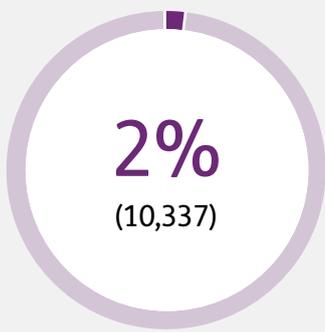


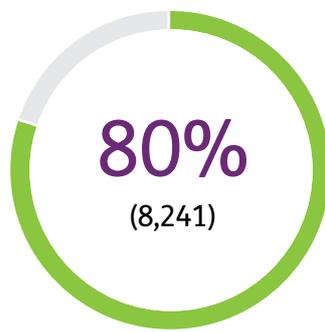


Insights

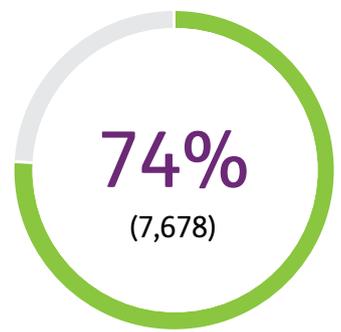
As at 30 June 2023:



of the **610,502** active participants in the NDIS have a **primary disability of multiple sclerosis**.

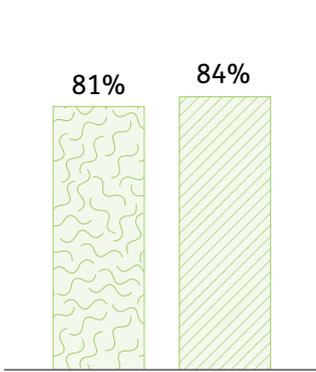


of participants with multiple sclerosis **are aged 45 years and over**.



of participants with multiple sclerosis **are female**.

In the year ending 30 June 2023:



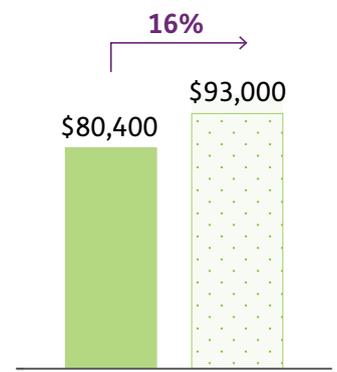
84%

of access decisions for applicants with multiple sclerosis **aged 45 years and over** resulted in the applicant joining the Scheme, compared to 81% for those under 45.



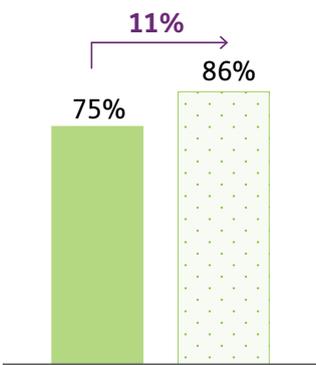
\$922 million

of paid supports were provided to participants with multiple sclerosis, compared to **\$728m** in the previous year, an increase of 27%.



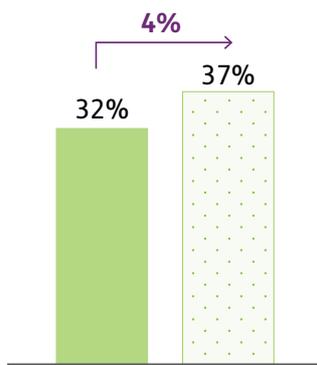
\$93,000

was the average payment for a participant with multiple sclerosis, an increase of 16% compared to the previous year.



86%

of participants aged 15 and over with multiple sclerosis indicated the NDIS had helped them have more choice and control, which is an increase of 11 percentage points compared to their first reassessment of 75%.⁵



37%

of participants aged 15 and over with multiple sclerosis indicated they had engagement in social and community activities, which is a 4 percentage point increase compared to baseline at 32%.⁵



76%

was the weighted average satisfaction rate for participants with multiple sclerosis over the 4 stages of the pathway.

‘I cannot believe how it has helped me achieve my goal of getting back on the beach.’

NDIS participant, Wayne

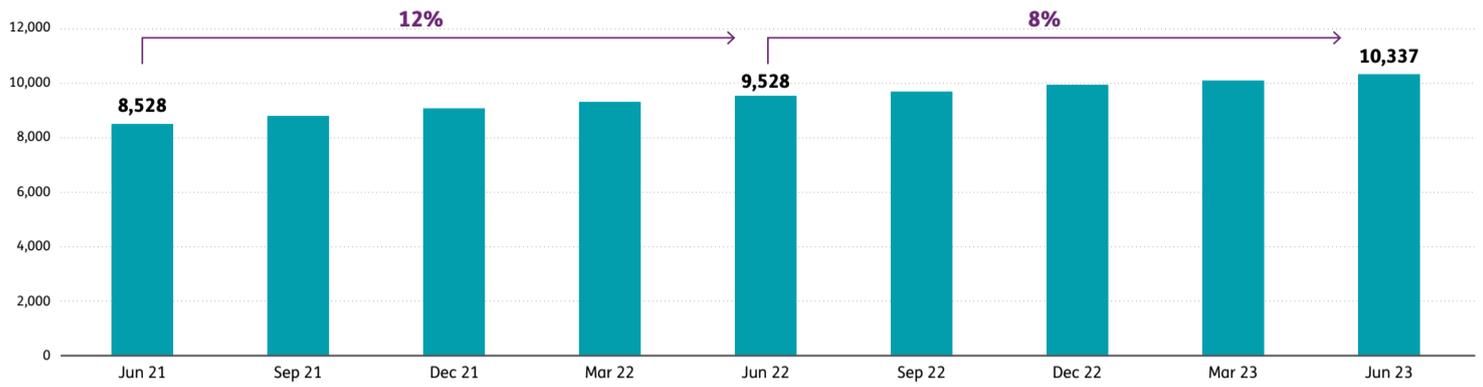


Section 1: Participants



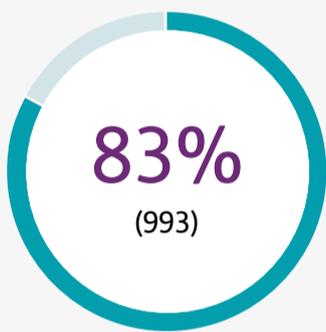
Active participant trend

The number of participants with multiple sclerosis has increased by **12%** and **8%** in the last two years.



Access

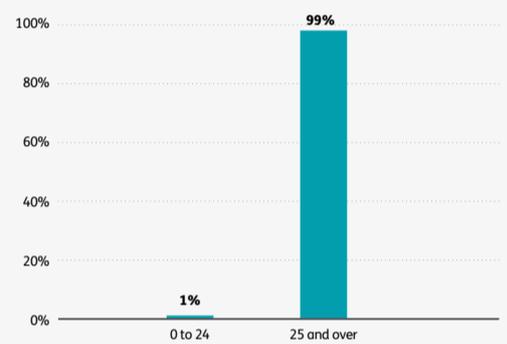
In the year ending 30 June 2023:



of access decisions for applicants with multiple sclerosis resulted in the applicant joining the Scheme, compared to 76% of access decisions for all applicants.



access decisions have been made for applicants with multiple sclerosis (993 participants met access and are still active).

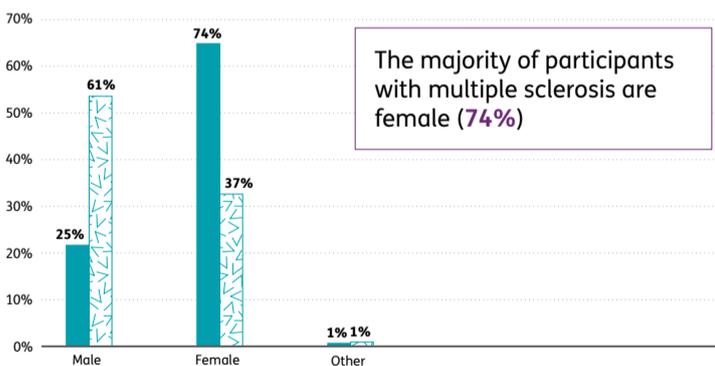


Of the **993** participants with multiple sclerosis who joined the Scheme in the year ending 30 June 2023, **979 (99%)** were aged 25 years and over.

■ Multiple sclerosis ▨ All participants

Gender

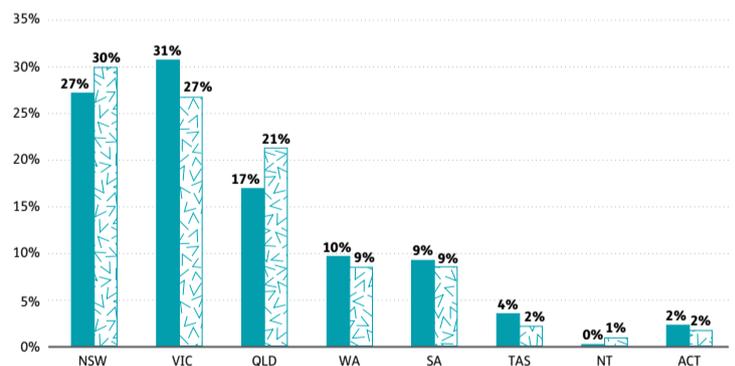
Distribution of active participants by gender



The majority of participants with multiple sclerosis are female (**74%**)

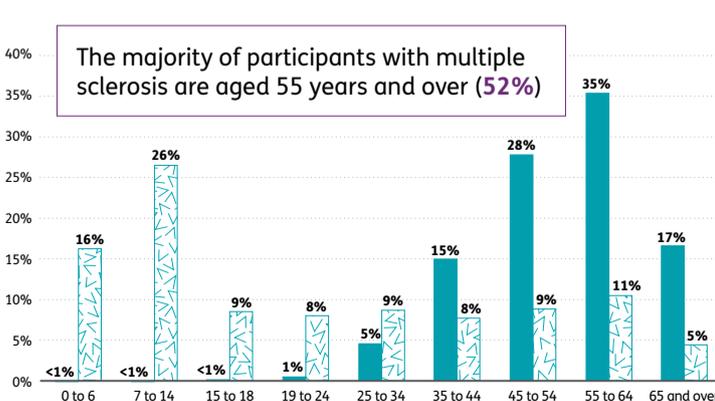
State/Territory

Distribution of active participants by State/Territory



Age band

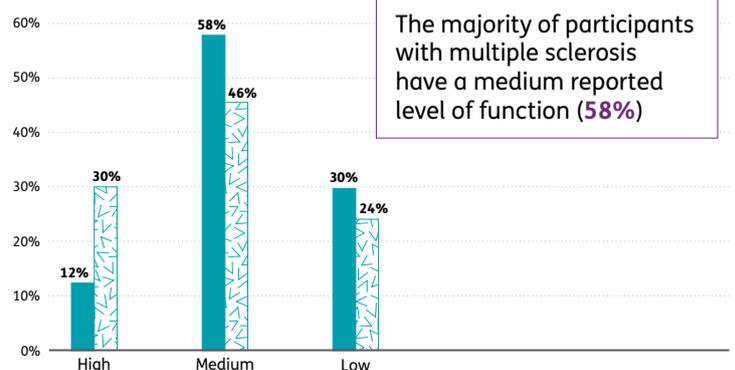
Distribution of active participants by age band



The majority of participants with multiple sclerosis are aged 55 years and over (**52%**)

Reported level of function

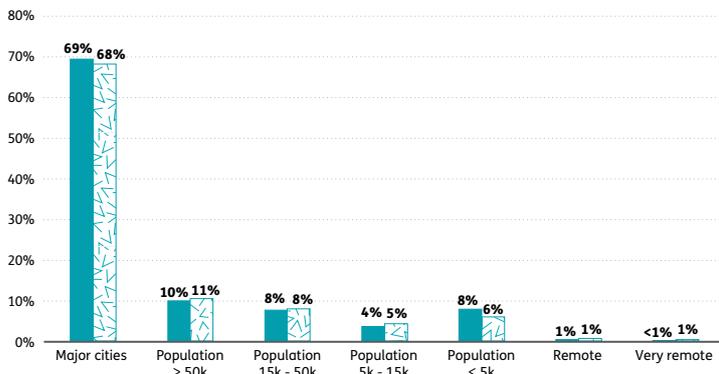
Distribution of active participants by reported level of function



The majority of participants with multiple sclerosis have a medium reported level of function (**58%**)

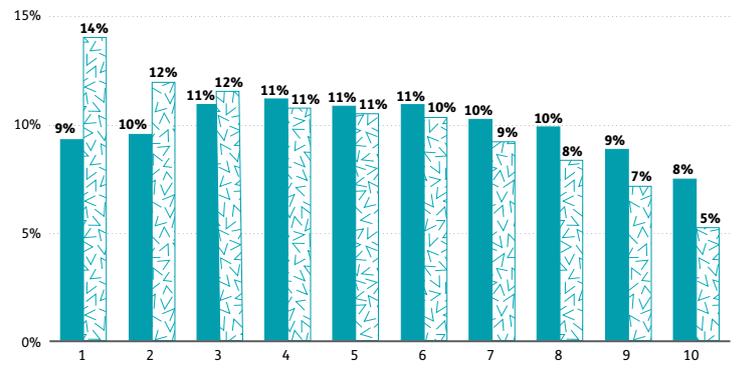
Remoteness

Distribution of active participants by remoteness



SEIFA score (using Index of Education and Occupation)

Distribution of active participants by SEIFA score¹



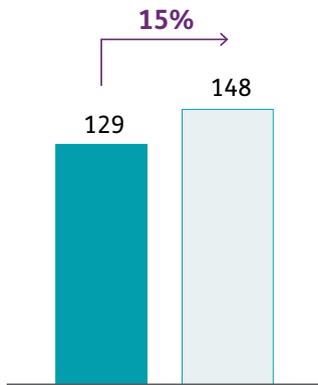
There is a greater proportion of participants with multiple sclerosis who reside in areas with a higher socioeconomic score compared to the Scheme as a whole

‘Now I feel more confident moving around, both inside and outside my home.’

NDIS participant, Wayne

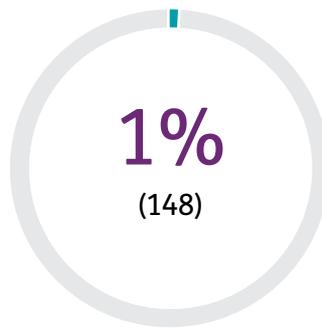
First Nations

In the year ending 30 June 2023:

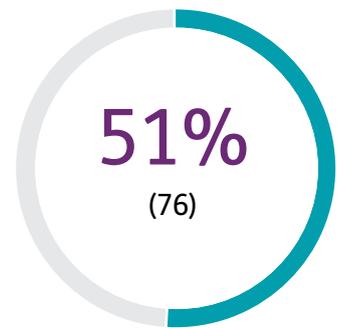


The number of participants with multiple sclerosis who identify as First Nations people has increased from 129 to 148, an increase of 15%.

At 30 June 2023:



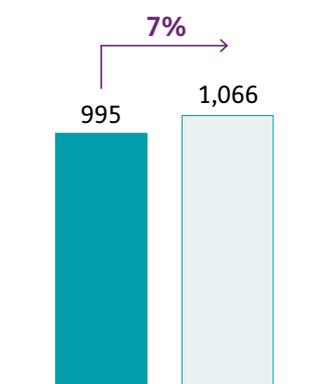
of participants with multiple sclerosis identified themselves as First Nations people, compared to 8% (46,694) for all participants.



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

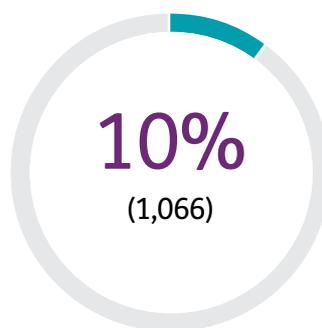
Culturally and Linguistically Diverse (CALD)

In the year ending 30 June 2023:

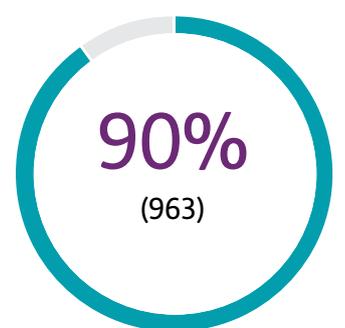


The number of participants with multiple sclerosis who identify as CALD has increased from 995 to 1,066, an increase of 7%.

At 30 June 2023:



of participants with multiple sclerosis identified as CALD, compared to 9% (55,751) for all participants.



of participants with multiple sclerosis 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
\$922 million

of paid supports to participants with multiple sclerosis.

In the previous year:

the NDIS provided
\$728 million

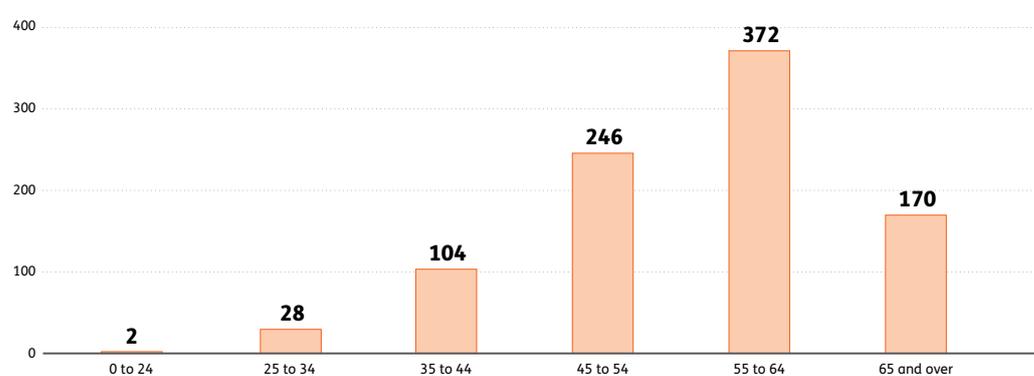
of paid supports to participants with multiple sclerosis.

↑ 27%

Total payments by support category (\$m)²

Support Category	Year ending 30 June 2023	Year ending 30 June 2022	% increase
Core – daily activities	568.5	449.5	26%
Core – community	111.8	74.1	51%
Core – consumables & transport	45.7	39.8	15%
Capacity building – daily activities	92.0	75.4	22%
Capacity building – other	37.7	34.4	10%
Capital	66.8	54.6	22%
Total	922.5	727.7	27%

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



Average payments

The average payment³ per participant with multiple sclerosis was

\$93,000

for the year ending 30 June 2023.

The average payment per participant with multiple sclerosis was

\$80,400

for the year ending 30 June 2022.

↑ 16%

Comparing average payments³ for the same group of participants with multiple sclerosis between this year and last year⁴:

	Year ending 30 June 2023	Year ending 30 June 2022	% increase
Aged 18 years and over not in SIL	\$80,800	\$70,300	15%
Aged 18 years and over in SIL	\$498,200	\$426,200	17%
All	\$96,100	\$80,400	20%

Participants in Supported Independent Living (SIL)

Total payments by support category for the year ending 30 June 2023 (\$m)

Support Category	Participants in SIL	Participants not in SIL	Total
Core – daily activities	138.0	430.5	568.5
Core – community	12.3	99.5	111.8
Core – consumables & transport	3.3	42.4	45.7
Capacity building – daily activities	6.8	85.2	92.0
Capacity building – other	3.1	34.5	37.7
Capital	11.0	55.8	66.8
Total	174.5	748.0	922.5

For participants aged 18 years and over with multiple sclerosis

In the year ending 30 June 2023:

4%

were participants in SIL.

19%

of payments were to participants in SIL.

A year ago:

3%

were participants in SIL.

15%

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 multiple sclerosis who have been in the Scheme for at least two years.⁵

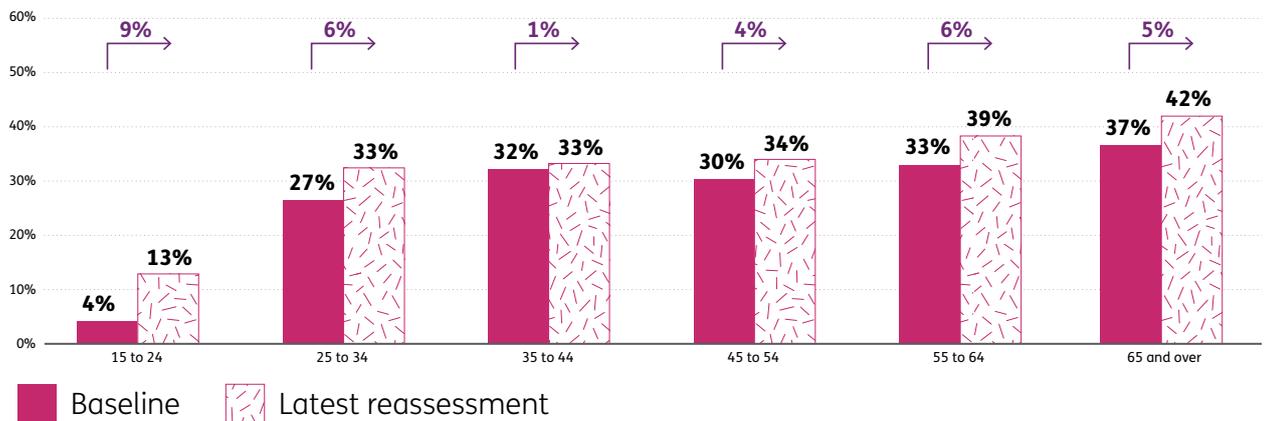
Social and community participation



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 seven years after entry) with responses at Scheme entry (or baseline), there has been a **4 percentage point increase** from **32%** to **37%** for participants aged 15 years and over.

The chart below shows outcomes for different age groups.



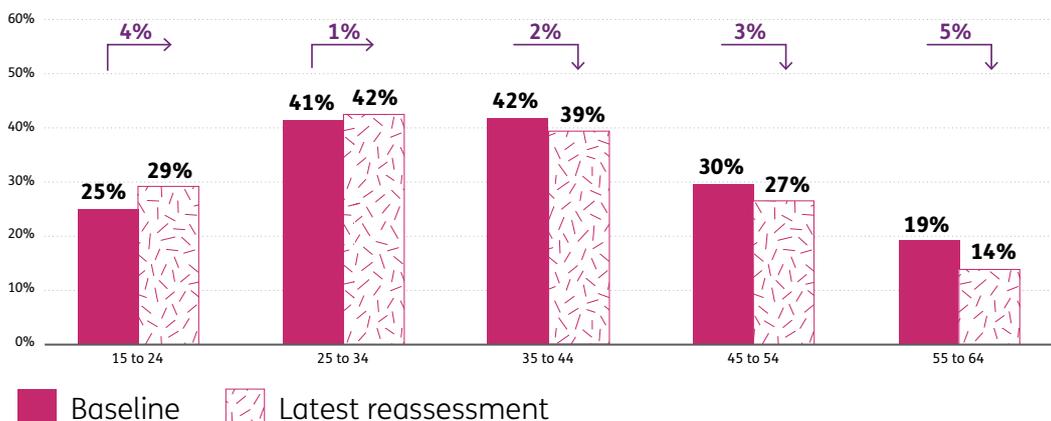
Participant employment



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 seven years after entry) with responses at Scheme entry, there has been a **4 percentage point decrease** from **28%** to **24%** for participants aged 15–64 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 **47%**, which is **lower** 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 **3 percentage point decrease** from **50%** to **47%** for participants aged 15 years and over.

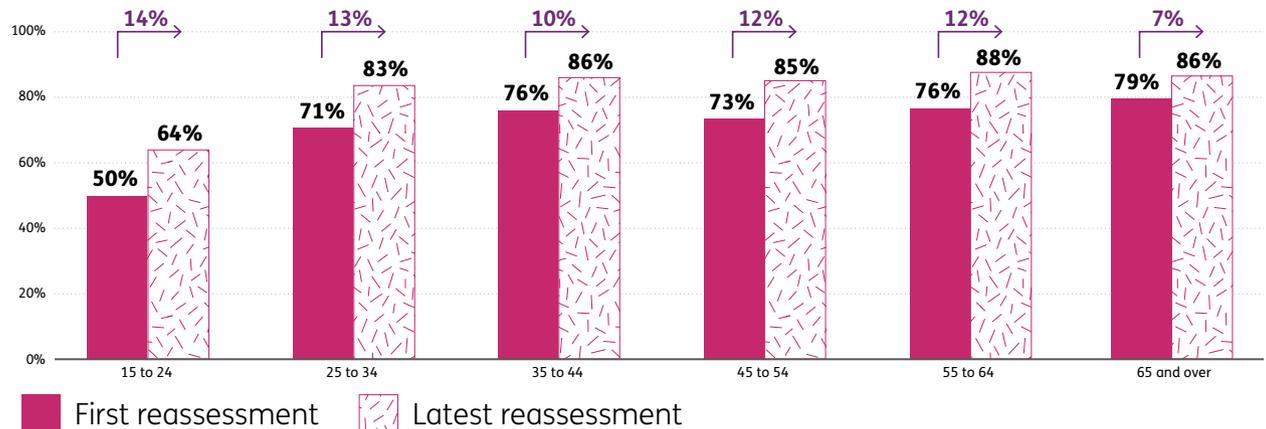
Choice and control



At 30 June 2023, **86%** 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 **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 an **11 percentage point increase** from **75%** to **86%** for participants aged 15 years and over.

The chart below shows outcomes for different age groups.



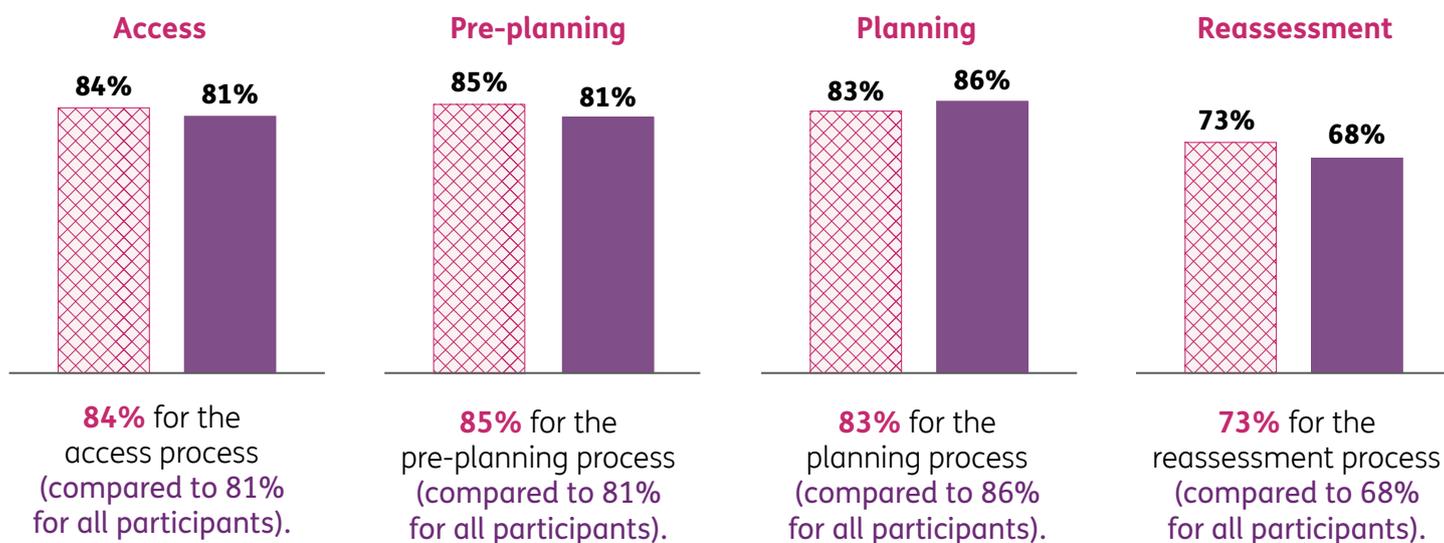
'I just love being able to cook again and bake stuff with my boys. It's so much fun.'

NDIS participant, Bree-Arne

Satisfaction

In the year ending 30 June 2023:

the percentage of participants with multiple sclerosis who rated their experience with the NDIS⁶ as **good or very good** was:



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 **76%**.

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

Complaints



There were **858** complaints raised by participants with multiple sclerosis in the year ending 30 June 2023 (a complaint rate of **9%**⁷):

- The complaint rate 12 months ago for participants with multiple sclerosis was **9%**, **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 multiple sclerosis:



providers received a payment⁸.



of payments were received by the top 10 providers.

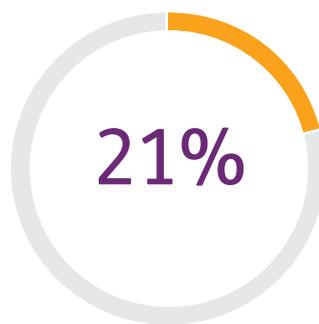


of these providers were companies or organisations and **48%** were individuals or sole traders.

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



providers received a payment⁹.



of providers were registered and **79%** were unregistered¹⁰.



was paid in the year ending 30 June 2023 (**62%** 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 year ending 30 June 2023 (**21%** of payments to participants with multiple sclerosis).



For providers supporting **self-managed** participants with multiple sclerosis, **\$159m** was paid in the year ending 30 June 2023 (which is **17%** 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. 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.