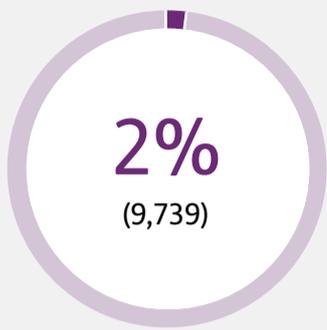


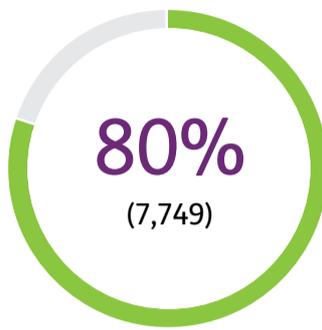


### Insights

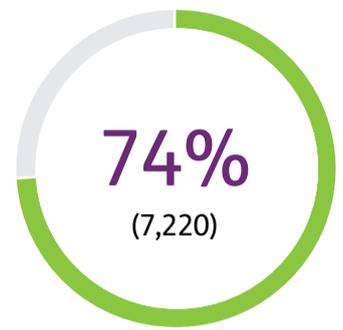
As at 30 September 2022:



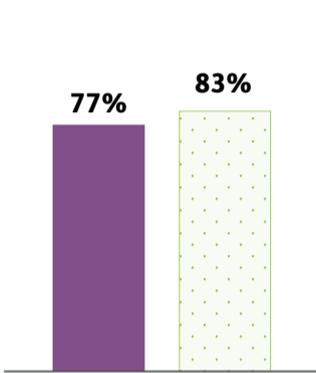
of the **554,917** active participants in the NDIS have a **primary disability of multiple sclerosis**



of participants with multiple sclerosis **are aged 45 years and over**

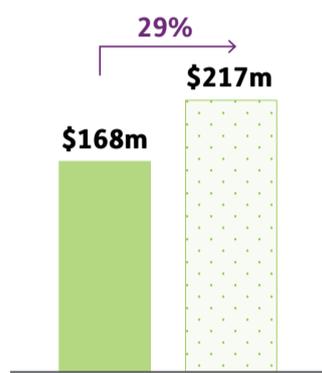


of participants with multiple sclerosis **are female**



**83%**

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



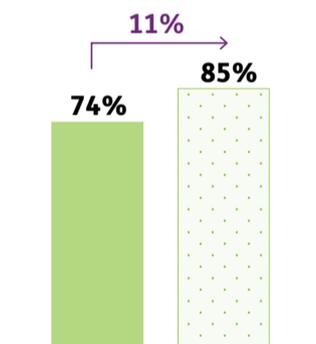
**\$217 million**

of paid supports were provided to participants with multiple sclerosis in the September 2022 quarter, compared to **\$168m** in the September 2021 quarter, an increase of 29%



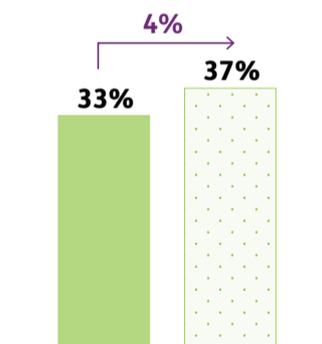
**\$83,800**

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



**85%**

of participants with multiple sclerosis said the NDIS had helped to improve their choice and control at their latest reassessment, an 11 percentage point increase from the first reassessment at 74%<sup>5</sup>



**37%**

of participants aged 15 years and over with multiple sclerosis said they were actively involved in a community, cultural or religious group in the last 12 months, a 4 percentage point increase from baseline at 33%<sup>5</sup>



**77%**

was the weighted average satisfaction rate for participants with multiple sclerosis over the four stages of the pathway

■ All participants ■ Multiple sclerosis



“I’ve gained confidence through the NDIS, knowing my future is going to be okay.”

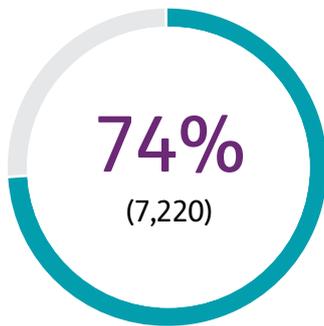
Maria, 49

# Section 1: Participants

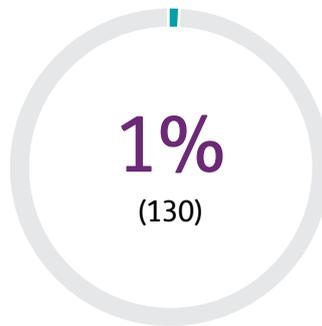


## Overview

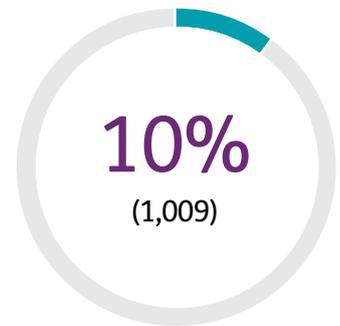
Of the **9,739** active participants with a primary disability of multiple sclerosis at 30 September 2022:



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

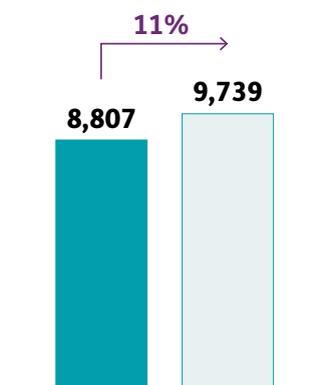


identified themselves as First Nations people, compared to 7% (or 40,842) for all participants

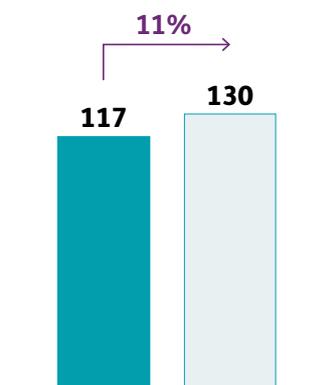


identified as Culturally and Linguistically Diverse (CALD), compared to 9% (or 50,968) for all participants

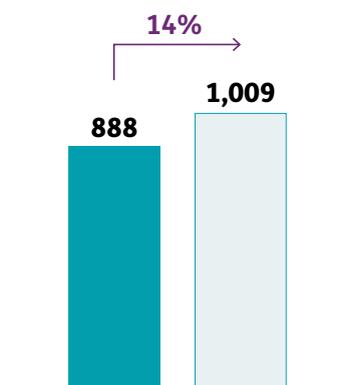
## In the twelve months to 30 September 2022:



The number of active participants with multiple sclerosis has increased from 8,807 to 9,739, an increase of 11%



The number of participants with multiple sclerosis who identify as First Nations people has increased from 117 to 130, an increase of 11%

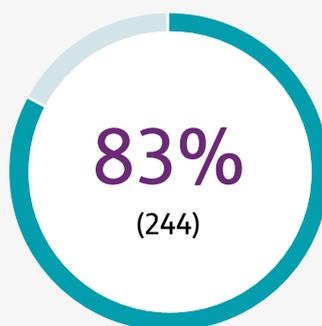


The number of participants with multiple sclerosis who identify as CALD has increased from 888 to 1,009, an increase of 14%



## Access

In the quarter to 30 September 2022:



of access decisions for applicants with multiple sclerosis resulted in the applicant joining the Scheme, compared to 77% of access decisions for all applicants



access decisions have been made for applicants with multiple sclerosis (244 participants met access and are still active)

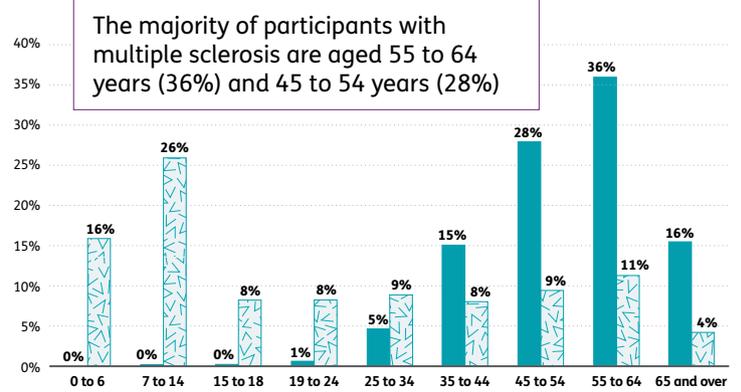
## State/Territory

Distribution of active participants by State/Territory



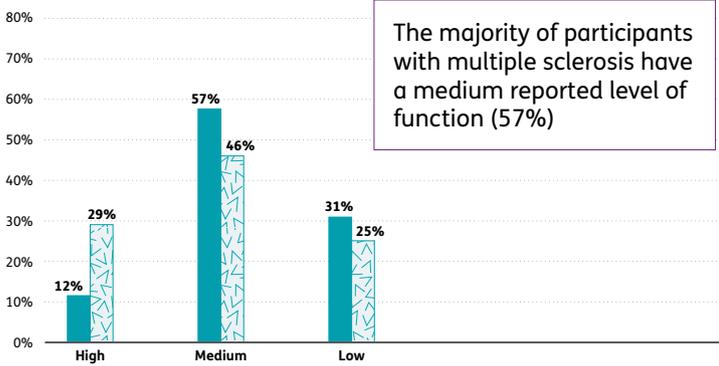
## Age band

Distribution of active participants by age band



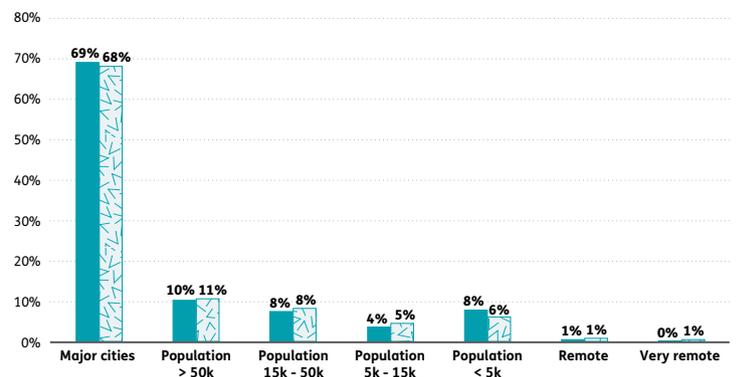
## Reported level of function

Distribution of active participants by reported level of function



## Remoteness

Distribution of active participants by remoteness

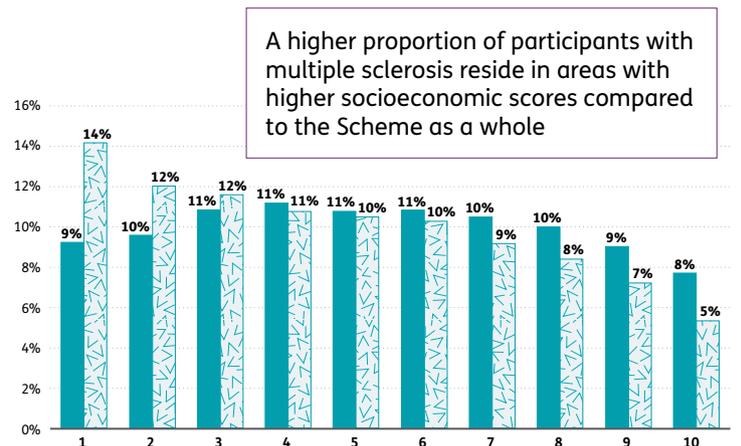


“I know that if my situation changes, the NDIS will help me adapt.”

Maria, 49

## SEIFA score (using Index of Education and Occupation)

Distribution of active participants by SEIFA score<sup>1</sup>



## Section 2: Payments



### Overview

In the September 2022 quarter:

the NDIS provided  
**\$217 million**  
of paid supports to participants  
with multiple sclerosis

In the same quarter last year:

the NDIS provided  
**\$168 million**  
of paid supports to participants  
with multiple sclerosis

29%↑

The average payment<sup>3</sup> per participant  
with multiple sclerosis was

**\$83,800**  
for the 12 months ending  
September 2022

The average payment per participant  
with multiple sclerosis was

**\$78,000**  
for the 12 months ending  
September 2021

7%↑

### For participants aged 18 years and over with multiple sclerosis

In the September 2022 quarter:

**3%**

were participants  
in SIL<sup>2</sup>

**16%**

of supports were  
paid to participants  
in SIL

A year ago:

**3%**

were participants  
in SIL

**15%**

of supports were  
paid to participants  
in SIL

Comparing average payments<sup>3</sup> for the same group of participants with multiple sclerosis between this year and last year<sup>4</sup>:

	Sep 22	Sep 21	Change (%)
<b>Aged 18 years and over not in SIL</b>	\$75,900	\$68,400	11% ↑
<b>Aged 18 years and over in SIL</b>	\$438,000	\$406,800	8% ↑
<b>All</b>	<b>\$87,200</b>	<b>\$78,000</b>	<b>12% ↑</b>

## Section 3: Participant outcomes and satisfaction



### Outcomes

The outcome results at 30 September 2022 compare baseline results to the latest results for participants with multiple sclerosis who have been in the Scheme for at least two years.<sup>5</sup>

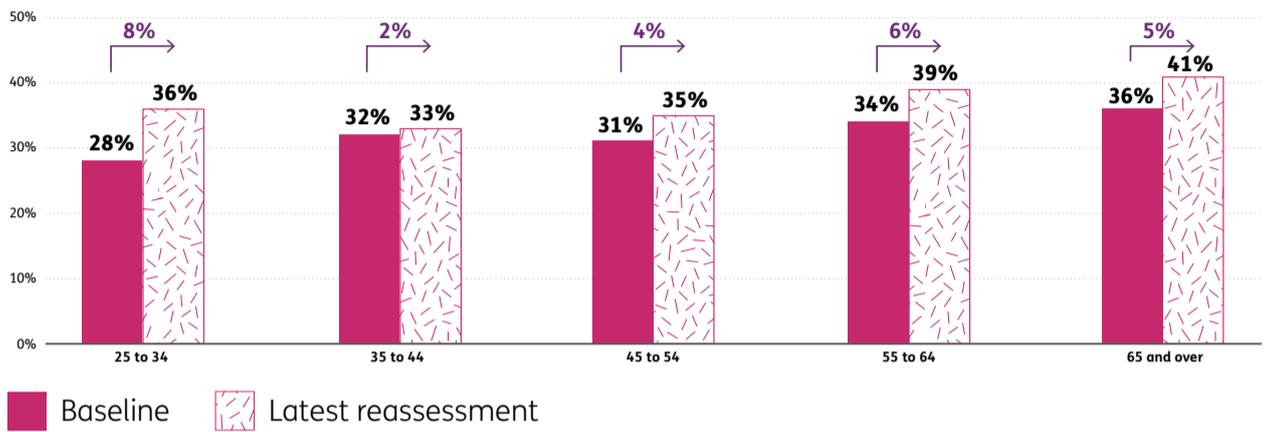
#### Social and community participation



For participants aged 15 years and over with multiple sclerosis, **37%** said at their latest reassessment that they were actively involved in a community, cultural or religious group in the last 12 months. This compares to **43%** for the Scheme as a whole.

Comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry (or baseline), there has been a **4 percentage point increase** from **33%** to **37%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



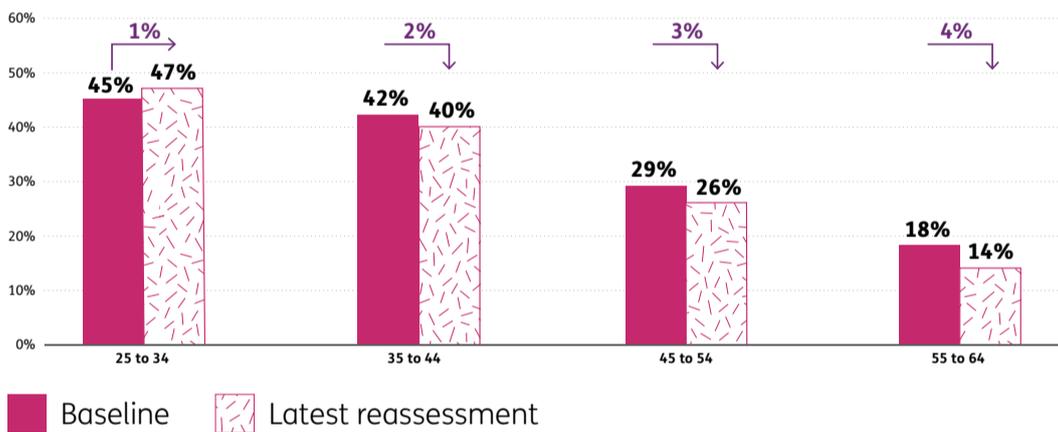
#### Participant employment



For participants aged 15 to 64 years with multiple sclerosis, **24%** reported that they had a paid job at their latest reassessment. This compares to **23%** for the Scheme as a whole.

Comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry, there has been a **3 percentage point decrease** from **27%** to **24%** for participants aged 25–64 years.

The chart below shows outcomes for different age groups.



#### Family and carer employment



Family/carers of participants with multiple sclerosis reported an employment rate of **46%**, which is **lower** 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 **4 percentage point decrease** from **50%** to **46%** for participants across all ages.

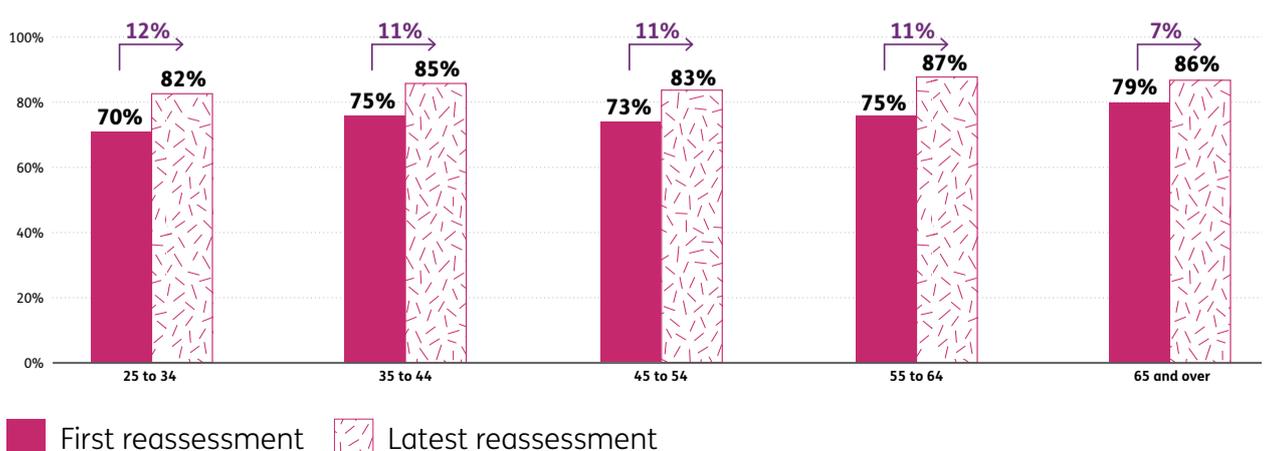
#### Choice and control



At 30 September 2022, **85%** of participants with multiple sclerosis aged 15 years and over said the NDIS has helped them have more choice and control over their life, which is **higher** 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 an **11 percentage point increase** from **74%** to **85%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



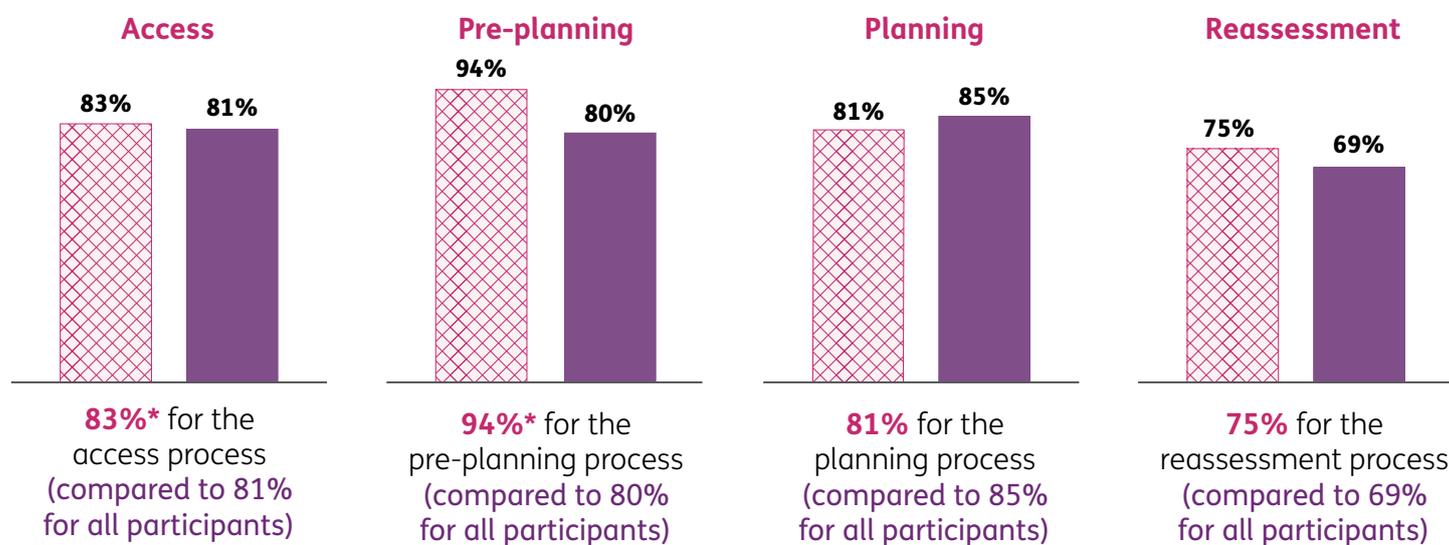
“I was so happy I could make one of my NDIS goals, ‘To maintain my relationships with my child, my friends and my family’.”

Tanya, 54

## Satisfaction

In the September 2022 quarter:

the percentage of participants with multiple sclerosis who rated their experience with the NDIS<sup>6</sup> as **good or very good** was:



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



The weighted average satisfaction result for participants with multiple sclerosis 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 **213** complaints raised by participants with multiple sclerosis in the September 2022 quarter (an annualised complaint rate of **9%**<sup>7</sup>):

- The annualised complaint rate 12 months ago for participants with multiple sclerosis was **10%**, **1 percentage point more** than the current quarter
- This compares to an annualised complaint rate of **7%** for all participants.

## Section 4: Providers

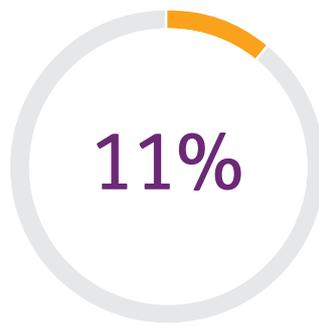


### In the September 2022 quarter:

For providers supporting participants with multiple sclerosis:



providers received a payment<sup>8</sup>



of payments were received by the top 10 providers

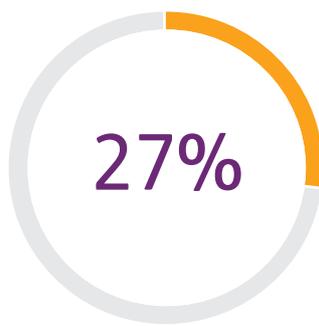


of these providers were companies or organisations and **46%** were individuals or sole traders

For providers supporting participants with multiple sclerosis who **used a plan manager**:



providers received a payment<sup>9</sup>



of providers were registered and **73%** were unregistered<sup>10</sup>



was paid in the September 2022 quarter (**59%** of payments to participants with multiple sclerosis)

For providers supporting **agency-managed** participants with multiple sclerosis:



providers received a payment



of providers were registered



was paid in the September 2022 quarter (**23%** of payments to participants with multiple sclerosis)



For providers supporting **self-managed** participants with multiple sclerosis, **\$39m** was paid in the September 2022 quarter (which is **18%** of all payments to participants with multiple sclerosis). At this time, for self-managed payments, the total number of providers and the registration status of providers is unable to be determined since it is not a requirement for self-managed participants to provide the ABN at the time of payment.

## Key definitions

Definitions of terms used in this dashboard are consistent with those 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.