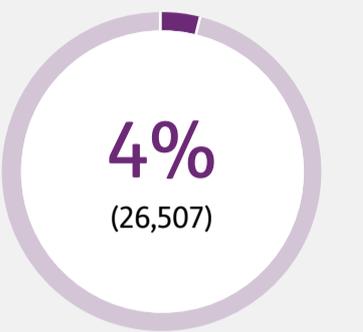


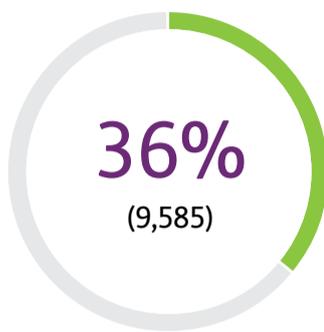


### Insights

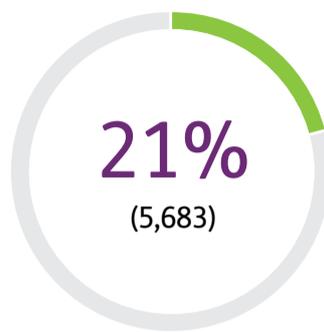
As at 30 June 2023:



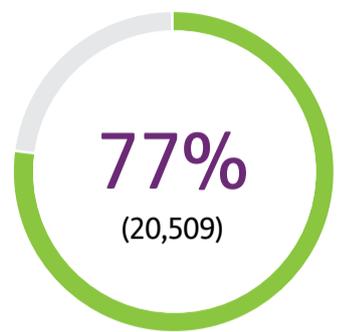
of the **610,502** active participants in the NDIS have a **primary disability of a hearing impairment**.



of participants with a hearing impairment **are aged under 15 years**.

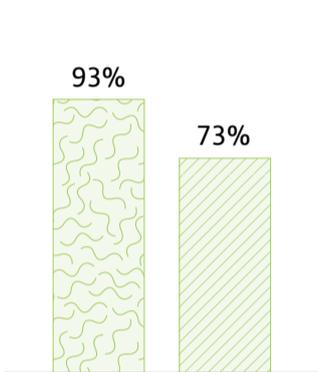


of participants with a hearing impairment **identify as Culturally and Linguistically Diverse**.



of participants with a hearing impairment have a **high reported level of function**.

In the year ending 30 June 2023:



**93%**

of access decisions for applicants with a hearing impairment **aged under 25 years** resulted in the applicant joining the Scheme, compared to 73% for those aged 25 years and over.



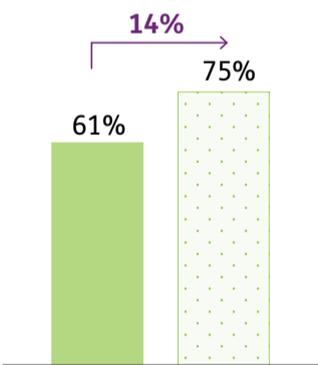
**\$232 million**

of paid supports were provided to participants with a hearing impairment, compared to **\$192m** in the previous year, an increase of 20%.



**\$9,100**

was the average payment for a participant with a hearing impairment, an increase of 11% compared to the previous year.



**75%**

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 61% at their first reassessment.<sup>5</sup>



**59%**

of participants aged 15 to 64 years with a hearing impairment **were employed**.

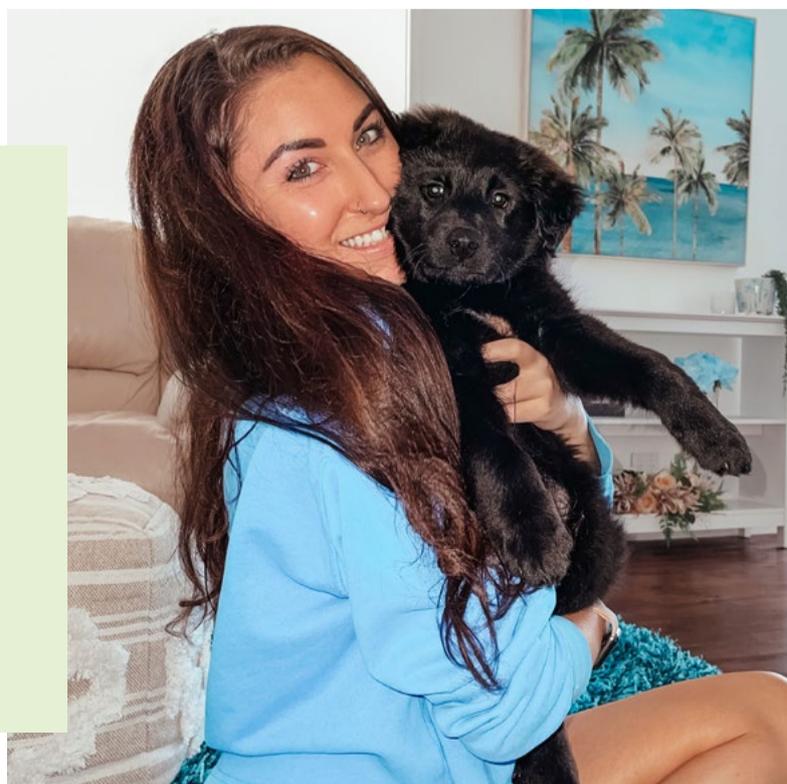


**77%**

was the weighted average satisfaction rate for participants with a hearing impairment over the 4 stages of the pathway.

‘The NDIS is helping people to live more independently in the community with the right supports.’

NDIS participant, Bronte

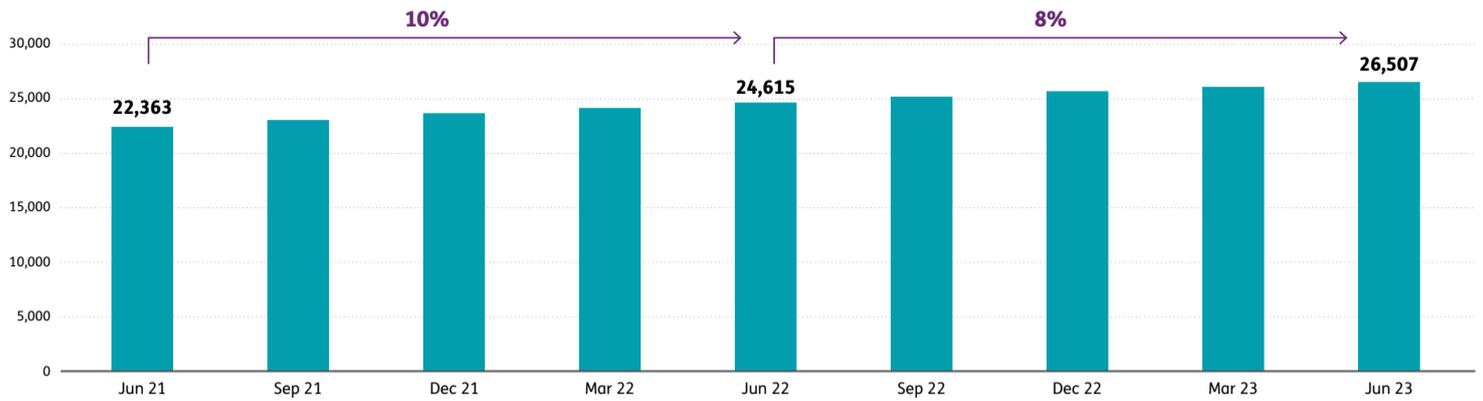


# Section 1: Participants



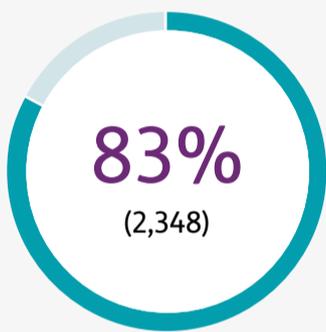
## Active participant trend

The number of participants with a hearing impairment has increased by **10%** and **8%** in the last two years.



## Access

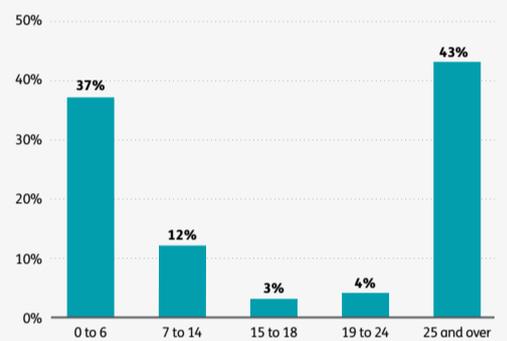
In the year ending 30 June 2023:



of access decisions for applicants with a hearing impairment resulted in the applicant joining the Scheme, compared to 76% of access decisions for all applicants.



access decisions have been made for applicants with a hearing impairment (2,348 participants met access and are still active).

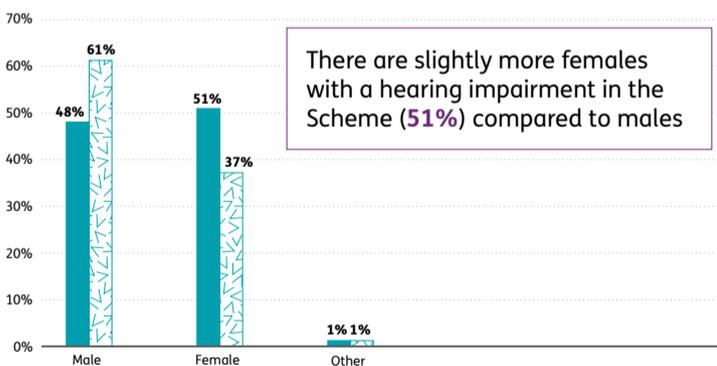


Of the **2,348** participants with a hearing impairment who joined the Scheme in the year ending 30 June 2023, **1,232 (52%)** were aged 18 years and under.

■ Hearing impairment ■ All participants

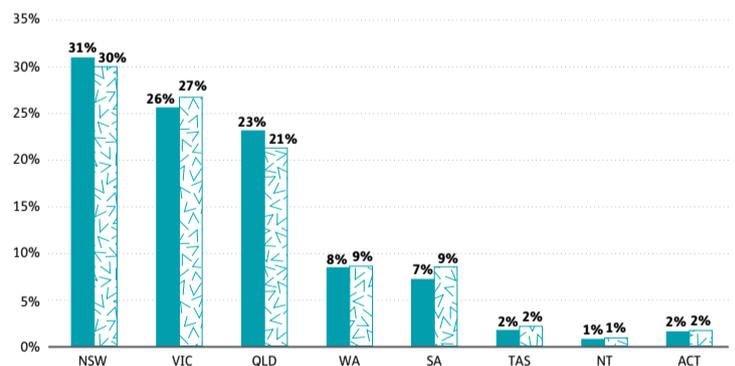
## Gender

Distribution of active participants by gender



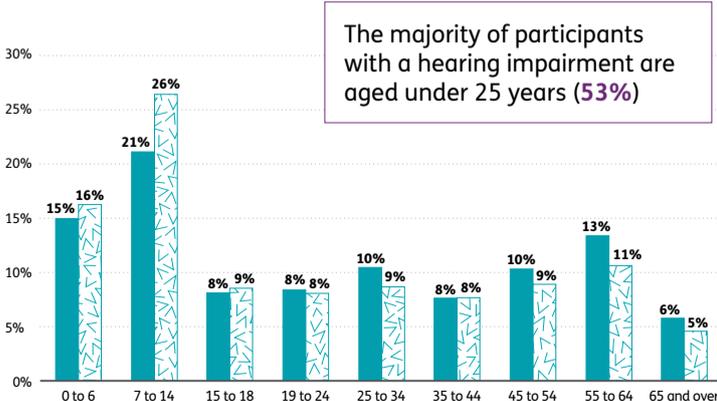
## State/Territory

Distribution of active participants by State/Territory



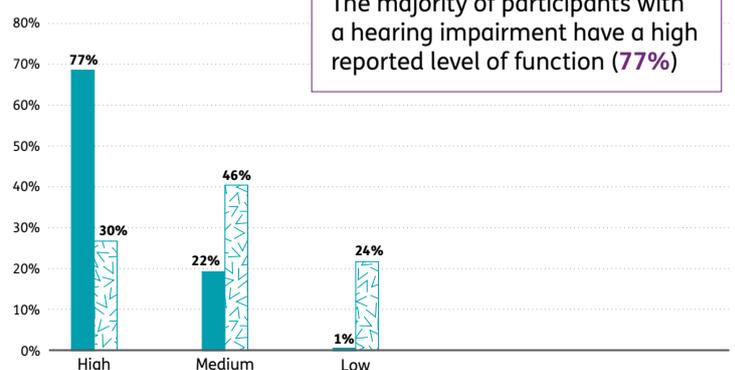
## Age band

Distribution of active participants by age band



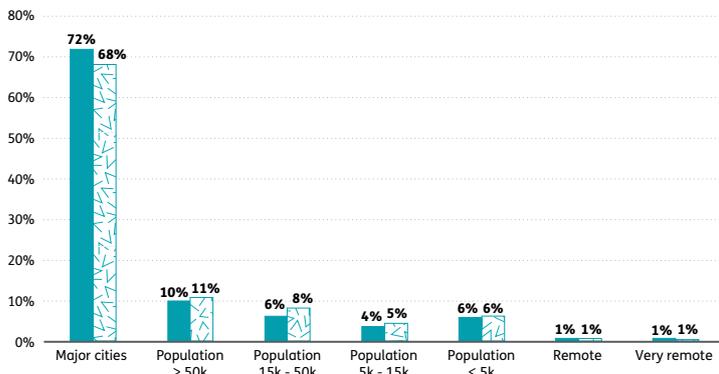
## Reported level of function

Distribution of active participants by reported level of function



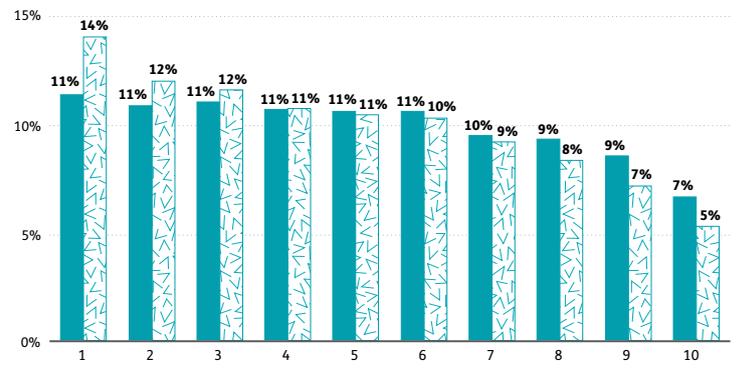
## Remoteness

### Distribution of active participants by remoteness



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

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



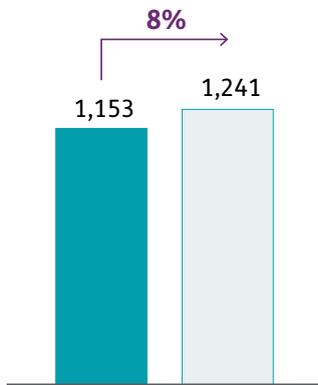
There is a greater proportion of participants with a hearing impairment who reside in areas with a lower socioeconomic score

‘Receiving NDIS funding has enabled me to develop the confidence and communication skills to participate in work and social life.’

NDIS participant, Olivia

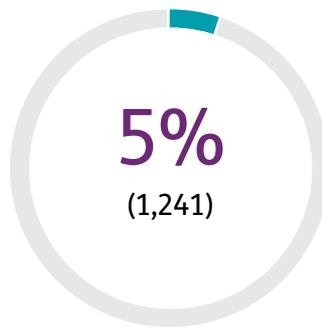
## First Nations

### In the year ending 30 June 2023:

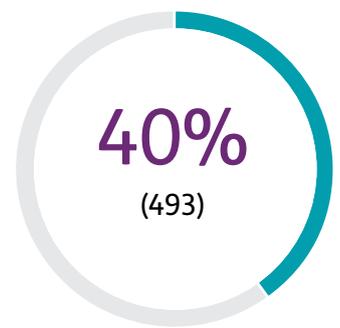


The number of participants with a hearing impairment who identify as First Nations people has increased from 1,153 to 1,241, an increase of 8%.

### At 30 June 2023:



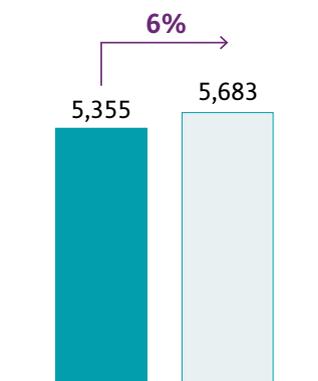
of participants with a hearing impairment identified themselves as First Nations people, compared to 8% (46,694) for all participants.



of participants with a hearing impairment who identify as First Nations people live in a major city, compared to 68% (417,206) for all participants.

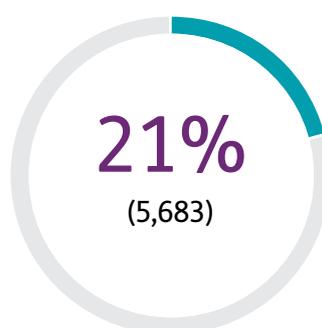
## Culturally and Linguistically Diverse (CALD)

### In the year ending 30 June 2023:

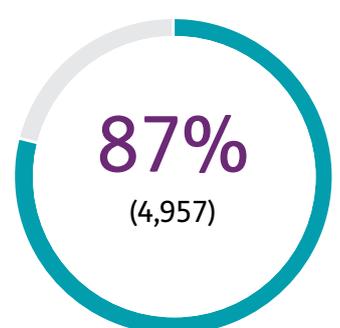


The number of participants with a hearing impairment who identify as CALD has increased from 5,355 to 5,683, an increase of 6%.

### At 30 June 2023:



of participants with a hearing impairment identified as CALD, compared to 9% (55,751) for all participants.



of participants with a hearing impairment who identify as CALD live in a major city, compared to 68% (417,206) for all participants.

## Section 2: Payments



### Total payments

In the year ending 30 June 2023:

the NDIS provided  
**\$232 million**  
of paid supports to participants  
with a hearing impairment.

In the previous year:

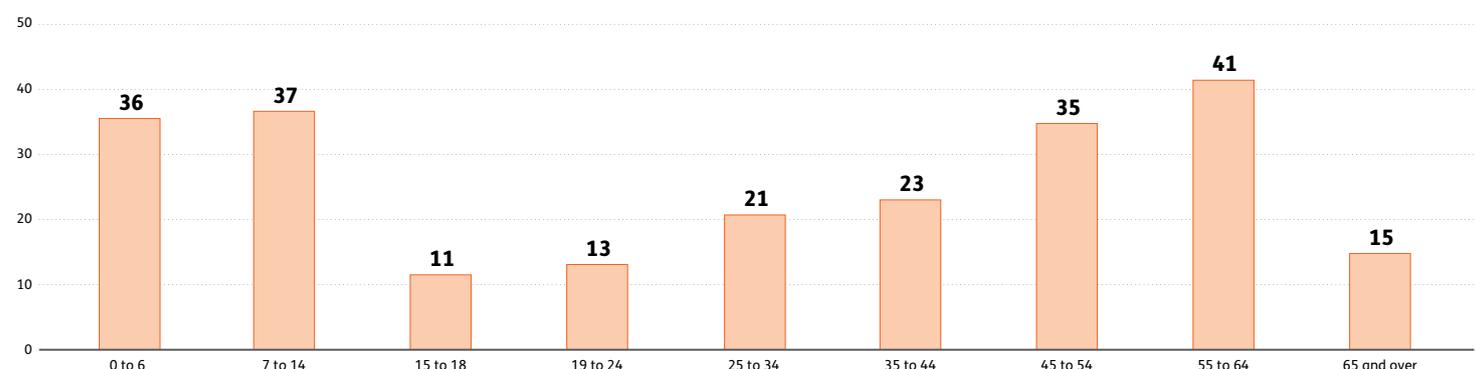
the NDIS provided  
**\$192 million**  
of paid supports to participants  
with a hearing impairment.



#### Total payments by support category (\$m)<sup>2</sup>

Support Category	Year ending 30 June 2023	Year ending 30 June 2022	% increase
Core – daily activities	37.3	30.7	21%
Core – community	37.8	24.6	54%
Core – consumables & transport	53.9	48.2	12%
Capacity building – daily activities	67.9	59.8	14%
Capacity building – other	25.3	21.9	16%
Capital	9.2	7.2	28%
<b>Total</b>	<b>231.5</b>	<b>192.4</b>	<b>20%</b>

#### Total payments by age band for the year ending 30 June 2023 (\$m)



### Average payments

The average payment<sup>3</sup>  
per participant with a  
hearing impairment was  
**\$9,100**  
for the year ending  
30 June 2023.

The average payment  
per participant with a  
hearing impairment was  
**\$8,200**  
for the year ending  
30 June 2022.



#### Comparing average payments<sup>3</sup> for the same group of participants with a hearing impairment between this year and last year<sup>4</sup>:

	Year ending 30 June 2023	Year ending 30 June 2022	% increase
Aged under 18 years	\$7,400	\$6,900	7%
Aged 18 years and over not in SIL	\$10,300	\$9,100	13%
<b>All</b>	<b>\$9,100</b>	<b>\$8,200</b>	<b>11%</b>

### Participants in Supported Independent Living (SIL)

#### For participants aged 18 years and over with a hearing impairment

In the year ending 30 June 2023:

A year ago:

**<1%** were participants in SIL.  
**2%** of payments were to participants in SIL.

**<1%** were participants in SIL.  
**2%** of payments were to participants in SIL.

## Section 3: Participant outcomes and satisfaction



### Outcomes

The outcome results at 30 June 2023 compare baseline results to the latest results for participants with a hearing impairment who have been in the Scheme for at least two years.<sup>5</sup>

#### Social and community participation

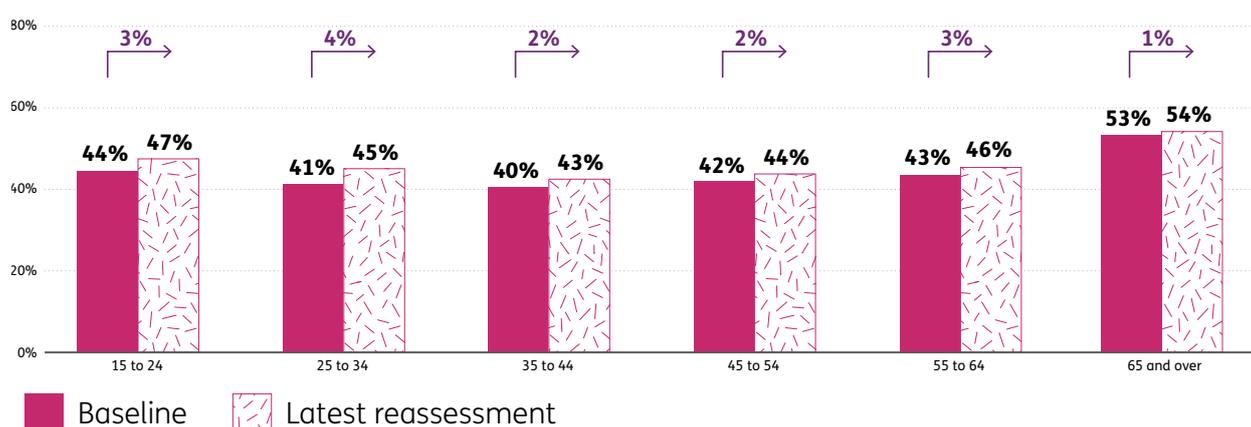


For participants aged 15 years and over with a hearing impairment, **46%** said at their latest reassessment that they were actively involved in a community, cultural or religious group in the last 12 months. This compares to **42%** for the Scheme as a whole.

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

- **3 percentage point increase** from **43%** to **46%** for participants aged 15 years and over
- **2 percentage point increase** from **43%** to **46%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



#### Participant employment

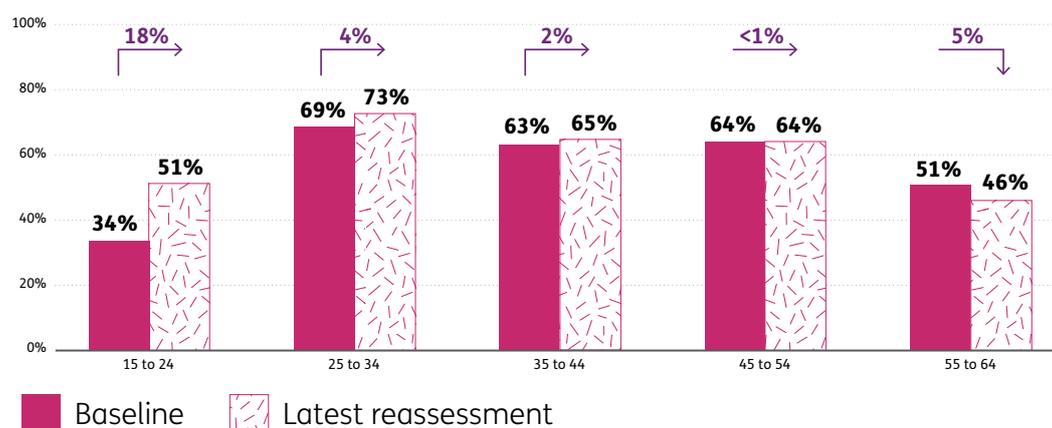


For participants aged 15 to 64 years with a hearing impairment, **59%** reported that they had a paid job at their latest reassessment. This compares to **23%** for the Scheme as a whole.

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

- **4 percentage point increase** from **55%** to **59%** for participants aged 15–64 years
- **minimal movement from baseline** from **61%** 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 seven years after entry) with responses at Scheme entry, there has been a:

- **10 percentage point increase** from **52%** to **62%** for participants aged 0–14 years
- **2 percentage point increase** from **57%** to **60%** for participants aged 15 years and over
- **8 percentage point increase** from **54%** to **62%** for participants across all ages.

## Choice and control

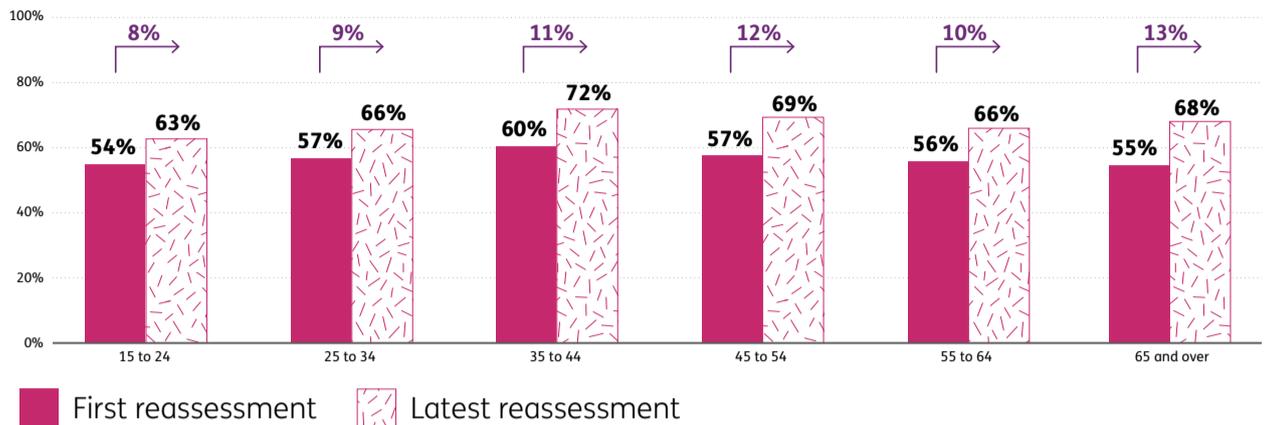


At 30 June 2023, **67%** of participants aged 15 years and over with a hearing impairment said the NDIS has helped them have more choice and control over their life. This is **lower** than the Scheme average rate at **77%**.

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

- **10 percentage point increase** from **56%** to **67%** for participants aged 15 years and over
- **11 percentage point increase** from **57%** to **68%** for participants aged 25 years and over.

The chart below shows outcomes for different age groups.



## For children aged 0 to before starting school



- **91%** 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 **85%** 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 **85%** at their first reassessment. This is a **6 percentage point increase** from the first reassessment.

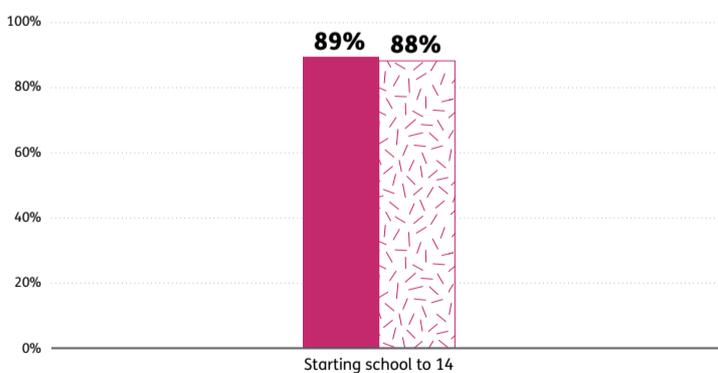
## For children starting school to 14 years



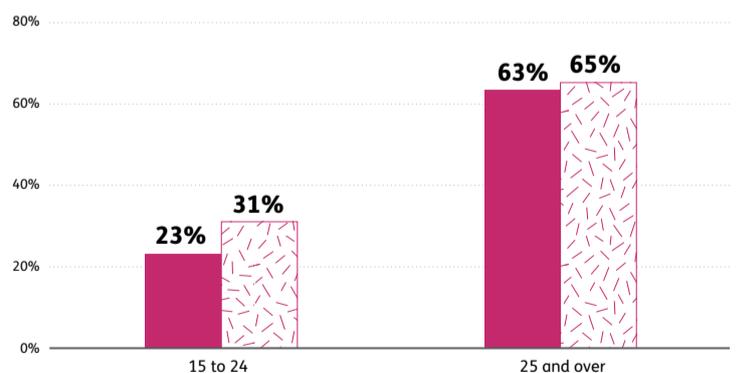
- **75%** of parents and carers for children with a hearing impairment felt their child had become more independent as a result of the NDIS at their most recent plan reassessment, compared to **61%** at their first reassessment. This is a **14 percentage point increase** from the first reassessment.
- **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 **13 percentage point increase** from the first reassessment.

## Education outcomes

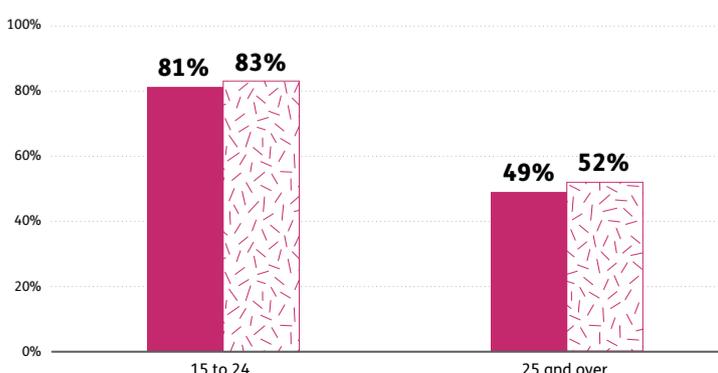
### % of children attending school in a mainstream class



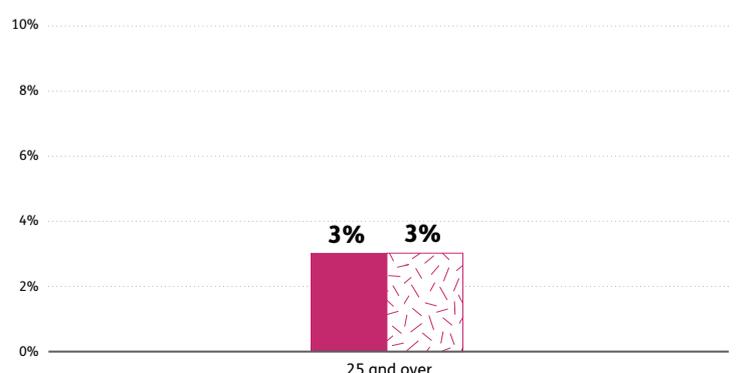
### % who have a post-school qualification



### % 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

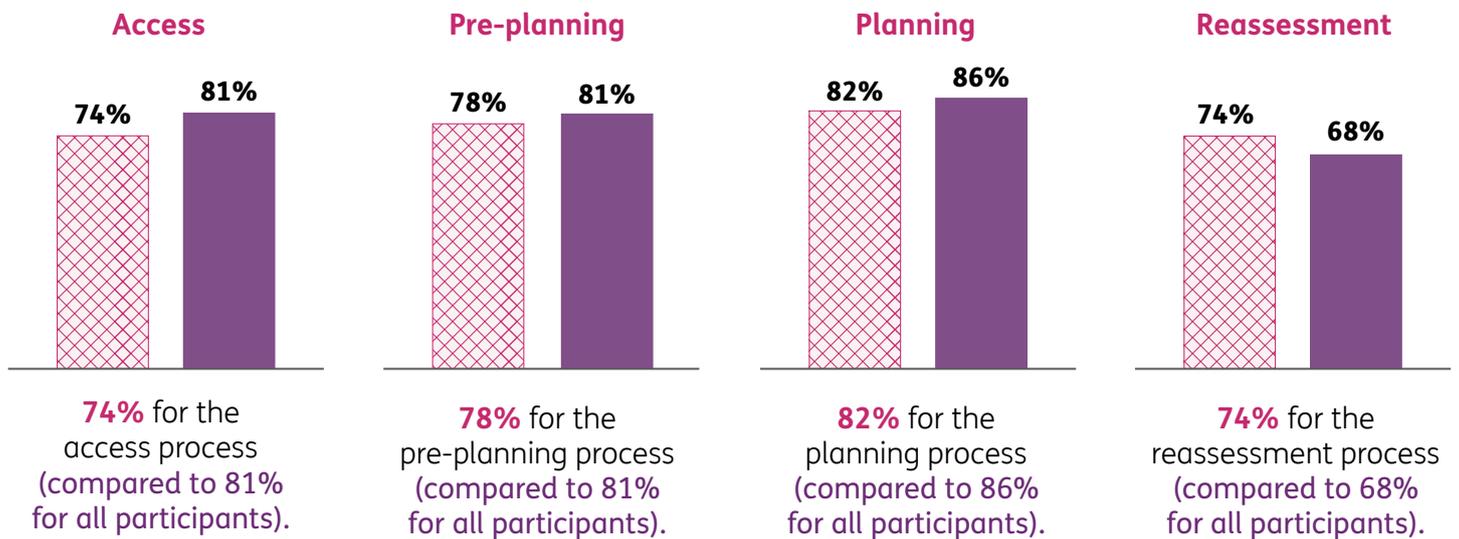
‘For me, the NDIS means an opportunity to advocate for myself, and develop confidence to participate in life.’

NDIS participant, Olivia

## Satisfaction

In the year ending 30 June 2023:

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



The weighted average satisfaction result for participants with a hearing impairment who rated their experience as **good or very good** over the 4 stages of the pathway was **77%**.

- This rate was **78%** in the previous year.
- This compares to a satisfaction rate of **75%** for all participants.

## Complaints



There were **360** complaints raised by participants with a hearing impairment in the year ending 30 June 2023 (a complaint rate of **1%**<sup>7</sup>):

- The complaint rate 12 months ago for participants with a hearing impairment was **1%**, **the same as** the current year.
- This compares to a complaint rate of **6%** for all participants.

## Section 4: Providers



In the year ending 30 June 2023:

For providers supporting participants with a hearing impairment:



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



of payments were received by the top 10 providers.



of these providers were companies or organisations and **42%** were individuals or sole traders.

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



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



of providers were registered and **70%** were unregistered<sup>10</sup>.



was paid in the year ending 30 June 2023 (**57%** 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 year ending 30 June 2023 (**18%** of payments to participants with a hearing impairment).



For providers supporting **self-managed** participants with a hearing impairment, **\$57m** was paid in the year ending 30 June 2023 (which is **25%** 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. The sum of the payments by support category may not equal the total payments shown in the table since the total may include payments with a “missing” support category. Daily activity supports include therapies.
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 30 June 2023 vs 12 months ending 30 June 2022). Payments for participants who had an initial plan approved after 30 June 2022 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 calculated as the number of complaints in the year divided by the active participant exposure in the year.

### Providers

8. The count of providers is by ABN and includes registered and unregistered providers supporting agency-managed participants and participants who use a plan manager. 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 year 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.