

Participants with sensory disabilities in the NDIS

Data at 31 March 2021

ndis

Introduction and definitions

This section provides background information on participants with sensory disabilities, and explains key terms such as committed supports, payments and complaint rates.

Participants

This section presents information on participants with hearing impairment, visual impairment or other sensory/speech impairment across various participant characteristics* such as Indigenous status, government services previously received and gender. Scheme participation rates are also presented.

Participant experience

This section includes various measures of the Scheme as experienced by participants, including eligibility rates, Participant Services Guarantee (PSG) metrics, as well as rates of exits, complaints and Administrative Appeals Tribunal (AAT) cases.

Committed supports, payments and utilisation

This section presents average annualised committed supports and utilisation of supports by participant characteristics, such as age, as well as the distribution and types of committed supports in participant plans. Average annualised payments by financial year are also included.

Participant goals, outcomes and satisfaction

This section presents participant goals, followed by outcomes for participants and their families and carers. Outcomes results include those recorded at Scheme entry (baseline) and also longitudinal survey responses. The report concludes with results from the Participant Satisfaction Survey (PSS).

* Please note due to the small number of participants with a sensory disability (as primary disability) having a Supported Independent Living (SIL) arrangement we have not presented results split by SIL status in the report.

Introduction



The National Disability Insurance Scheme (NDIS) provides reasonable and necessary funding to people with a permanent and significant disability to access the supports and services they need to assist with achieving their goals and outcomes.

The purpose of this report is to report on the experience of NDIS participants with hearing impairment, visual impairment or other sensory/speech impairment, using data at 31 March 2021.

Definitions

Disability types

Disability types used by the NDIS are based on ICD-10 (International Statistical Classification of Diseases and Related Health Problems) codes which are relevant to the Scheme.

The ICD is a classification system which is a global standard for health data, clinical documentation and statistical aggregation.

The diagnosis codes associated with the sensory disability types in this report as are follows:

Hearing impairment:

H90 - Hearing loss

Q16.9 - Congenital hearing condition

Visual impairment:

E70.3 - Albinism

F72.9 - Myopathy (variations)

H54 - Visual impairment (including blindness)

Q15.9 - Congenital eye condition

Other sensory/speech impairment:

R47 - Other sensory/speech

The table below shows the distributions of participants within each primary disability type of hearing impairment, visual impairment or other sensory/speech impairment, by their diagnosis code:

NDIS Disability Type	Diagnosis code	Proportions of participants
Hearing impairment (HI)	H90 - Hearing loss	98.9%
	Q16.9 - Congenital hearing condition	1.1%
Visual impairment (VI)	E70.3 - Albinism	0.3%
	F72.9 - Myopathy (variations)	0.3%
	H54 - Visual impairment (including blindness)	98.5%
	Q15.9 - Congenital eye condition	0.9%
Other sensory/speech impairment (OSSI)	R47 - Other sensory/speech	100.0%

Definitions

Key terms

Active participant: Those who have been determined eligible, have a current approved plan and have not exited the Scheme.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English.

Outcomes framework questionnaires: One way in which the Agency is measuring success for participants and their families/carers with disability across eight different life domains.

Plan: Agreements under which reasonable and necessary supports will be funded for participants.

Participant Service Guarantee: A set of target timeframes for processes within the National Disability Insurance Agency relating to the participant pathway. It is part of the Participant Services Charter which explains what participants can expect when dealing with the Agency.

Participation rate: Sometimes referred to as prevalence rate, is the number of individuals in the NDIS as a proportion of the general population who have a defined level of disability at a specified point in time or over a specified period of time and have joined the Scheme.

Supported Independent Living (SIL): 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.

Definitions

Key measures

Average committed supports: Also referred to as plan budgets. The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. This amount is annualised to allow for comparison of plans of different lengths, and averaged over the relevant NDIS population being analysed. In this report, this is based on supports allocated to active plans at 31 March 2021.

Note: In-kind supports are provided via existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements. Committed supports shown in this report include most in-kind supports, but do not include off-system in-kind or residential aged care reconciliations.

Average payments: Payments are made to providers, participants or their nominees for supports received as part of a participant's plan. In this report, average payments represent the average cash and in-kind supports paid over the reporting period on all active plans based on payments data at 31 March 2021.

Average utilisation of committed supports: Utilisation represents the proportion of committed supports in participant plans that are utilised. Utilisation is calculated as total payments (including cash and in-kind, where it can be allocated to participant plans) divided by total committed supports. In this report, average utilisation of committed supports is calculated for a 6 month period, from 1 July 2020 to 31 December 2020, allowing for payment delays of up to 3 months.

Complaint rate: Complaint rates are calculated as the number of complaints made by people who have sought access divided by the number of people who have sought access. The number of people who have sought access used in the calculation takes into account the length of time since access was sought.

Participants

As at 31 March 2021, there were **449,998** active NDIS participants with an approved plan.

Of these:

- **21,700** (4.8%) had a primary disability of **hearing impairment**
- **8,897** (2.0%) had a primary disability of **visual impairment**
- **2,903** (0.6%) had a primary disability of **other sensory/speech impairment**.

Summary



This section presents information on the characteristics of NDIS participants with hearing impairment, visual impairment and other sensory/speech impairment as at 31 March 2021.

This report mainly focuses on participants with a sensory disability as their primary disability, unless stated otherwise.

Key statistics

22,873

people with a **hearing impairment** have ever had their access met

22,435

of these have a primary disability of **hearing impairment**

21,700

participants with a primary disability of **hearing impairment** have an approved plan

4.8%

of participants with an approved plan across the Scheme as a whole

9,636

people with a **visual impairment** have ever had their access met

9,125

of these have a primary disability of **visual impairment**

8,897

participants with a primary disability of **visual impairment** have an approved plan

2.0%

of participants with an approved plan across the Scheme as a whole

4,028

people with an **other sensory/speech impairment** have ever had their access met

3,009

of these have a primary disability of **other sensory/speech impairment**

2,903

participants with a primary disability of **other sensory/speech impairment** have an approved plan

0.6%

of participants with an approved plan across the Scheme as a whole

Co-disabilities of participants with sensory disabilities

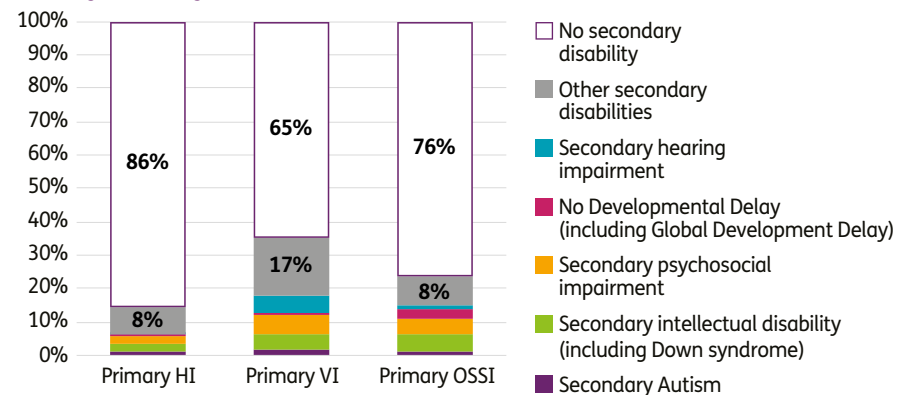
For participants with a primary sensory disability, it should be noted that a number of these participants also have a secondary disability. Please note, a participant may have more than one secondary disability or no secondary disability listed.

For participants with a primary sensory disability, a significant proportion have no secondary disability (especially for participants with a primary hearing impairment).

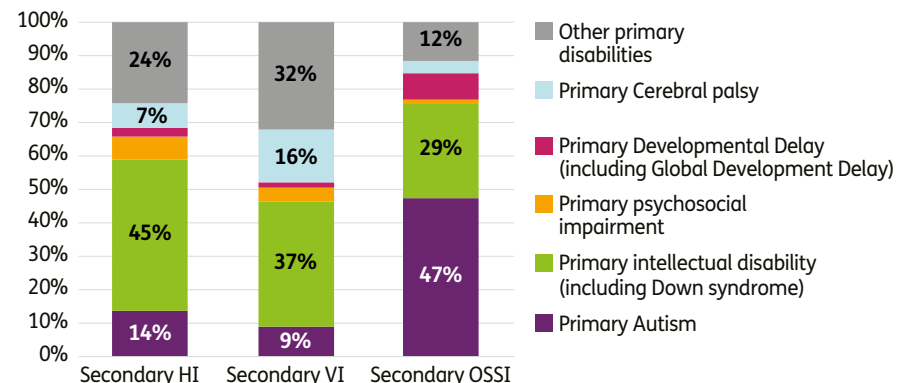
6% of participants with a primary visual impairment and 5% of participants with a primary other sensory/speech impairment had a secondary psychosocial disability.

For participants with a secondary hearing impairment, the most prominent primary disabilities were intellectual disability which included Down syndrome (45%) and autism (14%). For participants with a secondary visual impairment, the most prominent primary disabilities were intellectual disability which included Down syndrome (37%) and cerebral palsy (16%). Autism (47%) and intellectual disability which included Down syndrome (29%) were the most prominent primary disabilities for participants with a secondary other sensory/speech impairment.

Proportion of secondary disabilities for participants with a primary sensory disability



Proportion of primary disabilities for participants with a secondary sensory disability



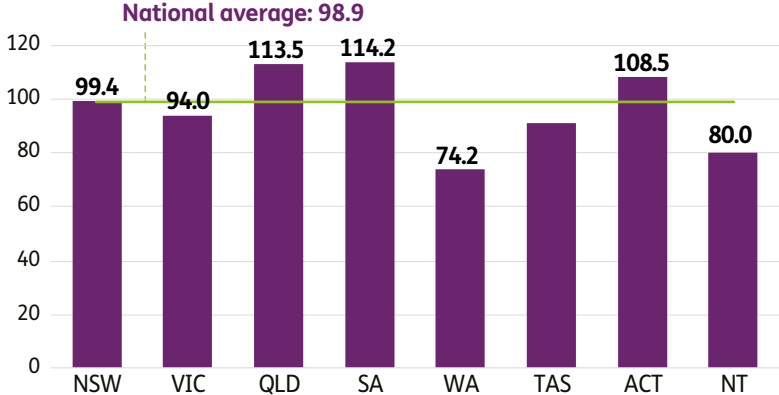
Participation rates by State/Territory

Participation rate refers to the proportion of the general population that are NDIS participants. These graphs consider the participation rates of 0 to 64 year olds with a sensory disability.

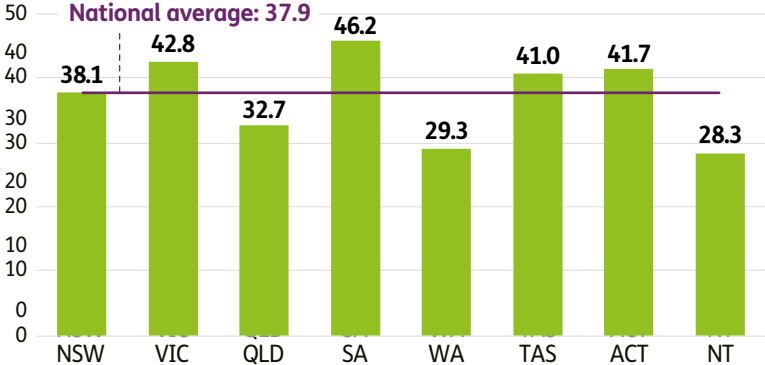
The national participation rate is 99 participants per 100,000 population for hearing impairment. It is lower for visual impairment and other sensory/speech impairment at 38 and 14 participants per 100,000, respectively.

As at 31 March 2021, South Australia has the highest participation rate for hearing impairment, visual impairment and for other sensory/speech impairment while Western Australia has the lowest participation rates across these same sensory disabilities.

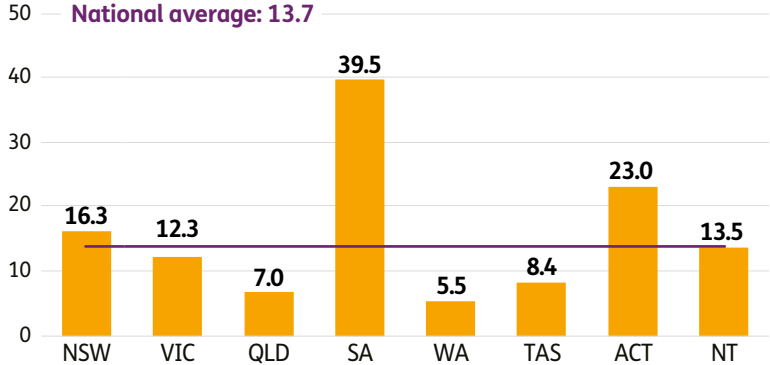
Participation rates for hearing impairment by State/Territory



Participation rates for visual impairment by State/Territory



Participation rates for other sensory/speech impairment by State/Territory



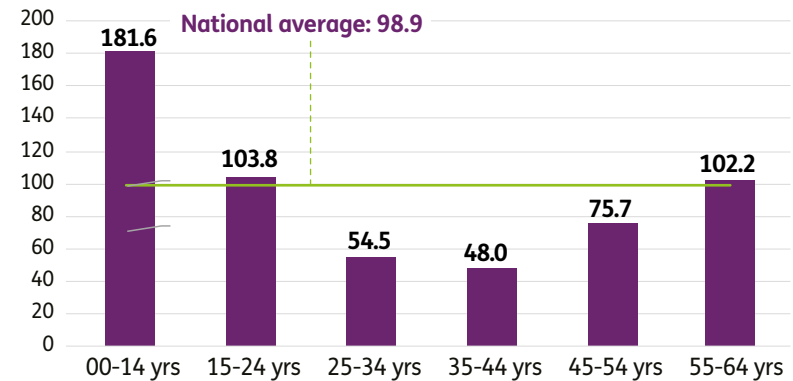
Participation rates by age group

The rate of participation in the NDIS varies by age, and this variation differs significantly across disability types.

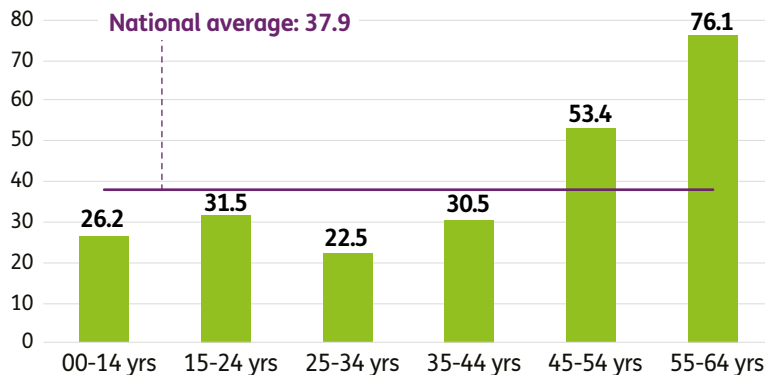
The participation rate for hearing impairment is greatest at 182 participants per 100,000 for ages 0 to 14 years and decreases to 48 for ages 35 to 44, from where it continues to increase for participants aged 45 to 64. There is also a continuous increase in the participation rate of visual impairment from 26 per 100,000 for 0 to 14 years, to 76 per 100,000 for ages 55 to 64.

The participation rate for other sensory/speech impairment decreases significantly from 53 per 100,000 for children aged 0 to 14 years, to 2 per 100,000 for ages 55 to 64.

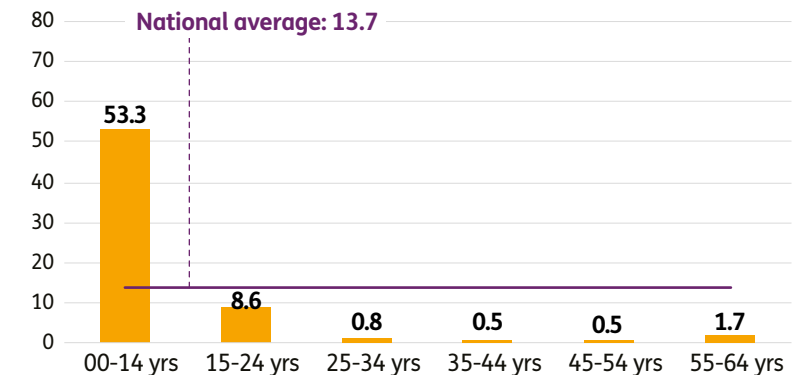
Participation rates for hearing impairment by age group



Participation rates for visual impairment by age group



Participation rates for other sensory/speech impairment by age group



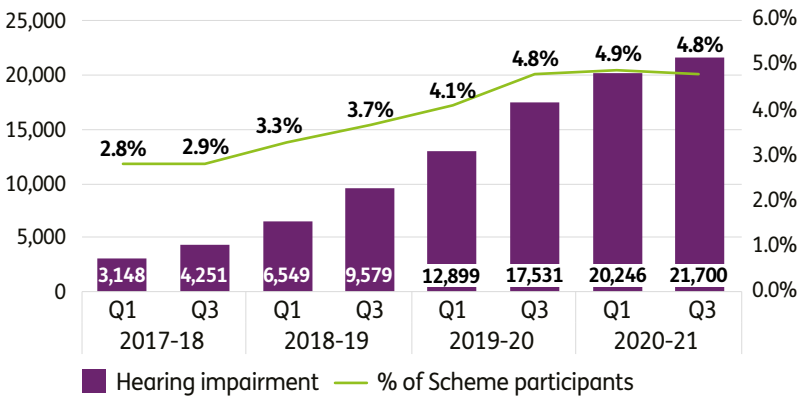
Participants over time

The number of participants with an approved NDIS plan continues to increase for hearing and visual impairment, but the growth rate is slowing over time. The number of active participants with other sensory/speech impairment have decreased in the latest quarter. The proportions of all participants with hearing impairment (as percentage of the overall Scheme) has increased over the past three years, whereas the proportion of participants with a visual impairment have remained fairly stable. The proportion of participants with other sensory/speech impairment has decreased significantly over the past three years, as many of these participants had their primary disability reclassified to autism (for participants aged 0 to 14) and intellectual disability (for all other ages).

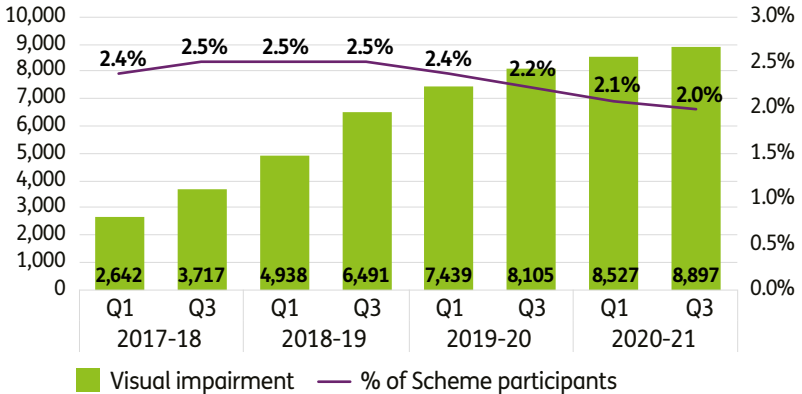
At 31 March 2021, there are:

- **21,700** participants (4.8% of the Scheme) with hearing impairment.
- **8,897** participants (2.0% of the Scheme) with visual impairment.
- **2,903** participants (0.6% of the Scheme) with other sensory/speech impairment.

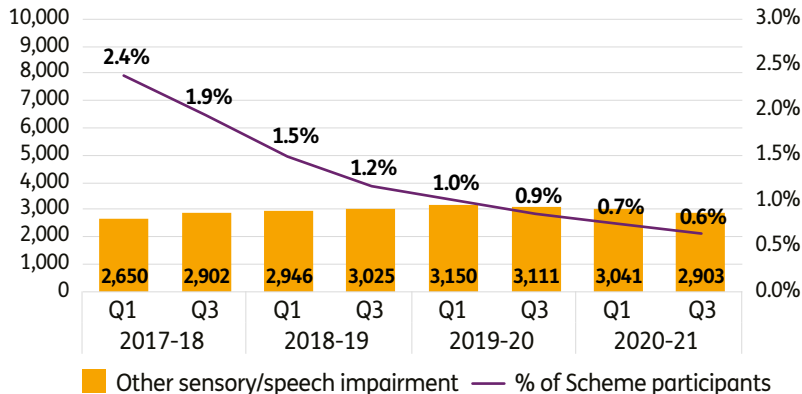
Active participants with a hearing impairment over time



Active participants with visual impairment over time



Active participants with other sensory/speech impairment over time*



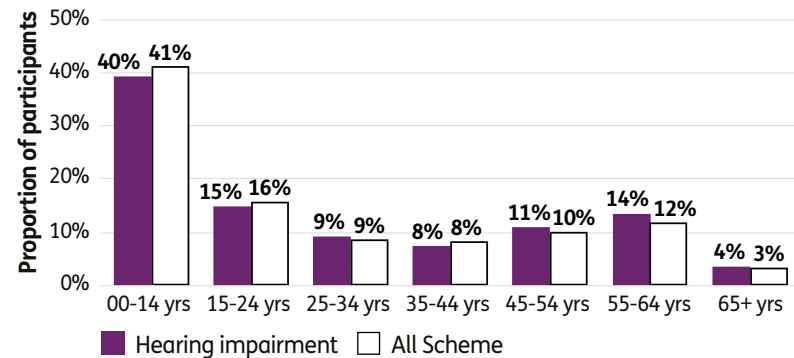
* Of the 2,903 participants with a primary other sensory/speech impairment, there are only 123 participants that are 25 years or older. A significant portion of these adults have a co-disability, predominantly other physical, intellectual and psychosocial disability.

Participants by age group

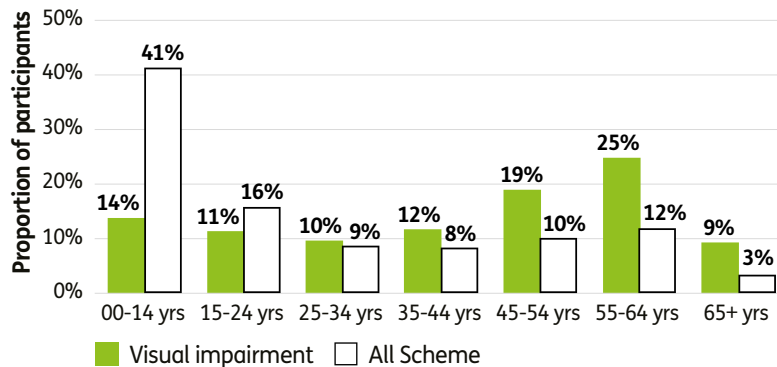
The distribution of active participants by age group is varied across the different sensory disability types. 42% of active participants with hearing impairment are aged from 25 to 64, which is similar to 39% for the Scheme overall.

For active participants with visual impairment, 65% of them are aged between 25 and 64. This is significantly higher compared to the overall Scheme (39%). While only 4% of active participants with other sensory/speech impairment are aged between 25 and 64, which is significantly lower than the overall Scheme.

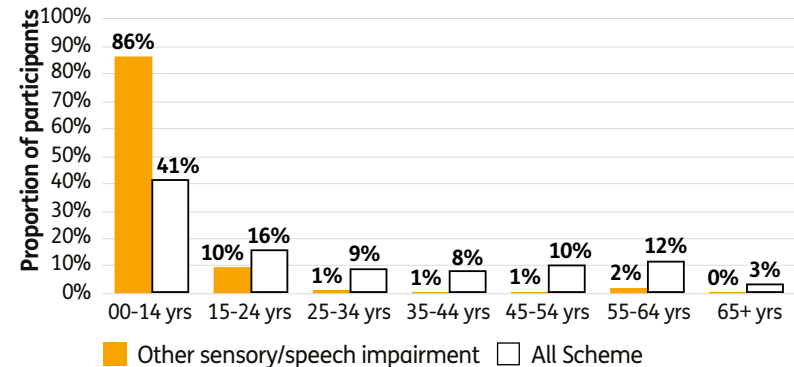
Distribution of active participants by age group - hearing impairment compared with the Scheme as a whole



Distribution of active participants by age group - visual impairment compared with the Scheme as a whole



Distribution of active participants by age group - other sensory/speech impairment compared with the Scheme as a whole

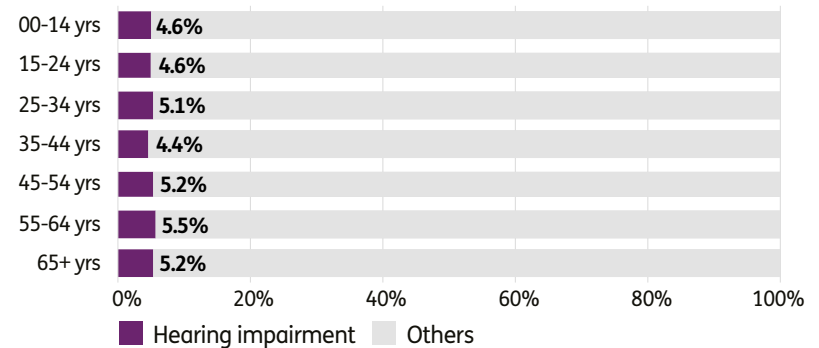


Participants by age group cont.

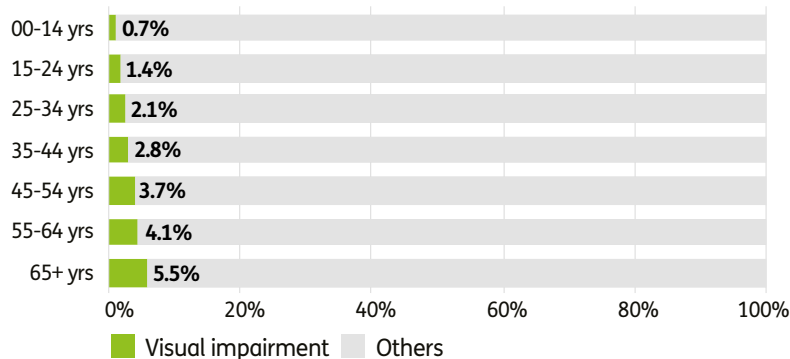
As a proportion of all active participants by age group, ages 55-64 years have the highest proportion of participants with hearing impairment at 5.5%, ages 65+ years have the highest proportion of participants with visual impairment at 5.5% and ages 0-14 years have the highest proportion of participants with other sensory/speech impairment at 1.3%.

All three disability types represent relatively small proportions of the overall Scheme population within each age group.

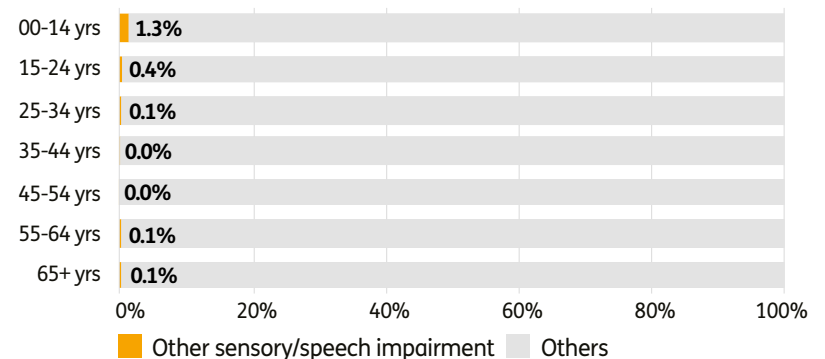
Proportion of active participants with a hearing impairment in each age group



Proportion of active participants with a visual impairment in each age group



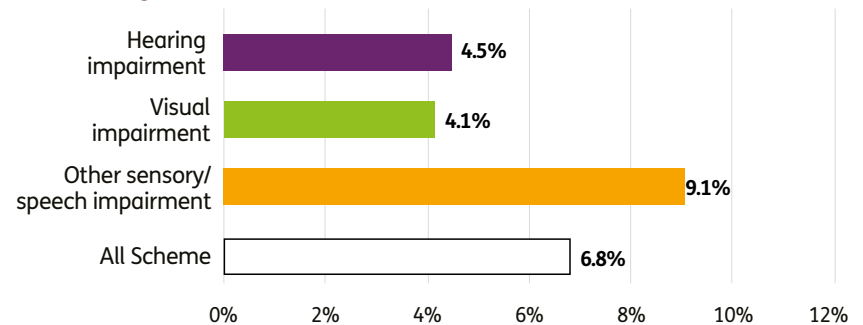
Proportion of active participants with of other sensory/speech impairment in each age group



Participants by Indigenous and CALD status

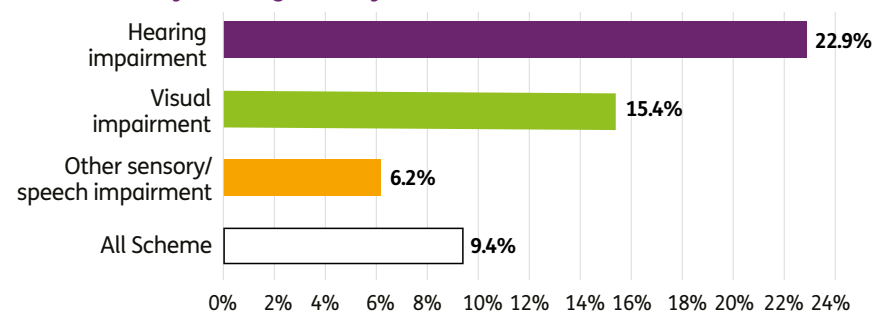
The proportion of active participants with hearing impairment or visual impairment that identify as Aboriginal and/or Torres Strait Islander is 4.5% and 4.1%, respectively, which is lower than overall Scheme at 6.8%. For other sensory/speech impairment the proportion is higher than the overall Scheme at 9.1%

Proportion of active participants with an approved plan who identify as Aboriginal and/or Torres Strait Islander



The proportion of active participants with hearing impairment or visual impairment that identify as Culturally and Linguistically Diverse (CALD) are 22.9% and 15.4%, respectively, which is significantly higher than overall Scheme at 9.4%. For other sensory/speech impairment the proportion is lower than the overall Scheme at 6.2%

Proportion of active participants with an approved plan who identify as Culturally and Linguistically Diverse

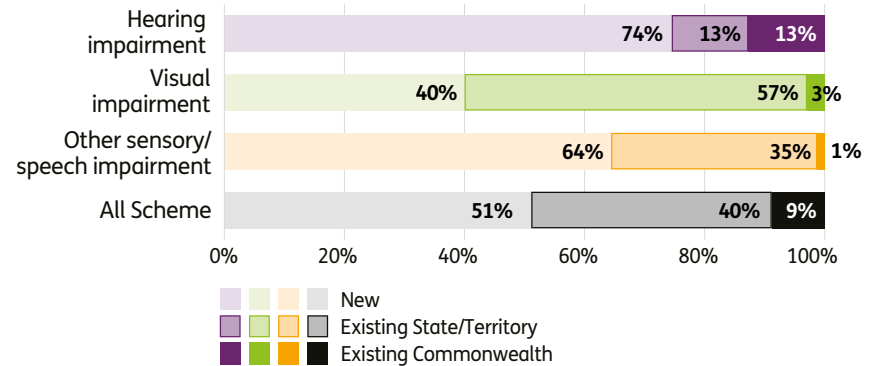


Participants by Existing/New status, by level of function

The majority of participants with hearing impairment or other sensory/speech impairment are new to disability supports, with 74% and 64% respectively, while for the overall Scheme only 51% are new to disability supports.

Those with a visual impairment tended to be Existing clients of State/Territory government programs prior to entering the Scheme (57%). Only 40% of participants with visual impairment are new to disability supports.

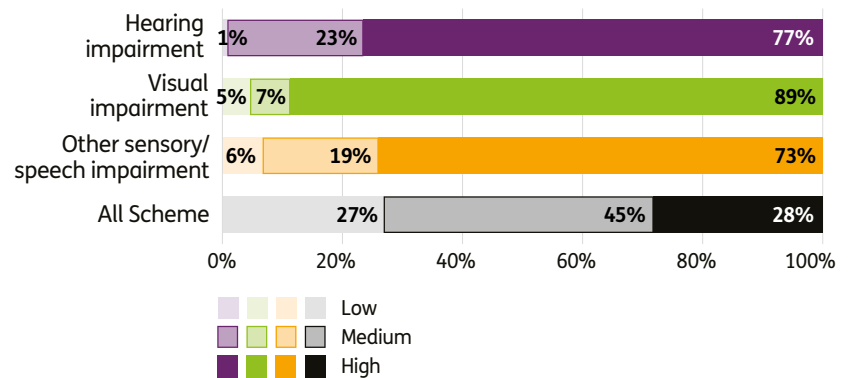
Active participants by Existing/New status



A participant's level of function is assessed across a range of domains such as self-care, mobility and communication. Overall level of function is a broad measure to gauge high level relationships between participant cohorts.

The majority of participants across all the three sensory disability types have a high level of function. Comparatively, only 28% of overall Scheme participants have a high level of function.

Active participants by level of function

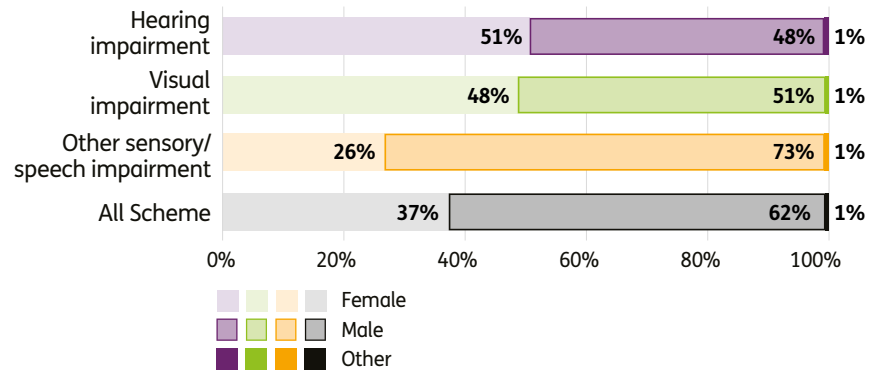


Participants by gender and remoteness

Across the Scheme overall, 62% of participants with an approved plan identify as male and 37% identify as female. However, the distribution varies by disability type.

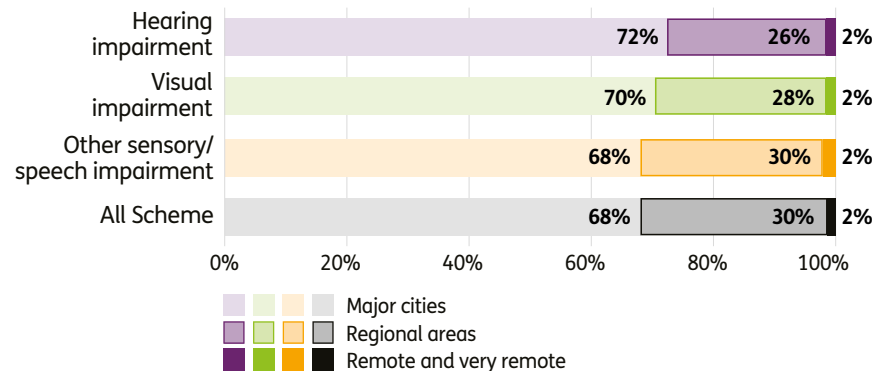
For participants with either hearing impairment or visual impairment, there is a roughly even split of male and female participants. In contrast, 73% of participants with other sensory/speech impairment identify as male, and 26% identify as female.

Distribution of active participants by gender



The majority of Scheme participants live in major cities. The proportion of participants with other sensory/speech impairment living in major cities is similar to that of the overall Scheme at 68%. There is a slightly higher proportion of participants with hearing impairment and visual impairment living in major cities at 72% and 70%, respectively.

Distribution of active participants by geographical remoteness



Participant experience

A higher proportion of individuals who apply to the NDIS with hearing impairment or visual impairment meet the access criteria relative to individuals with other disabilities. The converse is true for individuals with other sensory/speech impairment with a significantly lower proportion of these individuals meeting the access criteria.

The Agency has commenced measuring a number of metrics under the Participants Service Guarantee*. Related results on achieving target timeframes for those with hearing impairment, visual impairment and other sensory/speech impairment are included in this section, along with comparisons with the experience of the Scheme overall.

Results for these sensory disability types are also presented in relation to other aspects of the participant experience in the NDIS including methods of plan management, participant exits from the Scheme, participant complaints and cases brought before the Administrative Appeals Tribunal (AAT).

*The Participant Service Guarantee (PSG) is a set of target timeframes for Agency processes. It is part of the Participant Services Charter which explains what participants can expect when dealing with the Agency. More information about the Participant Services Charter and the Participant Service Guarantee can be found here: www.ndis.gov.au/about-us/policies/service-charter

Summary



This section presents information on the experience of NDIS participants with hearing impairment, visual impairment and other sensory/speech impairment as at 31 March 2021.

Key statistics

88%

of access decisions among participants with **hearing impairment** are 'access met'

99%

of access decisions for those with **hearing impairment** were made within 14 days of final information being provided in the last quarter

80%

of initial plans were approved within 70* days for participants with **hearing impairment** aged 7 and above in the last quarter

2.6%

is the annualised rate of participant complaints for those with **hearing impairment** since the end of the Trial period

89%

of access decisions among participants with **visual impairment** are 'access met'

99%

of access decisions for those with **visual impairment** were made within 14 days of final information being provided in the last quarter

83%

of initial plans were approved within 70 days for participants with **visual impairment** aged 7 and above in the last quarter

8.1%

is the annualised rate of participant complaints for those with **visual impairment** since the end of the Trial period

50%

of access decisions among participants with **other sensory/speech impairment** are 'access met'

100%

of access decisions for those with **other sensory/speech impairment** were made within 14 days of final information being provided in the last quarter

76%

of initial plans were approved within 70 days for participants with **other sensory/speech impairment** aged 7 and above in the last quarter

2.1%

is the annualised rate of participant complaints for those with **other sensory/speech impairment** since the end of the Trial period

85%

of access decisions among participants across **the Scheme as a whole** are 'access met'

98%

of access decisions for **the Scheme as a whole** were made within 14 days of final information being provided in the last quarter

79%

of initial plans were approved within 70 days for participants in **the Scheme as a whole** aged 7 and above in the last quarter

5.4%

is the annualised rate of participant complaints for those in **the Scheme as a whole** since the end of the Trial period

* This PSG was changed from 70 days to 56 days during the March 2021 quarter.

Access decisions

The proportions of access decisions resulting in ‘access met’ are higher for individuals with hearing impairment and visual impairment, but significantly lower for individuals with other sensory/speech impairment, compared to the Scheme overall.

Visual impairment has the highest overall rate of access met decisions at 89%, compared with 85% for the Scheme overall. The rate for hearing impairment is at 88% and for other sensory/speech impairment it is 50%. Other Sensory/Speech has the lowest rate of access met decisions, and is discussed in more detail on the next page.

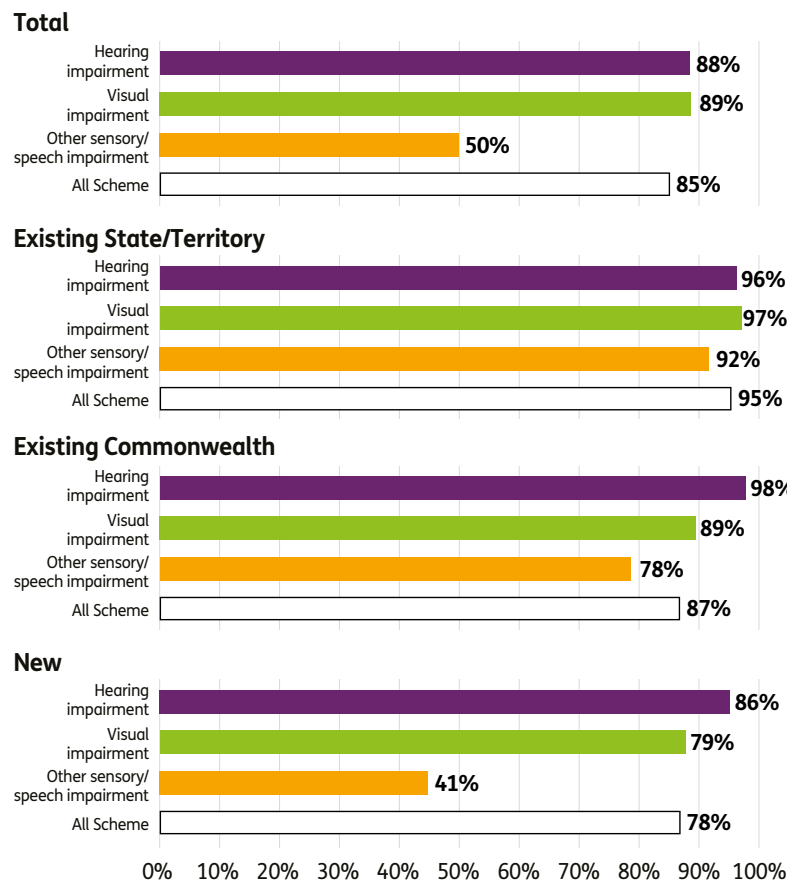
Rates of access met decisions are higher for Existing State/Territory clients than for Existing Commonwealth clients or for New clients across all disabilities, except for Existing Commonwealth clients with a hearing impairment that has the highest rate of access met decisions.

Hearing impairment has the highest rate of access met decisions for Existing Commonwealth clients at 98%, followed by visual impairment at 89%. The rate for other sensory/speech impairment is lower at 78% although this is based on less than 100 access decisions in total.

For Existing State/Territory clients, visual impairment has the highest access met decision rate at 97%, followed by hearing impairment at 96%. The rate for other sensory/speech impairment is slightly lower at 92%.

Hearing impairment has the highest rate of access met decisions for New clients at 86% compared with 79% for visual impairment and a significantly lower rate of 41% for other sensory/speech impairment.

Proportion of access met decisions by services previously received

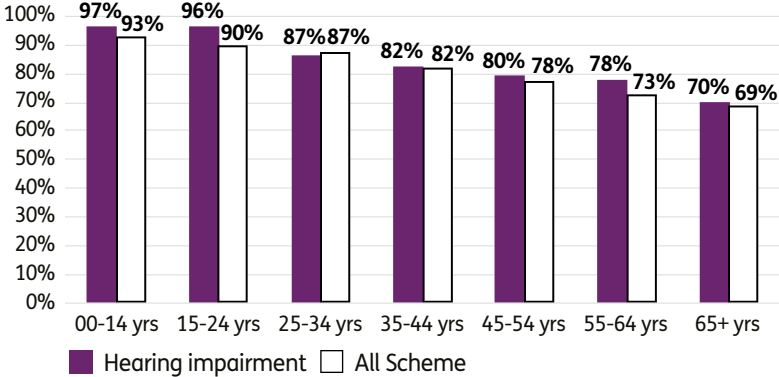


Access decisions by age group

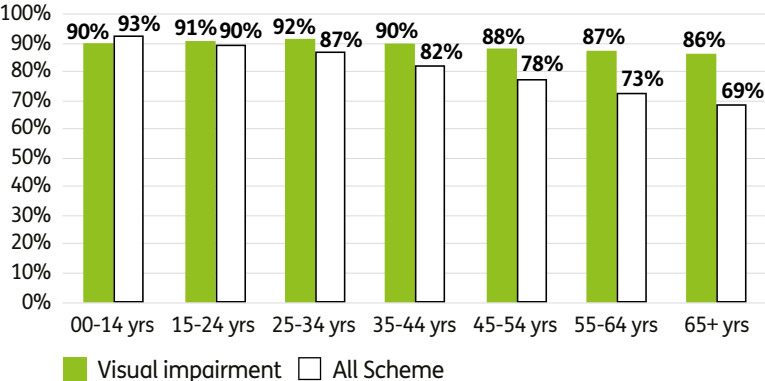
Across all decisions made to determine access to the NDIS, the proportion of ‘access met’ decisions is higher for children and decreases steadily as age increases. However, the rates for children and young adults with hearing impairment, visual impairment, and other sensory/speech impairment are only marginally higher than those for adults in older age groups, except for other sensory/speech impairment where there is a significant increase in access met decisions for the 55 to 64 year olds, although this is based on less than 100 access decisions in total.

Other sensory/speech impairment has the lowest overall rate of access met decisions at 50%, compared with 85% for the Scheme overall. 82% of those who were never eligible did not meet access requirements due to not meeting the disability requirement under Section 24 (substantially reduced functional capacity or that it is likely to be permanent, based on the evidence they have submitted), with 76% of them aged between 7 and 14.

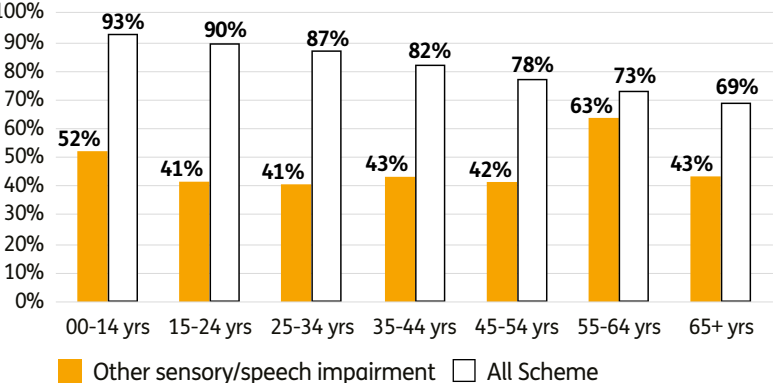
Proportion of access met decisions by age group – hearing impairment



Proportion of access met decisions by age group – visual impairment



Proportion of access met decisions by age group – other sensory/speech impairment



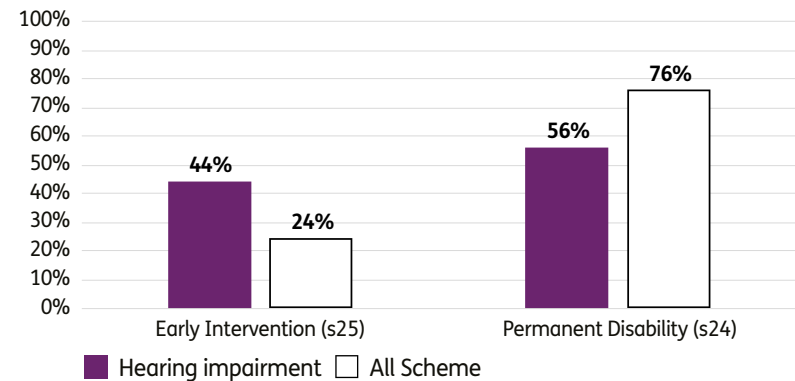
Access decisions by access type

Across all Scheme access decisions, regardless of disability type, the proportion of active participants who gained access to the Scheme via Early Intervention (Section 25 of the NDIS Act) is 24%, while 76% met the Permanent Disability access criteria (Section 24 of the NDIS Act).

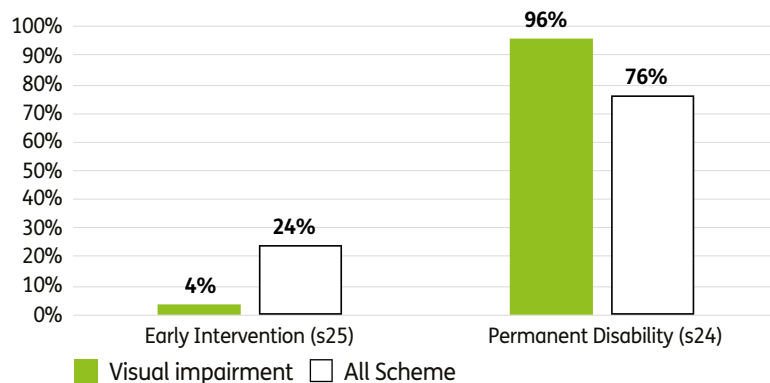
The proportion of children with other sensory/speech impairment from the Early Intervention gateway is 62% and 44% for hearing impairment, which is significantly higher compared to participants with visual impairment at 4%, as well as the overall Scheme (24%).

Conversely, the proportion of participants with a visual impairment that gained access to the Scheme due to Permanent Disability is 96%, which is significantly higher than the other sensory disabilities (38% for other sensory/speech impairment and 56% for hearing impairment, as well as the overall Scheme experience (76%).

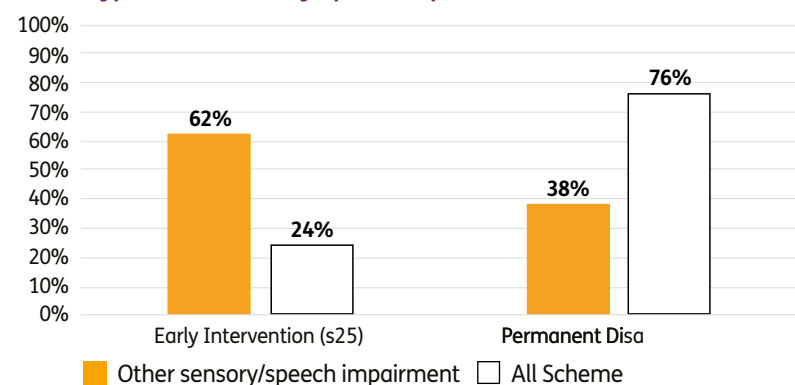
Proportion of active participants with an access met decision, split by access type – hearing impairment



Proportion of active participants with an access met decision, split by access type – visual impairment



Proportion of active participants with an access met decision, split by access type – other sensory/speech impairment



Participant Service Guarantee

Access metrics

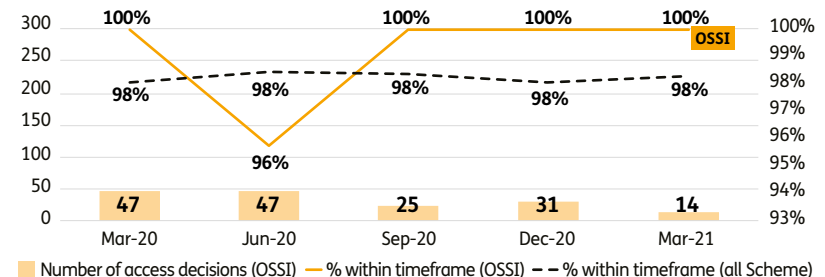
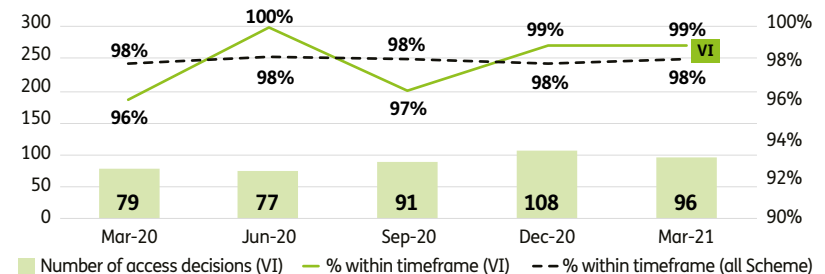
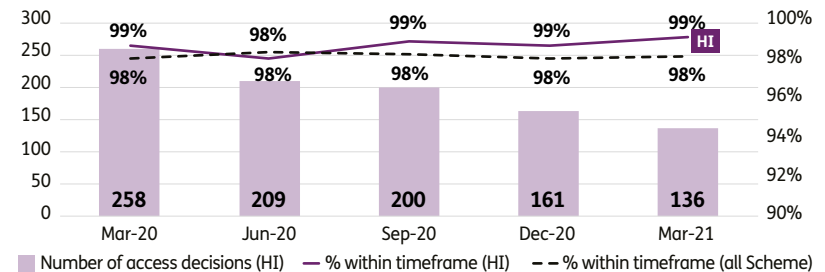
The Participant Service Guarantee (PSG) is a set of target timeframes for Agency processes. It is part of the Participant Services Charter* which explains what participants can expect when dealing with the Agency. The PSG is yet to be legislated, but the Agency committed to measuring its performance against the targets where possible from 1 July 2020.

The first access-related PSG metric is making an access decision or requesting more information after a request has been received within 21 days. This target has been achieved for 100% of applications in each quarter since March 2020, for the Scheme overall and also for those with hearing impairment, visual impairment and other sensory/speech impairment. Results for this metric are not presented here.

Another PSG metric relating to access is making an access decision within 14 days of final information being provided. The Agency's performance against this metric is also positive with the target being achieved for 98% decisions in the March 2021 quarter and for the prior four quarters (31 March 2020, 30 June 2020, 30 September 2020 and 31 December 2020).

The performance has been at 96% or higher for each of the last five quarters for participants with hearing impairment, visual impairment and other sensory/speech impairment (the latter disability group had the highest performance across the 31 March 2020 to the 31 March 2021 quarters).

Make an access decision within 14 days of the final information being provided



* More information about the Participant Services Charter and the Participant Service Guarantee can be found here: [Service charter | NDIS](#)

Participant Service Guarantee Planning metrics

Under the PSG, the Agency will target to approve an initial plan for each participant aged 7 years and over within 56 days of the access decision being made (the performance metric changed from 70 days to 56 days as at 1 February 2021).

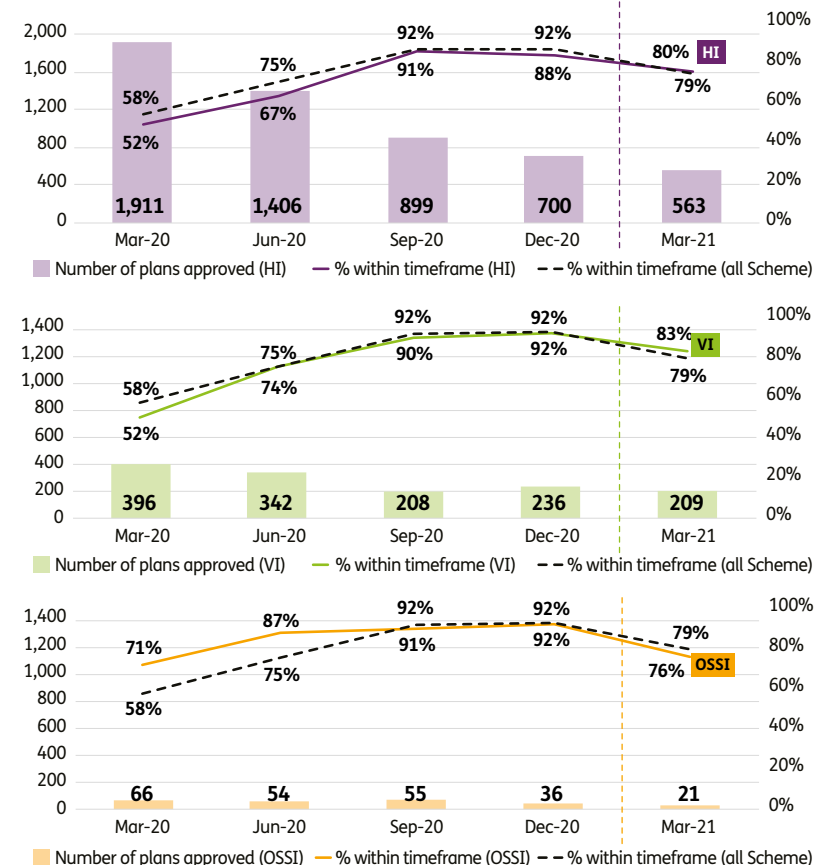
The proportion of applications achieving the target timeframe has increased for the Scheme overall from 58% in the March 2020 quarter to 92% in the December 2020 quarter. However, it has dropped to 79% in the March 2021 quarter, due to the change in stricter time frame of 56 days*. The proportion of plans approved within the timeframe for sensory disabilities follows a similar trend to the overall scheme. However, the number of approved plans for other sensory/speech impairment is low compared to hearing and visual impairment.

Separately, there is a PSG target to approve an initial plan for each ECEI participant aged 0 to 6 years within 90 days of the access being made. For participants with hearing impairment the proportion of plan approvals achieving this timeframe in the March 2021 quarter was 94% compared to 96% for the Scheme overall.

There are insufficient data to report on the target time frames of participants with visual impairment and other sensory/speech impairment and receiving an initial plan. Results of this metric for these two disabilities are therefore not presented here.

* The Scheme metric for March 2021 (79%) is based on the methodology of assuming the stricter metric of 56 days over the entire quarter (for simplicity). However, if the analysis applied the more lenient 70 days target for January and the stricter 56 days for February and March, then the proportion of applications that achieved this time frame would have been 82%.

Approve a plan for participants (aged 7 or over) within 70 days of access decision



Participant Service Guarantee

Participant Requested Review metrics

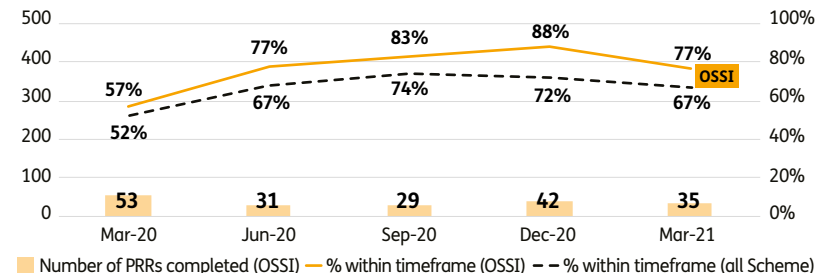
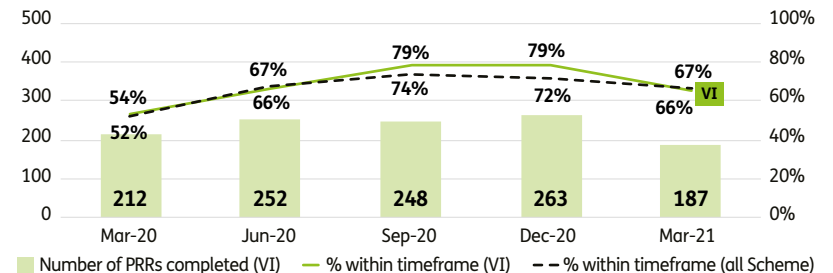
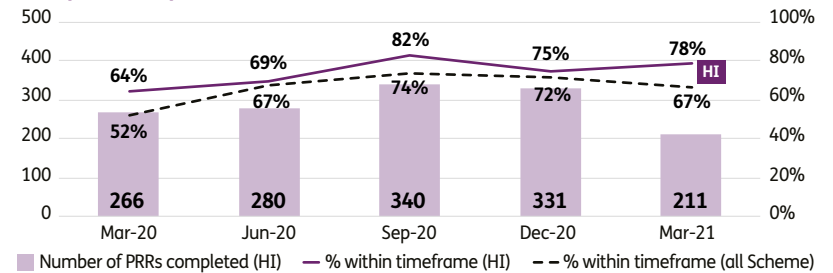
There are two PSG metrics being measured in relation to Participant Requested Reviews (PRRs).

The first is making a decision on whether to conduct a PRR within 21 days of a request being received. This has been achieved in almost 100% of applications in the current and previous three quarters for participants with either hearing impairment, visual impairment or other sensory/speech impairment as well as for the Scheme overall. Results for this metric are not presented here.

There is a further target under the PSG for completing a PRR within 42 days of making the decision to conduct the review. The Agency's performance against this target timeframe has improved since March 2020 for the Scheme overall and also for reviews in respect of participants with hearing impairment, visual impairment and other sensory/speech impairment.

However, since December 2020, there has been a decrease in the percentage within time frame, for participants with visual impairment and other sensory/speech impairment which is similar to the overall Scheme trend. There are currently several remediation processes in place to rectify these matters and the goal is to achieve 95% (or higher) result for this PSG metric by 30 June 2021.

Complete a Participant Requested Review, after the decision to accept the request was made



Participant Service Guarantee

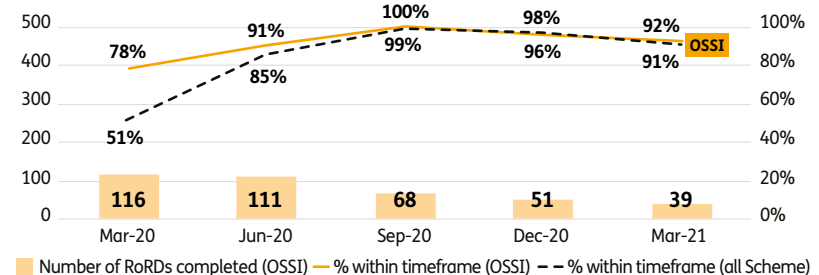
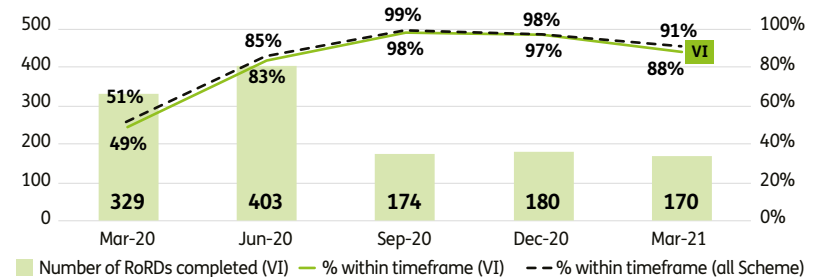
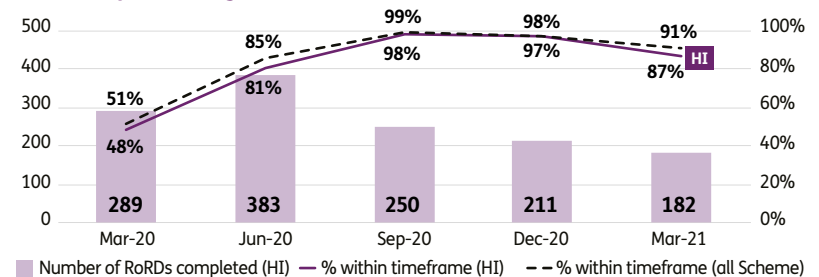
Review of Reviewable Decision metrics

A Review of a Reviewable Decision (RoRD) is an internal review of a decision the Agency has made about a participant under the section 100 of the NDIS Act. Under the PSG, the Agency will aim to complete a RoRD within 90 days of the request to conduct the review being received.

The performance of the Agency in achieving this target time frame has improved for the overall Scheme since March 2020, but has deteriorated after 31 December 2020. This is also the case for reviews in respect of participants with hearing impairment, visual impairment and other sensory/speech impairment.

In the March 2021 quarter, 92% of tasks were within the timeframe for participants with other sensory/speech impairment compared to 91% of the Scheme overall, although the number of RoRDs completed for participants with other sensory/speech impairment were quite low. The results for those with hearing impairment and visual impairment were close to the overall Scheme numbers at 87% and 88%, respectively.

Complete a Review of a Reviewable Decision within 90 days of the request being received



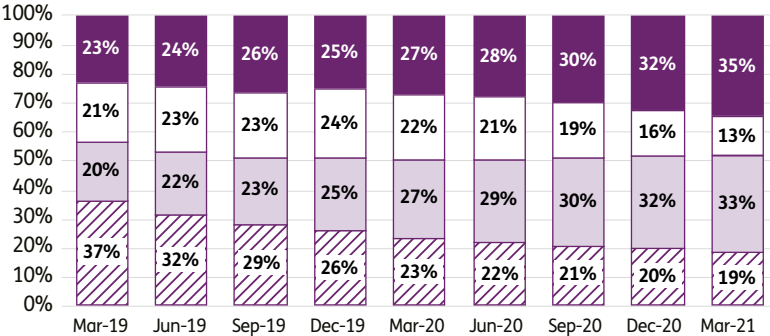
Participants by plan management type

There is a continuing trend for more participants to self-manage their plans or use a plan management provider, and for less participants to be Agency-managed. This is the case for participants with hearing impairment, visual Impairment, other sensory/speech impairment and for the Scheme overall.

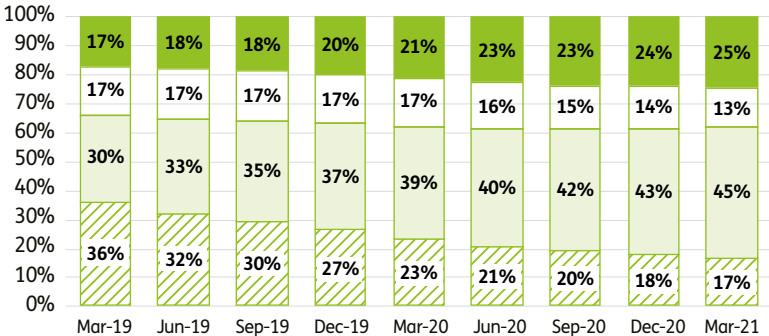
At 31 March 2021, 45% of participants with a visual impairment used a plan manager. The proportions of participants that used a plan manager was lower for hearing impairment and other sensory/speech impairment at 33% and 30%, respectively. All of which is lower compared to 47% of all Scheme participants.

Conversely, at 31 March 2021, 35% of participants with a hearing impairment were self managing their plans fully, followed by 29% for participants with an other sensory/speech impairment and 25% by participants with a visual impairment. All of which are higher compared to 22% for the overall Scheme.

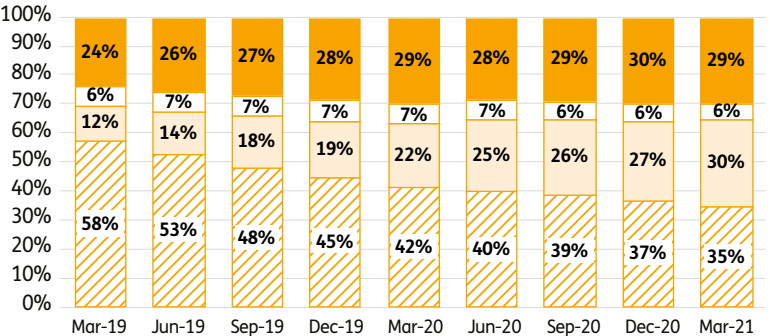
Distribution of participants with hearing impairment by plan management type



Distribution of participants with visual impairment by plan management type



Distribution of participants with other sensory/speech impairment by plan management type



Agency-managed

 Plan-managed

 Self-managed Partly

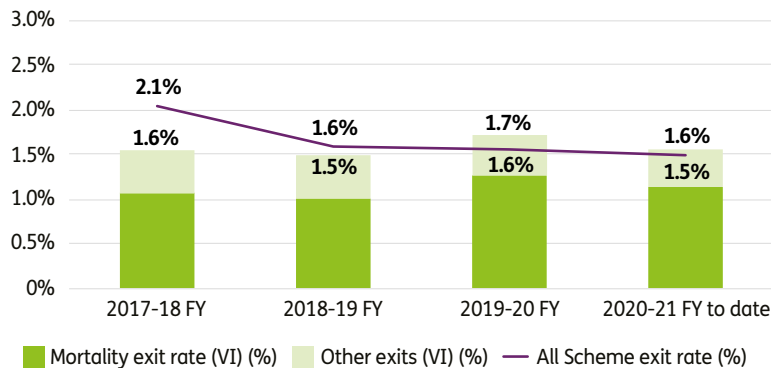
 Self-managed Fully

Scheme exit rates over time

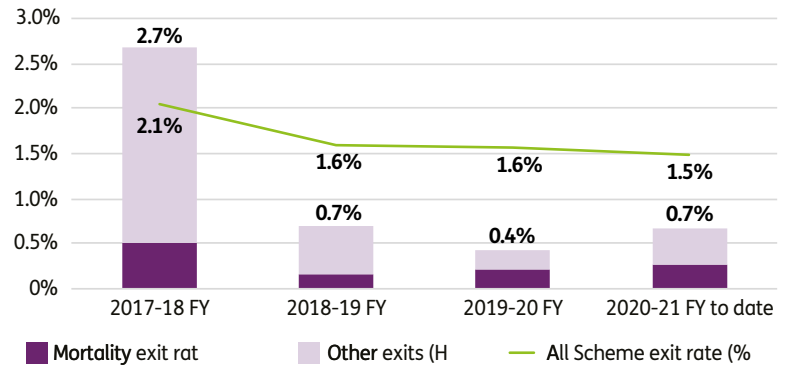
The rates at which NDIS participants exit the Scheme vary over time and are also impacted by other factors including disability type. Exit rates due to mortality are monitored separately from other reasons such as participant initiated withdrawal or no longer requiring supports.

Participants with other sensory/speech impairment have significantly higher non-mortality exits compared to the Scheme overall, as some participants had their primary disability reclassified (mainly to autism for children aged 0 to 14 and intellectual disability for all other ages, as per Section 1). It is expected that participants with hearing impairment and other sensory/speech impairment have a lower proportion of mortality exits compared to the Scheme given that these participants are predominantly aged 0 to 24 and conversely one would expect higher mortality exits from participants with visual impairment given that they are generally older adults.

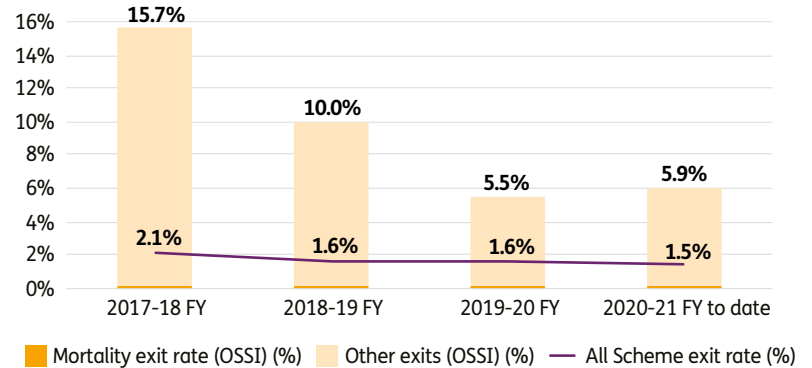
Annualised exit rates for participants with visual impairment (VI) who have ever had an approved plan over time



Annualised exit rates for participants with a hearing impairment (HI) who have ever had an approved plan over time



Annualised exit rates for participants with other sensory/speech impairment (OSSSI) who have ever had an approved plan over time



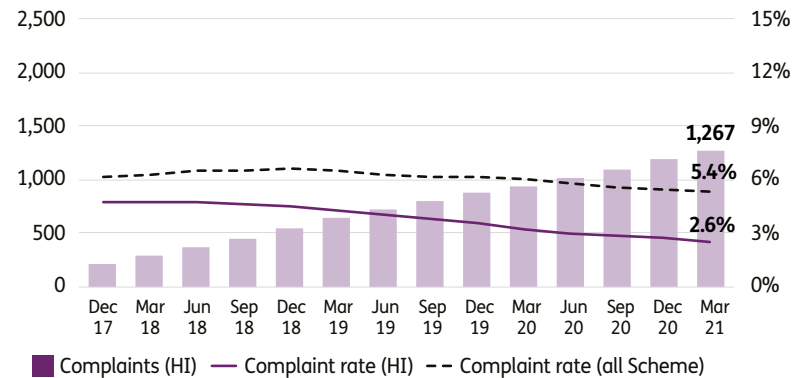
Complaint rates



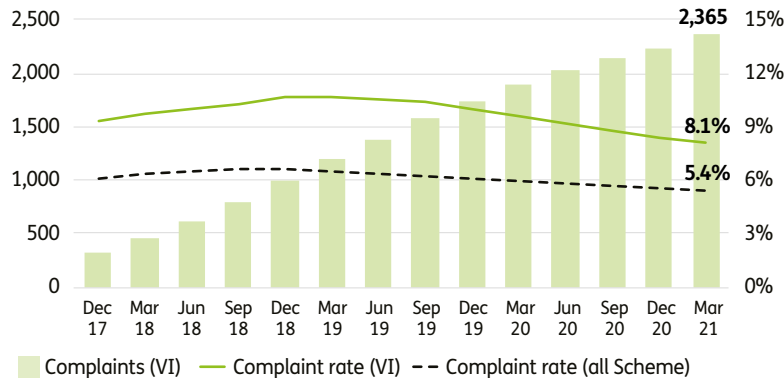
For visual impairment, the annualised rate of complaints (measured as the number of complaints as a proportion of access requests) is higher than the Scheme overall. For hearing impairment and other sensory/speech impairment, the annualised rate of complaints is low compared to the overall Scheme experience.

The rates of complaints for the overall Scheme increased up to December 2018, but have subsequently reduced, particularly for participants with visual impairment. However, in March 2021, participants with visual impairment were still 3 to 4 times more likely to have made a complaint compared to participants with hearing impairment or other sensory/speech impairment, respectively.

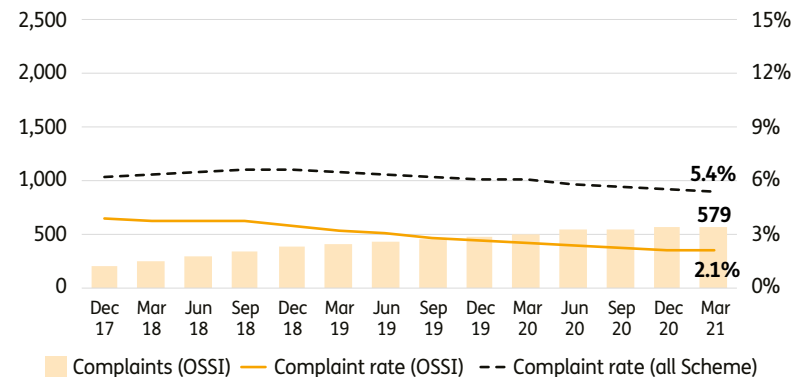
Cumulative number and rate of complaints - hearing impairment (HI)



Cumulative number and rate of complaints - visual impairment (VI)



Cumulative number and rate of complaints - other sensory/speech impairment (OSSSI)



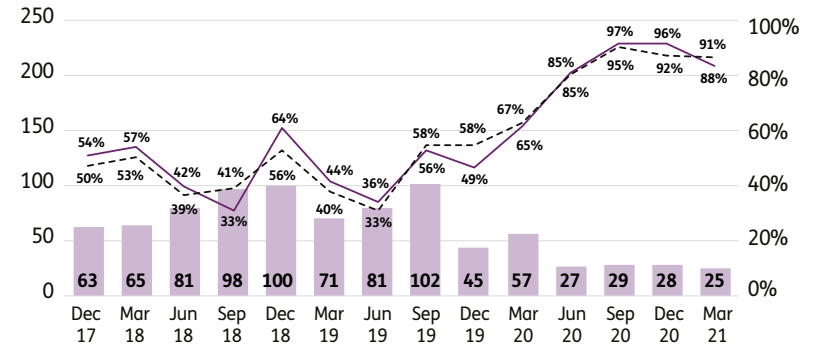
Timeframes for closing complaints



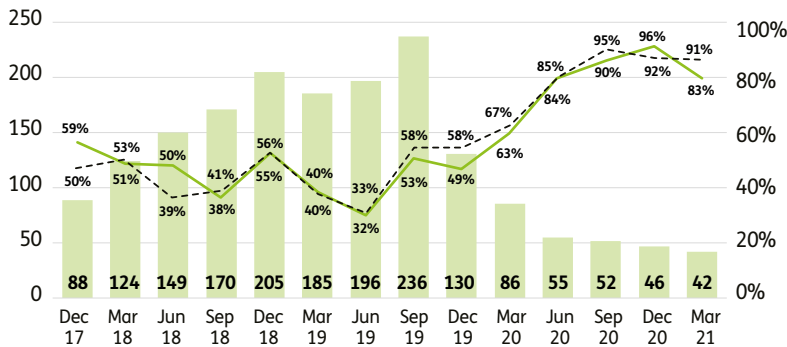
The number of complaints about the NDIS which are resolved and closed by the Agency has been decreasing from late 2019 for participants across all three sensory disabilities, which is in line with the lower numbers of new complaints received from participants with a sensory disability. There have been no complaints from participants with other sensory/speech impairment, since December 2019.

The Agency aims to resolve complaints within 21 days of receiving them. The proportions of complaints where this target was achieved for each of the sensory disability types have been similar to the experience across the Scheme over time. Since the June 2019 quarter, this proportion has increased from 36% to 88% for hearing impairment and from 32% for visual impairment to 83% in the March 2021 quarter.

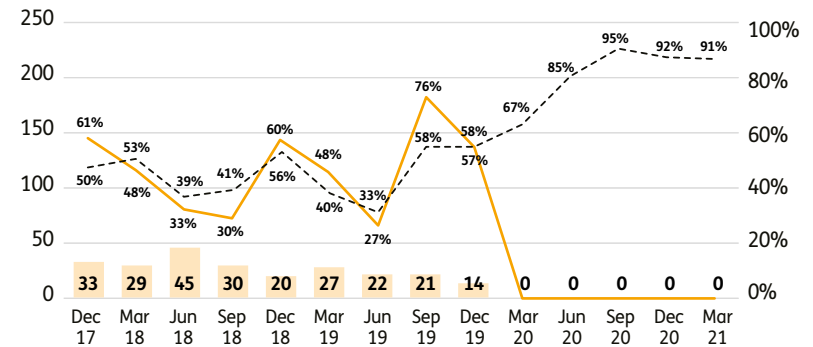
Number of complaints closed and proportion resolved within 21 days – hearing impairment



Number of complaints closed and proportion resolved within 21 days – visual impairment



Number of complaints closed and proportion resolved within 21 days – other sensory/speech impairment



Closed complaints in the quarter
 % closed within 21 days
 % closed within 21 days (all Scheme)

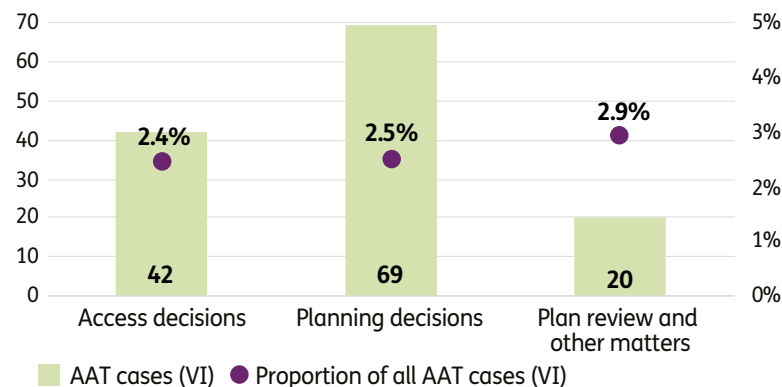
Administrative Appeals Tribunal (AAT) cases

The Administrative Appeals Tribunal (AAT) is an independent body that conducts reviews of NDIS decisions made relating to access, planning, plan reviews or other matters in respect of participants or potential participants.

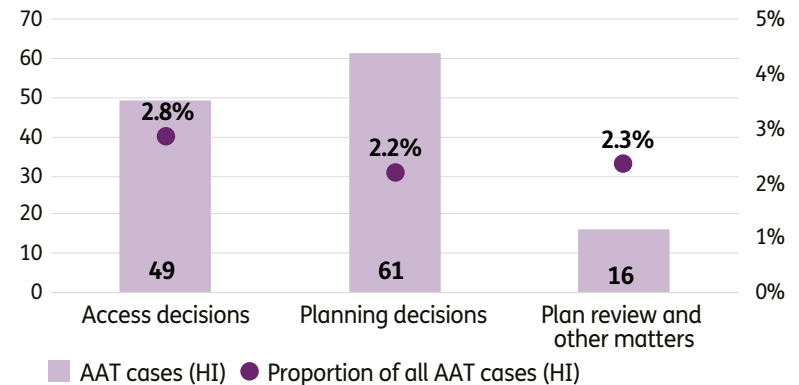
For individuals with sensory disabilities, the most common type of AAT case is related to Planning decisions. There have been a high number of AAT cases, relative to the mix of participants in the Scheme, at each stage of the pathway process for participants with visual impairment and other sensory/speech impairment.

2.0% of the Scheme participants have a visual impairment and make up a relatively high proportion of all AAT cases (2.4% of Access AAT cases, 2.5% of Planning AAT cases and 2.9% of Plan Review and Other AAT cases). Similarly, 0.6% of the Scheme participants have other sensory/speech impairment and they also contribute to a high proportion of overall AAT cases (1.2% of Access AAT cases, 0.9% of Planning AAT cases and 1.5% of Plan Review and Other AAT cases). The 4.8% of the Scheme participants who have a hearing impairment represents a relatively low proportion of all AAT cases (2.8% of Access AAT cases, 2.2% of Planning AAT cases and 2.3% of Plan Review and Other AAT cases).

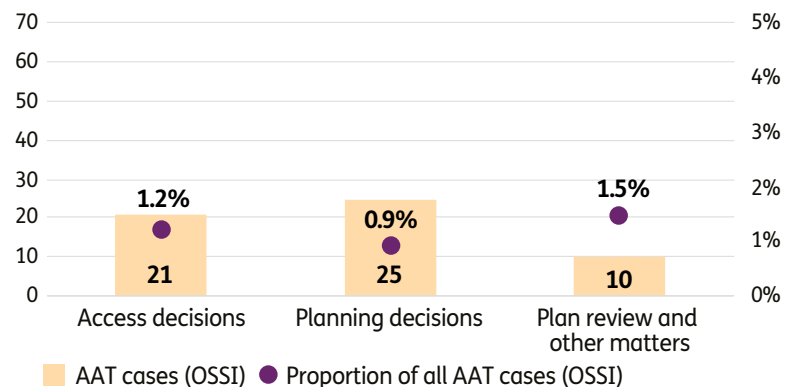
Number and proportion of AAT cases by type – visual impairment (VI)



Number and proportion of AAT cases by type – hearing impairment (HI)



Number and proportion of AAT cases by type – other sensory/speech impairment (OSSSI)



Committed supports, payments and utilisation

Committed supports and payments to participants with hearing impairment, visual impairment and other sensory/speech impairment are increasing in line with the growing Scheme.

The total committed supports for the financial year 2019-20 were:

- **\$248m** for participants with **hearing impairment**
- **\$290m** for participants with **visual impairment**
- **\$37m** for participants with **other sensory/speech impairment**.

The rate of utilisation of committed supports for non-SIL participants with hearing impairment is 44%, which is significantly lower than the Scheme average utilisation of 62%.

The utilisation rate for non-SIL participants with visual impairment is similar to the Scheme average (62%), while the utilisation rate for non-SIL participants with other sensory/speech impairment is lower at 57%.

The utilisation rates for mature non-SIL participants (non-SIL participants that have been in the Scheme for at least one year) is on average 2% higher for the Scheme overall, compared to the utilisation across all non-SIL participants.

Summary



This section presents information on the amounts of supports committed in participant plans and the payments made for supports provided to participants. Utilisation rates, which are the proportion of committed supports actually used, for non-SIL participants are also presented.

Key statistics

Participants with a hearing impairment

\$246

million of supports in respect of 2019-20 financial year

\$251

million of supports in respect of 2020-21 financial year to date

44%

of non-SIL supports utilised

Participants with a visual impairment

\$291

million of supports in respect of 2019-20 financial year

\$273

million of supports in respect of 2020-21 financial year to date

62%

of non-SIL supports utilised

Participants with other sensory/speech impairment

\$35

million of supports in respect of 2019-20 financial year

\$31

million of supports in respect of 2020-21 financial year to date

57%

of non-SIL supports utilised

The Scheme as a whole

\$24,572

million of supports in respect of 2019-20 financial year

\$23,615

million of supports in respect of 2020-21 financial year to date

62%

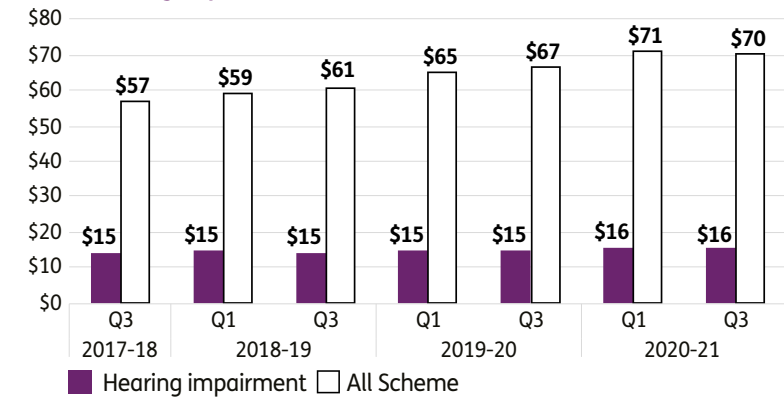
of non-SIL supports utilised

Trend in committed supports

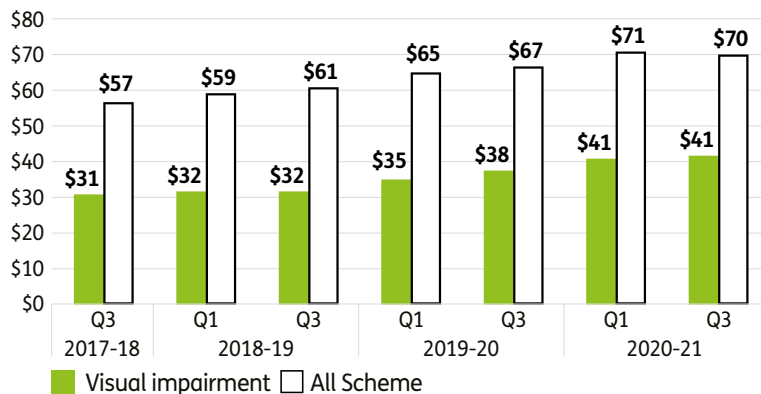
Participants with hearing impairment, visual impairment and other sensory/speech impairment are amongst those with the smallest average annualised committed supports (also referred to as plan budget) by disability type in the NDIS.

At 31 March 2021, the average annualised committed supports for participants with hearing impairment was \$15,500, for visual impairment it was \$41,500 and \$14,900 for participants with other sensory/speech impairment. In comparison, the average annualised committed supports across all participants in the Scheme was \$70,200. Therefore, all sensory disabilities included in this investigation had significantly lower committed supports compared to the overall Scheme.

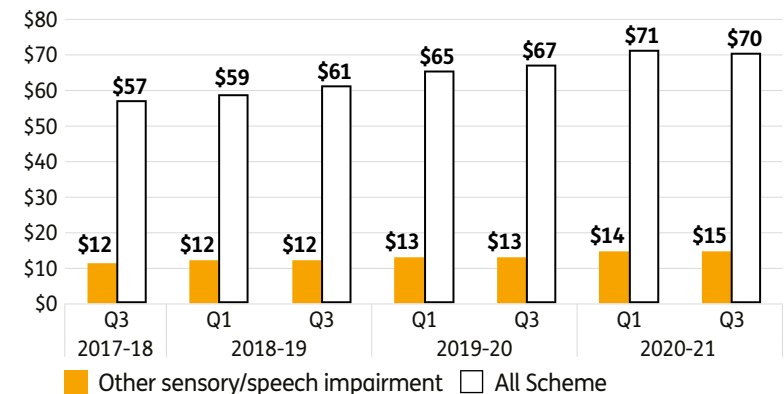
Trend in average annualised committed supports for participants with a hearing impairment over time (in \$'000s)



Trend in average annualised committed supports for participants with a visual impairment over time (in \$'000s)



Trend in average annualised committed supports for participants with other sensory/speech impairment over time (in \$'000s)



Committed supports by age group

Across all of the sensory disability types, the average annualised committed supports by age is lower than that for All Scheme except for participants aged 0 to 14.

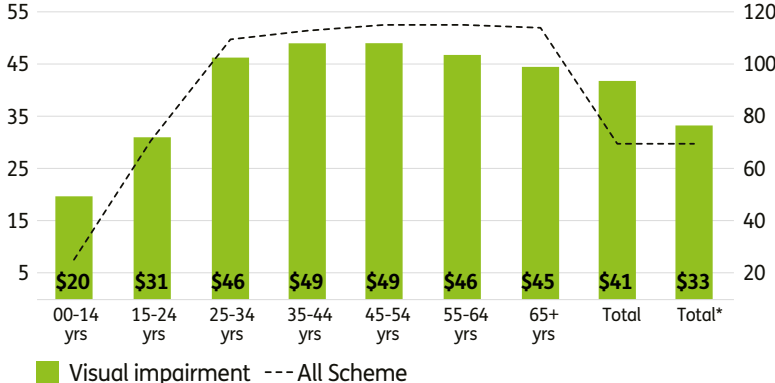
For those with hearing impairment, the average annualised committed supports is relatively constant across age groups.

For participants with visual impairment there is an upwards trend with age, and for those with an other sensory/speech impairment the age group with the highest average annualised committed supports is the 35 to 44 year olds.

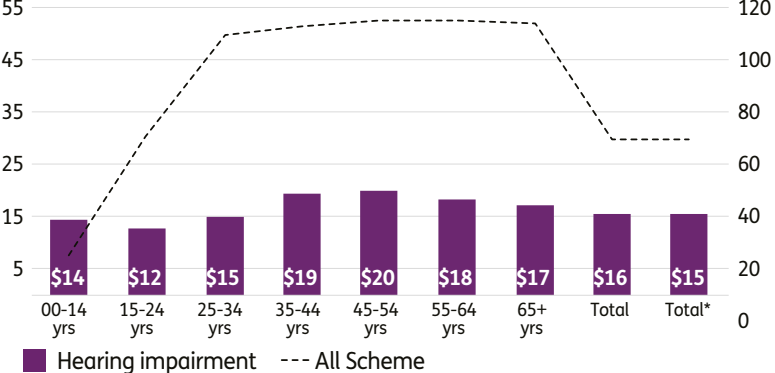
Comparatively, all Scheme average annualised committed supports steeply increases over the younger ages and stabilises for older ages.

Note: Total* in the charts refers to the average annualised committed supports based on the age distribution of all Scheme participants.

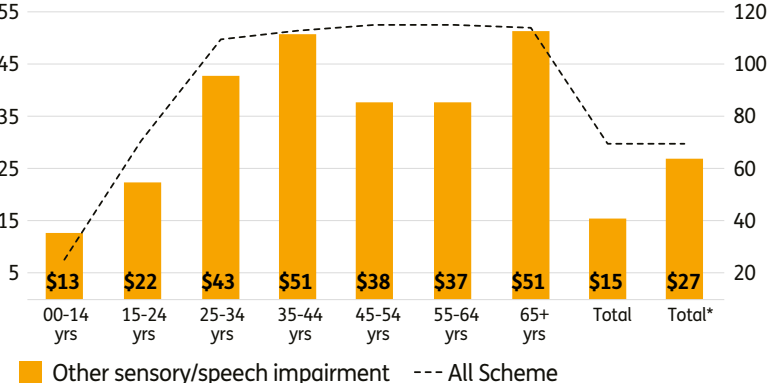
Average annualised committed supports for participants with a visual impairment by age group (in \$000's)



Average annualised committed supports for participants with a hearing impairment by age group (in \$000's)



Average annualised committed supports for participants with other sensory/speech impairment by age group (in \$000's)

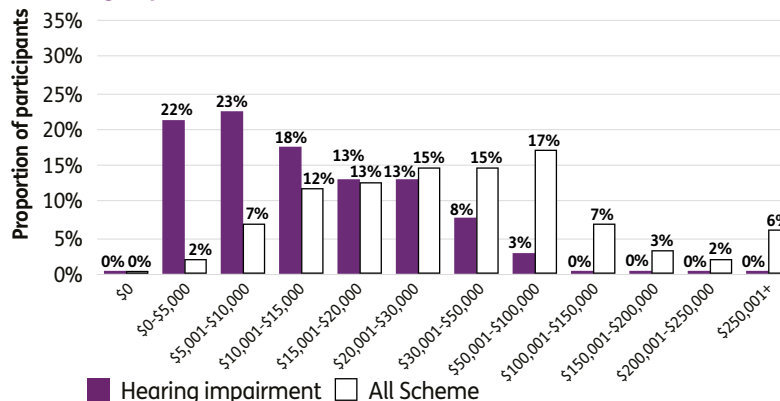


Distribution of committed supports

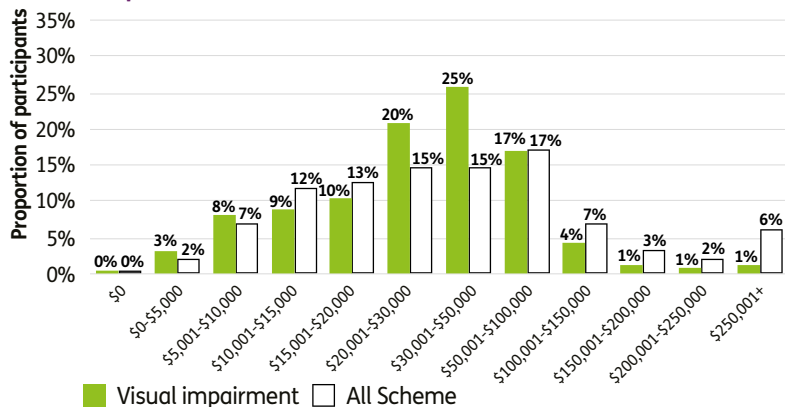
Compared with the Scheme overall, the distribution of annualised committed supports is more concentrated at the lower cost bands for participants with hearing impairment, visual impairment and other sensory/speech impairment.

45% of participants with hearing impairment, 43% of participants with other sensory/speech impairment and 11% of participants with visual impairment have a plan budget under \$10,000, compared to all Scheme where only 9% have a plan budget under \$10,000.

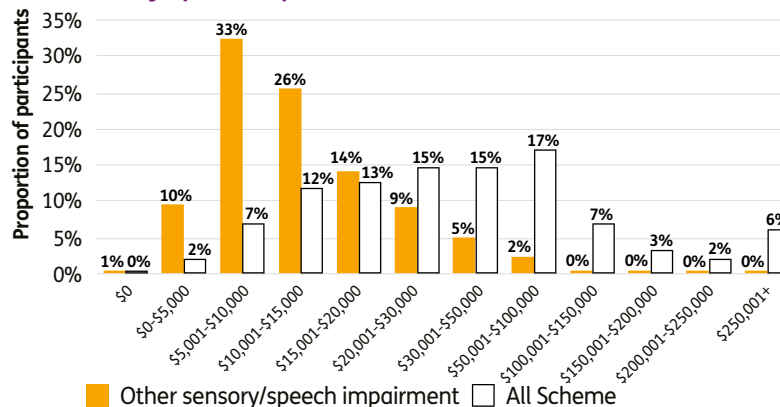
Distribution of annualised committed supports for participants with a hearing impairment



Distribution of annualised committed supports for participants with a visual impairment



Distribution of annualised committed supports for participants with other sensory/speech impairment

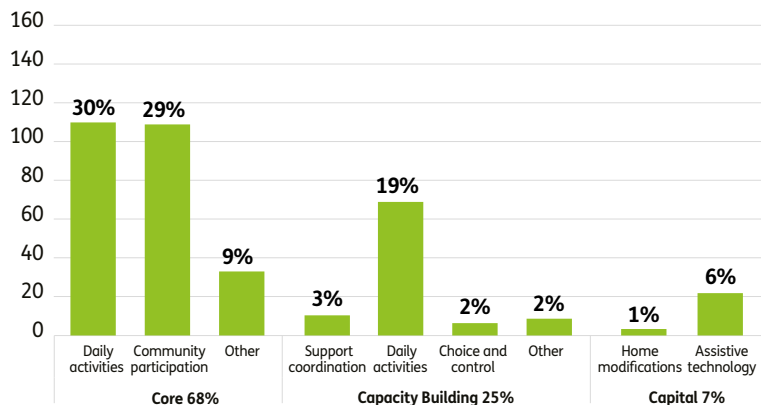


Types of committed supports

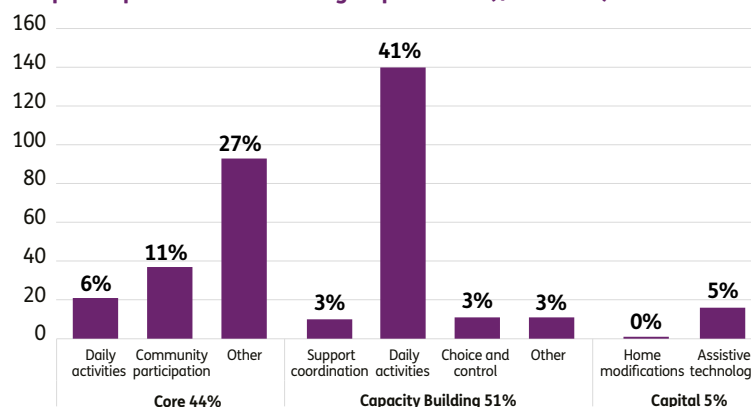
For visual impairment the majority of committed supports in participant plans are for Core supports (68%) and for hearing impairment and other sensory/speech impairment the majority of committed supports are for Capacity Building (51% and 77%, respectively).

As at 31 March 2021, Capacity building Daily Activities for the sensory disabilities was 41% of all committed supports for participants with hearing impairment, 19% for participants with visual impairment and 66% of supports for those with other sensory/speech impairment. The overall Scheme average is significantly lower at 17%. For participants with hearing impairment, 26% of all committed supports are Core consumables, which is significantly higher than the other sensory disabilities and all Scheme (2%). The greatest proportion of the Core Consumable budget for participants with hearing impairment are spent on 'Interpreting and Translating services' and 'Daily adaptive equipment'.

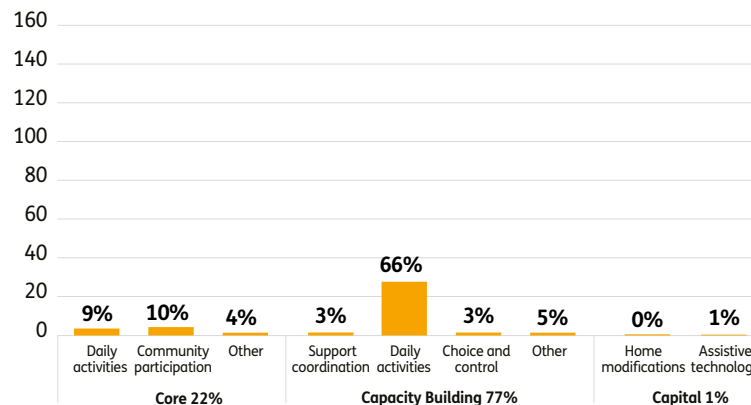
Total annualised committed supports by type in active plans for participants with a visual impairment (\$ millions)



Total annualised committed supports by type in active plans for participants with a hearing impairment (\$ millions)



Total annualised committed supports by type in active plans for participants with other sensory/speech impairment (\$ millions)

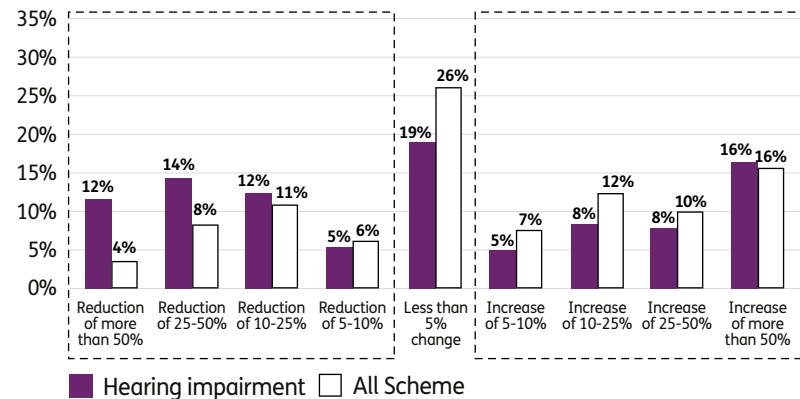


Changes in committed supports

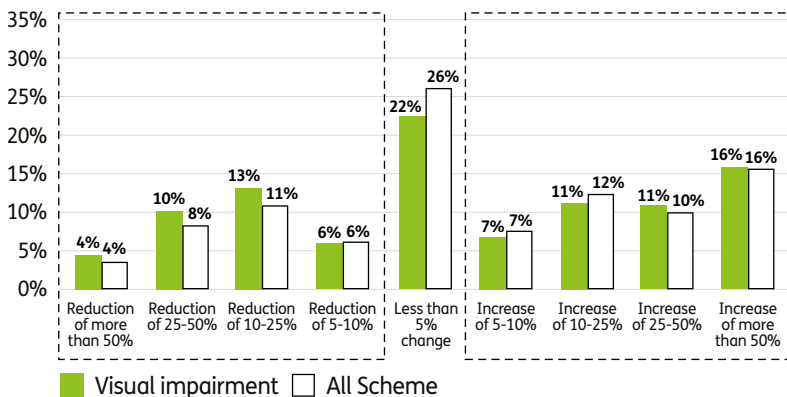
Approximately 33% of participants with other sensory/speech impairment have had a change of less than 5% in their annualised plan value compared with their previous plan. This is higher than the overall Scheme experience at 26%, and is higher than that for participants with hearing impairment and visual impairment at 19% and 22%, respectively.

The distribution of larger changes in plan value by disability type is broadly similar to the overall Scheme. The proportion of participants with an increase of 50% or more in plan value is highest for participants with hearing impairment at 16%.

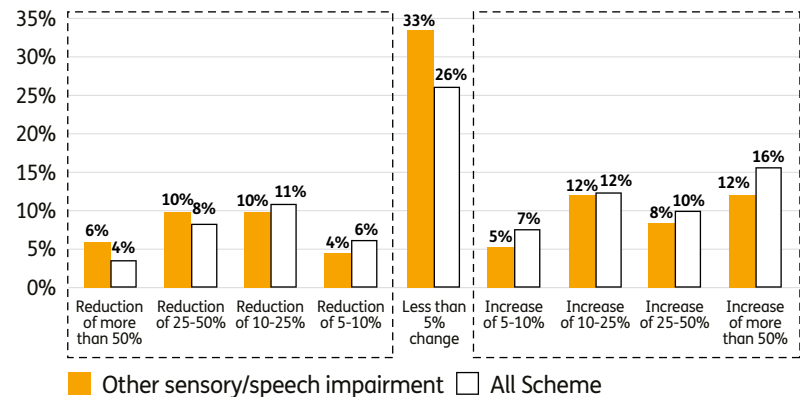
Change in annualised plan costs, comparing active plan to previous plan for participants with a hearing impairment



Change in annualised plan costs, comparing active plan to previous plan for participants with a visual impairment



Change in annualised plan costs, comparing active plan to previous plan for participants with other sensory/speech impairment



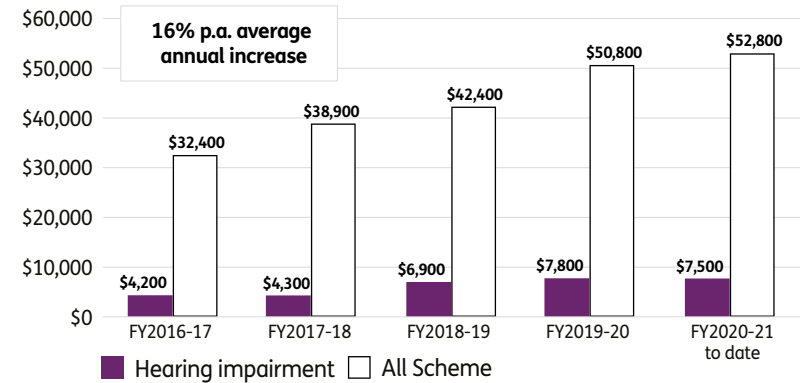
Average annualised payments

Average annualised payments for participants' supports are significantly lower for participants with sensory disabilities compared to the Scheme as a whole. This is consistent with the relatively low levels of committed supports for these participants (compared to the overall Scheme).

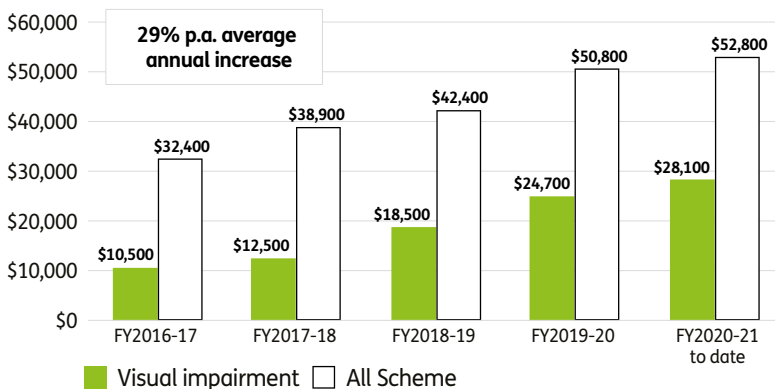
For 2020-21 to date, the average annualised payments for participants with visual impairment was \$28,100 compared to the average of \$52,800 across the Scheme. The payment amounts for participants with hearing impairment and other sensory/speech impairment are significantly lower at \$7,500 and \$8,400, respectively.

These sensory disability types have seen large increases in payments in each year since 2016-17, with average annual increases of between 16% and 29%, compared with overall Scheme average of 13%.

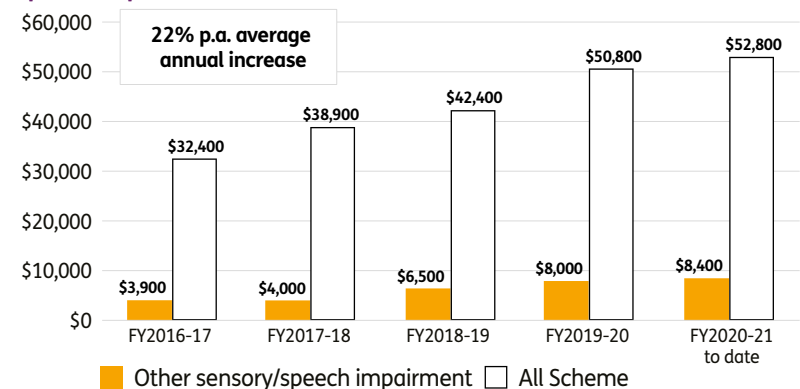
Average annualised payments for participants with a hearing impairment



Average annualised payments for participants with a visual impairment



Average annualised payments for participants with other sensory/speech impairment



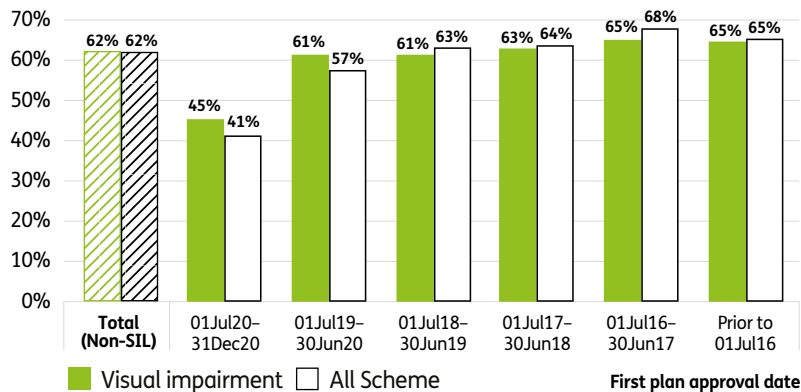
Non-SIL utilisation by time in the Scheme

Utilisation rates in this report are based on committed supports for the period 1 July 2020 to 31 December 2020 and include all payments made as at 31 March 2021. This is to allow for lags in payments as experience in the most recent months is still emerging.

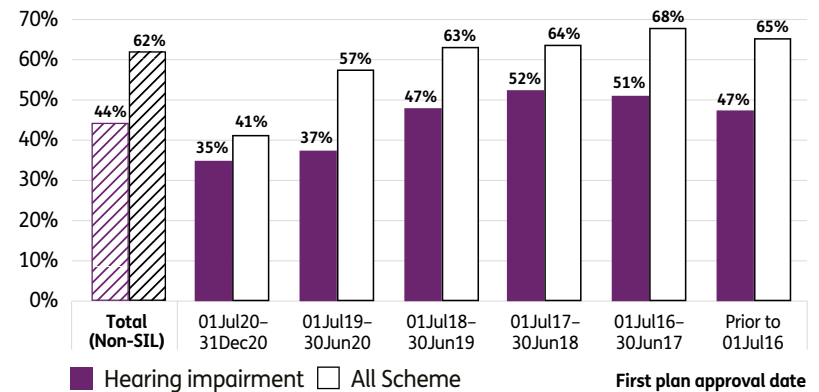
The overall rate of utilisation of committed supports for non-SIL participants with a hearing impairment or other sensory/speech impairment are all lower than the Scheme average of 62%, while the non-SIL utilisation rate of participants with a visual impairment are similar to that of the overall non-SIL participants. The rate of utilisation for non-SIL participants with a hearing impairment is the lowest of the sensory disabilities at 44%, 62% for visual impairment and 57% for participants with other sensory/speech impairment.

Duration in the Scheme is a key driver of utilisation. Participants utilise a greater proportion of committed supports as their time in the Scheme increases. This is evident for each sensory disability type after 1 July 2016.

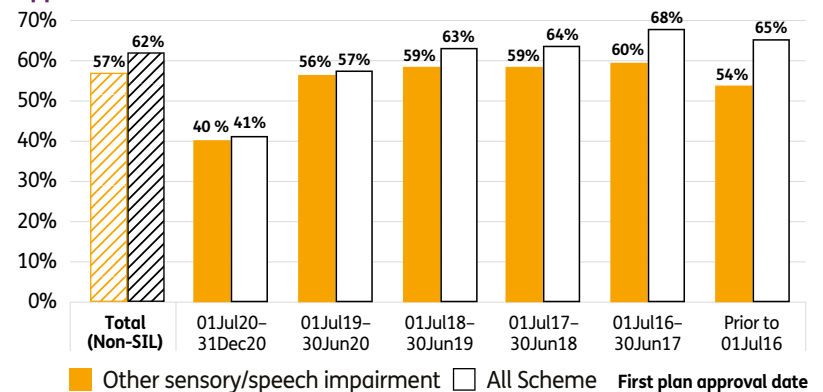
Utilisation of committed supports for non-SIL participants with a visual impairment, split by time in the Scheme



Utilisation of committed supports for non-SIL participants with a hearing impairment by time in the Scheme since first plan approval date



Utilisation of committed supports for non-SIL participants with other sensory/speech impairment by time in the Scheme since first plan approval date

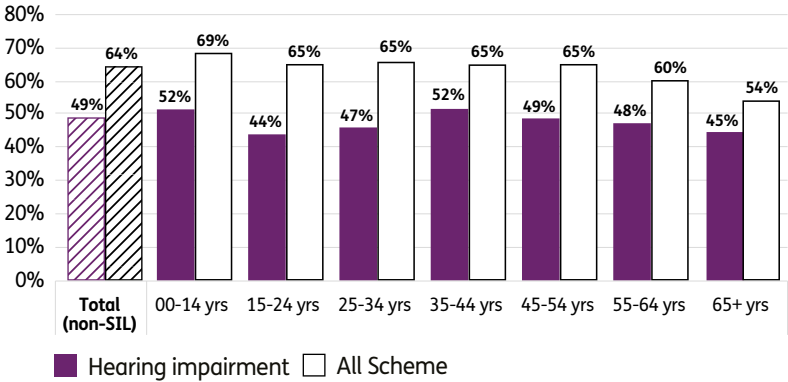


Non-SIL utilisation by age group

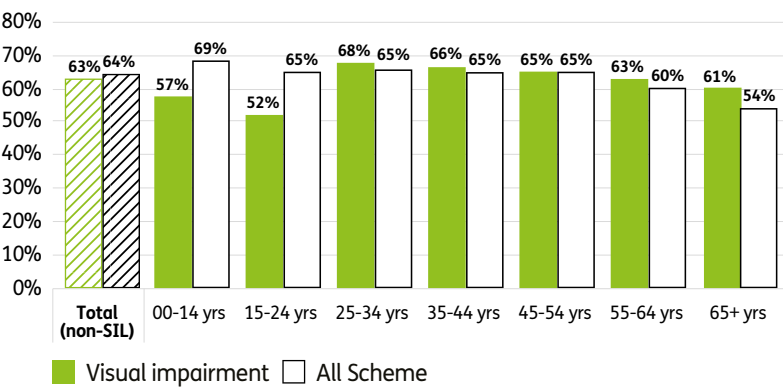
Non-SIL utilisation by age group is presented for non-SIL participants who have been in Scheme for at least one year. This is to remove the impact of new entrants to the Scheme who tend to have low utilisation as well as the impact of SIL participants that tend to have high utilisation.

Rates of utilisation for non-SIL participants with hearing impairment, visual impairment and other sensory/speech impairment have lower utilisation levels across almost all ages compared to the overall Scheme (the most prominent differences being for participants with hearing impairment). Participants with hearing impairment have the lowest level of utilisation amongst the sensory disabilities.

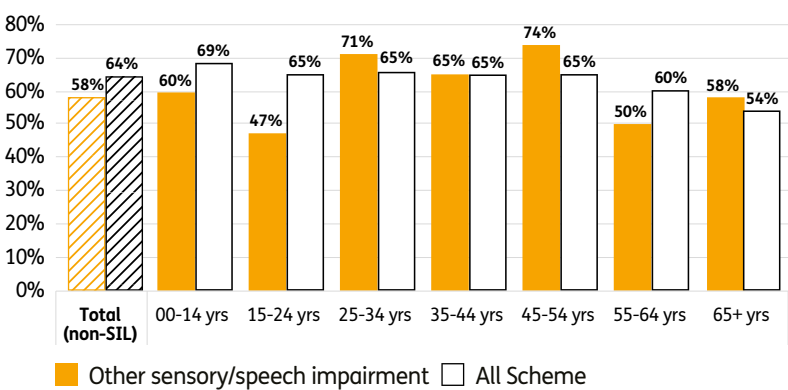
Utilisation by age for non-SIL participants with a hearing impairment who have been in Scheme for at least one year



Utilisation by age for non-SIL participants with a visual impairment who have been in Scheme for at least one year



Utilisation by age for non-SIL participants with other sensory/speech impairment who have been in Scheme for at least one year



Participant goals, outcomes and satisfaction

Participants set goals as part of the planning process. Participants with hearing impairment, visual impairment, and other sensory/speech impairment most often set goals related to daily life, social and community activities, learning and health and wellbeing.

Information on participant and family and carers outcomes is collected at entry to the Scheme (baseline) and at subsequent plan reviews. Baseline outcomes for participants with a sensory disability are more positive compared to the overall Scheme, across most indicators. This is also true for family and carers of participants with a sensory disability.

A participant satisfaction survey is conducted to gauge the level of satisfaction with Agency processes. It shows that the majority of participants with a hearing impairment, visual impairment, and other sensory/speech impairment rate the Agency's performance as 'good' or 'very good'.

Participant goals, outcomes and satisfaction

Technical notes

A) When comparing the indicators for participants with a sensory disability with the Scheme as a whole, consider the following:

- In addition to a disability group, other participant characteristics (such as age, gender and level of function) can influence experiences and outcomes of a participant and their family and carers. These other factors were not adjusted for in any of the calculations.
- In the “Longitudinal outcomes” section, we report participant and family and carers outcomes at baseline and the latest review, thereby gaining insights into the changes over the period since participants entered the Scheme. Due to phasing and general variability of factors leading to Scheme entry, the average time in the Scheme can be different for participants with a sensory condition compared to the Scheme as a whole. However, based on carried out analysis, the differences in the average durations were not found to have a material effect on the outcomes.
- In the “Has the NDIS helped?” section, we compare the latest satisfaction rates for participants with a sensory condition and the Scheme overall. Since the average time in the Scheme for participants with a sensory condition can be different to the Scheme as a whole, the comparison can be affected by the differences. Similar to the “Longitudinal outcomes” section, based on the analysis, we found that the differences in duration did not have a material effect on the “Has the NDIS helped?” indicators.

B) In relation to the “Has the NDIS helped?” section, percentages of positive response should be interpreted with care for the following reason:

- Generally, the “Has the NDIS helped?” questions are used to monitor average satisfaction rates for participants and their families/carers in getting support they need in each life domain based on the previous year’s plan.
- All participants and families/carers are asked the “Has the NDIS helped?” questions regardless of their need for help and support in the corresponding domain. As a result, some participants tend to answer “no”, not because of unmet needs, but rather that no help was required.
- Therefore, respondents indicating the NDIS has not helped in a life domain can do so for two different reasons: a) because they were not satisfied with the help and support provided, or b) because no help was required in the previous year.

Summary

Participant outcomes

This section presents information on participant and family and carer outcomes, participant goals and satisfaction.

The table displays outcomes for Scheme participants across various life domains at Scheme entry (baseline) and changes between baseline and subsequent plan reviews (longitudinal changes).

Baseline indicators show outcomes when participants joined the Scheme, before the Scheme had had an impact on their experience.

On the other hand, longitudinal changes show how participants have progressed since they joined the Scheme. The table shows the changes between baseline and latest review.

Key statistics – Indicators					
Age cohort	Key indicator	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
Participants at baseline					
from birth to before school	% of children who participate in age appropriate community, cultural or religious activities	56%	59%	61%	47%
from school to age 14	% of children who spend time after school and on weekends with friends and/or in mainstream programs	69%	55%	53%	37%
age 15 to 24	% who are currently working in a paid job	50%	26%	26%	18%
age 15 to 24	% who have been actively involved in a community, cultural or religious group in the last 12 months	43%	40%	36%	32%
age 25 and over	% who are currently working in a paid job	58%	29%	31%	22%
age 25 and over	% who have been actively involved in a community, cultural or religious group in the last 12 months	42%	39%	40%	34%
Participants - Longitudinal changes					
from birth to before school	% of children who participate in age appropriate community, cultural or religious activities	+7%	-4%	+11%	+1%
age 15 to 24	% who are currently working in a paid job	+13%	+6%	+19%	+8%
age 15 to 24	% who have been actively involved in a community, cultural or religious group in the last 12 months	+2%	+5%	-3%	+9%
age 25 and over	% who are currently working in a paid job	-2%	-1%	0%	-2%
age 25 and over	% who have been actively involved in a community, cultural or religious group in the last 12 months	+3%	+7%	+17%	+9%

Summary

Family and carers outcomes

The table displays outcomes for families and carers of participants across various life domains at Scheme entry (baseline) and changes between baseline and subsequent plan reviews (longitudinal changes).

Baseline indicators show outcomes when participants joined the Scheme, before the Scheme had had an impact on the experiences of their family and carers.

On the other hand, longitudinal changes show how the outcomes of families and carers changed since participants joined the Scheme. The table shows the changes between baseline and latest review.

Key statistics – Indicators					
Age cohort	Key indicator	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
Participants at baseline					
from birth to age 14	% of families and carers who are in a paid job	55%	53%	49%	47%
age 15 to 24	% of families and carers who are in a paid job	66%	59%	58%	51%
age 25 and over	% of families and carers who are in a paid job	46%	42%	49%	37%
Participants - Longitudinal changes					
from birth to age 14	% of families and carers who are in a paid job	+7%	+2%	+7%	+4%
age 15 to 24	% of families and carers who are in a paid job	+10%	+5%	0%	+3%
age 25 and over	% of families and carers who are in a paid job	-6%	-3%	0%	-2%

Summary

Has the NDIS helped?

The table displays changes in the “Has the NDIS helped?” indicators for participants with a sensory disability and their families and carers. Each “Has the NDIS helped?” question relates to a life domain.

The changes in the “Has the NDIS helped?” indicators reflect differences in the average rates of “yes” responses for each domain, between first review and latest review.

Age cohort	Key indicator	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
Key statistics – Changes in “Has the NDIS helped participants?”					
from birth to before school	Has the NDIS improved how your child fits into community life?	+9%	+9%	+2%	+5%
from school to age 14	Has the NDIS improved your child’s social and recreational life?	+7%	+7%	+6%	+6%
age 15 to 24	Has the NDIS helped you have more choices and more control over your life?	+10%	+10%	+5%	+8%
age 25 and over	Has the NDIS helped you have more choices and more control over your life?	+9%	+10%	+9%	+10%
Key statistics – Changes in “Has the NDIS helped families and carers?”					
from birth to age 14	Has the NDIS improved your health and wellbeing?	+8%	+3%	+1%	+4%
age 15 to 24	Has the NDIS helped you to access services, programs and activities in the community?	+16%	+18%	+3%	+11%
age 25 and over	Has the NDIS helped you with preparing for the future support of your family member?	+2%	+8%	+1%	+9%

Summary

Participant goals and satisfaction

Participant goals are measured for each plan over different life domains. The table shows the percentage of participants with goals in a given domain.

Participant satisfaction with the Agency's services is measured across the four main stages of the participant pathway: access, pre-planning, planning, and plan review. In the table, percentages indicate the participants who rated their satisfaction as "Very good" or "Good".

	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
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Key statistics – Participant goals

	Domain	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
Percentage of participants with goals in the domain	Choice and control	18%	25%	11%	18%
	Daily life	80%	84%	85%	82%
	Health and wellbeing	19%	34%	22%	38%
	Learning	24%	22%	34%	25%
	Relationships	15%	11%	34%	29%
	Social and community services	40%	66%	37%	60%
	Where I live	10%	19%	2%	18%
	Work	20%	28%	5%	19%

Key statistics – Participant satisfaction rates

	Plan stage	Hearing impairment	Visual impairment	Other sensory/speech	All Scheme
Participant satisfaction rates ("Very good" and "Good")	Access	76%	73%	numbers too small	77%
	Pre-Planning	77%	85%	numbers too small	79%
	Planning	85%	84%	numbers too small	85%
	Review	78%	67%	86%	75%

Participant outcomes

- At Baseline, participants across all age groups had better outcomes than the Scheme average for most indicators. In particular, outcomes related to friendships and community participation across all age cohorts, and choice and control and employment for the adult cohorts, were generally higher compared to the Scheme overall.
- Longitudinally, participants with a sensory disability generally started from a better position at baseline, and most indicators improved over the time in the Scheme. For example, the percentage in a paid job for young adults (participants aged 15 to 24) with a hearing impairment or other sensory/speech impairment increased considerably compared to the Scheme average.
- The percentage of participants who responded positively to “Has the NDIS helped?” questions varied by domain, and, compared to the Scheme average, were generally lower for participants with a visual impairment, and mixed for participants with a hearing impairment and other sensory/speech impairment. However, the average rates of positive response often improved between first review and latest review. In particular, for participants with a visual impairment improvements tended to be greater than for the Scheme as a whole.

Family/carer outcomes

- At Baseline, families and carers of participants with a sensory disability tended to have more positive outcomes compared with the Scheme average. In particular, a higher percentage of families and carers had a paid job compared to the Scheme as a whole.
- Longitudinally, most indicators related to employment improved further, except for families and carers of participants aged 25 and over (possibly due to transition to retirement).
- Most “Has the NDIS helped?” indicators improved between first review and latest review.

Participant goals

- The majority of participants selected goals related to daily life, for both participants with a sensory disability and the Scheme as a whole.
- Out of all other life domains, participants with a sensory disability were likely to select goals for community participation; and health and wellbeing and relationships were favoured among participants with a visual impairment and other sensory/speech impairment, respectively.

Participant satisfaction

- Participants with a sensory disability rated the Scheme processes (access, pre-planning, planning, review) in line with the Scheme averages.

Participant goals

As part of the planning process, participants set goals about what they would like to achieve across various domains. These goals tend to vary by disability type.

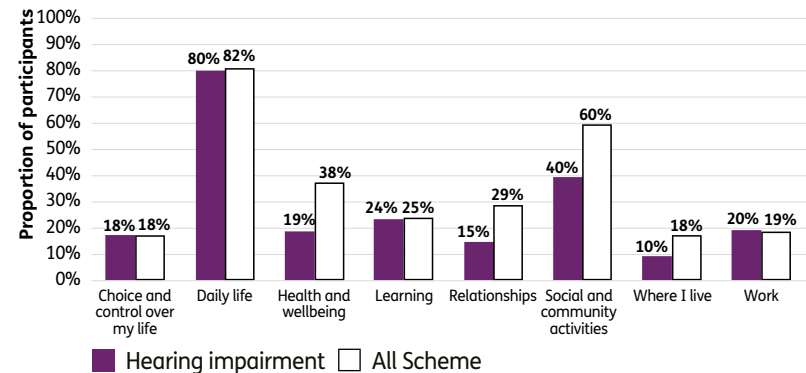
Compared with the Scheme as a whole, participants with a hearing impairment are less likely to set goals across most goal types, in particular, for the domains: health and wellbeing, relationships, social and community participation, and where they live.

Participants with a visual impairment are slightly more likely to set goals across the choice and control, daily life, learning, social and community participation, home and work domains. However, they are less likely to set goals in the relationship domain, 11% compared to 29% for the Scheme average.

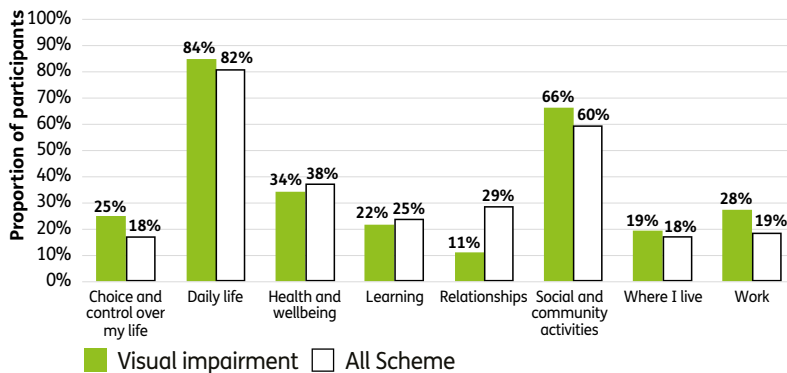
Participants with other sensory/speech impairment are much less likely to set goals in home, work, social and community participation, health and wellbeing and choice and control domains. They are more likely to set goals for learning and relationships.

Similar to the Scheme overall, a high percentage of participants with a sensory disability set goals relating to daily life: 80% for hearing impairment, 84% for visual impairment and 85% for other sensory/speech impairment.

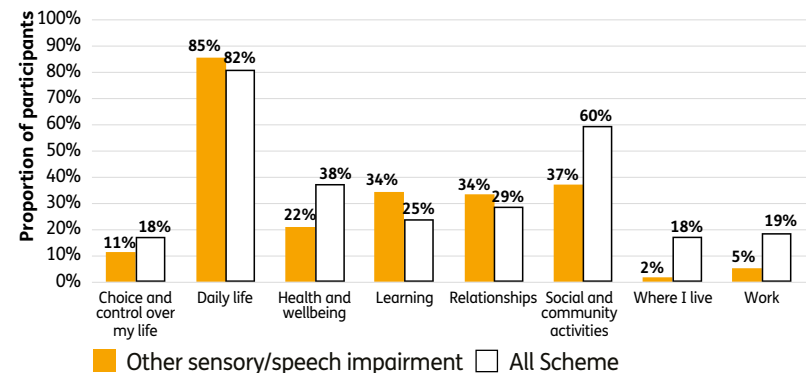
Participants with goals by domain – hearing impairment



Participants with goals by domain – visual impairment



Participants with goals by domain – other sensory/speech impairment



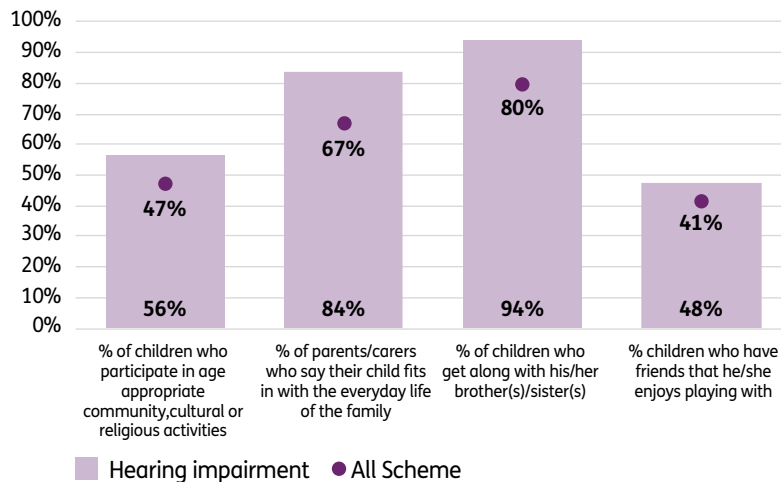
Participant baseline outcomes

Hearing impairment

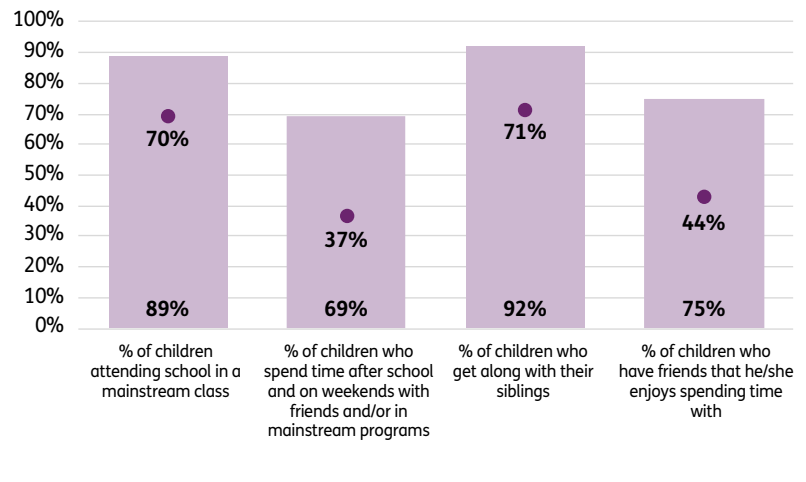
– Participants from birth to age 14

Selected baseline indicators for participants with hearing impairment compared with the Scheme as a whole

Participants from birth to before starting school



Participants from starting school to age 14



This information on participant baseline indicators has been collected from participants with a disability of hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For participants from birth to before starting school with a hearing impairment, the outcomes for each selected indicator were more positive than for the Scheme as a whole. The community participation rate was 9 percentage points higher than the Scheme overall (56% and 47%, respectively). The percentage of children who have friends that they enjoy playing with was 7 percentage points higher than the Scheme average (48% and 41%, respectively).

For participants from starting school to age 14 with a hearing impairment, the outcomes for each selected indicator were more positive than for the Scheme as a whole. Specifically, the percentage of children who have friends that they enjoy spending time with was almost double the Scheme average overall (75% and 44%, respectively). Proportionally more children with a hearing impairment attended a mainstream class compared to the Scheme average (89% and 70%, respectively).

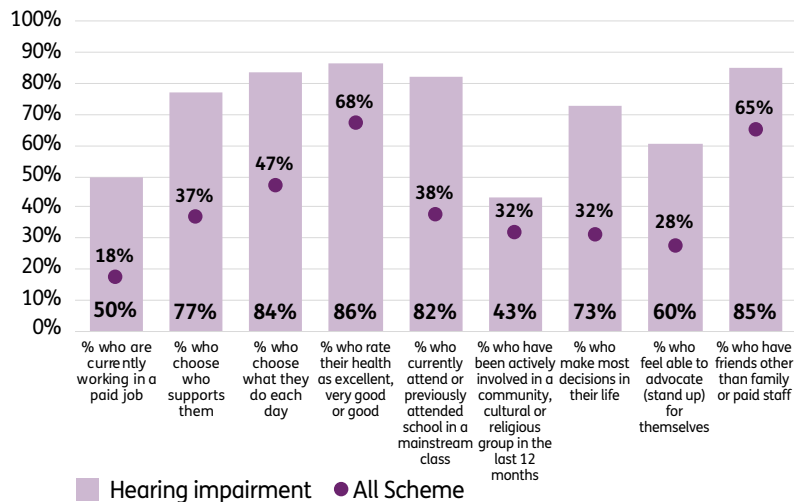
Participant baseline outcomes

Hearing impairment

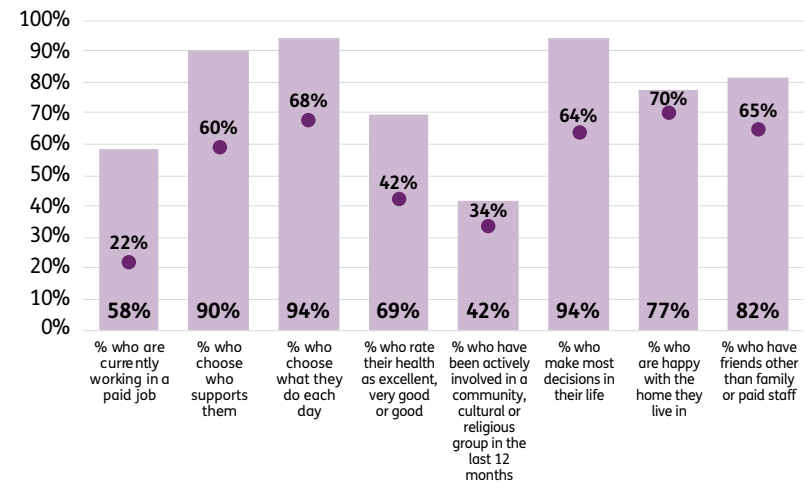
– Participants aged 15 and over

Selected baseline indicators for participants with a hearing impairment compared with the Scheme as a whole

Participants aged 15 to 24



Participants aged 25 and over



This information on participant baseline indicators has been collected from participants with a disability of hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants aged 15 to 24 with a hearing impairment were more positive compared to the Scheme as a whole. The percentage who are currently working in a paid job was more than three times the percentage for the Scheme as a whole (50% and 18%, respectively).

For the 25 and over age group, all selected indicators were higher than the Scheme average, including paid employment (58% compared with 22% for the Scheme average).

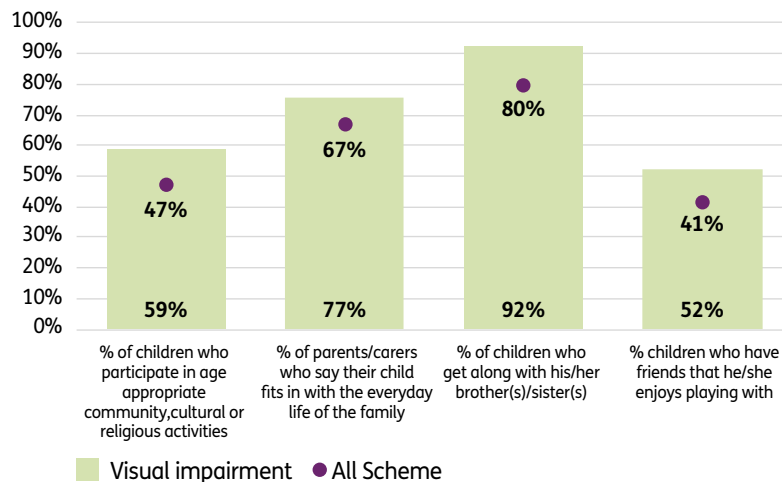
Participant baseline outcomes

Visual impairment

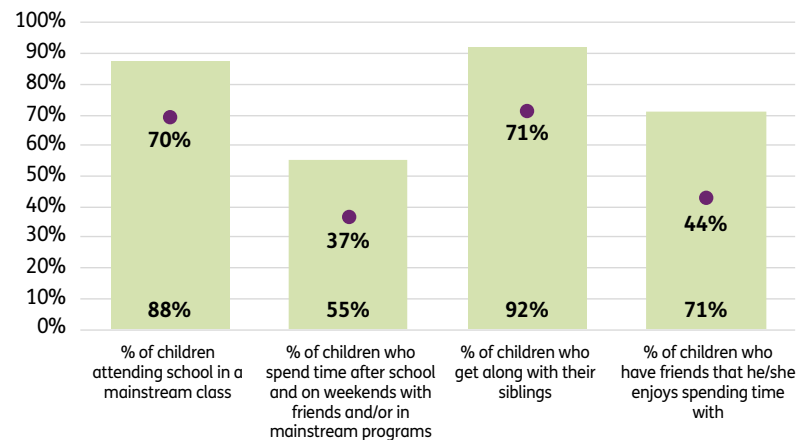
– Participants from birth to age 14

Selected baseline indicators for participants with a visual impairment compared with the Scheme as a whole

Participants from birth to before starting school



Participants from starting school to age 14



This information on participant baseline indicators has been collected from participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with a visual impairment were more positive than for the Scheme as a whole for both the “birth to before starting school” and “starting school to age 14” age groups.

For the birth to before starting school group, the percentage of participants with a visual impairment who fit in the everyday life of the family was 10 percentage points higher than the Scheme average (77% and 67%, respectively).

For the school to age 14 group, the percentage of participants with a visual impairment who have friends they enjoy spending time with was 27 percentage points higher compared to the Scheme average (71% and 44%, respectively). A higher percentage of participants attended school in a mainstream class compared to the Scheme overall (88% and 70%, respectively).

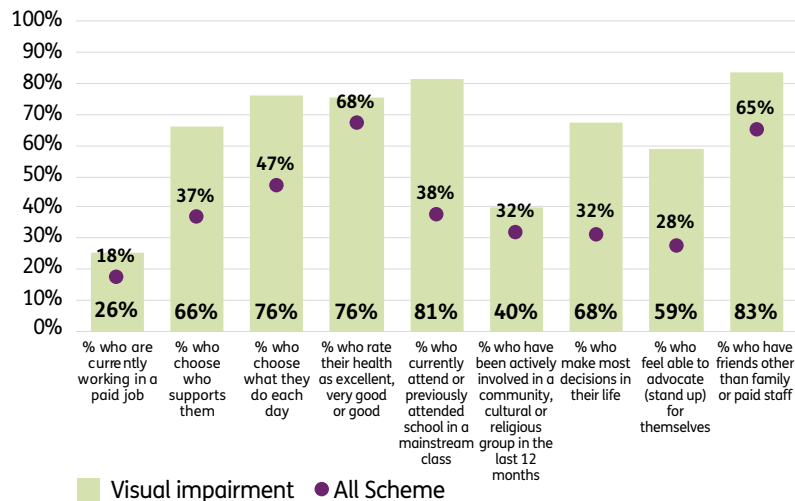
Participant baseline outcomes

Visual impairment

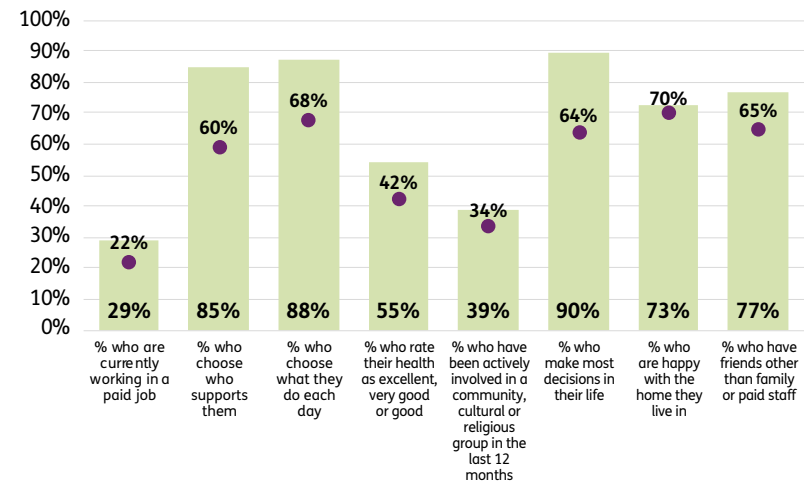
– Participants aged 15 and over

Selected baseline indicators for participants with a visual impairment compared with the Scheme as a whole

Participants aged 15 to 24



Participants aged 25 and over



This information on participant baseline indicators has been collected from participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with a visual impairment were more positive than for the Scheme as a whole for both the “age 15 to 24” and “age 25 and over” groups.

For the age 15 to 24 group, compared to the Scheme overall, a higher percentage of participants chose what they did each day (47% and 76%, respectively) and felt able to advocate for themselves (28% and 59%, respectively).

For the age 25 and over group, the percentage of participants with a visual impairment who make most decisions in their life was 90%, which is 26 percentage points higher than the Scheme average (64%).

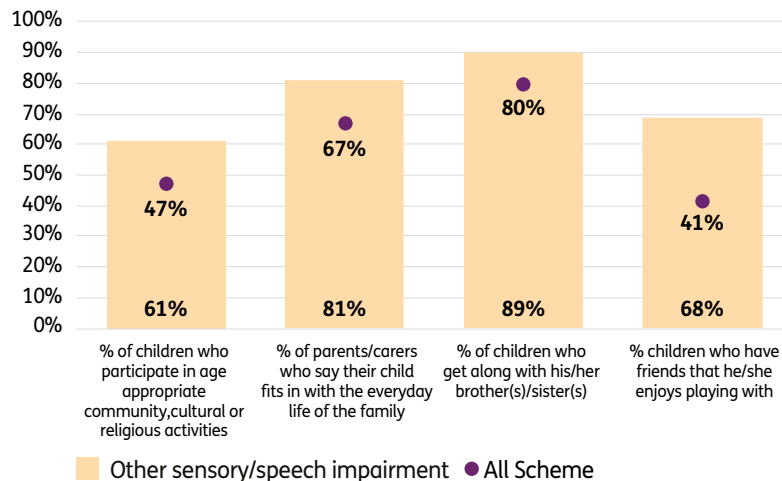
Participant baseline outcomes

Other sensory/speech impairment

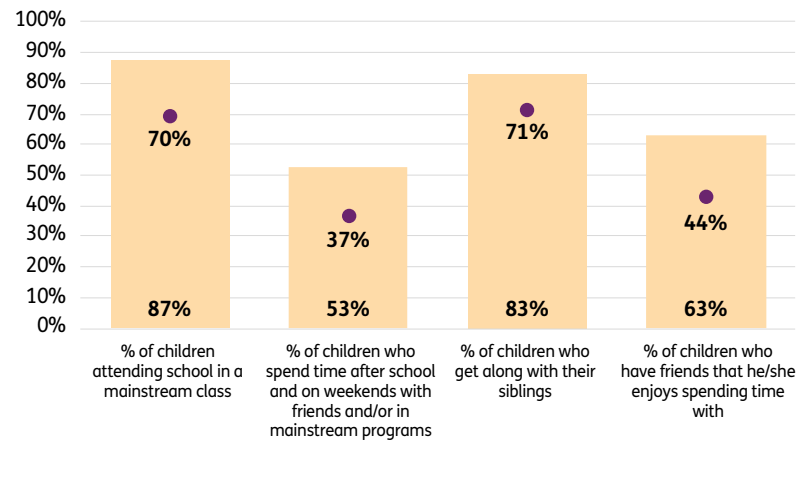
– Participants from birth to age 14

Selected baseline indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants from birth to before starting school



Participants from starting school to age 14



This information on participant baseline indicators has been collected from participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with other sensory/speech impairment were more positive than for the Scheme as a whole for both the “from birth to before starting school” and “from starting school to age 14” age groups.

For the from birth to before starting school age group, the percentage of participants with other sensory/speech impairment who have friends that they enjoy playing was 27 percentage points higher than the Scheme average (68% compared to 41%, respectively).

For the starting school to age 14 group, proportionally more participants spent time with friends and/or in mainstream programs after school and on weekends compared to the Scheme average (53% and 37%, respectively).

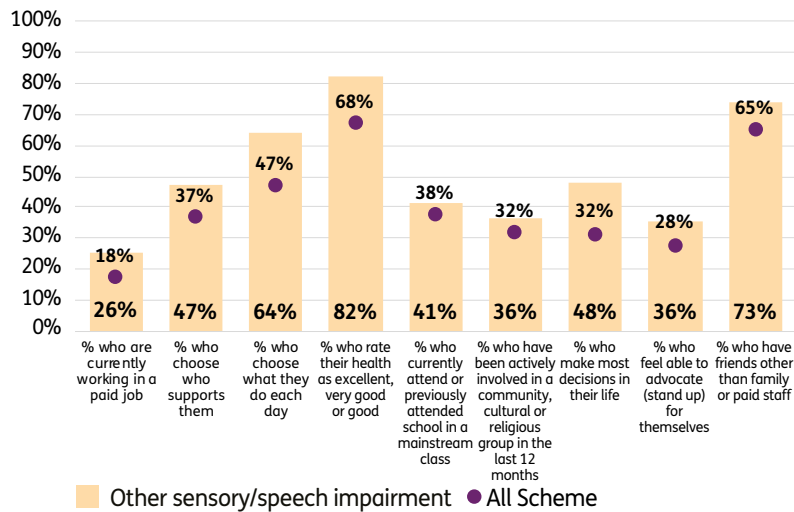
Participant baseline outcomes

Other sensory/speech impairment

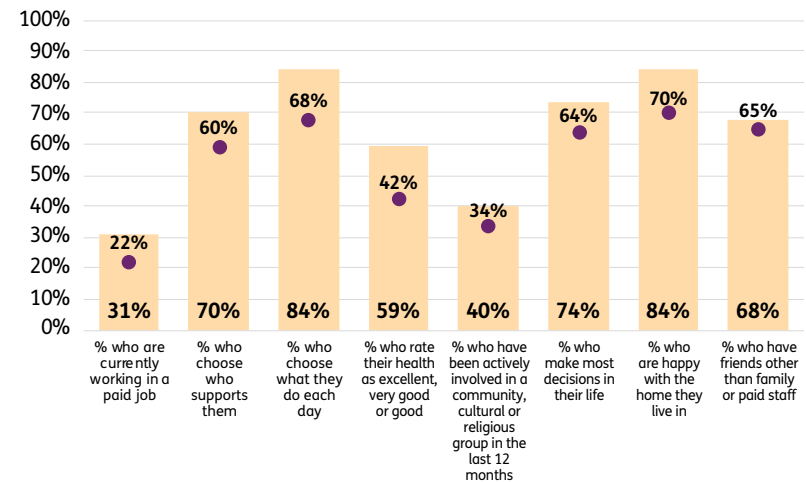
– Participants aged 15 and over

Selected baseline indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants aged 15 to 24



Participants aged 25 and over



This information on participant baseline indicators has been collected from participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

The baseline outcomes for participants with other sensory/speech impairment were more favourable than for the Scheme as a whole for both the “age 15 to 24” and “age 25 and over” age groups. For the age 15 to 24 group, the percentage of participants with other sensory/speech impairment who make most decisions in their life was 16 percentage points higher than the Scheme’s (48% and 32%, respectively). Proportionally more people with other sensory/speech impairment had a paid job compared to the Scheme as a whole (26% and 18%, respectively).

For the age 25 and over group, the percentage of participants with other sensory/speech impairment who choose what they do each day was 16 percentage points higher than the Scheme’s (84% compared to 68% for the Scheme overall). The paid employment percentage was also higher, 31% among participants with other sensory/speech impairment compared to the Scheme average of 22%.

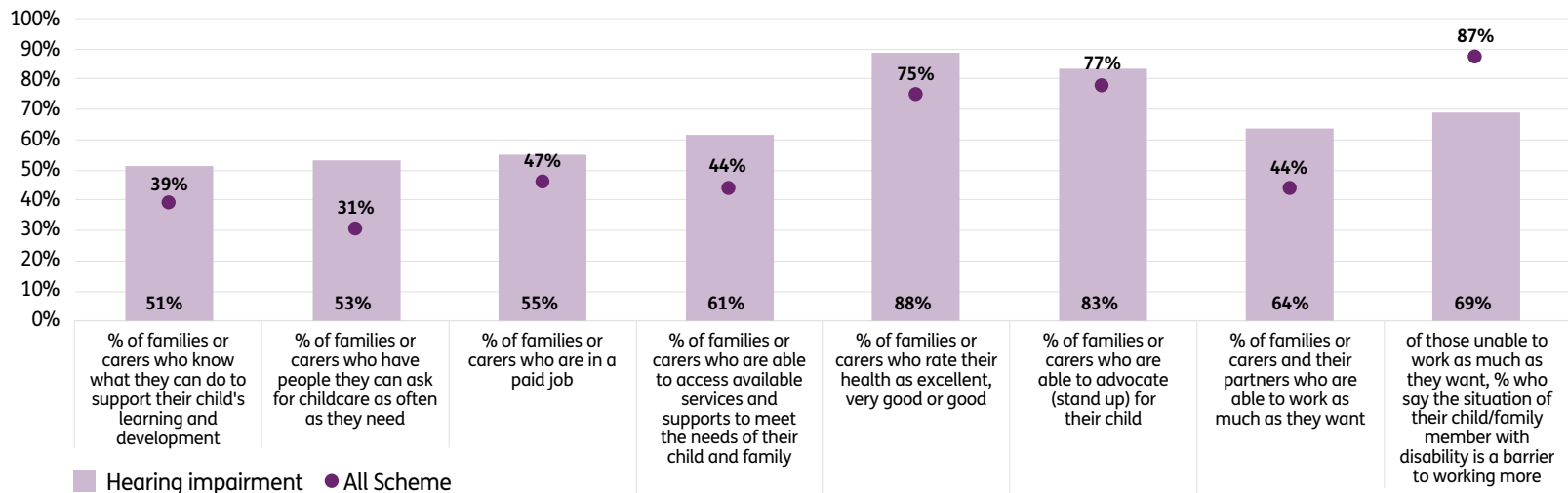
Family/carer baseline outcomes

Hearing impairment

– Family/carers of participants from birth to age 14

Selected baseline indicators for families/carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants from birth to age 14 who have a hearing impairment, outcomes were generally more positive compared to the Scheme overall, although for some indicators the differences are only moderate.

The percentage of families and carers who are able to work as much as they want was 64%, which is 20 percentage points higher than the Scheme average (44%). Of those unable to work as much as they want, 69% cited the situation of their family member as a barrier, a more favourable outcome compared to the Scheme overall (87%).

Proportionally higher number of families and carers positively rated their health, 88% compared to 75% for the Scheme as a whole.

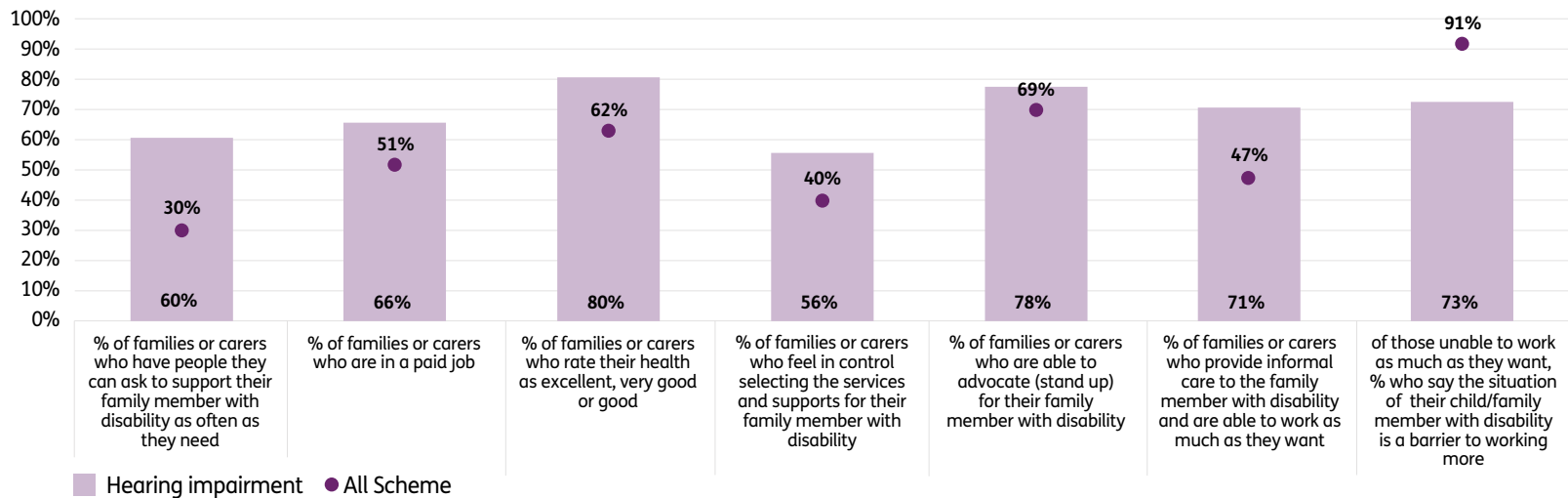
Family/carer baseline outcomes

Hearing impairment

– Family/carers of participants aged 15 to 24

Selected baseline indicators for families/carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Families and carers of participants aged 15 to 24 who have a hearing impairment had more favourable outcomes compared to the Scheme as a whole.

Families and carers of participants with a hearing impairment were more likely to have people they could ask for help in supporting their family member with disability (60% compared to 30% for the Scheme average).

Work related indicators are also more positive: 66% were in paid employment (51% for the Scheme average), 71% were able to work as much as they want (47% for the Scheme average). Of those who were unable to work as much as they want, 73% felt that their family member’s disability was a barrier, compared to 91% for the Scheme as a whole.

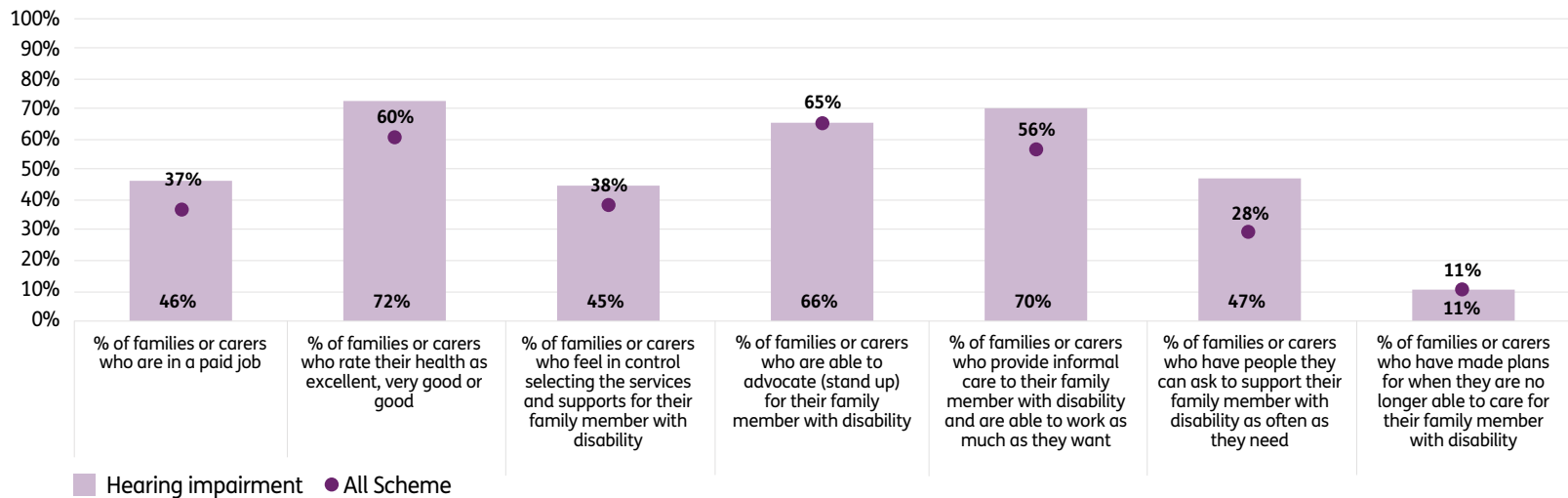
Family/carer baseline outcomes

Hearing impairment

– Family/carers of participants aged 25 and over

Selected baseline indicators for families/carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants aged 25 and over



This information on baseline indicators has been collected from families and carers of participants with a hearing impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have a hearing impairment, outcomes tended to be more positive compared to the Scheme as a whole.

The percentage of families and carers employed in a paid job was higher compared with the Scheme overall (46% and 37%, respectively).

Families and carers of participants with a hearing impairment were more likely to positively rate their health (72% compared with 60% for the Scheme average).

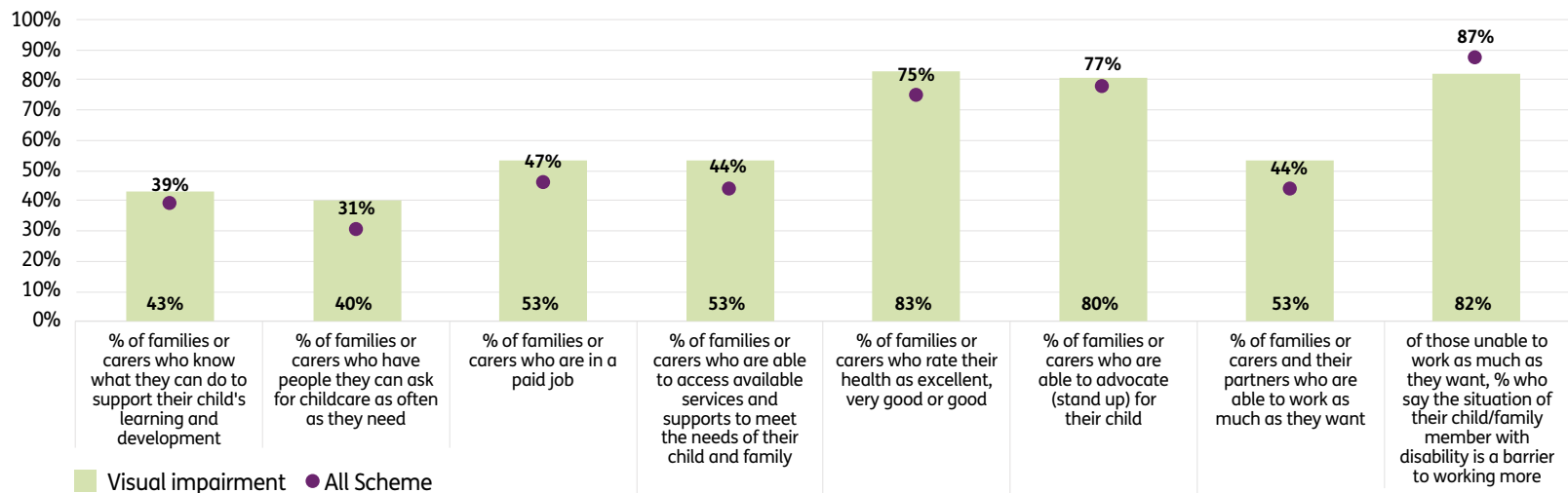
Family/carer baseline outcomes

Visual impairment

– Family/carers of participants from birth to age 14

Selected baseline indicators for families/carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Families and carers of participants from birth to age 14 who have a visual impairment tended to have more favourable baseline outcomes compared to the Scheme as a whole.

The percentage of families and carers who rate their health as excellent, very good or good was 83%, compared to 75% for the Scheme as a whole.

Proportionally more families and carers had people they could ask for child care compared to the Scheme average (40% and 31%, respectively).

Work related indicators are also more positive: 53% were in paid employment (47% for the Scheme average), 53% were able to work as much as they want (44% for the Scheme average). Of those who were unable to work as much as they wanted, 82% felt that the situation of their family member's disability was a barrier, compared to 87% for the Scheme as a whole.

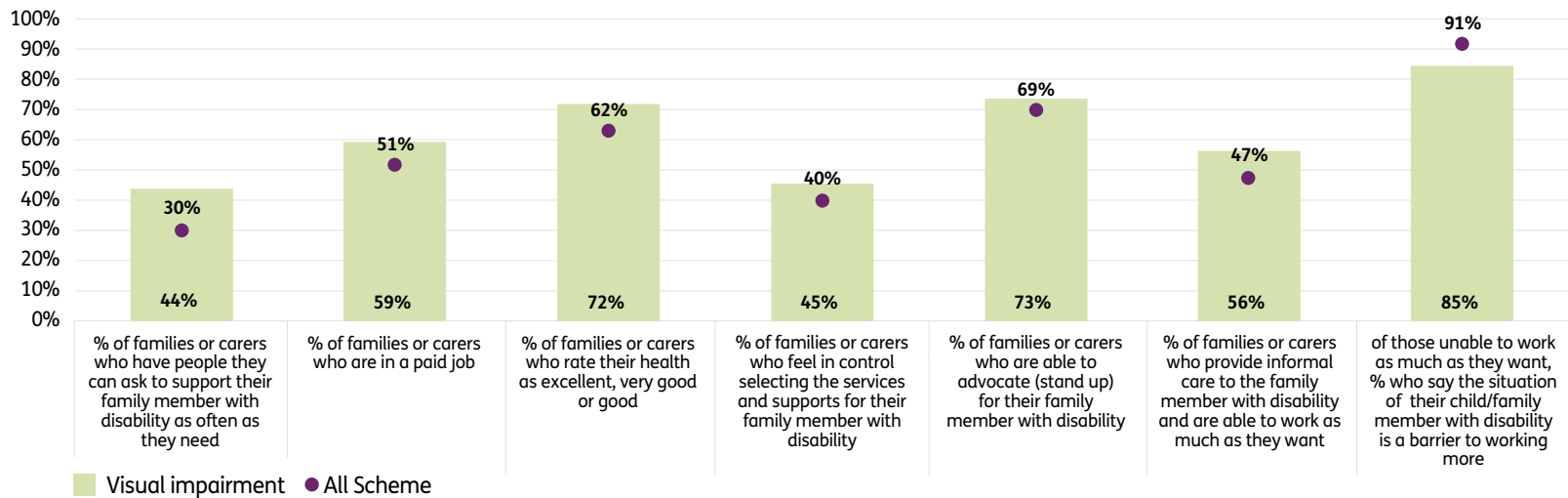
Family/carer baseline outcomes

Visual impairment

– Family/carers of participants aged 15 to 24

Selected baseline indicators for families/carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

Outcomes for families and carers of participants aged 15 to 24 who have a visual impairment tended to be more favourable compared to the Scheme overall.

The percentage of families and carers who have people they can ask to support their family member with disability as often as they need was 14 percentage points higher compared to the Scheme (44% and 30% for the Scheme).

Work related indicators are also more positive: 59% were in paid employment (51% for the Scheme average), 56% were able to work as much as they want (47% for the Scheme average). Of those who were unable to work as much as they wanted, 85% felt that the situation with their family member with disability was a barrier, compared to 91% for the Scheme as a whole.

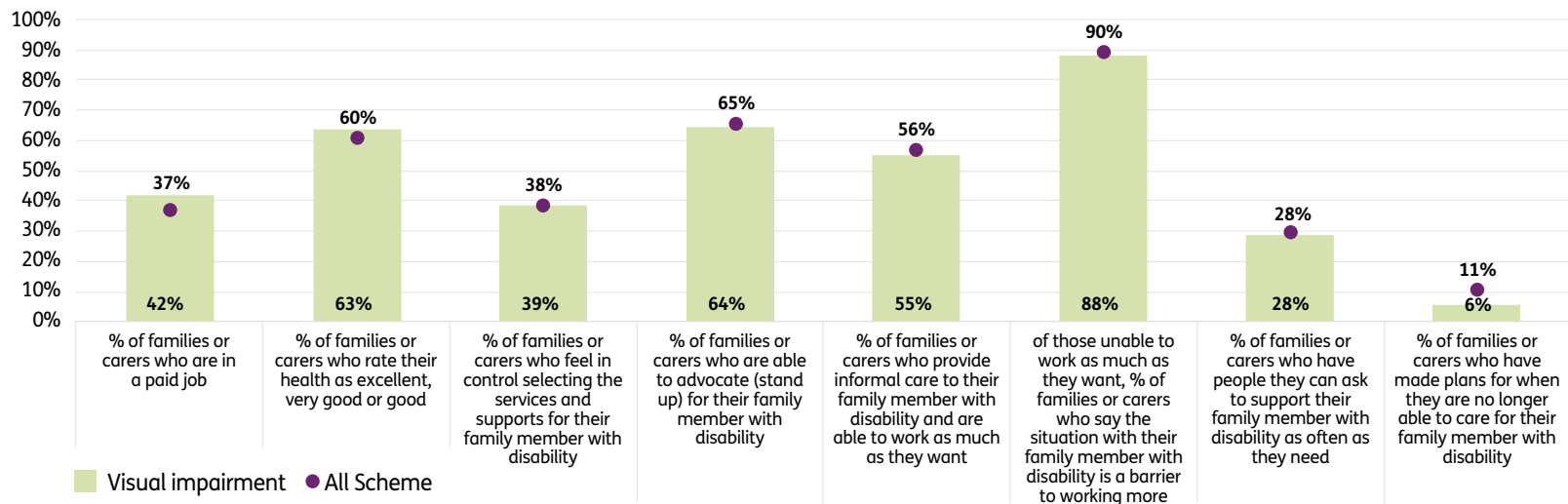
Family/carer baseline outcomes

Visual impairment

– Family/carers of participants aged 25 and over

Selected baseline indicators for families/carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants aged 25 and over



This information on baseline indicators has been collected from families and carers of participants with a visual impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have a visual impairment, outcomes were generally in line with the Scheme averages.

The percentage of families and carers in paid employment was slightly higher compared to the Scheme average (42% and 37%, respectively). The percentage of families and carers who are able to work as much as they want was slightly lower than the Scheme average (55% and 56%, respectively).

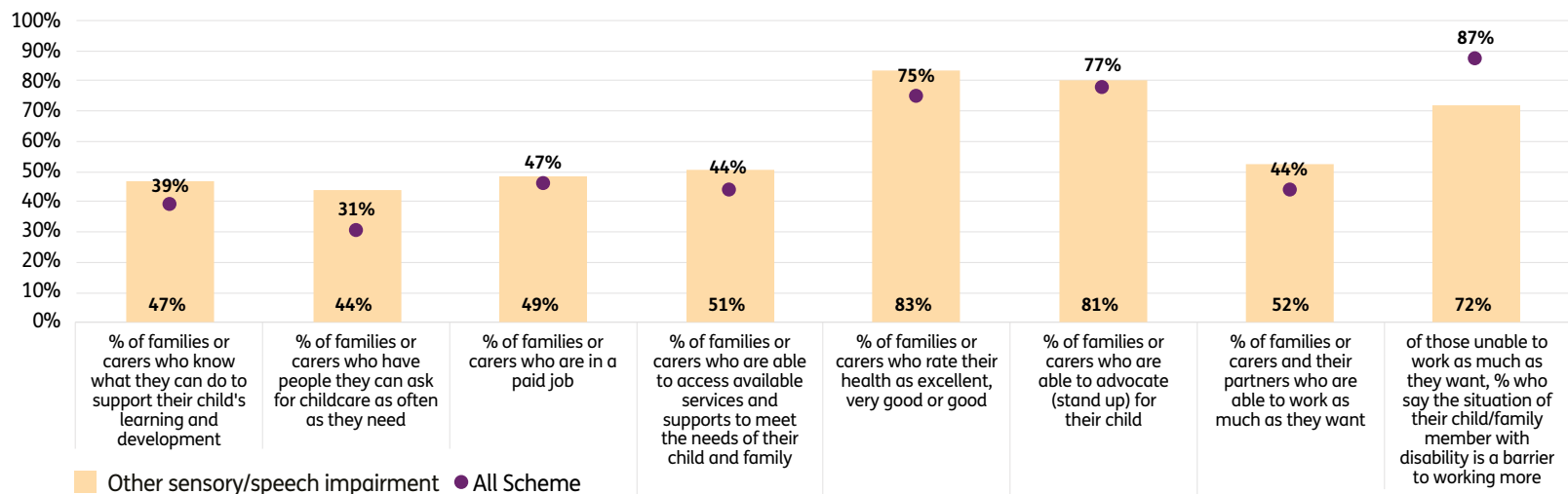
Family/carer baseline outcomes

Other sensory/speech impairment

– Family/carers of participants from birth to age 14

Selected baseline indicators for families/carers of participants with other sensory/speech impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants from birth to 14 who have other sensory/speech impairment, outcomes tended to be slightly better compared to the Scheme as a whole. Proportionally more families and carers knew what they could do to support their child's learning and development, 47% compared to 39% for the Scheme average.

The percentage of families and carers who rate their health as excellent, very good or good was higher than the Scheme average (83% and 75%, respectively).

Families and carers of participants with other sensory/speech impairment were more likely to be able to work as much as they wanted. Also, those unable to work as much as they wanted were less likely to feel that the situation of their family member with disability was a barrier to working more (72% compared to 87% for the Scheme average).

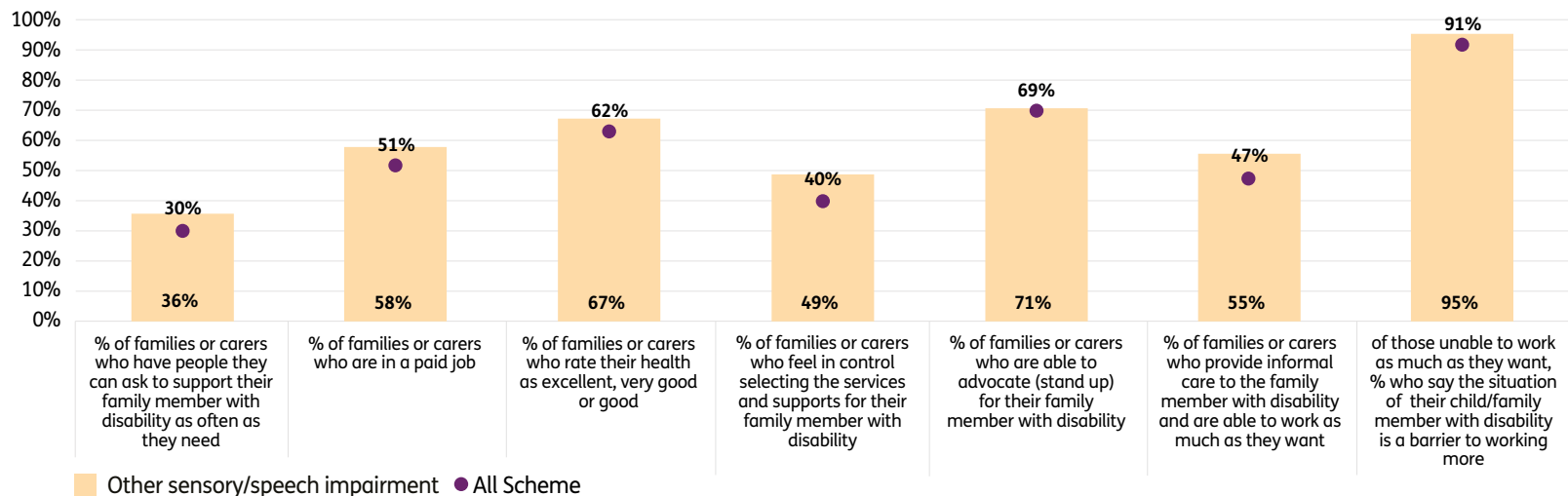
Family/carer baseline outcomes

Other sensory/speech impairment

– Family/carers of participants aged 15 to 24

Selected baseline indicators for families/carers of participants with other sensory/speech impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 15 to 24 who have other sensory/speech impairment, outcomes were slightly more positive compared to the Scheme as a whole.

Proportionally more families and carers were in a paid job compared to the Scheme overall (58% and 51%, respectively). They were also more likely to be able to work as much as they wanted (55% compared to 47% for the Scheme overall). However, of those unable to work as much as they wanted, a slightly higher proportion perceived that the situation of their family member with disability was a barrier to working more (95% compared to 91% for the Scheme overall).

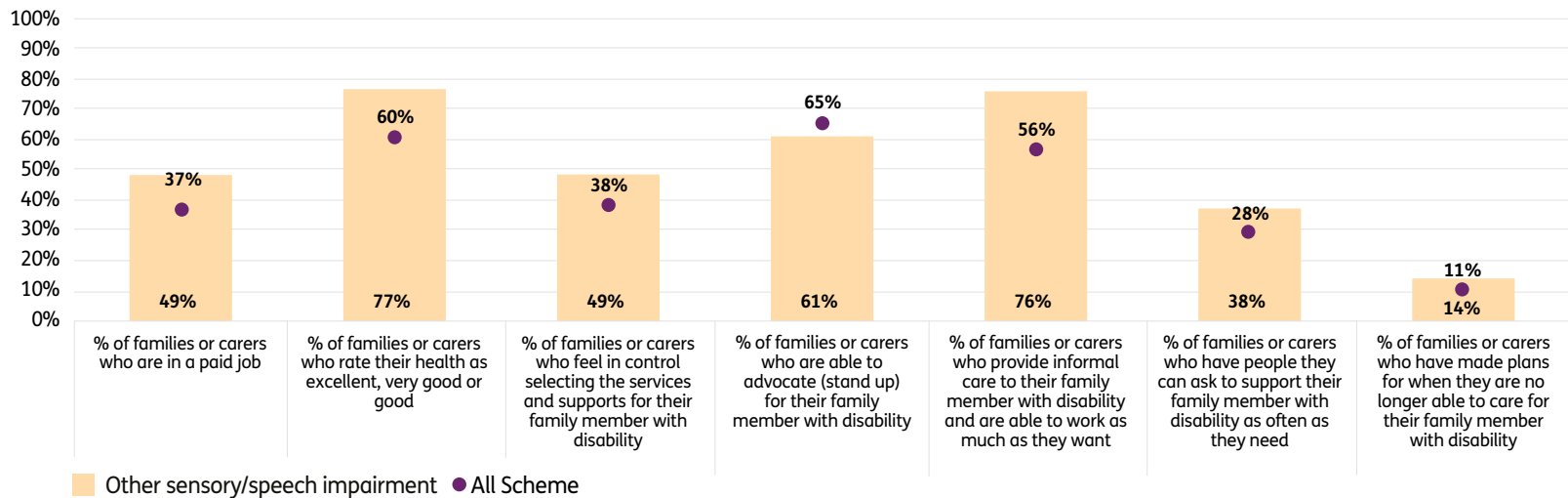
Family/carer baseline outcomes

Other sensory/speech impairment

– Family/carers of participants aged 25 and over

Selected baseline indicators for families/carers of participants with other sensory/speech impairment compared with the Scheme as a whole

Family/carers of participants aged 25 and over



This information on baseline indicators has been collected from families and carers of participants with other sensory/speech impairment who received their initial plan since 1 July 2016 (when they entered the Scheme).

For families and carers of participants aged 25 and over who have other sensory/speech impairment, outcomes are generally more favourable compared to the Scheme average. Proportionally more families and carers rated their health positively compared to the Scheme as a whole (77% and 60%, respectively).

Work related indicators are also more positive: 49% were in paid employment (37% for the Scheme average), 76% were able to work as much as they want (56% for the Scheme average). Of those who were unable to work as much as they wanted, 86% perceived that the situation of their family member with disability was a barrier, compared to 90% for the Scheme as a whole.

However, the percentage of families and carers who are able to advocate (stand up) for their family member with disability was lower, 61% compared to 65% for the Scheme.

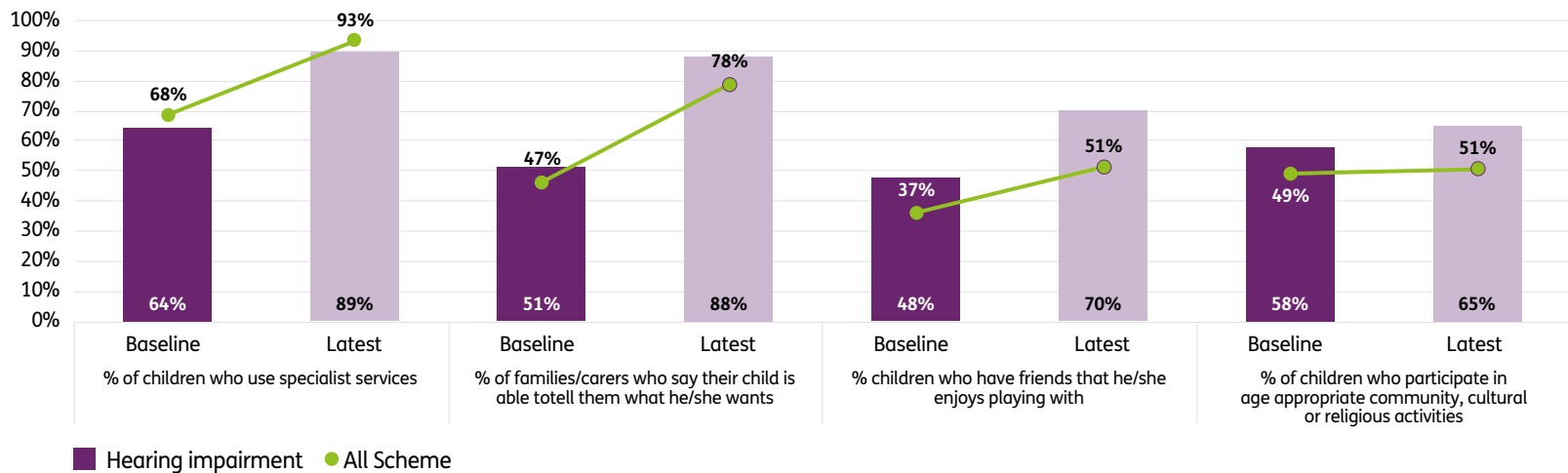
Participant longitudinal outcomes

Hearing impairment

– Participants from birth to before starting school

Selected longitudinal indicators for participants with a hearing impairment compared with the Scheme as a whole

Participants from birth to before starting school



This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

All selected indicators improved from baseline to the latest review. Compared to the Scheme as a whole, the changes were in line for children who use specialist services, and larger improvements were seen in the other three indicators.

The percentage of families and carers who say their child is able to tell them what he/she wants increased from 51% at baseline to 88% at the latest review, while for the whole Scheme the increase was slightly smaller, from 47% to 78%.

The percentage of children who use specialist services increased from 64% to 89%. For the whole Scheme the use of specialist services increased from 68% to 93%, a lower improvement.

Community participation among children with a hearing impairment also increased from 58% to 65%, whereas it remained roughly constant for the Scheme as a whole.

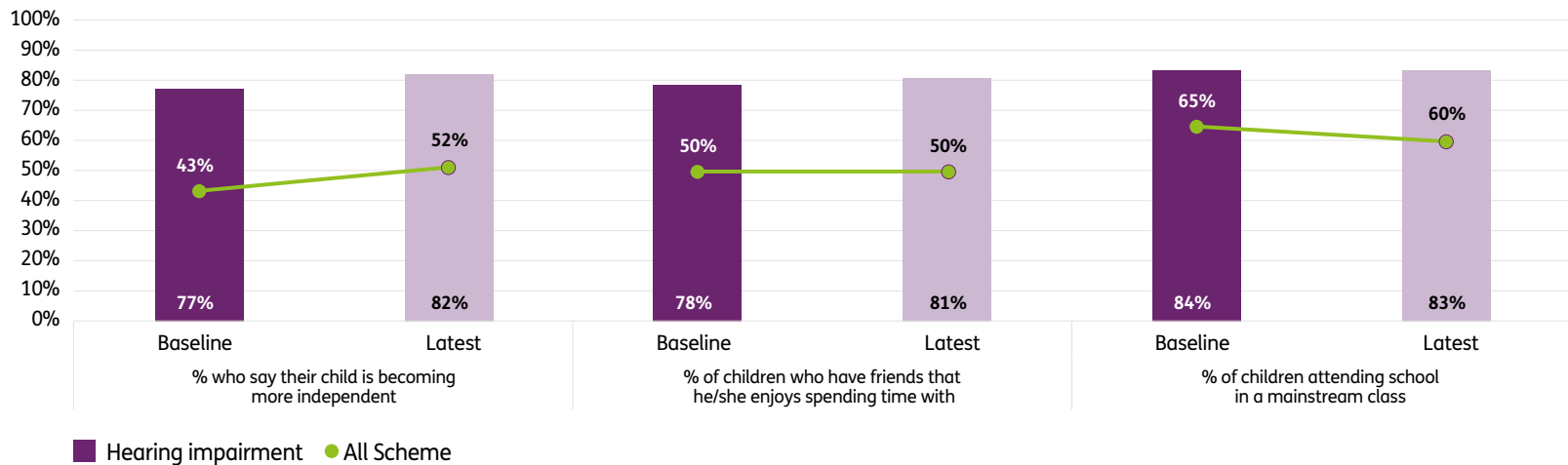
Participant longitudinal outcomes

Hearing impairment

– Participants from starting school to age 14

Selected longitudinal indicators for participants with a hearing impairment compared with the Scheme as a whole

Participants from starting school to age 14



This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Trends in the selected indicators varied by domain. The indicators on independence and friendships improved since baseline. The percentage of children attending school in a mainstream class decreased slightly (from 84% to 83%), while for the Scheme as a whole the same indicator decreased from 65% to 60%.

The percentage of children who have friends that he/she enjoys spending time with improved slightly for those with a hearing impairment compared to the overall Scheme (a change from 78% at baseline to 81% at latest review compared to the constant 50% for the Scheme).

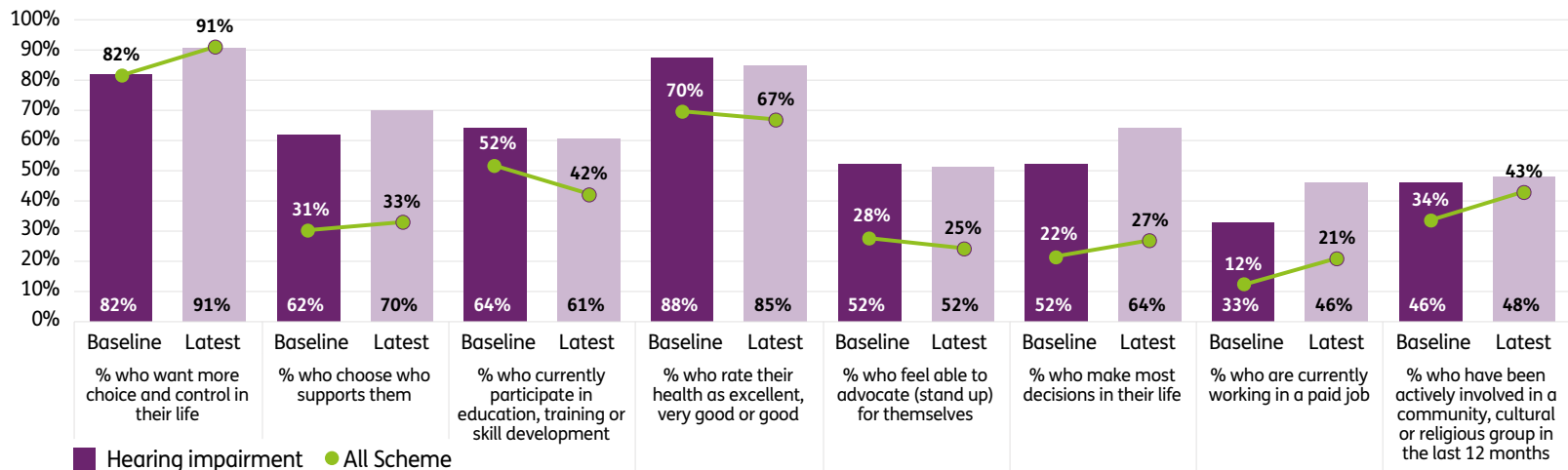
Participant longitudinal outcomes

Hearing impairment

– Participants aged 15 to 24

Selected longitudinal indicators for participants with a hearing impairment compared with the Scheme as a whole

Participants aged 15 to 24



This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Most selected indicators increased since baseline, and the results were slightly more favourable for participants with a hearing impairment compared to the Scheme as a whole, with one exception. Community participation increased since baseline, but only by 3 percentage points, compared to an increase of 9 percentage points for the Scheme average.

The percentage of participants a hearing impairment who make most decisions in their life increased from 52% to 64%, a more positive change compared to the Scheme as a whole (from 22% at baseline to 27% at latest review). For participants in a paid job, there was also a more positive change when compared to the Scheme (from 33% at baseline to 46% at latest review compared to the change from 12% at baseline to 21% at latest review for the Scheme).

The percentage who rate their health as excellent, very good or good decreased from 88% at baseline to 85% at the latest review, likewise for the Scheme as a whole this indicator decreased from 70% to 67%.

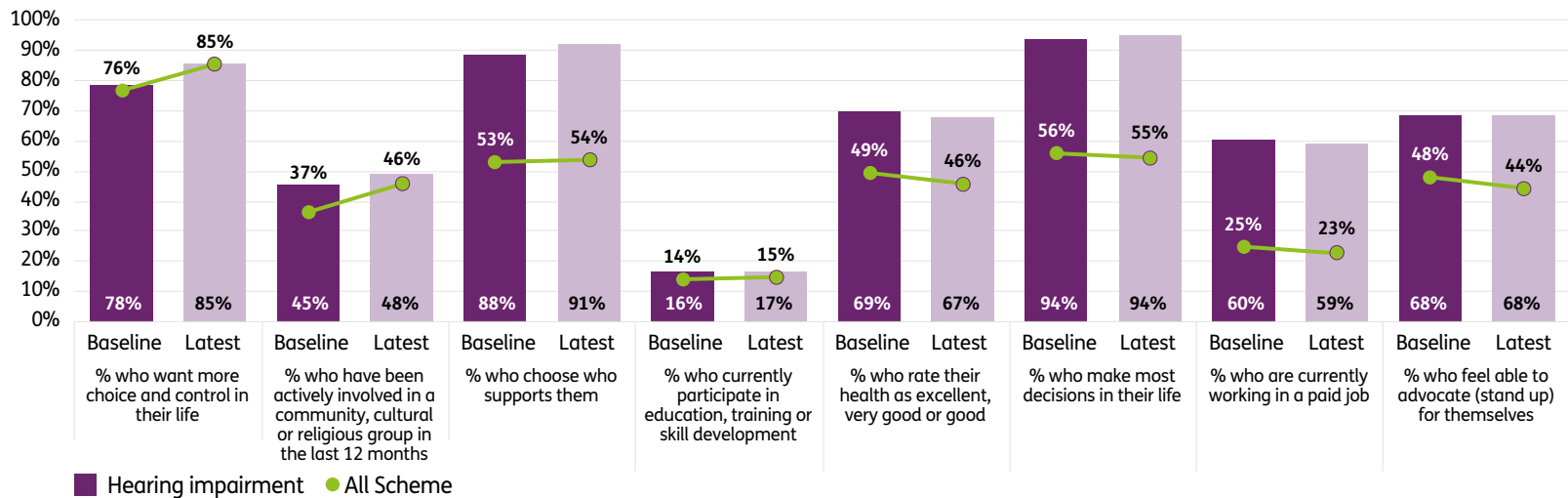
Participant longitudinal outcomes

Hearing impairment

– Participants aged 25 and over

Selected longitudinal indicators for participants with a hearing impairment compared with the Scheme as a whole

Participants aged 25 and over



This information on longitudinal indicators has been collected from participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

Trends in the selected indicators varied by domain, and in most cases changes were similar to the Scheme overall, apart from community participation. The percentage of participants with a hearing impairment who have been actively involved in a community, cultural or religious group in the last 12 months increased by 3 percentage points, from 45% to 48%, while a 9% percentage-point increase was observed for the Scheme as a whole (from 37% to 46%).

The percentage of participants who want more choice and control in their life increased from 78% at baseline to 85% at the latest review, a smaller increase compared to the Scheme as a whole (from 76% to 85%). The percentage who rate their health as excellent, very good or good decreased by 2 percentage points, from 69% to 67%, while a 3 percentage-point decrease was observed for the Scheme as a whole (from 49% to 46%).

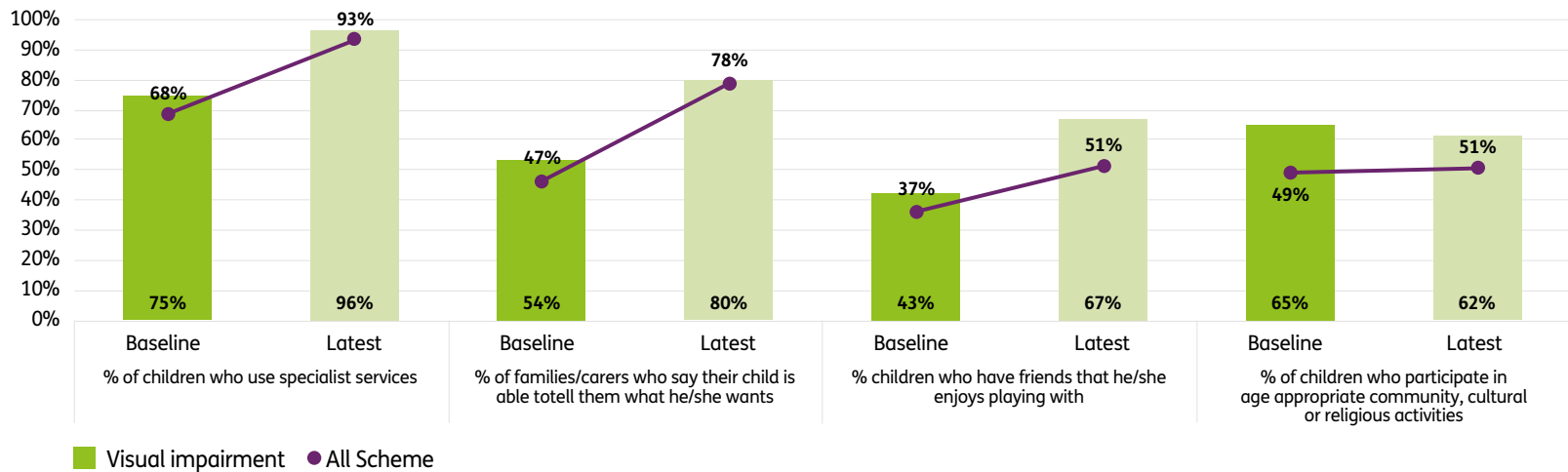
Participant longitudinal outcomes

Visual impairment

– Participants from birth to before starting school

Selected longitudinal indicators for participants with a visual impairment compared with the Scheme as a whole

Participants from birth to before starting school



This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The indicators generally increased from baseline to the latest review for both participants with a visual impairment and the Scheme overall, with the exception of community participation. The percentage of children who participate in community activities reduced slightly (from 65% to 62%), in contrast to the Scheme as a whole (an increase from 49% at baseline to 51% at the latest review).

The percentage of families/carers who say their child is able to tell them what he/she wants increased from 54% to 80%, similar to the Scheme as a whole (from 47% to 78%).

More children had friends they enjoy playing with compared to baseline, increasing from 43% to 67%. A similar trend was observed for the Scheme as a whole (from 37% to 51%).

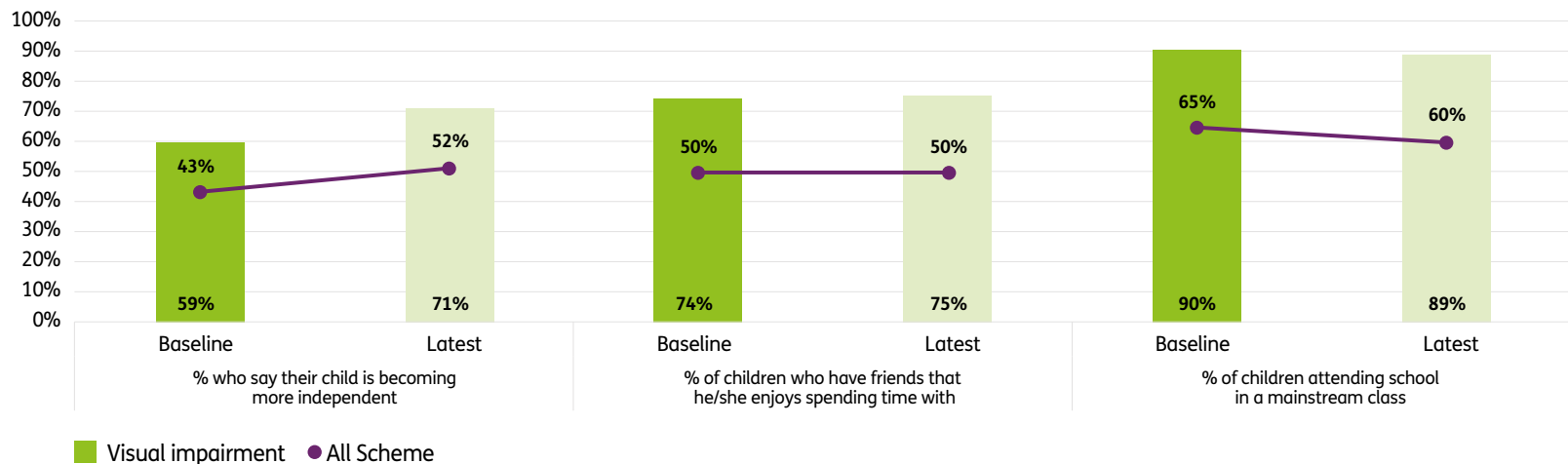
Participant longitudinal outcomes

Visual impairment

– Participants from starting school to age 14

Selected longitudinal indicators for participants with a visual impairment compared with the Scheme as a whole

Participants from starting school to age 14



This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

The changes observed for participants with a visual impairment varied by domain, and not always in line with the Scheme as a whole.

The percentage who say their child is becoming more independent increased from 59% at baseline to 71% at the latest review, a higher increase compared to the Scheme overall, from 43% to 52%.

The percentage of children attending school in a mainstream class did not change materially for participants with a visual impairment (90% at baseline and 89% at the latest review). This same indicator decreased from 65% to 60% for the Scheme as a whole.

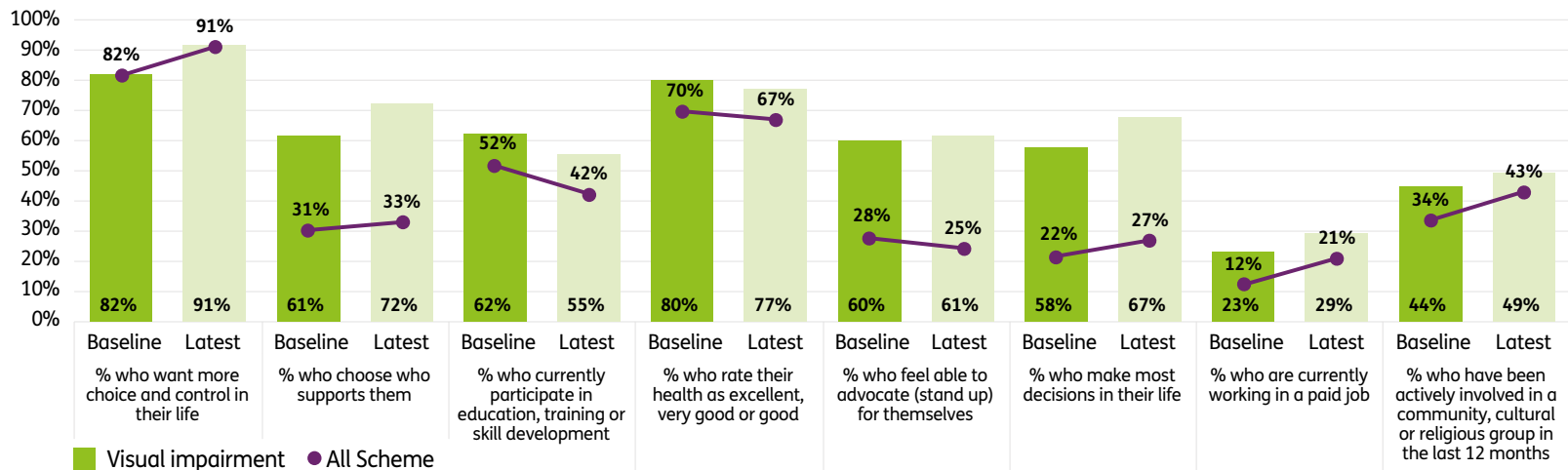
Participant longitudinal outcomes

Visual impairment

– Participants aged 15 to 24

Selected longitudinal indicators for participants with a visual impairment compared with the Scheme as a whole

Participants aged 15 to 24



This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

In the age 15 to 24 group, the observed changes varied by domain, with improvements in independence, employment, and community participation; and declines in advocacy and self-rated health.

For participants with a visual impairment, the percentage who want more choice and control in their life increased from 82% to 91%, similar to the Scheme as a whole (from 82% to 91%). The percentage of participants who make most decisions in their life improved by 9 percentage points, from 58% to 67%, while for the Scheme as a whole, the improvement was smaller, 5 percentage points from 22% to 27%.

However, less people rated their health positively, a decrease of 3 percentage points from 80% to 77%. Likewise, for the Scheme as a whole, the self-rated health indicator decreased from 70% to 67%. The percentage in community participation for participants with a visual impairment improved less than for the overall Scheme (from 44% to 49% for participants with a visual impairment compared to the 34% to 43% change for the overall Scheme).

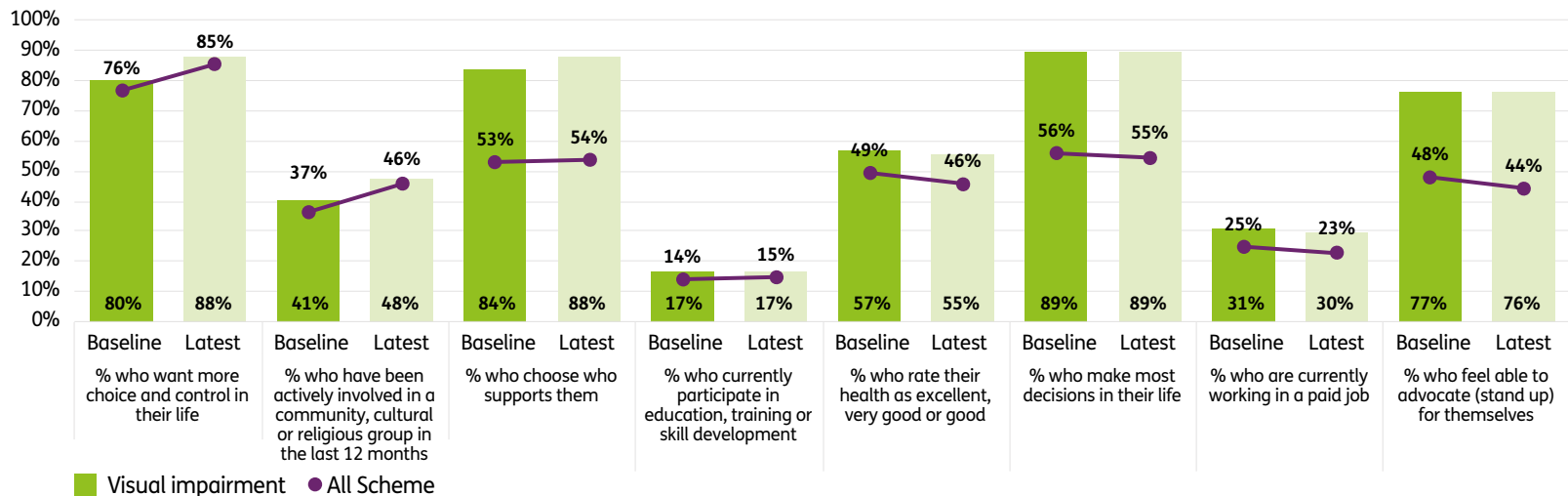
Participant longitudinal outcomes

Visual impairment

– Participants aged 25 and over

Selected longitudinal indicators for participants with a visual impairment compared with the Scheme as a whole

Participants aged 25 and over



This information on longitudinal indicators has been collected from participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 25 and over who have a visual impairment, trends in the selected indicators varied by domain. In most cases the changes were in line with the Scheme overall.

For participants with a visual impairment, the percentage who want more choice and control in their life increased from 80% to 88%, comparable to the Scheme overall (from 76% to 85%).

Community participation improved since baseline: from 41% to 48% for participants with a visual impairment and from 37% to 46% for the Scheme as a whole.

The percentage of participants who feel able to advocate for themselves decreased for both participants with a visual impairment and the Scheme as a whole. However, the Scheme average decreased further (from 48% to 44%), compared to participants with a visual impairment (from 77% to 76%).

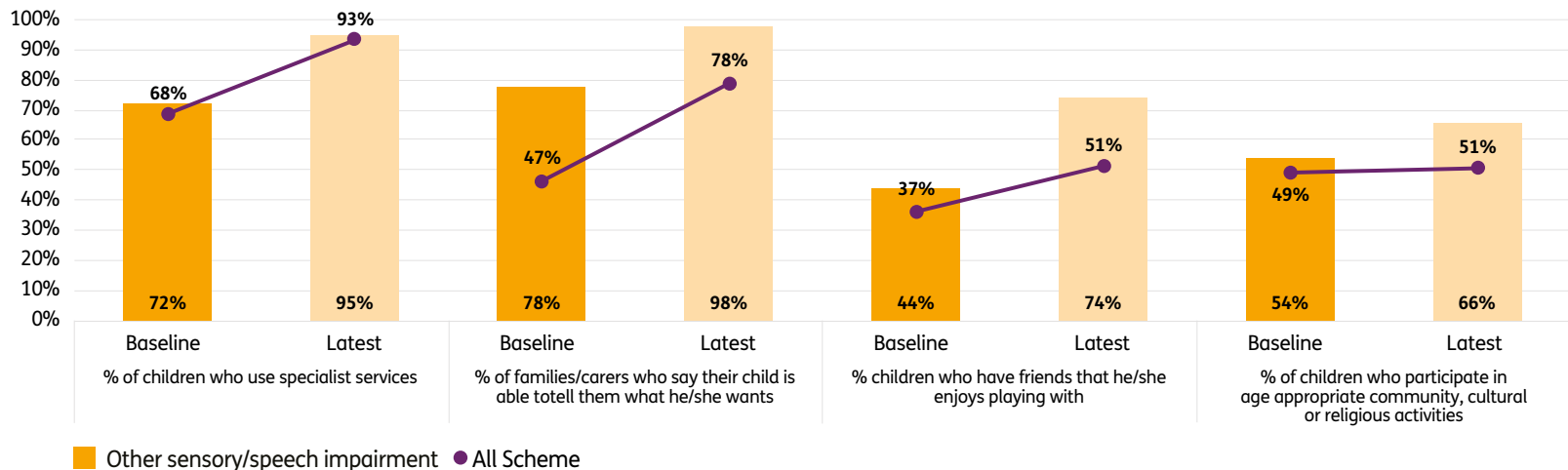
Participant longitudinal outcomes

Other sensory/speech impairment

– Participants from birth to before starting school

Selected longitudinal indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants from birth to before starting school



This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants from birth to before starting school with other sensory/speech impairment, the indicators generally improved since baseline, in most cases resulting in better outcomes compared to the Scheme average.

The percentage of families and carers of participants with other sensory and speech impairment who say their child is able to tell them what he/she wants increased from 78% at baseline to 98% at latest review. The percentage of children who have friends that they enjoy playing with also increased from 44% to 74%, similar to the Scheme overall (from 37% to 51%).

The percentage of children with other sensory/speech impairment who participate in community, cultural or religious activities increased by 12 percentage points (from 54% to 66%). In comparison, community participation among children in the Scheme increased by 2 percentage points (49% to 51%).

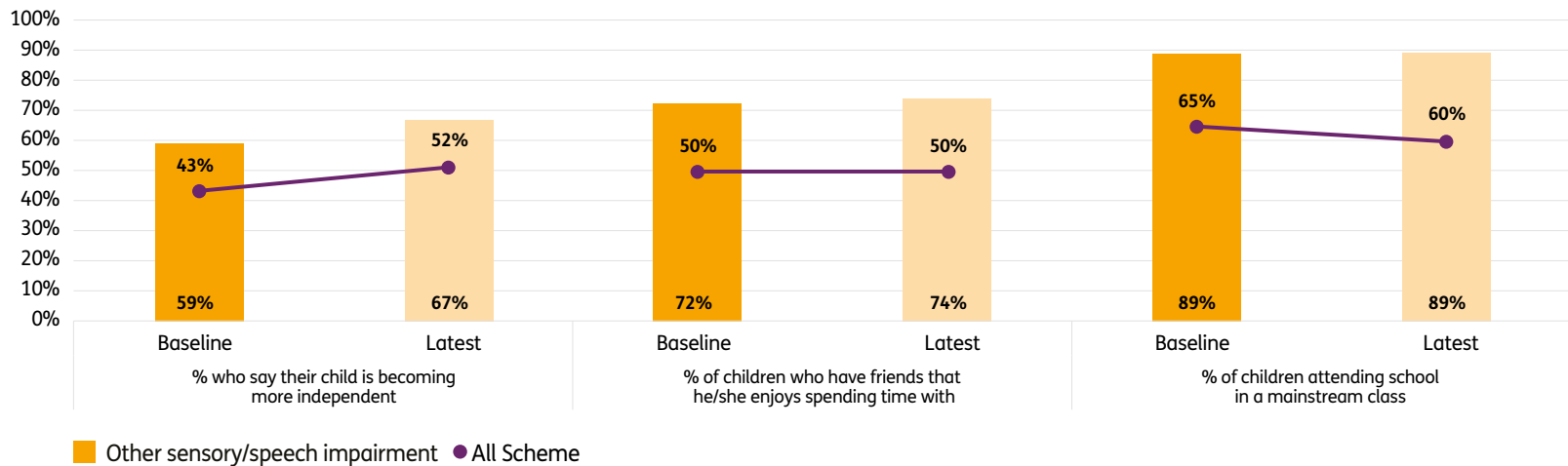
Participant longitudinal outcomes

Other sensory/speech impairment

– Participants from starting school to age 14

Selected longitudinal indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants from starting school to age 14



This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants from starting school to age 14 who have other sensory/speech impairment, trends in the selected indicators varied by domain.

The percentage who say their child is becoming more independent increased from 59% at baseline to 67% at the latest review, similar to the Scheme overall (from 43% to 52%).

The percentage of children attending school in a mainstream class remained unchanged at 89% from baseline to the latest review, compared to a 5 percentage-point decrease, from 65% to 60%, for the Scheme overall.

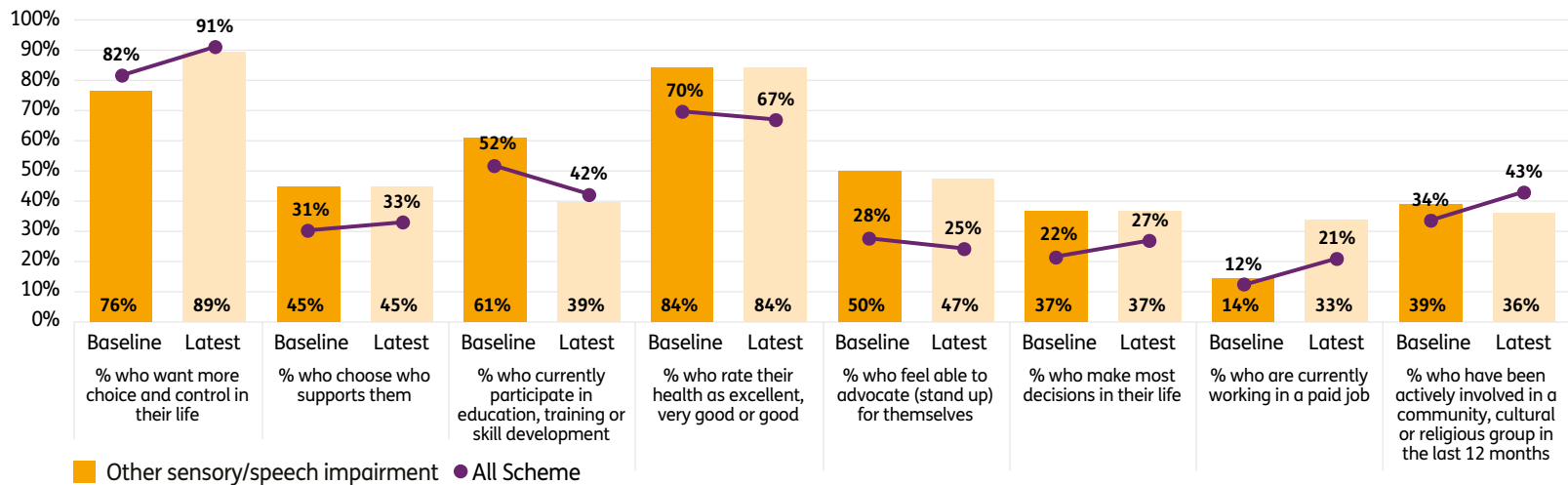
Participant longitudinal outcomes

Other sensory/speech impairment

– Participants aged 15 to 24

Selected longitudinal indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants aged 15 to 24



This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 15 to 24 who have other sensory/speech impairment, longitudinal changes since baseline varied by domain: employment outcomes improved, outcomes related to advocacy declined slightly, and participants expressed more desire for choice and control. The trends for participants with other sensory/speech impairment differed to the Scheme as a whole in some cases.

The percentage of participants with other sensory/speech impairment in a paid job increased from 14% to 33%, a larger increase compared to the Scheme overall (from 12% to 21%). On the other hand, fewer participants with other sensory/speech impairment were involved in community, cultural or religious group (from 39% at baseline to 36% at the latest review). In contrast, community participation among all participants aged 15 to 24 in the Scheme increased from 34% to 43%.

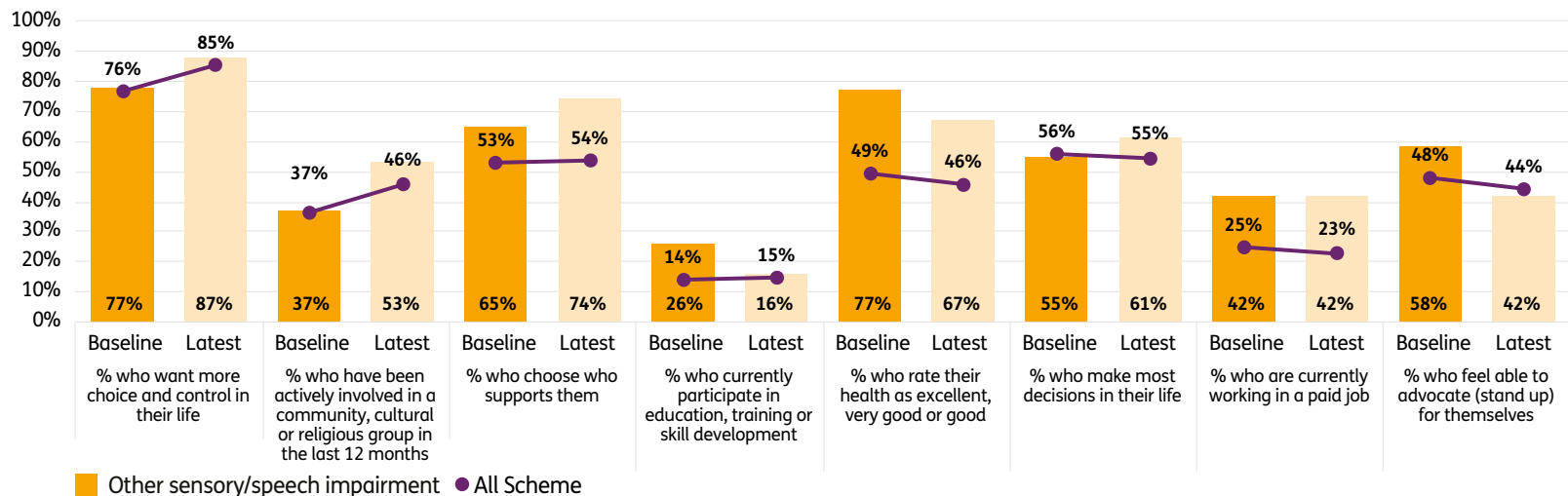
Participant longitudinal outcomes

Other sensory/speech impairment

– Participants aged 25 and over

Selected longitudinal indicators for participants with other sensory/speech impairment compared with the Scheme as a whole

Participants aged 25 and over



This information on longitudinal indicators has been collected from participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For participants aged 25 and over who have other sensory/speech impairment, trends in the indicators varied by domain: outcomes related to advocacy and self-rated health indicators declined, whereas community participation and the ability to choose the support persons/carers improved.

The percentage who want more choice and control in their life increased from 77% to 87%, similar to the Scheme as a whole (from 76% to 85%). At the same time, the percentage who choose who supports them increased from 65% at baseline to 74% at latest review, a more positive result compared to the overall Scheme, 53% at baseline to 54% at latest review.

However, the percentage who feel able to advocate (stand up) for themselves decreased by 16 percentage points (from 58% to 42%), a more negative result compared to the Scheme as a whole (a decrease of 4 percentage points, from 48% to 44%).

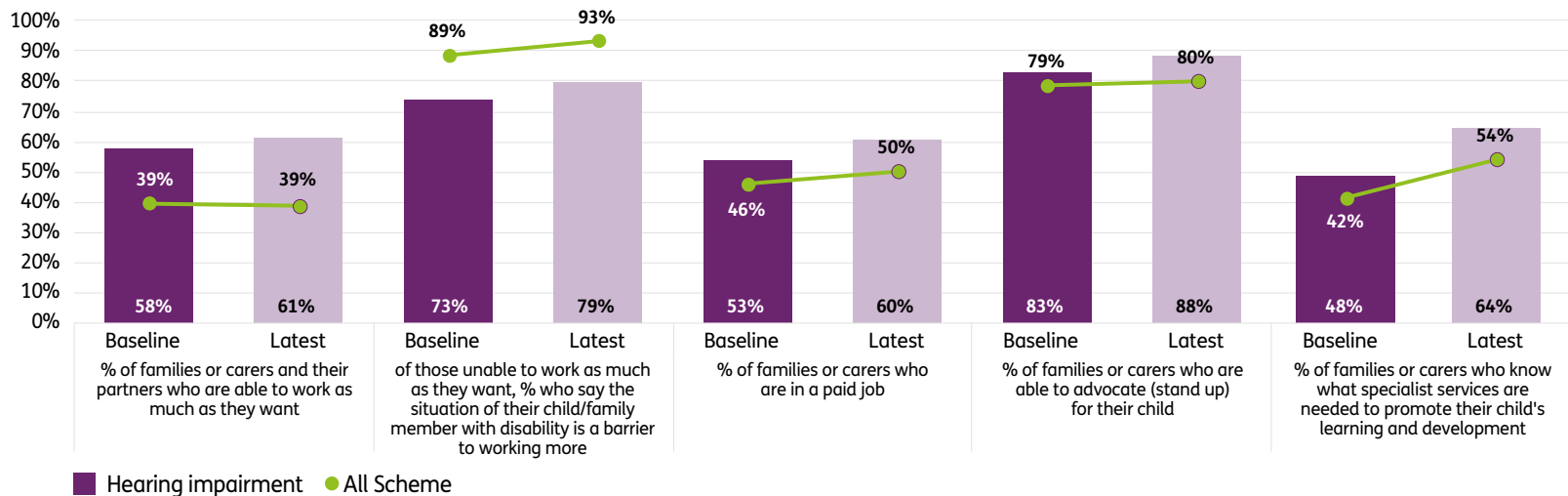
Family/carer longitudinal outcomes

Hearing impairment

– Family/carers of participants from birth to age 14

Selected longitudinal indicators for families and carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants from birth to age 14 who have a hearing impairment, the indicators improved since Scheme entry, and tended to be more positive compared to the overall Scheme .

In relation to specialist services, more families and carers knew what specialist services were needed to promote their child's learning and development, an increase of 16 percentage points (from 48% to 64%). This compares to the Scheme overall, with a 12 percentage-point increase (from 42% to 54%).

The percentage of families and carers in a paid job increased from 53% to 60%, slightly more than for the Scheme overall (from 46% to 50%). However, for those unable to work as much as they wanted, the situation of their family member with disability was a barrier for an increasing percentage of families and carers. The percentage increased from 73% to 79% for families and carers of participants with a hearing impairment, and from 89% to 93% for the Scheme overall.

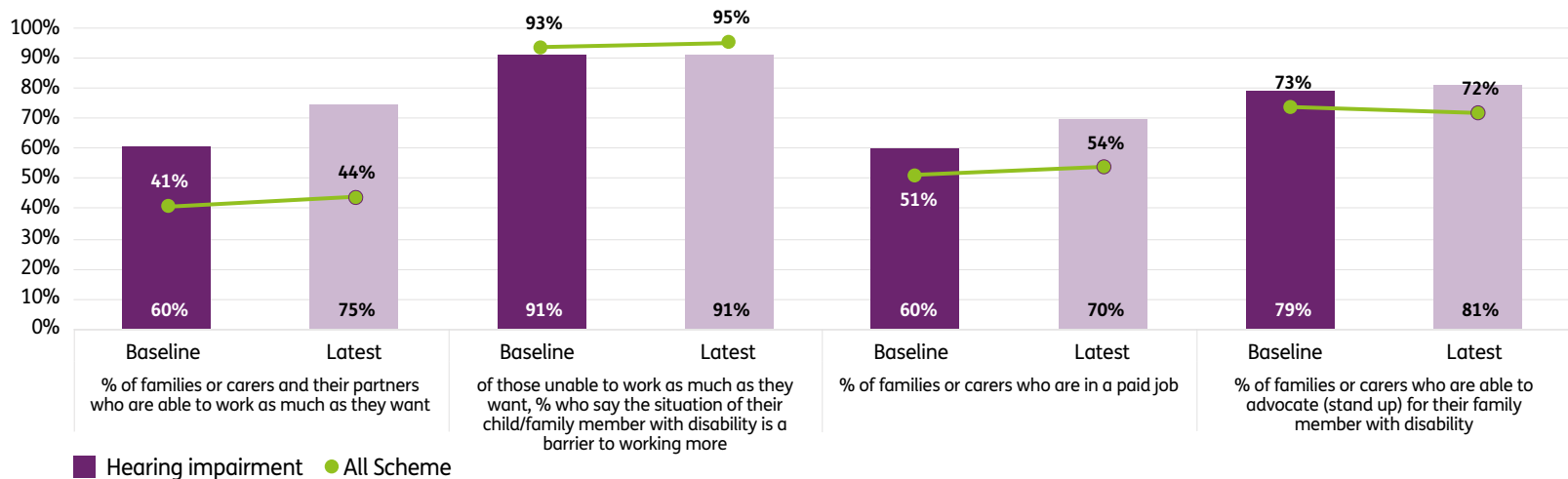
Family/carer longitudinal outcomes

Hearing impairment

– Family/carers of participants aged 15 to 24

Selected longitudinal indicators for families and carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participant with a hearing impairment, the selected indicators have become more positive since Scheme entry, further widening the gap with the overall Scheme.

The percentage of families and carers in a paid job increased from 60% at baseline to 70% at the latest review, a higher increase compared to the Scheme overall (from 51% to 54%). Similarly, the percentage of families and carers who are able to work as much as they want increased substantially, from 60% to 75%, while this indicator improved only slightly for the Scheme as a whole (from 41% to 44%).

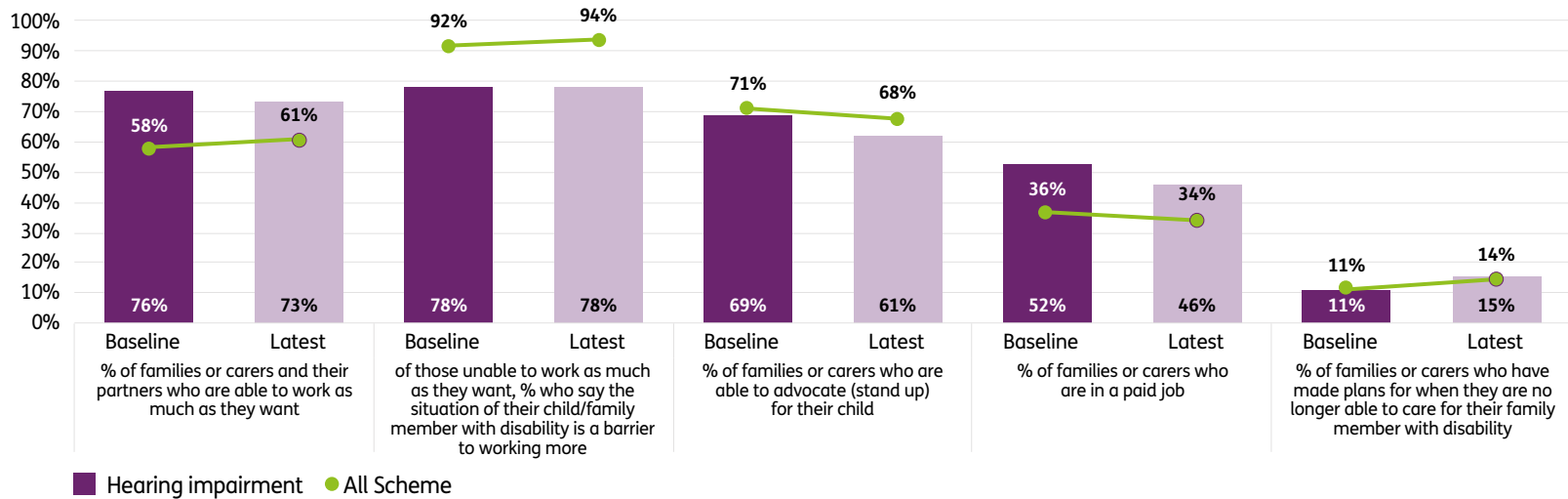
Family/carer longitudinal outcomes

Hearing impairment

– Family/carers of participants aged 25 and over

Selected longitudinal indicators for families and carers of participants with a hearing impairment compared with the Scheme as a whole

Family/carers of participants aged 25 and over



This information on longitudinal indicators has been collected from families and carers of participants with a hearing impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 25 and over who have a hearing impairment, trends in the selected indicators varied by domain.

The percentage of families and carers in a paid job decreased from 52% to 46%, a less favourable change compared to the Scheme as a whole (a 2 percentage-point decrease, from 36% to 34%). Similarly, less people were able to work as much as they wanted compared to baseline (a decrease of 3 percentage points, from 76% to 73%); in contrast, for the Scheme as a whole, this indicator improved from 58% to 61%.

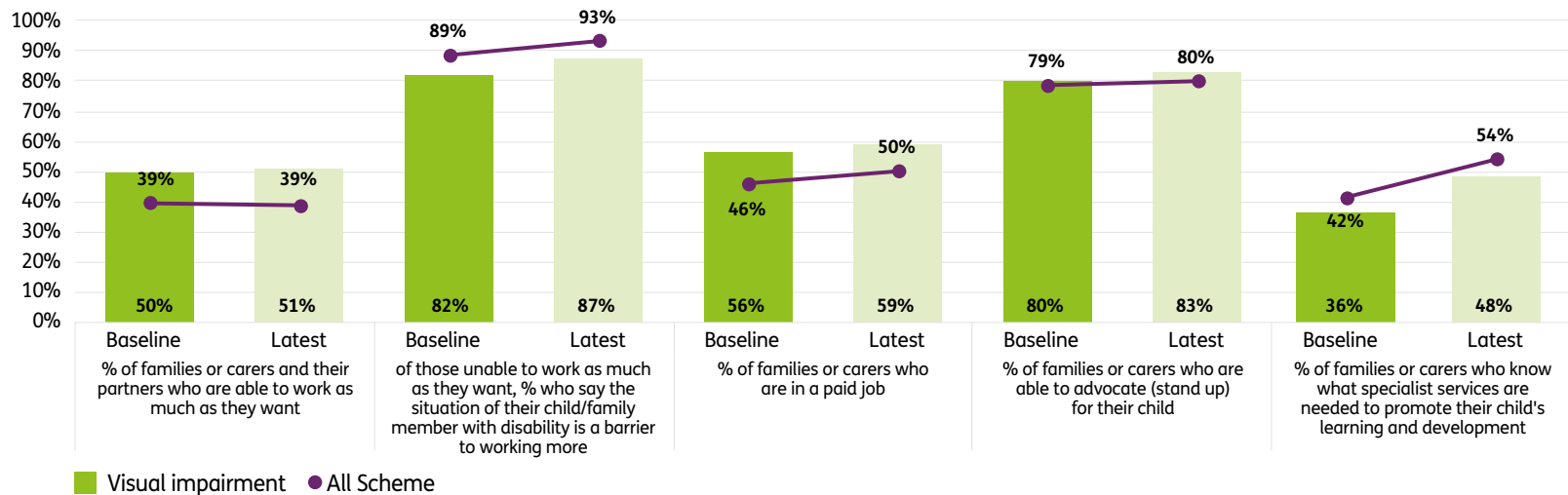
Family/carer longitudinal outcomes

Visual impairment

– Family/carers of participants from birth to age 14

Selected longitudinal indicators for families and carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 0 to 14 who have a visual impairment, longitudinal trends in the outcomes varied by domain.

The percentage of families and carers who know what specialist services are needed to promote their child's learning and development increased from 36% at baseline to 48% at the latest review, similar to the Scheme overall (from 42% to 54%).

The percentage of families and carers in a paid job increased, albeit only slightly (from 56% to 59%). A similar increase was observed for the Scheme as a whole (from 46% to 50%). For families and carers who were unable to work as much as they wanted, the situation of their family member with disability remained a substantial barrier, increasing from 82% to 87% for families and carers of participants with a visual impairment and from 89% to 93% for the Scheme as a whole.

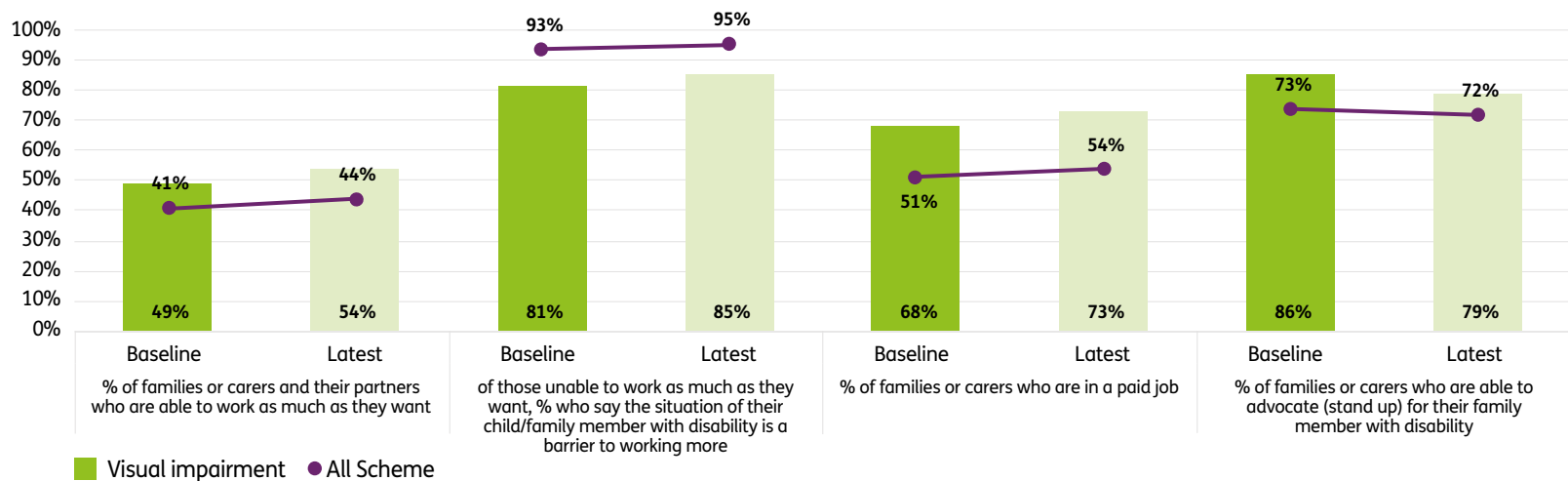
Family/carer longitudinal outcomes

Visual impairment

– Family/carers of participants aged 15 to 24

Selected longitudinal indicators for families and carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 15 to 24 who have a visual impairment, trends for the selected indicators varied by domain. Compared to the Scheme as a whole, the results on employment were more positive, and the results on advocacy more negative.

In relation to employment, more families and carers had a paid job at the latest review (a 5 percentage-point increase, from 68% to 73%) and more families and carers were able to work as much as they wanted (a 3 percentage-point increase, from 50% to 53%). However, of those who were unable to work as much as they wanted, the percentage who say the situation of their family member with disability is a barrier to working more increased from 81% to 85%. This was a higher increase than for the Scheme as a whole (from 93% to 95%).

The indicator related to advocacy also declined. Compared to 86% at baseline, only 79% felt able to advocate for their family member with disability at the latest review. This was a larger decline than for the Scheme overall (from 73% to 71%).

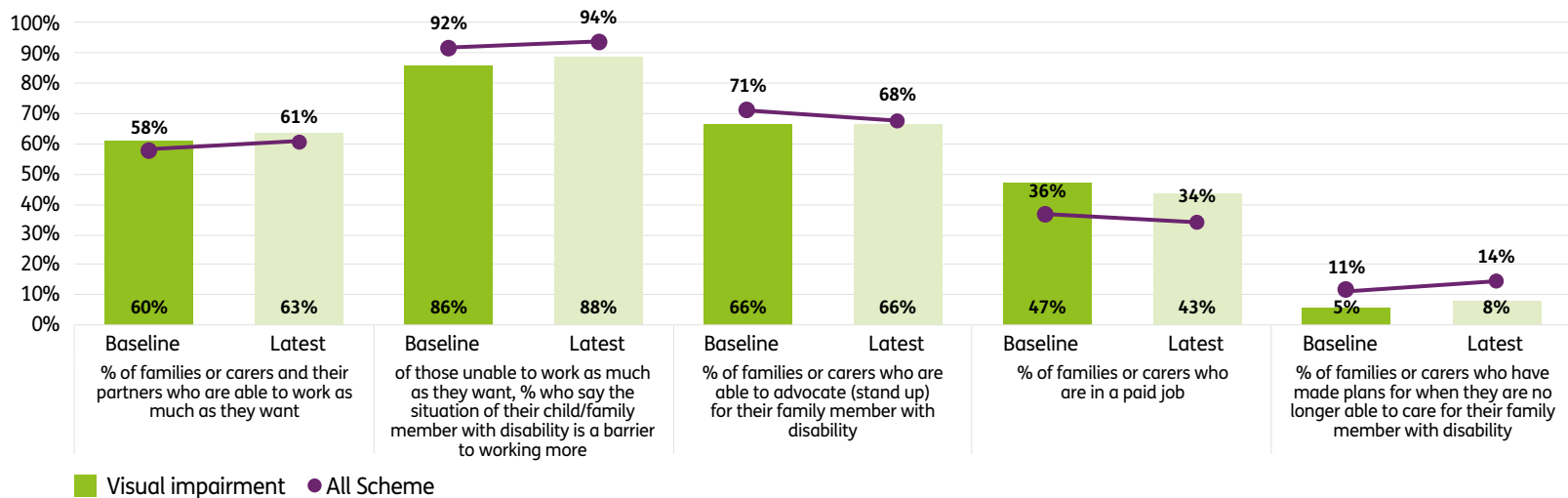
Family/carer longitudinal outcomes

Visual impairment

– Family/carers of participants aged 25 and over

Selected longitudinal indicators for families and carers of participants with a visual impairment compared with the Scheme as a whole

Family/carers of participants aged 25 and over



This information on longitudinal indicators has been collected from families and carers of participants with a visual impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 25 and over who have a visual impairment, trends in the selected indicators varied by domain, and generally followed similar patterns to the Scheme.

The percentage of families and carers in paid employment decreased from 47% to 43%, a less favourable result compared to the Scheme as a whole (from 36% to 34%). On the other hand, the percentage of families and carers who are able to work as much as they want increased, from 60% to 63%, similar to the Scheme average (from 58% to 61%).

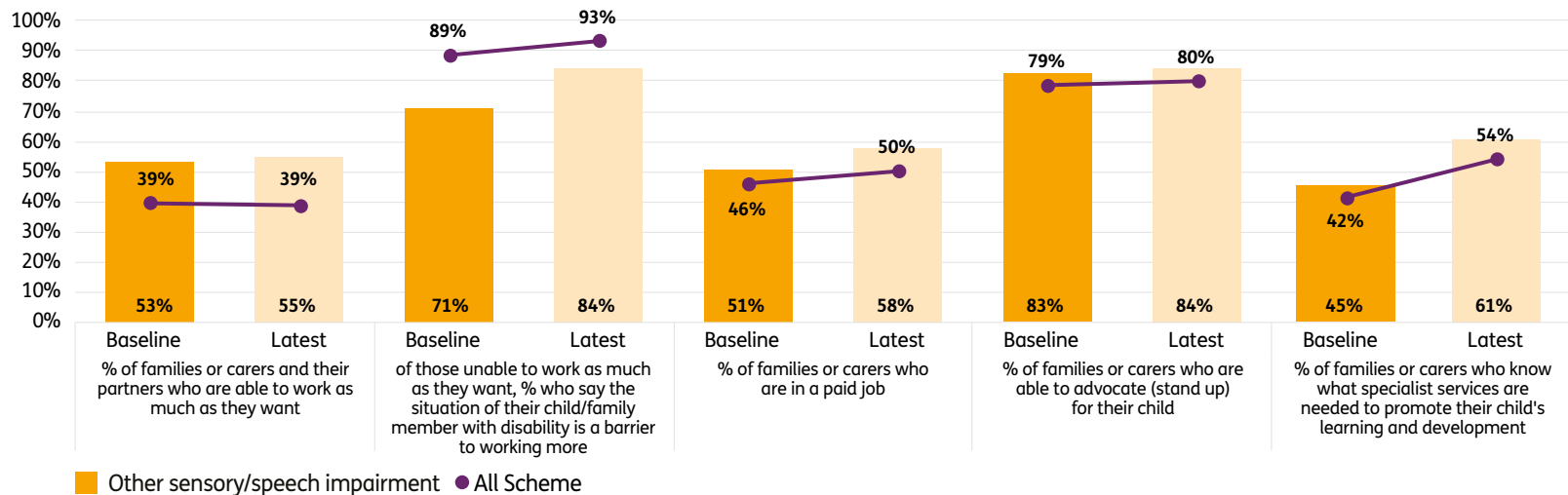
Family/carer longitudinal outcomes

Other sensory/speech impairment

– Family/carers of participants from birth to age 14

Selected longitudinal indicators for families and carers of participants with other sensory/speech impairment compared with the Scheme as a whole

Family/carers of participants from birth to age 14



This information on longitudinal indicators has been collected from families and carers of participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants from birth to age 14 who have other sensory/speech impairment, the selected indicators improved from baseline to the latest review, following similar trends to the Scheme average.

Compared to baseline, at the latest review more families and carers knew what specialist services were needed to promote their child's learning and development. Families and carers of participants with other sensory/speech impairment reported a 16 percentage-point increase (from 45% to 61%) compared to the Scheme overall (a 13 percentage-point increase, from 41% to 54%). The percentage in paid employment increased, and more so for families and carers of participants with other sensory/speech impairment (from 51% to 58%), compared to the Scheme overall (from 47% to 50%). For those unable to work, the percentage of families and carers who perceived their situation with their child/family member with disability as a barrier to working more increased, and it did so to a greater extent for families and carers of participants with other sensory/speech impairment (from 71% to 84%) compared to the overall Scheme (from 88% to 93%).

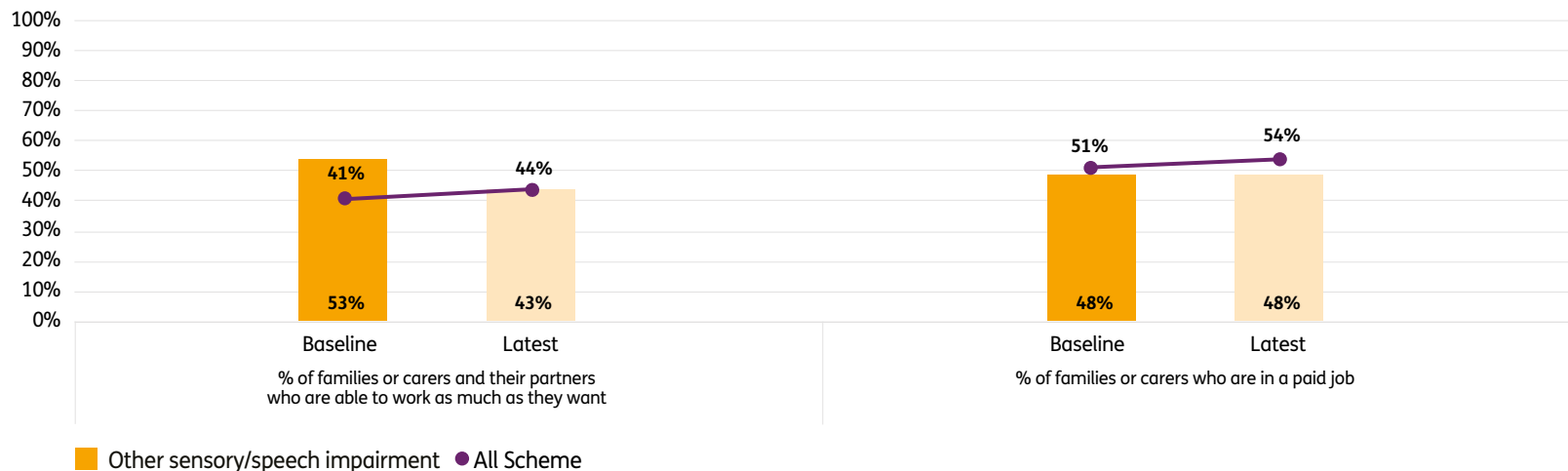
Family/carer longitudinal outcomes

Other sensory/speech impairment

– Family/carers of participants from aged 15 to 24

Selected longitudinal indicators for families and carers of participants with other sensory/speech impairment compared with the Scheme as a whole

Family/carers of participants aged 15 to 24



This information on longitudinal indicators has been collected from families and carers of participants with other sensory/speech impairment who have been in the Scheme for at least two years, measured at Scheme entry (baseline) and at their latest plan review.

For families and carers of participants aged 15 to 24 who have other sensory/speech impairment, the longitudinal indicators decreased since baseline, in some cases opposite to the Scheme trends.

The percentage of families and carers in a paid job remained unchanged at 48%. By comparison, for the Scheme as a whole, more families and carers were employed at the latest review than at baseline (a 3 percentage-point increase, from 51% to 54%).

Less families and carers were able to work as much as they wanted, a 10 percentage-point decrease from 53% at baseline to 43% at latest review, contrasting with the overall Scheme (a 3 percentage-point increase from 41% to 44%).

Has the NDIS helped participants with hearing impairment

– Participants from birth to age 14

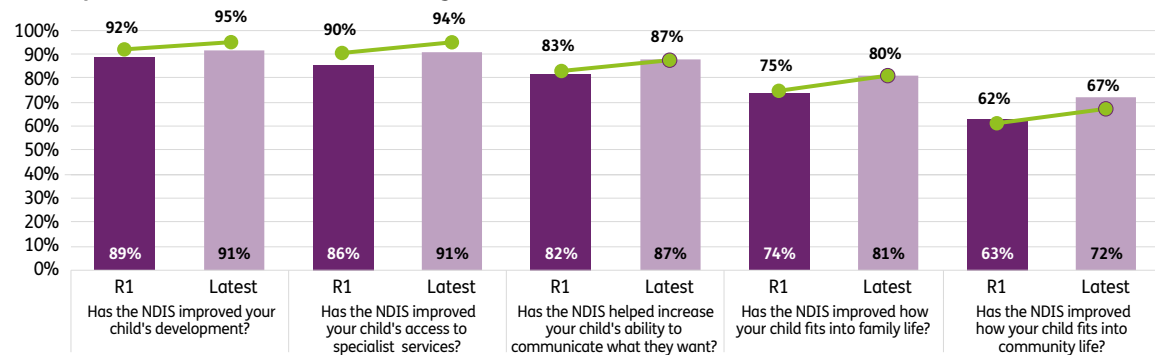
Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For most domains and both age groups, a higher proportion of participants perceived that the NDIS had helped them at the latest review compared with the first review, with one exception. The average satisfaction rate for the indicator related to participants becoming more independent for the age group “school to 14” declined. Respondents were more likely to indicate that the NDIS had helped at first review (62%) compared to the latest review (54%).

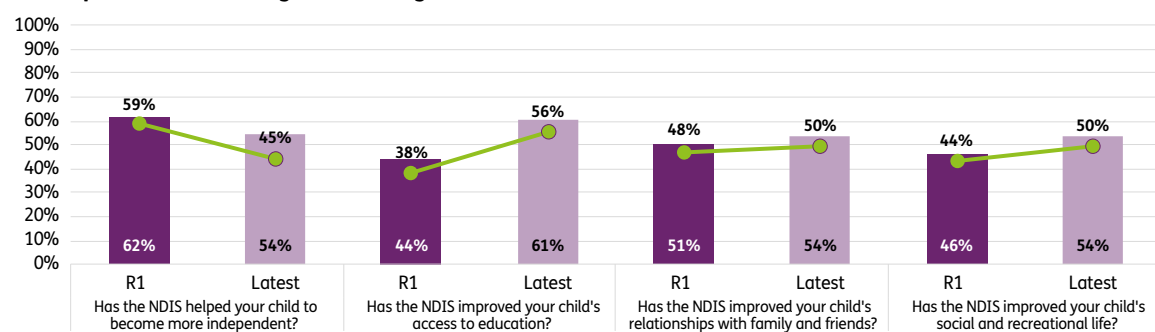
Results for participants with a hearing impairment were generally in line compared with the Scheme overall, however positive responses for some domains were slightly below average, in particular, access to specialist services for participants from birth to before starting school. For participants with a hearing impairment the percentages were 86% at first review and 91% at the latest review, slightly lower than 90% at first review and 94% at the latest review for the Scheme average.

Proportion of participants with a hearing impairment who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Participants from birth to before starting school



Participants from starting school to aged 14



■ Hearing impairment ● All Scheme

Has the NDIS helped participants Hearing impairment

– Participants aged 15 and over

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

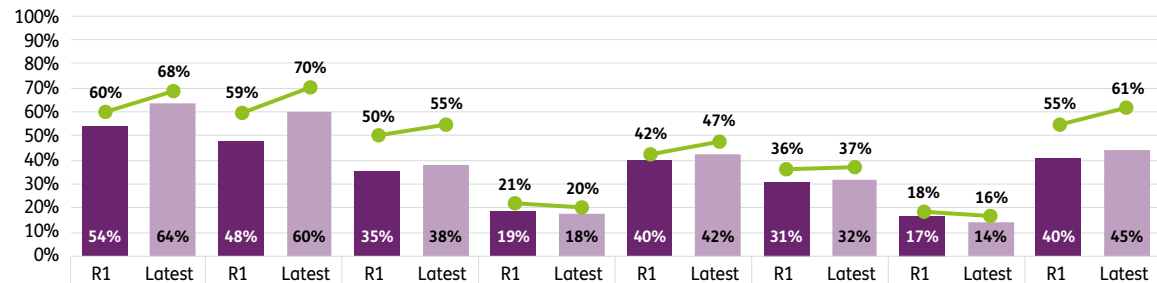
For most domains and both age groups, compared with the first review, a higher proportion of participants with a hearing impairment perceived that the NDIS had helped them at the latest review.

Results for participants with a hearing impairment were generally lower compared with the Scheme overall.

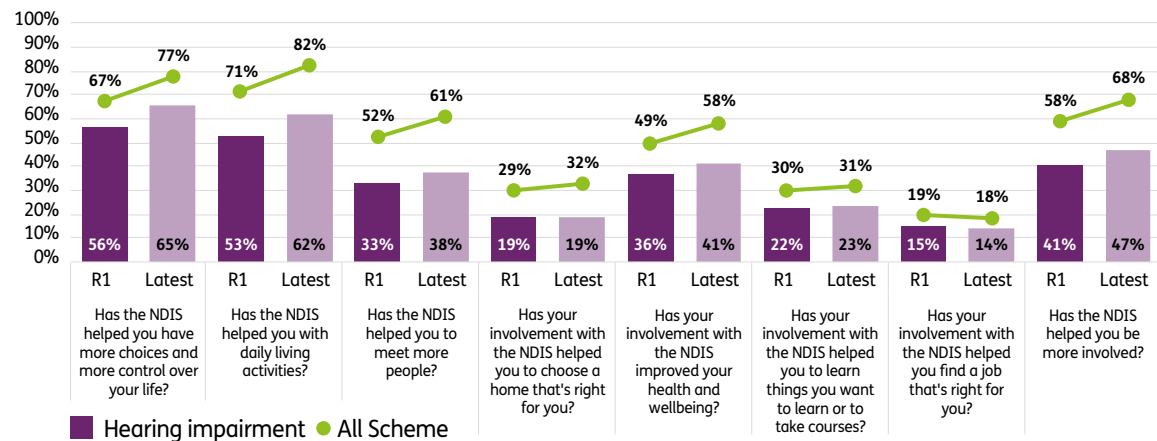
Large differences were observed for the indicators related to community participation (“Has the NDIS helped you become more involved?”). For participants aged 15 to 24, 40% answered positively at first review and 45% at the latest review, lower rates compared to the Scheme overall (55% at first review and 61% at latest review). For participants aged 25 and over, 41% answered positively at first review and 47% at the latest review, again lower compared to the Scheme overall (58% at first review and 68% at latest review).

Proportion of participants with a hearing impairment who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Participants aged 15 to 24



Participants aged 25 and over



Has the NDIS helped participants with Visual impairment

– Participants from birth to age 14

For most domains and both age groups, compared to the first review, a higher proportion of participants with visual impairment perceived that the NDIS had helped them at the latest review.

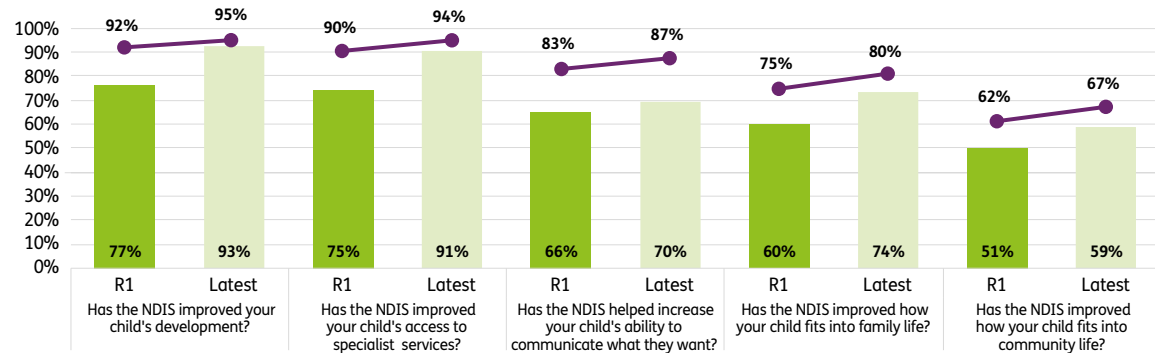
Results for participants with a visual impairment were generally lower compared with the Scheme overall.

Large differences were recorded for the indicators related to community participation (“Has the NDIS improved how your child fits into community life?” and “Has the NDIS improved your child’s social and recreational life?”). For participants from birth to before starting school, 51% answered positively at first review and 59% at latest review, lower compared to the Scheme overall (62% at first review and 67% at latest review). For participants from starting school to age 14, 35% answered positively at first review and 41% at the latest review, again lower compared to the Scheme overall (44% at first review and 50% at latest review).

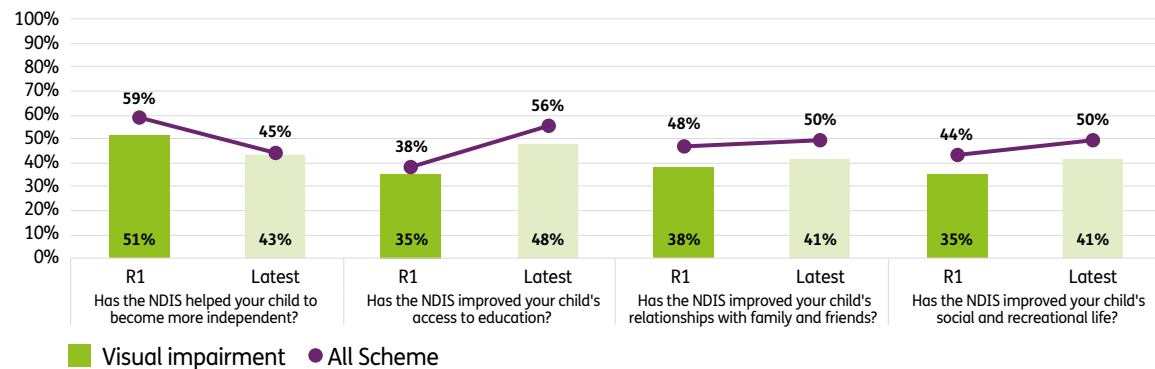
For participants from birth to before starting school, the indicator “Has the NDIS helped increase your child’s ability to communicate what they want?” was higher than the Scheme average (83% at first review to 87% at latest review compared to 66% at first review to 70% at latest review for the Scheme).

Proportion of participants with a visual impairment who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Participants from birth to before starting school



Participants from starting school to aged 14



Has the NDIS helped participants with Visual impairment

– Participants aged 15 and over

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

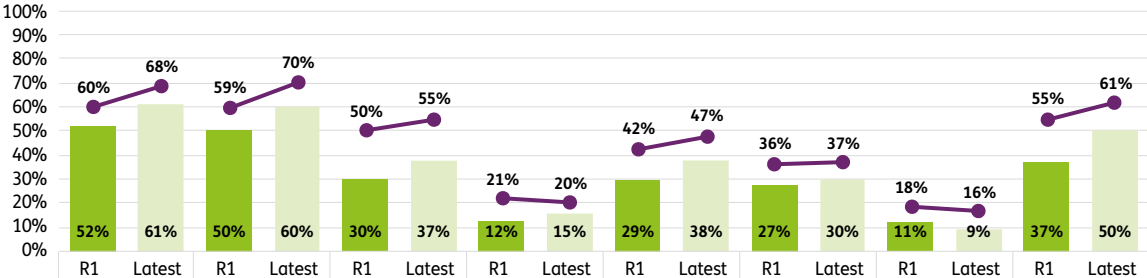
For most domains and both age groups, compared with the first review, a higher proportion of participants with a visual impairment perceived that the NDIS has helped them at the latest review.

Results for participants with a visual impairment were generally lower compared with the Scheme overall.

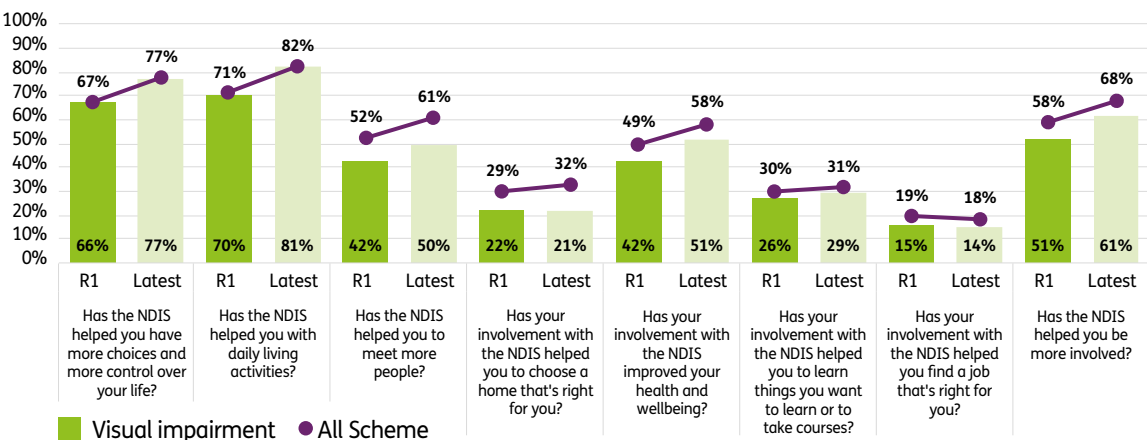
Large differences were observed for the questions related to community participation and relationships. At the latest review, 50% of participants aged 15 to 24 with a visual impairment agreed that the NDIS helped them be more involved compared to 61% for the Scheme overall. Similarly, at the latest review, only 50% of participants aged 25 and over agreed that the NDIS helped them to meet more people, compared to 61% for the Scheme overall.

Proportion of participants with a visual impairment who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions

Participants aged 15 to 24



Participants aged 25 and over



Has the NDIS helped participants

Other sensory/speech impairment

– Participants from birth to age 14

Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

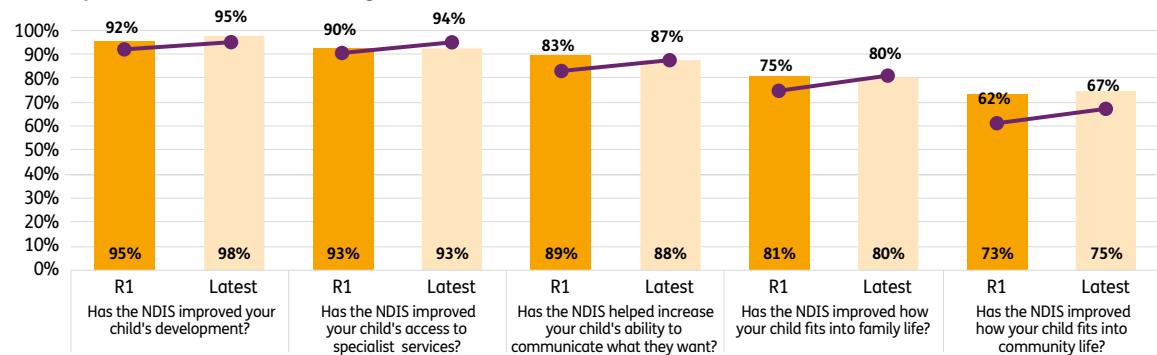
For participants from birth to before starting school with other sensory/speech impairment, the average rates of positive response remained roughly constant, with most indicators changing within +/-2 percentage points.

For participants with other sensory/speech impairment in the starting school to age 14 group, changes in the average rates varied depending on the domain. The majority of the indicators were in line with Scheme averages.

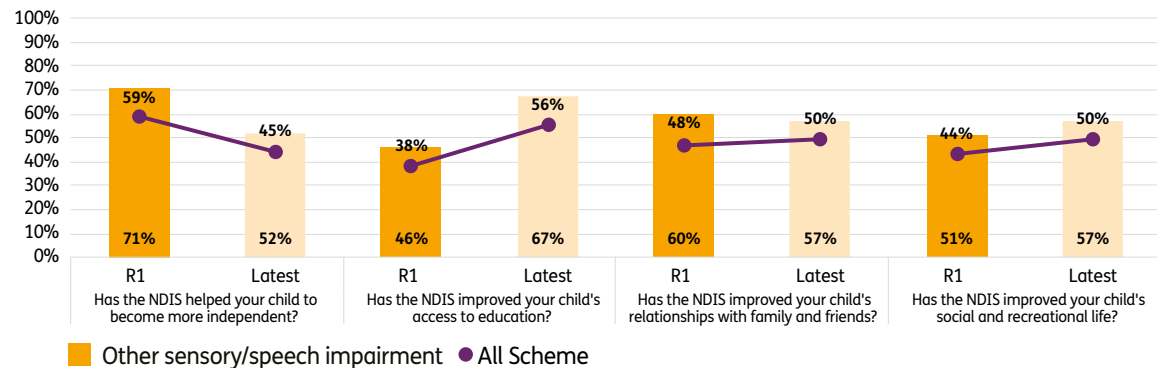
A higher proportion of respondents for participants in the “school to age 14” group felt the NDIS improved their child’s access to education, 46% at first review and 67% at latest review, compared to the Scheme overall (38% at first review and 56% at latest review).

Proportion of participants with other sensory/speech impairment who had two or more plan reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Participants from birth to starting school



Participants from starting school to aged 14



Has the NDIS helped participants Other sensory/speech impairment

– Participants aged 15 and over

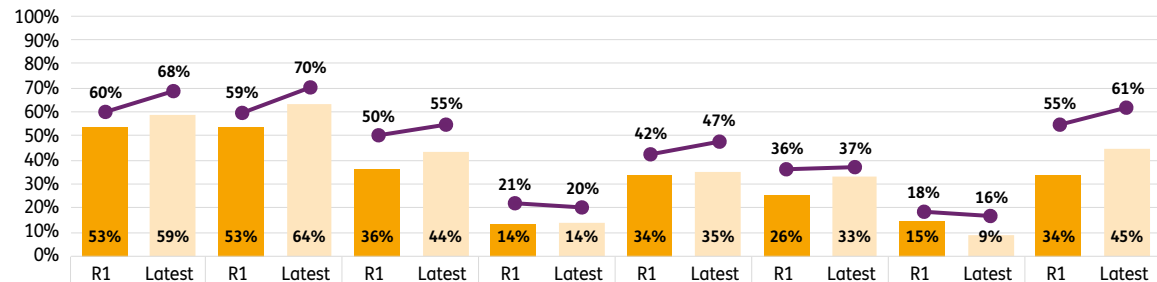
Participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) and the latest review.

For participants aged 15 to 24 and aged 25 and over, changes in the average rates varied by domain. Participants felt that the NDIS had helped them gain more choice and control over their lives, with daily activities, meeting more people and being more involved in community. On the other hand, satisfaction rates related to support in finding employment decreased.

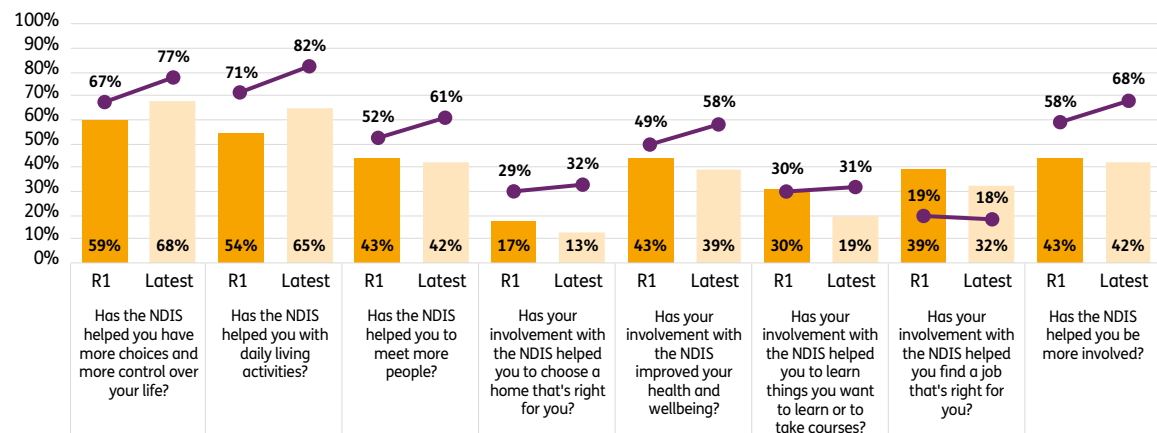
Results for participants with other sensory/speech impairment were lower compared with the Scheme overall. Large differences were observed for the indicators related to community participation (“Has the NDIS helped you become more involved?”). For participants aged 15 to 24, 34% answered positively at first review and 45% at latest review, lower rates compared to the Scheme overall (55% at first review and 61% at latest review). For participants aged 25 and over, 43% answered positively at first review and 42% at the latest review, which is also lower compared to the Scheme overall (58% at first review and 68% at latest review).

Proportion of participants with other sensory/speech impairment who had two or more reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Participants aged 15 to 24



Participants aged 25 and over



■ Other sensory/speech impairment ● All Scheme

Has the NDIS helped families/carers Hearing impairment

– Families/carers of participants from birth to age 14

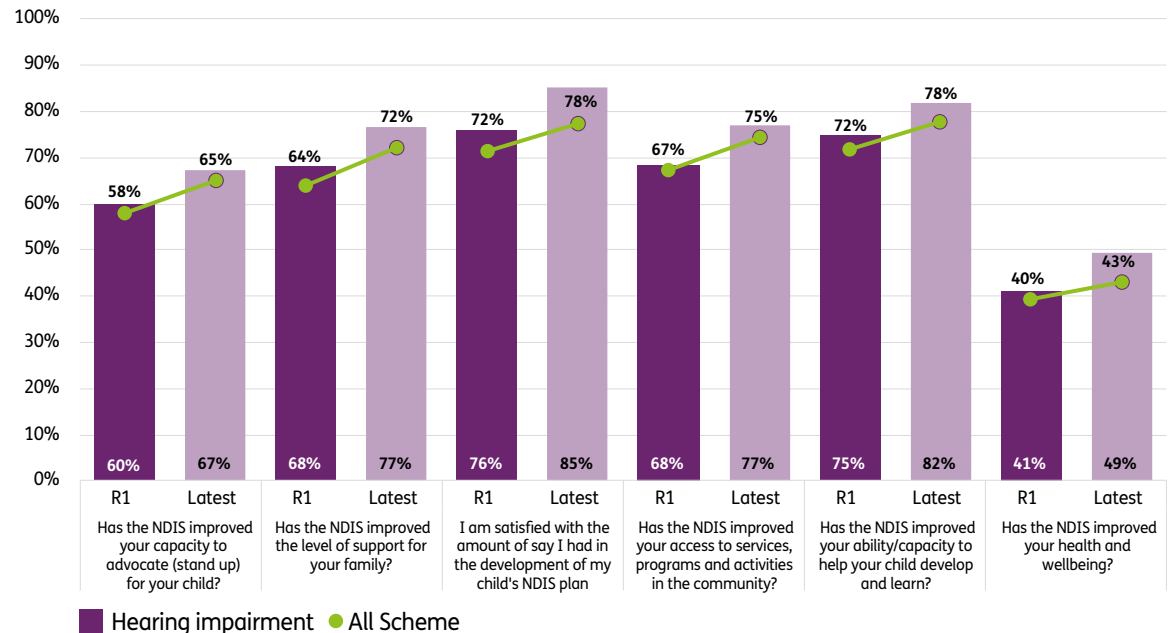
Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For most domains and both age groups, compared with the first review, a higher proportion of families and carers of participants with a hearing impairment perceived that the NDIS had helped them at the latest review.

Results for participants with a hearing impairment were generally in line or better than the overall Scheme's in the "age 0 to 14" group. For example, the percentage of families and carers who agree the NDIS improved their capacity to advocate increased, on average, from 60% to 67%, which is similar to the Scheme as a whole (from 58% to 65%).

Proportion of family and carers of participants with a hearing impairment who had two or more plan reviews and responded 'yes' to the "Has the NDIS helped?" questions

Families/carers of participants from birth to age 14



Has the NDIS helped families/carers

Hearing impairment

– Families/carers of participants aged 15 and over

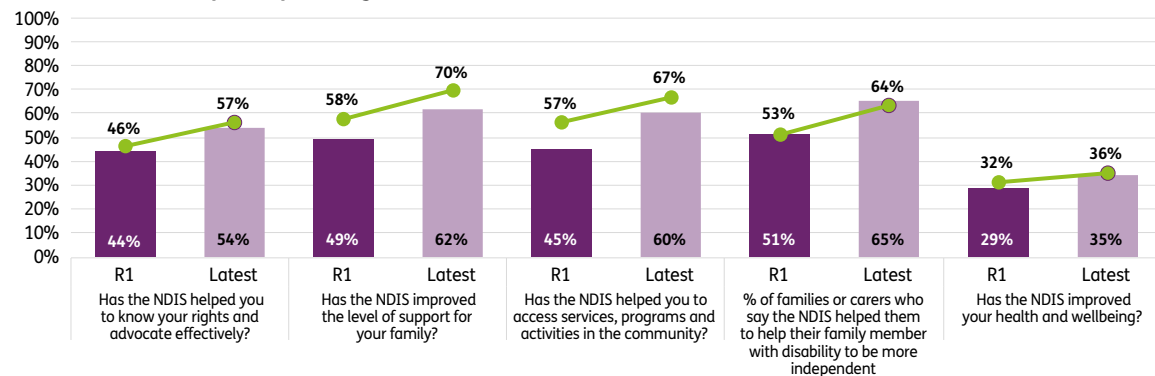
Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For most domains, compared with the first review, a higher proportion of families and carers of participants with a hearing impairment perceived that the NDIS has helped them at the latest review. Proportionally more families and carers experienced improvements in the level of support to their family: 49% at first review and 62% at the latest review for the “15 to 24” age group, and 40% at first review and 61% at the latest review for the “25 and over” age group.

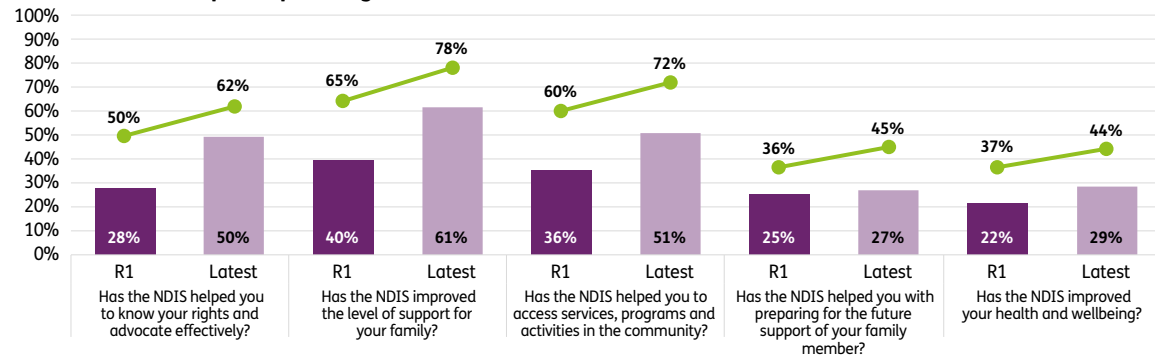
Families and carers of participants aged 15 and over did not answer as positively as the Scheme overall. In particular, help in accessing services, programs and supports in the community, as well as in improving level of support were rated less highly, on average, compared to the Scheme overall.

Proportion of families/carers of participants with a hearing impairment who had two or more reviews and responded ‘yes’ to the “Has the NDIS helped?” questions

Families/carers of participants aged 15 to 24



Families/carers of participants aged 25 and over



■ Hearing impairment ● All Scheme

Has the NDIS helped families/carers

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Visual impairment

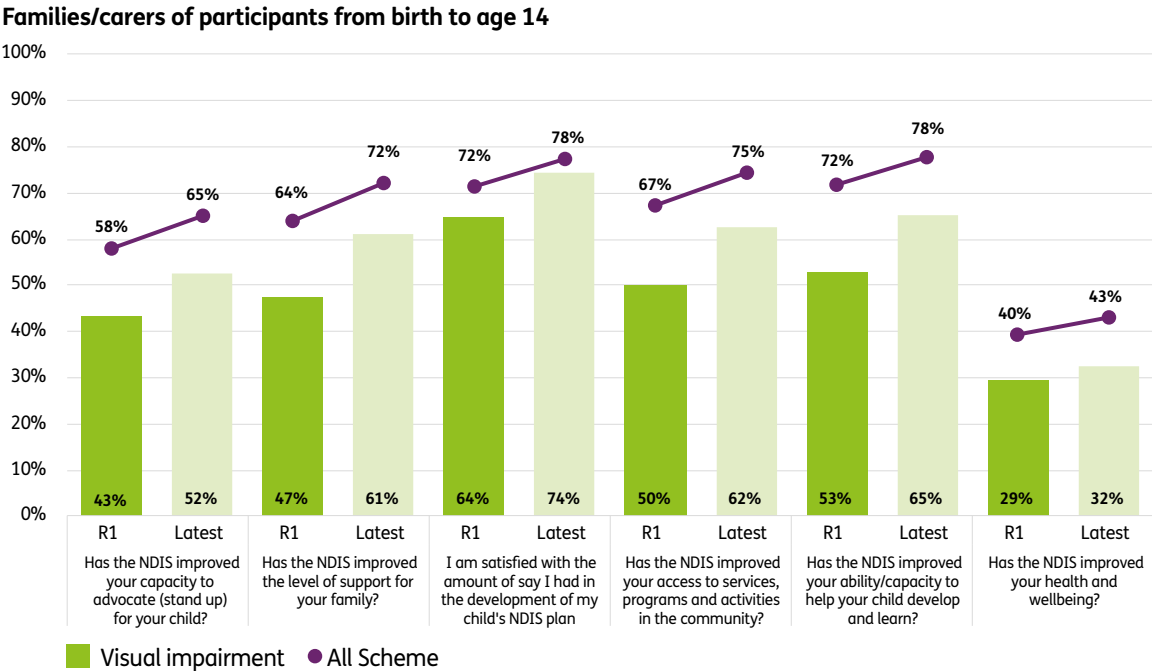
– Families/carers of participants from birth to age 14

Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) and the latest review.

For most domains in the “0 to 14” age group, compared with the first review, a higher proportion of families and carers of participants with a visual impairment perceived that the NDIS has helped them at the latest review. The percentage of families and carers reporting improvements in accessing services, programs and activities in the community increased by 12 percentage points, on average.

Families and carers of participants with a visual impairment were less likely to give a positive rating to a “Has the NDIS helped?” question, compared to the Scheme as a whole.

Proportion of families/carers of participants with a visual impairment who had two or more reviews and responded ‘yes’ to the “Has the NDIS helped?” questions



Has the NDIS helped families/carers

Visual impairment

– Families/carers of participants aged 15 and over

Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) and the latest review.

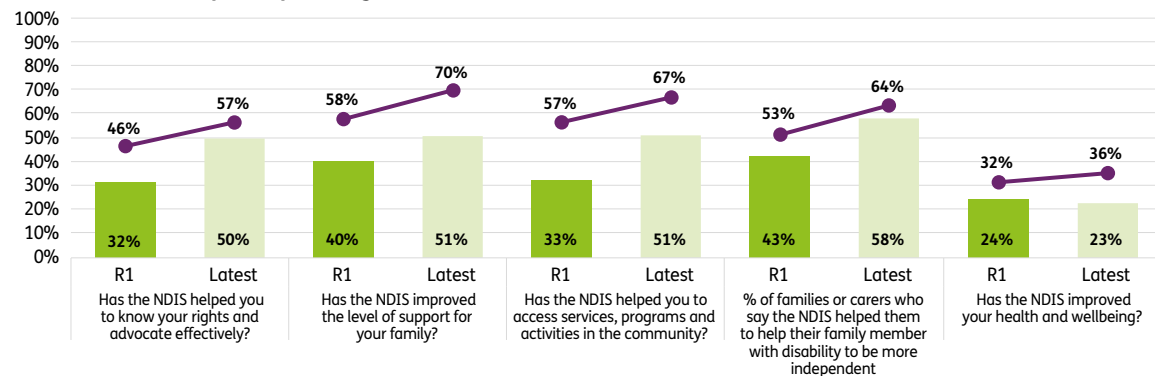
For families and carers of participants aged 15 and over with a visual impairment, across most domains, a higher proportion perceived that the NDIS had helped them at the latest review compared to the first review.

The only indicator that decreased was in the health and wellbeing domain for families and carers of participants aged 15 to 24 (a one percentage-point decrease, from 24% to 23%).

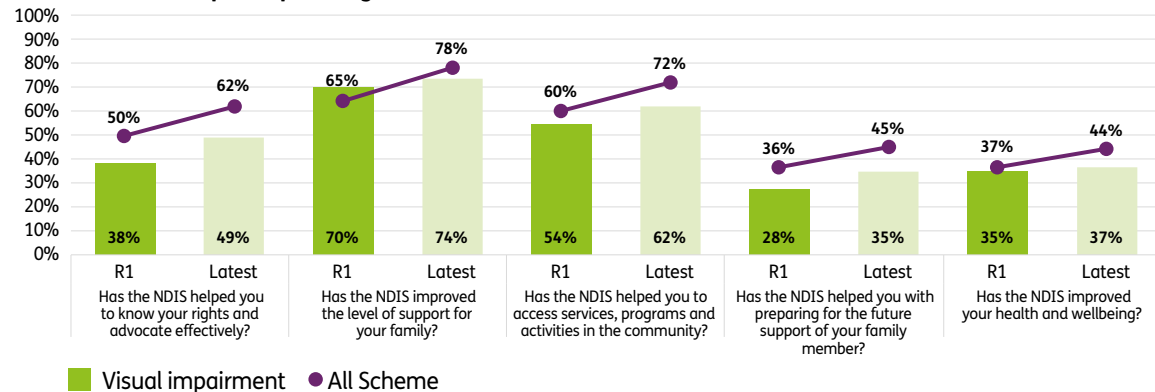
Results for families and carers of participants with a visual impairment were generally lower compared to the Scheme overall. Considerable differences were observed in the 15 to 24 age group, in particular in relation to access to community programs and services and level of support for the participant's family.

Proportion of families/carers of participants with a visual impairment who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions

Families/carers of participants aged 15 to 24



Families/carers of participants aged 25 and over



Has the NDIS helped families/carers

Other sensory/speech impairment

– Families/carers of participants from birth to age 14

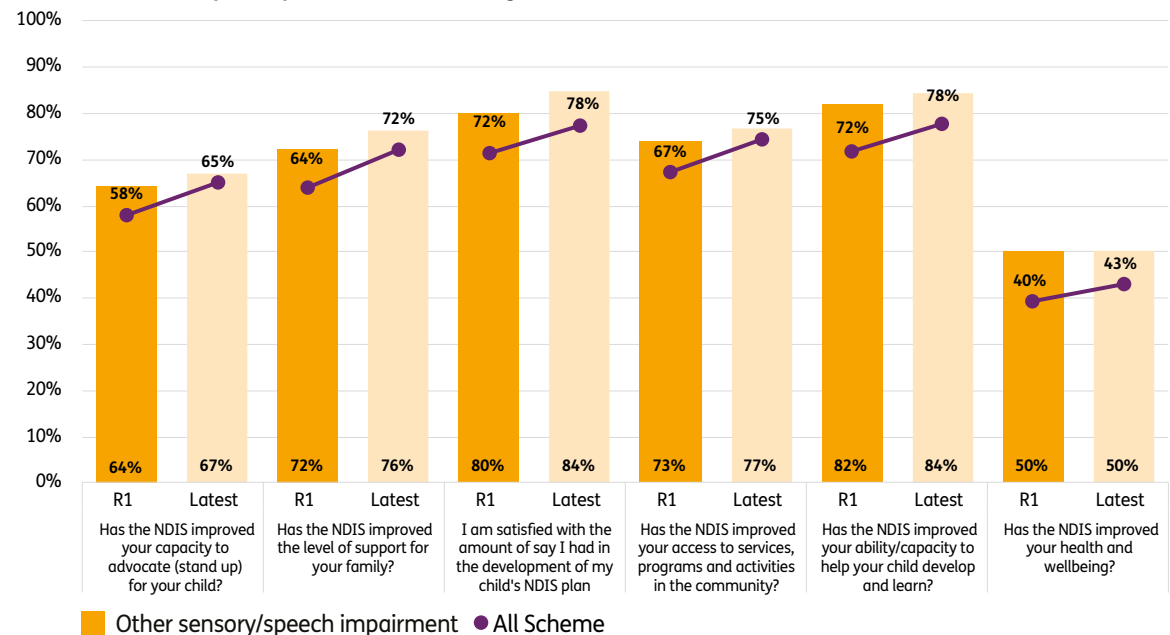
Families and carers of participants are asked whether the NDIS has helped them at each plan review across various domains. These charts summarise the responses for participants who have been in the Scheme for at least two years and compare the average satisfaction rates at first review (R1) with the latest review.

For all domains, a higher proportion of families and carers of participants with other sensory/speech impairment perceived that the NDIS had helped them at the latest review compared with the first review.

Results for families and carers of participants with other sensory/speech impairment were generally in line or more positive compared to the Scheme overall.

Proportion of families/carers of participants with other sensory/speech impairment who had two or more reviews and responded 'yes' to the "Has the NDIS helped?" questions

Families/carers of participants from birth to age 14



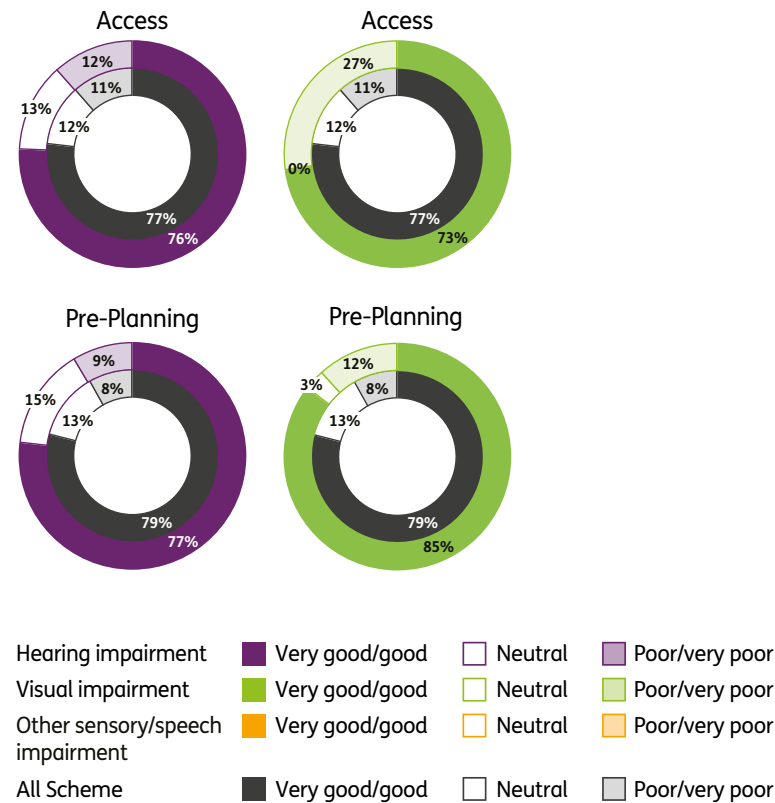
Participant satisfaction

Access and Pre-planning stages

Potential participants at the Access stage with a hearing impairment or visual impairment have all shown lower satisfaction rates than all participants across the Scheme, with 76% and 73% giving a positive rating (“Good” or “Very Good”) respectively, compared with 77% for the Scheme as a whole.

At the Pre-planning stage, the proportion of participants responding positively on satisfaction was also below the Scheme as a whole for those with a hearing impairment. The proportion was higher for participants with a visual impairment.

Rating of experience with the NDIA in Q2 2020-21 at the Access and Pre-Planning pathway stages



A new participant satisfaction survey was implemented from September 2018 to better record the experience of NDIS participants and their families and carers at different stages of the participant pathway. The survey gathers responses at four primary stages of the participant pathway: Access, Pre-planning, Planning and Plan Review.

Since October 2020, the survey has been administered by an independent third party. This has resulted in a ‘break’ in the time series, meaning the previous quarterly results do not compare well with those for prior quarters.

Hence, participant satisfaction results are shown for the December 2020 and March 2021 quarters only.

At the Access, Pre-planning and Planning stages, there is insufficient data to show other sensory/speech impairment separately.

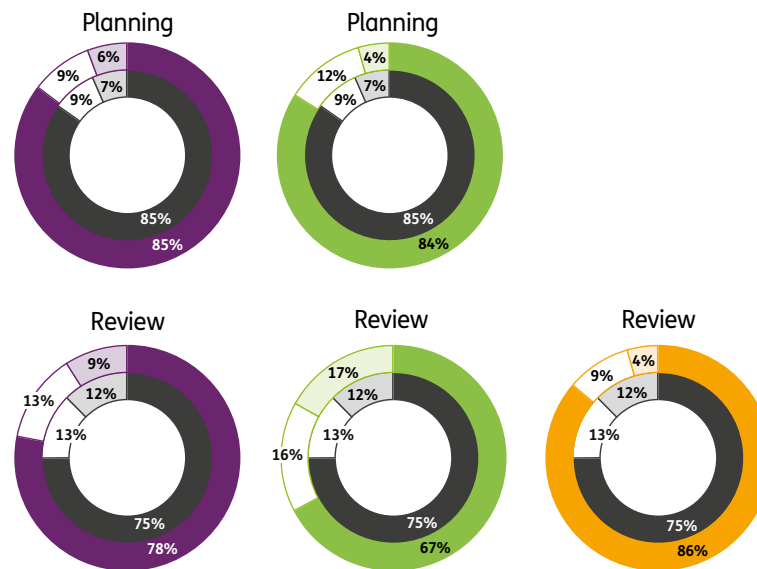
Participant satisfaction

Planning and Plan Review stages

At the Planning stage, the proportions of participants who gave a positive satisfaction rating were 85% for participants with a hearing impairment and 84% for participants with a visual impairment, in line with the Scheme average.

At the Plan Review stage, rates of satisfaction for participants with hearing impairment and other sensory/speech impairment were 78% and 86% respectively, higher than the Scheme average of 75%. However, the rate for those with a visual impairment was lower at 67%.

Rating of experience with the NDIA in Q2 2020-21 at the Planning and Plan Review pathway stages



Participant goals, outcomes and satisfaction

Exclusions

For participants with other sensory/speech impairment, the following indicators were excluded due to insufficient data:

- In the **baseline outcomes** section:
 - Families/carers of participants aged 25 and over: Of those unable to work as much as they want, % of families or carers who say the situation with their family member with disability is a barrier to working more.
- In the **longitudinal outcomes** section:
 - **Families/carers of participants aged 15 to 24:**
 - ~ Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more;
 - ~ % of families or carers who are able to advocate (stand up) for their family member with disability;
 - **Families/carers of participants aged 25 and over:**
 - ~ % of families or carers and their partners who are able to work as much as they want;
 - ~ Of those unable to work as much as they want, % who say the situation of their child/family member with disability is a barrier to working more;
 - ~ % of families or carers who are able to advocate (stand up) for their family member with disability;
 - ~ % of families or carers who are in a paid job;
 - ~ % of families or carers who have made plans for when they are no longer able to care for their family member with disability.
- In the **Participant satisfaction survey:**
 - Survey responses at access, pre-planning, and planning.



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