



Young adults in the NDIS

Data at 30 June 2021

ndis

Introduction and definitions

This section provides background information on participants aged 15 to 24 years, and explains key terms such as plan budgets, payments and complaint rates.

Participants

This section presents information on participants in the 15-24 age group across various participant characteristics such as disability type, level of function, home and living supports received, support coordination, Indigenous status, gender and government services previously received. Scheme participation rates are also presented.

Participant experience

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

Plan budgets, payments and utilisation

This section presents average annualised plan budgets, average annualised payments and utilisation of supports by participant characteristics such as level of function and SIL status, as well as the distribution and types of funded supports in participant plans.

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).

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.

Participants can choose how best to use the funds provided by the NDIS on the supports and services that will help them to meet their needs and goals. The NDIS also provides help with coordinating supports/services and building the ability of participants to connect with informal, community and funded supports. This enables participants to get the most out of their plans and pursue their goals.

The purpose of this document is to report on the experience of NDIS participants who are in the 15 to 24 age group, using data at 30 June 2021.

Participant profiles

15 to 18 year olds

This age group is transitioning from an age of dependence on parental support to meet their everyday needs to becoming independent and learning to take care of their personal needs. They are undertaking tasks such as accessing public transport to commute for education or training purposes. This age group is also starting to make decisions and planning their future. They are also finishing school, completing their senior secondary school certificate/ other important school related milestones at this age. The NDIS supports them in their post-school pathways and helps them gain their independence.

19 to 24 year olds

The major change that occurs in this age group is progression towards finding employment or participation in education, training or skill development. This group is also transitioning from reliance on informal or parental supports. They are establishing routines and gaining independence. The NDIS also provides different types of home and living supports to assist participants to live independently as well as to transition into the workplace and achieve their goals.

Definitions

Key terms



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

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

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

Individualised Living Option (ILO): An Individualised Living Option (ILO) is funding for a package of supports to help a participant live how they want and does not include the accommodation, rent or dwelling itself. ILO is not determined by the home ownership, leasing situation or eligibility for SDA funding.

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.

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

Participant Service Guarantee (PSG): 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.

Specialist Disability Accommodation (SDA): Specialist Disability Accommodation is housing designed to support people with extreme functional impairment or very high support needs.

Supported Independent Living (SIL): Supported Independent Living (SIL) is assistance and/or supervision of daily tasks to support a participant to live as independently as possible, and build their skills. SIL is provided in the participant's home, regardless of property ownership, and can be in a shared or individual arrangement. SIL does not include rent, board and lodging or other day to day usual living expenses such as food and activities. It also does not include the capital costs associated with a participant's accommodation.

Definitions

Key measures



Average plan budgets: Also referred to as committed support/funded support. 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 30 June 2021.

Note: In-kind supports are provided via existing Commonwealth or State/ Territory government programs delivered under existing block grant funding arrangements. Funded 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 30 June 2021.

Average utilisation of plan budgets: Utilisation represents the proportion of plan budgets that are utilised. Utilisation is calculated as total payments (including cash and in-kind, where it can be allocated to participant plans) divided by the total plan budget. In this report, average utilisation of plan budgets is calculated for a 6 month period, from 30 September 2020 to 31 March 2021, allowing for payment delays of up to 3 months.

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

Participants

As at 30 June 2021, there were **466,619** active NDIS participants with an approved plan.

Of these:

- **35,821** (7.7%) were aged 15 to 18
- **38,392** (8.2%) were aged 19 to 24.

This section presents information on the characteristics of young adults who have requested access to the Scheme as at 30 June 2021.

Key statistics

Total across the Scheme	507,912 participants meeting access since Scheme commencement	466,619 active participants with an approved plan at 30 June 2021	85% of access decisions resulting in 'access met' since Scheme commencement
Participants currently aged 15 to 18	37,420 participants meeting access since Scheme commencement	35,821 active participants with an approved plan at 30 June 2021	89% of access decisions resulting in 'access met' since Scheme commencement
Participants currently aged 19 to 24	40,420 participants meeting access since Scheme commencement	38,392 active participants with an approved plan at 30 June 2021	90% of access decisions resulting in 'access met' since Scheme commencement

Participation rates by State/Territory

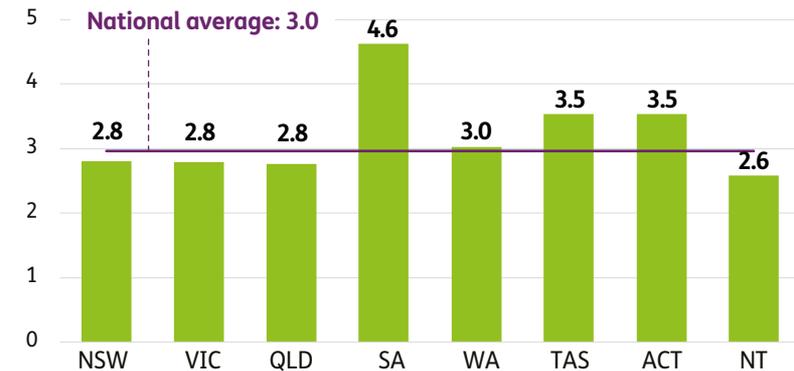


Participation rate refers to the proportion of general population that are NDIS participants. These charts consider the participation rates of participants aged 15 to 24.

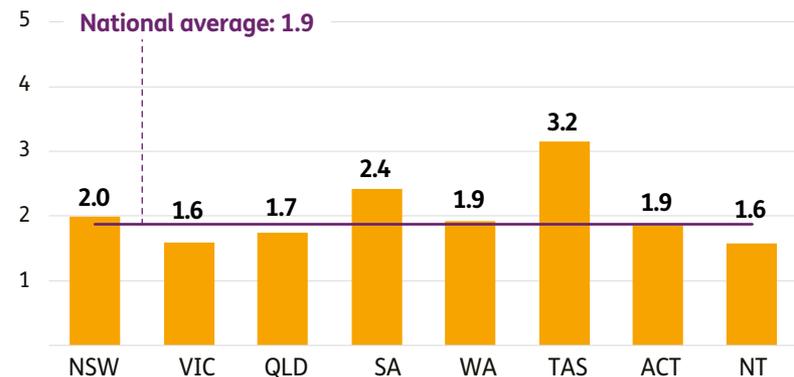
The national participation rate is 3 participants per 100 population for 15 to 18 year olds. It is lower for 19 to 24 year olds at 1.9 participants per 100.

As at June 30 2021, South Australia has the highest participation rate for 15 to 18 year olds and Tasmania has the highest participation rate for 19 to 24 year olds. The Northern Territory has the lowest participation rates across both age groups.

Participation rates for 15 to 18 year olds by State/Territory



Participation rates for 19 to 24 year olds by State/Territory



Participants over time

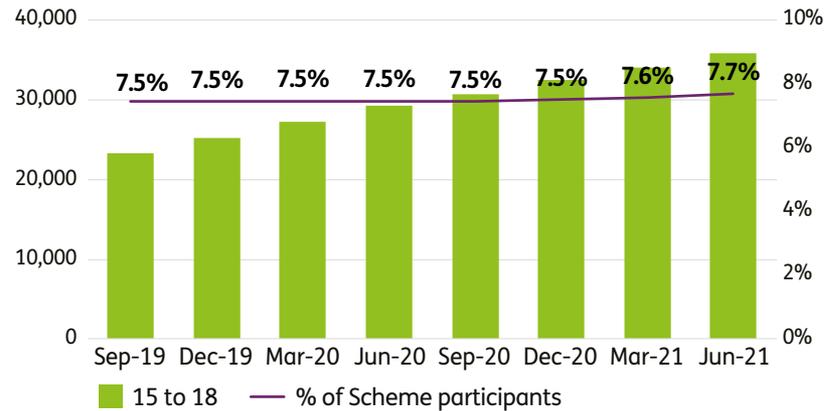


Although the proportion of young adults in the Scheme has increased over the last two quarters for those between 15-18 years, overall the proportion of young adults in the Scheme has decreased over time.

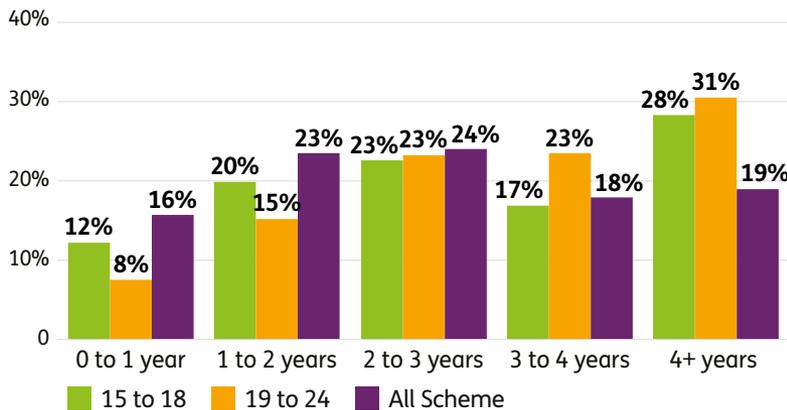
At 30 June 2021, there are:

- **35,821** participants (7.7% of the Scheme) aged 15 to 18
- **38,392** participants (8.2% of the Scheme) aged 19 to 24.

Active participants aged 15 to 18 over time

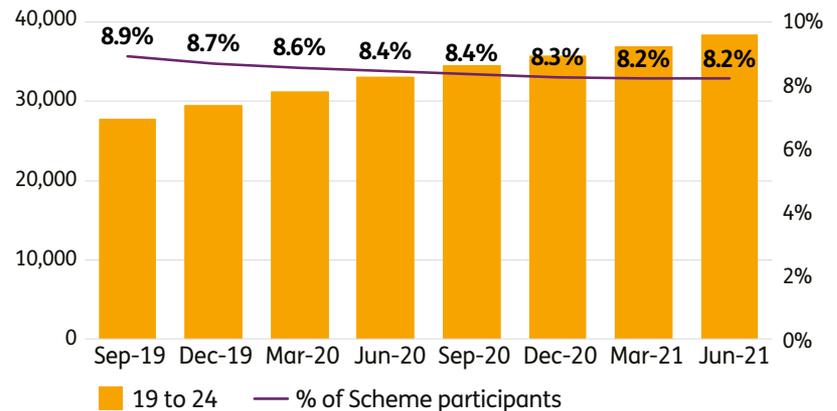


Distribution of active participants by duration in the Scheme¹



¹ Based on first plan approval date.

Active participants aged 19 to 24 over time



Participants by Indigenous status, CALD status and gender²

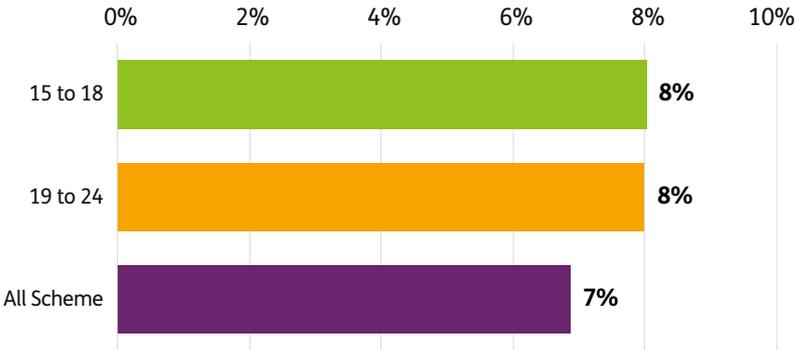
The proportion of active participants aged 15 to 24 that identify as Aboriginal and Torres Strait Islander is slightly higher than that of all participants in the Scheme (7%).

On the other hand, there is a lower proportion of participants aged 15 to 24 that identify as Culturally and Linguistically Diverse (CALD) compared to the overall Scheme.

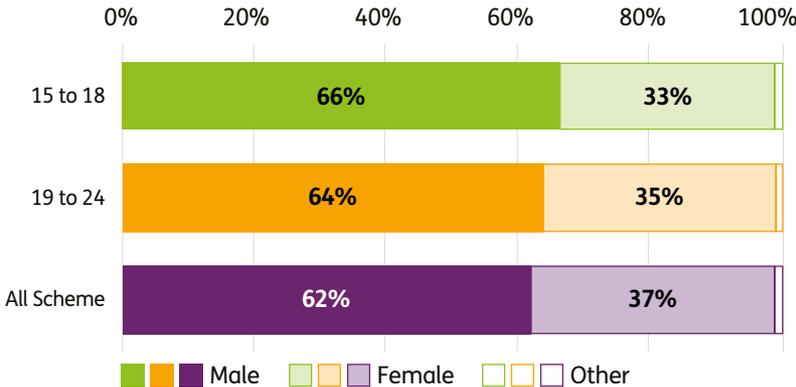
Across the Scheme overall, 62% of participants with an approved plan identify as male and 37% identify as female. The proportion of male participants in both age groups is slightly higher compared to the Scheme as a whole.

² The high proportion of young males in the NDIS is driven by the higher prevalence of autism, intellectual disability and developmental delay in males compared to females. For more information on gender and the NDIS, see the report 'Analysis of participants by gender' published on the NDIS website [here](#).

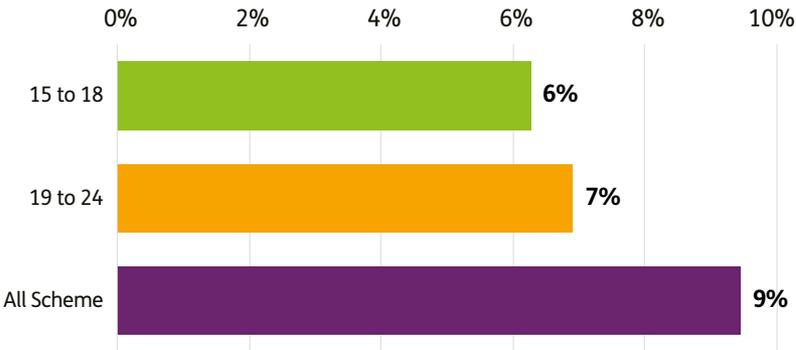
Proportion of active participants with an approved plan:
Who identify as Aboriginal and/or Torres Strait Islander



Distribution of active participants by gender



Who identify as Culturally and Linguistically Diverse



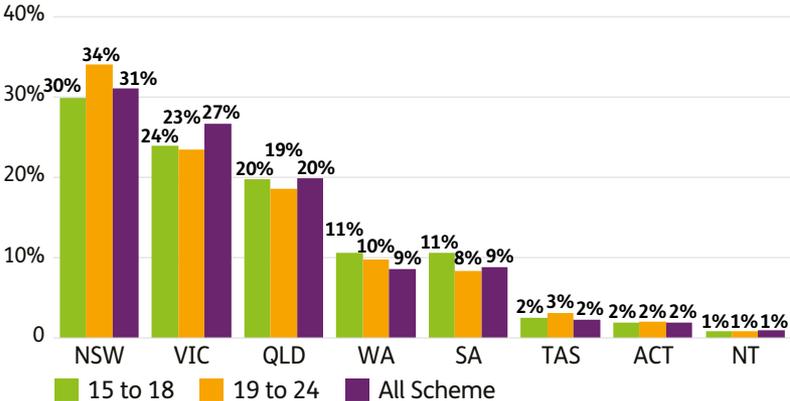
Participants by State/Territory, remoteness and Existing/New status

South Australia and Western Australia have a higher proportion of 15 to 18 year olds compared to the Scheme as a whole while NSW, Western Australia and Tasmania have a higher proportion of 19 to 24 year olds. The proportion of remote and very remote participants for young people is similar to the Scheme as a whole.

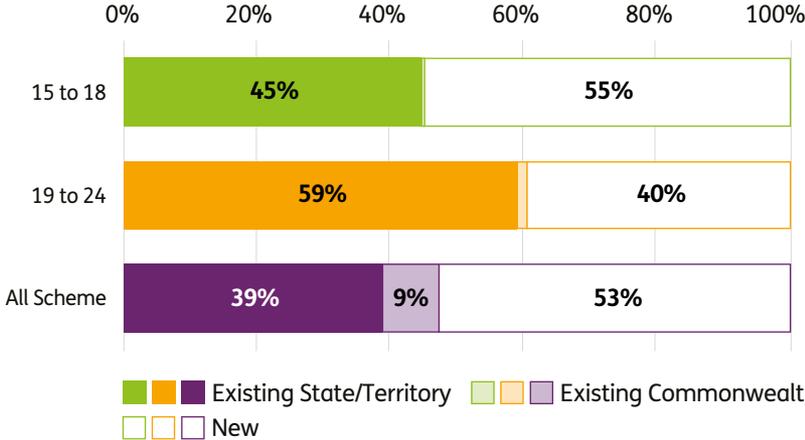
55% of participants aged 15 to 18 are new to the NDIS and this is higher compared to participants aged 19 to 24 (40%).

The proportion of participants who have received disability services through an existing State/Territory program is higher than the Scheme overall for both age groups (45% of participants aged 15 to 18 and 59% for those aged 19 to 24, compared to 39% for all Scheme).

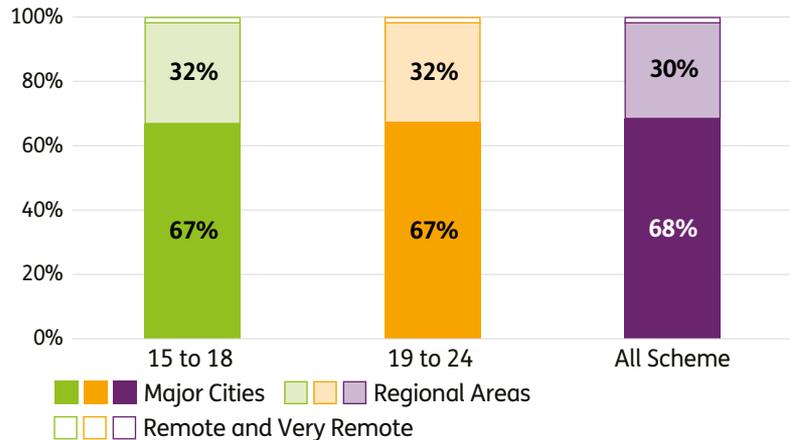
Distribution of active participants by State/Territory



Active participants by Existing/New status



Distribution of active participants by geographical remoteness



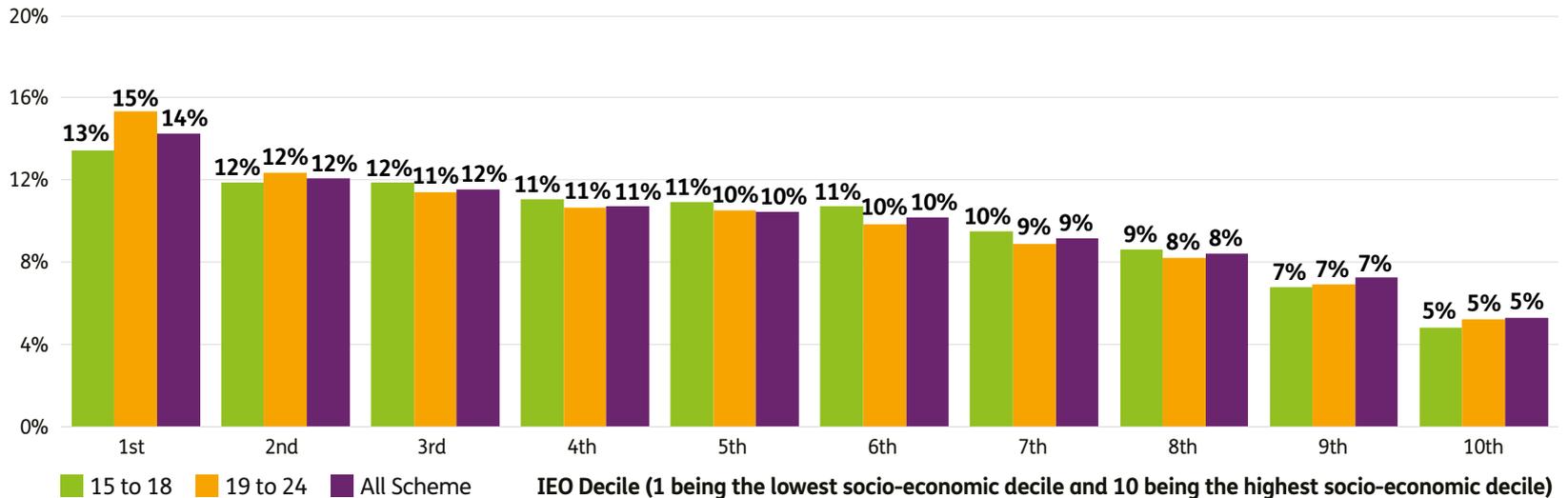
Participants by socio-economic status³



Socio-economic status has been measured using decile scores from the ABS Index of Education and Occupation (IEO). The IEO captures the skills and qualifications of people in an area, which does not necessarily reflect an individual's particular circumstances. A higher decile score indicates that people in that area have a higher level of skills and qualifications on average.

The highest proportion of NDIS participants aged 15 to 24 are located in areas with the highest socio-economic disadvantage and there is a clear decreasing trend as socio-economic status increases. 60% of participants aged 15 to 24 reside in the areas ranked in the lower 50% by socio-economic status. 14% of young adults in the Scheme reside in the most disadvantaged 10% of socio-economic areas. The distribution of young adults by Socio-Economic Indexes for Areas (SEIFA) IEO decile is similar to the Scheme as a whole.

Distribution of active participants by SEIFA IEO decile and age band



³ Participants who did not have a valid address to identify SEIFA IEO Decile are excluded from this analysis. This represents 0.5% of participants aged 15 to 24. More information about the ABS Index of Education and Occupation (IEO) Deciles is available [here](#).

Participants by disability type⁴ and time in Scheme

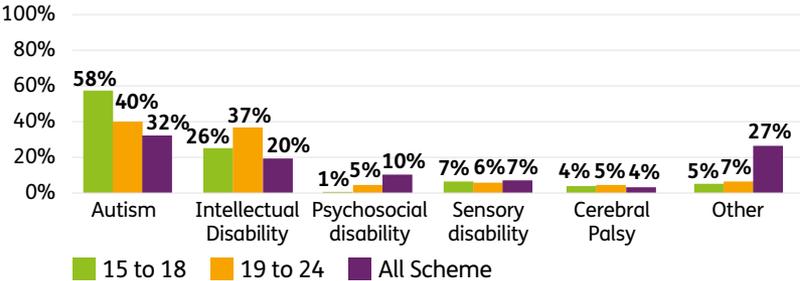
The most common disability for participants aged 15 to 18 is autism (58%) followed by intellectual disability (26%). The most common disabilities for participants aged 19 to 24 are autism (40%) and intellectual disability (37%).

57% of participants aged 15 to 18 who have been in the Scheme for 4 or more years have autism compared to 62% of those who entered the Scheme in the last year with autism. The proportion of participants aged 15 to 18 with cerebral palsy is higher for those who have been in the Scheme for 4 or more years (5%) than for those who entered the Scheme in the last year (1%).

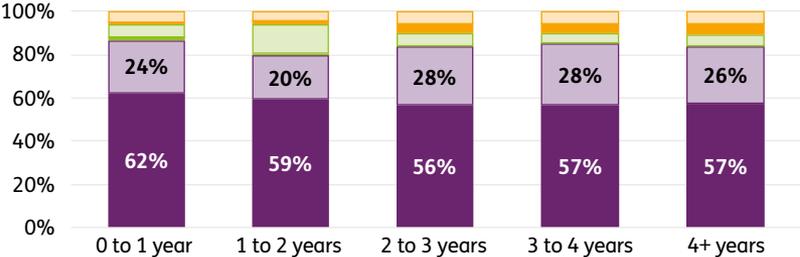
For participants aged 19 to 24 who have been in the Scheme for 4 or more years, 40% have an intellectual disability compared to 22% of participants in their first year. There is a higher proportion of participants aged 19 to 24 with a psychosocial disability who have been in the Scheme for 0 to 1 years (14%) compared to those who have been in the Scheme for 4 or more years (3%).

- Autism
- Intellectual Disability
- Psychosocial disability
- Sensory disability
- Cerebral Palsy
- Other

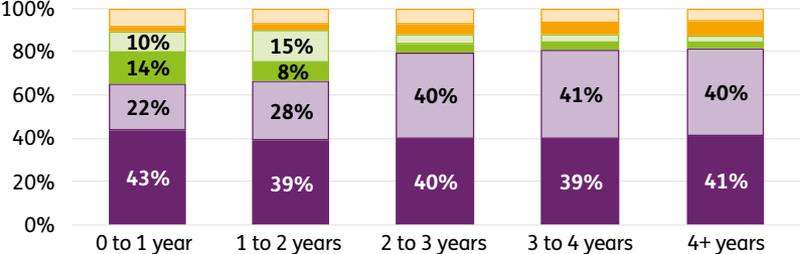
Distribution of active participants by age band and disability type



Distribution of disability type by time in Scheme: For active participants aged 15 to 18



For active participants aged 19 to 24



⁴ Down syndrome is included in intellectual disability; sensory disability includes hearing impairment, visual impairment and other sensory/speech disabilities; other includes acquired brain injury, developmental delay, global developmental delay, multiple sclerosis, spinal cord injury, stroke, other neurological, other physical and other disabilities.

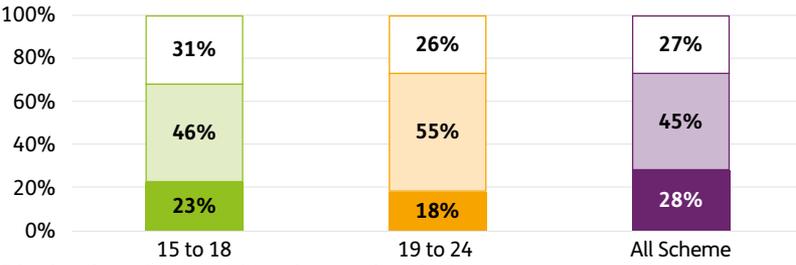
Participants by level of function⁵ and time in Scheme

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.

31% of participants aged 15 to 18 were recorded as having low levels of function compared to 26% of 19 to 24 year olds (27% for the Scheme overall) at 30 June 2021. The proportion of participants aged 19 to 24 recorded as having high levels of function (18%) is lower than for 15 to 18 year olds and overall Scheme (23% of 15 to 18 year olds and 28% for overall Scheme). The reverse is true for participants aged 19 to 24 recorded as having medium levels of function (55%) compared to 46% of 15 to 18 year olds and 45% for the Scheme overall.

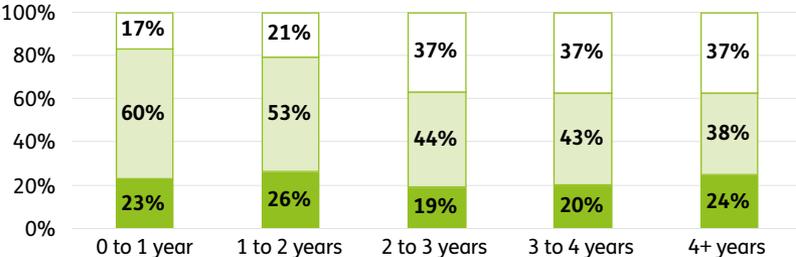
37% of participants aged 15 to 18 who have been in the Scheme for 4 or more years have a low level of function compared to 17% of participants in their first year. As for participants aged 15 to 18, the proportion of participants aged 19 to 24 who have been in the Scheme for 4 or more years with a low level of function (31%) is higher than the proportion for those who entered the Scheme in the last year with a low level of function (12%).

Distribution of active participants by age band and level of function

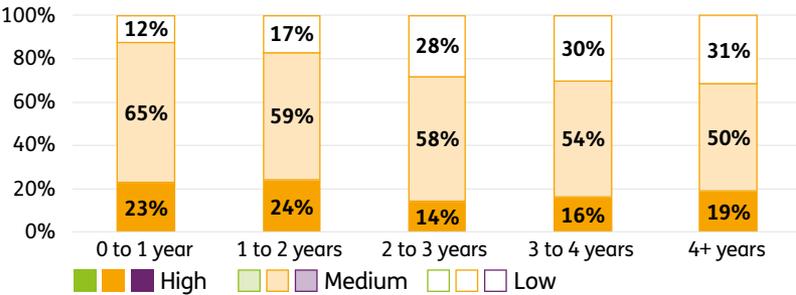


Distribution of level of function by time in Scheme:

For active participants aged 15 to 18



For active participants aged 19 to 24



⁵ Participants who have a missing level of function score are excluded from this analysis. This represents less than 0.1% of participants aged 15 to 24.

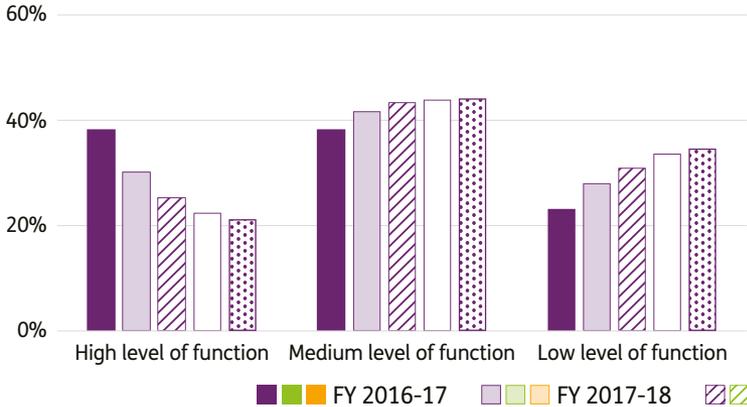
Participants by level of function trends over time⁶

The charts below show a consistent decline in reported functional capacity since 30 June 2017 for the cohort of participants who entered the Scheme before 30 June 2017.

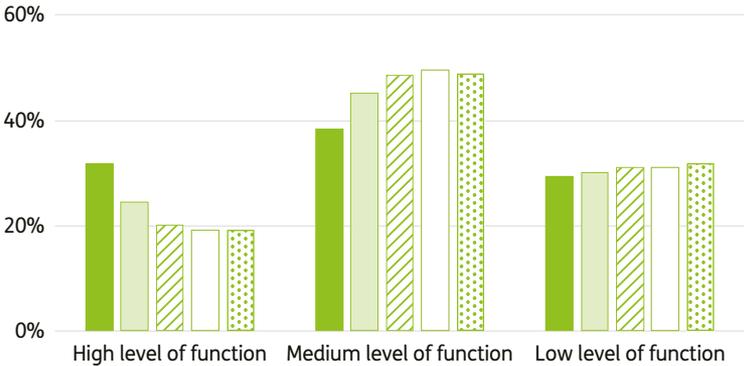
The trend for participants aged 15-18 show a similar proportion as the Scheme in low level of function, with the shift in medium and high level of function being more noticeable than the Scheme overall.

Participants aged 19-24 also show similar proportions as the Scheme at low level of function, however with a more noticeable shift at medium level of function when compared to the Scheme and those participants aged 15-18. The proportions at high level of function are also noticeably less than the Scheme overall for those aged 19-24.

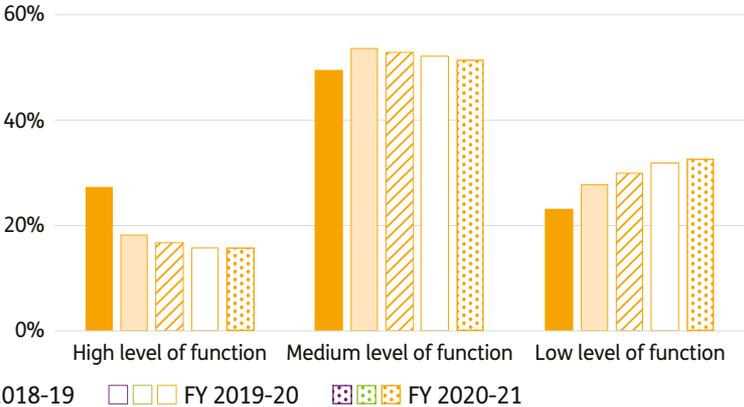
Change in functional distribution for participants entering before 30 June 2017: All Scheme



Participants aged 15 to 18



Participants aged 19 to 24



⁶ The charts on this page are based on active participants at 30 June 2017 only. Those who entered after 30 June 2017 are excluded. The distributions are calculated excluding participants with a missing level of function.

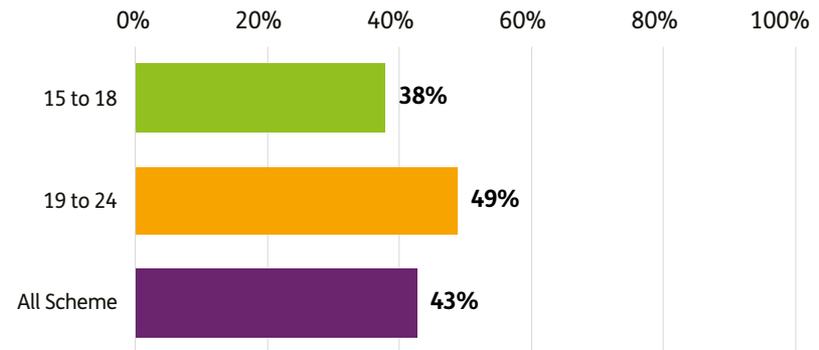
Participants by support coordination and plan duration



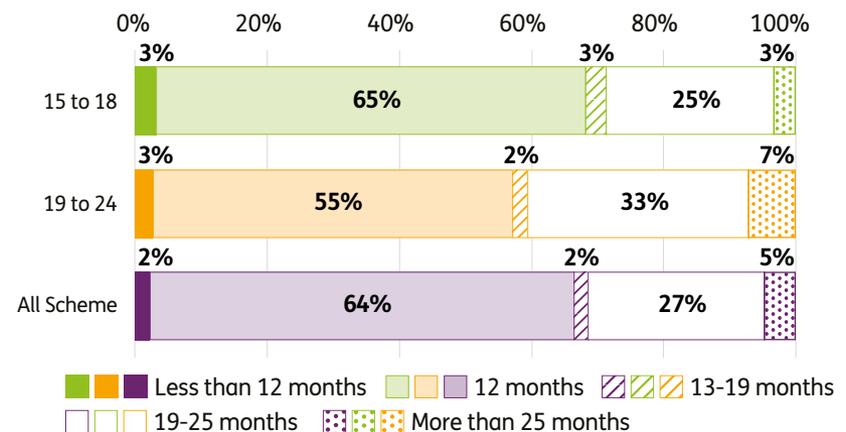
About half (49%) of participants aged 19 to 24 have support co-ordination included in their plan, this is higher than the proportion of those aged 15 to 18 (38%) and the overall Scheme (43%).

The majority of participants aged 15 to 24 had a plan duration of 12 months.

Distribution of active plans by support coordination



Distribution of active plans by plan duration

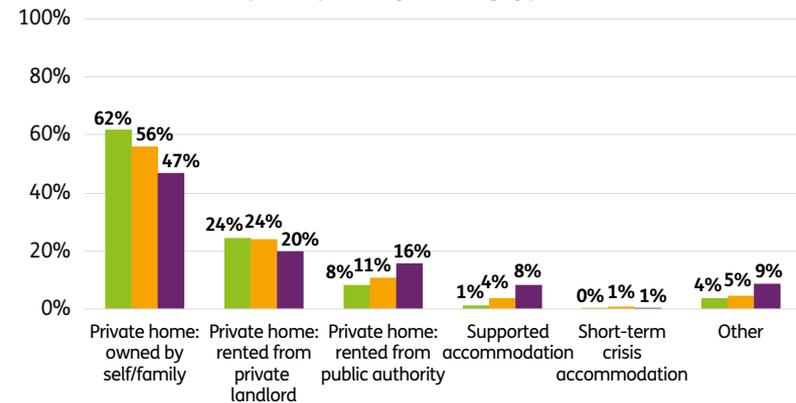


Participants by housing type and living arrangements⁷

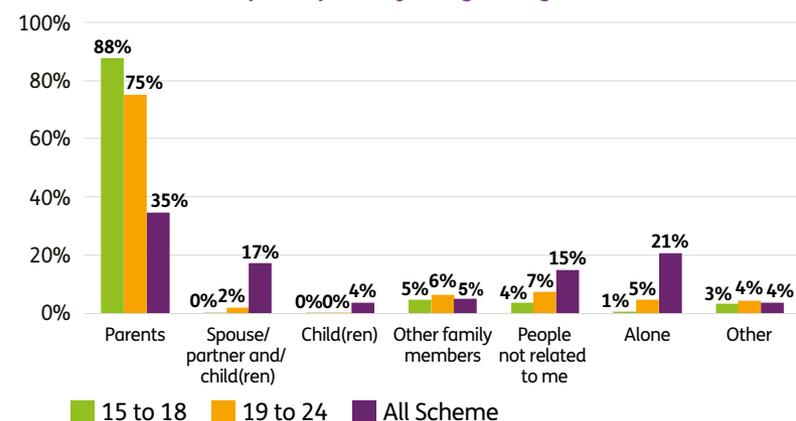
The vast majority of participants aged 15 to 18 (94%) and participants aged 19 to 24 (91%) live in a private home. This is comparatively higher than the overall Scheme where 82% of people live in private homes. Most of these private homes are owned by the participant or the participant's family.

A large proportion of participants aged 15 to 18 (88%) and 19 to 24 (75%) live with their parents. The proportion of participants aged 15 to 18 and 19 to 24 who live with their parents is more than twice that of the overall Scheme (35%), which is expected given participants aged 15 to 24 are more likely to live with their parents than participants in the older age brackets.

Distribution of active participants by housing type



Distribution of active participants by living arrangement



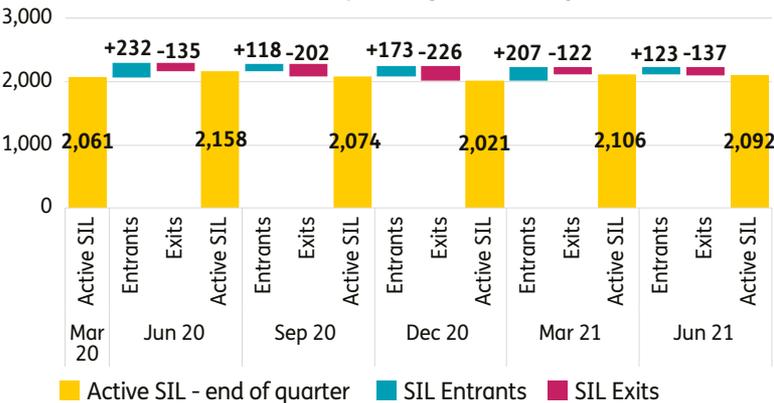
⁷ Trial participants (participants entering the Scheme prior to 1 July 2016) and participants that have no responses recorded for the relevant questions in the outcomes questionnaire have been excluded from the above distributions.

Participants by home and living supports⁸

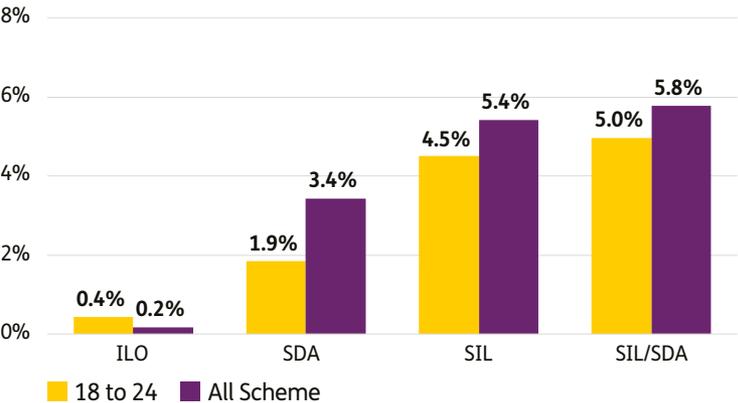
The proportion of participants aged 18 to 24 receiving SIL and/or with SDA supports included in their plans (5%) is slightly lower than the proportion for the Scheme as a whole (5.8%). Participants aged 18 to 24 are slightly more likely to have ILO supports included in their plans (0.4% of 18 to 24 year olds compared to 0.2% for the Scheme overall).

There was a slight increase in the number of participants aged 18 to 24 receiving SIL (2,061 in March 2020 to 2,092 in June 2021). The number of participants aged 18 to 24 with SDA supports included in their plans also increased (700 in March 2020 to 864 in June 2021).

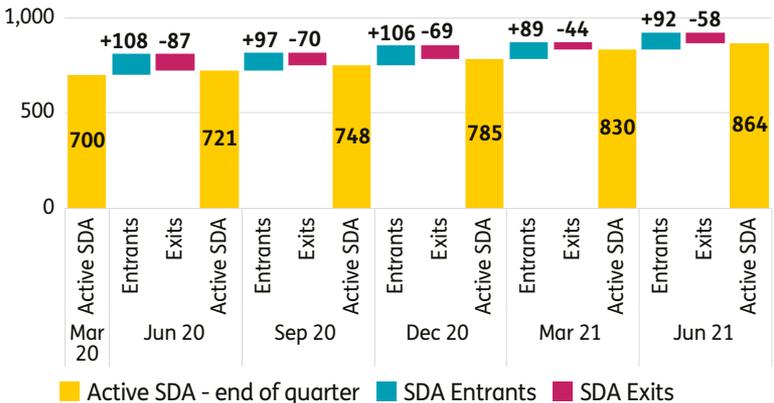
SIL transitions over time: Participants aged 18 to 24 years



Distribution of active plans by home and living supports included in the plan



SDA transitions over time: Participants aged 18 to 24 years



⁸ ILO = Individual Living Options; SDA = Specialist Disability Accommodation; SIL = Supported Independent Living.

Participant experience

Since Scheme commencement, there have been 37,420 young adults aged 15 to 18 and 40,420 aged 19 to 24 who have met access to the Scheme.

The Agency has commenced measuring a number of metrics under the Participant Service Guarantee*. Related results on achieving target timeframes for those aged 15 to 24 are included in this section, along with comparisons with the experience of the Scheme overall.

Results for young adults aged 15 to 24 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 participant initiated review requests - including 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](#).

This section presents information on the experience of NDIS participants aged 15 to 24 as at 30 June 2021.

Key statistics

Total across the Scheme

85%

of access decisions resulted in 'access met' since Scheme commencement

99%

of access decisions in the last quarter across the Scheme as a whole were made within 14 days of final information being provided in the last quarter

5.3%

is the annualised rate of participant complaints across the Scheme as a whole since the end of the Trial period (30 June 2016)

Participants aged 15 to 18

89%

of access decisions resulted in 'access met' since Scheme commencement

97%

of access decisions for those 15 to 18 year olds were made within 14 days of final information being provided in the last quarter

4.9%

is the annualised rate of participant complaints for those aged 15 to 18 since the end of the Trial period

Participants aged 19 to 24

90%

of access decisions resulted in 'access met' since Scheme commencement

98%

of access decisions for those 19 to 24 year olds were made within 14 days of final information being provided in the last quarter

6.2%

is the annualised rate of participant complaints for those aged 19 to 24 since the end of the Trial period

Quarterly trend in access decisions

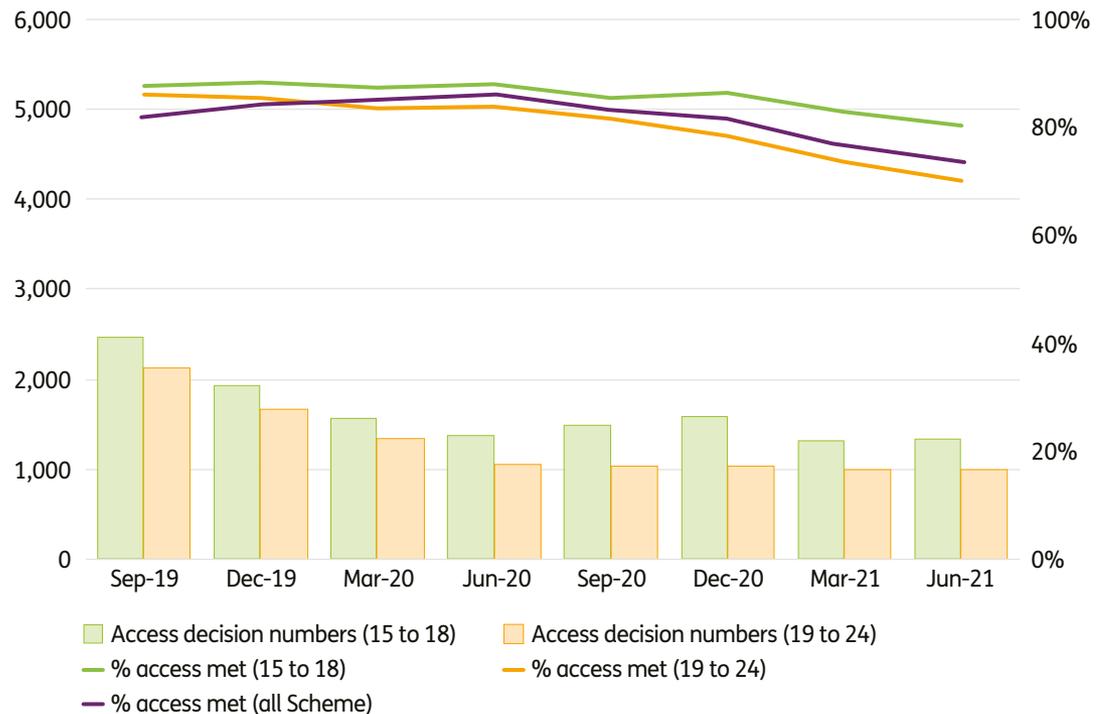
The number of access decisions for young adults aged 15 to 24 has trended downwards over time.

The proportion of access decisions resulting in 'access met' for young adults aged 15 to 18 is higher than for the Scheme as a whole.

The proportion of access met decisions for 15 to 18 year olds since Scheme commencement is 89% (90% for participants aged 19 to 24 and 85% for the Scheme overall).

Proportions of access met decisions have decreased in recent quarters as less people from the existing State/Commonwealth disability systems are transitioning into the NDIS.

Quarterly trend in access decisions made by age group



Access met decisions⁹ by State/Territory



Proportions of access met decisions are reasonably similar across most jurisdictions. The proportion of access met decisions for young adults aged 15 to 24 in all state/territories is higher than for the Scheme overall with the exception of NT for the 15-18 year age group.

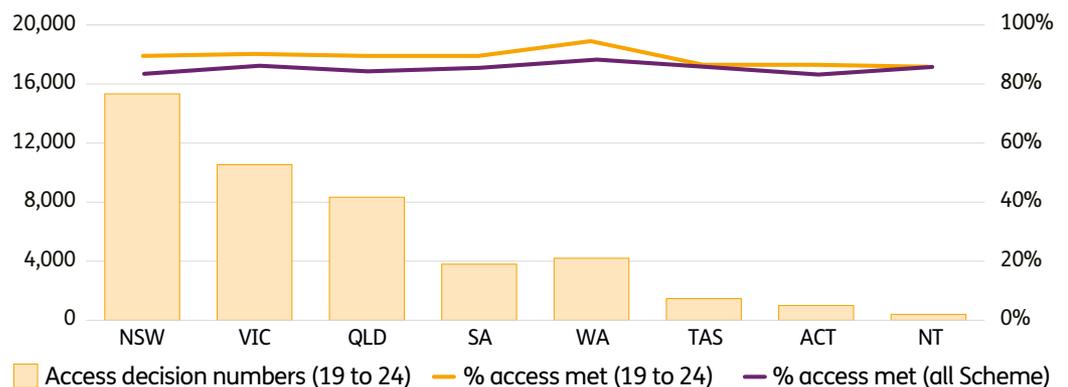
The ACT has a slightly lower proportion of access met decisions for both age groups 15 to 18 and 19 to 24 at 83% and 86%, respectively.

WA was the last state to phase into the NDIS and has the highest proportion of access met decisions for these two age groups at 95%.

Proportion of access met decisions for participants aged 15 to 18 by State/Territory



Proportion of access met decisions for participants aged 19 to 24 by State/Territory



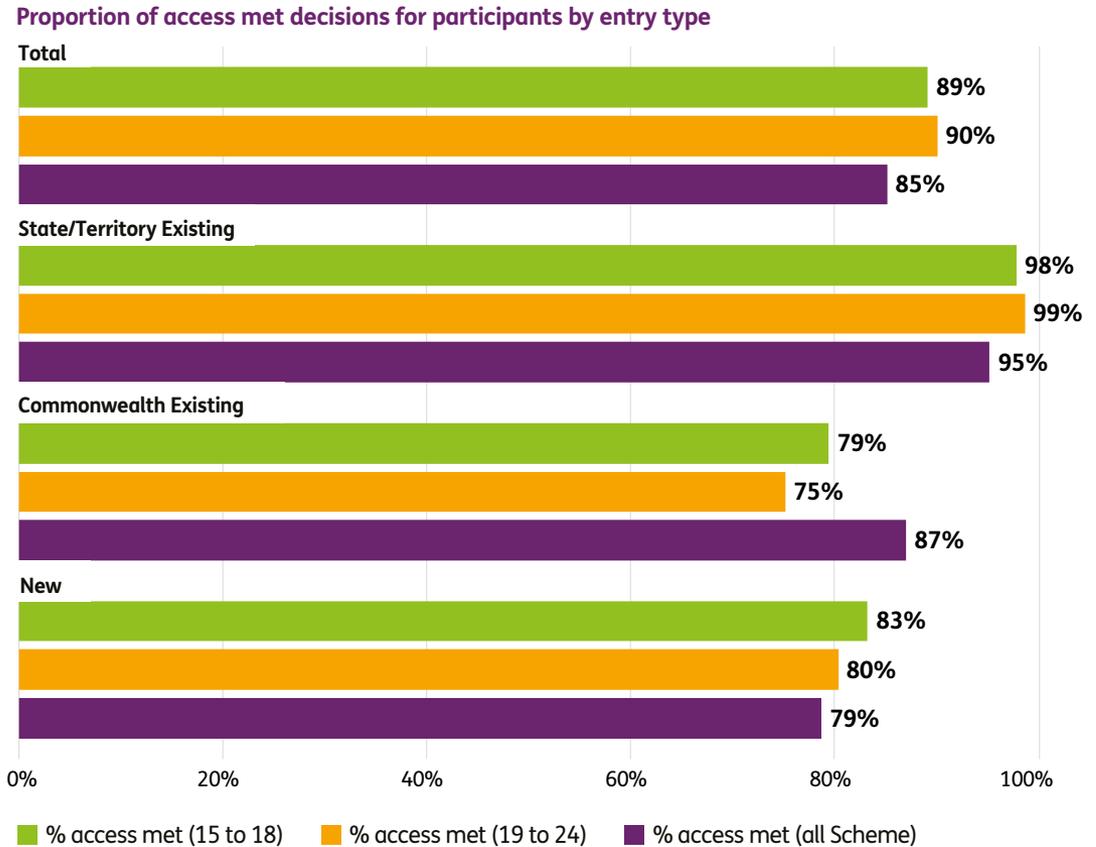
⁹ Proportion of access met decisions since Scheme commencement.

Access met decisions¹⁰ by entry type



The proportion of access met decisions for young adults aged 19 to 24 is 90% compared to 89% for 15 to 18 year olds and 85% for the Scheme overall.

The proportion of access met decisions are higher for young adults who previously received services through an existing State/Territory program compared to those who previously received services through an existing Commonwealth program and those who are new to the NDIS.



¹⁰ Proportion of access met decisions since Scheme commencement.

Participant Service Guarantee Metrics¹¹

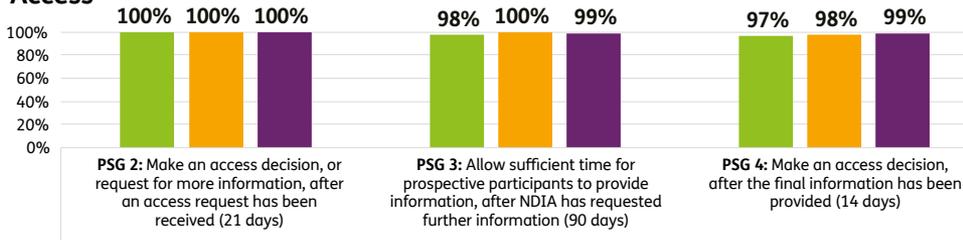


The Participant Service Guarantee (PSG) is a set of target timeframes for Agency processes. It is part of the Participant Services Charter¹² which explains what participants can expect when dealing with the Agency. Legislation to implement the Participant Service Guarantee has been delayed. However, the NDIA has commenced measuring performance against the PSG metrics early where possible.

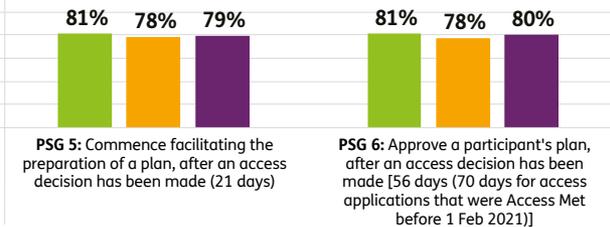
The charts on this page show the performance against the proposed service standards for Access, Planning, Plan Review and Reviewable Decision PSGs in Q4 2020-21. With the exception of PSG 11, the latest quarter shows consistent service standard experience across the measurable PSG metrics. The following four pages show the trends over time for a selection of the PSGs shown on this page.

Participant Service Guarantee Metrics - Q4 2020-21

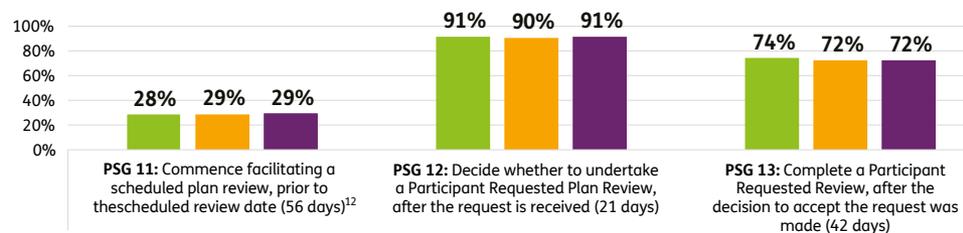
Access



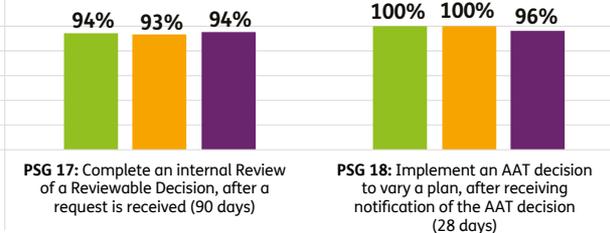
Planning



Plan Review



Reviewable Decisions



■ % within timeframe (15 to 18) ■ % within timeframe (19 to 24) ■ % within timeframe (all Scheme)

¹¹ More information about the Participant Services Charter and the Participant Service Guarantee can be found [here](#).

¹² Plans are extended automatically so participants receive continuity of support. That is, participants do not stop receiving supports.

Participant Service Guarantee

Access metrics

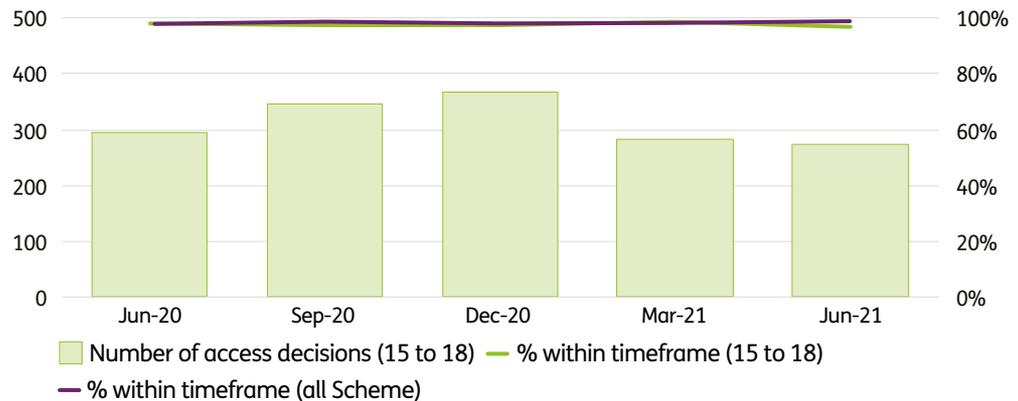


The first access-related PSG metric (PSG 2) is making an access decision or requesting more information within 21 days of receiving a valid access request. This target has been achieved for 100% of applications in each quarter since December 2019, for the Scheme overall and also for young adults aged 15 to 18 and 19 to 24.

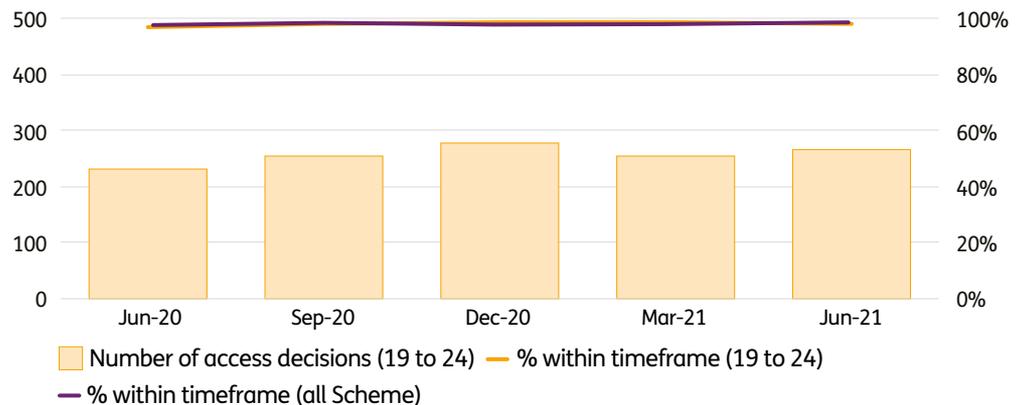
The second PSG metric relating to access (PSG 3) is allowing sufficient time for prospective participants to provide information within 90 days of the Agency requesting further information. The Agency's performance against this metric is also positive with the target being achieved for 99% of decisions in the June 2021 quarter (98% for participants aged 15 to 18 and 99% for those aged 19 to 24). Trend results for this metric are not presented here.

Another PSG metric relating to access (PSG 4) 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 99% of decisions in the June 2021 quarter and 98% for the three prior quarters. Trend results for this metric are not presented here.

PSG 2: Make an access decision, or request for more information, after an access request has been received (service guarantee = 21 days): **Participants aged 15 to 18**



Participants aged 19 to 24



Participant Service Guarantee Planning metrics



Prior to February 2021, the target under the PSG to approve a participant's plan after an access decision had been made was 70 days.

This target was changed to 56 days in February 2021. This change in target resulted in a 'break' in the time series. The change in target needs to be considered when comparing the results from the quarter post target change with the results prior to the change.

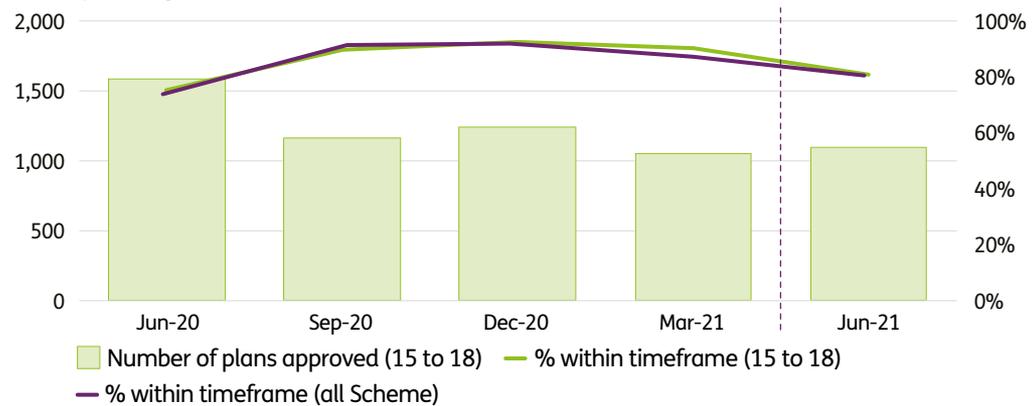
The proportion of applications achieving the target timeframe has increased for the Scheme overall from 74% in the June 2020 quarter to 92% in the December 2020 quarter, and then decreased to 80% in the June 2021 quarter.

The proportion of applications achieving the target timeframe tracks Scheme experience closely for participants aged 15 to 18.

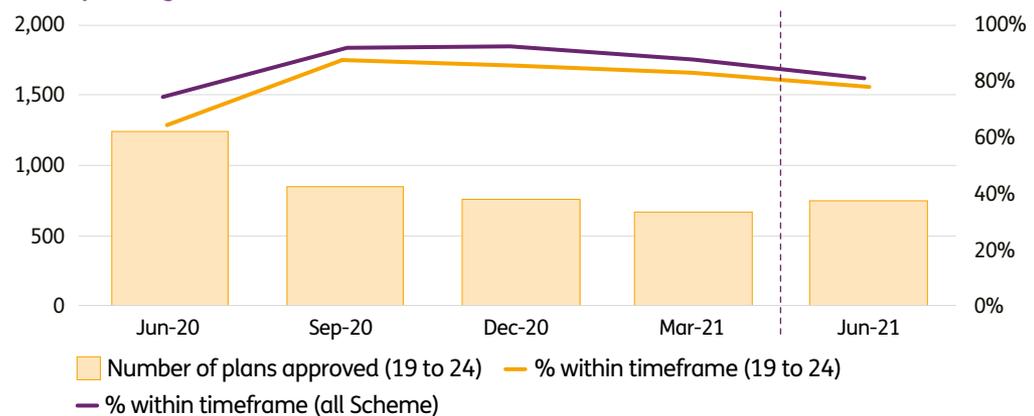
For participants aged 19 to 24, the proportion of applications achieving the 70 days target went up to 86% in the December 2020 quarter from 65% in the June 2020 quarter, and then decreased to 78% in the June 2021 quarter.

¹³ Service guarantee = 56 days (70 days for access applications that were Access Met before 1 Feb 2021).

**PSG 6: Approve a participant's plan after an access decision has been made (service guarantee = 56 days¹³):
Participants aged 15 to 18**



Participants aged 19 to 24



Participant Service Guarantee

Participant Requested Review metrics



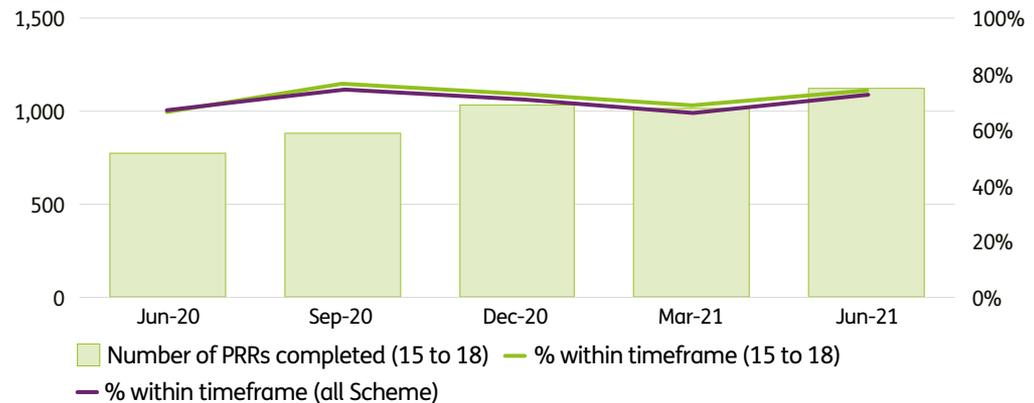
There are two PSG metrics being measured in relation to Participant Requested Reviews (PRRs).

The first is making a decision on whether to conduct a PRR within 21 days of a request being received (PSG 12). This has been achieved in 100% of applications in the previous three quarters and in at least 90% of applications in the current quarter for participants aged 15 to 18 and 19 to 24, as well as for the Scheme overall. Trend results for this metric are not presented here.

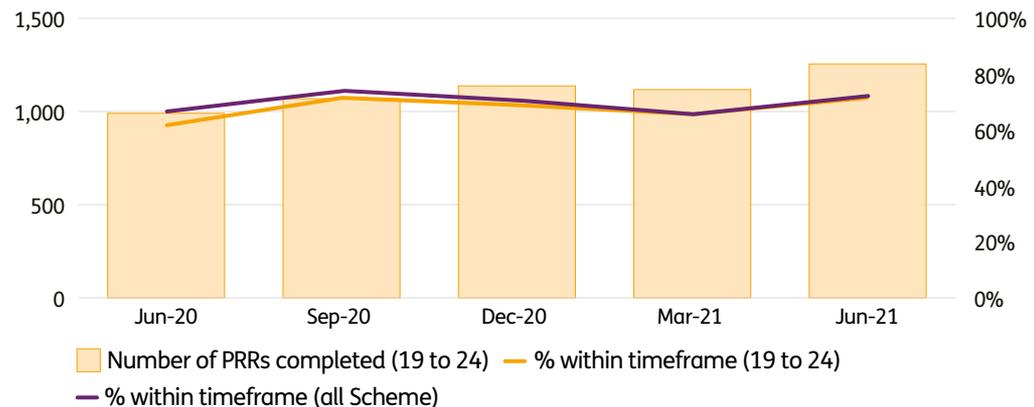
There is a further target under PSG 13 of completing a PRR within 42 days of making the decision to conduct the review. The Agency's performance against this target timeframe is towards the high end in the last 5 quarters for the Scheme as a whole and also for participants aged 15 to 24.

In the June 2021 quarter, the target was achieved in 74% of applications for participants aged 15 to 18 compared to 72% for both participants aged 19 to 24 and the Scheme overall.

PSG 13: Complete a Participant Requested Review, after the decision to accept the request was made (service guarantee = 42 days): **Participants aged 15 to 18**



Participants aged 19 to 24



Participant Service Guarantee

Review of Reviewable Decision metrics

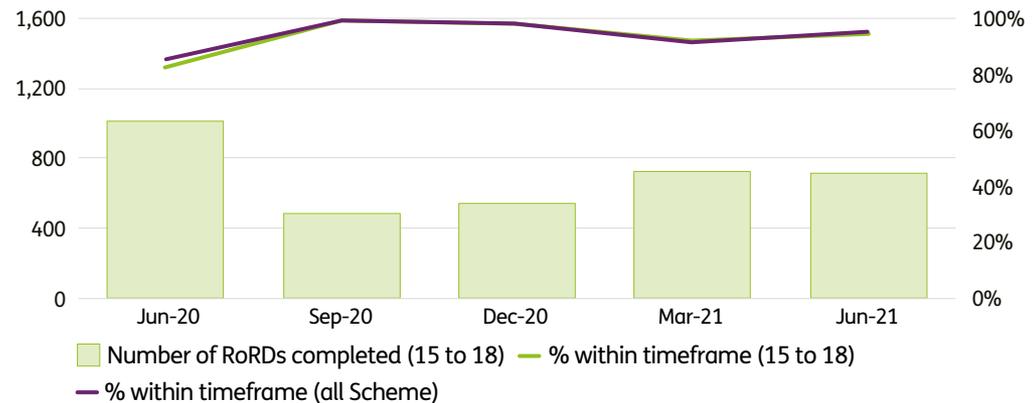


A Review of a Reviewable Decision (RoRD) is an internal review of a decision the Agency has made about a participant under section 100 of the NDIS Act. Under the PSG, the Agency will aim to complete a RoRD within 90 days of the request to conduct the review being received.

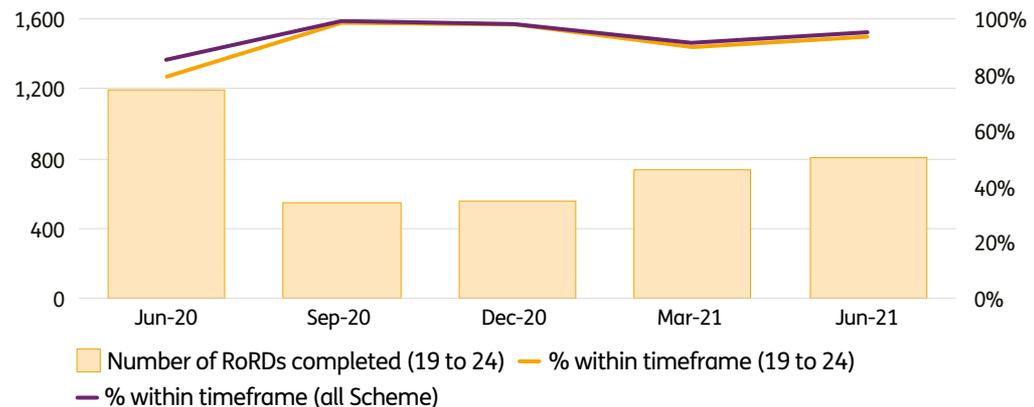
The performance of the Agency in achieving this target timeframe has improved from June 2020 quarter to June 2021 quarter. This is also the case for reviews in respect of participants aged 15 to 18 and 19 to 24.

In the June 2021 quarter, the target was achieved in 94% of applications for participants aged 15 to 18 compared to 93% for participants aged 19 to 24 and 94% across the Scheme.

PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received (service guarantee = 90 days): **Participants aged 15 to 18**



Participants aged 19 to 24

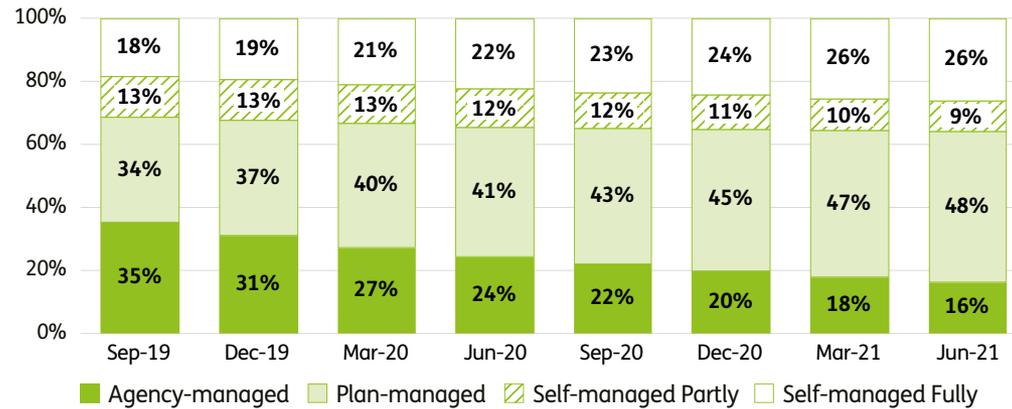


Participants by funds management type

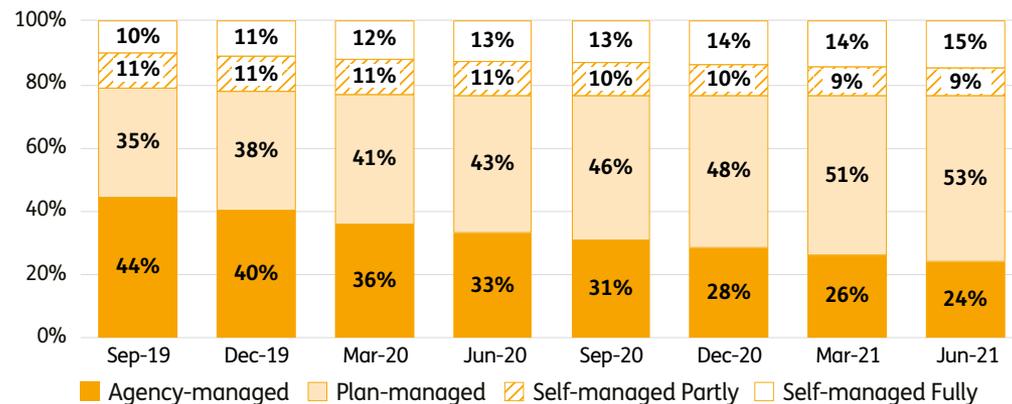
There is a continuing trend for more participants to self-manage their plans or use a plan management provider, and for fewer participants to have their funds managed by the Agency. This is the case for participants aged 15 to 24 year olds and also for the Scheme overall.

Plan management is the most common arrangement for participants aged 15 to 24 and that is consistent with the whole Scheme. At 30 June 2021, 48% of participants aged 15 to 18 used a plan manager and 36% either fully or partly self-managed their plans. For 19 to 24 year olds, the proportion of participants who used a plan manager was 53% which is high compared to 49% for the Scheme as a whole. 24% of 19 to 24 year olds either fully or partly self managed their plans.

Distribution of participants aged 15 to 18 by funds management type



Distribution of participants aged 19 to 24 by funds management type



Scheme exit rates over time

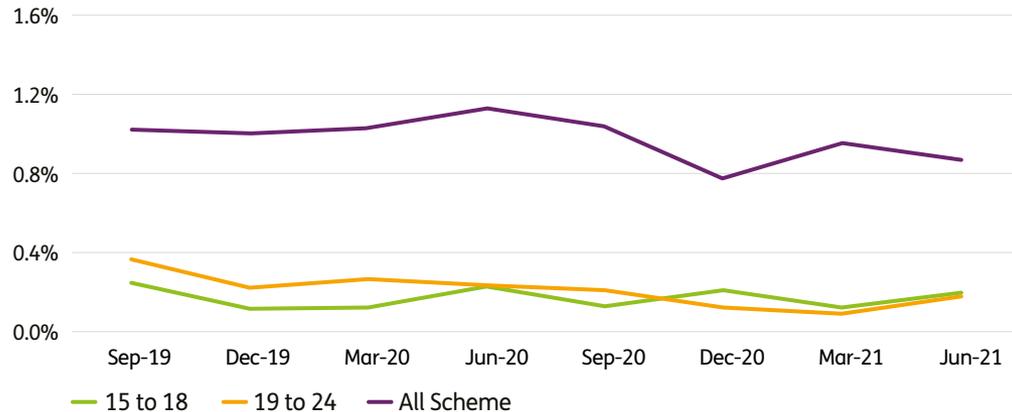
The rates at which NDIS participants exit the Scheme vary over time and are also impacted by other factors like disability type. Exit rates due to mortality are monitored separately to non-mortality exits for reasons such as participant initiated withdrawal or participant no longer requiring supports.

Participants in the age groups 15 to 18 and 19 to 24 have lower rates of exits compared to the Scheme overall.

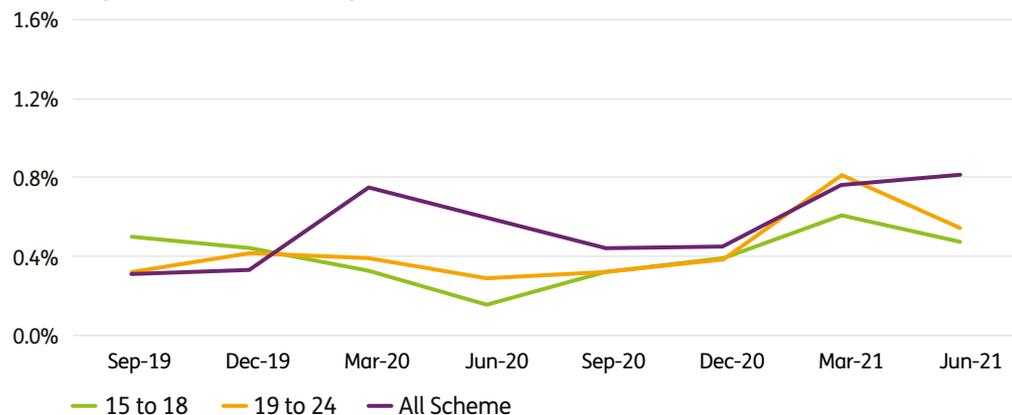
Both age groups have a low proportion of mortality exits compared to non-mortality exits, which is expected given the younger age profile that is the focus of this report.

Trends in non-mortality exits for both age groups had been tracking above that of the Scheme overall between the September 2019 quarter and December 2019 quarter, however for all other periods, non-mortality exit rates for both age groups are generally lower compared to the Scheme overall.

Quarterly trend in mortality exit rates

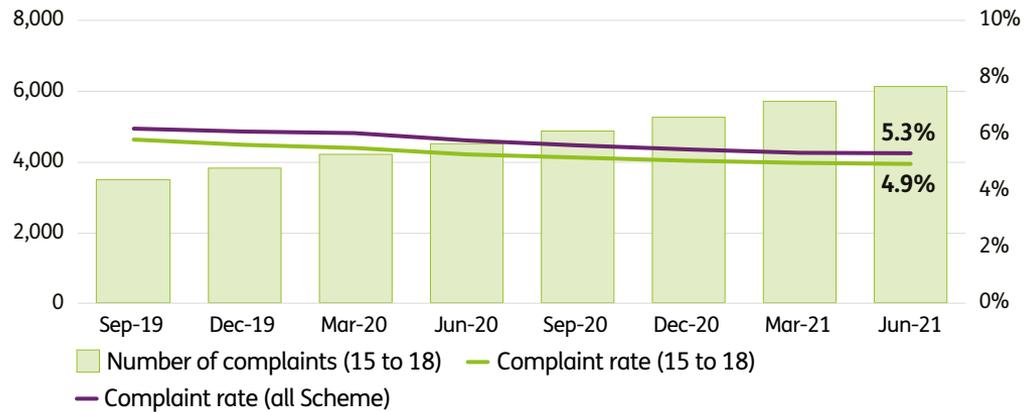


Quarterly trend in non-mortality exit rates

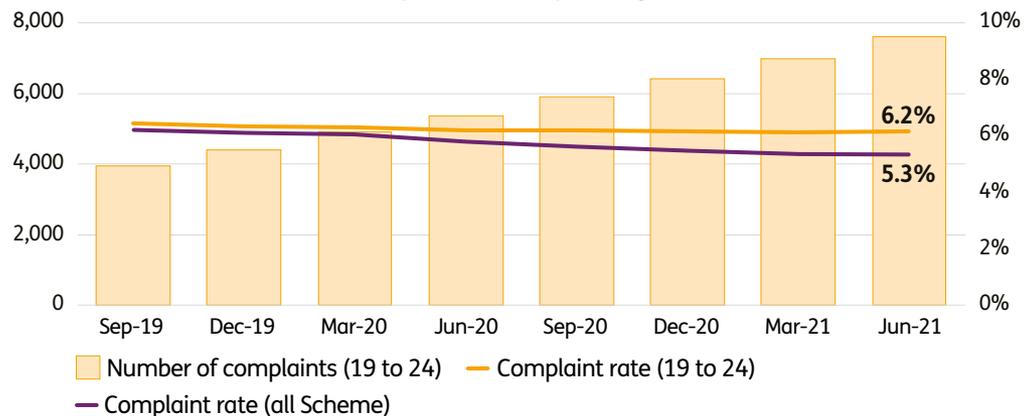


For participants aged 15 to 18, the rate of complaints (measured as the number of complaints as a proportion of access requests) for all quarters from September 2019 is slightly lower than the Scheme overall. On the other hand, the rate of complaints of participants aged 19 to 24 has been slightly higher than the overall Scheme complaint rate.

Cumulative number and rate of complaints: Participants aged 15 to 18



Cumulative number and rate of complaints: Participants aged 19 to 24



¹⁴ Age at time of complaint.

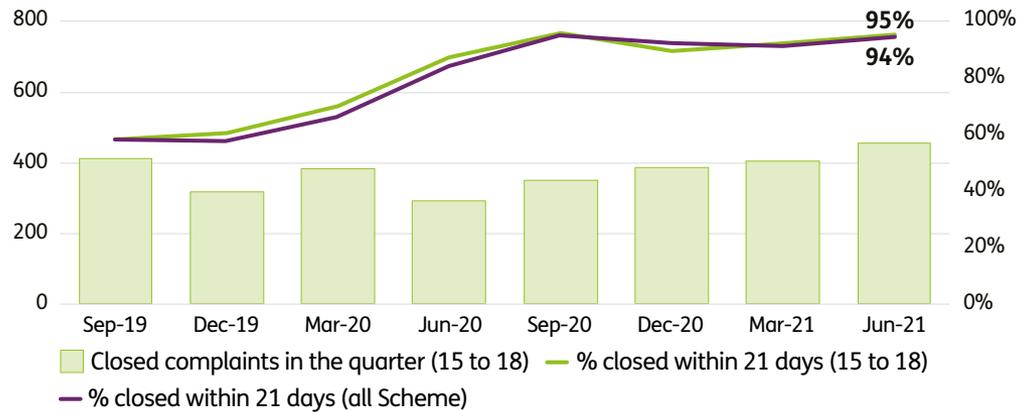
Timeframes for closing complaints¹⁵



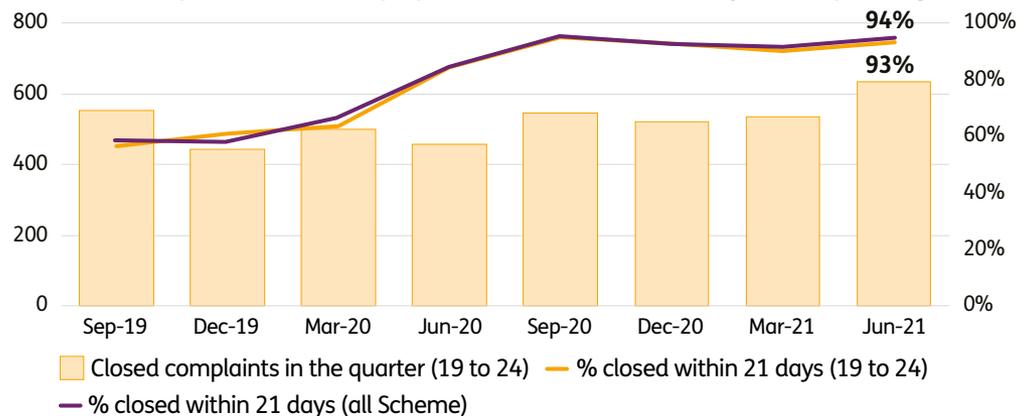
The number of complaints about the NDIS which are resolved and closed by the Agency has been volatile for participants in both age groups of 15 to 18 and 19 to 24.

The Agency aims to resolve complaints within 21 days of receiving them. The proportions of complaints where this target was achieved for each of these two age groups have been similar to the experience across the Scheme over time. Since the September 2019 quarter, this proportion has increased from just over 58% to 95% for participants aged 15 to 18, and from 57% to 93% for participants aged 19 to 24 in the June 2021 quarter.

Number of complaints closed and proportion resolved within 21 days: Participants aged 15 to 18



Number of complaints closed and proportion resolved within 21 days: Participants aged 19 to 24



¹⁵ Age at time of complaint.

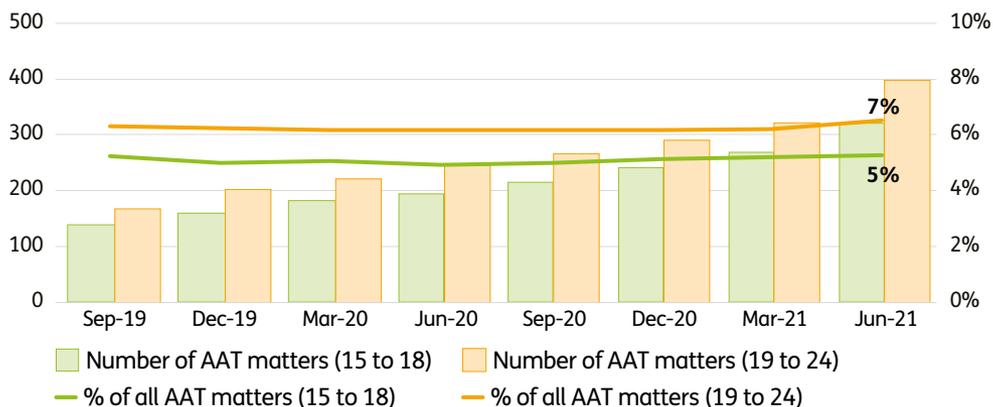
Administrative Appeals Tribunal (AAT) Matters¹⁶

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

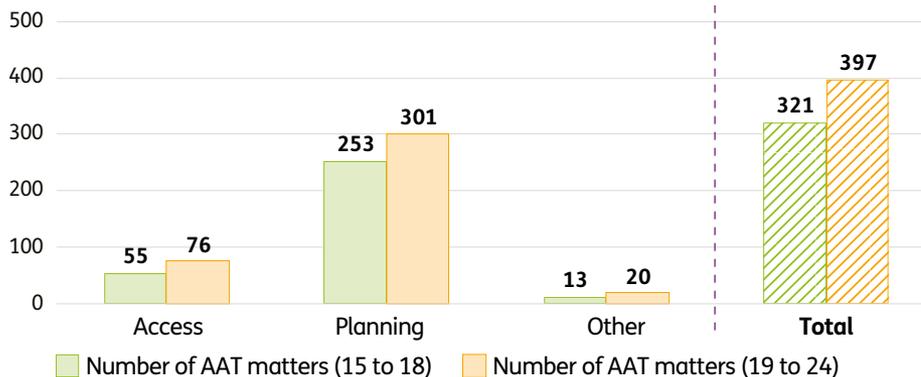
There have been 6,089 AAT matters received to date. 321 (5%) have been from participants aged 15 to 18 and 397 (7%) from those aged 19 to 24).

The majority of AAT matters relate to planning.

Number and proportion of AAT matters over time



Number and proportion of AAT matters by type



¹⁶ Age at time of request.

Participant Initiated Reviews¹⁷



Participants can submit a request to the Agency for a review under the NDIS Act.

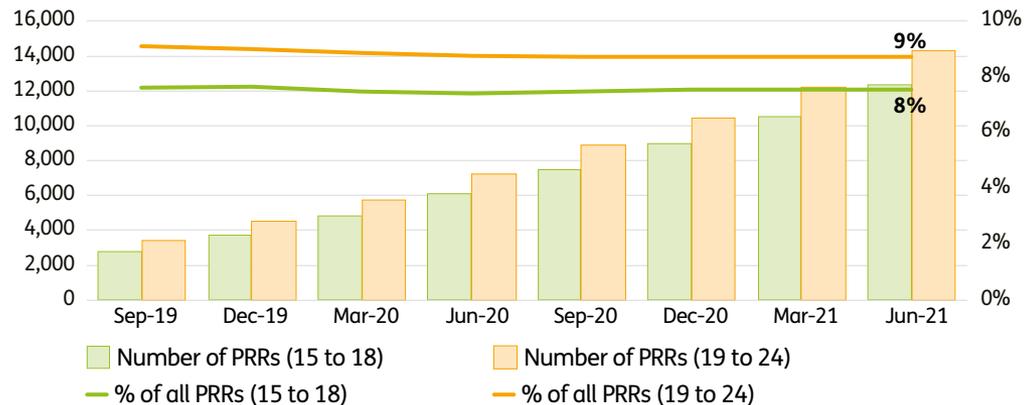
A participant requested review request (PRR) is covered by Section 48(1) of the NDIS Act 2013 which specifies a participant may request a review of their plan at any time. Where a participant is unable to make this request, a plan nominee, child representative, or a person with express consent can lodge the request on their behalf.

A Review of Reviewable Decision (RoRD) is covered under Section 100 of the NDIS Act and involves an internal review of a decision the Agency has made about a participant.

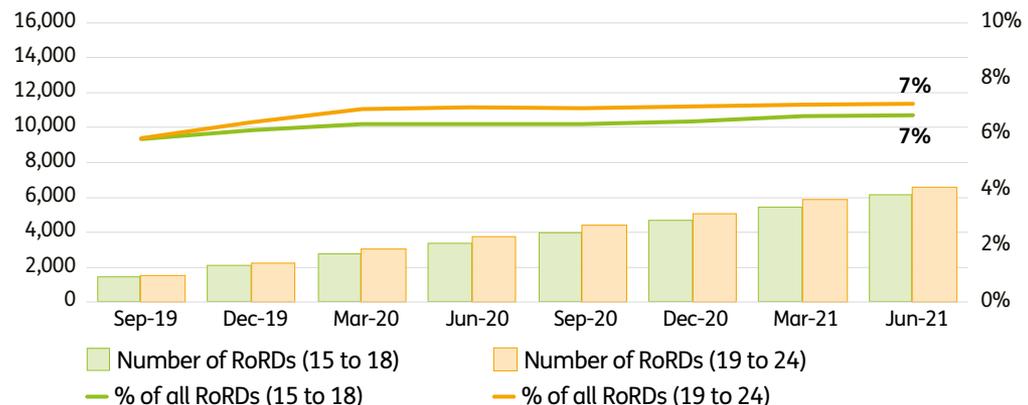
As at 30 June 2021, there have been 12,384 PRR requests received from participants aged 15 to 18, and 14,319 from participants aged 19 to 24. There have also been 6,187 RoRD requests received from participants aged 15 to 18, and 6,573 from participants aged 19 to 24.

Participants aged 19 to 24 are slightly more likely than those aged 15 to 18 to request a PRR/RoRD.

Number and proportion of Participant Requested Review requests



Number and proportion of Review of a Reviewable Decision requests



¹⁷ Age at time of request.

Plan budgets, payments and utilisation

Plan budgets and payments to participants aged 15 to 24 are increasing in line with the growing Scheme.

The total amount funded in plan budgets for the 2020-21 financial year was:

- **\$1,792m** for participants aged 15 to 18 years
- **\$3,362m** for participants aged 19 to 24 years.

The total payments for the 2020-21 financial year were:

- **\$1,263m** for participants aged 15 to 18 years
- **\$2,364m** for participants aged 19 to 24 years.

Plan utilisation rates over the period 1 October 2020 to 31 March 2021 were:

- **67%** for participants aged 15 to 18 years
- **70%** for participants aged 19 to 24 years.

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

Key statistics

Total across the Scheme	\$69,200 average annualised plan budget as at 30 June 2021	\$54,300 average payment per participant for financial year 2020-21	71% average utilisation of plan budgets between 1 Oct 2020 and 31 Mar 2021
Participants aged 15 to 18	\$49,700 average annualised plan budget as at 30 June 2021	\$38,800 average payment per participant for financial year 2020-21	67% average utilisation of plan budgets between 1 Oct 2020 and 31 Mar 2021
Participants aged 19 to 24	\$87,800 average annualised plan budget as at 30 June 2021	\$66,200 average payment per participant for financial year 2020-21	70% average utilisation of plan budgets between 1 Oct 2020 and 31 Mar 2021

Trend in plan budgets



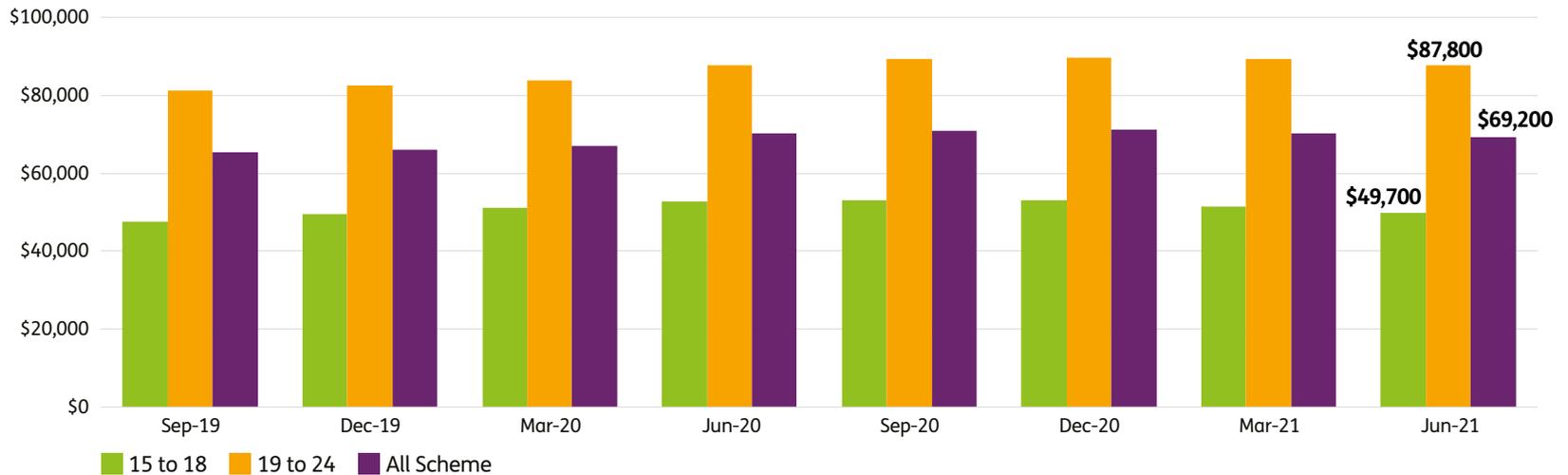
Average annualised plan budgets are lower for young adults aged 15 to 18 compared to the Scheme as a whole. The difference in plan budgets is primarily driven by:

- less core supports in plans for participants in this age group.
- very few young adults aged 15 to 18 receiving supported independent living (SIL) supports which are generally high in cost.

Average annualised plan budgets are higher for young adults aged 19 to 24 compared to those aged 15 to 18 and the Scheme as a whole. This is a stage of life when young adults often transition into independent living and require additional supports.

At 30 June 2021, the average annualised plan budgets for participants aged 19 to 24 was \$87,800 compared to \$49,700 for those aged 15 to 18 and \$69,200 across the Scheme.

Trend in average plan budgets for participants over time



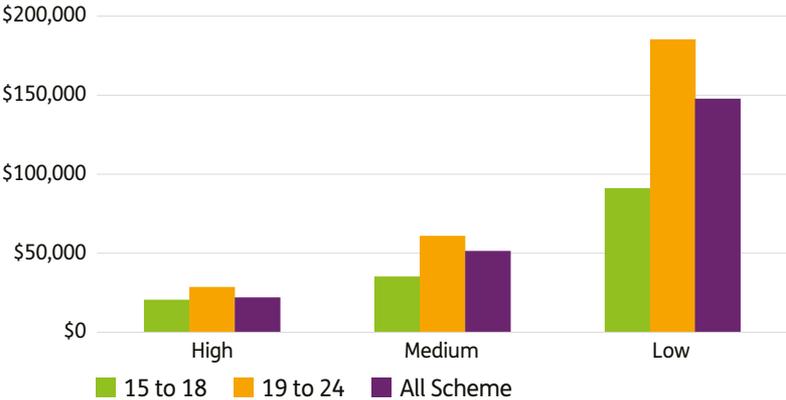
Plan budgets by level of function, disability¹⁸ and remoteness

For all levels of function, the average plan budget of young adults aged 19 to 24 is higher than those aged 15 to 18 and the Scheme as a whole, particularly for those with low levels of function.

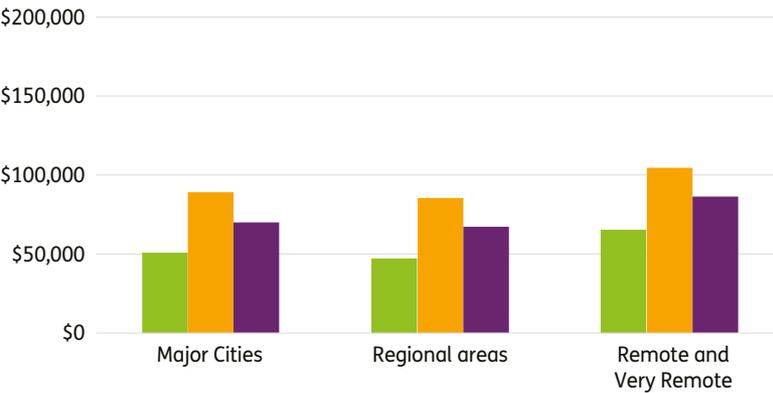
Young adults with cerebral palsy have the highest average plan budgets compared to participants with other primary disabilities, noting that these participants make up only a small proportion (4%) of 15 to 24 year olds. Participants with a sensory disability have the lowest average plan budgets.

Average plan budgets for the two age groups (15 to 18 and 19 to 24) and for the Scheme overall are higher in remote areas.

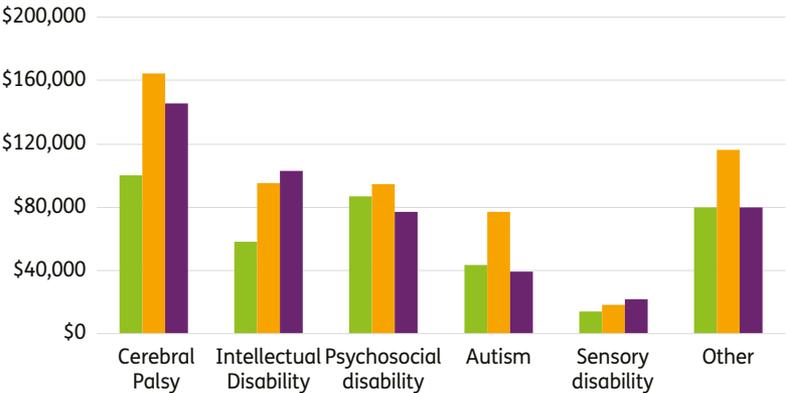
Average annualised plan budgets by level of function



Average annualised plan budgets for active participants by geographical remoteness



Average annualised plan budgets by disability type



¹⁸ Down syndrome is included in intellectual disability; sensory disability includes hearing impairment, visual impairment and other sensory/speech disabilities; other includes acquired brain injury, developmental delay, global developmental delay, multiple sclerosis, spinal cord injury, stroke, other neurological, other physical and other disabilities.

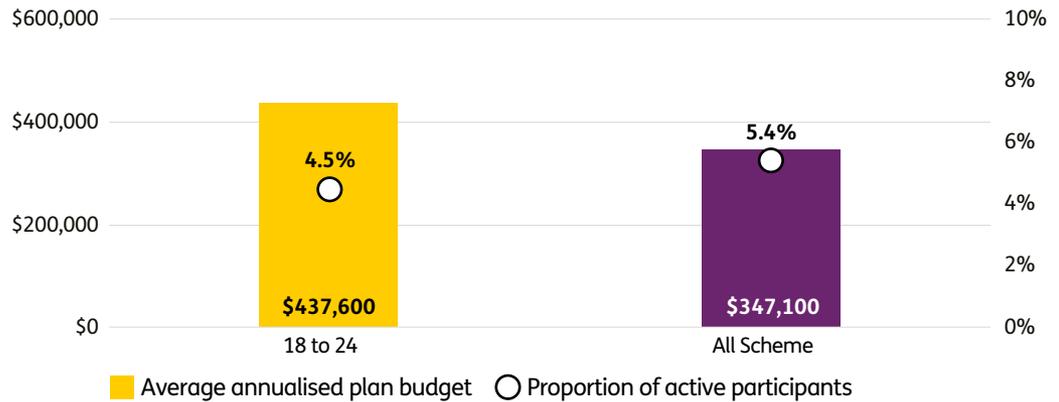
Plan budgets by SIL status

Participants receiving Supported Independent Living (SIL) tend to have much higher plan budgets than those without SIL. This is the case for participants across the Scheme and within the 18 to 24 age range.

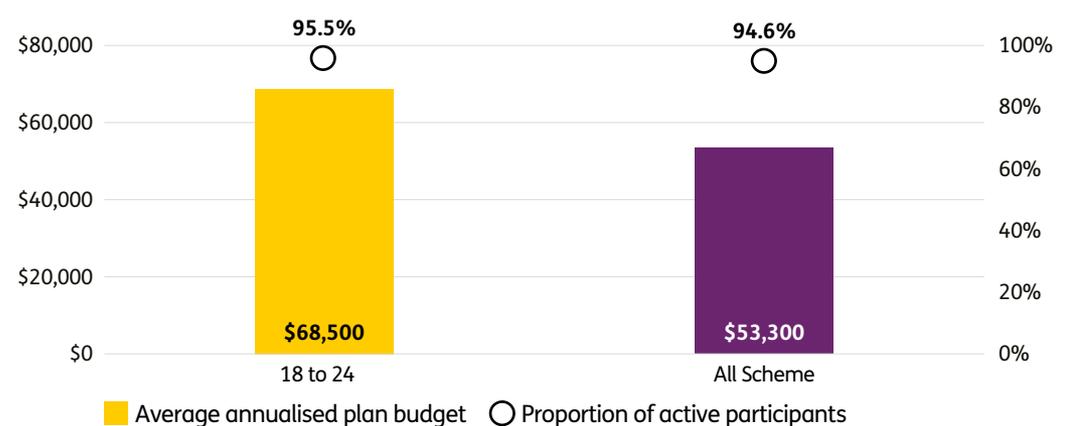
Average annualised plan budgets for SIL participants aged 18 to 24 are higher compared to SIL participants across the Scheme.

Average annualised plan budgets for young adults aged 18 to 24 without SIL are also higher compared to the Scheme as a whole.

Average annualised plan budgets for participants receiving SIL



Average annualised plan budgets for participants without SIL



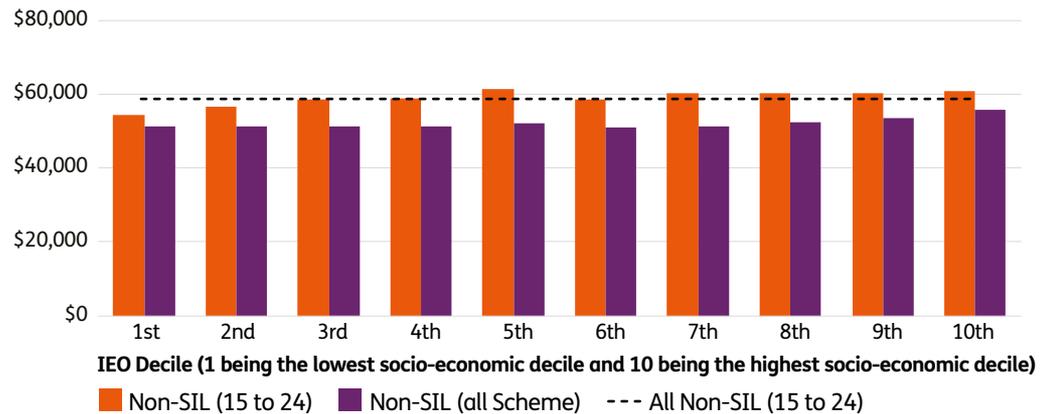
Plan budgets by socio-economic status

There is an increasing trend in average annualised plan budgets for participants age 15 to 24 as socio-economic status increases. Plan budgets increase up to the 5th decile before it drops and then stabilises. This is also the experience across the Scheme.

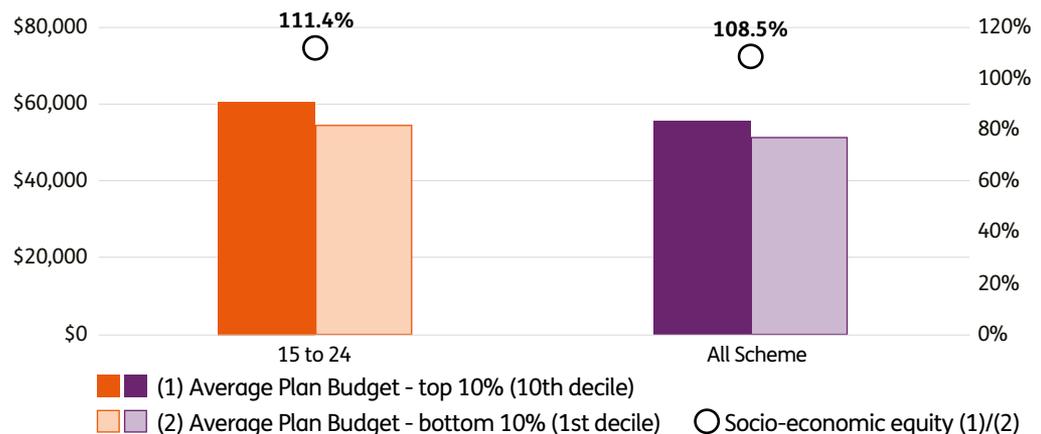
The socio-economic equity metric compares the average annualised plan budget of active participants without SIL in the top ABS Index of Education and Occupation (IEO) decile¹⁹ with the average annualised plan budget of active participants without SIL in the bottom IEO decile. A metric result above 100% indicates that participants in higher socio-economic areas have higher average plan budgets than those in lower socio-economic areas.

Non-SIL participants aged 15 to 24 in lower socio-economic areas have lower average plan budgets than those in higher socio-economic areas (111.4% socio-economic equity metric result). This is also true for non-SIL participants aged 0-64 across the Scheme as a whole (108.5%).

Average annualised plan budgets for active participants without SIL



Socio-economic equity - average annualised plan budgets for active participants without SIL



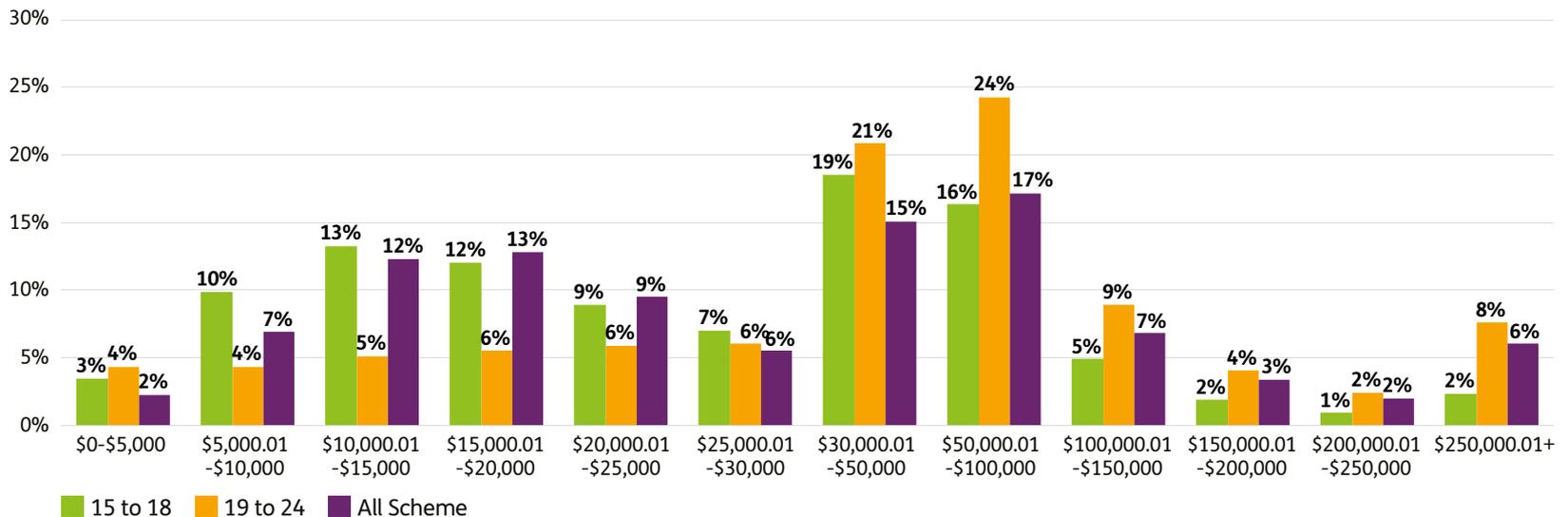
¹⁹ More information about the ABS Index of Education and Occupation (IEO) deciles is available [here](#).

Distribution of plan budgets

Similar to the Scheme overall, the distribution of annualised plan budgets is concentrated at the \$30,000 to \$50,000 and \$50,000 to \$100,000 cost bands for participants aged 15 to 18 and 19 to 24.

24% of participants aged 19 to 24 have annualised plan budgets between \$50,000 to \$100,000, compared to 16% for those aged 15 to 18 and 17% for the Scheme overall. 21% of participants aged 19 to 24 have annualised plan budgets between \$30,000 to \$50,000, compared to 19% for 15 to 18 year olds and 15% for the Scheme overall.

Distribution of annualised plan budgets by age band



Types of funded supports

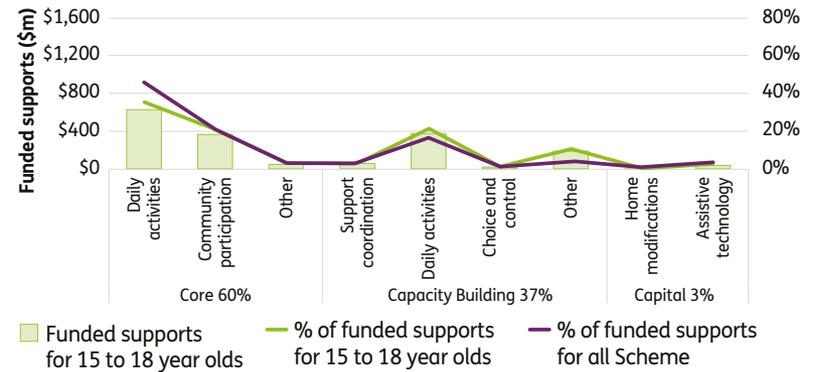


The majority of funded supports in plans for participants aged 19 to 24 are for Core supports (77%), this is also true for participants aged 15 to 18 (60%) and for the Scheme as a whole (71%).

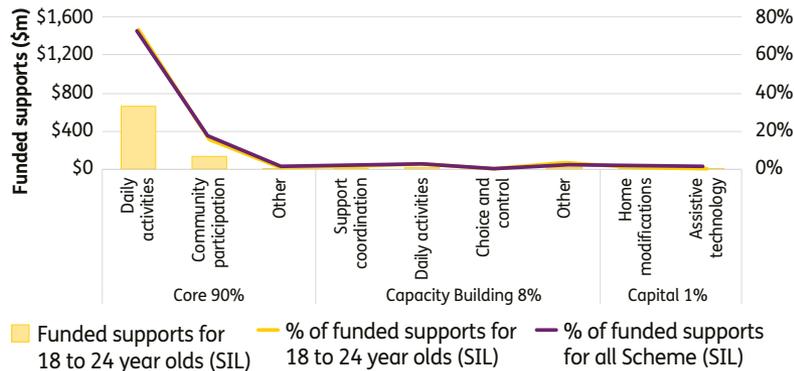
Participants aged 15 to 18 have more Capacity Building supports included in their plans (37%) compared to those aged 19 to 24 (21%) and the Scheme overall (25%).

The majority of funded supports in plans for SIL participants aged 18 to 24 are for Core supports - daily activities (73%) and community participation (16%). This is also true for SIL participants across the Scheme overall.

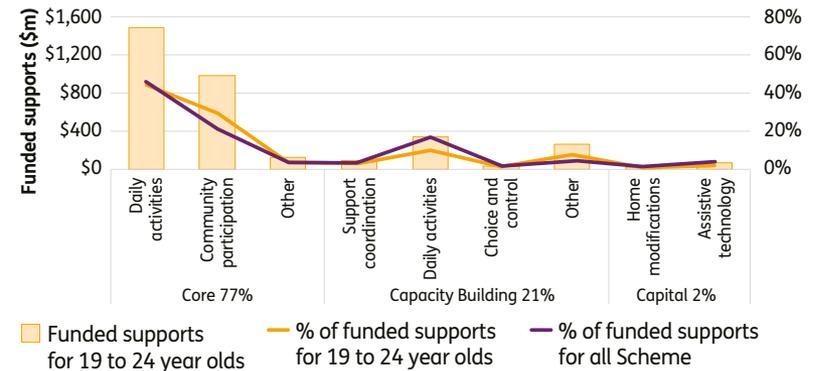
Total annualised plan budgets by type in active plans for all participants: Participants aged 15 to 18



Total annualised plan budgets by type in active plans for: SIL participants aged 18 to 24



Participants aged 19 to 24



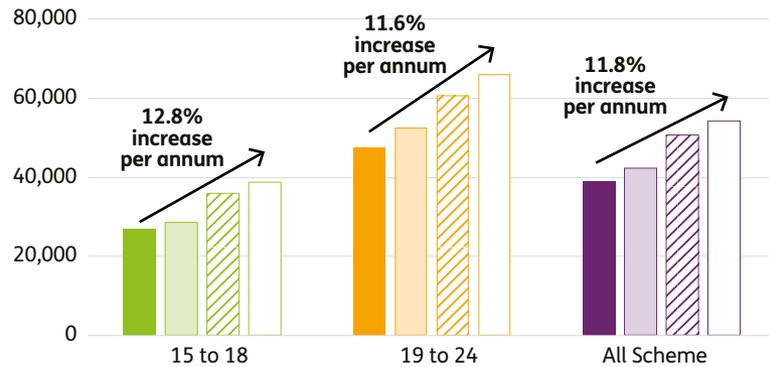
Average annualised payments



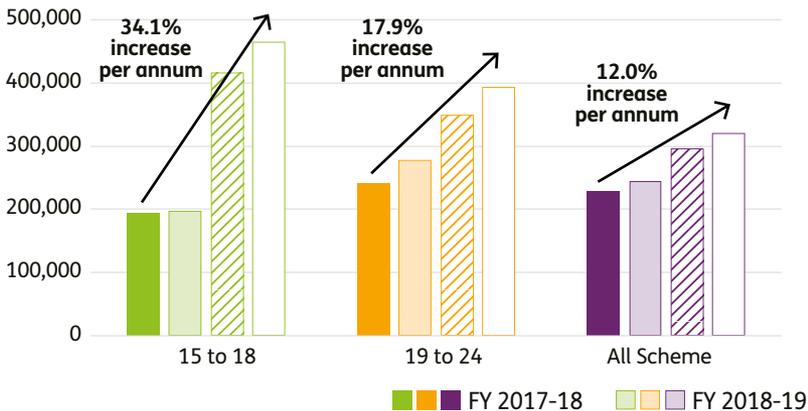
Average annualised payments for participants' supports are significantly higher for participants aged 19 to 24 than for the Scheme as a whole. This is consistent with the high levels of funded supports for these participants. The reverse is true for participants aged 15 to 18.

For 2020-21 to date, the average annualised payments for participants aged 19 to 24 was \$66,200 compared with the average of \$54,300 across the Scheme. The amount for participants aged 15 to 18 was \$38,800.

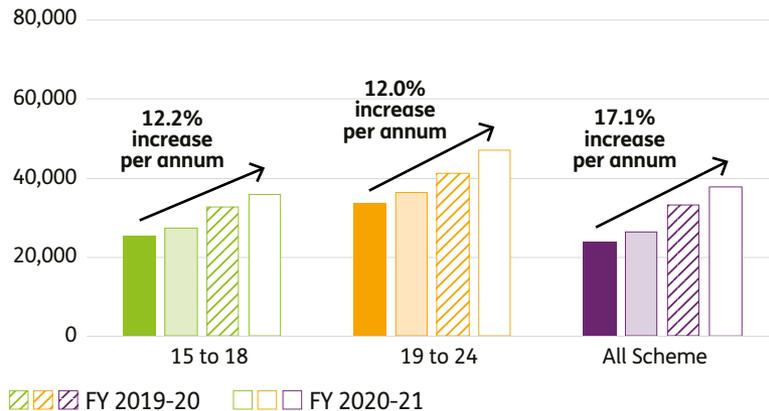
By age band



Average annualised payments:
For participants receiving SIL by age band



For participants without SIL by age band



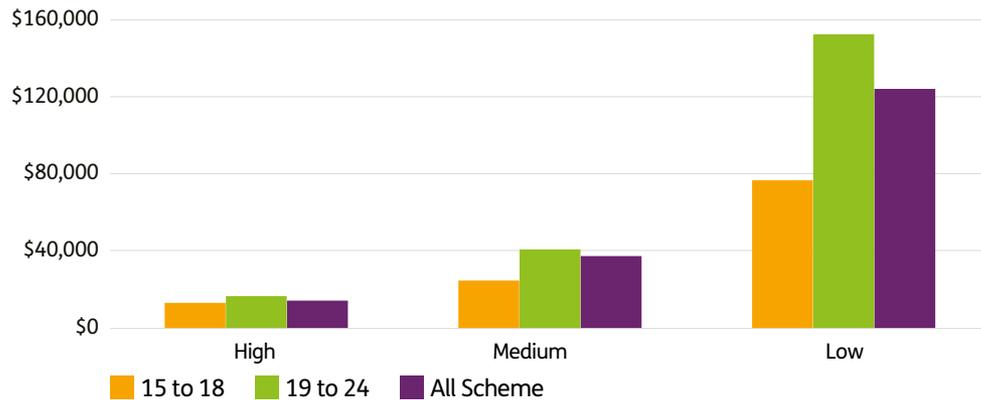
Average annualised payments by level of function and disability²⁰

Average annualised payments across all levels of function for young adults aged 19 to 24 are higher than for those aged 15 to 18 and the Scheme as a whole, particularly for those with low levels of function. The reverse is true for participants aged 15 to 18.

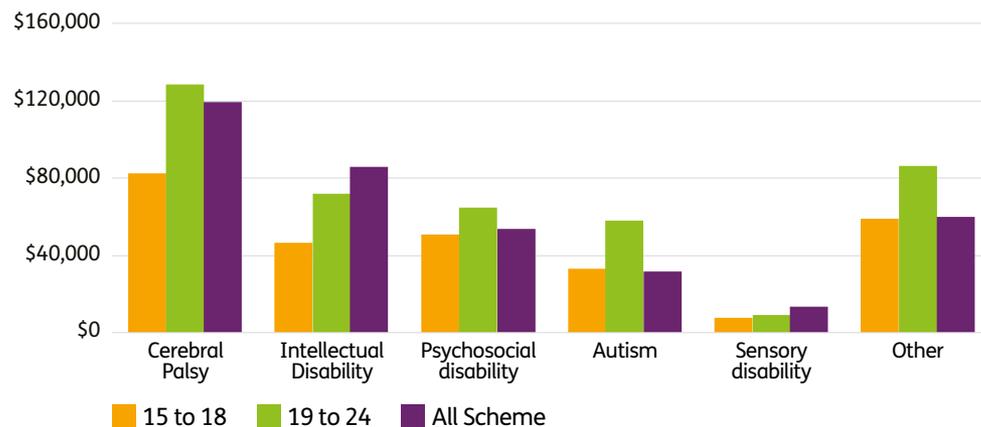
Young adults with cerebral palsy have the highest average annualised payments compared to participants with other primary disabilities, noting that these participants make up only a small proportion (4%) of 15 to 24 year olds.

Participants with a sensory disability have the lowest average annualised payments.

Average annualised payments by level of function



Average annualised payments for participants by disability type²⁰



²⁰Down syndrome is included in intellectual disability; sensory disability includes hearing impairment, visual impairment and other sensory/speech disabilities; other includes acquired brain injury, developmental delay, global developmental delay, multiple sclerosis, spinal cord injury, stroke, other neurological, other physical and other disabilities.

Utilisation by financial year²¹



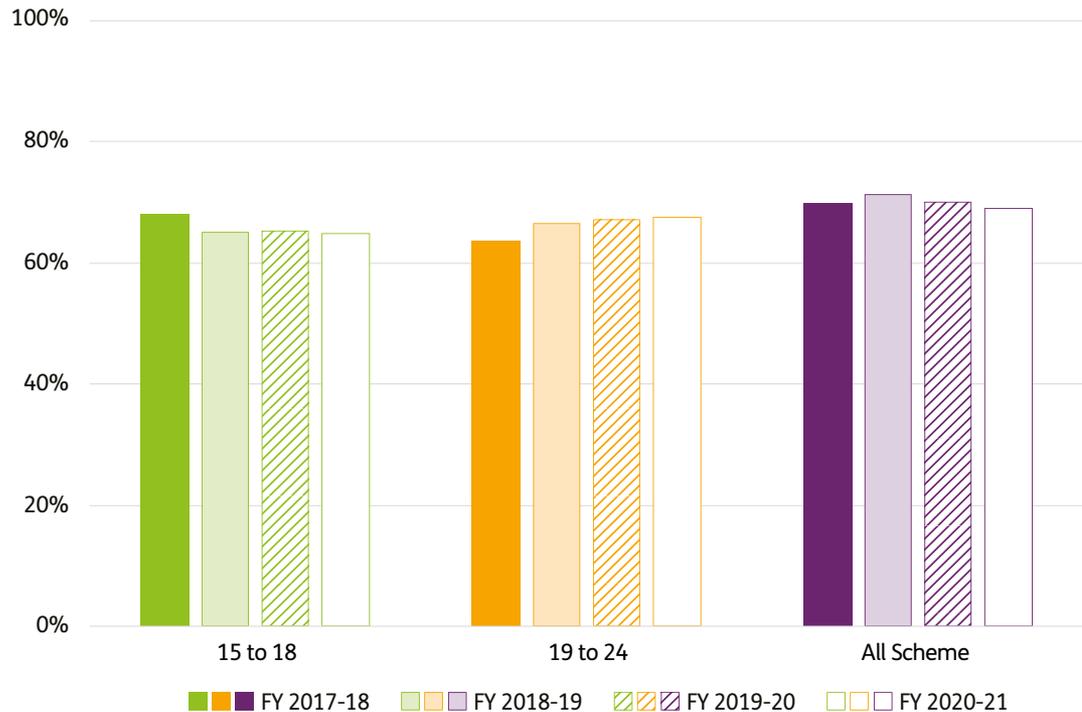
The charts on this page show the utilisation rate by financial year.

The overall rate of utilisation of plan budgets for participants aged 15 to 18 (65%) and those aged 19 to 24 (66%) is lower than the overall utilisation rate for the Scheme as a whole (70%).

In the following three pages, recent utilisation experience is explored by different participant and plan characteristics to understand the possible impacts those factors have on plan utilisation.

Utilisation of plan budgets from 1 October 2020 to 31 March 2021 is shown on those pages, as experience in Q4 2021 is still emerging. This is because there are lags between when a plan is approved, services provided and an invoice submitted for payment. These delays introduce uncertainty in estimating how much of participant plan budgets are being spent. Most payments are received within three months, and as such, utilisation is reported with a three months lag.

Utilisation of plan budgets by age band and financial year



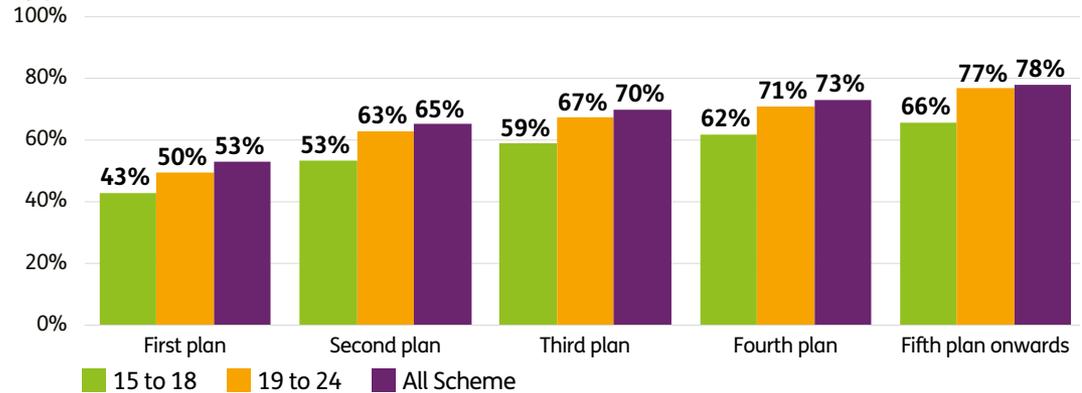
²¹ Payments by financial year in which support was provided, compared to plan budgets; age as at data date.

Utilisation by plan number and first plan approval date²²

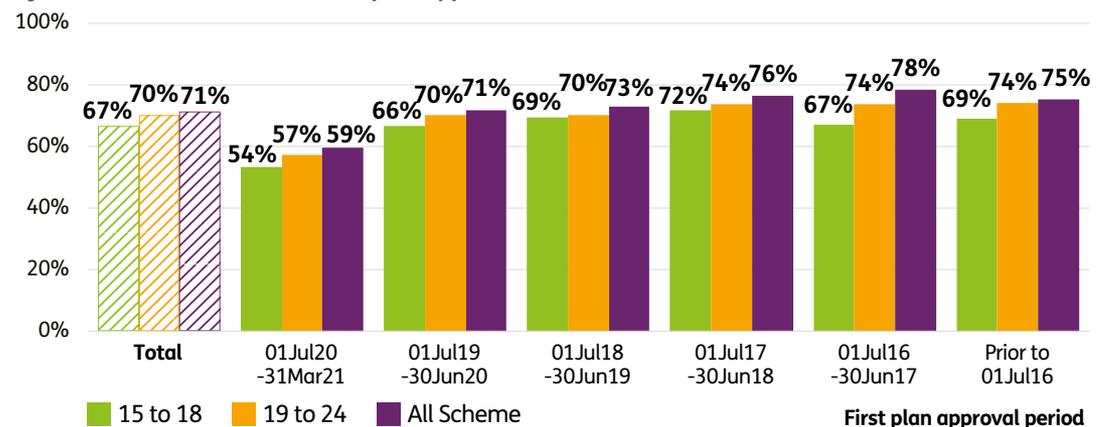
Duration in the Scheme is a key driver of utilisation. Participants utilise a greater proportion of their plan budgets as their time in the Scheme increases. This is evident for each age group bracket.

Utilisation of plan budgets from 1 October 2020 to 31 March 2021:

By plan number²²



By time in the Scheme since first plan approval date^{22,23}



²² Only utilisation of plan budgets from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is not relevant.

²³ Utilisation for participants with plans approved in the most recent quarter (1 April 2021 to 30 June 2021) not shown in chart as experience for that cohort is still emerging.

Utilisation by level of function, disability and SIL status^{24,25}

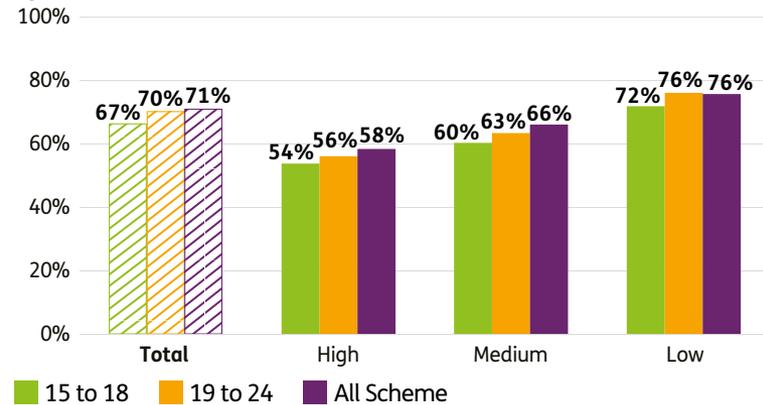


The overall utilisation of plan budgets for participants aged 15 to 18 (67%) is lower than that for participants aged 19 to 24 (70%) and the Scheme as a whole (71%). This is consistent across all known levels of function.

The rates of utilisation for participants with cerebral palsy are higher than other disabilities for both age groups, and this is similarly observed in the Scheme overall.

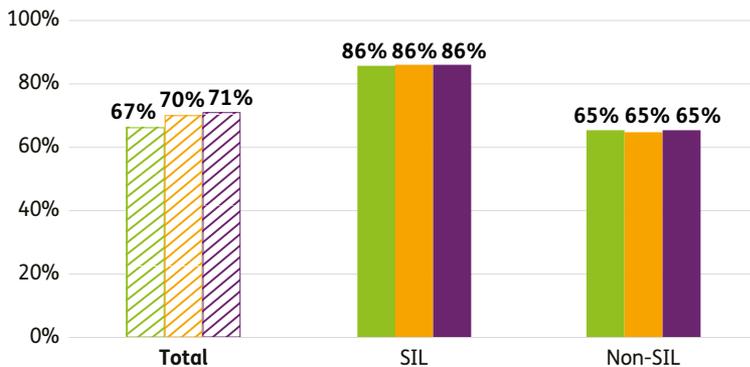
Participants receiving SIL have higher utilisation rates than those without SIL.

By level of function

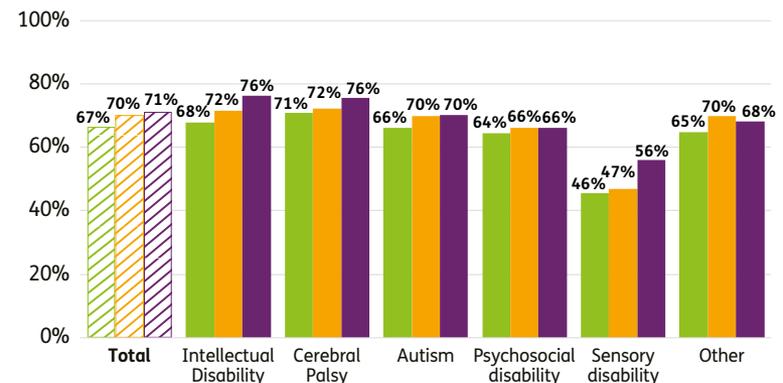


Utilisation of plan budgets from 1 October 2020 to 31 March 2021:

By SIL Status



By disability type²⁵



²⁴ Only utilisation of plan budgets from 1 October 2020 to 31 March 2021 is shown, as experience in the most recent quarter is still emerging.

²⁵ Down syndrome is included in intellectual disability; sensory disability includes hearing impairment, visual impairment and other sensory/speech disabilities; other includes acquired brain injury, developmental delay, global developmental delay, multiple sclerosis, spinal cord injury, stroke, other neurological, other physical and other disabilities.

Participant goals, outcomes and satisfaction

Participants set goals in every life domain as part of the planning process. With age, participants seem to shift their focus from relationships and daily living to work and home.

Information on participant and family and carers outcomes is collected at entry to the Scheme (baseline) and at subsequent plan reviews. This report explores key outcomes for young participants in the choice and control, learning, work and community participation life domains. Families and carers of participants aged 15 to 24 play an important part in helping participants become more independent. This section looks at the indicators in relation to how confident they feel about this process, as well as the other key indicators, such as health, informal support and employment.

A participant satisfaction survey is conducted to gauge the level of satisfaction with Agency processes. This section of the report looks at participant satisfaction with the four main stages of the pathway: access, pre-planning, planning and plan review.

Participant goals, outcomes and satisfaction

Technical notes



1) How the data were constructed

In the “Participant goals” section, the results are based on the latest participant responses. We show the percentage of participants with goals by life domain and by two age groups, 15-18 year olds and 19-24 year olds.

The “Baseline outcomes” section summarises selected indicators for participants and families and carers when they entered the Scheme. The results are shown separately for two age groups, 15-18 year olds and 19-24 year olds, based on participant age at Scheme entry.

In the “Longitudinal outcomes” section, we look at selected indicators over time for participants who have been in the Scheme for at least two years. We compare the outcomes at Scheme entry (“baseline”) with the latest outcomes (“latest review”). The results are shown separately for two age groups, 17-20 year olds and 21-24 year olds, based on participant age at the latest review.

The analysis of the “Has the NDIS helped?” questions includes participants who have been in the Scheme for at least two years. The results are cross-sectional and include participants responding to the questions after one year in the Scheme (“first review”) and latest responses (“latest review”). The results are displayed by two age groups, 15-18 year olds and 19-24 year olds, based on participant age at the review date.

2) Analysing the data

a) Age and other factors that can influence outcomes

Age is an important factor that influences our behaviour. With age we experience changes in many areas of our lives, including family composition, role in the community, work and education, and health related aspects. Nonetheless, other factors also play a role, including personal circumstances and the socio-economic environment. When comparing the outcomes between age groups, it is important to keep in mind that the differences cannot be fully attributed to age.

Recent changes in the socio-economic environment due to the COVID-19 pandemic are also likely to affect outcomes, for example, related to social and community participation and employment. This report aggregates all available information since 1 June 2016. Therefore, the analysis presented here cannot be used to make assessment of the impact of COVID-19.

b) “Has the NDIS helped?” questions

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: i) because they were not satisfied with the help and support provided, or ii) because no help was required in the previous year.

Summary

Participant outcomes



This section presents information on participant outcomes.

The tables display selected indicators for Scheme participants across various life domains at Scheme entry (baseline), longitudinal changes between baseline and subsequent plan reviews, and trends in the “Has the NDIS helped?” answers.

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.

Outcomes related to the “Has the NDIS helped?” questions show the change in the percentage of participants who respond ‘Yes’ between first review and latest review.

Key statistics – baseline indicators

Age group	% who choose who supports them	% who have friends other than family or paid staff	% who are happy with the home they live in	% who rate their health as excellent, very good or good	% 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
15 to 18 year olds	30%	64%	85%	71%	10%	31%
19 to 24 year olds	44%	66%	74%	65%	24%	32%

Key statistics – changes in longitudinal indicators

Age group	% who choose who supports them	% who make most decisions in their life	% who have friends other than family or paid staff	% who rate their health as excellent, very good or good	% 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
17 to 20 year olds	+3%	+7%	-1%	-3%	+10%	+8%
21 to 24 year olds	+2%	+3%	-3%	-2%	+8%	+12%

Key statistics – changes in “Has the NDIS helped?”

Age group	Has the NDIS helped you have more choices and more control over your life?	Has the NDIS helped you with daily living activities?	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 find a job that’s right for you?	Has the NDIS helped you be more involved?
15 to 18 year olds	+9%	+12%	-2%	+6%	-3%	+7%
19 to 24 year olds	+8%	+9%	-1%	+5%	-1%	+6%

Summary

Family and carers outcomes



This section presents information on family and carer outcomes.

The tables display selected indicators for families and carers of Scheme participants across various life domains at Scheme entry (baseline), longitudinal changes between baseline and subsequent plan reviews, and trends in the “Has the NDIS helped?” answers.

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

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

Outcomes related to the “Has the NDIS helped?” questions show the change in the percentage of families and carers who respond ‘Yes’ between first review and latest review.

Key statistics – baseline indicators: % of families or carers who:

Age group	are in a paid job	are able to work as much as they want	rate their health as excellent, very good or good	have people they can talk to for emotional support as often as they need	are able to advocate (stand up) for their family member with disability	know what their family can do to enable their family member with disability to be as independent as possible
15 to 18 year olds	52%	46%	63%	50%	69%	37%
19 to 24 year olds	50%	50%	61%	49%	70%	40%

Key statistics – changes in longitudinal indicators: % of families or carers who:

Age group	are in a paid job	are able to work as much as they want	have people they can talk to for emotional support as often as they need	enable and support their family member with disability to make more decisions in their life	know what their family can do to enable their family member with disability to be as independent as possible	are able to advocate (stand up) for their family member with disability
17 to 20 year olds	+2%	+2%	+3%	+2%	+2%	-1%
21 to 24 year olds	0%	+2%	+4%	+2%	0%	-3%

Key statistics – changes in “Has the NDIS helped?": Has the NDIS improved:

Age group	your capacity to advocate (stand up) for your family member with disability?	the level of support for your family?	your access to services, programs and activities in the community?	your health and wellbeing?
15 to 18 year olds	+11%	+13%	+12%	+3%
19 to 24 year olds	+9%	+9%	+7%	+5%

Summary

Participant goals and satisfaction



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

Key statistics – Participant goals

	Domain	15 to 18 year olds	19 to 24 year olds
Percentage of participants with goals in the domain	Choice and control	21%	25%
	Daily life	82%	76%
	Health and wellbeing	34%	36%
	Learning	30%	27%
	Relationships	37%	25%
	Social and community services	71%	71%
	Where I live	8%	24%
	Work	30%	56%

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”.

Key statistics – Participant satisfaction rates

	Plan stage	15 to 18 year olds	19 to 24 year olds
Participant satisfaction rates (“very good” and “good”) at Q4 2020-21	Access	76%	74%
	Pre-Planning ²⁶	73%	85%
	Planning	81%	78%
	Review	64%	67%

²⁶ Although, the difference in the rating for the pre-planning process between the two age groups appears large, due to the low number of respondents, it was not found to be significant at 5% (chi-square test).

Participant outcomes

- At baseline, participants in the older age group (19-24 year olds) had better outcomes in the choice and control and advocacy domains. Participants aged 19 to 24 were also more likely to have a paid job. However, the younger age group (15-18 years olds) were more satisfied with the home they lived in and had better health ratings.
- Longitudinally, choice and control indicators related to decision making and the choice of supports have improved across both age groups. However, the indicator related to self-advocacy fell, in particular, for participants aged 21 to 24 (a 5 percentage-point decrease from 32% to 27%, shown on page 66). Positive changes over time were observed for the indicators related to community participation (from +8% for 17-20 year olds and +12% for 21-24 year olds) and employment (from +10% for 17-20 year olds and +8% for 21-24 year olds).
- Most participants responded positively to the “Has the NDIS helped?” questions related to choice and control and daily activities, and the percentage of participants who feel supported in these areas increased from first review to latest review. For young adults, finding employment often becomes more important and challenging, and the majority of participants expressed the need for more support in this area.

Family/carer outcomes

- At baseline, the outcomes of families and carers were similar across two age groups (15-18 year olds and 19-24 year olds). A slightly higher proportion of families and carers of participants aged 15 to 18 had a paid job, but they were also more likely to feel that they are unable to work as much as they want. Developing independence becomes a greater focus for participants with age, and families and carers of participants aged 19 to 24 were more likely to know what they could do to help.
- Longitudinally, the percentage of families and carers of participants aged 17 to 20 in a paid job improved, and more of them felt that they were able to work as much as they wanted at the latest review compared to baseline. Across both age groups, families and carers were more likely to have people they could talk to for emotional support at latest review. However, the indicator related to advocacy declined slightly.
- All “Has the NDIS helped?” indicators improved between first review and latest review. The majority of families and carers felt that the NDIS had helped with advocacy, improved the level of support for their family and access to community programs and services.

Participant goals

Relationships and learning goals are more common among participants aged 15 to 18. Participants aged 19 to 24 appear to place greater focus on work, home, and choice and control.

Participant satisfaction

The pre-planning and planning processes received slightly more positive ratings, and the review process was rated less positively. The two age groups rated the Agency's process in a similar way, and also in line with the Scheme as a whole.

Participant goals

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

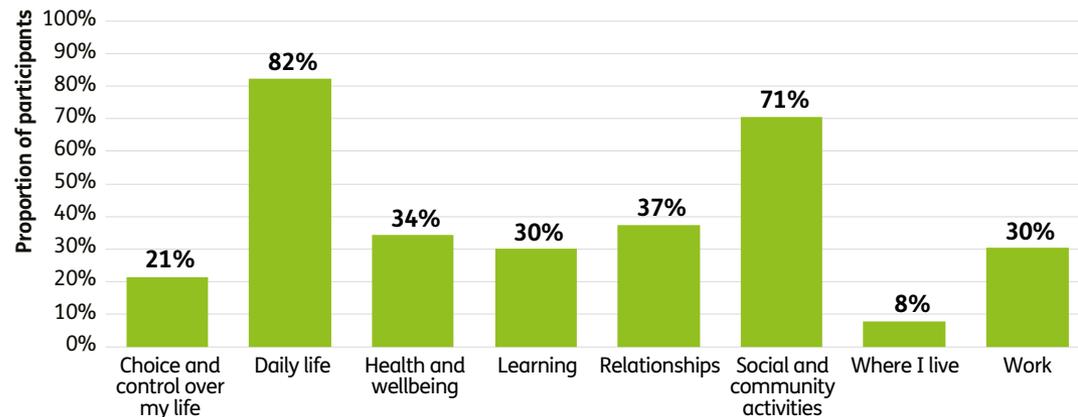
Participants aged 15 to 18 were more likely to set goals in the daily life, learning and relationships domains.

At the same time, participants aged 19 to 24 were more likely to set goals related to choice and control, living arrangements and work.

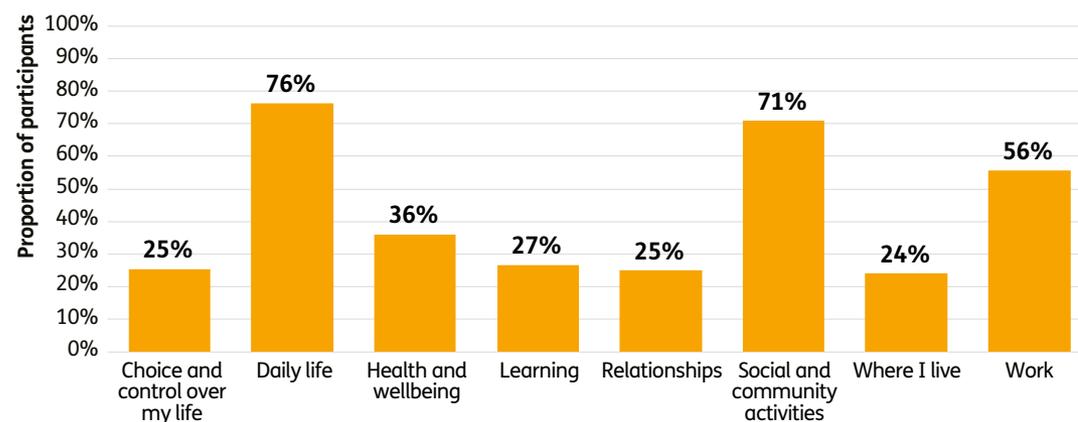
In both age groups, a high proportion of participants set goals relating to daily life (82% of participants aged 15 to 18 and 76% of participants aged 19 to 24). A high proportion also set goals relating to social and community services (71% for both age groups).

The proportion of participants who set goals in the home domain was the lowest across the two age groups, but it was considerably higher for participants aged 19 to 24 (24%) compared to participants aged 15 to 18 (only 8%).

Proportion of current plans with goals by domain: Participants aged 15 to 18

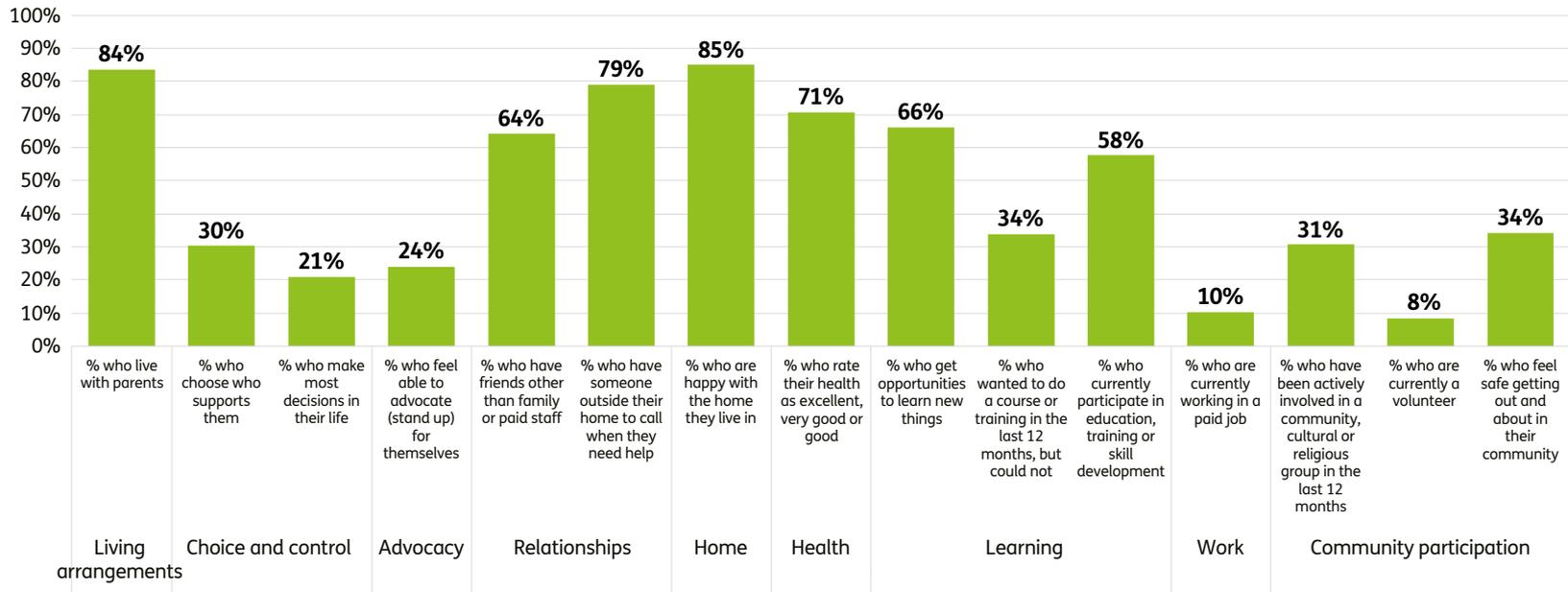


Proportion of current plans with goals by domain: Participants aged 19 to 24



Participant baseline outcomes aged 15 to 18 (1 of 2)

Selected baseline indicators for participants aged 15 to 18



This information on participant baseline indicators has been collected from participants aged 15 to 18 who received their initial plan since 1 July 2016 (from when they entered the Scheme).

Taking into account that the focus and expectations for indicators are generally different across life stages, in the 15 to 18 age group, most positive indicators were related to home, relationships and health.

Participant baseline outcomes aged 15 to 18 (2 of 2)



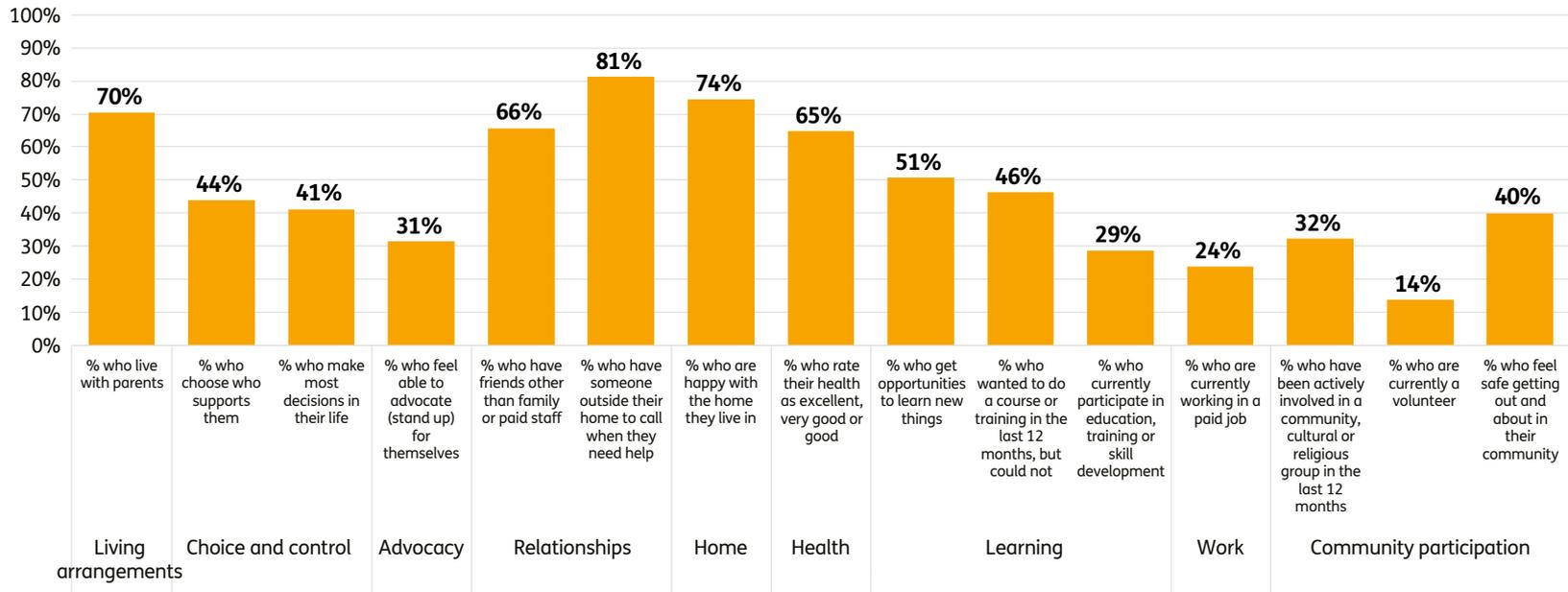
The majority of participants aged 15 to 18 said they lived with their parents at baseline (84%), and a large proportion (85%) were happy with the home they lived in. In the relationships domain, the majority of participants (64%) had friends other than family or paid staff and 79% had someone outside their home to call when they needed help. 71% of participants rated their health as excellent, very good or good.

In the learning domain, 58% of participants engaged in education, training or skill development and 66% got opportunities to learn new things. However, 34% wanted to do a course or training in the last 12 months, but could not. 10% of participants aged 15 to 18 had a paid job at baseline.

Across the choice and control domain, 30% of participants reported that they chose who supported them and 21% made most decisions in their life.

Participant baseline outcomes aged 19 to 24 (1 of 2)

Selected baseline indicators for participants aged 19 to 24



This information on participant baseline indicators has been collected from participants aged 19 to 24 who received their initial plan since 1 July 2016 (from when they entered the Scheme).

For participants aged 19 to 24, the outcomes were most positive in the domains: relationships, home and health. Compared to the 15 to 18 age group, participants reported better baseline outcomes related to choice and control, community participation and work, but the outcomes related to learning were less positive.

Participant baseline outcomes aged 19 to 24 (2 of 2)



The majority of participants aged 19 to 24 (70%) said they lived with their parents, and 74% of participants were happy with the home they lived in.

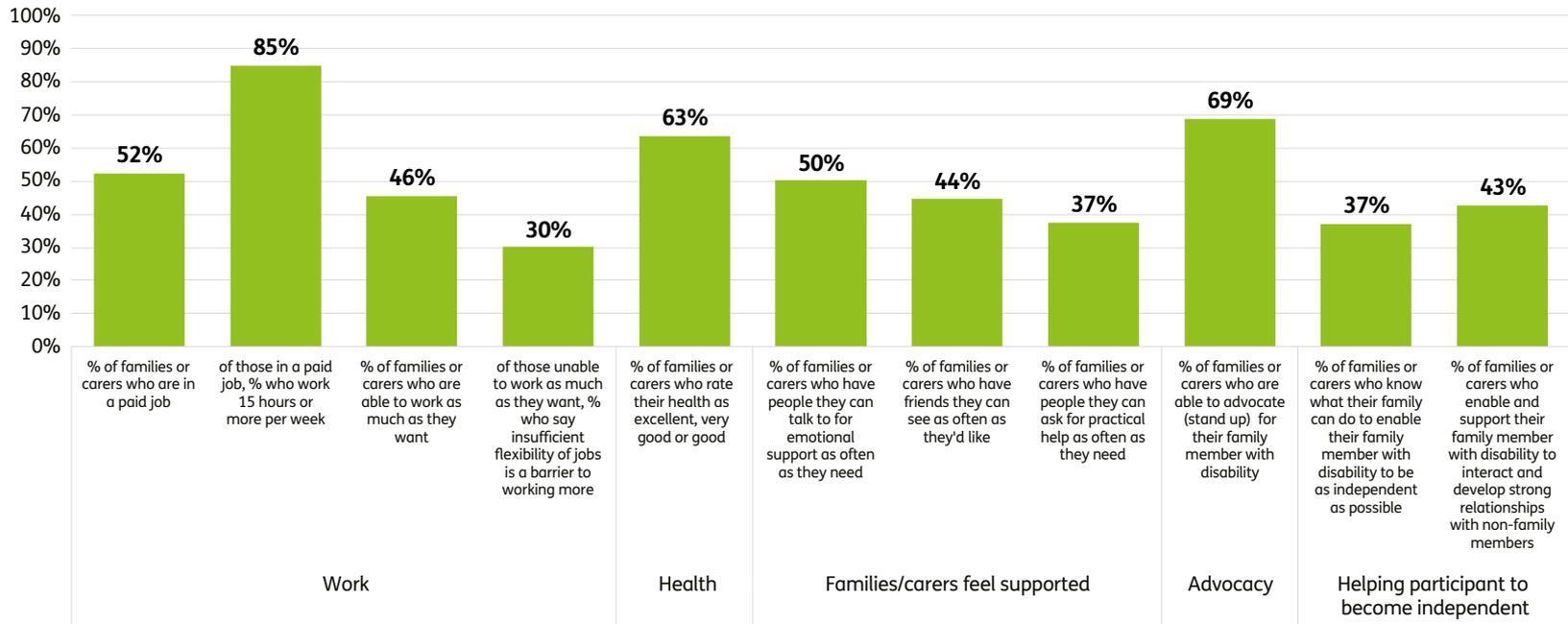
Across the choice and control domain, 44% of participants chose who supported them and 41% made most decisions in their life. 31% of participants said they felt able to advocate (stand up) for themselves. In the relationships domain, 66% of participants had friends other than family or paid staff and 81% had someone outside their home to call when they needed help. In the learning domain, 29% participated in education, training or skill development and 51% got opportunities to learn new things, while 46% wanted to do a course or training in the last 12 months, but could not.

In relation to work and community participation, 24% of participants had a paid job at baseline, 32% of participants had been actively involved in a community, cultural or religious group in the last 12 months and 14% volunteered. 40% of participants felt safe getting out and about in their community.

Family/carer baseline outcomes aged 15 to 18 (1 of 2)



Selected baseline indicators for families and carers of participants aged 15 to 18



This information on family and carer baseline indicators has been collected from families and carers of participants aged 15 to 18 who received their initial plan since 1 July 2016 (when they entered the Scheme).

Across the work domain, 52% of families and carers were in a paid job at baseline. Of those, 85% worked 15 hours or more per week. Further, 46% said they and their partners were able to work as much as they wanted. Of those unable to work as much as they wanted, 30% reported insufficient flexibility of jobs as one of the barriers to working more.

Family/carer baseline outcomes aged 15 to 18 (2 of 2)

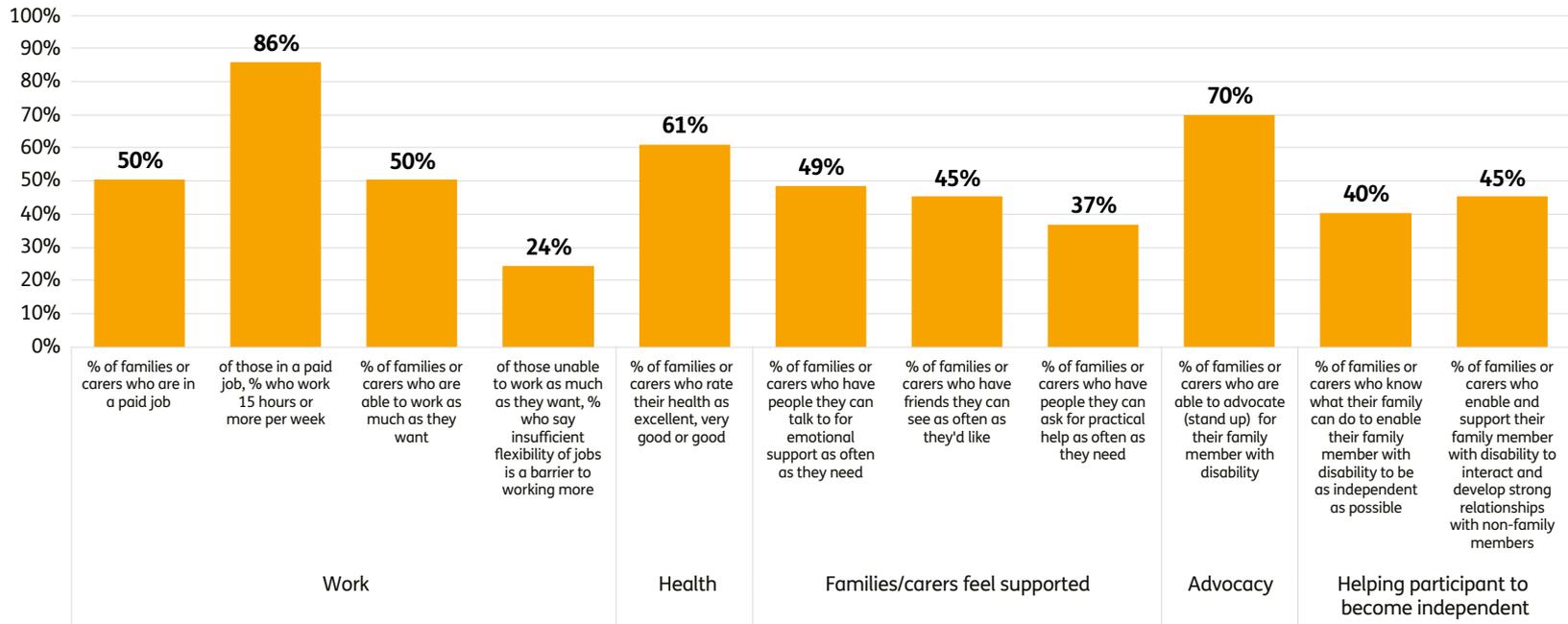


63% of families and carers rated their health as excellent, very good or good. In terms of informal supports, 50% of families and carers had people they could talk to for emotional support as often as they needed, 44% had friends they could see as often as they would like, and 37% had people they could ask for practical help as often as they needed. Developing independence becomes more important for participants in the 15 to 18 age group, and, at baseline, 37% of families and carers knew what they could do to enable the participant to be as independent as possible and 43% enabled and supported the participant to interact and develop strong relationships with non-family members.

Family/carer baseline outcomes aged 19 to 24 (1 of 2)



Selected baseline indicators for families and carers of participants aged 19 to 24



This information on family and carer baseline indicators has been collected from families and carers of participants aged 19 to 24 who received their initial plan since 1 July 2016 (when they entered the Scheme).

Across the work domain, at baseline, 50% of families and carers of participants aged 19 to 24 were in a paid job. Of those, 86% work 15 hours or more per week. Compared to families and carers of participants in the 15 to 18 age group, a higher proportion (50% versus 46%) were able to work as much as they wanted and fewer (24% versus 30%) said that insufficient flexibility of jobs was a barrier to working more.

Family/carer baseline outcomes aged 19 to 24 (2 of 2)

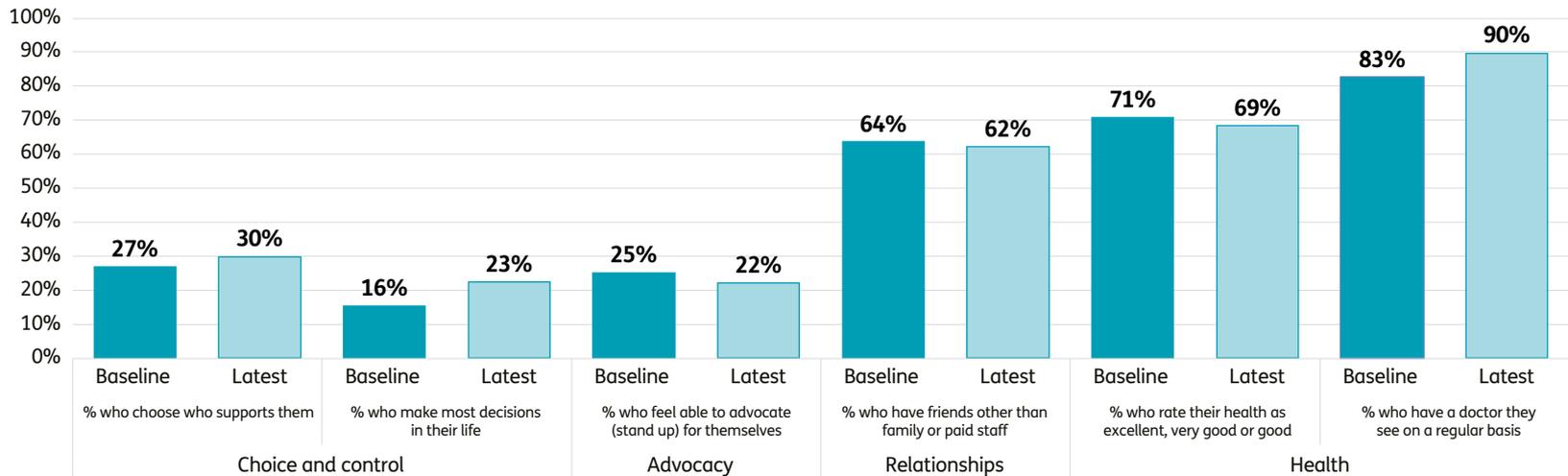


In relation to informal support, 49% of families and carers had people they could talk to for emotional support as often as they needed, 45% had friends they could see as often as they liked and 37% had people they could ask for practical help as often as they needed. 61% of families and carers of participants aged 19 to 24 rated their health as excellent, very good or good.

Compared to the 15 to 18 age group, more families and carers of participants aged 19 to 24 knew what their family could do to enable the participant to be as independent as possible (40% versus 37%) and, similarly, more families and carers enabled and supported the participant to interact and develop strong relationships with non-family members (45% versus 43%).

Participant longitudinal outcomes aged 17 to 20 (1 of 2)

Selected longitudinal indicators at baseline and latest review for participants aged 17 to 20



This information on longitudinal indicators has been collected from participants aged 17 to 20 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The indicators in the choice and control domain have improved: 30% of participants chose who supported them at latest review compared to 27% at baseline, and 23% made most decisions in their life compared to 16% at baseline.

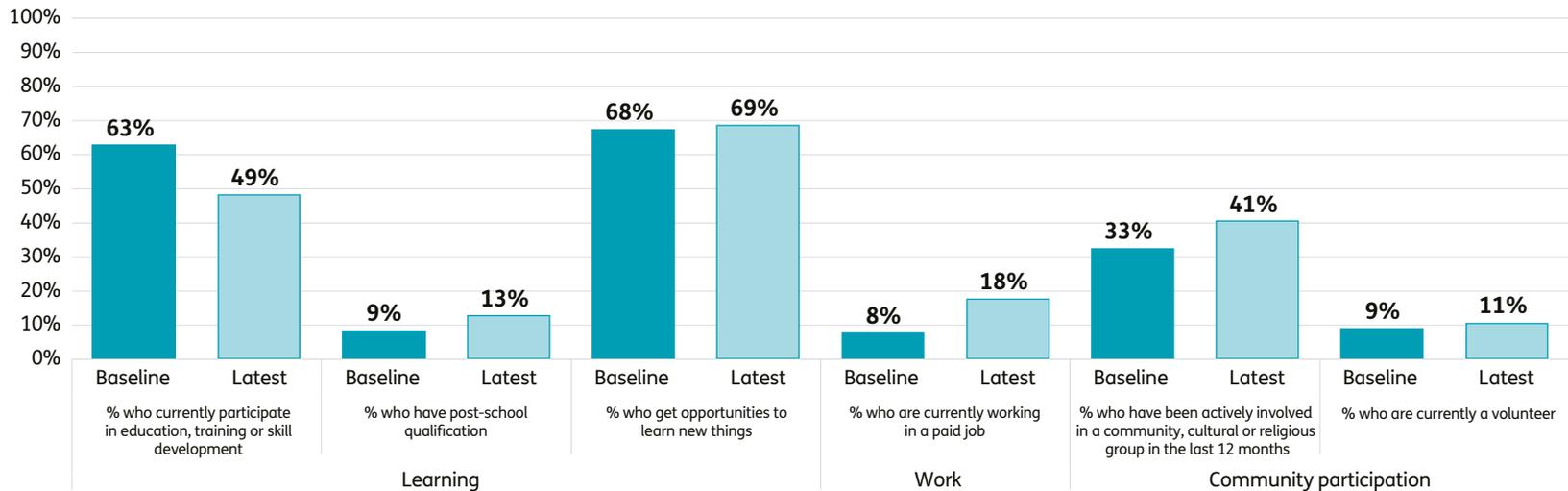
Although the percentage of participants who rate their health positively has decreased (a 2 percentage-point decline, from 71% at baseline to 69% at latest review), more participants had a doctor they see on a regular basis at latest review (a 7 percentage-point improvement).

There has been a slight decrease in self-advocacy, 22% of participants felt able to advocate for themselves at latest review compared to 25% at baseline.

The percentage who have friends other than family or paid staff decreased from 64% at baseline to 62% at latest review.

Participant longitudinal outcomes aged 17 to 20 (2 of 2)

Selected longitudinal indicators at baseline and latest review for participants aged 17 to 20



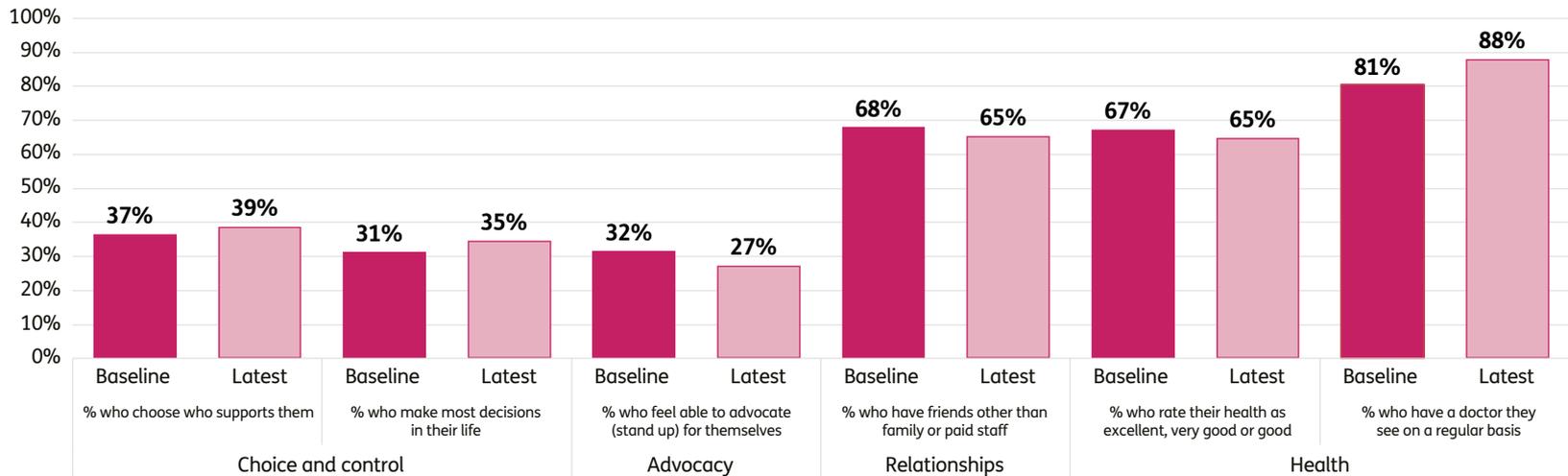
This information on longitudinal indicators has been collected from participants aged 17 to 20 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

In relation to the learning domain, fewer participants participated in education, training or skill development at latest review compared to baseline (49% versus 63%). However, some have gained post-school qualification (a 4 percentage-point increase from 9% at baseline to 13% at latest review), and the percentage who get opportunities to learn new things increased slightly from 68% to 69%.

Improvements were observed across the community participation and work domains. The percentage of participants who have been actively involved in a community, cultural or religious group in the last 12 months increased from 33% at baseline to 41% at latest review, and the percentage who are currently a volunteer increased from 9% at baseline to 11% at latest review. The percentage who are currently working in a paid job increased from 8% at baseline to 18% at latest review.

Participant longitudinal outcomes aged 21 to 24 (1 of 2)

Selected longitudinal indicators at baseline and latest review for participants aged 21 to 24



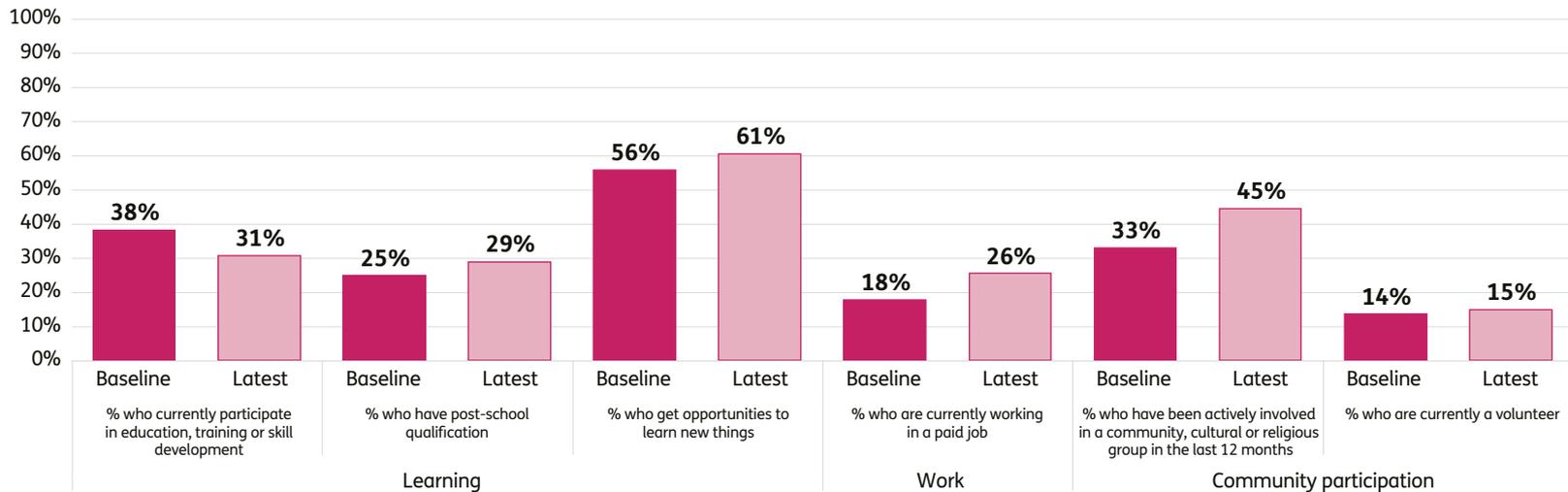
This information on longitudinal indicators has been collected from participants aged 21 to 24 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Across the choice and control domain, the percentage of participants aged 21 to 24 who choose who supports them increased from 37% at baseline to 39% at latest review, and the percentage who make most decisions in their life increased from 31% at baseline to 35% at latest review. However, as with the 17 to 20 age group, the indicator for self-advocacy decreased from 32% at baseline to 27% at latest review. Slightly fewer participants felt that they had friends other than family or paid staff compared to baseline (a 3 percentage-point decline, from 68% at baseline to 65% at latest review).

There was a 2 percentage-point decrease in the number of participants who rate their health as excellent, very good or good (from 67% at baseline to 65% at latest review). On the positive side, the percentage who have a doctor they see on a regular basis increased from 81% at baseline to 88% at latest review.

Participant longitudinal outcomes aged 21 to 24 (2 of 2)

Selected longitudinal indicators at baseline and latest review for participants aged 21 to 24



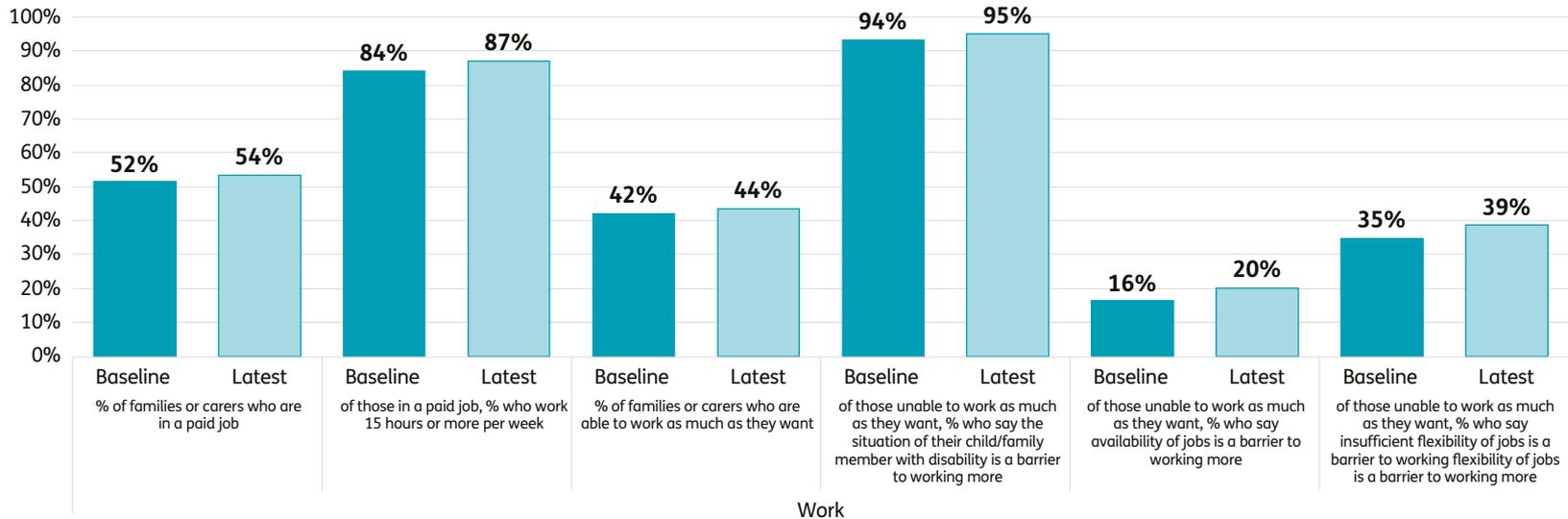
This information on longitudinal indicators has been collected from participants aged 21 to 24 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Although the percentage who currently participate in education, training or skill development decreased from 38% at baseline to 31% at latest review, the percentage who have post-school qualification increased from 25% at baseline to 29% at latest review and more participants got opportunities to learn new things (56% at baseline versus 61% at latest review). More participants got actively involved in a community, cultural or religious group (a 12 percentage-point increase, from 33% at baseline to 45% at latest review) and slightly more were involved in volunteering (14% at baseline versus 15% at latest review). The percentage who are currently working in a paid job increased by 8 percentage points, from 18% at baseline to 26% at latest review.

Family/carer longitudinal outcomes aged 17 to 20 (1 of 2)



Selected longitudinal indicators at baseline and latest review for families and carers of participants aged 17 to 20



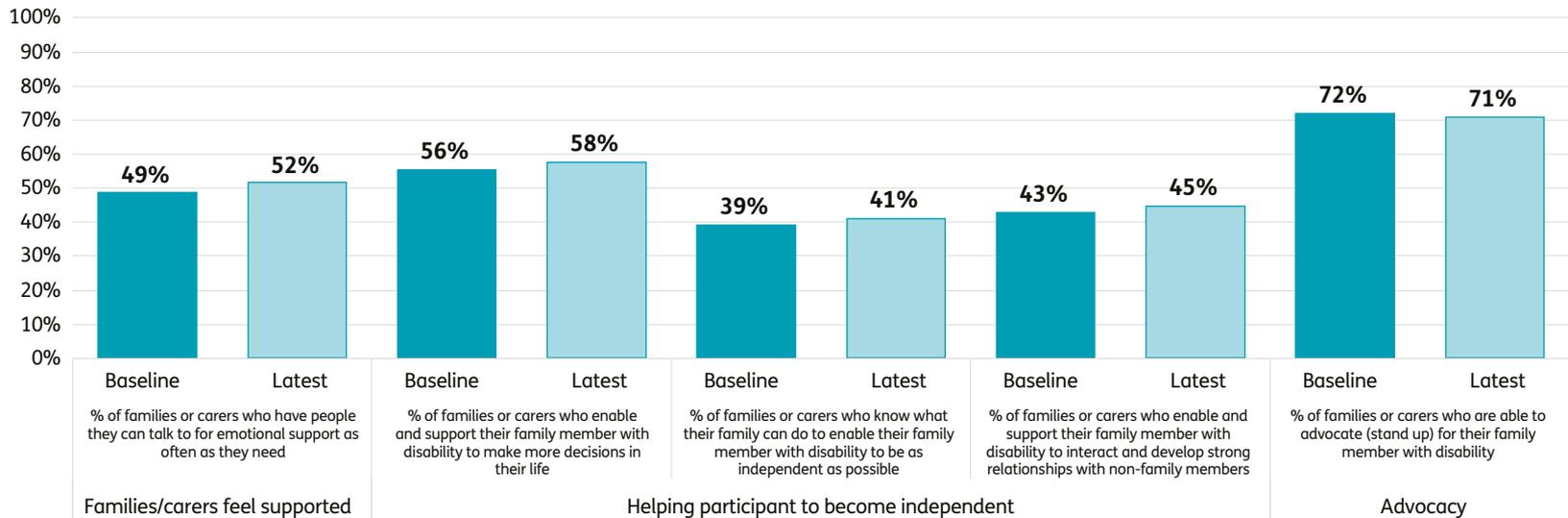
This information on longitudinal indicators has been collected from family and carers of participants aged 17 to 20 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Improvements were observed in most indicators related to work. The percentage of families and carers of participants aged 17 to 20 who are in a paid job increased from 52% at baseline to 54% at latest review. Of those, the percentage who work 15 hours or more per week increased from 84% at baseline to 87% at latest review. Further, more families and carers were able to work as much as they wanted, a 2 percentage-point increase from 42% to 44%.

However, for those who were unable to work as much as they want, more families and carers saw availability and flexibility of jobs as a barrier to working more (a 4 percentage-point increase from baseline in both indicators).

Family/carer longitudinal outcomes aged 17 to 20 (2 of 2)

Selected longitudinal indicators at baseline and latest review for families and carers of participants aged 17 to 20



This information on longitudinal indicators has been collected from family and carers of participants aged 17 to 20 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

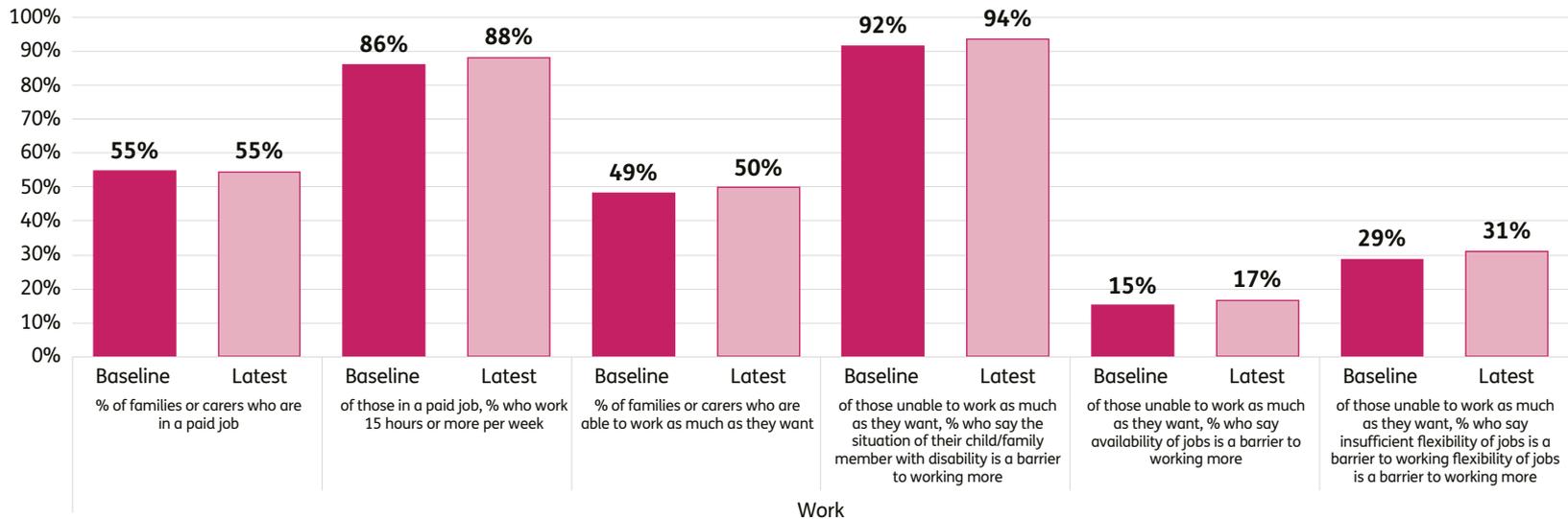
Most of the indicators displayed above showed better outcomes at latest review compared to baseline. The percentage of families and carers who have people they can talk to for emotional support as often as they need increased from 49% at baseline to 52% at latest review. More families and carers were working towards helping their family member with disability to become more independent. In particular, more families and carers were supporting the participant to make more decisions in their life (an increase from 56% to 58%), enabling the participant to become as independent as possible (an increase from 39% to 41%) and helping the participant develop strong relationship with non-family members (an increase from 43% to 45%).

There was a slight decline in the percentage of families and carers who are able to advocate (stand up) for their family member with disability, a 1 percentage-point decrease from 72% at baseline to 71% at latest review.

Family/carer longitudinal outcomes aged 21 to 24 (1 of 2)



Selected longitudinal indicators at baseline and latest review for families and carers of participants aged 21 to 24



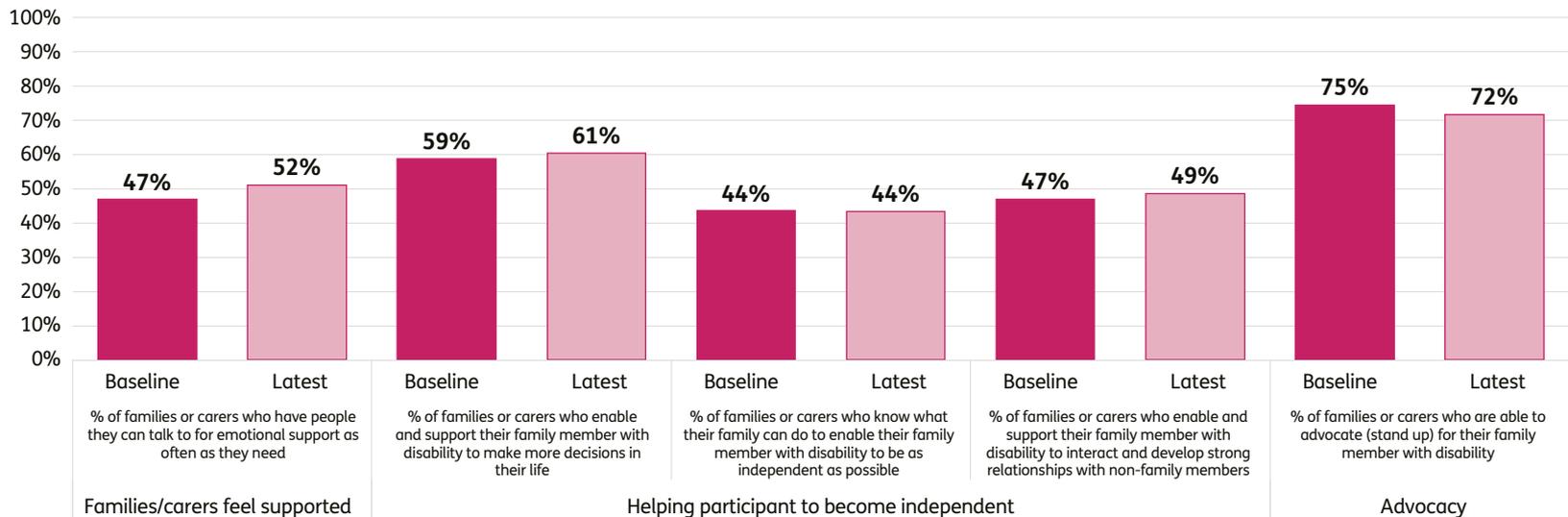
This information on longitudinal indicators has been collected from family and carers of participants aged 21 to 24 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The percentage of families and carers who are in a paid job remained at 55% from baseline to latest review. For those in a paid job, the percentage who work 15 hours or more per week increased from 86% at baseline to 88% at latest review. The percentage of families and carers who are able to work as much as they want increased from 49% at baseline to 50% at latest review.

For those unable to work as much as they want, more families and carers reported the situation of their family member with disability as a barrier to working more (an increase from 92% to 94%). Similarly, availability of jobs and insufficient flexibility of jobs were reported more often compared to baseline (a 2 percentage-point increase for both indicators).

Family/carer longitudinal outcomes aged 21 to 24 (2 of 2)

Selected longitudinal indicators at baseline and latest review for families and carers of participants aged 21 to 24



This information on longitudinal indicators has been collected from family and carers of participants aged 21 to 24 who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

More families and carers are feeling supported based on the 5 percentage-point increase in the number of people who have someone they can talk to for emotional support as often as they need (from 47% at baseline to 52% at latest review).

To help the participant become independent, more families and carers support the participant to make more decisions in their life and to interact and develop strong relationships with non-family members (a 2 percentage-point increase for both indicators). The percentage of families and carers who know what they can do to enable the participant to be as independent as possible remained at 44% since baseline.

The percentage of families and carers who are able to advocate (stand up) for their family member with disability decreased slightly from 75% at baseline to 72% at latest review.

Has the NDIS helped participants aged 15 to 18

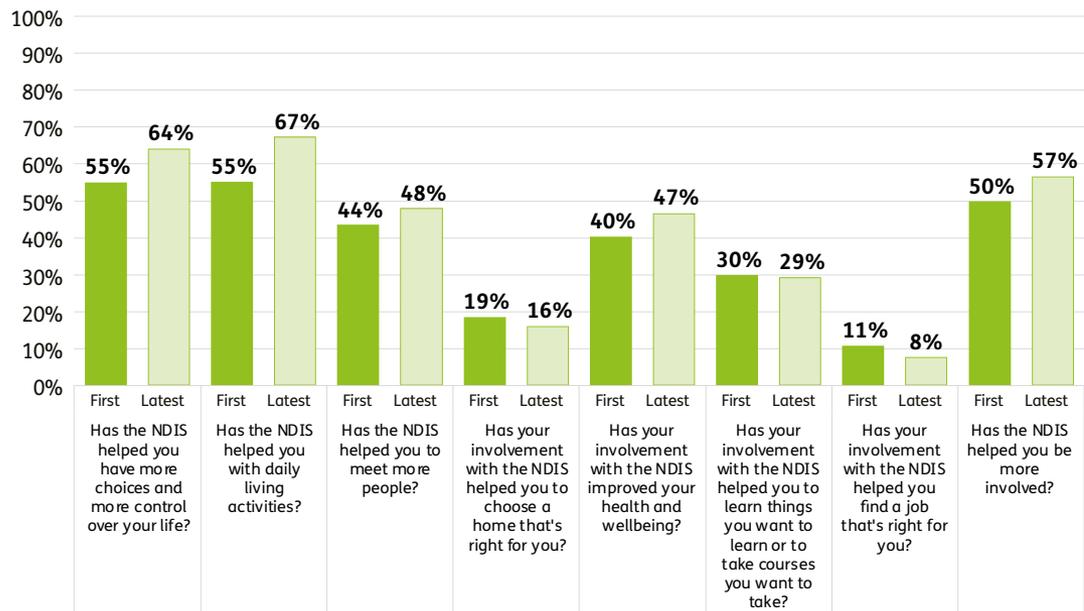


Participants are asked whether the NDIS has helped them across various domains at each plan review. These charts summarise the responses for participants who have been in the Scheme for at least two years and report the average results at first review and latest review.

In most domains, the percentage of participants responding positively was higher at latest review compared to first review. The majority of participants reported that the NDIS had helped them with daily activities (55% at first review and 67% at latest review), and most participants felt that the NDIS had helped them have more choice and control (55% at first review and 64% at latest review). The NDIS is also helping many participants to be more involved in the community (50% after the first year in the Scheme and 57% at latest review) and in meeting more people (44% at first review and 48% at latest review).

The percentage of participants who felt the NDIS helped them find a job that was right for them decreased, from 11% at first review to 8% at latest review. Finding work becomes more important as participants finish school and want to develop financial independence. However, finding employment can be challenging for people just entering the workforce. The economic environment has also been changing in the last two years due to the COVID-19 pandemic. Many of the participants aged 15 to 18 would be looking for their first jobs, and upskilling may still play an important part in their career development.

Proportion of participants aged 15 to 18 who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions



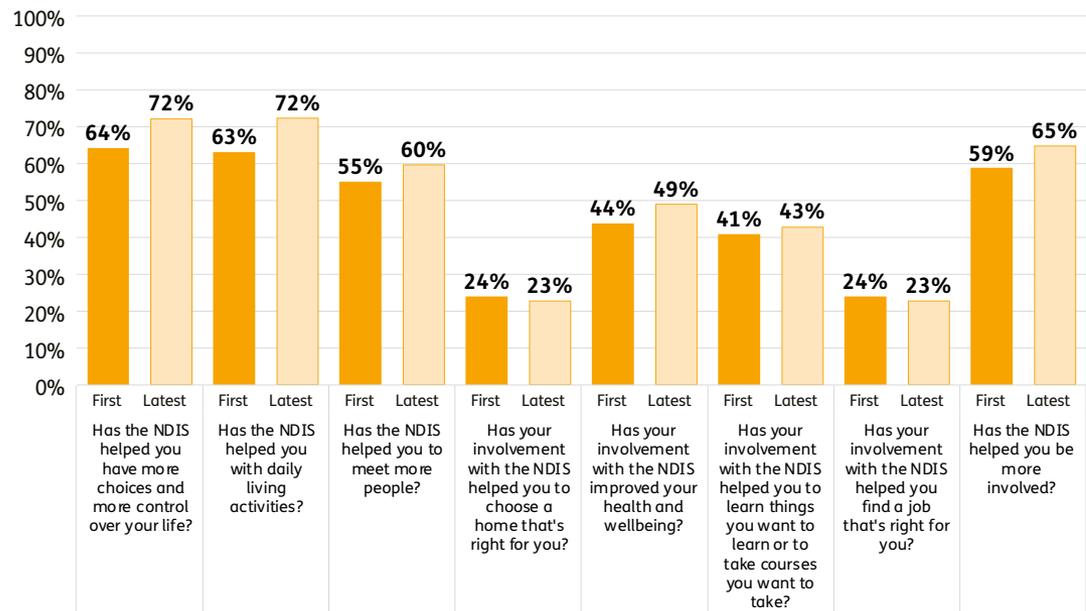
Has the NDIS helped participants aged 19 to 24



In most domains, the percentage of participants responding positively was higher at latest review compared to first review. The majority of participants reported that the NDIS had helped them with daily activities (63% at first review and 72% at latest review), and most participants felt that the NDIS had helped them have more choice and control (64% at first review and 72% at latest review). The NDIS is also helping many participants to be more involved in community (59% after the first year in the Scheme and 65% at latest review) and in meeting more people (55% at first review and 60% at latest review).

The percentage of participants who felt the NDIS had helped them find the right job decreased slightly between first review and latest review. Finding employment can be challenging for people just entering the workforce, and, based on the information about participant goals, 56% of participants aged 19 to 24 set goals related to employment. With 23% of participants satisfied with the support they received, helping more participants to find employment remains one of the key focus areas for the Scheme.

Proportion of participants aged 19 to 24 who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions



Has the NDIS helped families/carers of participants aged 15 to 18

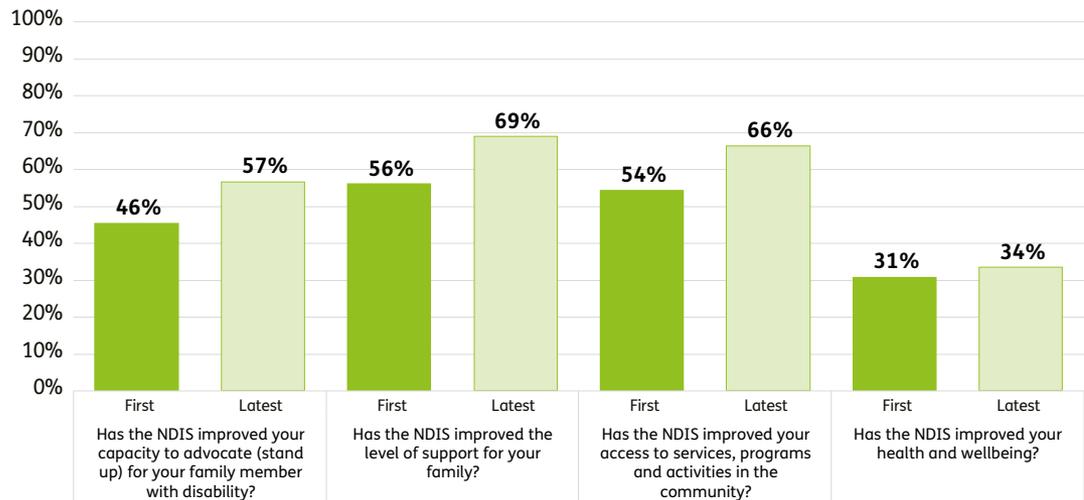
Families and carers of participants are asked whether the NDIS has helped them across various domains at each plan review. These charts summarise responses of families and carers of participants who have been in the Scheme for at least two years and report the average results at first review and latest review.

In all domains, the percentage of families and carers responding positively was higher at latest review compared to first review.

The majority of families and carers of participants aged 15 to 18 believe that the NDIS has improved the level of support for their family, with 56% answering “yes” at first review and 69% at latest review. The NDIS has improved access to services, programs and activities in the community for 54% of families and carers after the first year in the Scheme and for 66% based on the latest responses.

57% of families and carers of participants aged 15 to 18 felt that the NDIS had improved their capacity to advocate for their family member with disability at latest review, 11 percentage points higher compared to answers at first review.

Proportion of families/carers of participants aged 15 to 18 who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions



Has the NDIS helped families/carers of participants aged 19 to 24

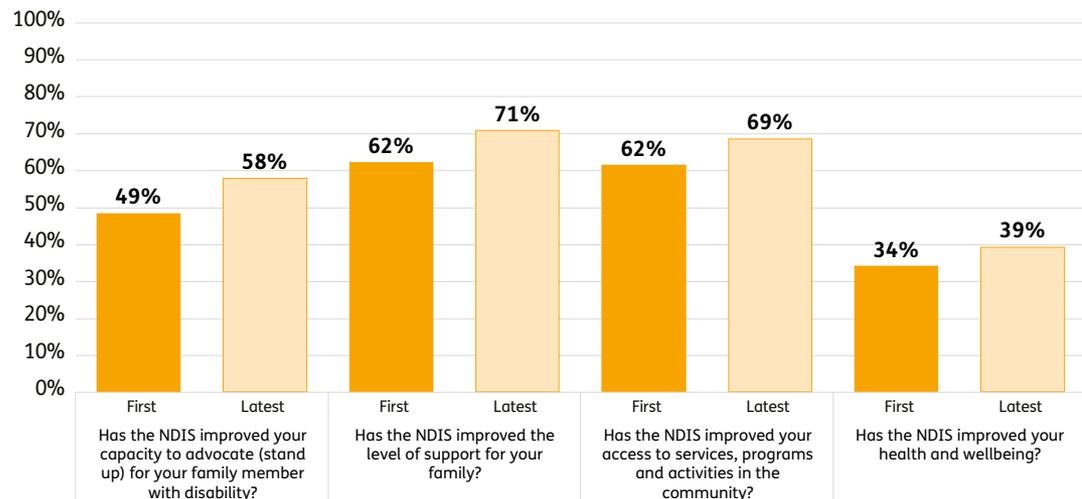


In all domains, there were improvements from first review to latest review. The results were slightly more positive for families and carers of participants aged 19 to 24 compared to the 15 to 18 age group.

The majority of families and carers of participants aged 19 to 24 believe that the NDIS has improved the level of support for their family, with 62% answering “yes” at first review and 71% at latest review. The NDIS has improved access to services, programs and activities in the community for 62% of families and carers after the first year in the Scheme and for 69% based on the latest responses.

58% of families and carers of participants aged 19 to 24 felt that the NDIS has improved their capacity to advocate for their family member with disability at latest review, 9 percentage points higher compared to answers during the first review.

Proportion of families/carers of participants aged 19 to 24 who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions



Participant satisfaction



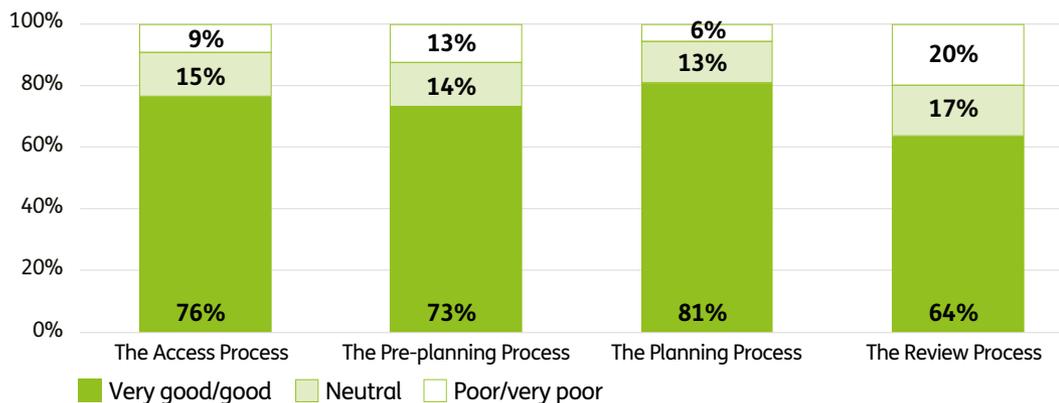
The NDIA surveys participants in order to understand their experience at each stage of the pathway (access, pre-planning, planning and review).

In the June 2021 quarter, the percentage of participants aged 15 to 18 rating each pathway stage as very good or good was 76% for access, 73% for pre-planning, 81% for planning and 64% for plan review.

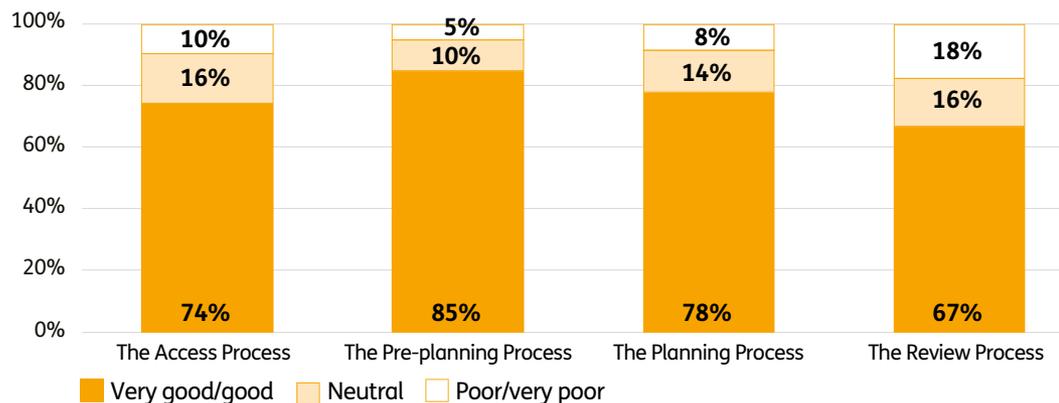
In the same quarter, the percentage of participants aged 19 to 24 rating each pathway stage as very good or good was 74% for access, 85% for pre-planning, 78% for planning and 67% for plan review.

Participants aged 19 to 24 rated the pre-planning process higher compared to the younger age group (85% versus 73%). However, due to the low number of respondents, the difference is not significant²⁷. Both age groups rated the review stage less positively compared to the other pathway stages.

Rating of experience with the NDIS in 2020-21 Q4: Participants aged 15 to 18



Rating of experience with the NDIS in 2020-21 Q4: Participants aged 19 to 24



²⁷ Chi-square test, p-value 0.19.

Participant satisfaction over time



The Participant Satisfaction survey was first implemented in September 2018. However, 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 more recent quarterly results do not compare with those for prior quarters. Hence, participant satisfaction results are shown for the period from October 2020 to June 2021 only.

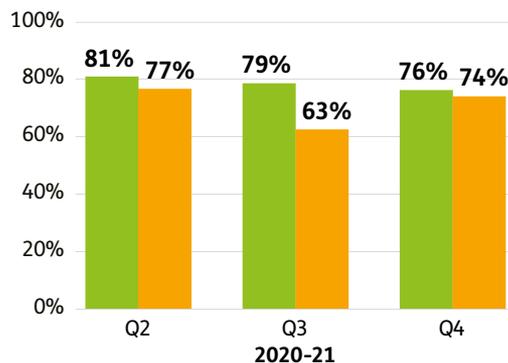
The percentage of participants rating their experiences across the pathways as very good/good varied over the three quarters from October 2020 to June 2021. The differences may be attributed to a range of factors, for example, temporary variations in agency processes (e.g. staff work load, training, changes in work environment due to COVID-19 restrictions) or personal characteristics of participants (e.g. level of support provided prior to entering Scheme, understanding of own needs, family and other circumstances). However, the available time series are not long enough to determine specific trends.

Overall, the pre-planning and planning processes received slightly more positively ratings, and the review process was rated less positively.

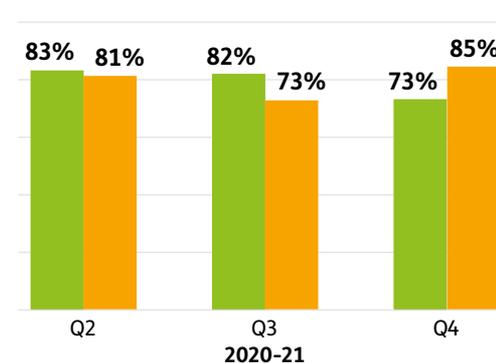
Participants aged 15 to 18 seemed more likely to rate the access process positively, compared to participants aged 19 to 24. For the other pathway stages, the differences in ratings between the two age groups do not appear to follow a pattern.

Satisfaction (% very good/good) across the pathway over time

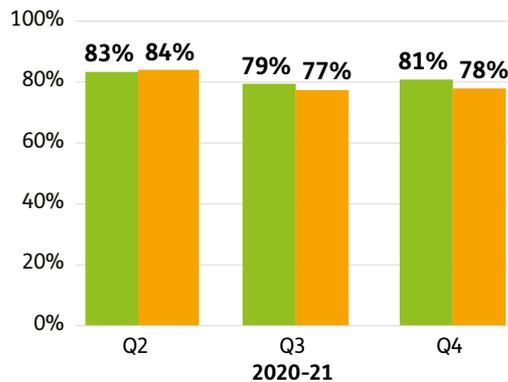
The Access Process



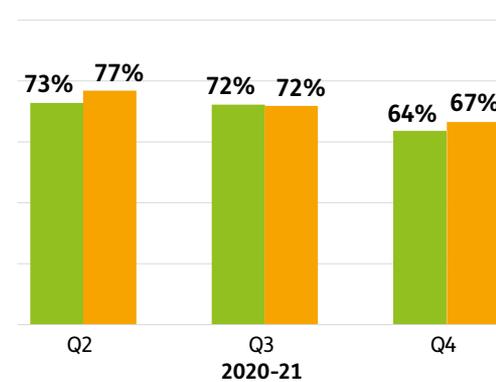
The Pre-planning Process



The Planning Process



The Review Process



■ 15 to 18 ■ 19 to 24

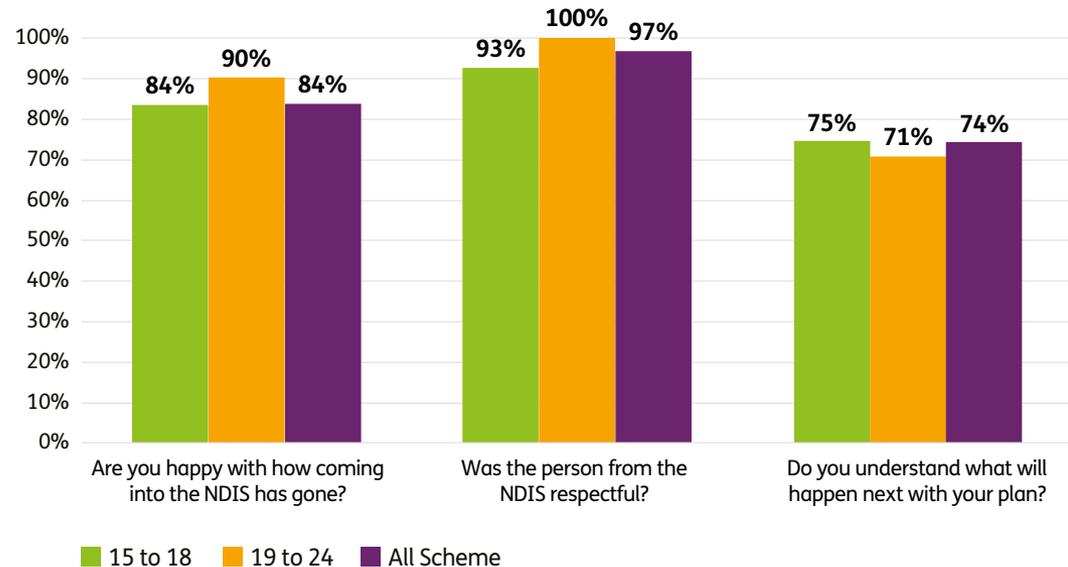
Satisfaction across the participant pathway

Stage One: Access

In addition to the overall satisfaction rates outlined on the previous page, the survey also provides further insights into satisfaction for each stage of the participant pathway. Participants were generally happy with how coming into the NDIS had gone, with 84% of participants aged 15 to 18 and 90% of participants aged 19 to 24 responding positively. The majority of participants confirmed that the person from the NDIS was respectful (93% of participants aged 15 to 18 and 100% of participants aged 19 to 24 responded “yes”). However, the rating related to understanding what happens next with the plan was, on average, lower, with 75% of participants aged 15 to 18 and 71% of participants aged 19 to 24 responding “yes”.

The proportion of participants responding ‘Yes’ in 2020-21 Q4

Stage One: Access



Satisfaction across the participant pathway

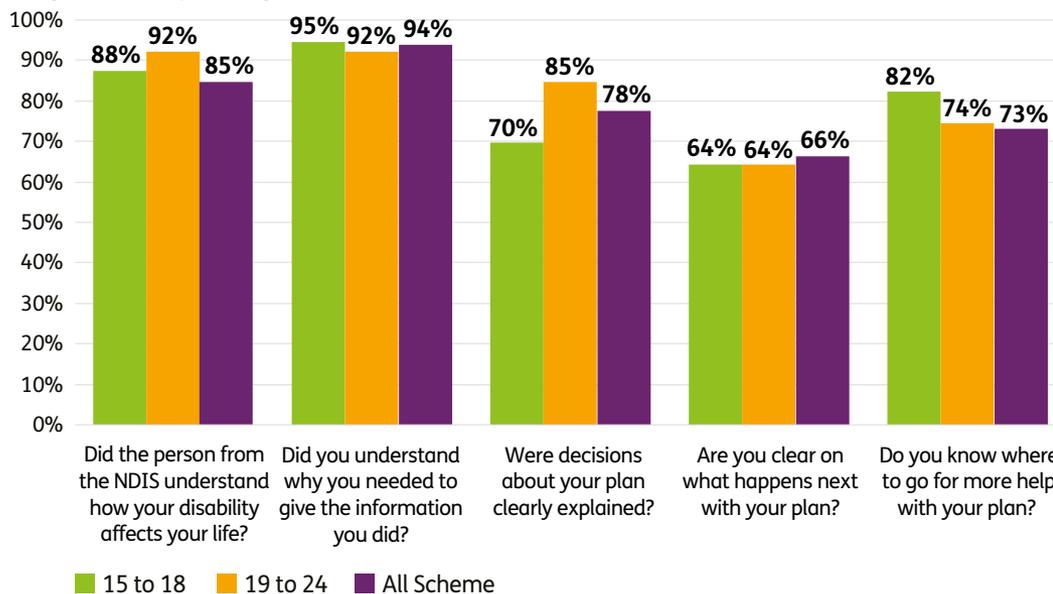
Stage Two: Pre-planning

In the pre-planning stage, most participants agreed that the person from the NDIS understood how the participant's disability affected their life (88% of participants aged 15 to 18 and 92% of participants aged 19 to 24). The vast majority of participants understood why they needed to give information to the NDIS (95% of participants aged 15 to 18 and 92% of participants aged 19 to 24). The questions related to participant plans were rated slightly lower, in particular, participants were less clear on what happens next with their plan with only 64% of participants aged 15 to 24 responding affirmatively.

With a few exceptions, the satisfaction results for access and pre-planning were similar across the two age groups and to the Scheme as a whole. Although some differences in the ratings were observed, participants from the two age groups did not appear to be rating the experience with the NDIS in a consistently different way.

The proportion of participants responding 'Yes' in 2020-21 Q4

Stage Two: Pre-planning



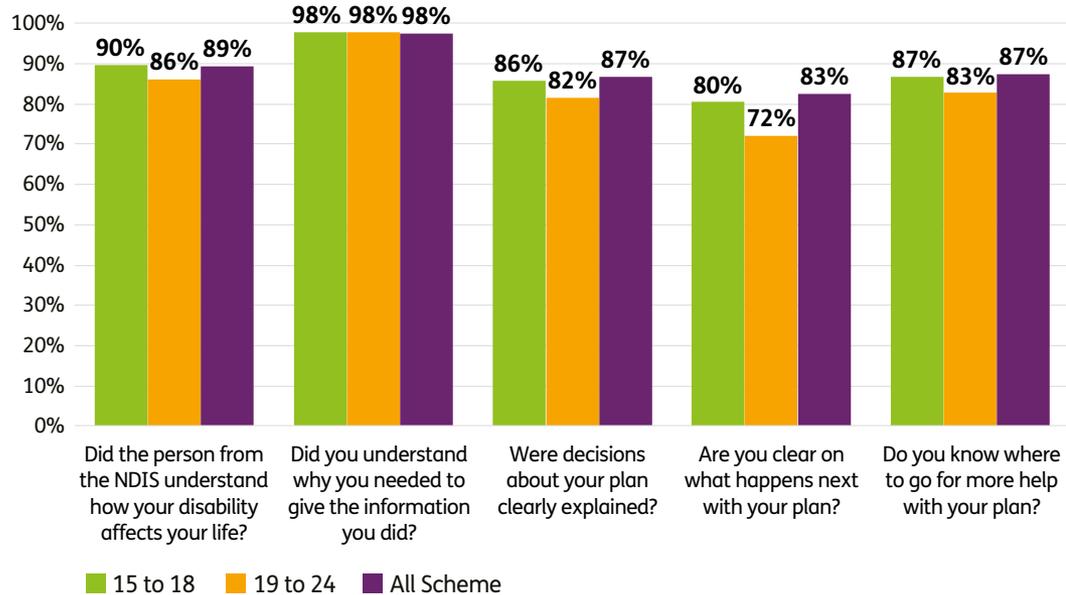
Satisfaction across the participant pathway

Stage Three: Planning

The satisfaction rates for the planning stage of the pathway were high. The great majority of participants understood why they needed to give information to the NDIS (98% of participants aged 15 to 24), and most participants agreed that the person from the NDIS understood how the participant's disability affected their life (90% of participants aged 15 to 18 and 86% of participants aged 19 to 24). The ratings related to participant plans were slightly lower on average, but in most cases at least 80% of participants gave a positive rating.

The proportion of participants responding 'Yes' in 2020-21 Q4

Stage Three: Planning



Satisfaction across the participant pathway

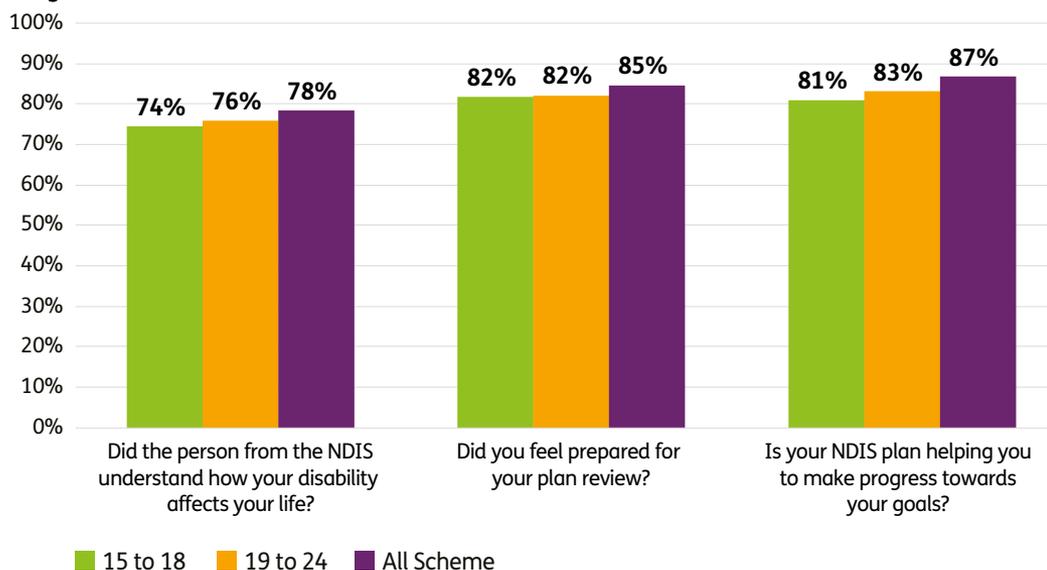
Stage Four: Review

According to the ratings for the review process, at least 80% of participants felt prepared for their plan review and were positive about making progress towards their goals. However, a lower proportion of participants felt that the person from the NDIS understood how participant's disability affected their life (74% of participants aged 15 to 18 and 76% of participants aged 19 to 24). The rate of positive response to this question is lower compared to the same question in pre-planning and planning. The reasons for this change are not clear, but could be related to changes in participant's behaviour and expectations, including a better understanding of their own needs and possibilities.

The satisfaction results for planning and review were similar across the two age groups and to the Scheme as a whole. For some of the questions, it seems the results for the overall Scheme were more positive compared to participants aged 15 to 24, but with only slight differences.

The proportion of participants responding 'Yes' in 2020-21 Q4

Stage Four: Review





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