# Disability Dashboard Transcript for Multiple Sclerosis

## Insight

This section contains key information about the NDIS participants with multiple sclerosis in the form of simple charts and commentaries using data as at 30 September 2022:

* A doughnut chart shows that of the 554,917 active participants in the NDIS, 2% (or 9,739) of them have a primary disability of multiple sclerosis.
* The next doughnut chart shows that 80% (or 7,749) of participants with multiple sclerosis are aged 45 years and over.
* The next doughnut chart shows that 74% (or 7,220) of participants with multiple sclerosis are female
* A bar chart shows that 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.
* The next bar chart shows that NDIS provided $217 million of paid supports to participants with multiple sclerosis in the September 2022 quarter, compared to $168 million in the September 2021 quarter, representing a year-on-year increase of 29%.
* The next bar chart shows that the average payment for the 12 months to 30 September 2022 for a participant with multiple sclerosis was $83,800, which is a 7% increase compared to the previous year.
* The next bar chart shows that 85% of participants with multiple sclerosis said the NDIS had helped to improve their choice and control at their latest reassessment, which is an 11 percentage point increase from the first reassessment at 74%. (The Participant Outcome section compares baseline results when participants entered the Scheme, 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).
* The next bar chart shows 37% of participants aged 15 years and over with multiple sclerosis said they were involved in social and community activities, a 4 percentage point increase from baseline at 33%. (The Participant Outcome section compares baseline results when participants entered the Scheme, 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).
* The weighted average satisfaction rate for participants with multiple sclerosis over the 4 stages of Scheme pathway was 77% in the September 2022 quarter.

## Section 1: Participants

**Overview**

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

* A doughnut chart shows that 74% (or 7,220) were female, compared to 37% (or 207,073) for all participants
* Another doughnut chart shows that 1% (or 130) identified themselves as First Nations people, compared to 7% (or 40,842) for all participants
* Another doughnut chart shows that 10% (or 1,009) identified as Culturally and Linguistically Diverse (CALD) compared to 9% (or 50,968) for all participants

In the twelve months to 30 September 2022:

* A bar chart shows that the number of active participants with multiple sclerosis has increased from 8,807 to 9,738, an increase of 11%
* Another bar chart shows that the number of participants with multiple sclerosis who identify as First Nations people has increased from 117 to 130, an increase of 11%
* Another bar chart shows that 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:

* A doughnut chart shows that 83% of access decisions for applicants with multiple sclerosis resulted in the applicant joining the Scheme, compared to 77% of access decisions for all applicants.
* Another doughnut chart shows that 294 access decisions have been made in the quarter for applicants with multiple sclerosis, of which 244 participants met access and are still active.

The following section contains 5 charts comparing different demographic make-up of participants with multiple sclerosis and the make-up of the overall Scheme.

**State/Territory**

Distribution of active participants by State/Territory

A chart represents the percentage of active participants with multiple sclerosis residing in each State/Territory, and compares that to the distribution of all participants in the Scheme.

At 30 September 2022, the percentage of participants with multiple sclerosis who resided in:

* NSW was 27%, compared to 30% for all participants
* VIC was 31%, compared to 27% for all participants
* QLD was 17%, compared to 21% for all participants
* WA was 9%, compared to 9% for all participants
* SA was 9%, compared to 9% for all participants
* TAS was 4%, compared to 2% for all participants
* NT was 0%, compared to 1% for all participants
* ACT was 2%, compared to 2% for all participants

**Age Band**

Distribution of active participants by age band

A chart represents the percentage of active participants with multiple sclerosis by age band, and compares that to the distribution of all participants in the Scheme.

At 30 September 2022, the percentage of participants with multiple sclerosis who were in the age band:

* 0 to 6 was 0%, compared to 16% for all participants
* 7 to 14 was 0%, compared to 26% for all participants
* 15 to 18 was 0%, compared to 8% for all participants
* 19 to 24 was 1%, compared to 8% for all participants
* 25 to 34 was 5%, compared to 9% for all participants
* 35 to 44 was 15%, compared to 8% for all participants
* 45 to 54 was 28%, compared to 9% for all participants
* 55 to 64 was 36%, compared to 11% for all participants
* 65 and over was 16%, compared to 4% for all participants

Commentary in the text box: The majority of the participants with multiple sclerosis are aged 55 to 64 years (36%) and 45 to 54 years (28%).

**Reported Level of Function**

Distribution of active participants by reported level of function

A chart represents the percentage of active participants with multiple sclerosis by reported level of function, and compares that to the distribution of all participants in the Scheme.

At 30 September 2022, the percentage of participants with multiple sclerosis who had:

* a reported level of function of “High” was 12%, compared to 29% for all participants
* a reported level of function of “Medium” was 57%, compared to 46% for all participants
* a reported level of function of “Low” was 31%, compared to 25% for all participants

Commentary in the text box: The majority of the participants with multiple sclerosis have a medium reported level of function (57%).

**Remoteness**

Distribution of active participants by remoteness

A chart represents the distribution of active participants with multiple sclerosis by remoteness, and compares that to the distribution of all participants in the Scheme.

At 30 September 2022, the percentage of participants with multiple sclerosis who resided in:

* Major cities was 69%, compared to 68% for all participants
* Population greater than 50,000 was 10%, compared to 11% for all participants
* Population of 15,000 to 50,000 was 8%, compared to 8% for all participants
* Population of 5,000 to 15,000 was 4%, compared to 5% for all participants
* Population less than 5,000 was 8%, compared to 6% for all participants
* Remote was 1%, compared to 1% for all participants
* Very Remote was 0%, compared to 1% for all participants.

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

Distribution of active participants by SEIFA score. (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).

A chart represents the percentage of active participants with multiple sclerosis by SEIFA score, and compares that to the distribution of all participants in the Scheme. Socio-Economic Indexes for Areas (SEIFA) is a product developed by the ABS that ranks areas in Australia according to relative socio-economic advantage and disadvantage.

At 30 September 2022, the percentage of participants with multiple sclerosis who reside in areas with:

* SEIFA scores of 1 was 9%, compared to 14% for all participants
* SEIFA scores of 2 was 10%, compared to 12% for all participants
* SEIFA scores of 3 was 11%, compared to 12% for all participants
* SEIFA scores of 4 was 11%, compared to 11% for all participants
* SEIFA scores of 5 was 11%, compared to 10% for all participants
* SEIFA scores of 6 was 11%, compared to 10% for all participants
* SEIFA scores of 7 was 10%, compared to 9% for all participants
* SEIFA scores of 8 was 10%, compared to 8% for all participants
* SEIFA scores of 9 was 9%, compared to 7% for all participants
* SEIFA scores of 10 was 8%, compared to 5% for all participants

Commentary in the text box: A higher proportion of participants with multiple sclerosis reside in areas with a higher socioeconomic scores compared to all participants in the Scheme.

## Section 2: Payments

In the September 2022 Quarter, the NDIS provided $217 million of paid supports to participants with multiple sclerosis.

In the same quarter last year, $168 million of paid supports were provided to participants with multiple sclerosis.

* This is an increase of 29%.

The average payment per participant with multiple sclerosis was $83,800 for the 12 months ending 30 Sep 2022. This was $78,000 for the 12 months ending 30 Sep 2021. (Average payments per participant are calculated using a 12 month period prior to the reporting date)

* This represents a year-on-year increase of 7%.

Participants in SIL comprise 3% of all participants with multiple sclerosis who were aged 18 and over, and their payments comprise 16% of supports paid to participants with multiple sclerosis aged 18 and over in this quarter. (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)

* A year ago, participants with SIL represented 3% of participants with multiple sclerosis who were aged 18 and over, and their payments were 15% of supports paid to participants with multiple sclerosis aged 18 and over in that quarter.

A table shows the average payments for the same group of participants with multiple sclerosis and compares that between this year and last year. (Average payments per participant are calculated using a 12 month period prior to the reporting date). (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). Participants who had an initial plan approved after 30 September 2021 are not included).

For participants aged 18 years and over not in SIL, the average payments for this year was $75,900, compared to last year at $68,400, representing an increase of 11%

For participants aged 18 years and over in SIL, the average payments for this year was $438,000, compared to last year at $406,800, representing an increase of 8%

At an overall level for participants with multiple sclerosis, the average payments for this year was $87,200, compared to last year at $78,000, representing an increase of 12%.

## Section 3: Participant Outcomes and Satisfaction

The outcome results at 30 September 2022 compare baseline results to latest results for participants with multiple sclerosis who have been in the Scheme for at least two years. (The Participant Outcome section compares baseline results when participants entered the Scheme or at their first 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).

### Outcome: 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, there has been a:

* 4 percentage point increase from 33% to 37% for participants aged 25 years and over.

A chart shows that:

* for participants aged 25 to 34 years there was a 8 percentage point increase from 28% to 36%
* for participants aged 35 to 44 years there was a 2 percentage point increase from 32% to 33%
* for participants aged 45 to 54 years there was a 4 percentage point increase from 31% to 35%
* for participants aged 55 to 64 years there was a 6 percentage point increase from 34% to 39%
* for participants aged 65 and over there was a 5 percentage point increase from 36% to 41%.

### Outcome: 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 years and over.

A bar chart shows that:

* for participants aged 25 to 34 years there was a 1 percentage point increase from 45% to 47%
* for participants aged 35 to 44 years there was a 2 percentage point decrease from 42% to 40%
* for participants aged 45 to 54 years there was a 3 percentage point decrease from 29% to 26%
* for participants aged 55 to 64 years there was a 4 percentage point decrease from 18% to 14%.

### Outcome: Family & 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.

### Outcome: Choice & 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.

* This 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.

A chart shows that:

* for participants aged 25 to 34 years there was a 12 percentage point increase from 70% to 82%
* for participants aged 35 to 44 years there was an 11 percentage point increase from 75% to 85%
* for participants aged 45 to 54 years there was an 11 percentage point increase from 73% to 83%
* for participants aged 55 to 64 years there was an 11 percentage point increase from 75% to 87%
* for participants aged 65 years and over there was a 7 percentage point increase from 79% to 86%.

### Satisfaction

A bar chart that compares the satisfaction responses between participants with multiple sclerosis and that of all participants in the September 2022 quarter. The percentage of participants with multiple sclerosis who rated their experience with the NDIS (The NDIA gathers responses at the four primary stages of the participant pathway – access, preplanning, planning and plan reassessment) as good or very good was:

* 83% for the access process, compared to 81% for all participants (Due to the small sample size of responses collected from participants with multiple sclerosis this quarter, the satisfaction results shown here are subject to higher volatility than normal).
* 94% for the pre-planning process, compared to 80% for all participants (Due to the small sample size of responses collected from participants with multiple sclerosis this quarter, the satisfaction results shown here are subject to higher volatility than normal)
* 81% for the planning process, compared to 85% for all participants.
* 75% for the reassessment process, compared to 69% for all participants.

The weighted average satisfaction result for participants with multiple sclerosis who rated their experience as good or very good over the 4 stages of the pathway was 77% in the quarter of September 2022.

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

### Complaints

There were 213 complaints raised by participants with multiple sclerosis in the September 2022 quarter (or an annualised complaint rate of 9%). (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).

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

## Section 4: Providers

This section contains information on service providers supporting participants with multiple sclerosis in the September 2022 Quarter, in the form of doughnut charts:

The first three doughnut charts show an overview of all the providers supporting participants with multiple sclerosis:

* A doughnut charts shows that 17,845 providers received a payment during the quarter. (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.)
* The next doughnut chart shows that 11% of payments were received by the top 10 providers
* The next doughnut chart shows that 53% of these providers are companies or organisations and 46% are individuals or sole traders.

The second set of three doughnut charts are for providers supporting participants with multiple sclerosis who used a plan manager:

* A doughnut chart shows that 15,937 providers received a payment during the quarter. (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.)
* The next doughnut chart shows that 27% of the providers were registered and 73% are unregistered. (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.)
* The next doughnut chart shows that $128 million was paid in the September 2022 quarter (This makes up 59% of payments to participants with multiple sclerosis).

The last set of three doughnut charts are for providers supporting agency-managed participants with multiple sclerosis:

* A doughnut chart shows that 1,924 providers received a payment during the quarter
* The next doughnut chart shows that 100% of the providers were registered
* The next doughnut chart shows that $50 million was paid in the September 2022 quarter (This makes up 23% of payments to participants with multiple sclerosis).

For providers supporting self-managed participants with multiple sclerosis, $39 millionwas 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.

## Additional Information

**Key definitions**

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