants with a hearing impairment. For participants with a visual impairment, ratings were more positive for “Very good/good” compared to the overall Scheme. A higher percentage of participants with a visual impairment indicated a rating of “Poor/very poor” compared to the overall Scheme.

A new 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 gathers 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 prior quarters.

Hence, participant satisfaction results are shown for the December 2020 and March 2021 quarters only.

At the Access, Pre-planning and Planning stages, there is insufficient data to show other sensory/speech impairment separately.

Potential participants at the Access stage with a hearing impairment or visual impairment have all shown lower satisfaction rates than all participants across the Scheme, with 76% and 73% giving a positive rating (“Good” or “Very Good”) respectively, compared with 77% for the Scheme as a whole.

At the Pre-planning stage, the proportion of participants responding positively on satisfaction was also below the Scheme as a whole for those with a hearing impairment. The proportion was higher for participants with a visual impairment.

## Slide 97: Participant Satisfaction – Planning and Plan Review stages

This slide has five pie charts which display the proportions of participants by satisfaction rating for the services they received at the Planning and Review stages of NDIS participant pathway. The results for each sensory disability are compared with the Scheme as a whole (except for the planning stage for other sensory/speech impairment). Ratings are grouped in the following manner:

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

For the planning stage, ratings for the overall Scheme were generally in line with participants with a hearing or visual impairment across all three rating levels.

For the plan review stage, the percentages of “Very good/good” ratings for participants with a hearing impairment and other sensory/speech impairment were higher than the Scheme average. Participants with a visual impairment on average gave a lower satisfaction rating when compared to the overall Scheme.

At the Planning stage, the proportions of participants who gave a positive satisfaction rating were 85% for participants with a hearing impairment and 84% for participants a visual impairment, in line with the Scheme average.

At the Plan Review stage, rates of satisfaction for participants with hearing impairment and other sensory/ speech impairment were 78% and 86% respectively, higher than the Scheme average of 75%. However, the rate for those with a visual impairment was lower at 67%.

## Slide 98: Participant goals, outcomes and satisfaction – Exclusions

This slide describes the indicators that were excluded from certain sections of the report for participants with other sensory/speech impairment due to insufficient data.

In the baseline outcomes section:

* Families/carers of participants aged 25 and over:
  + Of those unable to work as much as they want, % of families or carers who say the situation with their family member with disability is a barrier to working more.

In the longitudinal outcomes section:

* Families/carers of participants aged 15 to 24:
  + Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more;
  + % of families or carers who are able to advocate (stand up) for their family member with disability;
* Families/carers of participants aged 25 and over:
  + % of families or carers and their partners who are able to work as much as they want;
  + Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more;
  + % of families or carers who are able to advocate (stand up) for their family member with disability;
  + % of families or carers who are in a paid job;
  + % of families or carers who have made plans for when they are no longer able to care for their family member with disability.

In the Participant satisfaction survey:

* Survey responses at access, pre-planning, and planning.