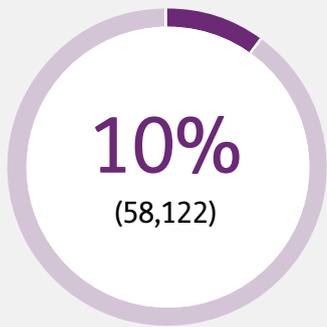


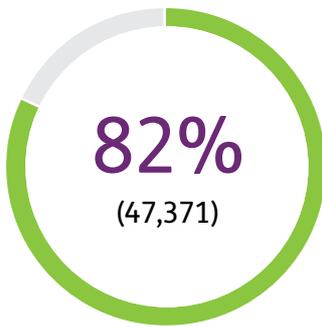


Insights

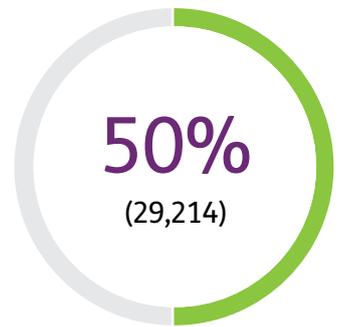
As at 30 September 2022:



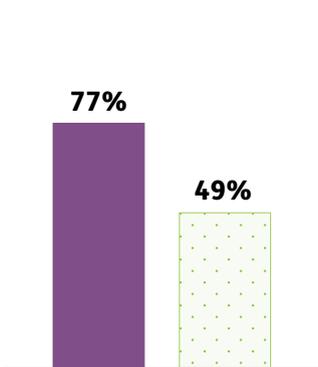
of the **554,917** active participants in the NDIS have a **primary disability of a psychosocial disability**, making it the **third most common disability for NDIS participants**



of participants with a psychosocial disability **are aged 35 years and over**

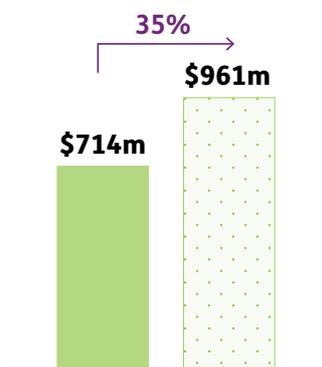


of participants with a psychosocial disability **are male**



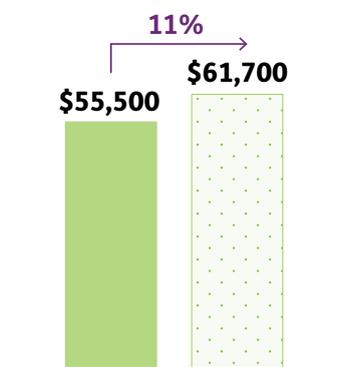
49%

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



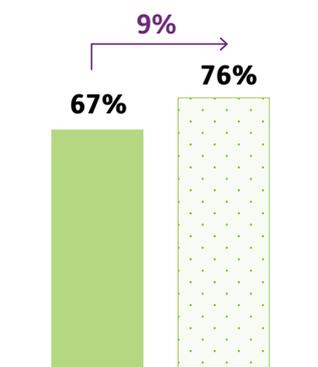
\$961 million

of paid supports were provided to participants with a psychosocial disability in the September 2022 quarter, compared to **\$714m** in the September 2021 quarter, an increase of 35%



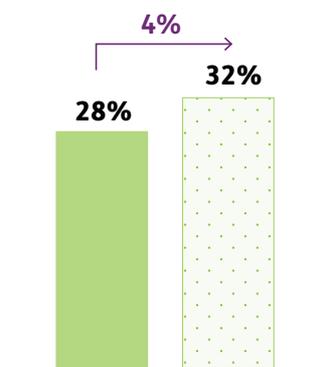
\$61,700

was the average payment in the 12 months to 30 September 2022 for a participant with a psychosocial disability, an 11% increase compared to the previous year



76%

of participants aged 15 years and over with a psychosocial disability said the NDIS has helped them have more choice and control over their life, an increase of 9 percentage points compared to their first reassessment⁵



32%

of participants aged 15 and over with a psychosocial disability said they were actively involved in a community, cultural or religious group in the last 12 months, an increase of 4 percentage points compared to baseline⁵



72%

was the weighted average satisfaction rate for participants with a psychosocial disability over the four stages of the pathway

■ All participants ■ Psychosocial disability

“My mental illness is my superpower and I am no longer ashamed.”

Suzanne, 31

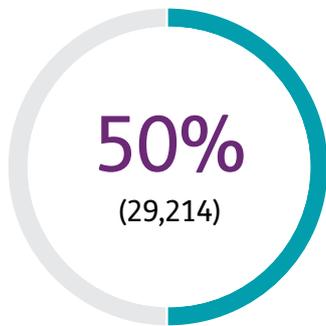


Section 1: Participants

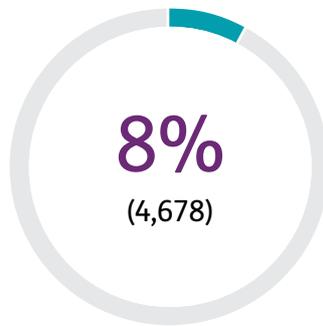


Overview

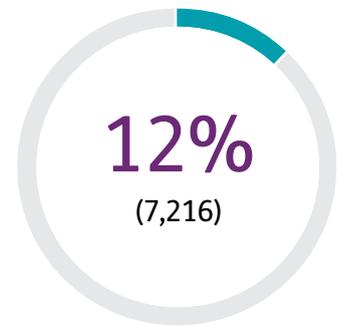
Of the **58,122** active participants with a primary disability of a psychosocial disability at 30 September 2022:



were male,
compared to 61%
(or 341,220) for all
participants

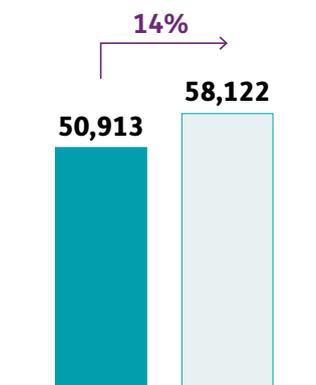


identified themselves
as First Nations people,
compared to 7% (or 40,842)
for all participants

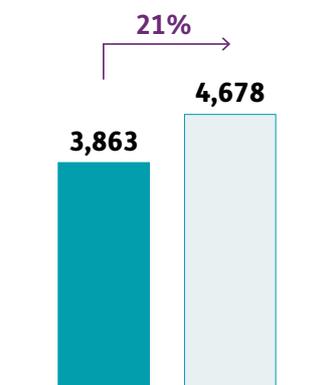


identified as Culturally and
Linguistically Diverse (CALD),
compared to 9% (or 50,968)
for all participants

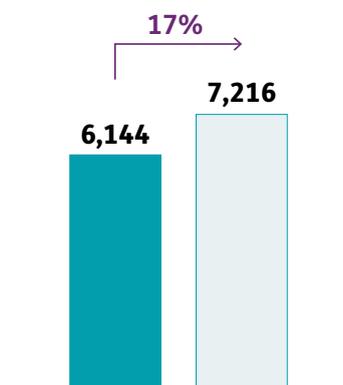
In the twelve months to 30 September 2022:



The number of active participants with a psychosocial disability has increased from 50,913 to 58,122, an increase of 14%



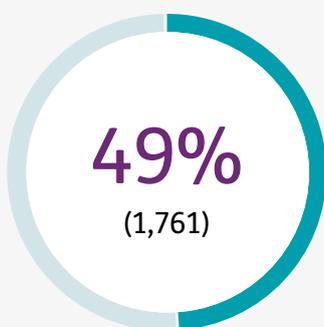
The number of participants with a psychosocial disability who identify as First Nations people has increased from 3,863 to 4,678, an increase of 21%



The number of participants with a psychosocial disability who identify as CALD has increased from 6,144 to 7,216, an increase of 17%

Access

In the quarter to 30 September 2022:



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



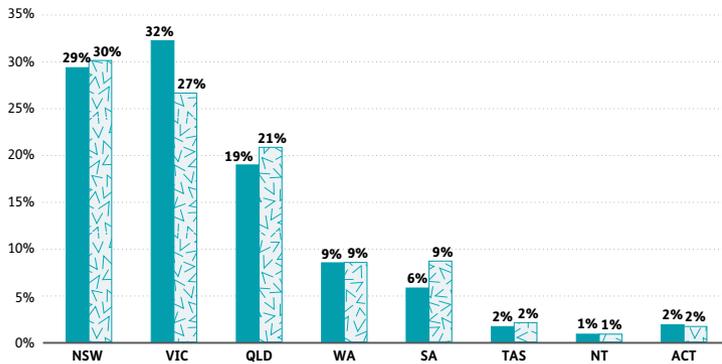
access decisions have been made for applicants with a psychosocial disability (1,761 participants met access and are still active)

“I use my Bipolar diagnosis to advocate, empower and inspire others.”

Suzanne, 31

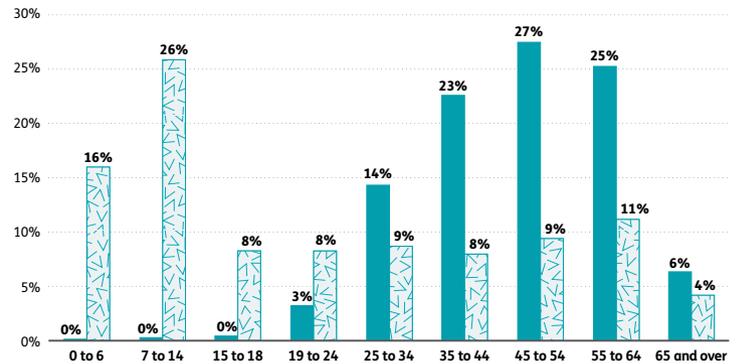
State/Territory

Distribution of active participants by State/Territory



Age band

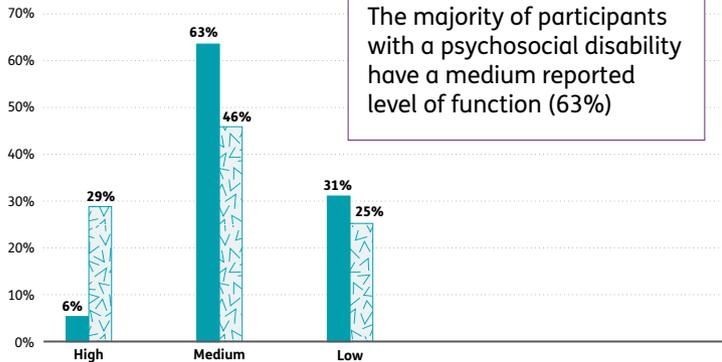
Distribution of active participants by age band



The majority of participants with a psychosocial disability are aged 45 to 54 years (27%) and 55 to 64 years (25%)

Reported level of function

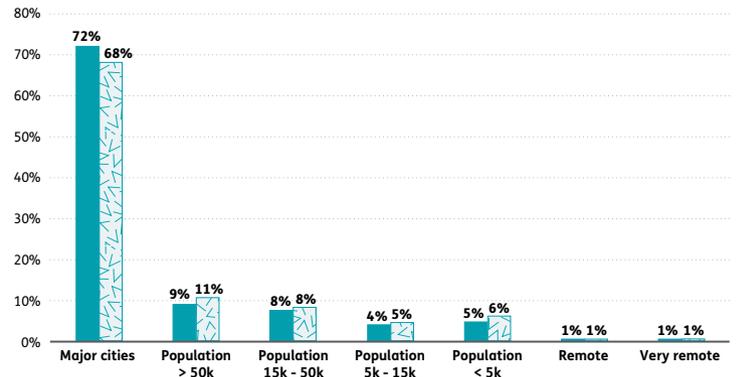
Distribution of active participants by reported level of function



The majority of participants with a psychosocial disability have a medium reported level of function (63%)

Remoteness

Distribution of active participants by remoteness

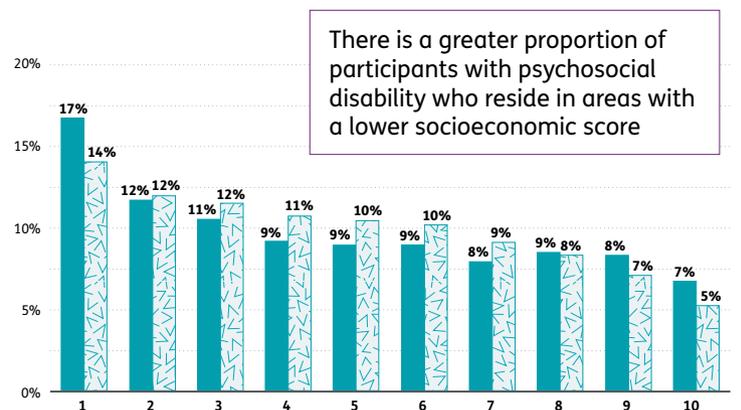


“I love the fact I’m doing something meaningful to help others while they are helping me.”

Nathan, 21

SEIFA score (using Index of Education and Occupation)

Distribution of active participants by SEIFA score¹



There is a greater proportion of participants with psychosocial disability who reside in areas with a lower socioeconomic score

Section 2: Payments



Overview

In the September 2022 quarter:

the NDIS provided
\$961 million
of paid supports to participants
with a psychosocial disability

In the same quarter last year:

the NDIS provided
\$714 million
of paid supports to participants
with a psychosocial disability

35%↑

The average payment³ per participant
with a psychosocial disability was

\$61,700
for the 12 months ending
September 2022

The average payment per participant
with a psychosocial disability was

\$55,500
for the 12 months ending
September 2021

11%↑

For participants aged 18 years and over with a psychosocial disability

In the September 2022 quarter:

5%
were participants
in SIL²

26%
of supports were
paid to participants
in SIL

A year ago:

5%
were participants
in SIL

26%
of supports were
paid to participants
in SIL

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

	Sep 22	Sep 21	Change (%)
Aged 18 years and over not in SIL	\$50,100	\$42,900	17% ↑
Aged 18 years and over in SIL	\$316,900	\$305,500	4% ↑
All	\$64,200	\$55,500	16% ↑

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 psychosocial disability who have been in the Scheme for at least two years.⁵

Social and community participation

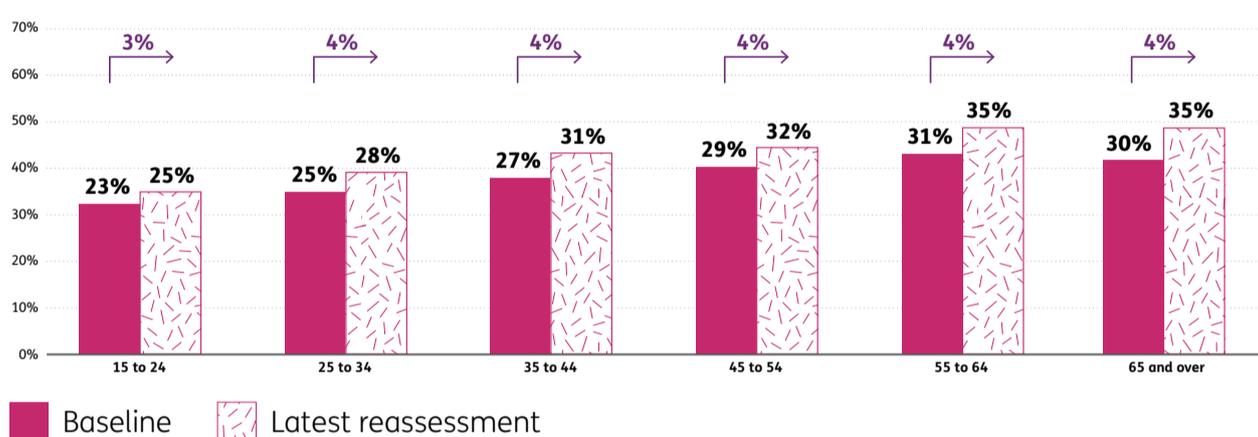


For participants aged 15 years and over with a psychosocial disability, **32%** said at their latest reassessment that they were actively involved in a community, cultural or religious group in the last 12 months. This compares to **43%** for the Scheme as a whole

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 **28%** to **32%** for participants aged 15 years and over
- **4 percentage point increase** from **28%** to **32%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



Participant employment

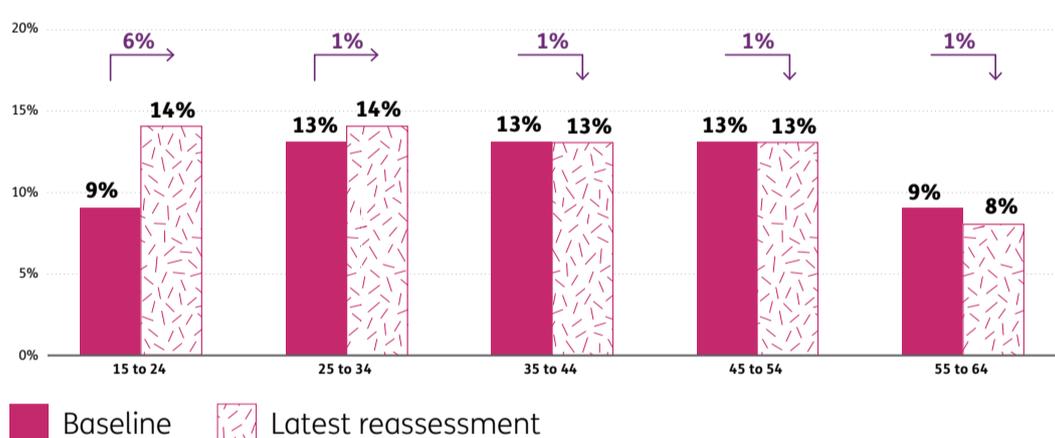


For participants aged 15 to 64 years with a psychosocial disability, **12%** reported that they had a paid job at their latest reassessment. This compares to **23%** for the Scheme as a whole

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

- **minimal movement from baseline** of **12%** for participants aged 15–64 years
- **1 percentage point decrease** from **12%** to **11%** 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 psychosocial disability reported an employment rate of **34%**, 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:

- **2 percentage point decrease** from **35%** to **33%** for participants aged 15 years and over
- **2 percentage point decrease** from **36%** to **34%** for participants across all ages.

Choice and control

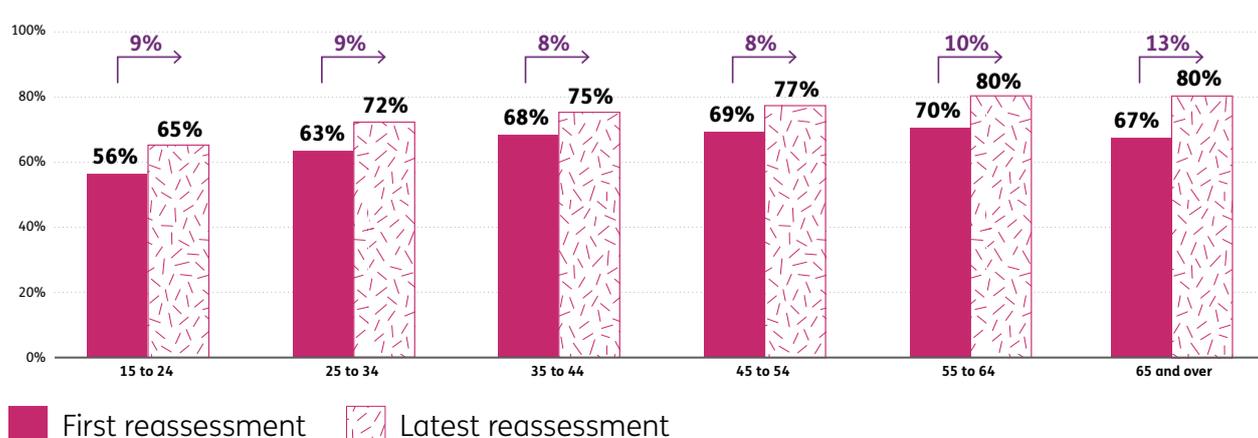


At 30 September 2022, **76%** of participants aged 15 years and over with a psychosocial disability said the NDIS has helped them have more choice and control over their life, aligning with the Scheme average rate at **76%**.

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:

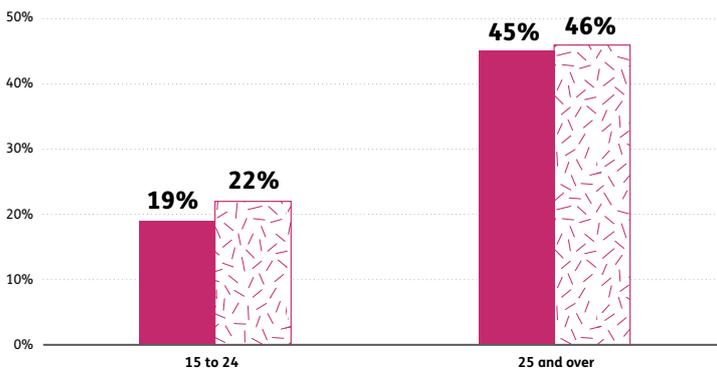
- **9 percentage point increase** from **67%** to **76%** for participants aged 15 years and over
- **9 percentage point increase** from **68%** to **77%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.

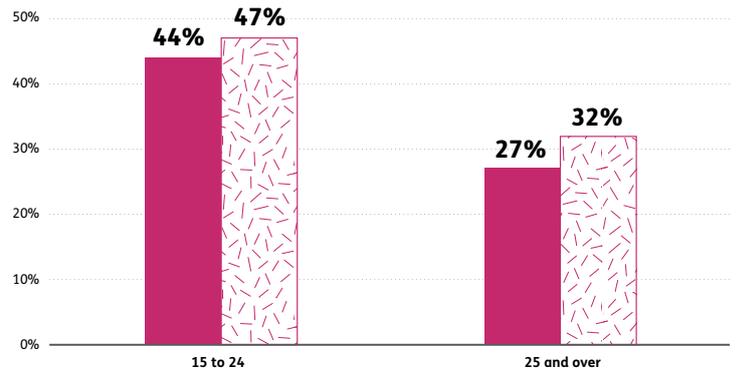


Education outcomes

% who have a post-school qualification



% who get opportunities to learn new things



■ Baseline ■ Latest reassessment

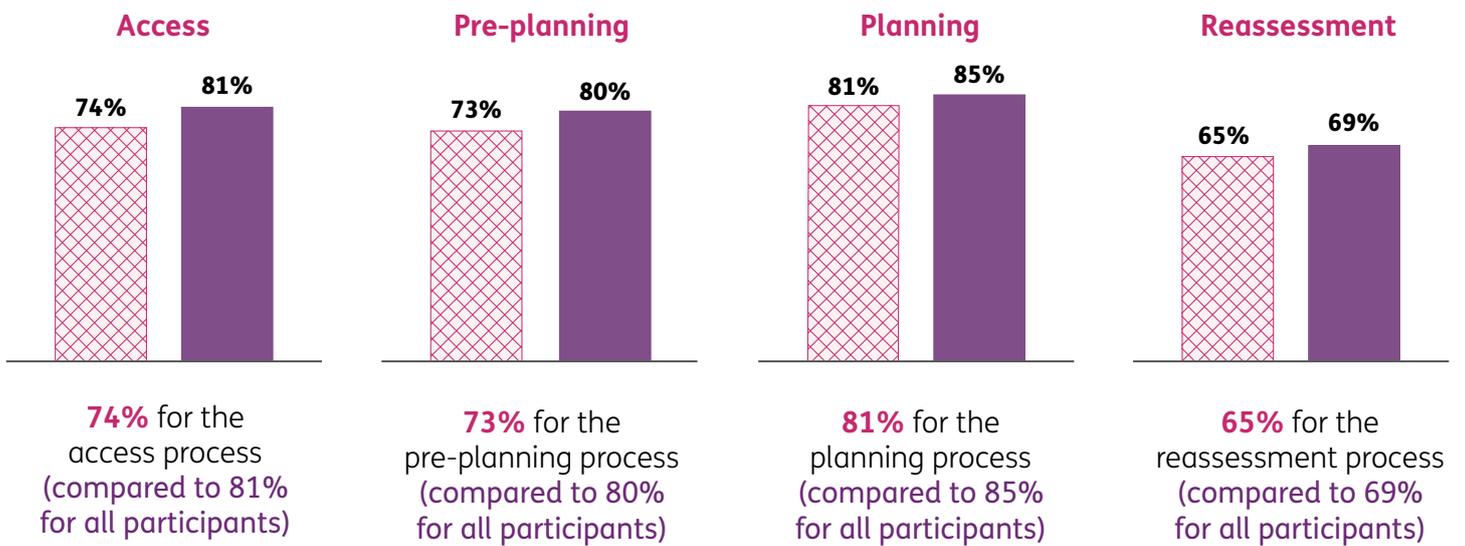
“I’d really like to be independent and lead my own life, and that’s what my support workers are helping me do.”

Nathan, 21

Satisfaction

In the September 2022 quarter:

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



The weighted average satisfaction result for participants with a psychosocial disability who rated their experience as **good or very good** over the four stages of the pathway was **72%**.

- This was **71%** in the September 2021 quarter
- The overall Scheme weighted average satisfaction rate was **75%** in the September 2022 quarter.

Complaints



There were **1,571** complaints raised by participants with a psychosocial disability in the September 2022 quarter (an annualised complaint rate of **11%**):

- The annualised complaint rate 12 months ago for participants with a psychosocial disability was **9%**, **2 percentage points lower** than the current quarter
- This compares to an annualised complaint rate of **7%** for all participants.

Section 4: Providers

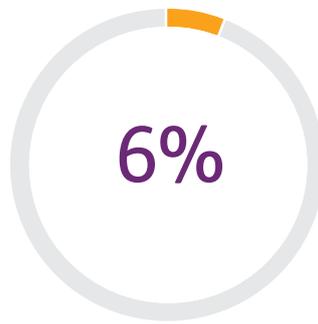


In the September 2022 quarter:

For providers supporting participants with a psychosocial disability:



providers received a payment⁸



of payments were received by the top 10 providers

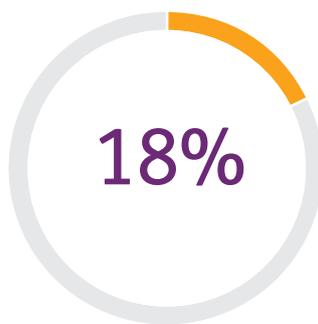


of these providers were companies or organisations and **57%** were individuals or sole traders

For providers supporting participants with a psychosocial disability who **used a plan manager**:



providers received a payment⁹



of providers were registered and **82%** were unregistered¹⁰



was paid in the September 2022 quarter (**60%** of payments to participants with a psychosocial disability)

For providers supporting **agency-managed** participants with a psychosocial disability:



providers received a payment



of providers were registered



was paid in the September 2022 quarter (**36%** of payments to participants with a psychosocial disability)



For providers supporting **self-managed** participants with a psychosocial disability, **\$38m** was paid in the September 2022 quarter (which is **4%** of all payments to participants with a psychosocial disability). 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.