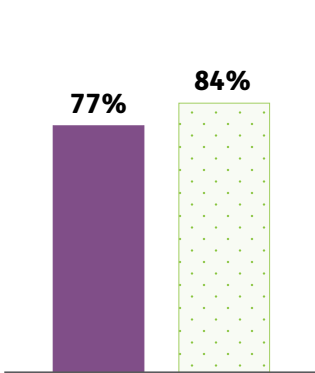
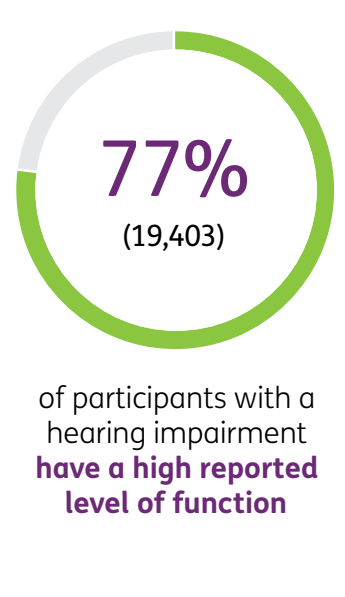
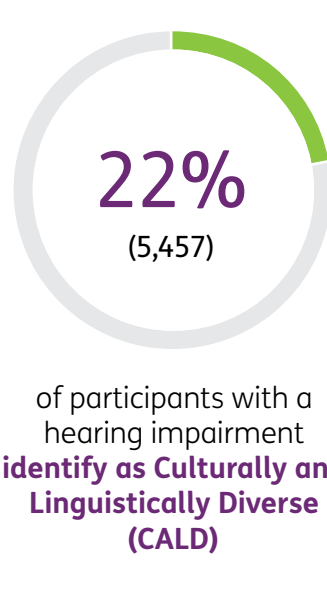
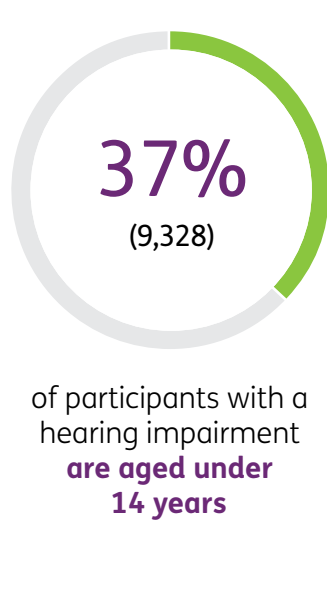
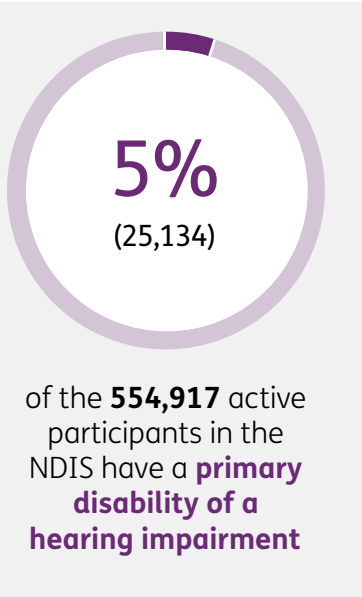




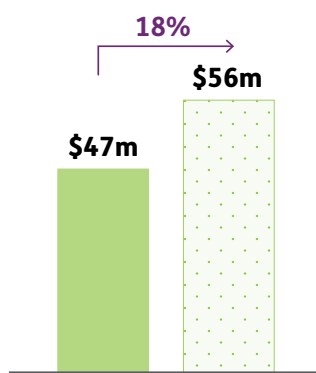
Insights

As at 30 September 2022:



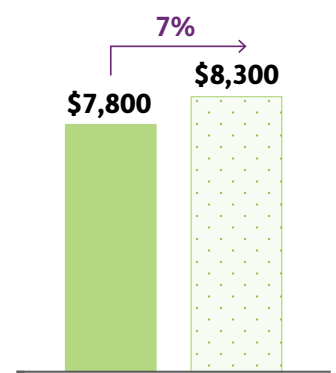
84%

of access decisions for applicants with a hearing impairment resulted in the applicant joining the Scheme in the September 2022 quarter, compared to 77% of access decisions for all applicants



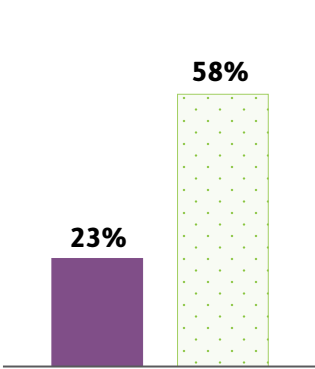
\$56 million

of paid supports were provided to participants with a hearing impairment in the September 2022 quarter, compared to \$47m in the September 2021 quarter, an increase of 18%



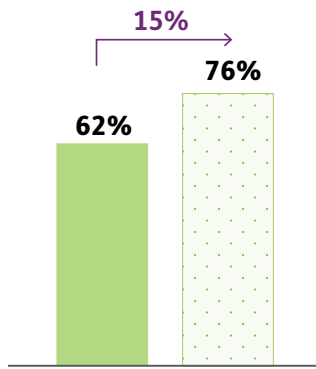
\$8,300

was the average payment in the 12 months to 30 September 2022 for a participant with a hearing impairment, a 7% increase compared to the previous year



58%

of participants aged 15 to 64 years with a hearing impairment said they had a paid job at their latest plan reassessment, compared to 23% for the Scheme



76%

of family/carers of school children with a hearing impairment (up to 14 years of age) felt their child had become more independent as a result of the NDIS, an increase of 15 percentage point compared to baseline⁵



77%

was the weighted average satisfaction rate for participants with a hearing impairment over the four stages of the pathway

■ All participants ■ Hearing impairment

“When I am working with deaf NDIS participants, I’m able to help them understand their NDIS plan.”

Mark, 61

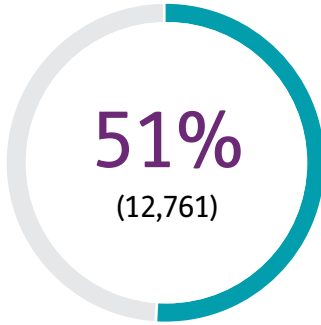


Section 1: Participants

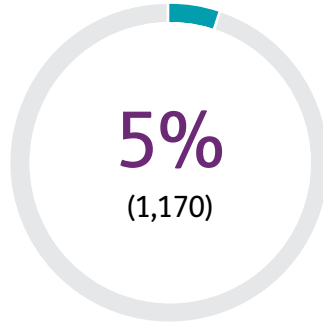


Overview

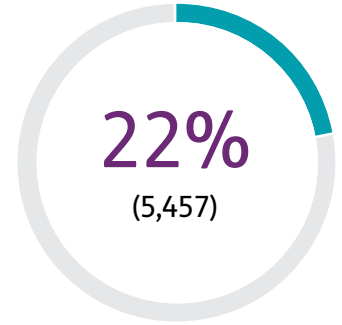
Of the **25,134** active participants with a primary disability of a hearing impairment at 30 September 2022:



were female, compared to 37% (or 207,073) for all participants

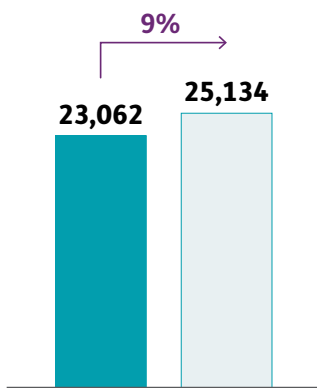


identified themselves as First Nations people, compared to 7% (or 40,842) for all participants

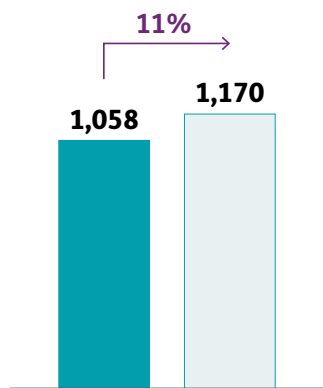


identified as CALD, compared to 9% (or 50,968) for all participants

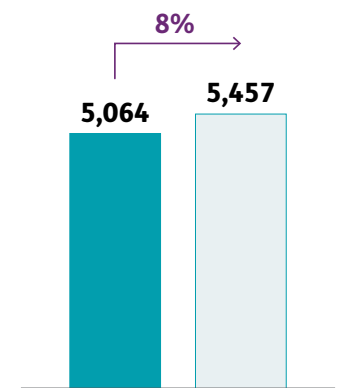
In the twelve months to 30 September 2022:



The number of active participants with a hearing impairment has increased from 23,062 to 25,134, an increase of 9%



The number of participants with a hearing impairment who identify as First Nations people has increased from 1,058 to 1,170, an increase of 11%

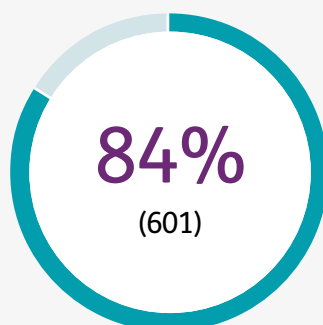


The number of participants with a hearing impairment who identify as CALD has increased from 5,064 to 5,457, an increase of 8%



Access

In the quarter to 30 September 2022:



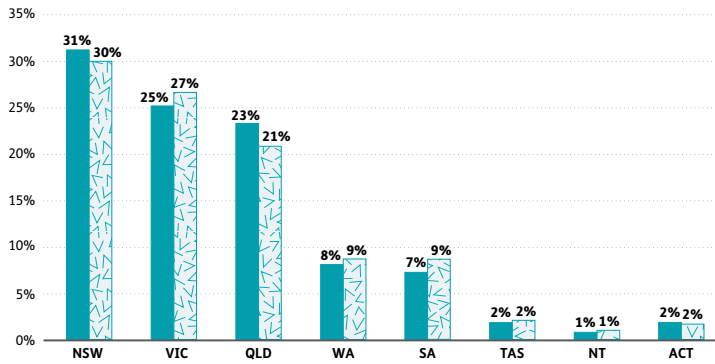
of access decisions for applicants with a hearing impairment resulted in the applicant joining the Scheme, compared to 77% of access decisions for all applicants



access decisions have been made for applicants with a hearing impairment (601 participants met access and are still active)

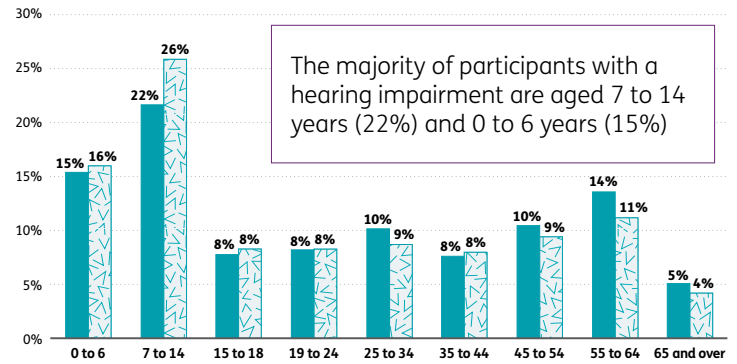
State/Territory

Distribution of active participants by State/Territory



Age band

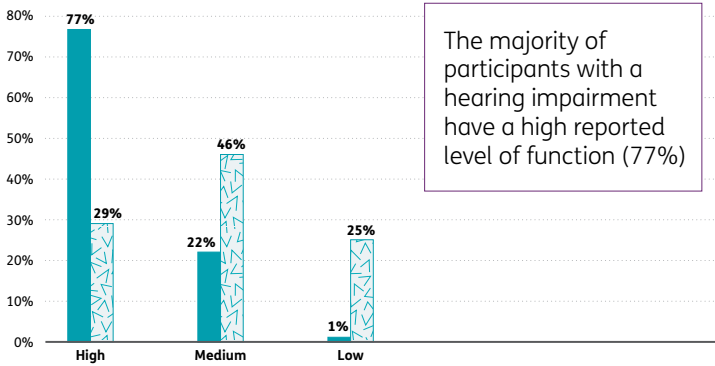
Distribution of active participants by age band



The majority of participants with a hearing impairment are aged 7 to 14 years (22%) and 0 to 6 years (15%)

Reported level of function

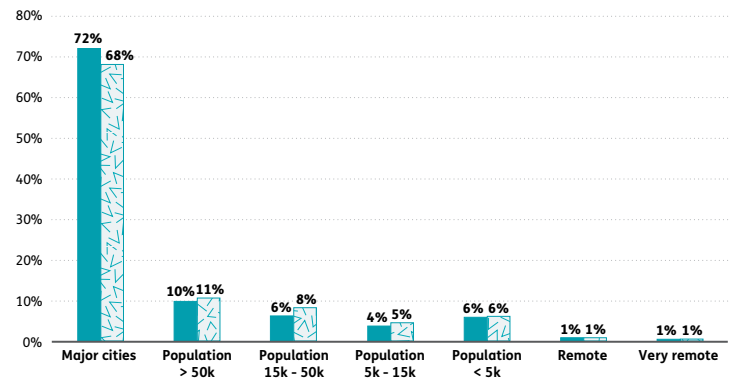
Distribution of active participants by reported level of function



The majority of participants with a hearing impairment have a high reported level of function (77%)

Remoteness

Distribution of active participants by remoteness

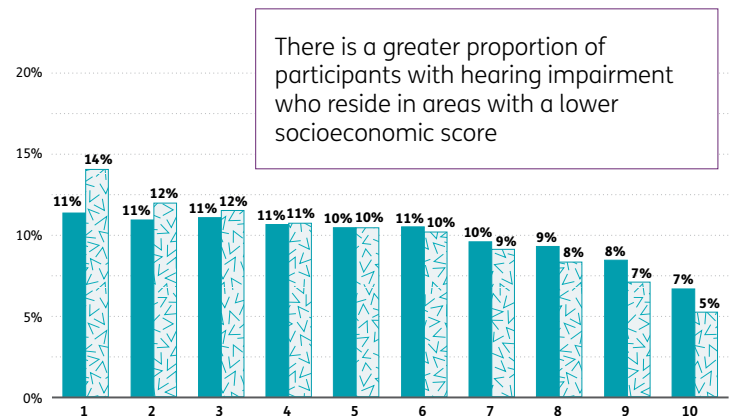


“Ella’s NDIS support has taken a lot of the stress and pressure off.”

Stephanie, mother of Ella, 5

SEIFA score (using Index of Education and Occupation)

Distribution of active participants by SEIFA score¹



There is a greater proportion of participants with hearing impairment who reside in areas with a lower socioeconomic score

Section 2: Payments



Overview

In the September 2022 quarter:

the NDIS provided
\$56 million
of paid supports to participants
with a hearing impairment

In the same quarter last year:

the NDIS provided
\$47 million
of paid supports to participants
with a hearing impairment

18%↑

The average payment³ per participant
with a hearing impairment was

\$8,300
for the 12 months ending
September 2022

The average payment per participant
with a hearing impairment was

\$7,800
for the 12 months ending
September 2021

7%↑

For participants aged 18 years and over with a hearing impairment

In the September 2022 quarter:

A year ago:

<1%

were participants
in SIL²

2%

of supports were
paid to participants
in SIL

<1%

were participants
in SIL

<1%

of supports were
paid to participants
in SIL

Comparing average payments³ for the same group of participants with a hearing impairment between this year and last year⁴:

| | Sep 22 | Sep 21 | Change (%) |
|--|----------------|----------------|-------------|
| Aged under 18 years | \$7,100 | \$6,800 | 4% ↑ |
| Aged 18 years and over not in SIL | \$9,400 | \$8,500 | 11% ↑ |
| All | \$8,400 | \$7,800 | 8% ↑ |

Section 3: Participant outcomes and satisfaction



Outcomes

The outcome results at 30 September 2022 compare baseline results to the latest results for participants with a hearing impairment who have been in the Scheme for at least two years.⁵

Social and community participation

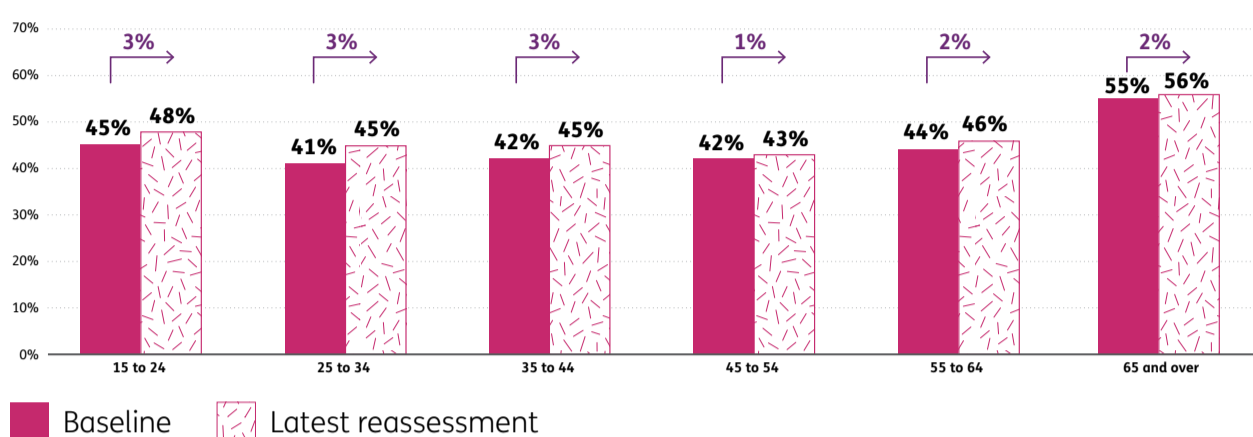


For participants aged 15 years and over with a hearing impairment, **46%** said at their latest reassessment that they were actively involved in a community, cultural or religious group in the last 12 months. This compares to **43%** for the Scheme as a whole.

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

- **2 percentage point increase** from **44%** to **46%** for participants aged 15 years and over
- **2 percentage point increase** from **44%** to **46%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



Participant employment

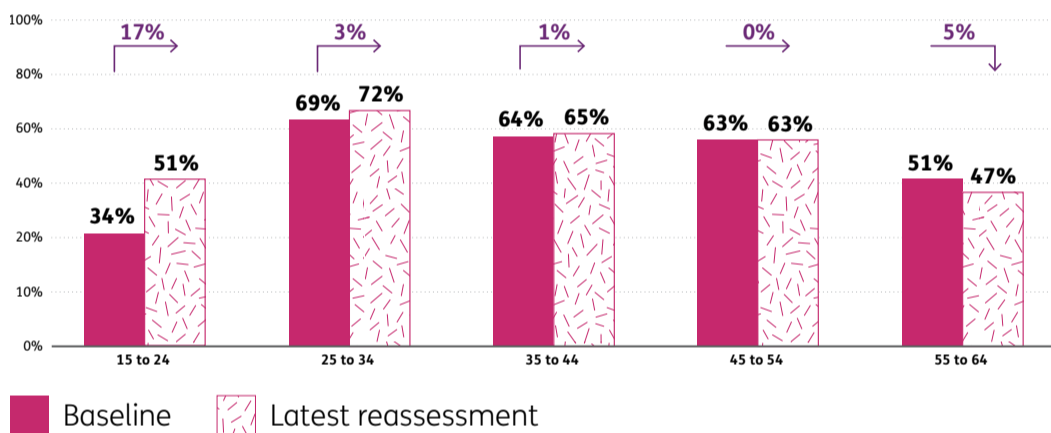


For participants aged 15 to 64 years with a hearing impairment, **58%** reported that they had a paid job at their latest reassessment. This compares to **23%** for the Scheme as a whole.

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

- **3 percentage point increase** from **55%** to **58%** for participants 15–64 years
- **1 percentage point decrease** from **61%** to **60%** for participants aged 25–64 years.

The chart below shows outcomes for different age groups.



Family and carer employment



Family/carers of participants with a hearing impairment reported an employment rate of **62%**, which is **higher** than the Scheme average family/carers employment rate of **50%**.

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

- **10 percentage point increase** from **52%** to **62%** for participants aged 0 to 14 years
- **4 percentage point increase** from **58%** to **62%** for participants aged 15 years and over
- **9 percentage point increase** from **53%** to **62%** for participants across all ages.

Choice and control

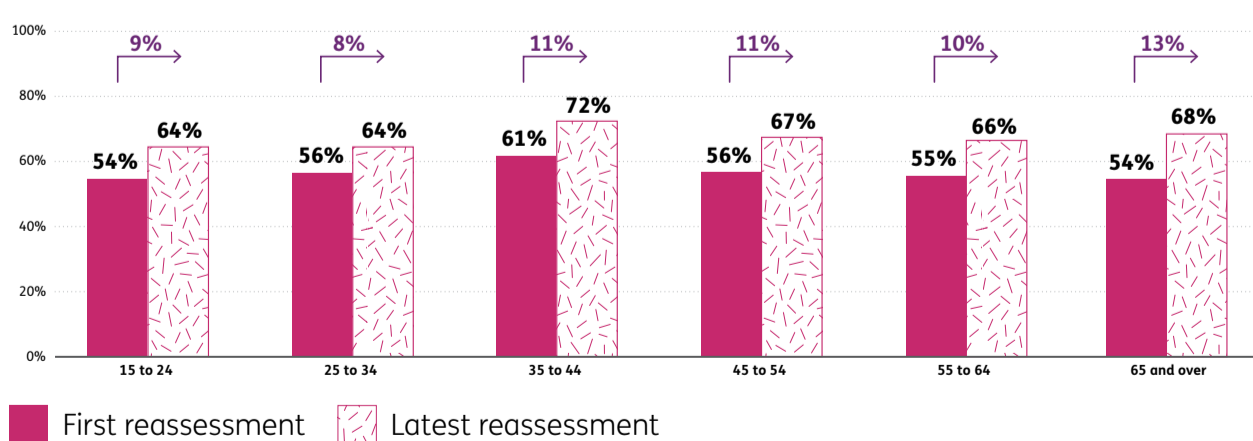


At 30 September 2022, **66%** of participants aged 15 years and over with a hearing impairment said the NDIS has helped them have more choice and control over their life, which is **lower** than the Scheme average rate at **76%**.

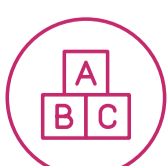
Comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at their first plan reassessment, there has been a:

- **10 percentage point increase** from **56%** to **66%** for participants aged 15 years and over
- **10 percentage point increase** from **57%** to **67%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



For children aged 0 to before starting school



- **92%** of parents and carers for children with a hearing impairment thought the NDIS improved their child's development at their most recent plan reassessment, compared to **86%** at their first reassessment. This is a **6 percentage point increase** from the first reassessment.
- **91%** of parents and carers for children with a hearing impairment thought the NDIS improved their child's access to specialist services at their latest plan reassessment, compared to **86%** at their first reassessment. This is a **5 percentage point increase** from the first reassessment.

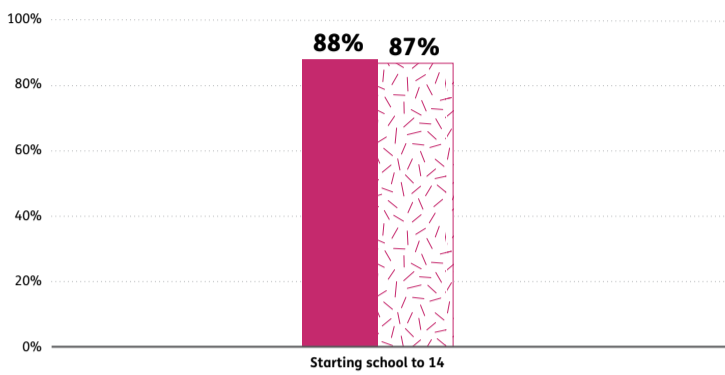
For children starting school to 14 years



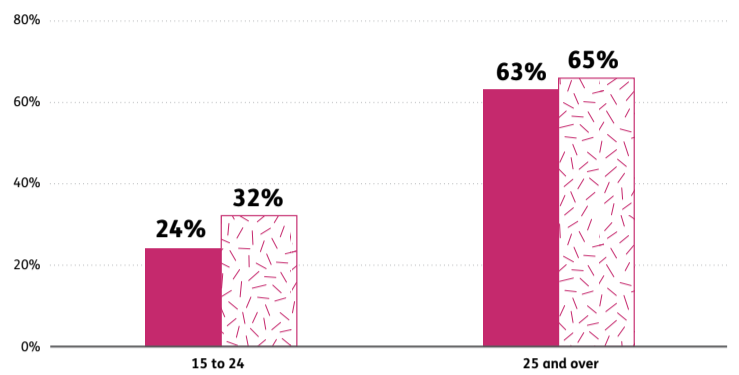
- **76%** of parents and carers for children with a hearing impairment felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to **62%** at their first reassessment. This is a **15 percentage point increase** from first reassessment.
- **64%** of parents and carers for children with a hearing impairment felt the NDIS has improved their child's relationship with family and friends at their most recent plan reassessment, compared with **51%** at their first reassessment. This is a **14 percentage point increase** from first reassessment.

Education outcomes

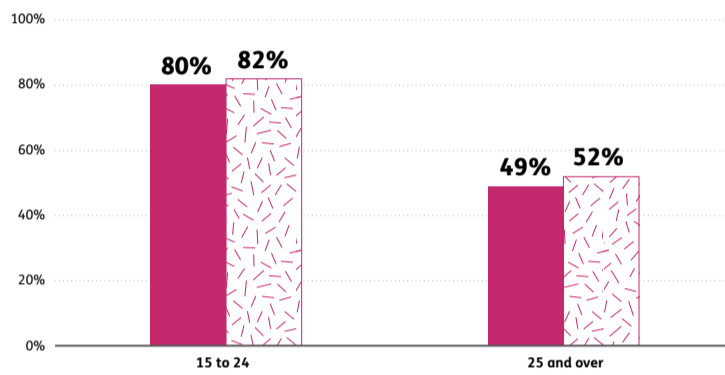
% of children attending school in a mainstream class



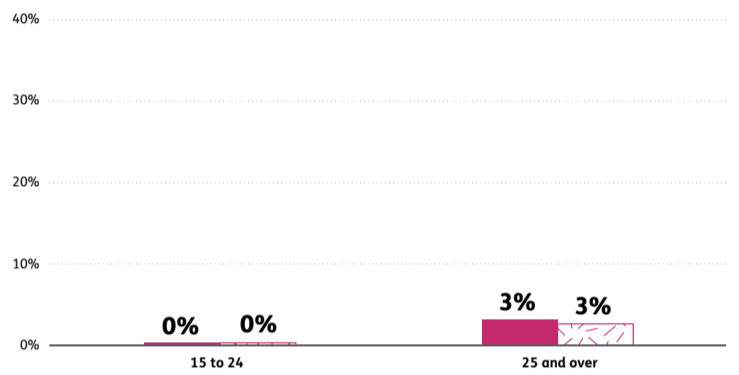
% who have a post-school qualification



% who get opportunities to learn new things



% who are working in an Australian Disability Enterprise (of those participants who are working in a paid job)



■ Baseline ■ Latest reassessment

“Another part of my role is raising awareness about inclusion to mainstream businesses and community services.”

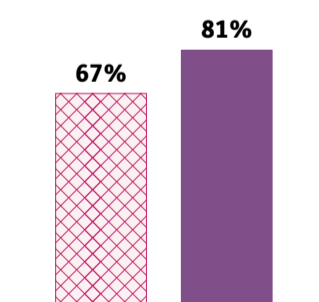
Mark, 61

Satisfaction

In the September 2022 quarter:

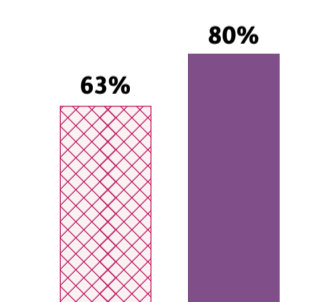
the percentage of participants with a hearing impairment who rated their experience with the NDIS⁶ as **good or very good** was:

Access



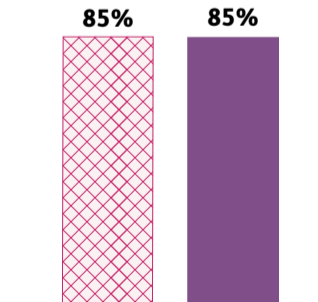
67%* for the access process (compared to 81% for all participants)

Pre-planning



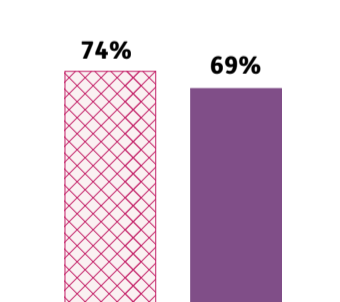
63% for the pre-planning process (compared to 80% for all participants)

Planning



85% for the planning process (compared to 85% for all participants)

Reassessment



74% for the reassessment process (compared to 69% for all participants)

* Due to the small sample size of responses collected from participants with a hearing impairment this quarter, the satisfaction result shown here are subject to higher volatility than normal.



The weighted average satisfaction result for participants with a hearing impairment who rated their experience as **good or very good** over the four stages of the pathway was **77%**.

- This was **75%** in the September 2021 quarter
- The overall Scheme weighted average satisfaction rate was **75%** in the September 2022 quarter.

Complaints



There were **106** complaints raised by participants with a hearing impairment in the September 2022 quarter (an annualised complaint rate of **2%**⁷):

- The annualised complaint rate 12 months ago for participants with a hearing impairment was **1%**, **1 percentage point lower** than the current quarter
- This compares to an annualised complaint rate of **7%** for all participants.

Section 4: Providers

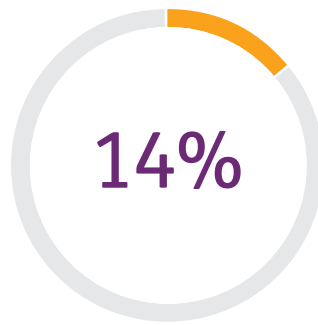


In the September 2022 quarter:

For providers supporting participants with a hearing impairment:



providers received a payment⁸



of payments were received by the top 10 providers

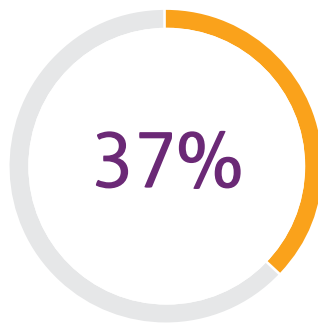


of these providers were companies or organisations and **41%** were individuals or sole traders

For providers supporting participants with a hearing impairment who **used a plan manager**:



providers received a payment⁹



of providers were registered and **63%** were unregistered¹⁰



was paid in the September 2022 quarter (**56%** of payments to participants with a hearing impairment)

For providers supporting **agency-managed** participants with a hearing impairment:



providers received a payment



of providers were registered



was paid in the September 2022 quarter (**19%** of payments to participants with a hearing impairment)



For providers supporting **self-managed** participants with a hearing impairment, **\$14m** was paid in the September 2022 quarter (which is **26%** of all payments to participants with a hearing impairment). At this time, for self-managed payments, the total number of providers and the registration status of providers is unable to be determined since it is not a requirement for self-managed participants to provide the ABN at the time of payment.

Key definitions

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

SEIFA

1. The Australian Bureau of Statistics SEIFA Index of Education and Occupation (IEO) is used by NDIA to classify participants into socio-economic deciles, with decile one representing participants in the lowest socio-economic decile, and decile ten representing participants in the highest socio-economic decile. SEIFA deciles are allocated based on the Statistical Area 1 (SA1) that a participant lives in.

Payments

2. Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible.
3. Average payments per participant are calculated using a 12 month period prior to the reporting date.
4. The average payment for the same group of participants is compared across two different time periods (12 months ending September 2022 vs 12 months ending September 2021). Payments for participants who had an initial plan approved after 30 September 2021 are not included.

Outcomes

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

Satisfaction

6. The NDIA gathers responses at the four primary stages of the participant pathway – access, pre-planning, planning and plan reassessment.

Complaints

7. The complaint rate is an annualised rate calculated as the number of complaints in the quarter divided by the active participant exposure in the quarter.

Providers

8. The count of providers is by ABN and includes providers supporting agency-managed participants, participants who use a plan manager and self-managed participants. Note that for self managed payments, the total number of providers is unable to be determined since it is not a requirement for self-managed participants to provide the ABN at the time of payment.
9. For each plan management type, a single provider is counted if they received a payment in the quarter for that plan management type. Note that a single provider can receive payments across more than one plan management type so may be included in more than one count.
10. A registered provider is an approved person or provider of supports who is registered with the NDIS Quality and Safeguard Commission. While a registered provider can provide supports to all participants, an unregistered provider can only provide supports to participants who use a plan manager or who are self-managed.