

Supplement E:

National

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete, the underlying data for Tasmania is not shown. However, at a National level the data is less impacted and continues to be included. This may lead to restatements of information in future reports.

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry, plan and entry type – National ¹

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	758,867	31,263	790,130
Active Eligible - Total	599,483	23,641	623,124
<i>Active Eligible - New</i>	379,001	23,130	402,131
<i>Active Eligible - State</i>	178,909	316	179,225
<i>Active Eligible - Commonwealth</i>	41,573	195	41,768
Active Participant Plans (excl ECA) - Total	589,001	21,501	610,502
<i>Active Participant Plans (excl ECA) - New</i>	370,129	21,012	391,141
<i>Active Participant Plans (excl ECA) - State</i>	177,506	323	177,829
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,366	166	41,532
Active Participant Plans - Total	605,014	39,090	628,091
<i>Active Participant Plans - Early Intervention (s25)</i>	176,421	12,045	188,466
<i>Active Participant Plans - Permanent Disability (s24)</i>	412,580	9,456	422,036
<i>Active Participant Plans - ECA</i>	16,013	17,589	17,589

Table E.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – National

People leaving the Scheme	Total
Number of people who have left the Scheme	41,441
<i>Early Intervention participants</i>	11,684
<i>Permanent disability participants</i>	29,757

¹ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table E.3 Assessment of access by age group and gender – National

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	147,734	98%	61,835	98%	2,064	97%	211,633	98%
7 to 14	84,153	89%	41,586	90%	1,987	85%	127,726	89%
15 to 18	25,943	92%	15,652	89%	951	89%	42,546	91%
19 to 24	21,242	91%	13,878	86%	666	83%	35,786	89%
25 to 34	26,863	89%	21,166	82%	751	78%	48,780	85%
35 to 44	27,373	85%	24,053	77%	605	70%	52,031	81%
45 to 54	33,919	82%	31,621	72%	728	65%	66,268	77%
55 to 64	42,130	76%	38,494	65%	802	55%	81,426	70%
65+	1,470	52%	1,339	45%	31	40%	2,840	49%
Missing	3,034	48%	2,377	34%	114	50%	5,525	41%
Total	413,861	89%	252,001	80%	8,699	79%	674,561	85%

Table E.4 Assessment of access by primary disability group and gender – National ²

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	13,829	93%	6,983	91%	180	85%	20,992	92%
Autism	153,958	97%	63,175	97%	4,114	95%	221,247	97%
Cerebral palsy	10,232	97%	8,245	96%	145	91%	18,622	97%
Developmental delay	57,044	98%	23,834	98%	800	97%	81,678	98%
Global developmental delay	11,757	99%	4,891	99%	134	96%	16,782	99%
Hearing impairment	13,381	90%	14,108	87%	367	85%	27,856	88%
Intellectual disability	60,661	96%	45,972	95%	829	89%	107,462	95%
Multiple sclerosis	2,820	90%	8,205	90%	105	77%	11,130	90%
Psychosocial disability	34,553	75%	32,472	66%	878	57%	67,903	70%
Spinal cord injury	4,640	95%	1,909	92%	84	89%	6,633	94%
Stroke	6,017	86%	4,417	84%	101	78%	10,535	85%
Visual impairment	5,699	88%	5,374	86%	108	76%	11,181	87%
Other neurological	15,810	81%	12,852	79%	285	72%	28,947	80%
Other physical	12,291	50%	12,332	38%	288	31%	24,911	43%
Other sensory/speech	2,642	49%	1,033	44%	27	25%	3,702	47%
Other	5,921	45%	4,086	31%	143	32%	10,150	38%
Missing	2,606	94%	2,113	94%	111	98%	4,830	94%
Total	413,861	89%	252,001	80%	8,699	79%	674,561	85%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

² Down syndrome is included in intellectual disability.
June 2023 | NDIS Quarterly Report to disability ministers

Table E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	44,562	8%	2,132	10%	46,694	8%
Non-First Nations Participants	450,150	76%	18,886	88%	469,036	77%
Not Stated	94,289	16%	483	2%	94,772	16%
Total	589,001	100%	21,501	100%	610,502	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	53,906	9%	1,845	9%	55,751	9%
Not culturally and linguistically diverse	527,356	90%	19,388	90%	546,744	90%
Not stated	7,739	1%	268	1%	8,007	1%
Total	589,001	100%	21,501	100%	610,502	100%

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – National ⁴

Age group	Total number of active participants
Under 45	34
45 to 54	236
55 to 64	1,473
Total YPIRAC (under 65)	1,743

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ⁵

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-53	3,690
Sep-20	-87	3,603
Dec-20	-106	3,497
Mar-21	-156	3,341
Jun-21	-109	3,232
Sep-21	-171	3,061
Dec-21	-123	2,938
Mar-22	-203	2,735
Jun-22	-205	2,530
Sep-22	-194	2,336
Dec-22	-183	2,153
Mar-23	-222	1,931
Jun-23	-188	1,743

³ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

⁴ There are a further 1,947 active participants aged 65 years or over who are currently in residential aged care.

⁵ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table E.9 Participant profile per quarter by remoteness – National ⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	402,253	68%	14,953	70%	417,206	68%
Population > 50,000	63,829	11%	2,284	11%	66,113	11%
Population between 15,000 and 50,000	49,049	8%	1,668	8%	50,717	8%
Population between 5,000 and 15,000	26,888	5%	909	4%	27,797	5%
Population less than 5,000	37,995	6%	1,299	6%	39,294	6%
Remote	5,403	1%	247	1%	5,650	1%
Very Remote	3,545	1%	140	1%	3,685	1%
Missing	39	0%	<11	n/a	40	0%
Total	589,001	100%	21,501	100%	610,502	100%

Table E.10 Participant profile per quarter by primary disability group – National ^{7 8}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	208,372	35%	6,508	30%	214,880	35%
Intellectual disability	99,512	17%	1,180	5%	100,692	16%
Psychosocial disability	60,509	10%	1,502	7%	62,011	10%
Developmental delay	59,908	10%	7,650	36%	67,558	11%
Hearing impairment	25,945	4%	562	3%	26,507	4%
Other neurological	21,798	4%	644	3%	22,442	4%
Other physical	19,580	3%	381	2%	19,961	3%
Cerebral palsy	17,553	3%	127	1%	17,680	3%
Acquired brain injury	17,565	3%	480	2%	18,045	3%
Global developmental delay	13,815	2%	1,111	5%	14,926	2%
Visual impairment	9,973	2%	185	1%	10,158	2%
Multiple sclerosis	10,080	2%	257	1%	10,337	2%
Stroke	8,707	1%	290	1%	8,997	1%
Spinal cord injury	5,772	1%	123	1%	5,895	1%
Other	7,848	1%	493	2%	8,341	1%
Other sensory/speech	2,064	0%	<11	n/a	2,072	0%
Total	589,001	100%	21,501	100%	610,502	100%

⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁸ Down syndrome is included in intellectual disability, representing 2% (11,617) of all Scheme participants.

Table E.11 Participant profile per quarter (participants in SIL) by primary disability group – National ^{9 10}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	3,675	12%	<11	n/a	3,675	12%
Intellectual disability	14,764	47%	<11	n/a	14,764	47%
Psychosocial disability	3,598	11%	<11	n/a	3,599	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	14	0%	<11	n/a	14	0%
Other neurological	1,928	6%	<11	n/a	1,936	6%
Other physical	310	1%	<11	n/a	310	1%
Cerebral palsy	2,604	8%	<11	n/a	2,604	8%
Acquired brain injury	2,589	8%	<11	n/a	2,593	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	109	0%	<11	n/a	109	0%
Multiple sclerosis	395	1%	<11	n/a	395	1%
Stroke	832	3%	<11	n/a	837	3%
Spinal cord injury	251	1%	<11	n/a	253	1%
Other	414	1%	<11	n/a	417	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	31,486	100%	23	100%	31,509	100%

Table E.12 Participant profile per quarter (participants not in SIL) by primary disability group – National ¹¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	204,697	37%	6,508	30%	211,205	36%
Intellectual disability	84,748	15%	1,180	5%	85,928	15%
Psychosocial disability	56,911	10%	1,501	7%	58,412	10%
Developmental delay	59,908	11%	7,650	36%	67,558	12%
Hearing impairment	25,931	5%	562	3%	26,493	5%
Other neurological	19,870	4%	636	3%	20,506	4%
Other physical	19,270	3%	381	2%	19,651	3%
Cerebral palsy	14,949	3%	127	1%	15,076	3%
Acquired brain injury	14,976	3%	476	2%	15,452	3%
Global developmental delay	13,815	2%	1,111	5%	14,926	3%
Visual impairment	9,864	2%	185	1%	10,049	2%
Multiple sclerosis	9,685	2%	257	1%	9,942	2%
Stroke	7,875	1%	285	1%	8,160	1%
Spinal cord injury	5,521	1%	121	1%	5,642	1%
Other	7,434	1%	490	2%	7,924	1%
Other sensory/speech	2,061	0%	<11	n/a	2,069	0%
Total	557,515	100%	21,478	100%	578,993	100%

⁹ The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

¹⁰ Down syndrome is included in intellectual disability, representing 7% (2,138) of participants in SIL.

¹¹ Down syndrome is included in intellectual disability, representing 2% (9,479) of participants not in SIL.

Table E.13 Participant profile per quarter by reported level of function – National

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	65,606	11%	6,222	29%	71,828	12%
2 (High Function)	1,204	0%	66	0%	1,270	0%
3 (High Function)	29,567	5%	1,636	8%	31,203	5%
4 (High Function)	36,597	6%	1,025	5%	37,622	6%
5 (High Function)	40,085	7%	1,855	9%	41,940	7%
6 (Moderate Function)	141,849	24%	5,395	25%	147,244	24%
7 (Moderate Function)	31,399	5%	873	4%	32,272	5%
8 (Moderate Function)	34,522	6%	798	4%	35,320	6%
9 (Moderate Function)	3,084	1%	84	0%	3,168	1%
10 (Moderate Function)	58,957	10%	1,275	6%	60,232	10%
11 (Low Function)	17,655	3%	153	1%	17,808	3%
12 (Low Function)	77,955	13%	1,361	6%	79,316	13%
13 (Low Function)	40,393	7%	534	2%	40,927	7%
14 (Low Function)	9,481	2%	57	0%	9,538	2%
15 (Low Function)	175	0%	<11	n/a	181	0%
Missing	472	0%	161	1%	633	0%
Total	589,001	100%	21,501	100%	610,502	100%

Table E.14 Participant profile per quarter by age group – National

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	89,153	15%	10,242	48%	99,395	16%
7 to 14	157,452	27%	3,827	18%	161,279	26%
15 to 18	51,605	9%	1,197	6%	52,802	9%
19 to 24	49,140	8%	706	3%	49,846	8%
25 to 34	51,910	9%	1,081	5%	52,991	9%
35 to 44	45,845	8%	1,129	5%	46,974	8%
45 to 54	53,464	9%	1,364	6%	54,828	9%
55 to 64	63,095	11%	1,808	8%	64,903	11%
65+	27,337	5%	147	1%	27,484	5%
Total	589,001	100%	21,501	100%	610,502	100%

Table E.15 Number and proportion of active participants by gender and age group at 30 June 2023 – National

Age Group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
0 to 6	68,354	11%	30,116	5%	925	0%	99,395	16%	2.3
7 to 14	110,254	18%	48,789	8%	2,236	0%	161,279	26%	2.3
15 to 18	33,906	6%	17,881	3%	1,015	0%	52,802	9%	1.9
19 to 24	31,383	5%	17,599	3%	864	0%	49,846	8%	1.8
25 to 34	30,772	5%	21,440	4%	779	0%	52,991	9%	1.4
35 to 44	25,011	4%	21,375	4%	588	0%	46,974	8%	1.2
45 to 54	28,037	5%	26,199	4%	592	0%	54,828	9%	1.1
55 to 64	32,946	5%	31,298	5%	659	0%	64,903	11%	1.1
65+	13,934	2%	13,312	2%	238	0%	27,484	5%	1.0
Total	374,597	61%	228,009	37%	7,896	1%	610,502	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group at 30 June 2023 – National

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	149,826	25%	61,120	10%	3,934	1%	214,880	35%	2.5
Intellectual disability	56,807	9%	43,130	7%	755	0%	100,692	16%	1.3
Psychosocial disability	31,185	5%	30,003	5%	823	0%	62,011	10%	1.0
Developmental delay	47,094	8%	19,784	3%	680	0%	67,558	11%	2.4
Hearing impairment	12,690	2%	13,465	2%	352	0%	26,507	4%	0.9
Other neurological	12,093	2%	10,132	2%	217	0%	22,442	4%	1.2
Other physical	9,678	2%	10,049	2%	234	0%	19,961	3%	1.0
Cerebral palsy	9,707	2%	7,837	1%	136	0%	17,680	3%	1.2
Acquired brain injury	11,856	2%	6,045	1%	144	0%	18,045	3%	2.0
Global developmental delay	10,421	2%	4,381	1%	124	0%	14,926	2%	2.4
Visual impairment	5,132	1%	4,926	1%	100	0%	10,158	2%	1.0
Multiple sclerosis	2,562	0%	7,678	1%	97	0%	10,337	2%	0.3
Stroke	5,085	1%	3,833	1%	79	0%	8,997	1%	1.3
Spinal cord injury	4,121	1%	1,699	0%	75	0%	5,895	1%	2.4
Other	4,868	1%	3,350	1%	123	0%	8,341	1%	1.5
Other sensory/speech	1,472	0%	577	0%	23	0%	2,072	0%	2.6
Total	374,597	61%	228,009	37%	7,896	1%	610,502	100%	1.6

Table E.17 Participation rates by age group and gender at 30 June 2023 – National ¹²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.2%	2.9%	4.6%
7 to 14	8.2%	3.8%	6.1%
15 to 18	5.1%	2.9%	4.1%
19 to 24	3.1%	1.9%	2.6%
25 to 44	1.5%	1.1%	1.3%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.3%	2.0%	2.7%

¹² Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table E.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,315), 'participant social and community engagement rate' (n=49,589), 'parent and carer employment rate' (n=47,684) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=32,257) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - National ¹³

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	21%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	26%
Participant employment rate - Aged 65+ years	12%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	37%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	38%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	47%	50%
Parent and carer employment rate - All ages	46%	48%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	75%

¹³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table E.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=40,738), 'participant social and community engagement rate' (n=41,026), 'parent and carer employment rate' (n=29,312) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=30,375) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - National ¹⁴

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	28%	28%	24%	28%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	25%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	21%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	42%	45%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	44%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	42%	41%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	42%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	77%	75%

¹⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table E.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=28,329), 'participant social and community engagement rate' (n=28,531), 'parent and carer employment rate' (n=15,737) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=23,245) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - National¹⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	17%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	29%	25%	30%	26%
Participant employment rate - Aged 35 to 44 years	30%	31%	30%	27%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	23%	25%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	24%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	48%	49%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	43%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	45%	47%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	41%	42%	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	45%	46%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	44%	45%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	52%	49%	50%
Parent and carer employment rate - All ages	46%	49%	50%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	67%	68%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	77%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	74%	78%	75%

¹⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table E.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=15,155), 'participant social and community engagement rate' (n=15,358), 'parent and carer employment rate' (n=6,506) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=12,814) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - National¹⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	22%	23%	26%	26%
Participant employment rate - Aged 25 to 34 years	28%	30%	30%	31%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	28%	29%	25%	29%	26%
Participant employment rate - Aged 45 to 54 years	30%	31%	26%	31%	26%	25%	26%
Participant employment rate - Aged 55 to 64 years	24%	23%	20%	19%	16%	17%	26%
Participant employment rate - Aged 65+ years	14%	14%	11%	12%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	26%	28%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	24%	26%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	37%	42%	44%	44%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	48%	51%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	47%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	44%	46%	48%	48%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	45%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	43%	44%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	46%	48%	46%	48%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	45%	47%	46%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	47%	49%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	51%	54%	56%	52%	52%	50%
Parent and carer employment rate - All ages	45%	47%	50%	52%	50%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	68%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	75%	78%	75%

¹⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,314), 'participant social and community engagement rate' (n=5,456), 'parent and carer employment rate' (n=1,772) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=4,394) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - National ¹⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	22%	20%	19%	26%	26%
Participant employment rate - Aged 25 to 34 years	21%	22%	22%	20%	24%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	29%	30%	29%	28%	29%	27%	26%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	27%	26%	23%	24%	22%	26%
Participant employment rate - Aged 55 to 64 years	26%	24%	21%	21%	18%	17%	17%	26%
Participant employment rate - Aged 65+ years	18%	18%	14%	11%	6%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	25%	23%	23%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	24%	24%	23%	23%	23%	22%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	40%	43%	46%	42%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	42%	49%	51%	54%	54%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	50%	49%	56%	53%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	41%	47%	52%	48%	53%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	43%	42%	40%	49%	45%	46%
Participant social and community engagement rate - Aged 65+ years	39%	46%	52%	48%	47%	46%	50%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	48%	49%	49%	51%	50%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	47%	48%	49%	50%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	48%	50%	52%	54%	54%	50%
Parent and carer employment rate - Aged 15+ years	48%	51%	53%	57%	59%	54%	56%	50%
Parent and carer employment rate - All ages	45%	49%	51%	53%	56%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	62%	63%	65%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	80%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	72%	73%	74%	78%	75%

¹⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table E.23 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National

PSG 1	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	315	199	252	250	354	314	350	352	396
Within timeframe	220	197	250	246	352	311	347	350	392
Percentage within timeframe	70%	99%	99%	98%	99%	99%	99%	99%	99%

Table E.24 PSG 2: Make an access decision, or request for more information, after an access request has been received, and proportion achieved within 21 day timeframe by quarter – National¹⁸

PSG 2	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	27,331	28,903	28,528	24,038	27,036	29,409	28,870	29,687	32,117
Within timeframe	27,329	28,900	28,522	24,030	26,996	29,392	28,854	28,564	32,051
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	96%	100%

Table E.25 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National¹⁹

PSG 3	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	1,307	38	1,471	3,136	691	336	205	24	22
Within timeframe	1,304	38	1,467	3,113	684	336	202	23	21
Percentage within timeframe	100%	100%	100%	99%	99%	100%	99%	96%	95%

Table E.26 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National²⁰

PSG 4	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	4,546	4,640	4,181	3,022	2,839	2,476	2,635	2,736	3,344
Within timeframe	4,492	4,563	4,131	2,988	2,808	2,456	2,599	2,629	3,248
Percentage within timeframe	99%	98%	99%	99%	99%	99%	99%	96%	97%

Table E.27 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National²¹

PSG 5	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	15,671	21,430	21,458	18,182	19,817	21,686	21,069	21,405	22,823
Within timeframe	12,818	18,288	19,128	16,304	18,992	21,040	20,323	20,073	21,904
Percentage within timeframe	82%	85%	89%	90%	96%	97%	96%	94%	96%

Table E.28 PSG 6: Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports), and proportion achieved within timeframe by quarter – National²²

PSG 6	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	11,925	12,629	12,495	10,816	10,865	11,605	10,674	11,145	11,066
Within timeframe	9,599	10,364	10,750	8,986	9,783	10,811	10,102	10,329	10,454
Percentage within timeframe (70 days)	89%	90%	92%	90%	94%	96%	97%	96%	97%
Percentage within timeframe (56 days)	80%	82%	86%	83%	90%	93%	95%	93%	94%

¹⁸ The results for prior quarters have been restated using data as at 30 June 2023.

¹⁹ Ibid.

²⁰ Ibid.

²¹ A new business process was used to measure this metric from July 2021.

²² The target timeframe for this metric was reduced from 70 to 56 days in early 2021.

Table E.29 PSG 7: Approve a plan for ECA participants, after an access decision has been made, and proportion achieved within 90 day timeframe by quarter – National

PSG 7	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	6,528	7,944	7,992	8,872	8,586	11,727	9,895	10,021	10,193
Within timeframe	5,969	7,003	7,199	8,095	8,233	11,506	9,701	9,783	9,961
Percentage within timeframe	91%	88%	90%	91%	96%	98%	98%	98%	98%

Table E.30 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

PSG 9	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	60,358	69,844	69,005	70,298	70,428	60,914	57,982	55,184	51,431
Within timeframe	60,316	69,790	68,944	70,191	70,284	60,822	57,882	55,067	51,331
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table E.31 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National ²³

PSG 11	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	86,471	85,935	80,856	74,607	63,093	65,015	40,646	45,512	48,302
Within timeframe	8,676	27,380	28,554	20,806	36,775	54,941	29,676	31,143	36,606
Percentage within timeframe	10%	32%	35%	28%	58%	85%	73%	68%	76%

Table E.32 PSG 12: Decide whether to undertake a Participant Requested Plan reassessment, after the request is received, and proportion achieved within 21 day timeframe by quarter – National ²⁴

PSG 12	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	21,689	27,071	24,300	24,189	28,002	28,793	33,293	37,897	35,097
Within timeframe	19,673	22,849	24,300	24,185	28,002	26,825	27,111	29,797	28,802
Percentage within timeframe	91%	84%	100%	100%	100%	93%	81%	79%	82%

Table E.33 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National ²⁵

PSG 13	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	13,938	18,548	19,503	18,381	22,821	23,014	25,017	25,989	25,754
Within timeframe	10,094	10,673	10,224	9,880	13,771	15,527	17,859	17,375	16,610
Percentage within timeframe (42 days)	72%	71%	67%	67%	75%	81%	87%	84%	81%
Percentage within timeframe (28 days)	n/a	58%	52%	54%	60%	67%	71%	67%	64%

Table E.34 PSG 14: Amend a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National

PSG 14	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	15,162	15,573	16,092	15,691	20,852	19,941	18,173	19,309	17,330
Within timeframe	14,178	14,536	14,768	14,627	19,178	18,607	17,058	17,908	15,677
Percentage within timeframe	94%	93%	92%	93%	92%	93%	94%	93%	90%

Table E.35 PSG 15: Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National

PSG 15	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	34	43	47	40	28	26	29	31	28
Within timeframe	32	40	43	37	27	24	28	30	27
Percentage within timeframe	94%	93%	91%	93%	96%	92%	97%	97%	96%

²³ Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

²⁴ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

²⁵ The target timeframe for this metric was reduced from 42 to 28 days from 1 July 2021.

Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ²⁶

PSG 17	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	10,624	14,448	14,299	12,356	10,299	10,550	8,141	8,482	8,488
Within timeframe	10,068	12,925	11,997	10,693	9,888	9,917	7,767	7,964	8,293
Percentage within timeframe (90 days)	95%	96%	96%	95%	98%	98%	98%	98%	99%
Percentage within timeframe (60 days)	n/a	89%	84%	87%	96%	94%	95%	94%	98%

Table E.37 PSG 18: Implement an AAT decision to amend a plan, after the AAT decision is made, and proportion achieved within 28 day timeframe by quarter – National

PSG 18	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	162	377	592	685	1,042	1,469	1,430	1,325	1,051
Within timeframe	156	365	574	661	1,004	1,444	1,407	1,304	1,023
Percentage within timeframe	96%	97%	97%	96%	96%	98%	98%	98%	97%

Table E.38 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 19	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	147	172	121	193	266	216	232	289	269
Within timeframe	127	168	121	186	264	216	232	289	269
Percentage within timeframe	86%	98%	100%	96%	99%	100%	100%	100%	100%

Table E.39 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 20	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Number of tasks	21	18	12	8	23	22	25	30	20
Within timeframe	21	17	12	8	21	22	25	30	20
Percentage within timeframe	100%	94%	100%	100%	91%	100%	100%	100%	100%

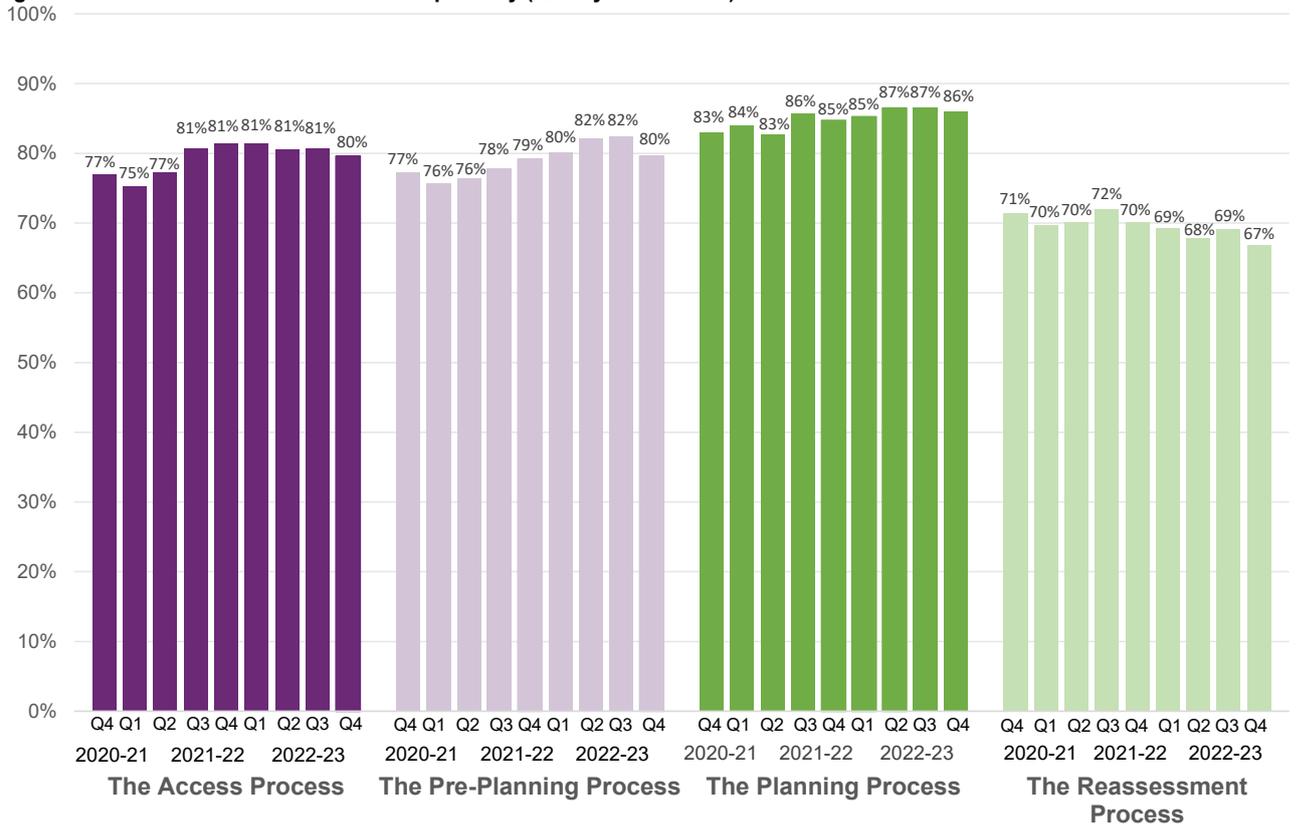
²⁶ The target timeframe for this metric was reduced from 90 to 60 days from 1 July 2021.

Table E.40 Proportion of participants who agreed with statements about 'Access' (n = 11,076 in Prior Quarters, n = 1,025 in 2022-23 Q4), 'Pre-planning' (n = 9,424 in Prior Quarters, n = 971 in 2022-23 Q4), 'Planning' (n = 45,056 in Prior Quarters, n = 5,594 in 2022-23 Q4) and 'Plan reassessment' (n = 113,233 in Prior Quarters, n = 9,459 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ²⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	86%	85%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	81%
Access - Percentage of participants rating their overall experience as Very Good or Good.	79%	80%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	87%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	78%	79%
Pre-planning - Are you clear on what happens next with your plan?	67%	69%
Pre-planning - Do you know where to go for more help with your plan?	72%	76%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	79%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	92%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	89%	89%
Planning - Percentage of participants rating their overall experience as Very Good or Good.	85%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	77%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	84%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	71%	67%

²⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National ²⁸



²⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.
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The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.41 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.42 to E.45 show the number of complaints by type as well as by source and subject of complaint based on records. Table E.44 also show the number of PCIs determined to be reportable to the NDIS Commission.

Figure E.2 Open (left) and closed (right) complaints over time – National

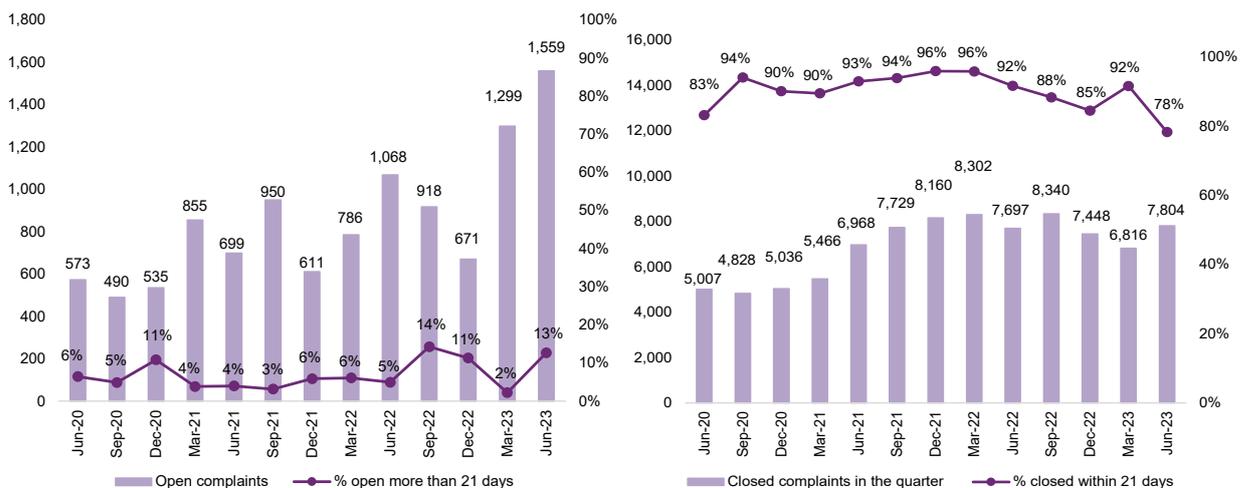


Figure E.3 Open (left) and closed (right) PCI cases over time – National

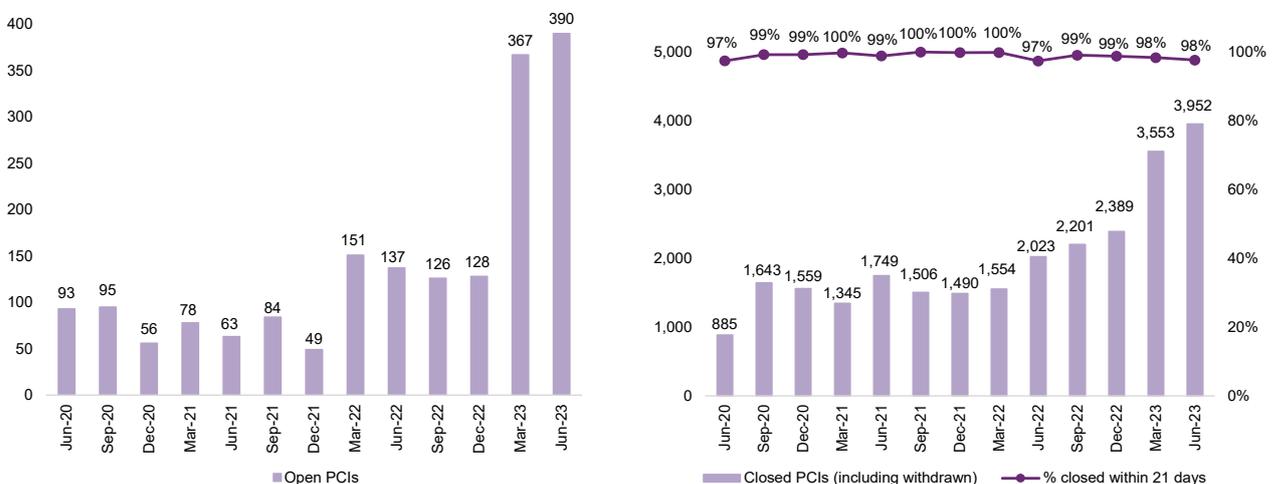


Table E.41 Complaints and PCIs by quarter – National ^{29 30 31}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	616	28	644	597
People who have submitted an access request: Complaints about LAC Partner	3,241	278	3,519	3,208
People who have submitted an access request: Complaints about service providers	9,887	644	10,531	8,576
People who have submitted an access request: Complaints about the Agency	122,130	6,722	128,852	71,000
People who have submitted an access request: Unclassified	3,319	<11	3,324	2,990
People who have submitted an access request: Total	139,193	7,677	146,870	79,817
<i>Percentage of the number of active participants</i>	<i>6.6%</i>	<i>5.1%</i>	<i>6.5%</i>	<i>n/a</i>
Providers who have submitted a registration request: Complaints about ECA Partner	<5	<5	<5	<5
Providers who have submitted a registration request: Complaints about LAC Partner	77	<5	80	71
Providers who have submitted a registration request: Complaints about service providers	880	48	928	792
Providers who have submitted a registration request: Complaints about the Agency	7,387	165	7,552	5,663
Providers who have submitted a registration request: Unclassified	240	<5	241	223
Providers who have submitted a registration request: Total	8,588	217	8,805	6,382
<i>Percentage of all registration requests</i>	<i>4.5%</i>	<i>2.1%</i>	<i>4.4%</i>	<i>n/a</i>
Other: Complaints about ECA Partner	25	<11	25	25
Other: Complaints about LAC Partner	83	<11	92	92
Other: Complaints about service providers	1,154	61	1,215	1,215
Other: Complaints about the Agency	4,880	224	5,104	5,101
Other: Unclassified	116	<11	116	116
Other: Total	6,258	294	6,552	6,546
Total Complaints	150,387	8,064	158,451	92,745
Total PCIs	22,724	3,976	26,700	n/a

²⁹ Note that 69% of all complainants made only one complaint, 16% made two complaints and 15% made three or more complaints.

³⁰ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

³¹ % of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

Figure E.4 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National

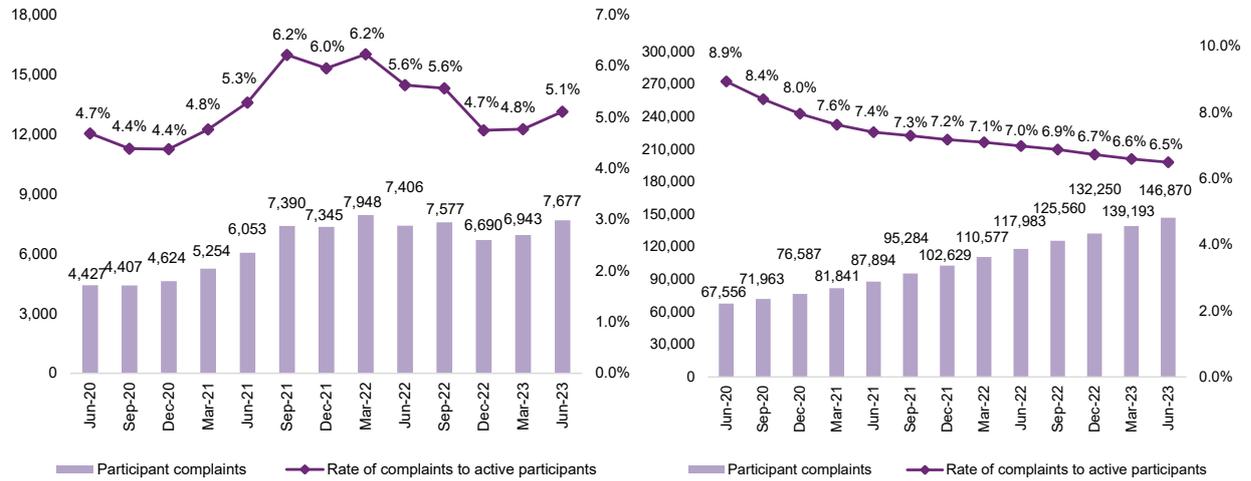


Figure E.5 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – National

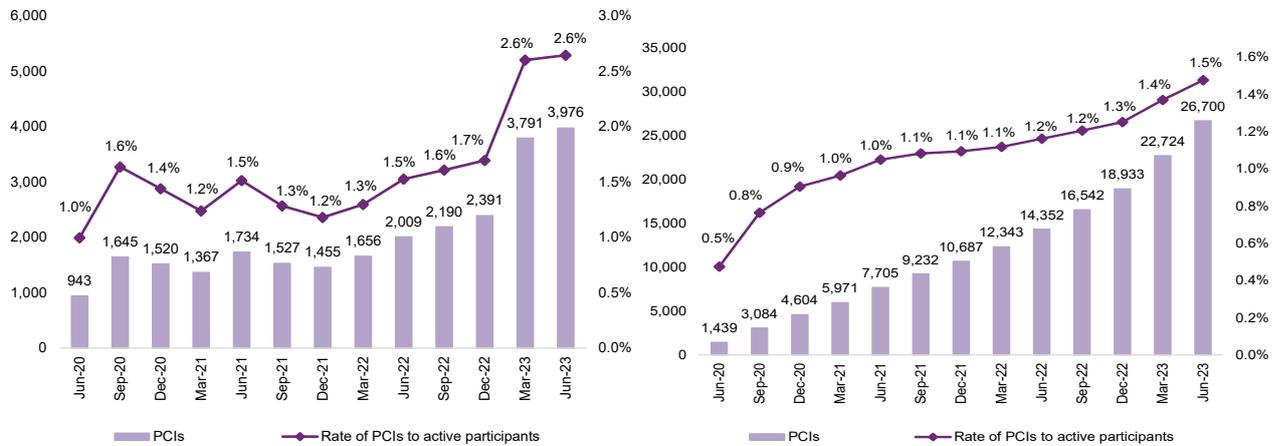


Figure E.6 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National

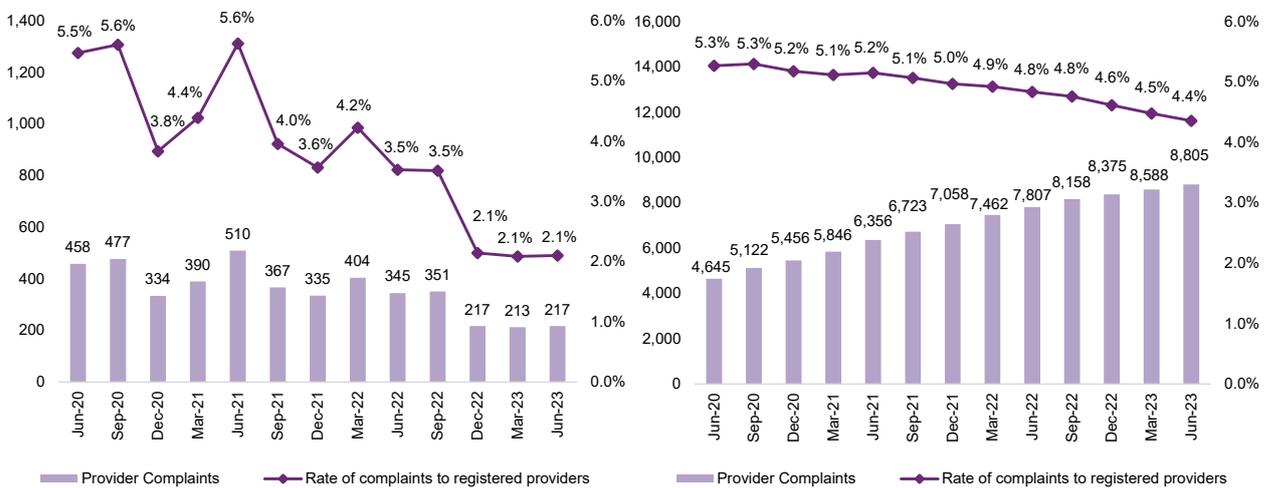


Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National ³²

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,371	4%	<11	n/a	5,373	4%
Complaints about the Agency - Information unclear	2,043	2%	<11	n/a	2,053	2%
Complaints about the Agency - NDIA Access	3,051	2%	275	4%	3,326	3%
Complaints about the Agency - NDIA Engagement	135	0%	<11	n/a	139	0%
Complaints about the Agency - NDIA Finance	7,460	6%	585	9%	8,045	6%
Complaints about the Agency - NDIA Fraud and Compliance	517	0%	56	1%	573	0%
Complaints about the Agency - NDIA Plan	26,122	21%	2,385	35%	28,507	22%
Complaints about the Agency - NDIA Process	9,180	8%	870	13%	10,050	8%
Complaints about the Agency - NDIA Resources	946	1%	55	1%	1,001	1%
Complaints about the Agency - NDIA Staff	6,799	6%	659	10%	7,458	6%
Complaints about the Agency - NDIA Timeliness	18,974	16%	1,707	25%	20,681	16%
Complaints about the Agency - Participation, engagement and inclusion	467	0%	<11	n/a	468	0%
Complaints about the Agency - Provider Portal	156	0%	<11	n/a	157	0%
Complaints about the Agency - Quality & Safeguards Commission	80	0%	<11	n/a	90	0%
Complaints about the Agency - Reasonable and necessary supports	6,266	5%	<11	n/a	6,266	5%
Complaints about the Agency - Staff conduct - Agency	1,745	1%	<11	n/a	1,748	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,185	3%	12	0%	3,197	2%
Complaints about the Agency - Timeliness	16,656	14%	19	0%	16,675	13%
Complaints about the Agency - Other	12,977	11%	68	1%	13,045	10%
Complaints about the Agency - Total	122,130	100%	6,722	100%	128,852	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	76	12%	<11	n/a	80	12%
Complaints about ECA Partner - ECA Process	71	12%	<11	n/a	79	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	272	44%	<11	n/a	282	44%
Complaints about ECA Partner - ECA Timeliness	187	30%	<11	n/a	190	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	616	100%	28	100%	644	100%
Complaints about LAC Partner - LAC Engagement	11	0%	<11	n/a	12	0%
Complaints about LAC Partner - LAC Fraud and Compliance	33	1%	<11	n/a	37	1%
Complaints about LAC Partner - LAC Plan	551	17%	31	11%	582	17%
Complaints about LAC Partner - LAC Process	368	11%	26	9%	394	11%
Complaints about LAC Partner - LAC Resources	18	1%	<11	n/a	20	1%
Complaints about LAC Partner - LAC Staff	1,884	58%	195	70%	2,079	59%
Complaints about LAC Partner - LAC Timeliness	376	12%	19	7%	395	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,241	100%	278	100%	3,519	100%

³² It is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

³³ There are 139,193 total participant complaints in Prior Quarters, 7,677 total participant complaints in 2022-23 Q4, and 146,870 total participant complaints as at 30 June 2023 (which includes 3,324 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	340	3%	<11	n/a	342	3%
Complaints about service providers - Provider Finance	512	5%	106	16%	618	6%
Complaints about service providers - Provider Fraud and Compliance	830	8%	89	14%	919	9%
Complaints about service providers - Provider Process	392	4%	<11	n/a	395	4%
Complaints about service providers - Provider Service	3,336	34%	240	37%	3,576	34%
Complaints about service providers - Provider Staff	1,682	17%	177	27%	1,859	18%
Complaints about service providers - Service Delivery	577	6%	<11	n/a	579	5%
Complaints about service providers - Staff Conduct	564	6%	<11	n/a	570	5%
Complaints about service providers - Supports being provided	628	6%	<11	n/a	631	6%
Complaints about service providers - Other	1,026	10%	16	2%	1,042	10%
Complaints about service providers - Total	9,887	100%	644	100%	10,531	100%

Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National³⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	348	5%	<11	n/a	348	5%
Complaints about the Agency - Information unclear	227	3%	<11	n/a	227	3%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	13	0%
Complaints about the Agency - NDIA Finance	1,774	24%	65	39%	1,839	24%
Complaints about the Agency - NDIA Fraud and Compliance	40	1%	<11	n/a	42	1%
Complaints about the Agency - NDIA Plan	502	7%	11	7%	513	7%
Complaints about the Agency - NDIA Process	478	6%	16	10%	494	7%
Complaints about the Agency - NDIA Resources	574	8%	28	17%	602	8%
Complaints about the Agency - NDIA Staff	292	4%	19	12%	311	4%
Complaints about the Agency - NDIA Timeliness	458	6%	14	8%	472	6%
Complaints about the Agency - Participation, engagement and inclusion	49	1%	<11	n/a	49	1%
Complaints about the Agency - Provider Portal	424	6%	<11	n/a	424	6%
Complaints about the Agency - Quality & Safeguards Commission	57	1%	<11	n/a	63	1%
Complaints about the Agency - Reasonable and necessary supports	117	2%	<11	n/a	117	2%
Complaints about the Agency - Staff conduct - Agency	125	2%	<11	n/a	125	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	1%	<11	n/a	73	1%
Complaints about the Agency - Timeliness	818	11%	<11	n/a	818	11%
Complaints about the Agency - Other	1,014	14%	<11	n/a	1,016	13%
Complaints about the Agency - Total	7,387	100%	165	100%	7,552	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a

³⁴ There are 8,588 total provider complaints in Prior Quarters, 217 total provider complaints in 2022-23 Q4, and 8,805 total provider complaints as at 30 June 2023 (which includes 241 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	12	16%	<11	n/a	12	15%
Complaints about LAC Partner - LAC Process	12	16%	<11	n/a	12	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	42	55%	<11	n/a	45	56%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	77	100%	<11	n/a	80	100%
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	69	8%	<11	n/a	78	8%
Complaints about service providers - Provider Fraud and Compliance	110	13%	<11	n/a	120	13%
Complaints about service providers - Provider Process	31	4%	<11	n/a	31	3%
Complaints about service providers - Provider Service	245	28%	15	31%	260	28%
Complaints about service providers - Provider Staff	198	23%	14	29%	212	23%
Complaints about service providers - Service Delivery	34	4%	<11	n/a	34	4%
Complaints about service providers - Staff Conduct	28	3%	<11	n/a	28	3%
Complaints about service providers - Supports being provided	32	4%	<11	n/a	32	3%
Complaints about service providers - Other	118	13%	<11	n/a	118	13%
Complaints about service providers - Total	880	100%	48	100%	928	100%

Table E.44 Other complaints and PCIs by type – National ³⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	8%	<11	n/a	378	7%
Complaints about the Agency - Information unclear	170	3%	<11	n/a	170	3%
Complaints about the Agency - NDIA Access	199	4%	13	6%	212	4%
Complaints about the Agency - NDIA Engagement	47	1%	<11	n/a	49	1%
Complaints about the Agency - NDIA Finance	241	5%	13	6%	254	5%
Complaints about the Agency - NDIA Fraud and Compliance	143	3%	12	5%	155	3%
Complaints about the Agency - NDIA Plan	694	14%	31	14%	725	14%
Complaints about the Agency - NDIA Process	620	13%	27	12%	647	13%
Complaints about the Agency - NDIA Resources	311	6%	21	9%	332	7%
Complaints about the Agency - NDIA Staff	376	8%	34	15%	410	8%
Complaints about the Agency - NDIA Timeliness	480	10%	62	28%	542	11%
Complaints about the Agency - Participation, engagement and inclusion	76	2%	<11	n/a	76	1%
Complaints about the Agency - Provider Portal	14	0%	<11	n/a	14	0%

³⁵ There are 6,258 total other complaints in Prior Quarters, 294 total other complaints in 2022-23 Q4, and 6,552 total other complaints as at 30 June 2023 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Quality & Safeguards Commission	72	1%	<11	n/a	81	2%
Complaints about the Agency - Reasonable and necessary supports	87	2%	<11	n/a	87	2%
Complaints about the Agency - Staff conduct - Agency	68	1%	<11	n/a	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	<11	n/a	47	1%
Complaints about the Agency - Timeliness	324	7%	<11	n/a	324	6%
Complaints about the Agency - Other	533	11%	<11	n/a	533	10%
Complaints about the Agency - Total	4,880	100%	224	100%	5,104	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	25	100%	<11	n/a	25	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	56	67%	<11	n/a	65	71%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	83	100%	<11	n/a	92	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	62	5%	<11	n/a	71	6%
Complaints about service providers - Provider Fraud and Compliance	163	14%	<11	n/a	168	14%
Complaints about service providers - Provider Process	11	1%	<11	n/a	11	1%
Complaints about service providers - Provider Service	447	39%	19	31%	466	38%
Complaints about service providers - Provider Staff	283	25%	28	46%	311	26%
Complaints about service providers - Service Delivery	29	3%	<11	n/a	29	2%
Complaints about service providers - Staff Conduct	42	4%	<11	n/a	42	3%
Complaints about service providers - Supports being provided	27	2%	<11	n/a	27	2%
Complaints about service providers - Other	81	7%	<11	n/a	81	7%
Complaints about service providers - Total	1,154	100%	61	100%	1,215	100%
New Reportable PCIs	19,320	85%	3,342	84%	22,662	85%
New Non-reportable PCIs	3,404	15%	634	16%	4,038	15%
New PCIs - Total	22,724	100%	3,976	100%	26,700	100%

Table E.45 Unique complaints by type – National ^{36 37}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,097	5%	<11	n/a	6,099	4%
Complaints about the Agency - Information unclear	2,440	2%	<11	n/a	2,450	2%
Complaints about the Agency - NDIA Access	3,200	2%	287	4%	3,487	3%
Complaints about the Agency - NDIA Engagement	188	0%	<11	n/a	196	0%
Complaints about the Agency - NDIA Finance	8,742	7%	636	9%	9,378	7%
Complaints about the Agency - NDIA Fraud and Compliance	679	1%	70	1%	749	1%
Complaints about the Agency - NDIA Plan	26,627	20%	2,416	34%	29,043	21%
Complaints about the Agency - NDIA Process	9,954	8%	903	13%	10,857	8%
Complaints about the Agency - NDIA Resources	1,789	1%	104	1%	1,893	1%
Complaints about the Agency - NDIA Staff	7,172	5%	697	10%	7,869	6%
Complaints about the Agency - NDIA Timeliness	19,126	15%	1,771	25%	20,897	15%
Complaints about the Agency - Participation, engagement and inclusion	592	0%	<11	n/a	593	0%
Complaints about the Agency - Provider Portal	594	0%	<11	n/a	595	0%
Complaints about the Agency - Quality & Safeguards Commission	206	0%	25	0%	231	0%
Complaints about the Agency - Reasonable and necessary supports	6,470	5%	<11	n/a	6,470	5%
Complaints about the Agency - Staff conduct - Agency	1,938	1%	<11	n/a	1,941	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,305	3%	12	0%	3,317	2%
Complaints about the Agency - Timeliness	17,798	14%	19	0%	17,817	13%
Complaints about the Agency - Other	14,524	11%	70	1%	14,594	11%
Complaints about the Agency - Total	131,441	100%	7,035	100%	138,476	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	73	12%	<11	n/a	77	12%
Complaints about ECA Partner - ECA Process	72	12%	<11	n/a	76	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	261	44%	<11	n/a	271	44%
Complaints about ECA Partner - ECA Timeliness	183	31%	<11	n/a	186	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	596	100%	24	100%	620	100%
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	13	0%
Complaints about LAC Partner - LAC Fraud and Compliance	38	1%	<11	n/a	42	1%
Complaints about LAC Partner - LAC Plan	542	17%	31	11%	573	16%
Complaints about LAC Partner - LAC Process	364	11%	25	9%	389	11%
Complaints about LAC Partner - LAC Resources	19	1%	<11	n/a	20	1%
Complaints about LAC Partner - LAC Staff	1,870	58%	197	71%	2,067	59%
Complaints about LAC Partner - LAC Timeliness	357	11%	18	6%	375	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,202	100%	277	100%	3,479	100%
Complaints about service providers - Provider costs	364	3%	<11	n/a	366	3%
Complaints about service providers - Provider Finance	600	5%	118	16%	718	6%

³⁶ Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

³⁷ There are 150,387 total unique complaints in Prior Quarters, 8,064 total unique complaints in 2022-23 Q4, and 158,451 total unique complaints as at 30 June 2023 (which includes 3,681 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	1,032	9%	96	13%	1,128	9%
Complaints about service providers - Provider process	434	4%	<11	n/a	437	4%
Complaints about service providers - Provider Service	3,823	33%	263	36%	4,086	34%
Complaints about service providers - Provider Staff	2,034	18%	213	30%	2,247	18%
Complaints about service providers - Service Delivery	640	6%	<11	n/a	642	5%
Complaints about service providers - Staff conduct	634	6%	<11	n/a	640	5%
Complaints about service providers - Supports being provided	687	6%	<11	n/a	690	6%
Complaints about service providers - Other	1,225	11%	16	2%	1,241	10%
Complaints about service providers - Total	11,473	100%	722	100%	12,195	100%

Table E.46 AAT Cases by category at 30 June 2023 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	3,010	20%	159	15%	3,169	19%
Plan	10,923	71%	791	74%	11,714	72%
Plan Reassessment	469	3%	15	1%	484	3%
Other	876	6%	100	9%	976	6%
Total cases	15,278	100%	1,065	100%	16,343	100%
Percentage of the number of active participants	n/a	0.72%	n/a	0.71%	n/a	0.72%

Figure E.7 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

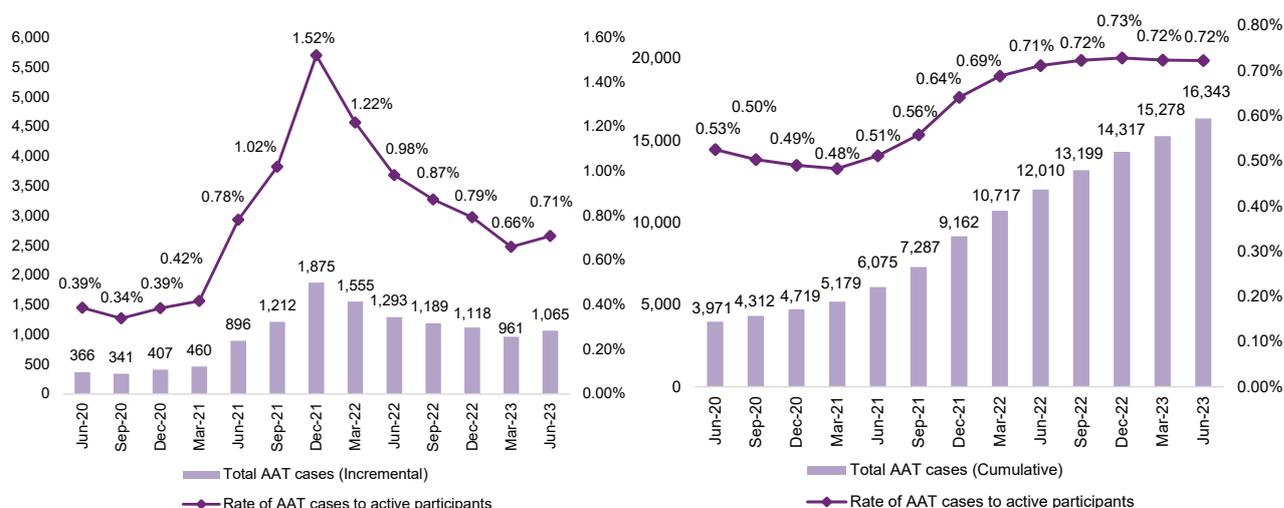


Table E.47 AAT cases by open/closed and decision – National ^{38 39}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	16,343	14,872
Open AAT Cases	2,915	2,883
Closed AAT Cases	13,428	12,281
<i>Resolved before hearing</i>	<i>13,118</i>	<i>12,015</i>
<i>Gone to hearing and received a substantive decision</i>	<i>310</i>	<i>266</i>

³⁸ Of the 310 cases which went to hearing and received a substantive decision: 128 affirmed the Agency's decision, 74 varied the Agency's decision and 108 set aside the Agency's decision.

³⁹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table E.48 Key markets indicators by quarter – National ^{40 41}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.13	1.12
Number of providers delivering new types of supports	1,352	1,366
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	93%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table E.49 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – National ⁴²

Activity	Number of providers
Active for the first time in 2022-23 Q4	337
Active in 2022-23 Q4 and also in previous quarters	9,218
Active in 2022-23 Q4	9,555
Inactive in 2022-23 Q4	10,414
Active ever	19,969

Table E.50 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – National ⁴³

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	980	233	108	1,321
\$2,001-\$10,000	1,596	80	113	1,789
\$10,001-\$100,000	2,905	65	94	3,064
\$100,001-\$250,000	1,103	<5	16	1,123
\$250,000+	2,250	<5	6	2,258
Total	8,834	384	337	9,555

Table E.51 Proportion of active participants (in the old ICT system) with approved plans accessing mainstream supports – National ⁴⁴

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	68%	70%	68%
Lifelong Learning	29%	27%	29%
Other	22%	24%	22%
Non-categorised	14%	11%	13%
Any mainstream service	96%	95%	96%

⁴⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴² Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴³ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁴⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table E.52 Proportion of active participants (in the new ICT system) with approved plans accessing mainstream supports – National ⁴⁵

Mainstream service	Prior Quarters	2022-23 Q4	Total
Choice and control over my life	6%	6%	6%
Daily life	19%	18%	19%
Health and wellbeing	72%	76%	73%
Learning	27%	27%	27%
Relationships	4%	3%	4%
Social and community activities	11%	11%	11%
Where I live	2%	3%	2%
Work	4%	3%	4%
Unknown	15%	1%	13%
Any mainstream service	99%	94%	98%

⁴⁵ Ibid.

Part Five: Financial sustainability

Note: In Table E.53 and Figures E.8 to E.16, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total includes participants with missing characteristics, where applicable.

Table E.53 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q4 – National

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.0%	2.1%
\$5,001-\$10,000	6.1%	6.5%
\$10,001-\$15,000	11.2%	11.8%
\$15,001-\$20,000	13.7%	14.4%
\$20,001-\$25,000	11.3%	11.9%
\$25,001-\$30,000	5.2%	5.5%
\$30,001-\$50,000	14.2%	15.0%
\$50,001-\$100,000	17.1%	17.9%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.0%	1.7%
\$250,001+	7.2%	2.7%

Figure E.8 Average annualised committed supports and average payments by age group as at 30 June 2023 – National

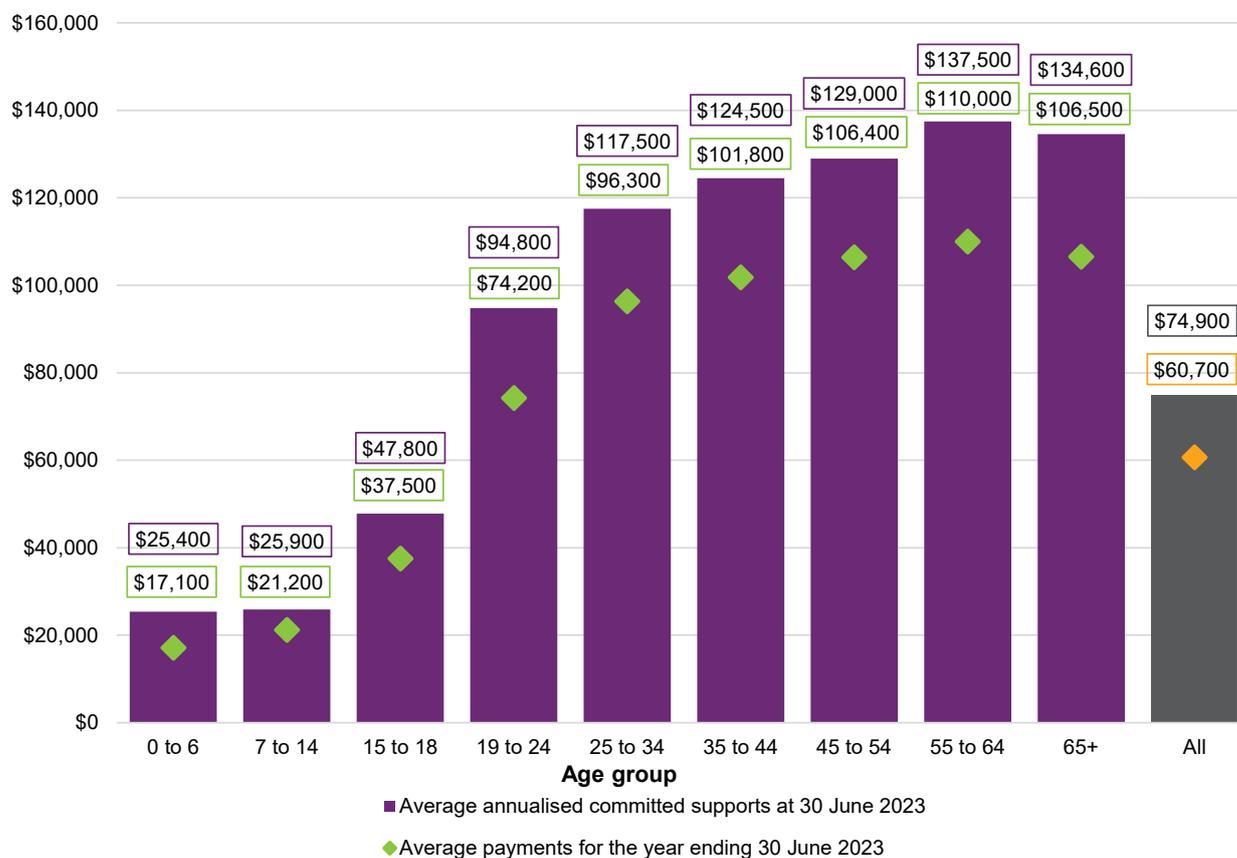


Figure E.9 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – National

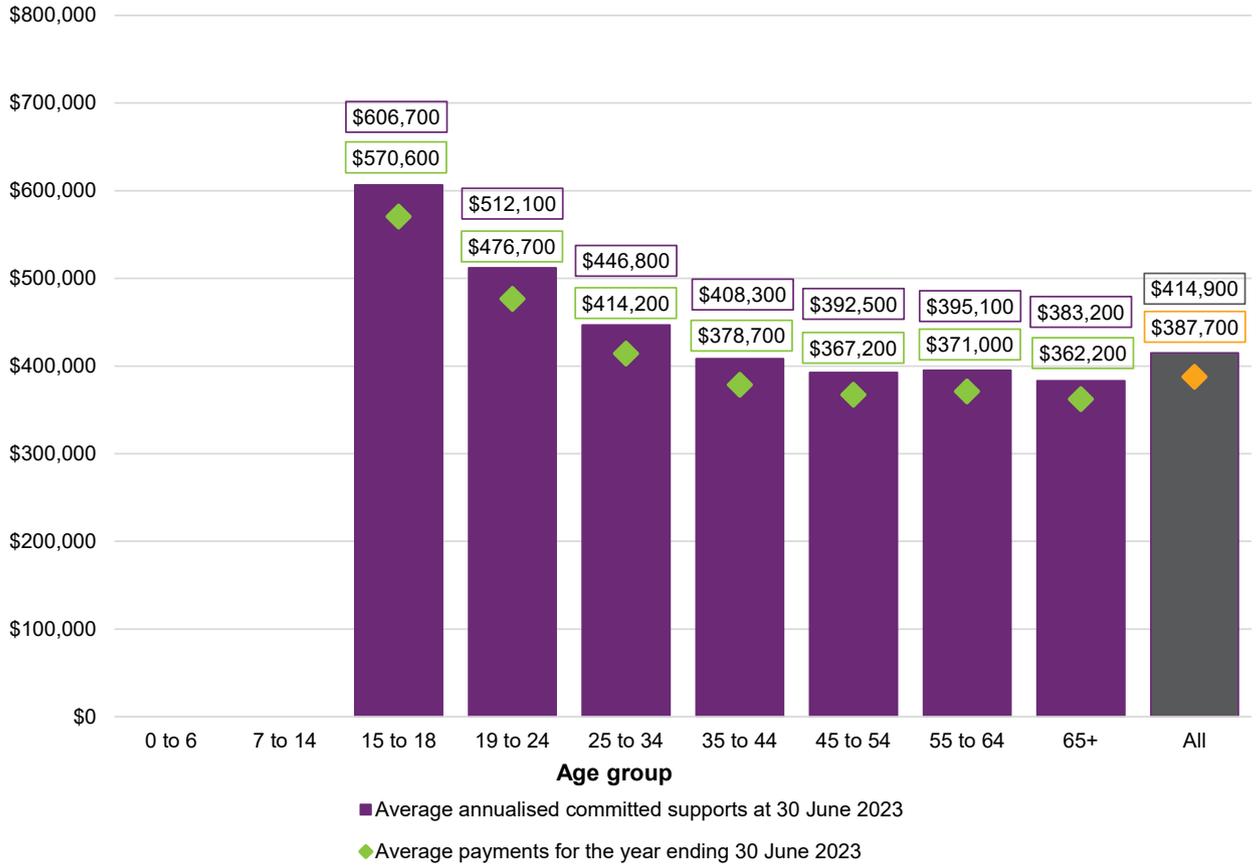


Figure E.10 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – National

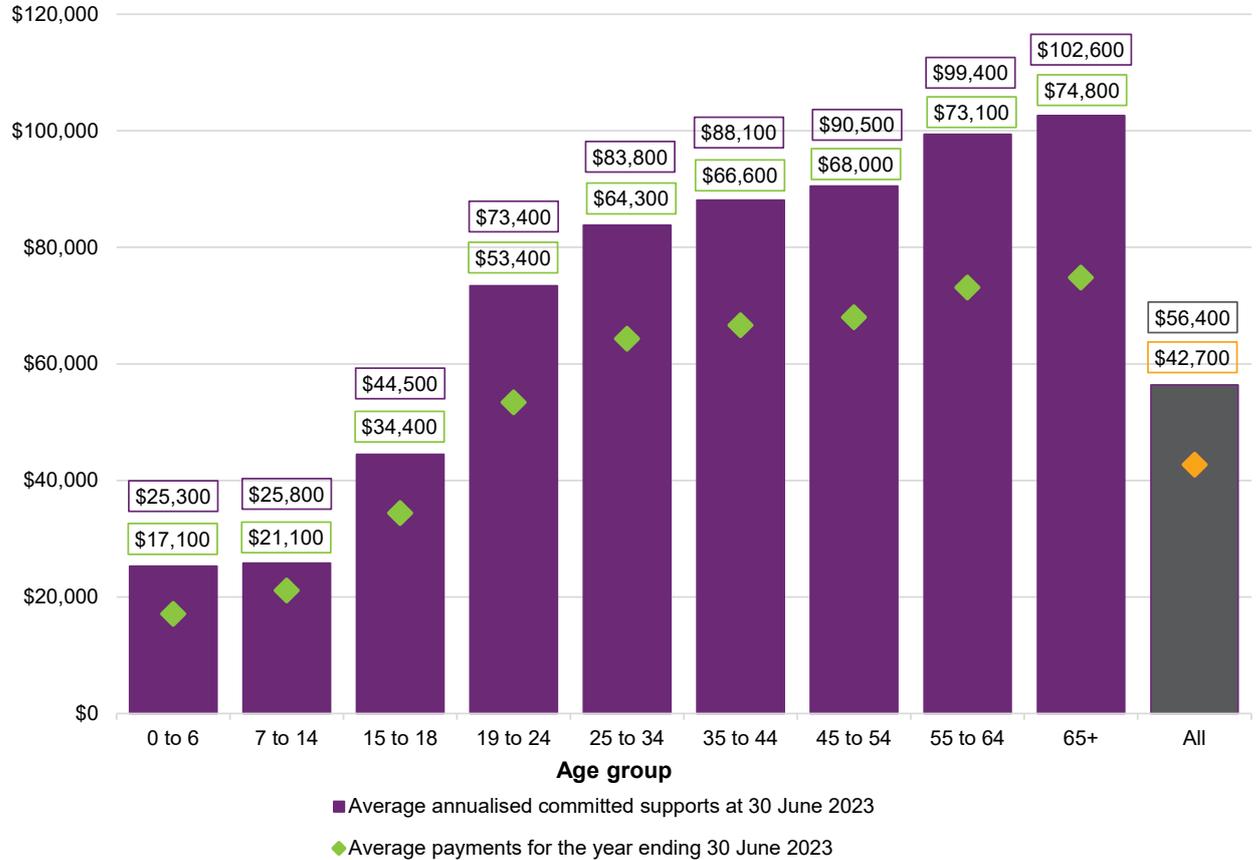


Figure E.11 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – National

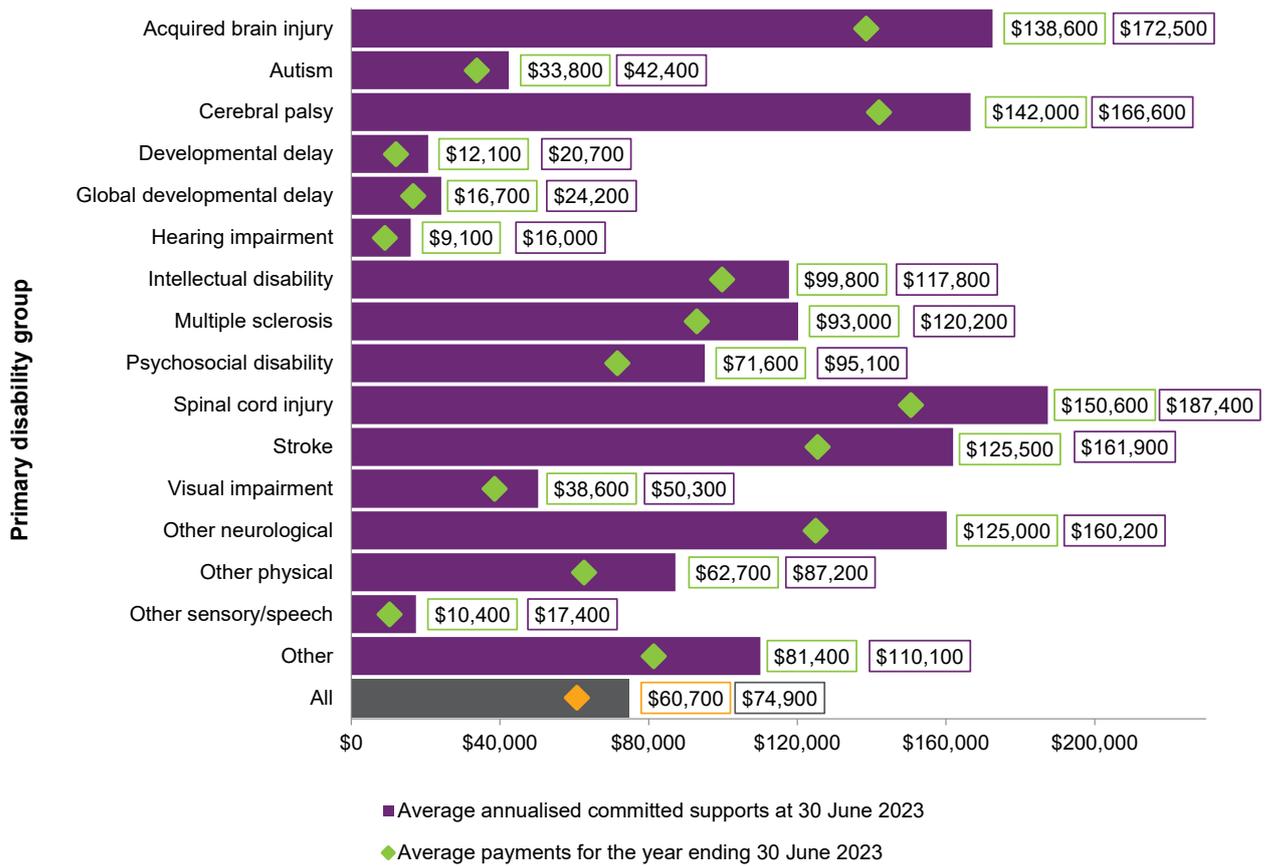


Figure E.12 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – National

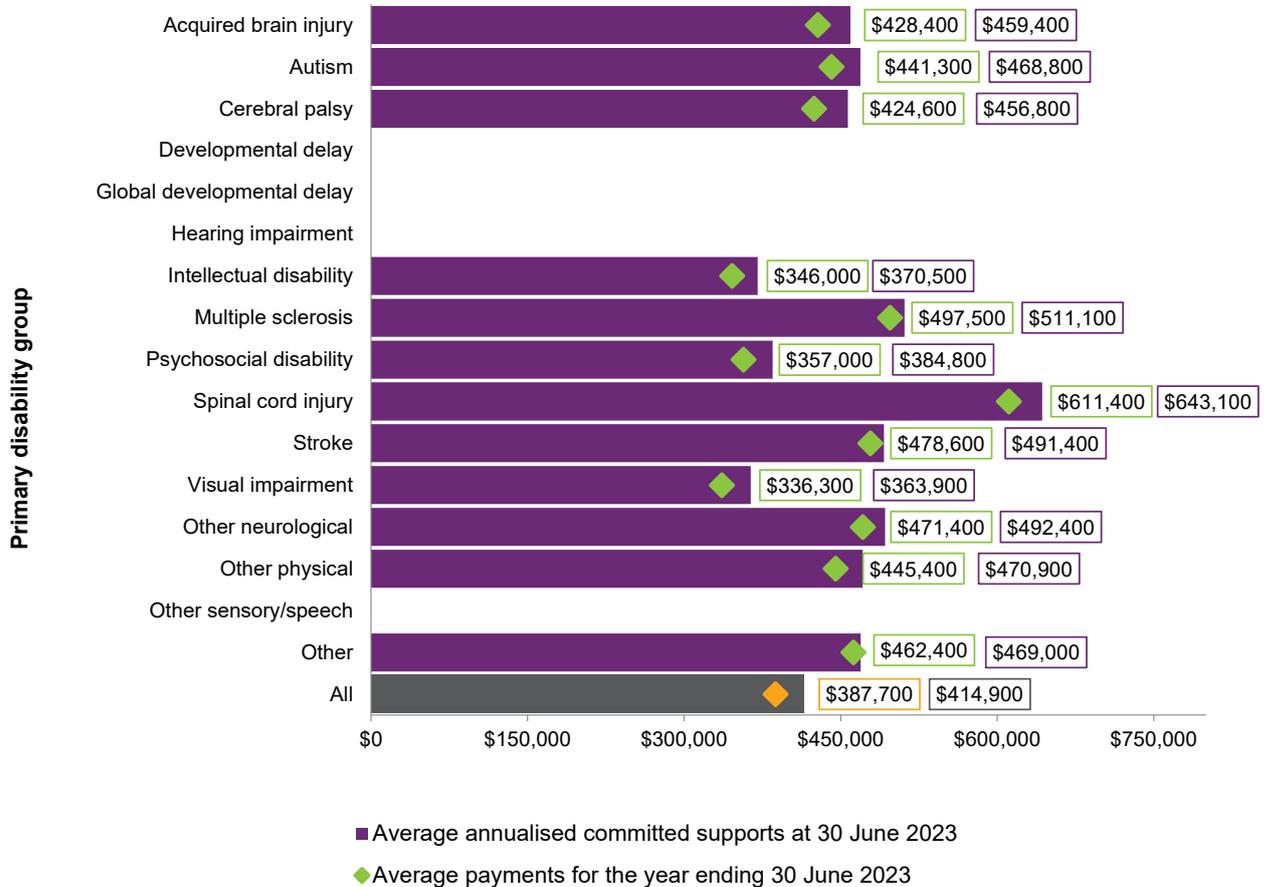


Figure E.13 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – National

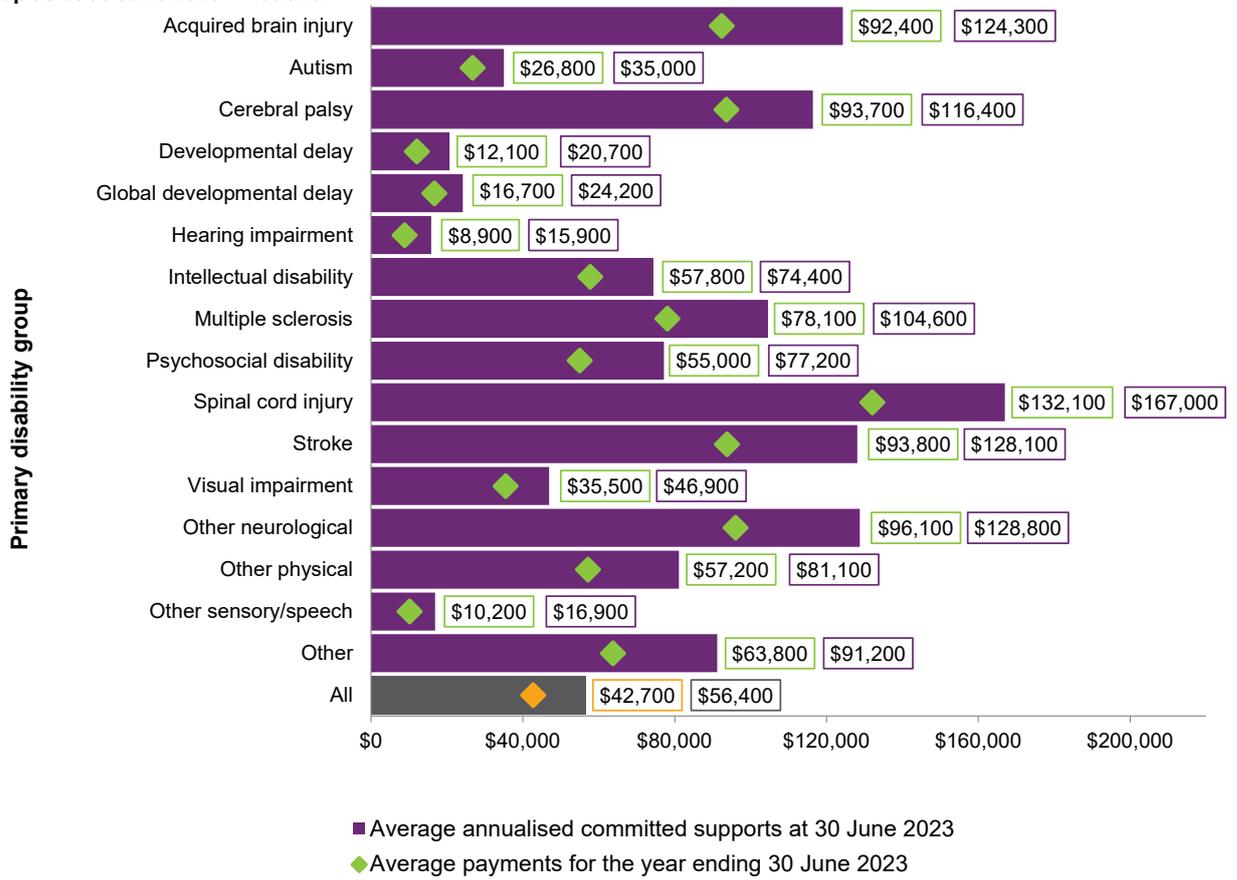


Figure E.14 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – National

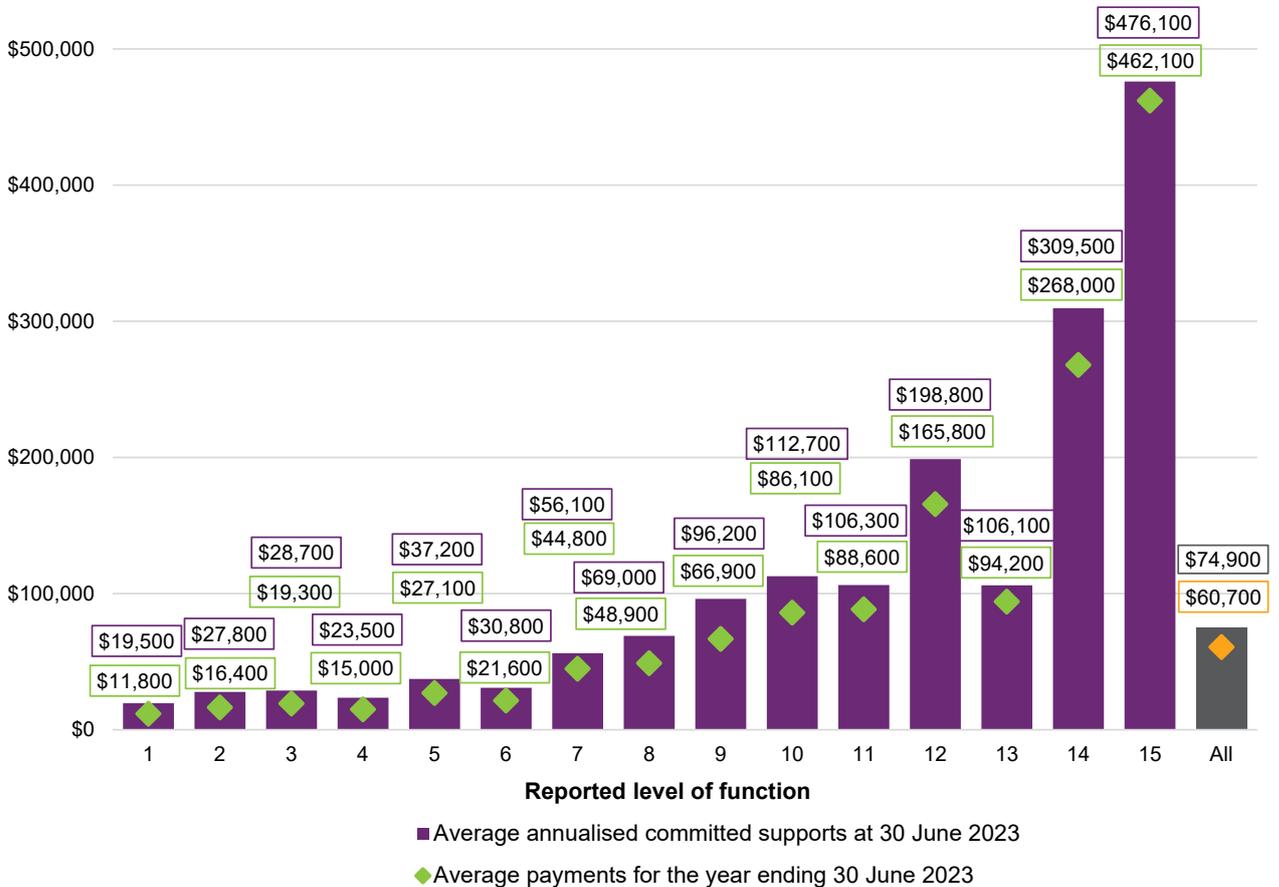


Figure E.15 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – National

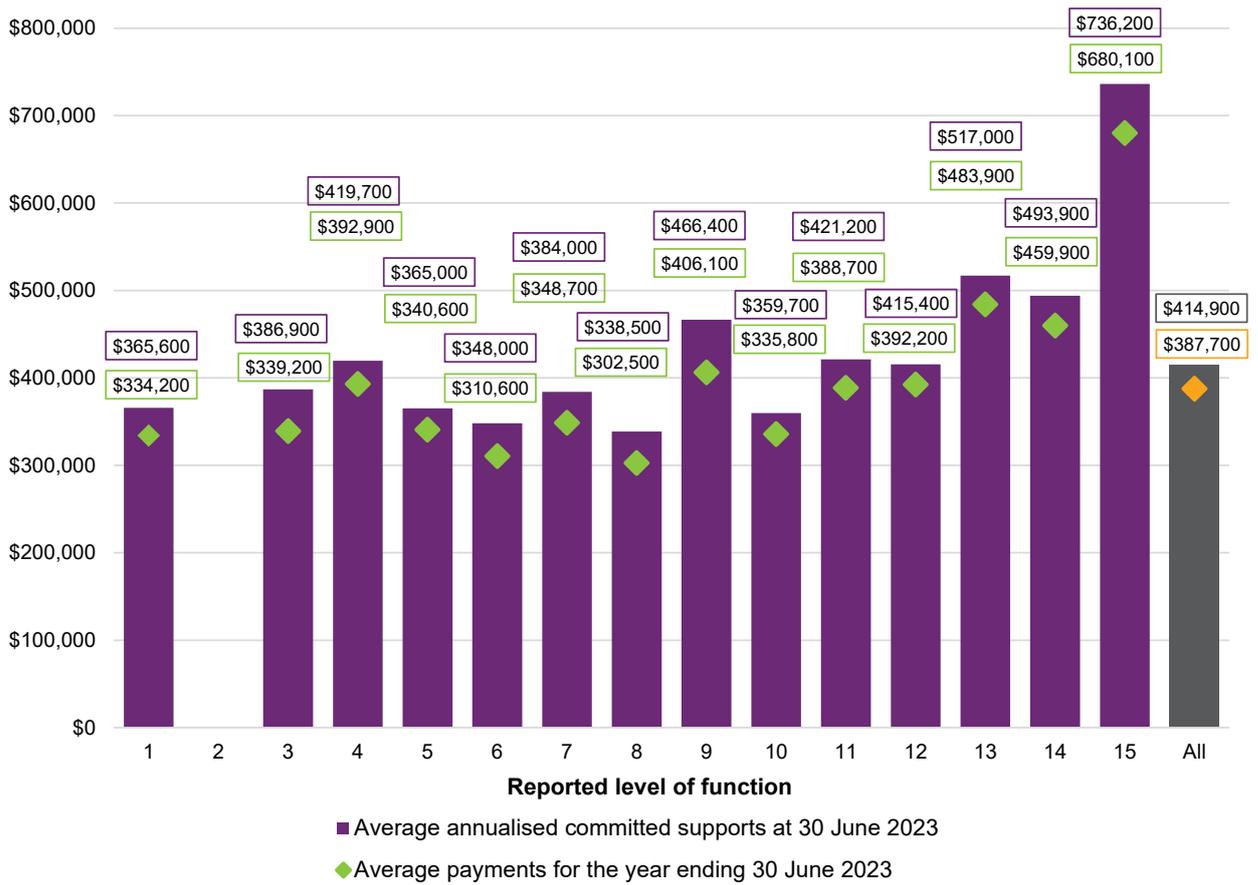


Figure E.16 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – National

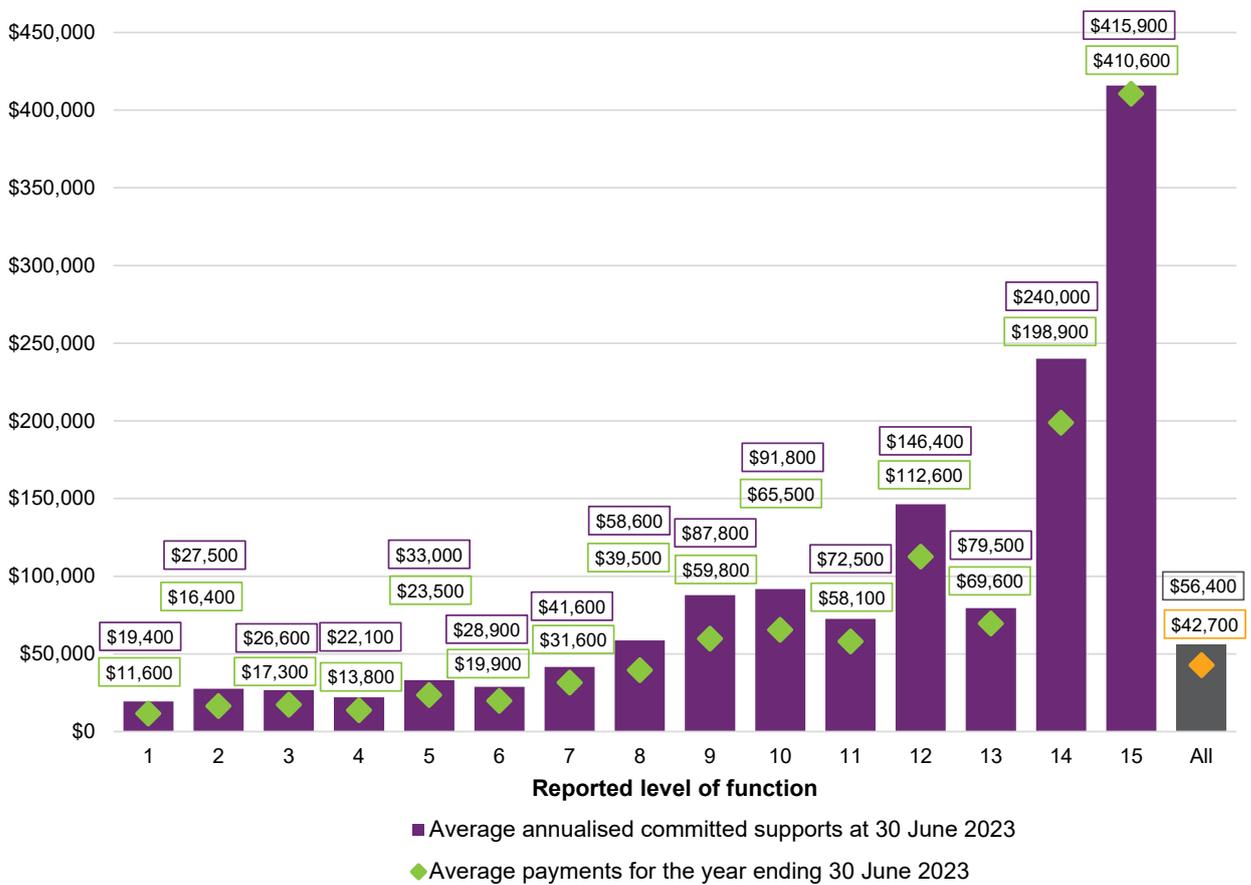


Table E.54 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – National ⁴⁶

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	18,291.06	21,526.15
Core: Consumables	612.74	847.07
Core: Social and Civic	7,464.31	9,819.48
Core: Transport	779.30	504.80
Capacity Building: Choice and Control	484.56	555.11
Capacity Building: Daily Activities	4,362.93	7,476.68
Capacity Building: Employment	108.15	307.83
Capacity Building: Health and Wellbeing	38.51	75.80
Capacity Building: Home Living	0.93	4.43
Capacity Building: Lifelong learning	0.11	0.48
Capacity Building: Relationships	465.39	954.45
Capacity Building: Social and Civic	154.77	391.86
Capacity Building: Support Coordination	946.60	1,288.85
Capital: Assistive Technology	656.81	1,398.86
Capital: Home Modifications	349.74	563.35
All	34,723.56	45,715.21

Table E.55 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – National ^{48 49}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	8,836.70	9,348.33
Core: Consumables	81.29	104.27
Core: Social and Civic	1,593.57	2,139.35
Core: Transport	58.34	77.82
Capacity Building: Choice and Control	29.96	32.68
Capacity Building: Daily Activities	254.04	387.78
Capacity Building: Employment	2.53	8.56
Capacity Building: Health and Wellbeing	4.13	7.85
Capacity Building: Home Living	0.0	0.03
Capacity Building: Lifelong learning	0.0	0.07
Capacity Building: Relationships	183.55	322.70
Capacity Building: Social and Civic	3.05	6.89
Capacity Building: Support Coordination	156.75	191.80
Capital: Assistive Technology	87.91	171.88
Capital: Home Modifications	182.09	274.63
All	11,481.27	13,074.64

⁴⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

⁴⁷ Total payments for home modifications were \$349.7m. Of which, \$230.4m (66%) has been paid for specialised disability accommodation (SDA) supports, and \$119.4m (34%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$563.4m. Of which, \$364.9m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$198.5m (35%) has been allocated for non-SDA supports.

⁴⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

⁴⁹ Total payments for home modifications were \$182.1m. Of which, \$180.2m (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$1.9m (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$274.6m. Of which, \$266.6m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$8.1m (3%) has been allocated for non-SDA supports.

Table E.56 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – National ^{50 51}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	9,388.68	12,177.81
Core: Consumables	531.46	742.80
Core: Social and Civic	5,870.86	7,680.13
Core: Transport	720.99	426.98
Capacity Building: Choice and Control	454.61	522.44
Capacity Building: Daily Activities	4,108.98	7,088.90
Capacity Building: Employment	105.62	299.27
Capacity Building: Health and Wellbeing	34.38	67.95
Capacity Building: Home Living	0.93	4.40
Capacity Building: Lifelong learning	0.10	0.42
Capacity Building: Relationships	281.84	631.74
Capacity Building: Social and Civic	151.71	384.97
Capacity Building: Support Coordination	789.90	1,097.05
Capital: Assistive Technology	568.89	1,226.98
Capital: Home Modifications	167.65	288.72
All	23,176.91	32,640.57

Table E.57 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁵²

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	134.0	497.2	940.6	3,243.6	7,773.2	14,565.7	24,374.7	32,353.7	37,096.2	44,793.3
Total Paid	85.8	370.9	704.3	2,187.3	5,443.3	10,405.7	17,315.6	23,537.3	28,425.6	33,259.1
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	74%

Table E.58 Percentage change in plan budgets for active participants - National

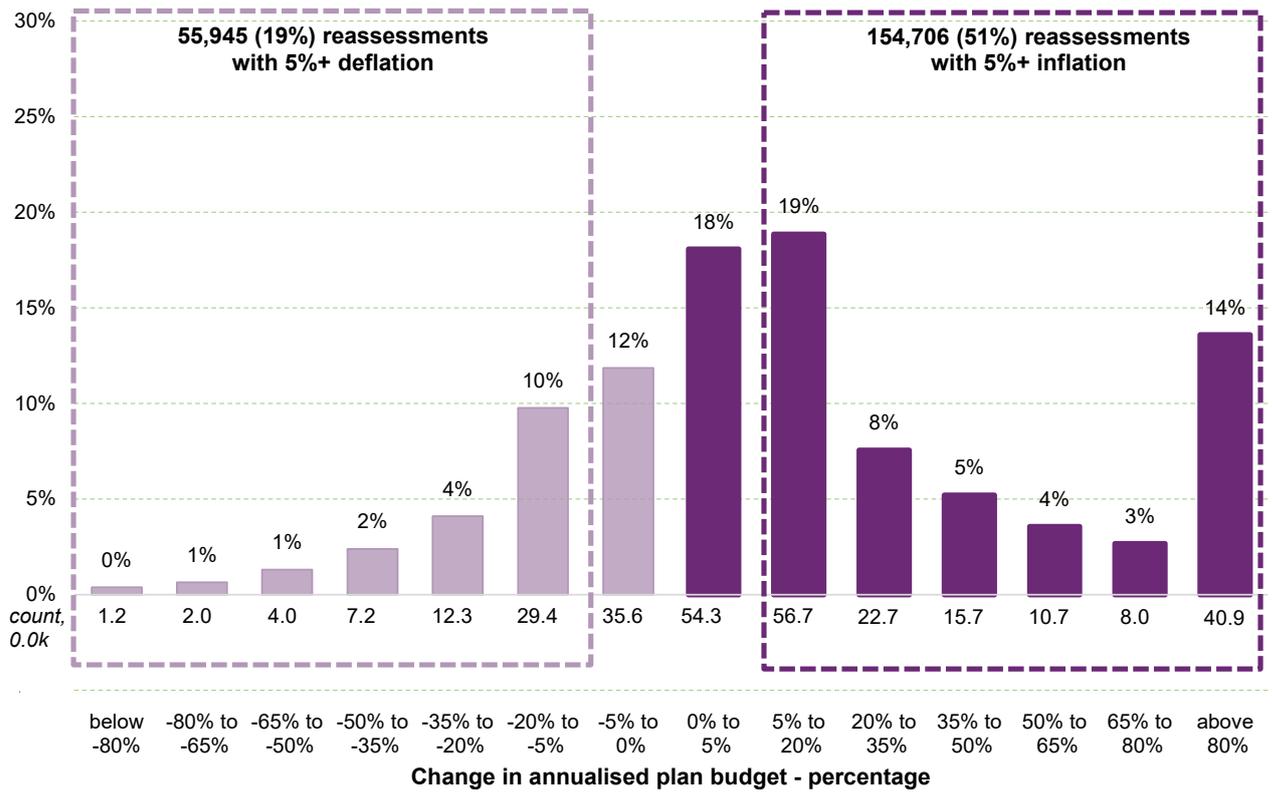
Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	4.4%	5.4%	6.3%	6.3%	8.1%	11.4%	7.2%	7.7%	7.7%
Interplan Inflation	-0.7%	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%	5.3%	4.7%
Total Inflation	3.8%	6.1%	8.7%	8.3%	12.7%	20.6%	15.9%	12.9%	12.3%

⁵⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

⁵¹ Total payments for home modifications were \$167.6m. Of which, \$50.2m (30%) has been paid for specialised disability accommodation (SDA) supports, and \$117.5m (70%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$288.7m. Of which, \$98.3m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$190.4m (66%) has been allocated for non-SDA supports.

⁵² The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – National⁵³



⁵³ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.
June 2023 | NDIS Quarterly Report to disability ministers

Figure E.18 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - participants in SIL – National ⁵⁴

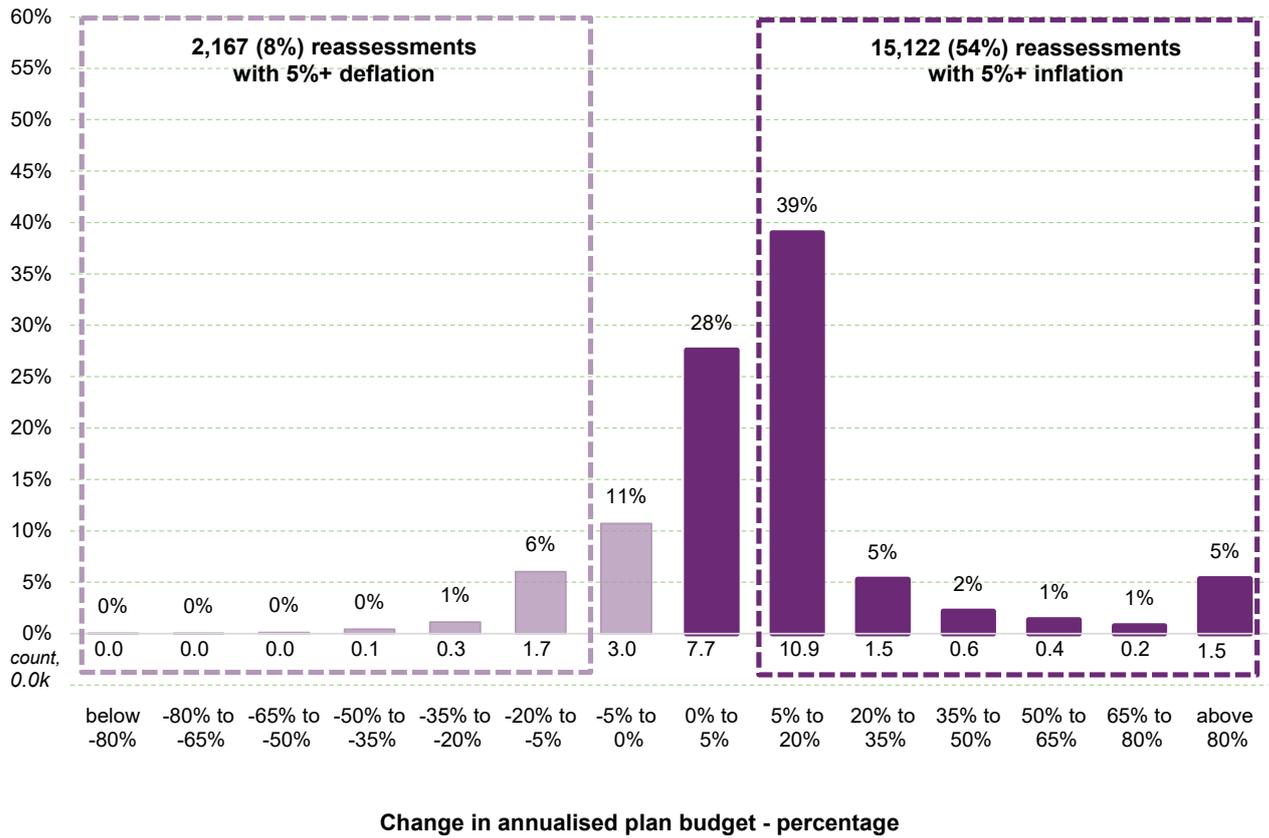
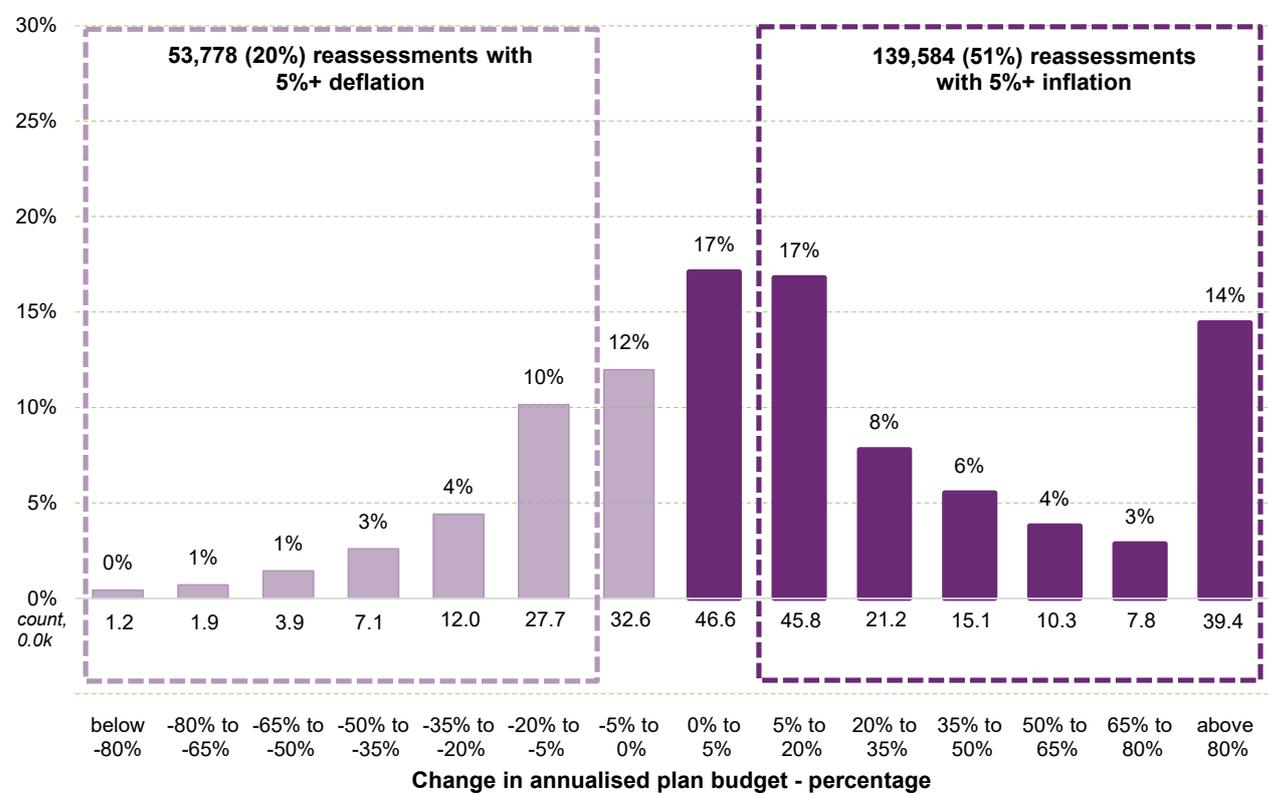


Figure E.19 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - participants not in SIL– National ⁵⁵



⁵⁴ Ibid.

⁵⁵ Ibid.

Supplement F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry, plan and entry type – New South Wales ⁵⁶

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	232,212	9,380	241,592
Active Eligible - Total	179,118	7,023	186,141
<i>Active Eligible - New</i>	114,532	6,906	121,438
<i>Active Eligible - State</i>	50,970	70	51,040
<i>Active Eligible - Commonwealth</i>	13,616	47	13,663
Active Participant Plans (excl ECA) - Total	176,320	6,600	182,920
<i>Active Participant Plans (excl ECA) - New</i>	112,225	6,499	118,724
<i>Active Participant Plans (excl ECA) - State</i>	50,549	56	50,605
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	13,546	45	13,591
Active Participant Plans - Total	181,858	12,671	188,991
<i>Active Participant Plans - Early Intervention (s25)</i>	54,371	3,932	58,303
<i>Active Participant Plans - Permanent Disability (s24)</i>	121,949	2,668	124,617
<i>Active Participant Plans - ECA</i>	5,538	6,071	6,071

Table F.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – New South Wales

People leaving the Scheme	Total
Number of people who have left the Scheme	13,772
<i>Early Intervention participants</i>	3,372
<i>Permanent disability participants</i>	10,400

Table F.3 Assessment of access by age group and gender – New South Wales

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	46,983	98%	18,965	97%	569	96%	66,517	98%
7 to 14	23,551	86%	10,910	86%	556	79%	35,017	86%
15 to 18	8,369	90%	4,854	88%	244	83%	13,467	89%
19 to 24	6,527	91%	4,089	85%	143	79%	10,759	89%
25 to 34	7,928	88%	5,898	80%	159	73%	13,985	84%
35 to 44	8,368	85%	6,812	76%	178	66%	15,358	80%
45 to 54	10,491	82%	9,034	70%	206	58%	19,731	76%
55 to 64	13,692	76%	11,835	63%	244	55%	25,771	69%
65+	443	47%	346	38%	<11	n/a	797	43%
Missing	976	47%	794	35%	35	49%	1,805	41%
Total	127,328	88%	73,537	78%	2,342	74%	203,207	84%

⁵⁶ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table F.4 Assessment of access by primary disability group and gender – New South Wales ⁵⁷

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,849	93%	1,893	91%	39	75%	5,781	92%
Autism	46,684	97%	16,770	97%	1,113	94%	64,567	97%
Cerebral palsy	3,299	97%	2,631	97%	32	97%	5,962	97%
Developmental delay	15,596	97%	6,533	97%	117	95%	22,246	97%
Global developmental delay	4,377	99%	1,727	99%	43	98%	6,147	99%
Hearing impairment	4,222	89%	4,291	85%	127	85%	8,640	87%
Intellectual disability	19,296	95%	14,551	95%	225	86%	34,072	95%
Multiple sclerosis	839	90%	2,194	88%	28	64%	3,061	88%
Psychosocial disability	10,912	73%	9,048	62%	259	53%	20,219	67%
Spinal cord injury	1,507	95%	585	90%	24	89%	2,116	93%
Stroke	2,152	88%	1,506	84%	30	83%	3,688	86%
Visual impairment	1,836	86%	1,695	86%	40	73%	3,571	86%
Other neurological	5,224	79%	4,081	77%	96	72%	9,401	78%
Other physical	3,873	49%	3,669	35%	91	29%	7,633	41%
Other sensory/speech	938	49%	392	46%	11	22%	1,341	48%
Other	1,906	45%	1,264	31%	34	28%	3,204	38%
Missing	818	91%	707	93%	33	97%	1,558	92%
Total	127,328	88%	73,537	78%	2,342	74%	203,207	84%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table F.5 Participant profile per quarter by participants identifying as First Nations Peoples – New South Wales

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	14,986	8%	755	11%	15,741	9%
Non-First Nations Participants	122,879	70%	5,733	87%	128,612	70%
Not Stated	38,455	22%	112	2%	38,567	21%
Total	176,320	100%	6,600	100%	182,920	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ⁵⁸

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	19,237	11%	728	11%	19,965	11%
Not culturally and linguistically diverse	156,869	89%	5,872	89%	162,741	89%
Not stated	214	0%	<11	n/a	214	0%
Total	176,320	100%	6,600	100%	182,920	100%

⁵⁷ Down syndrome is included in intellectual disability.

⁵⁸ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – New South Wales ⁵⁹

Age group	Total number of active participants
Under 45	<11
45 to 54	77
55 to 64	486
Total YPIRAC (under 65)	571

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales ⁶⁰

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-70	1,351
Sep-20	-74	1,277
Dec-20	-68	1,209
Mar-21	-88	1,121
Jun-21	-53	1,068
Sep-21	-66	1,002
Dec-21	-48	954
Mar-22	-69	885
Jun-22	-68	817
Sep-22	-70	747
Dec-22	-60	687
Mar-23	-64	623
Jun-23	-52	571

Table F.9 Participant profile per quarter by remoteness – New South Wales ⁶¹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	123,479	70%	4,768	72%	128,247	70%
Population > 50,000	5,191	3%	184	3%	5,375	3%
Population between 15,000 and 50,000	23,896	14%	787	12%	24,683	13%
Population between 5,000 and 15,000	10,697	6%	353	5%	11,050	6%
Population less than 5,000	12,322	7%	467	7%	12,789	7%
Remote	640	0%	37	1%	677	0%
Very Remote	89	0%	<11	n/a	93	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	176,320	100%	6,600	100%	182,920	100%

⁵⁹ There are a further 693 active participants aged 65 years or over who are currently in residential aged care.

⁶⁰ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

⁶¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{62 63 64}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	60,853	35%	1,781	27%	62,634	34%
Intellectual disability	31,246	18%	326	5%	31,572	17%
Psychosocial disability	17,934	10%	497	8%	18,431	10%
Developmental delay	16,170	9%	2,403	36%	18,573	10%
Hearing impairment	8,048	5%	156	2%	8,204	4%
Other neurological	6,865	4%	218	3%	7,083	4%
Other physical	5,701	3%	119	2%	5,820	3%
Cerebral palsy	5,611	3%	34	1%	5,645	3%
Acquired brain injury	4,840	3%	118	2%	4,958	3%
Global developmental delay	5,088	3%	514	8%	5,602	3%
Visual impairment	3,163	2%	57	1%	3,220	2%
Multiple sclerosis	2,748	2%	65	1%	2,813	2%
Stroke	3,022	2%	95	1%	3,117	2%
Spinal cord injury	1,821	1%	41	1%	1,862	1%
Other	2,421	1%	172	3%	2,593	1%
Other sensory/speech	789	0%	<11	n/a	793	0%
Total	176,320	100%	6,600	100%	182,920	100%

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{65 66}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,175	11%	<11	n/a	1,175	11%
Intellectual disability	4,972	46%	<11	n/a	4,972	46%
Psychosocial disability	1,678	16%	<11	n/a	1,678	16%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	619	6%	<11	n/a	622	6%
Other physical	84	1%	<11	n/a	84	1%
Cerebral palsy	823	8%	<11	n/a	823	8%
Acquired brain injury	733	7%	<11	n/a	733	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	31	0%	<11	n/a	31	0%
Multiple sclerosis	93	1%	<11	n/a	93	1%
Stroke	283	3%	<11	n/a	283	3%
Spinal cord injury	69	1%	<11	n/a	70	1%
Other	139	1%	<11	n/a	140	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	10,703	100%	<11	n/a	10,708	100%

⁶² Table order based on national proportions in Table E.10 (highest to lowest).

⁶³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁶⁴ Down syndrome is included in intellectual disability, representing 2% (3,770) of all Scheme participants in New South Wales.

⁶⁵ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁶⁶ Down syndrome is included in intellectual disability, representing 6% (665) of participants in SIL.

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ⁶⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	59,678	36%	1,781	27%	61,459	36%
Intellectual disability	26,274	16%	326	5%	26,600	15%
Psychosocial disability	16,256	10%	497	8%	16,753	10%
Developmental delay	16,170	10%	2,403	36%	18,573	11%
Hearing impairment	8,045	5%	156	2%	8,201	5%
Other neurological	6,246	4%	215	3%	6,461	4%
Other physical	5,617	3%	119	2%	5,736	3%
Cerebral palsy	4,788	3%	34	1%	4,822	3%
Acquired brain injury	4,107	2%	118	2%	4,225	2%
Global developmental delay	5,088	3%	514	8%	5,602	3%
Visual impairment	3,132	2%	57	1%	3,189	2%
Multiple sclerosis	2,655	2%	65	1%	2,720	2%
Stroke	2,739	2%	95	1%	2,834	2%
Spinal cord injury	1,752	1%	40	1%	1,792	1%
Other	2,282	1%	171	3%	2,453	1%
Other sensory/speech	788	0%	<11	n/a	792	0%
Total	165,617	100%	6,595	100%	172,212	100%

Table F.13 Participant profile per quarter by reported level of function – New South Wales

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	19,223	11%	2,096	32%	21,319	12%
2 (High Function)	309	0%	17	0%	326	0%
3 (High Function)	8,676	5%	535	8%	9,211	5%
4 (High Function)	13,369	8%	346	5%	13,715	7%
5 (High Function)	12,452	7%	599	9%	13,051	7%
6 (Moderate Function)	40,059	23%	1,426	22%	41,485	23%
7 (Moderate Function)	10,625	6%	302	5%	10,927	6%
8 (Moderate Function)	9,387	5%	242	4%	9,629	5%
9 (Moderate Function)	907	1%	26	0%	933	1%
10 (Moderate Function)	16,720	9%	394	6%	17,114	9%
11 (Low Function)	5,497	3%	37	1%	5,534	3%
12 (Low Function)	23,902	14%	409	6%	24,311	13%
13 (Low Function)	12,030	7%	155	2%	12,185	7%
14 (Low Function)	3,070	2%	15	0%	3,085	2%
15 (Low Function)	51	0%	<11	n/a	52	0%
Missing	43	0%	<11	n/a	43	0%
Total	176,320	100%	6,600	100%	182,920	100%

⁶⁷ Down syndrome is included in intellectual disability, representing 2% (3,105) of participants not in SIL.
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Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	27,557	16%	3,488	53%	31,045	17%
7 to 14	45,921	26%	1,008	15%	46,929	26%
15 to 18	14,585	8%	310	5%	14,895	8%
19 to 24	15,332	9%	160	2%	15,492	8%
25 to 34	15,892	9%	275	4%	16,167	9%
35 to 44	13,217	7%	335	5%	13,552	7%
45 to 54	15,744	9%	397	6%	16,141	9%
55 to 64	19,075	11%	580	9%	19,655	11%
65+	8,997	5%	47	1%	9,044	5%
Total	176,320	100%	6,600	100%	182,920	100%

Table F.15 Participation rates by age group and gender at 30 June 2023 – New South Wales ⁶⁸

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.3%	2.8%	4.6%
7 to 14	7.8%	3.4%	5.7%
15 to 18	4.8%	2.5%	3.7%
19 to 24	3.2%	1.8%	2.6%
25 to 44	1.5%	1.1%	1.3%
45 to 64	2.0%	1.6%	1.8%
Total (aged 0 to 64)	3.2%	1.8%	2.6%

⁶⁸ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,387), 'participant social and community engagement rate' (n=13,507), 'parent and carer employment rate' (n=15,310) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=9,244) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - New South Wales⁶⁹

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	26%
Participant employment rate - Aged 45 to 54 years	23%	24%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	14%	26%
Participant employment rate - Aged 65+ years	14%	12%	11%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	40%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	35%	37%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	36%	38%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	49%	50%
Parent and carer employment rate - All ages	49%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	74%	75%

⁶⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table F.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,448), 'participant social and community engagement rate' (n=12,587), 'parent and carer employment rate' (n=10,290) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,491) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - New South Wales ⁷⁰

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	28%	31%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	20%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	43%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	46%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	39%	43%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	43%	43%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	50%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	53%	52%	50%
Parent and carer employment rate - All ages	48%	50%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	76%	75%

⁷⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,865), 'participant social and community engagement rate' (n=10,990), 'parent and carer employment rate' (n=6,326) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=9,114) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - New South Wales ⁷¹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	18%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	33%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	33%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	34%	34%	34%	28%	31%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	18%	20%	26%
Participant employment rate - Aged 65+ years	15%	15%	12%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	29%	26%
Participant employment rate - Aged 15 to 64 years	25%	27%	27%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	46%	48%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	46%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	46%	49%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	42%	47%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	42%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	47%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	52%	53%	56%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	55%	56%	53%	50%
Parent and carer employment rate - All ages	50%	52%	53%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	77%	75%

⁷¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table F.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,186), 'participant social and community engagement rate' (n=8,350), 'parent and carer employment rate' (n=3,249) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,993) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - New South Wales ⁷²

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	13%	16%	23%	23%	28%	26%
Participant employment rate - Aged 25 to 34 years	29%	32%	31%	33%	29%	32%	26%
Participant employment rate - Aged 35 to 44 years	36%	37%	34%	34%	31%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	33%	29%	32%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	27%	26%	22%	22%	19%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	13%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	32%	29%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	28%	26%	28%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	38%	43%	46%	47%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	49%	52%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	41%	47%	49%	47%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	47%	48%	49%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	43%	46%	46%	47%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	42%	43%	43%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	48%	48%	50%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	46%	48%	47%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	49%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	54%	57%	58%	56%	50%
Parent and carer employment rate - All ages	47%	49%	51%	52%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	64%	69%	70%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	74%	78%	75%

⁷² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,362), 'participant social and community engagement rate' (n=3,463), 'parent and carer employment rate' (n=976) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=2,662) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - New South Wales ⁷³

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	18%	24%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	20%	21%	20%	20%	24%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	31%	33%	30%	28%	30%	26%	27%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	30%	24%	26%	25%	26%
Participant employment rate - Aged 55 to 64 years	27%	25%	22%	20%	17%	18%	17%	26%
Participant employment rate - Aged 65+ years	21%	22%	15%	12%	8%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	25%	24%	24%	23%	23%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	23%	23%	24%	23%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	37%	43%	48%	48%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	39%	47%	54%	55%	54%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	51%	48%	55%	58%	55%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	45%	56%	54%	55%	54%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	43%	41%	39%	52%	48%	46%
Participant social and community engagement rate - Aged 65+ years	40%	46%	53%	52%	53%	48%	52%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	47%	50%	51%	54%	53%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	47%	50%	51%	53%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	48%	52%	53%	60%	55%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	51%	55%	57%	52%	55%	50%
Parent and carer employment rate - All ages	45%	48%	50%	54%	55%	55%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	62%	63%	65%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	75%	78%	80%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	71%	72%	74%	74%	77%	75%

⁷³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

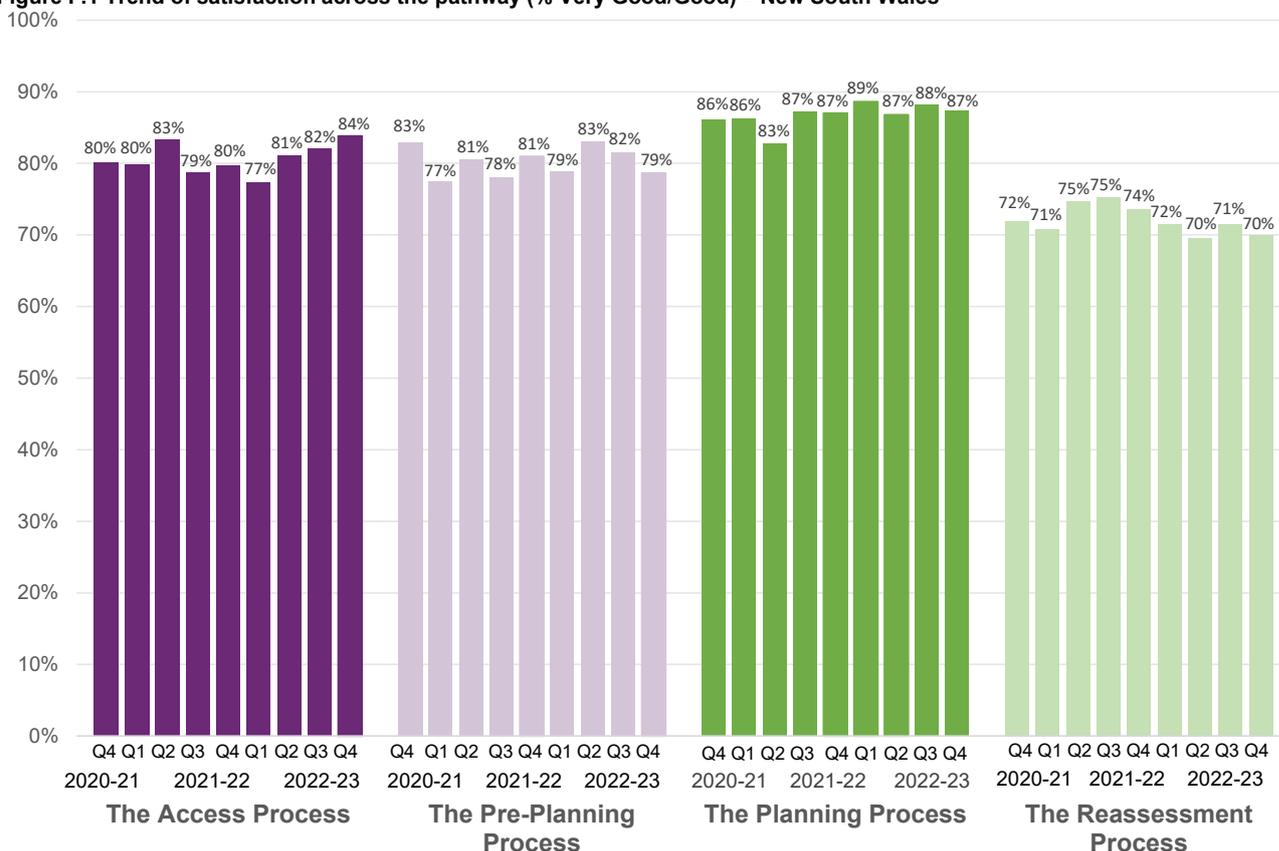
Part Three: Participant experience

Table F.21 Proportion of participants who agreed with statements about 'Access' (n = 2,683 in Prior Quarters, n = 278 in 2022-23 Q4), 'Pre-planning' (n = 2,440 in Prior Quarters, n = 281 in 2022-23 Q4), 'Planning' (n = 12,473 in Prior Quarters, n = 1,702 in 2022-23 Q4) and 'Plan reassessment' (n = 34,025 in Prior Quarters, n = 2,720 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ⁷⁴

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	98%	97%
Access - Do you understand what will happen next with your plan?	81%	85%
Access - % of participants rating their overall experience as Very Good or Good.	80%	84%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	89%
Pre-planning - Did you understand why you needed to give the information you did?	96%	95%
Pre-planning - Were decisions about your plan clearly explained?	81%	80%
Pre-planning - Are you clear on what happens next with your plan?	69%	69%
Pre-planning - Do you know where to go for more help with your plan?	75%	77%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	90%	91%
Planning - Are you clear on what happens next with your plan?	85%	83%
Planning - Do you know where to go for more help with your plan?	90%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	87%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	79%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	84%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	70%

⁷⁴ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ⁷⁵



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table F.23 shows the number of complaints by type as well as by source and subject of complaint based on records.

⁷⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table F.22 Complaints and PCIs by quarter – New South Wales ^{76 77}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	86	<11	94	83
People who have submitted an access request: Complaints about LAC Partner	633	63	696	624
People who have submitted an access request: Complaints about service providers	2,780	170	2,950	2,300
People who have submitted an access request: Complaints about the Agency	37,042	1,831	38,873	20,345
People who have submitted an access request: Unclassified	1,521	<11	1,521	1,331
People who have submitted an access request: Total	42,062	2,072	44,134	22,467
Percentage of the number of active participants	5.9%	4.6%	5.8%	n/a
Total PCIs	5,642	983	6,625	n/a

Figure F.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

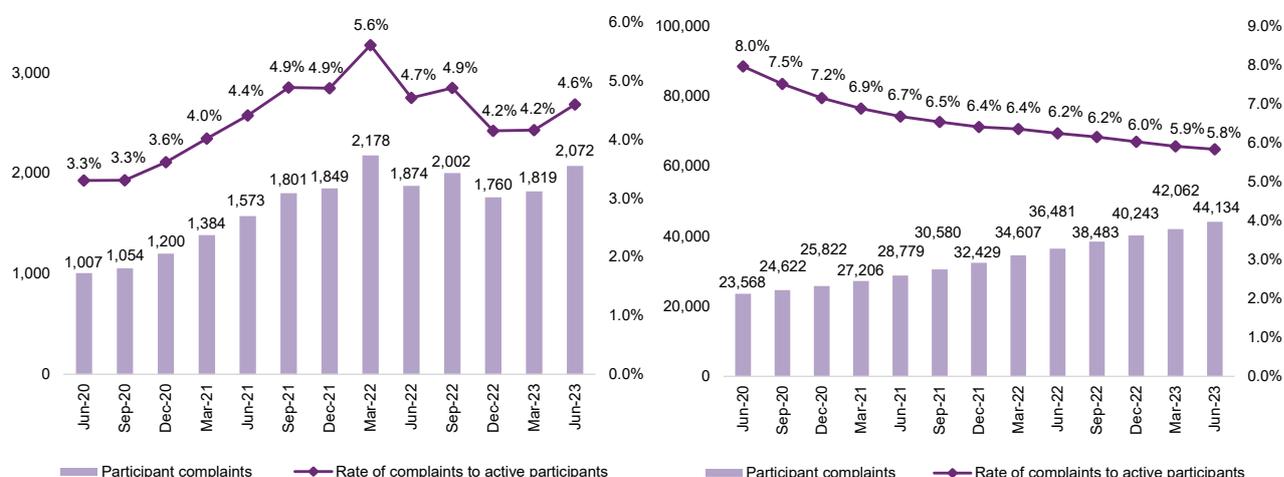
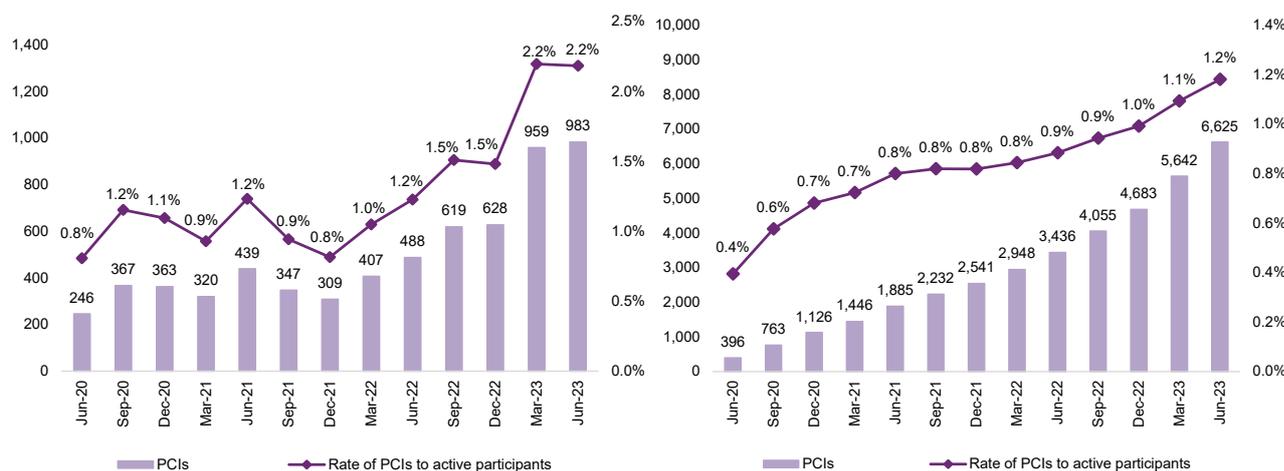


Figure F.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – New South Wales



⁷⁶ Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁷⁷ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table F.23 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁷⁸

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,385	6%	<11	n/a	2,386	6%
Complaints about the Agency - Information unclear	743	2%	<11	n/a	747	2%
Complaints about the Agency - NDIA Access	727	2%	85	5%	812	2%
Complaints about the Agency - NDIA Engagement	37	0%	<11	n/a	38	0%
Complaints about the Agency - NDIA Finance	1,963	5%	192	10%	2,155	6%
Complaints about the Agency - NDIA Fraud and Compliance	128	0%	15	1%	143	0%
Complaints about the Agency - NDIA Plan	7,142	19%	640	35%	7,782	20%
Complaints about the Agency - NDIA Process	2,262	6%	231	13%	2,493	6%
Complaints about the Agency - NDIA Resources	218	1%	<11	n/a	228	1%
Complaints about the Agency - NDIA Staff	1,555	4%	133	7%	1,688	4%
Complaints about the Agency - NDIA Timeliness	4,795	13%	486	27%	5,281	14%
Complaints about the Agency - Participation, engagement and inclusion	180	0%	<11	n/a	181	0%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	16	0%	<11	n/a	20	0%
Complaints about the Agency - Reasonable and necessary supports	2,271	6%	<11	n/a	2,271	6%
Complaints about the Agency - Staff conduct - Agency	682	2%	<11	n/a	683	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,268	3%	<11	n/a	1,271	3%
Complaints about the Agency - Timeliness	5,956	16%	11	1%	5,967	15%
Complaints about the Agency - Other	4,670	13%	13	1%	4,683	12%
Complaints about the Agency - Total	37,042	100%	1,831	100%	38,873	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	11	13%	<11	n/a	12	13%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	50	58%	<11	n/a	52	55%
Complaints about ECA Partner - ECA Timeliness	16	19%	<11	n/a	19	20%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	86	100%	<11	n/a	94	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	115	18%	<11	n/a	122	18%
Complaints about LAC Partner - LAC Process	72	11%	<11	n/a	76	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	383	61%	47	75%	430	62%
Complaints about LAC Partner - LAC Timeliness	53	8%	<11	n/a	58	8%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	633	100%	63	100%	696	100%
Complaints about service providers - Provider Costs	144	5%	<11	n/a	145	5%
Complaints about service providers - Provider Finance	143	5%	21	12%	164	6%

⁷⁸ There are 42,062 total participant complaints in Prior Quarters, 2,072 total participant complaints in 2022-23 Q4, and 44,134 total participant complaints as at 30 June 2023, including 1,521 unclassified participant complaints as at 30 June 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	186	7%	28	16%	214	7%
Complaints about service providers - Provider Process	140	5%	<11	n/a	141	5%
Complaints about service providers - Provider Service	745	27%	64	38%	809	27%
Complaints about service providers - Provider Staff	334	12%	44	26%	378	13%
Complaints about service providers - Service Delivery	234	8%	<11	n/a	236	8%
Complaints about service providers - Staff Conduct	214	8%	<11	n/a	215	7%
Complaints about service providers - Supports being provided	253	9%	<11	n/a	255	9%
Complaints about service providers - Other	387	14%	<11	n/a	393	13%
Complaints about service providers - Total	2,780	100%	170	100%	2,950	100%

Table F.24 AAT Cases by category at 30 June 2023 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	973	22%	46	15%	1,019	22%
Plan	3,021	68%	226	74%	3,247	69%
Plan Reassessment	191	4%	<11	n/a	193	4%
Other	234	5%	32	10%	266	6%
Total cases	4,419	100%	306	100%	4,725	100%
Percentage of the number of active participants	n/a	0.62%	n/a	0.68%	n/a	0.62%

Figure F.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

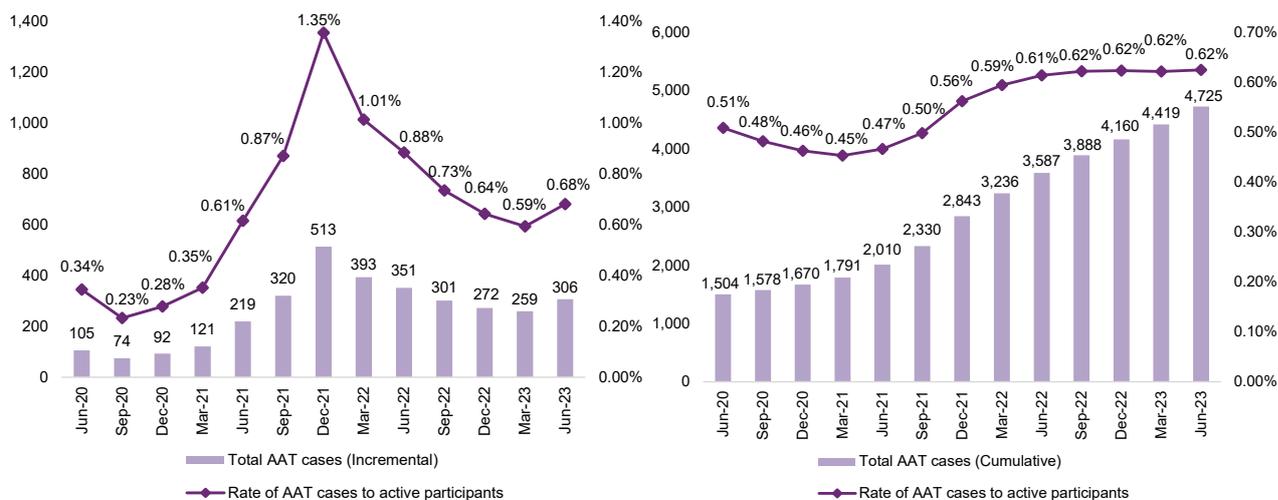


Table F.25 AAT cases by open/closed and decision – New South Wales ^{79 80}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,725	4,264
Open AAT Cases	699	684
Closed AAT Cases	4,026	3,653
<i>Resolved before hearing</i>	3,908	3,549
<i>Gone to hearing and received a substantive decision</i>	118	104

⁷⁹ Of the 118 cases which went to hearing and received a substantive decision: 53 affirmed the Agency's decision, 27 varied the Agency's decision and 38 set aside the Agency's decision.

⁸⁰ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table F.26 Key markets indicators by quarter – New South Wales ^{81 82}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.24	1.24
Number of providers delivering new types of supports	649	686
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	93%
Share of payments - top 25%: Participate Community (Percentage)	91%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	89%	90%
Share of payments - top 25%: Assist Personal Activities (Percentage)	91%	90%

Table F.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – New South Wales ⁸³

Activity	Number of providers
Active for the first time in 2022-23 Q4	166
Active in 2022-23 Q4 and also in previous quarters	4,247
Active in 2022-23 Q4	4,413
Inactive in 2022-23 Q4	5,995
Active ever	10,408

Table F.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – New South Wales ⁸⁴

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	524	126	61	711
\$2,001-\$10,000	794	60	52	906
\$10,001-\$100,000	1,346	31	45	1,422
\$100,001-\$250,000	469	<5	6	476
\$250,000+	895	<5	<5	898
Total	4,028	219	166	4,413

Table F.29 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ⁸⁵

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	12%	13%	13%
Health & Wellbeing	75%	76%	75%
Lifelong Learning	32%	30%	32%
Other	23%	26%	24%
Non-categorised	10%	8%	10%
Any mainstream service	97%	96%	97%

⁸¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁸³ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁸⁴ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁸⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table F.30 and Figures F.5 to F.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table F.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – New South Wales

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.5%	2.6%
\$5,001-\$10,000	6.6%	7.0%
\$10,001-\$15,000	11.5%	12.2%
\$15,001-\$20,000	14.5%	15.4%
\$20,001-\$25,000	10.8%	11.5%
\$25,001-\$30,000	4.5%	4.7%
\$30,001-\$50,000	13.0%	13.8%
\$50,001-\$100,000	16.6%	17.7%
\$100,001-\$150,000	6.4%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	1.8%
\$250,001+	7.8%	2.7%

Figure F.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – New South Wales

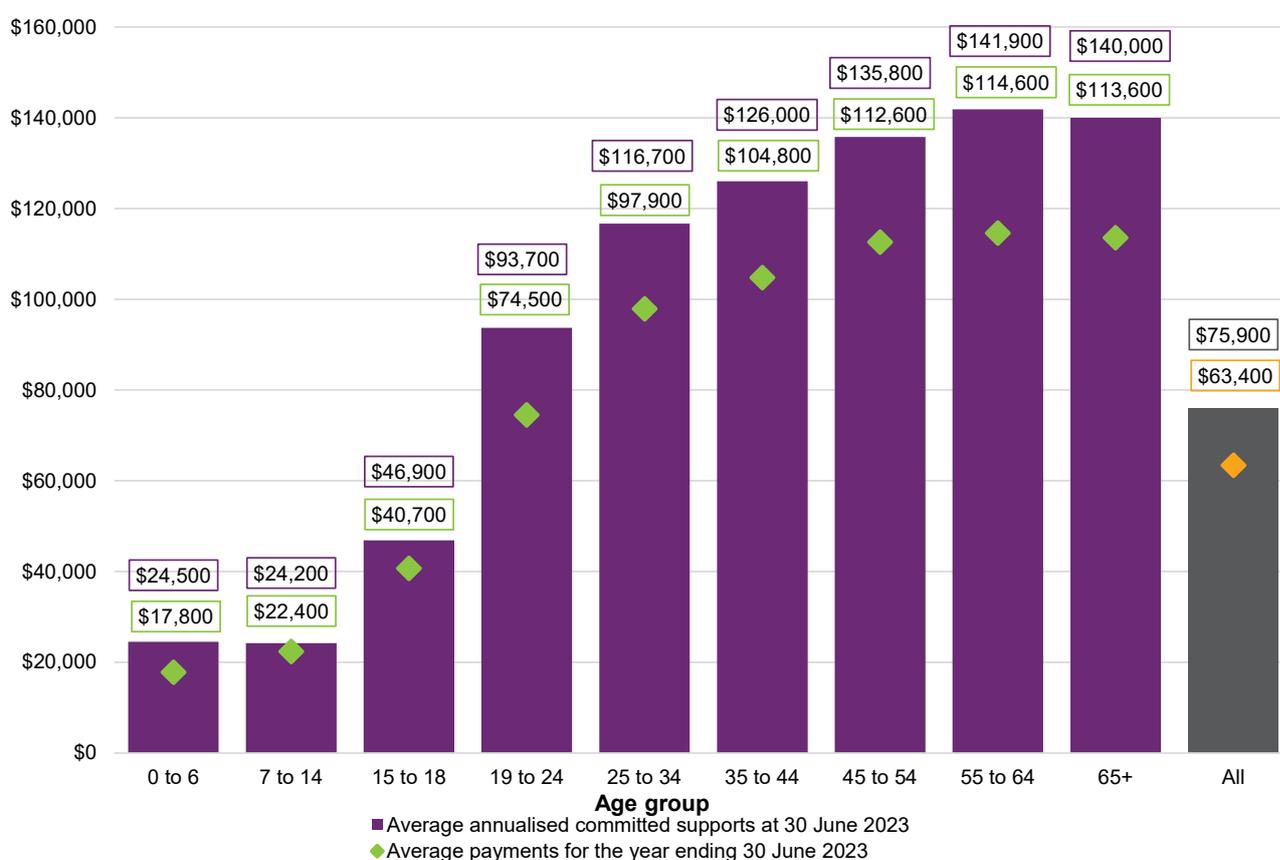


Figure F.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – New South Wales

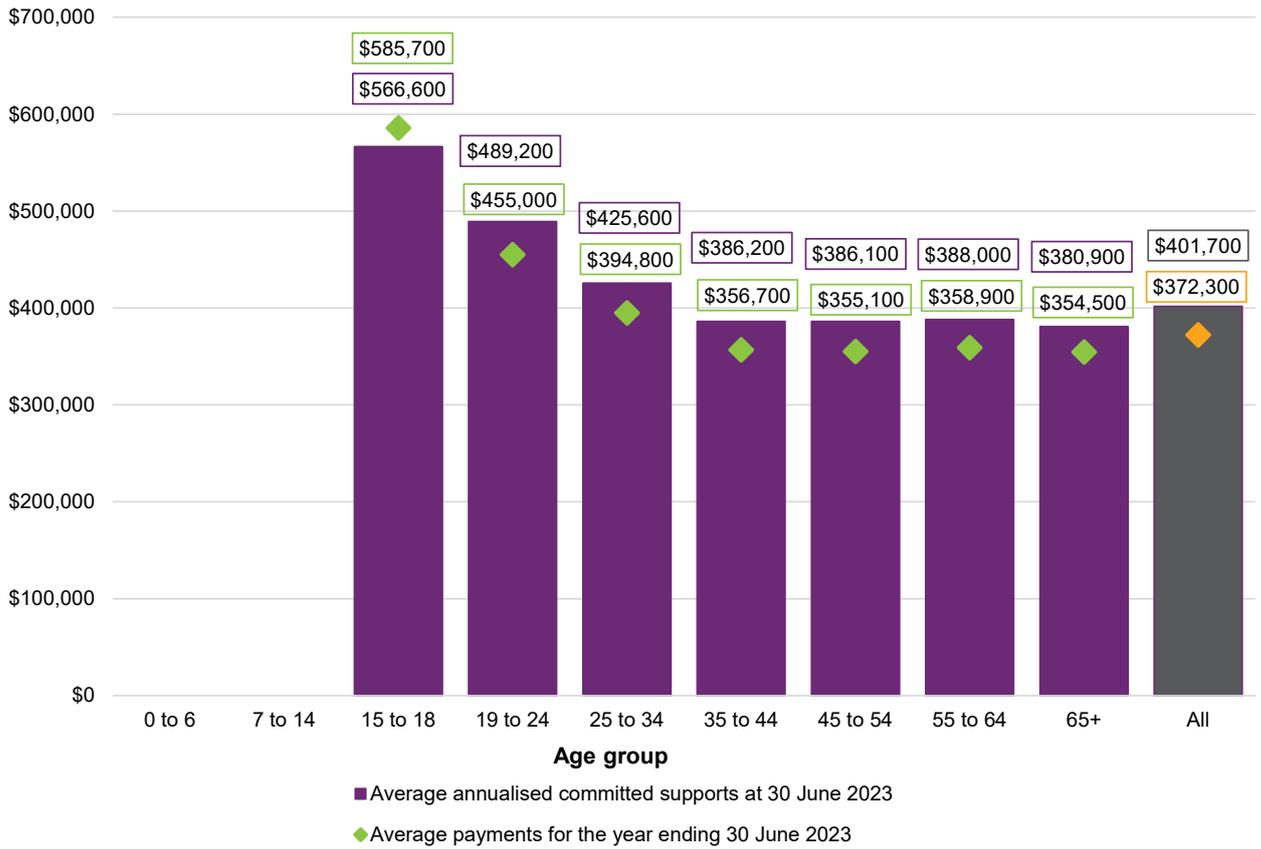


Figure F.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – New South Wales

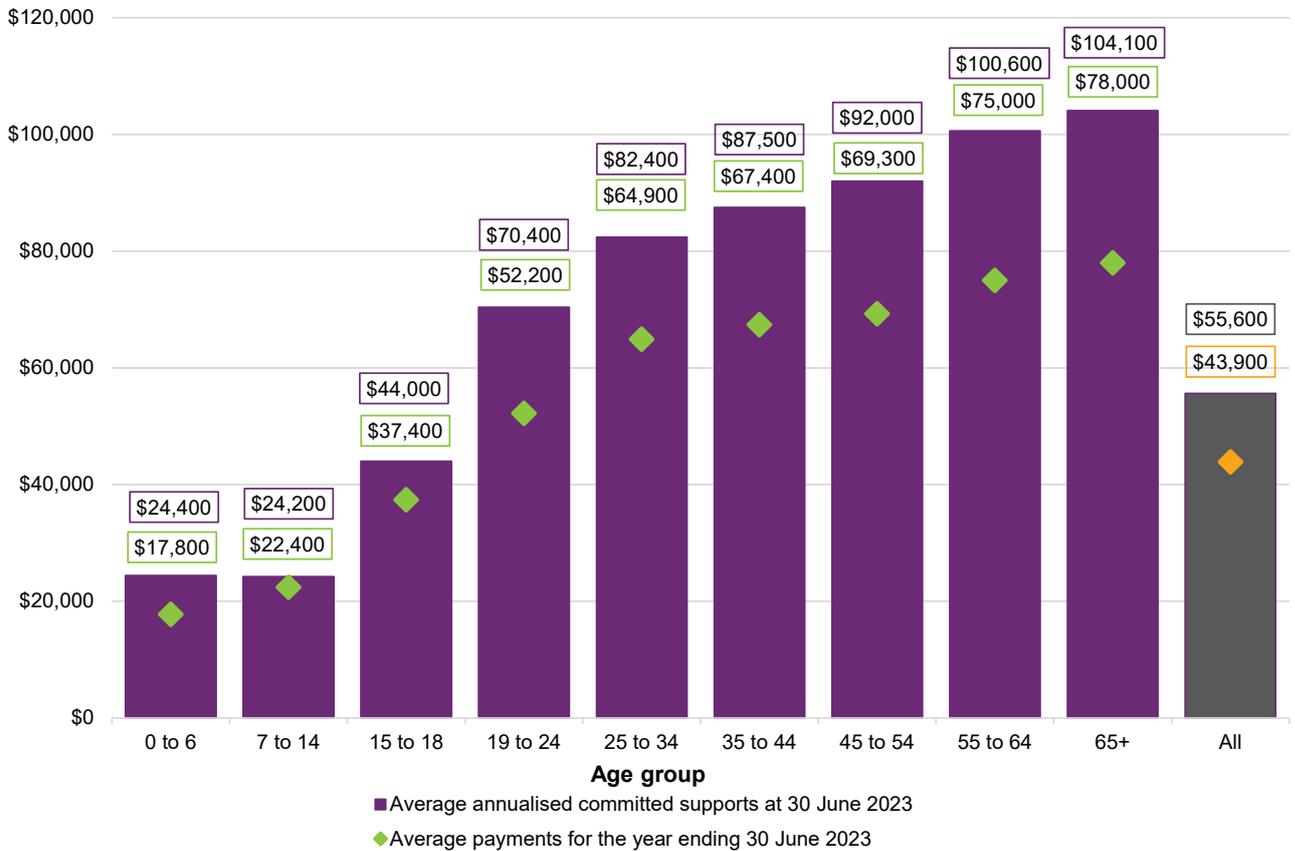


Figure F.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – New South Wales

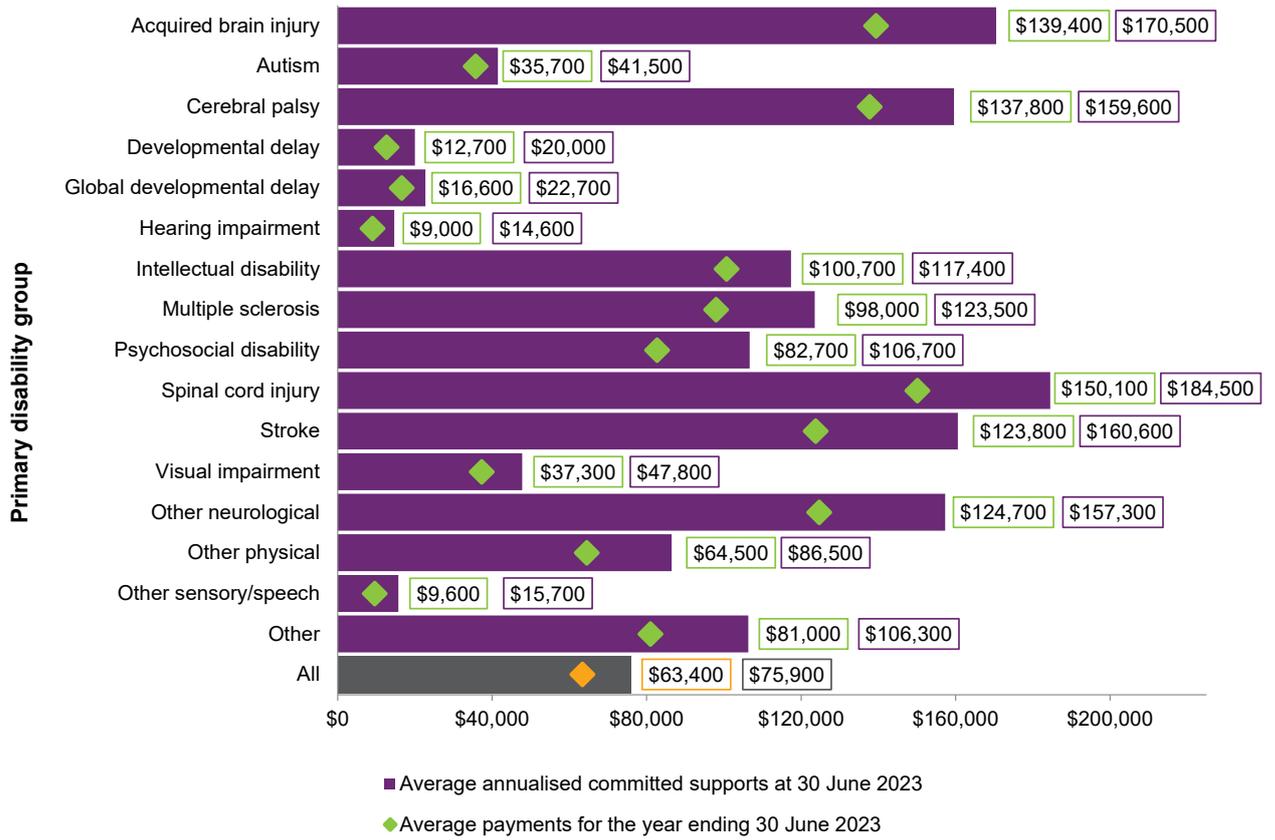


Figure F.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – New South Wales

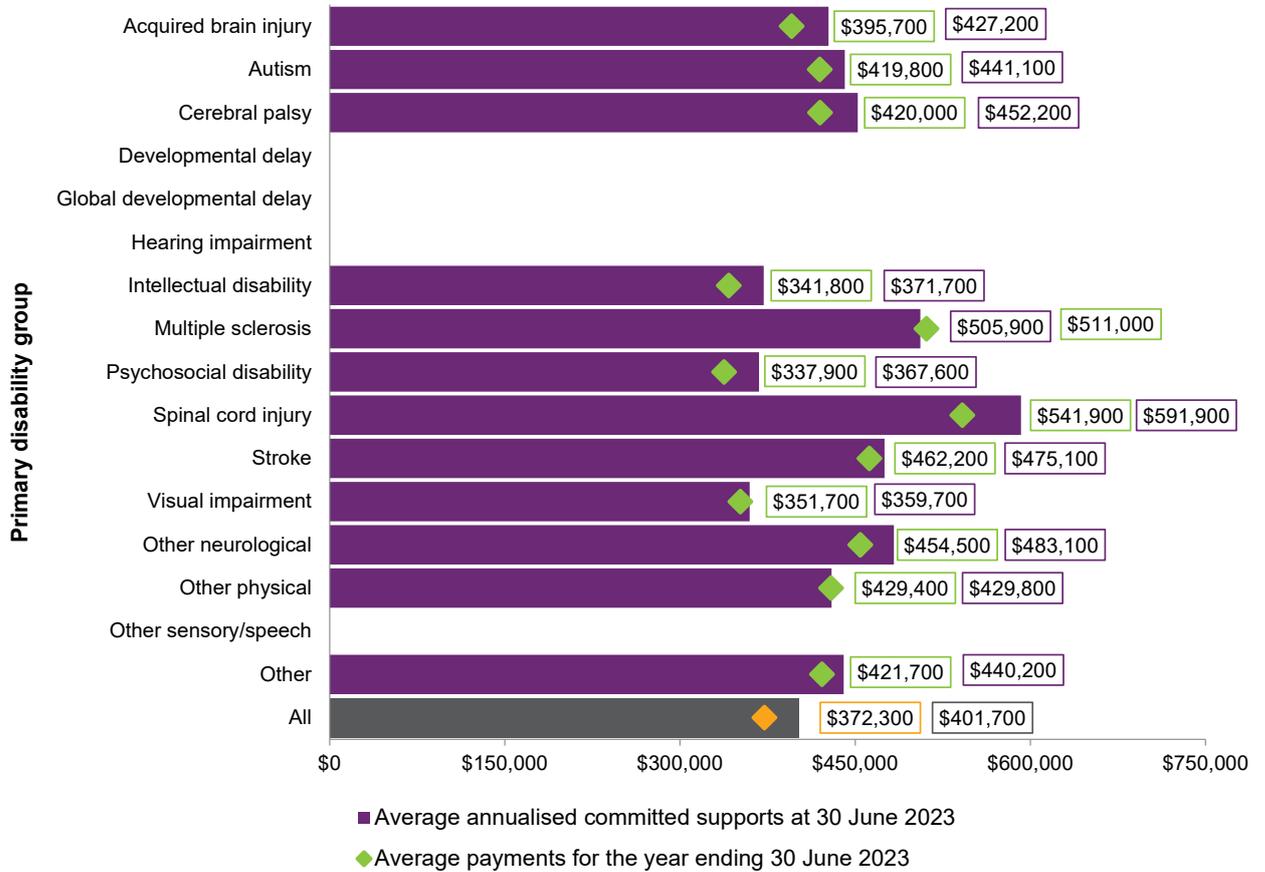


Figure F.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – New South Wales

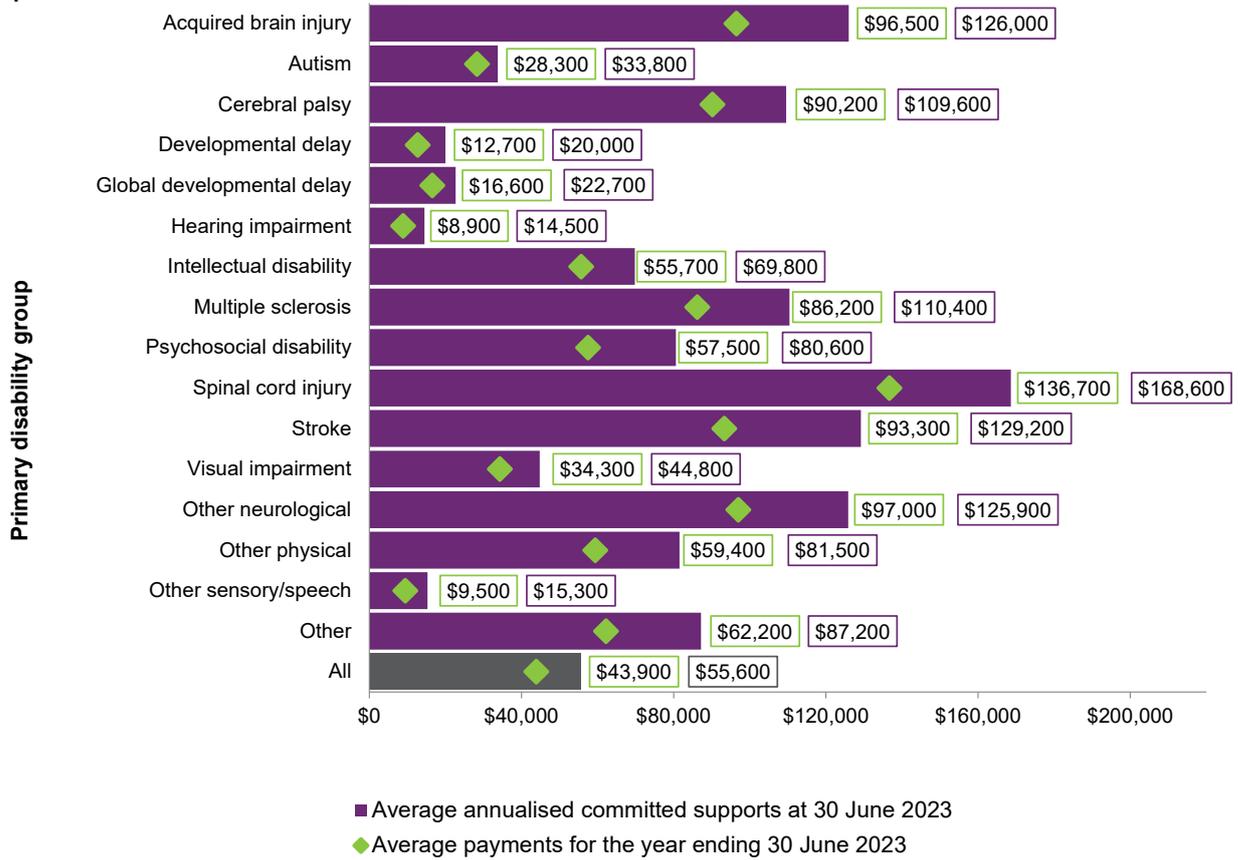


Figure F.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – New South Wales

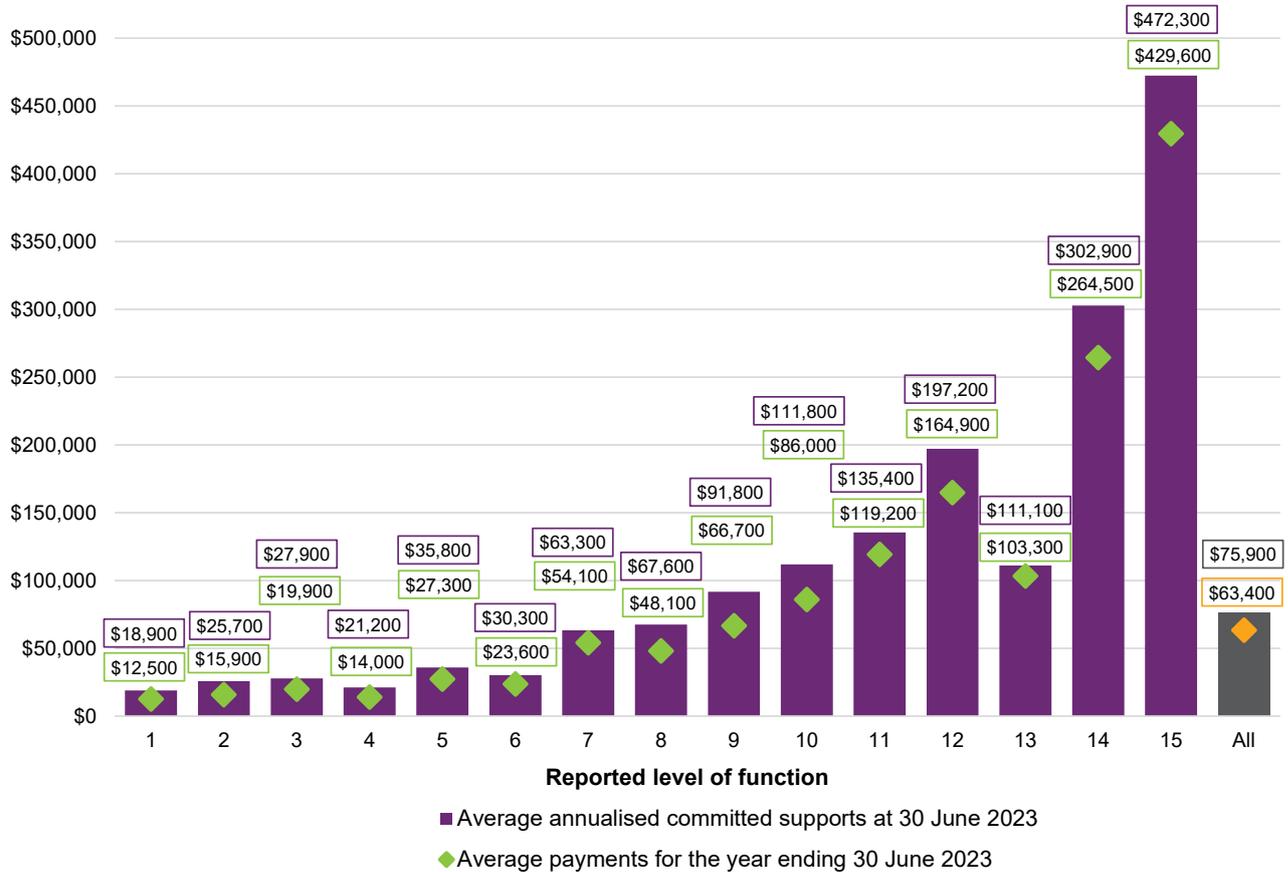


Figure F.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – New South Wales

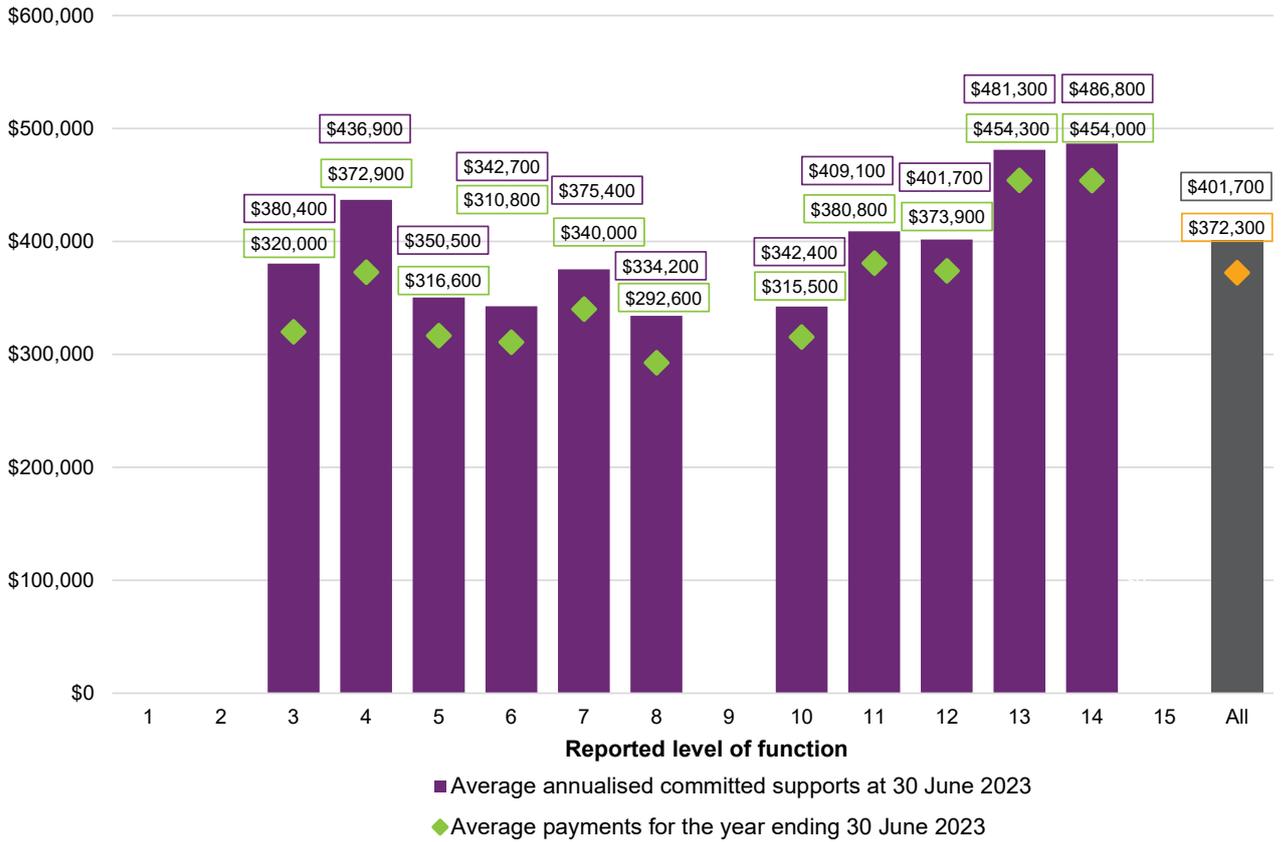


Figure F.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – New South Wales

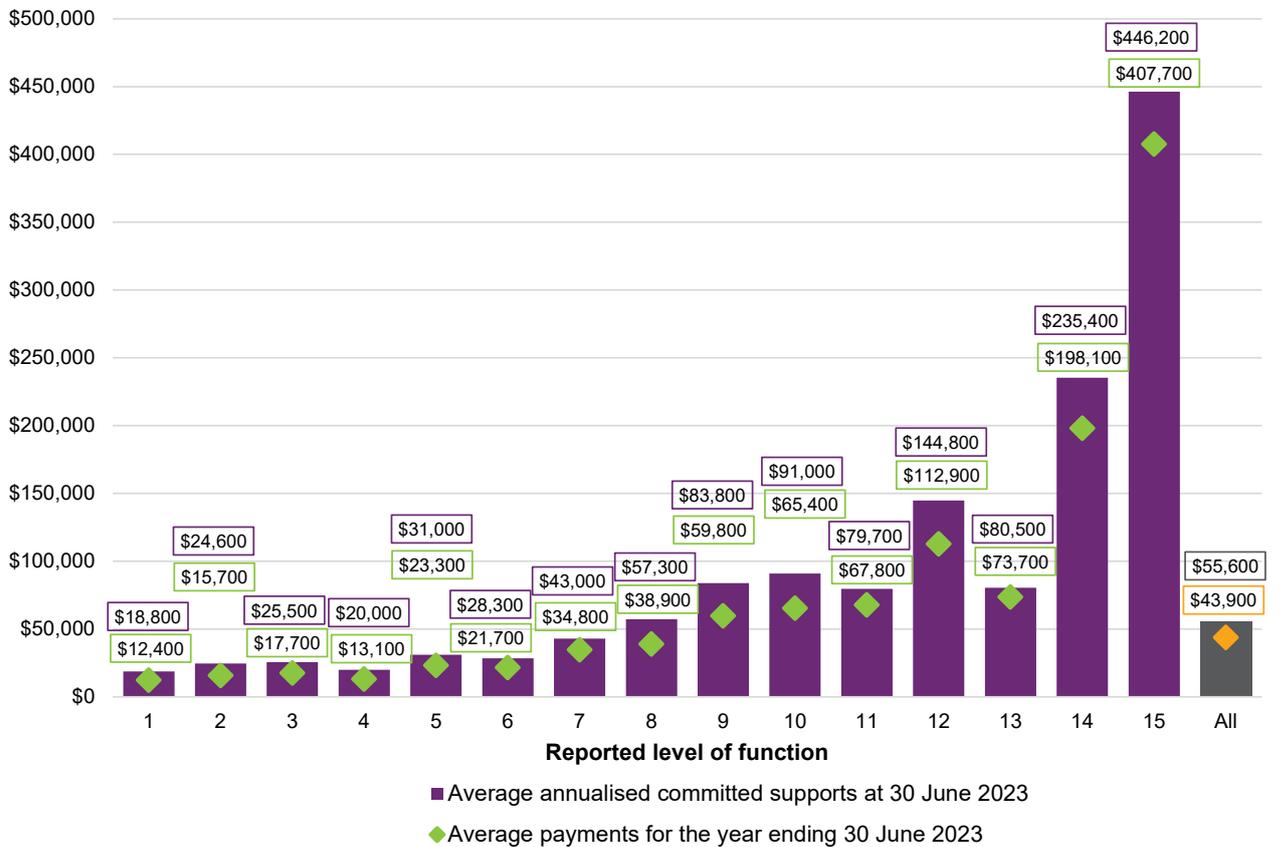


Table F.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – New South Wales ^{86 87}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	5,747.11	6,663.53
Core: Consumables	176.22	230.78
Core: Social and Civic	2,383.01	3,010.19
Core: Transport	317.19	157.36
Capacity Building: Choice and Control	131.76	152.17
Capacity Building: Daily Activities	1,299.54	2,180.30
Capacity Building: Employment	40.74	99.84
Capacity Building: Health and Wellbeing	17.56	30.28
Capacity Building: Home Living	0.14	0.77
Capacity Building: Lifelong learning	0.0	0.03
Capacity Building: Relationships	163.17	314.69
Capacity Building: Social and Civic	48.46	118.17
Capacity Building: Support Coordination	255.32	343.73
Capital: Assistive Technology	204.82	408.85
Capital: Home Modifications	112.27	173.94
All	10,897.32	13,884.64

Table F.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – New South Wales ^{88 89}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	2,940.96	3,122.40
Core: Consumables	25.81	32.42
Core: Social and Civic	514.21	673.01
Core: Transport	22.43	26.22
Capacity Building: Choice and Control	8.45	9.31
Capacity Building: Daily Activities	75.09	117.38
Capacity Building: Employment	0.97	2.69
Capacity Building: Health and Wellbeing	2.36	3.72
Capacity Building: Home Living	0.0	0.01
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	69.54	112.48
Capacity Building: Social and Civic	0.90	2.07
Capacity Building: Support Coordination	48.10	58.44
Capital: Assistive Technology	29.02	51.68
Capital: Home Modifications	62.27	90.08
All	3,800.12	4,301.91

⁸⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

⁸⁷ Total payments for home modifications in New South Wales were \$112.3m. Of which, \$79.8m (71%) has been paid for specialised disability accommodation (SDA) supports, and \$32.5m (29%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$173.9m. Of which, \$119.6m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$54.4m (31%) has been allocated for non-SDA supports.

⁸⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

⁸⁹ Total payments for home modifications in New South Wales were \$62.3m. Of which, \$61.9m (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$90.1m. Of which, \$88.9m (98.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (1.3%) has been allocated for non-SDA supports.

Table F.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – New South Wales ^{90 91}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	2,806.15	3,541.14
Core: Consumables	150.41	198.35
Core: Social and Civic	1,868.81	2,337.18
Core: Transport	294.76	131.15
Capacity Building: Choice and Control	123.31	142.85
Capacity Building: Daily Activities	1,224.45	2,062.92
Capacity Building: Employment	39.77	97.15
Capacity Building: Health and Wellbeing	15.19	26.57
Capacity Building: Home Living	0.14	0.76
Capacity Building: Lifelong learning	0.0	0.03
Capacity Building: Relationships	93.63	202.21
Capacity Building: Social and Civic	47.56	116.10
Capacity Building: Support Coordination	207.22	285.29
Capital: Assistive Technology	175.80	357.17
Capital: Home Modifications	50.0	83.85
All	7,097.20	9,582.73

Table F.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ⁹²

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	50.5	185.0	352.7	1,770.3	4,279.2	5,911.1	8,050.0	10,199.0	11,493.8	13,689.6
Total Paid	37.4	141.7	260.2	1,211.3	3,107.1	4,482.7	5,997.1	7,732.3	8,955.9	10,441.3
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	78%	76%

Table F.35 Percentage change in plan budgets for active participants – New South Wales

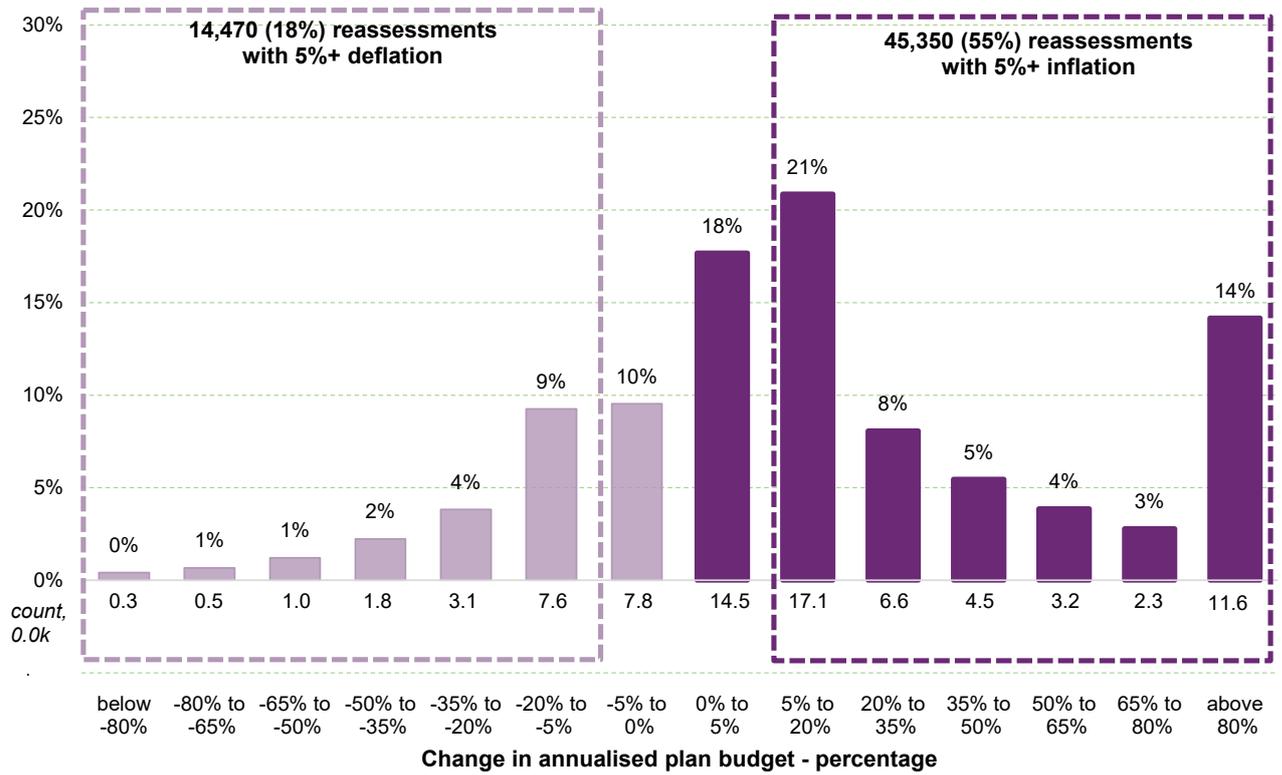
Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	3.7%	4.9%	5.8%	4.9%	7.2%	10.5%	6.5%	6.8%	6.8%
Interplan Inflation	-1.1%	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%	5.5%	4.4%
Total Inflation	2.7%	6.0%	9.7%	6.9%	12.1%	20.2%	16.4%	12.3%	11.2%

⁹⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

⁹¹ Total payments for home modifications in New South Wales were \$50.0m. Of which, \$17.8m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$32.2m (64%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$83.9m. Of which, \$30.6m (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$53.2m (63%) has been allocated for non-SDA supports.

⁹² The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure F.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – New South Wales⁹³



⁹³ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.
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Supplement G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry, plan and entry type – Victoria ⁹⁴

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	200,758	8,395	209,153
Active Eligible - Total	160,459	6,321	166,780
<i>Active Eligible - New</i>	91,793	6,111	97,904
<i>Active Eligible - State</i>	58,613	160	58,773
<i>Active Eligible - Commonwealth</i>	10,053	50	10,103
Active Participant Plans (excl ECA) - Total	157,542	5,699	163,241
<i>Active Participant Plans (excl ECA) - New</i>	89,642	5,487	95,129
<i>Active Participant Plans (excl ECA) - State</i>	57,903	165	58,068
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,997	47	10,044
Active Participant Plans - Total	160,717	9,291	166,833
<i>Active Participant Plans - Early Intervention (s25)</i>	47,729	3,398	51,127
<i>Active Participant Plans - Permanent Disability (s24)</i>	109,813	2,301	112,114
<i>Active Participant Plans - ECA</i>	3,175	3,592	3,592

Table G.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Victoria

People leaving the Scheme	Total
Number of people who have left the Scheme	10,896
<i>Early Intervention participants</i>	2,555
<i>Permanent disability participants</i>	8,341

Table G.3 Assessment of access by age group and gender – Victoria

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	41,111	98%	17,427	98%	943	97%	59,481	98%
7 to 14	20,803	90%	10,766	91%	579	87%	32,148	91%
15 to 18	6,142	93%	3,794	90%	247	90%	10,183	92%
19 to 24	5,372	91%	3,745	86%	165	80%	9,282	89%
25 to 34	7,271	89%	6,021	82%	211	78%	13,503	85%
35 to 44	7,393	86%	7,132	78%	159	71%	14,684	82%
45 to 54	8,918	82%	9,283	75%	174	66%	18,375	78%
55 to 64	10,304	76%	10,202	66%	165	51%	20,671	71%
65+	377	53%	354	45%	<11	n/a	738	49%
Missing	803	50%	617	34%	<11	n/a	1,426	41%
Total	108,494	90%	69,341	82%	2,656	82%	180,491	86%

⁹⁴ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table G.4 Assessment of access by primary disability group and gender – Victoria ⁹⁵

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,611	92%	1,788	91%	46	94%	5,445	92%
Autism	37,532	97%	16,530	97%	1,236	95%	55,298	97%
Cerebral palsy	2,409	97%	1,984	96%	45	90%	4,438	97%
Developmental delay	18,912	98%	7,877	98%	486	98%	27,275	98%
Global developmental delay	2,238	99%	931	99%	42	91%	3,211	99%
Hearing impairment	3,391	90%	3,639	88%	99	85%	7,129	89%
Intellectual disability	16,801	96%	11,919	95%	166	92%	28,886	96%
Multiple sclerosis	839	91%	2,583	91%	28	82%	3,450	91%
Psychosocial disability	10,234	77%	11,377	71%	257	58%	21,868	74%
Spinal cord injury	761	95%	367	91%	21	88%	1,149	93%
Stroke	1,353	86%	968	83%	22	73%	2,343	84%
Visual impairment	1,661	91%	1,582	89%	27	79%	3,270	90%
Other neurological	3,718	82%	3,242	81%	76	70%	7,036	82%
Other physical	2,589	47%	2,961	36%	56	29%	5,606	40%
Other sensory/speech	492	54%	204	47%	<11	n/a	702	51%
Other	1,272	42%	846	27%	37	32%	2,155	35%
Missing	681	99%	543	97%	<11	n/a	1,230	98%
Total	108,494	90%	69,341	82%	2,656	82%	180,491	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table G.5 Participant profile per quarter by participants identifying as First Nations Peoples – Victoria

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,244	3%	262	5%	5,506	3%
Non-First Nations Participants	126,354	80%	5,309	93%	131,663	81%
Not Stated	25,944	16%	128	2%	26,072	16%
Total	157,542	100%	5,699	100%	163,241	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ⁹⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	18,509	12%	636	11%	19,145	12%
Not culturally and linguistically diverse	138,970	88%	5,062	89%	144,032	88%
Not stated	63	0%	<11	n/a	64	0%
Total	157,542	100%	5,699	100%	163,241	100%

⁹⁵ Down syndrome is included in intellectual disability.

⁹⁶ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Victoria ⁹⁷

Age group	Total number of active participants
Under 45	18
45 to 54	92
55 to 64	489
Total YPIRAC (under 65)	599

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ⁹⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	28	1,068
Sep-20	-27	1,041
Dec-20	-31	1,010
Mar-21	-7	1,003
Jun-21	-19	984
Sep-21	-30	954
Dec-21	-25	929
Mar-22	-60	869
Jun-22	-62	807
Sep-22	-38	769
Dec-22	-33	736
Mar-23	-78	658
Jun-23	-59	599

Table G.9 Participant profile per quarter by remoteness – Victoria ⁹⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	114,605	73%	4,184	73%	118,789	73%
Population > 50,000	14,791	9%	542	10%	15,333	9%
Population between 15,000 and 50,000	10,300	7%	376	7%	10,676	7%
Population between 5,000 and 15,000	8,582	5%	286	5%	8,868	5%
Population less than 5,000	9,196	6%	311	5%	9,507	6%
Remote	59	0%	<11	n/a	59	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	157,542	100%	5,699	100%	163,241	100%

⁹⁷ There are a further 523 active participants aged 65 years or over who are currently in residential aged care.

⁹⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

⁹⁹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table G.10 Participant profile per quarter by primary disability group – Victoria ^{100 101 102}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	52,190	33%	1,676	29%	53,866	33%
Intellectual disability	26,759	17%	329	6%	27,088	17%
Psychosocial disability	19,347	12%	402	7%	19,749	12%
Developmental delay	20,583	13%	2,248	39%	22,831	14%
Hearing impairment	6,613	4%	171	3%	6,784	4%
Other neurological	5,310	3%	126	2%	5,436	3%
Other physical	4,439	3%	96	2%	4,535	3%
Cerebral palsy	4,169	3%	30	1%	4,199	3%
Acquired brain injury	4,498	3%	136	2%	4,634	3%
Global developmental delay	2,590	2%	185	3%	2,775	2%
Visual impairment	2,877	2%	46	1%	2,923	2%
Multiple sclerosis	3,105	2%	79	1%	3,184	2%
Stroke	1,930	1%	65	1%	1,995	1%
Spinal cord injury	991	1%	16	0%	1,007	1%
Other	1,698	1%	92	2%	1,790	1%
Other sensory/speech	443	0%	<11	n/a	445	0%
Total	157,542	100%	5,699	100%	163,241	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{103 104}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	779	12%	<11	n/a	779	12%
Intellectual disability	3,459	52%	<11	n/a	3,459	52%
Psychosocial disability	496	8%	<11	n/a	496	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	314	5%	<11	n/a	315	5%
Other physical	61	1%	<11	n/a	61	1%
Cerebral palsy	633	10%	<11	n/a	633	10%
Acquired brain injury	496	8%	<11	n/a	498	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	119	2%	<11	n/a	119	2%
Stroke	125	2%	<11	n/a	127	2%
Spinal cord injury	47	1%	<11	n/a	47	1%
Other	55	1%	<11	n/a	55	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,609	100%	<11	n/a	6,614	100%

¹⁰⁰ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁰¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁰² Down syndrome is included in intellectual disability, representing 2% (2,838) of all Scheme participants in Victoria.

¹⁰³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹⁰⁴ Down syndrome is included in intellectual disability, representing 8% (532) of participants in SIL.

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹⁰⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	51,411	34%	1,676	29%	53,087	34%
Intellectual disability	23,300	15%	329	6%	23,629	15%
Psychosocial disability	18,851	12%	402	7%	19,253	12%
Developmental delay	20,583	14%	2,248	39%	22,831	15%
Hearing impairment	6,608	4%	171	3%	6,779	4%
Other neurological	4,996	3%	125	2%	5,121	3%
Other physical	4,378	3%	96	2%	4,474	3%
Cerebral palsy	3,536	2%	30	1%	3,566	2%
Acquired brain injury	4,002	3%	134	2%	4,136	3%
Global developmental delay	2,590	2%	185	3%	2,775	2%
Visual impairment	2,857	2%	46	1%	2,903	2%
Multiple sclerosis	2,986	2%	79	1%	3,065	2%
Stroke	1,805	1%	63	1%	1,868	1%
Spinal cord injury	944	1%	16	0%	960	1%
Other	1,643	1%	92	2%	1,735	1%
Other sensory/speech	443	0%	<11	n/a	445	0%
Total	150,933	100%	5,694	100%	156,627	100%

Table G.13 Participant profile per quarter by reported level of function – Victoria

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	18,633	12%	1,616	28%	20,249	12%
2 (High Function)	412	0%	13	0%	425	0%
3 (High Function)	8,172	5%	483	8%	8,655	5%
4 (High Function)	8,500	5%	236	4%	8,736	5%
5 (High Function)	12,609	8%	562	10%	13,171	8%
6 (Moderate Function)	34,870	22%	1,417	25%	36,287	22%
7 (Moderate Function)	8,790	6%	235	4%	9,025	6%
8 (Moderate Function)	8,641	5%	183	3%	8,824	5%
9 (Moderate Function)	740	0%	15	0%	755	0%
10 (Moderate Function)	15,989	10%	346	6%	16,335	10%
11 (Low Function)	4,654	3%	52	1%	4,706	3%
12 (Low Function)	23,299	15%	406	7%	23,705	15%
13 (Low Function)	9,940	6%	119	2%	10,059	6%
14 (Low Function)	2,195	1%	14	0%	2,209	1%
15 (Low Function)	41	0%	<11	n/a	42	0%
Missing	57	0%	<11	n/a	58	0%
Total	157,542	100%	5,699	100%	163,241	100%

¹⁰⁵ Down syndrome is included in intellectual disability, representing 1% (2,306) of participants not in SIL.

Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	26,193	17%	2,682	47%	28,875	18%
7 to 14	42,378	27%	1,006	18%	43,384	27%
15 to 18	12,452	8%	347	6%	12,799	8%
19 to 24	11,742	7%	209	4%	11,951	7%
25 to 34	13,453	9%	297	5%	13,750	8%
35 to 44	12,770	8%	306	5%	13,076	8%
45 to 54	14,880	9%	376	7%	15,256	9%
55 to 64	16,785	11%	434	8%	17,219	11%
65+	6,889	4%	42	1%	6,931	4%
Total	157,542	100%	5,699	100%	163,241	100%

Table G.15 Participation rates by age group and gender at 30 June 2023 – Victoria ¹⁰⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.0%	3.2%	5.3%
7 to 14	8.7%	4.2%	6.6%
15 to 18	4.9%	2.9%	4.0%
19 to 24	2.9%	1.8%	2.4%
25 to 44	1.5%	1.2%	1.4%
45 to 64	2.0%	2.0%	2.0%
Total (aged 0 to 64)	3.4%	2.1%	2.8%

¹⁰⁶ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table G.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,496), 'participant social and community engagement rate' (n=14,536), 'parent and carer employment rate' (n=14,279) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=10,133) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Victoria ¹⁰⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	20%	26%
Participant employment rate - Aged 55 to 64 years	16%	14%	14%	26%
Participant employment rate - Aged 65+ years	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	35%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	35%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	37%	46%
Participant social and community engagement rate - Aged 25+ years	32%	36%	36%	46%
Participant social and community engagement rate - Aged 15+ years	32%	35%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	46%	50%
Parent and carer employment rate - All ages	45%	47%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	74%	75%

¹⁰⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table G.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,818), 'participant social and community engagement rate' (n=11,884), 'parent and carer employment rate' (n=8,610) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,523) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Victoria ¹⁰⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	27%	27%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	10%	10%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	19%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	39%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	44%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	36%	36%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	40%	42%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	38%	40%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	66%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	76%	75%

¹⁰⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table G.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,252), 'participant social and community engagement rate' (n=7,288), 'parent and carer employment rate' (n=4,106) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=6,141) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Victoria ¹⁰⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	14%	18%	20%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	26%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	27%	26%	31%	22%	27%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	25%	20%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	18%	16%	14%	13%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	24%	19%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	41%	40%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	42%	43%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	42%	40%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	36%	40%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	42%	45%	41%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	45%	47%	44%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	42%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	48%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	50%	51%	49%	50%
Parent and carer employment rate - All ages	44%	48%	49%	50%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	66%	65%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	70%	72%	77%	75%

¹⁰⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,289), 'participant social and community engagement rate' (n=3,315), 'parent and carer employment rate' (n=1,451) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=2,746) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Victoria ¹¹⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	20%	23%	25%	28%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	26%	24%	22%	25%	18%	24%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	23%	28%	26%	23%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	16%	18%	14%	16%	26%
Participant employment rate - Aged 65+ years	12%	11%	10%	12%	7%	10%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	22%	25%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	21%	24%	20%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	40%	40%	39%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	41%	45%	48%	45%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	42%	45%	47%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	43%	46%	47%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	43%	45%	39%	45%	46%
Participant social and community engagement rate - Aged 65+ years	41%	44%	49%	49%	45%	46%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	44%	46%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	43%	45%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	43%	45%	53%	41%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	48%	51%	51%	38%	49%	50%
Parent and carer employment rate - All ages	43%	45%	47%	52%	40%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	67%	67%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	76%	82%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	69%	73%	77%	79%	75%

¹¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=823), 'participant social and community engagement rate' (n=844), 'parent and carer employment rate' (n=295) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=688) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Victoria ¹¹¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	10%	13%	27%	6%	0%	18%	26%
Participant employment rate - Aged 25 to 34 years	21%	22%	25%	19%	19%	18%	22%	26%
Participant employment rate - Aged 35 to 44 years	23%	22%	22%	20%	27%	29%	23%	26%
Participant employment rate - Aged 45 to 54 years	22%	24%	24%	16%	28%	17%	17%	26%
Participant employment rate - Aged 55 to 64 years	24%	22%	21%	22%	17%	13%	18%	26%
Participant employment rate - Aged 65+ years	13%	11%	12%	10%	3%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	23%	19%	22%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	22%	20%	20%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	26%	27%	26%	46%	33%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	48%	46%	43%	43%	48%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	43%	47%	54%	38%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	31%	37%	37%	33%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	39%	47%	37%	41%	41%	46%
Participant social and community engagement rate - Aged 65+ years	42%	49%	55%	45%	41%	48%	54%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	43%	44%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	42%	42%	42%	42%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	46%	45%	49%	53%	51%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	52%	52%	56%	55%	54%	53%	50%
Parent and carer employment rate - All ages	43%	49%	48%	53%	54%	53%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	54%	59%	59%	64%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	62%	70%	75%	79%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	65%	69%	70%	72%	76%	75%

¹¹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

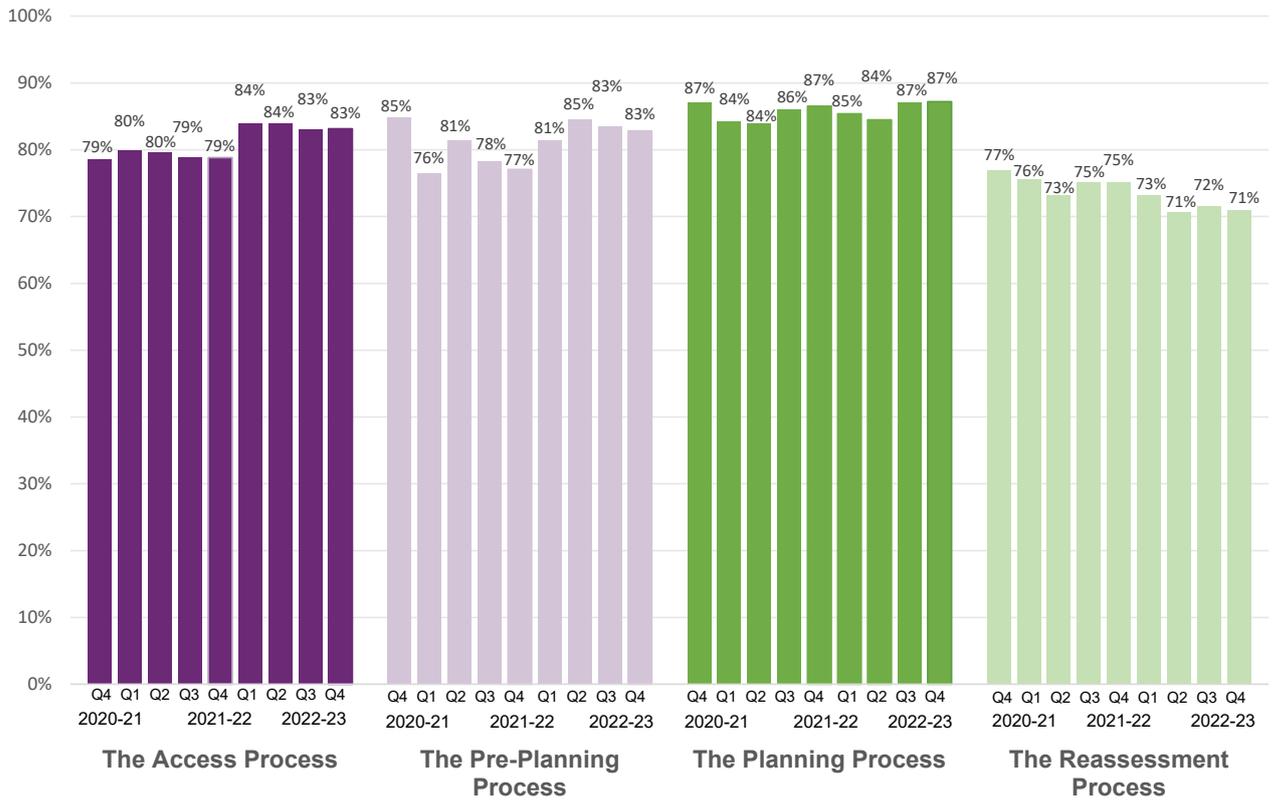
Part Three: Participant experience

Table G.21 Proportion of participants who agreed with statements about 'Access' (n = 2,645 in Prior Quarters, n = 210 in 2022-23 Q4), 'Pre-planning' (n = 2,427 in Prior Quarters, n = 264 in 2022-23 Q4), 'Planning' (n = 11,307 in Prior Quarters, n = 1,514 in 2022-23 Q4) and 'Plan reassessment' (n = 24,739 in Prior Quarters, n = 2,207 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ¹¹²

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	87%	86%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	78%	83%
Access - % of participants rating their overall experience as Very Good or Good.	81%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	88%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	80%	82%
Pre-planning - Are you clear on what happens next with your plan?	69%	72%
Pre-planning - Do you know where to go for more help with your plan?	75%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	81%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	91%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	89%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	85%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	69%

¹¹² Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹¹³



¹¹³ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table G.23 show the number of complaints by type as well as by source and subject of complaint based on records.

Table G.22 Complaints by quarter – Victoria ^{114 115}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	134	<11	139	130
People who have submitted an access request: Complaint about LAC Partner	550	69	619	556
People who have submitted an access request: Complaints about service providers	2,197	151	2,348	1,839
People who have submitted an access request: Complaints about the Agency	30,327	1,908	32,235	16,770
People who have submitted an access request: Unclassified	634	<11	634	588
People who have submitted an access request: Total	33,842	2,133	35,975	18,320
<i>Percentage of the number of active participants</i>	6.2%	5.3%	6.2%	n/a
Total PCIs	6,282	1,255	7,537	n/a

¹¹⁴ Note that 61% of all complainants made only one complaint, 19% made two complaints and 20% made three or more complaints.

¹¹⁵ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Figure G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria

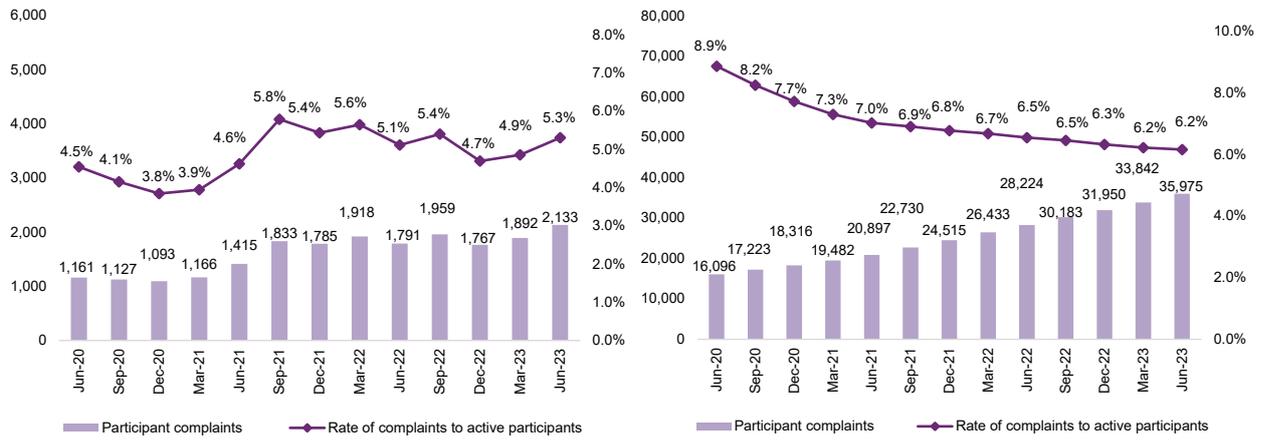


Figure G.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Victoria

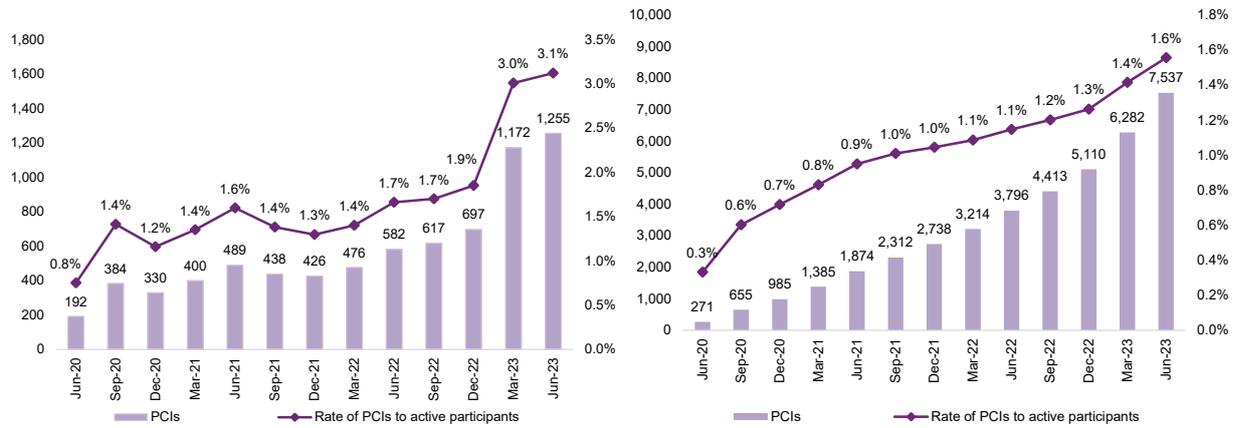


Table G.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹¹⁶

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,132	4%	<11	n/a	1,132	4%
Complaints about the Agency - Information unclear	481	2%	<11	n/a	483	1%
Complaints about the Agency - NDIA Access	730	2%	64	3%	794	2%
Complaints about the Agency - NDIA Engagement	32	0%	<11	n/a	32	0%
Complaints about the Agency - NDIA Finance	2,028	7%	175	9%	2,203	7%
Complaints about the Agency - NDIA Fraud and Compliance	128	0%	11	1%	139	0%
Complaints about the Agency - NDIA Plan	6,521	22%	707	37%	7,228	22%
Complaints about the Agency - NDIA Process	2,114	7%	227	12%	2,341	7%
Complaints about the Agency - NDIA Resources	204	1%	18	1%	222	1%
Complaints about the Agency - NDIA Staff	1,595	5%	205	11%	1,800	6%
Complaints about the Agency - NDIA Timeliness	4,783	16%	469	25%	5,252	16%
Complaints about the Agency - Participation, engagement and inclusion	99	0%	<11	n/a	99	0%
Complaints about the Agency - Provider Portal	28	0%	<11	n/a	29	0%
Complaints about the Agency - Quality & Safeguards Commission	22	0%	<11	n/a	24	0%
Complaints about the Agency - Reasonable and necessary supports	1,561	5%	<11	n/a	1,561	5%
Complaints about the Agency - Staff conduct - Agency	448	1%	<11	n/a	449	1%
Complaints about the Agency - The way the NDIA carried out its decision making	771	3%	<11	n/a	776	2%
Complaints about the Agency - Timeliness	4,481	15%	<11	n/a	4,484	14%
Complaints about the Agency - Other	3,169	10%	18	1%	3,187	10%
Complaints about the Agency - Total	30,327	100%	1,908	100%	32,235	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	16	12%	<11	n/a	18	13%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	36	27%	<11	n/a	38	27%
Complaints about ECA Partner - ECA Timeliness	69	51%	<11	n/a	69	50%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	134	100%	<11	n/a	139	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	93	17%	<11	n/a	97	16%
Complaints about LAC Partner - LAC Process	58	11%	<11	n/a	66	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	344	63%	50	72%	394	64%
Complaints about LAC Partner - LAC Timeliness	50	9%	<11	n/a	55	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	550	100%	69	100%	619	100%
Complaints about service providers - Provider Costs	52	2%	<11	n/a	52	2%
Complaints about service providers - Provider Finance	114	5%	26	17%	140	6%
Complaints about service providers - Provider Fraud and Compliance	186	8%	21	14%	207	9%

¹¹⁶ There are 33,842 total participant complaints in Prior Quarters, 2,133 total participant complaints in 2022-23 Q4, and 35,975 total participant complaints as at 30 June 2023, including 634 unclassified participant complaints as at 30 June 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	90	4%	<11	n/a	91	4%
Complaints about service providers - Provider Service	818	37%	54	36%	872	37%
Complaints about service providers - Provider Staff	351	16%	43	28%	394	17%
Complaints about service providers - Service Delivery	121	6%	<11	n/a	121	5%
Complaints about service providers - Staff Conduct	121	6%	<11	n/a	124	5%
Complaints about service providers - Supports being provided	134	6%	<11	n/a	135	6%
Complaints about service providers - Other	210	10%	<11	n/a	212	9%
Complaints about service providers - Total	2,197	100%	151	100%	2,348	100%

Table G.24 AAT Cases by category at 30 June 2023 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	753	20%	47	16%	800	19%
Plan	2,728	71%	224	74%	2,952	71%
Plan Reassessment	100	3%	<11	n/a	103	2%
Other	279	7%	27	9%	306	7%
Total cases	3,860	100%	301	100%	4,161	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.71%</i>	<i>n/a</i>	<i>0.75%</i>	<i>n/a</i>	<i>0.71%</i>

Figure G.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

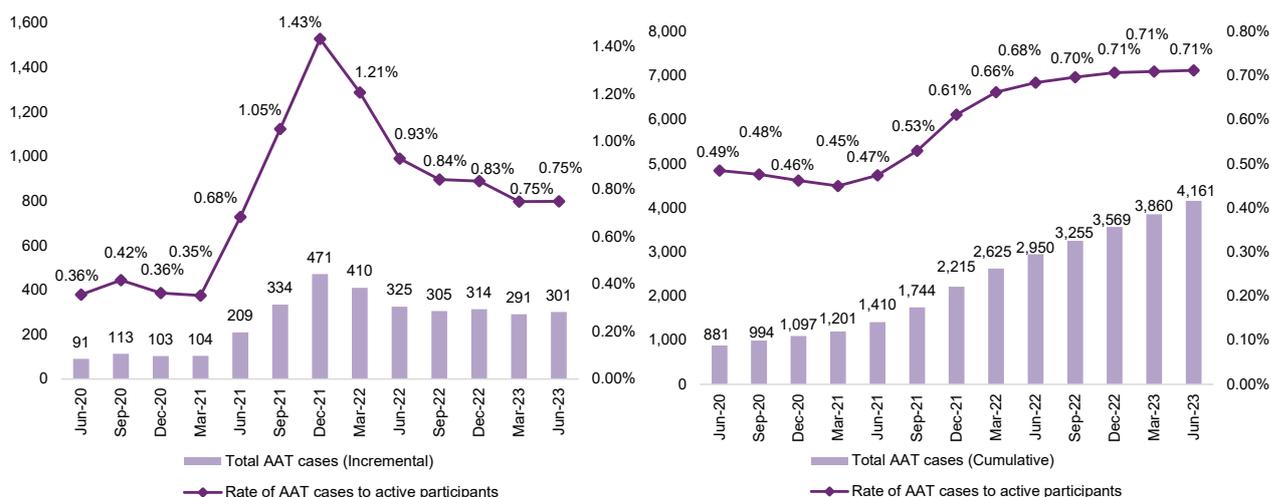


Table G.25 AAT cases by open/closed and decision – Victoria^{117 118}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,161	3,751
Open AAT Cases	809	802
Closed AAT Cases	3,352	3,032
<i>Resolved before hearing</i>	3,268	2,963
<i>Gone to hearing and received a substantive decision</i>	84	69

¹¹⁷ Of the 84 cases which went to hearing and received a substantive decision: 24 affirmed the Agency's decision, 21 varied the Agency's decision and 39 set aside the Agency's decision.

¹¹⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table G.26 Key markets indicators by quarter – Victoria ^{119 120}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.05	1.04
Number of providers delivering new types of supports	491	485
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	90%	90%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	96%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	95%	95%

Table G.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Victoria ¹²¹

Activity	Number of providers
Active for the first time in 2022-23 Q4	124
Active in 2022-23 Q4 and also in previous quarters	2,713
Active in 2022-23 Q4	2,837
Inactive in 2022-23 Q4	4,799
Active ever	7,636

Table G.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Victoria ¹²²

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	405	111	44	560
\$2,001-\$10,000	503	37	41	581
\$10,001-\$100,000	847	24	34	905
\$100,001-\$250,000	285	<5	<5	290
\$250,000+	500	<5	<5	501
Total	2,540	173	124	2,837

Table G.29 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹²³

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	16%	16%	16%
Health & Wellbeing	62%	65%	62%
Lifelong Learning	26%	25%	26%
Other	21%	22%	21%
Non-categorised	18%	15%	17%
Any mainstream service	96%	96%	96%

¹¹⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹²⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹²¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹²² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹²³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table G.30 and in Figure G.5 to G.13 , average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are derived from total payments paid over the 12 months to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table G.30 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q4 – Victoria

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.7%	1.7%
\$5,001-\$10,000	5.0%	5.2%
\$10,001-\$15,000	10.4%	10.8%
\$15,001-\$20,000	14.1%	14.7%
\$20,001-\$25,000	12.5%	13.1%
\$25,001-\$30,000	5.6%	5.9%
\$30,001-\$50,000	15.4%	16.0%
\$50,001-\$100,000	18.1%	18.8%
\$100,001-\$150,000	6.1%	6.4%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	6.2%	2.6%

Figure G.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – Victoria

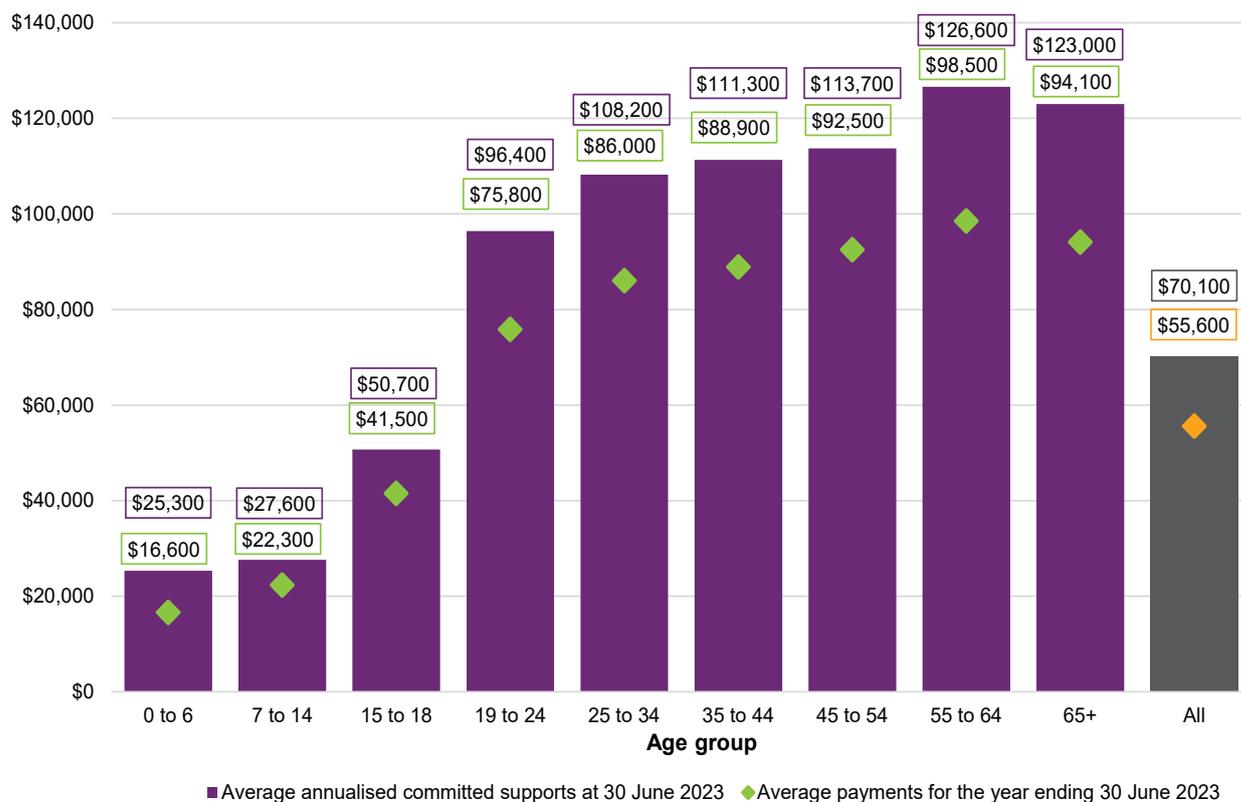


Figure G.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Victoria



Figure G.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Victoria



Figure G.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Victoria

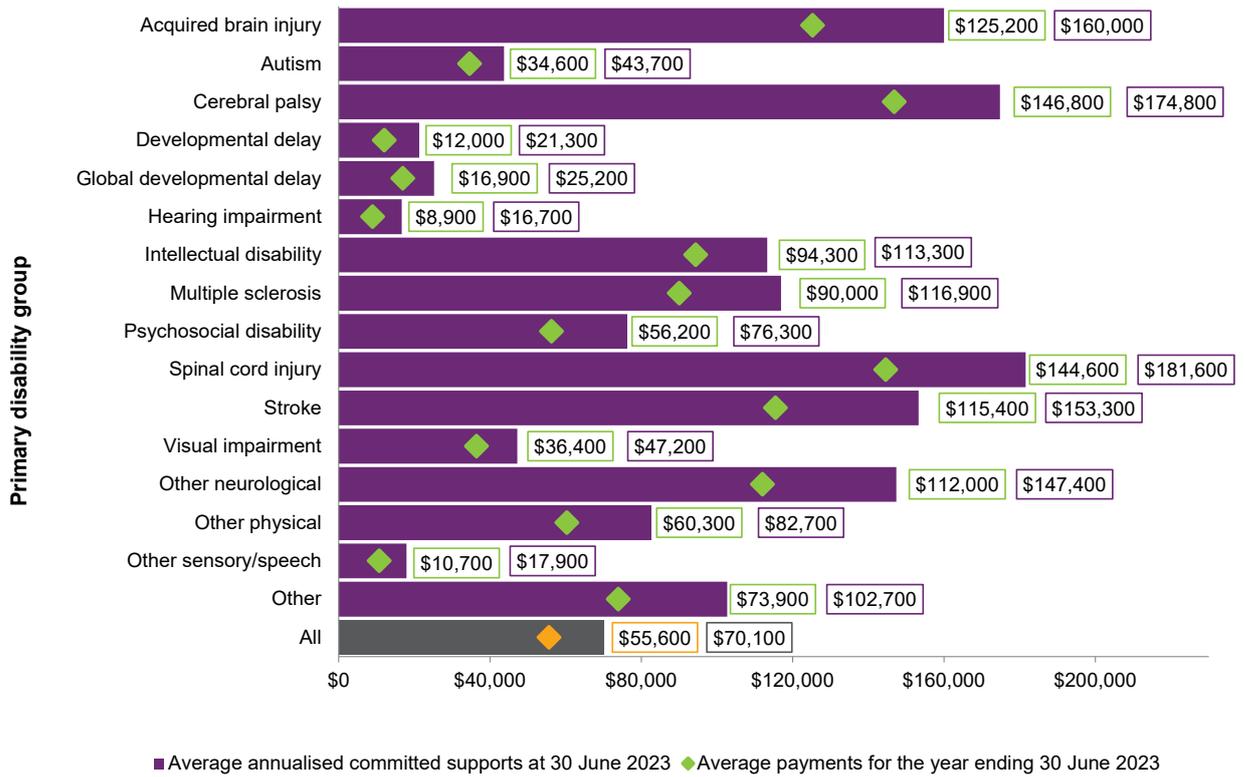


Figure G.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Victoria

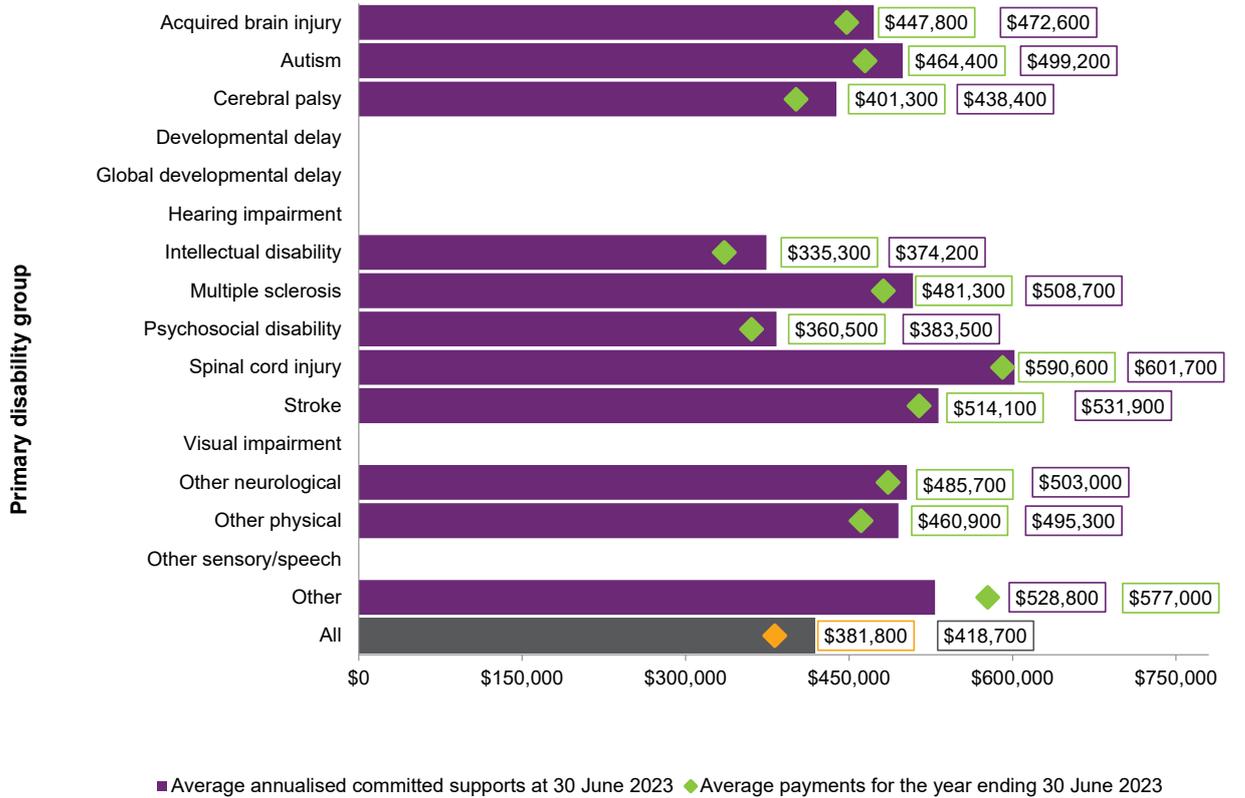


Figure G.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Victoria

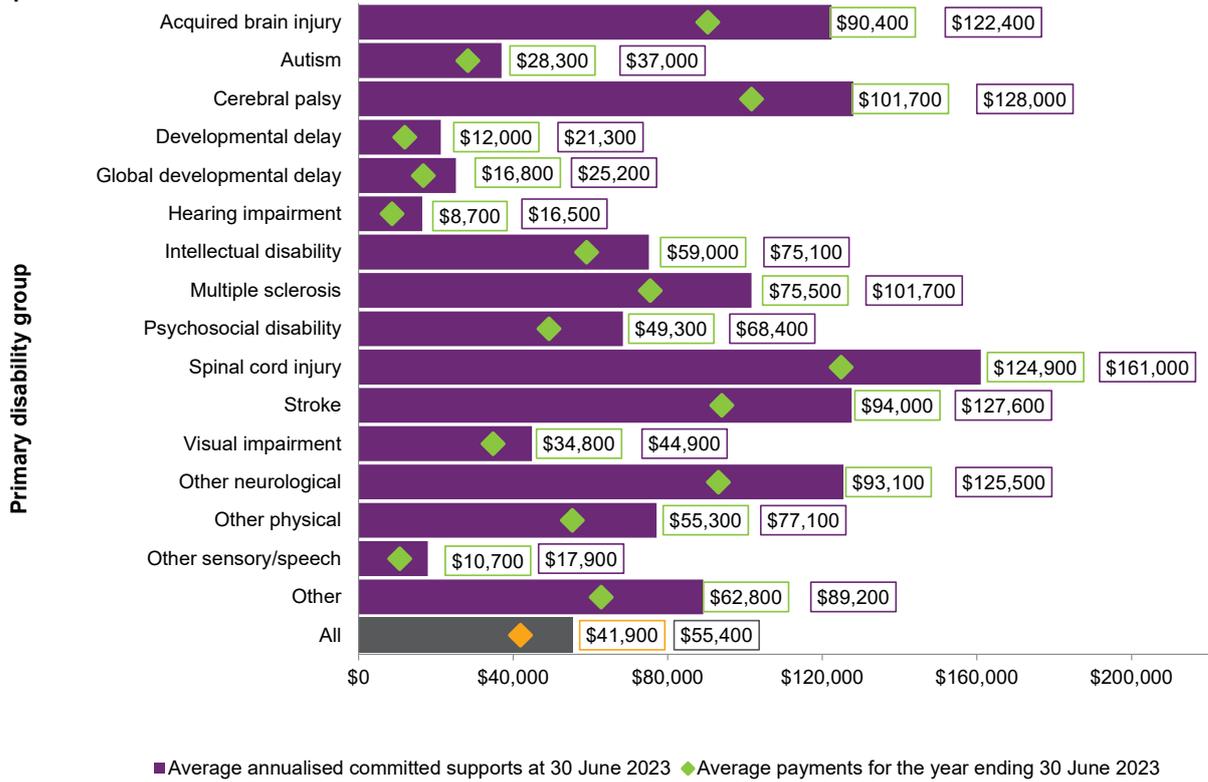


Figure G.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Victoria

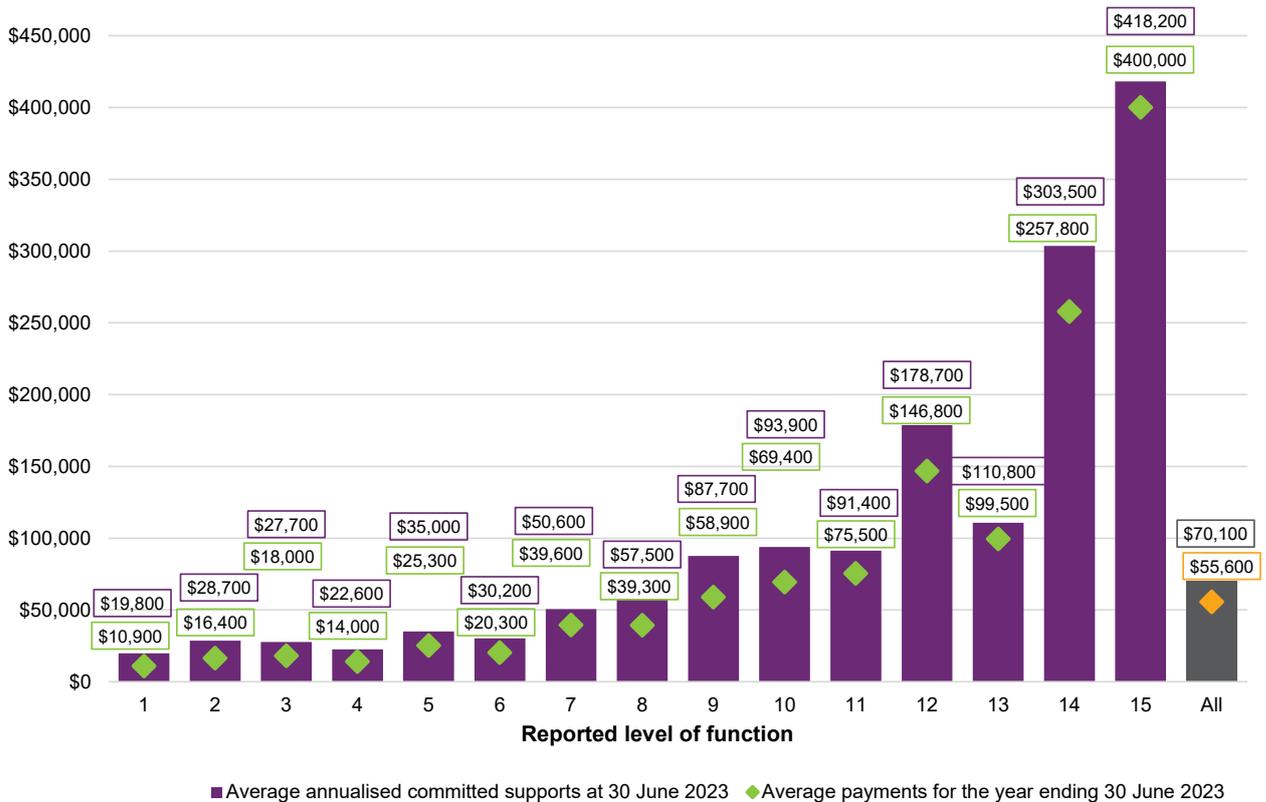


Figure G.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Victoria

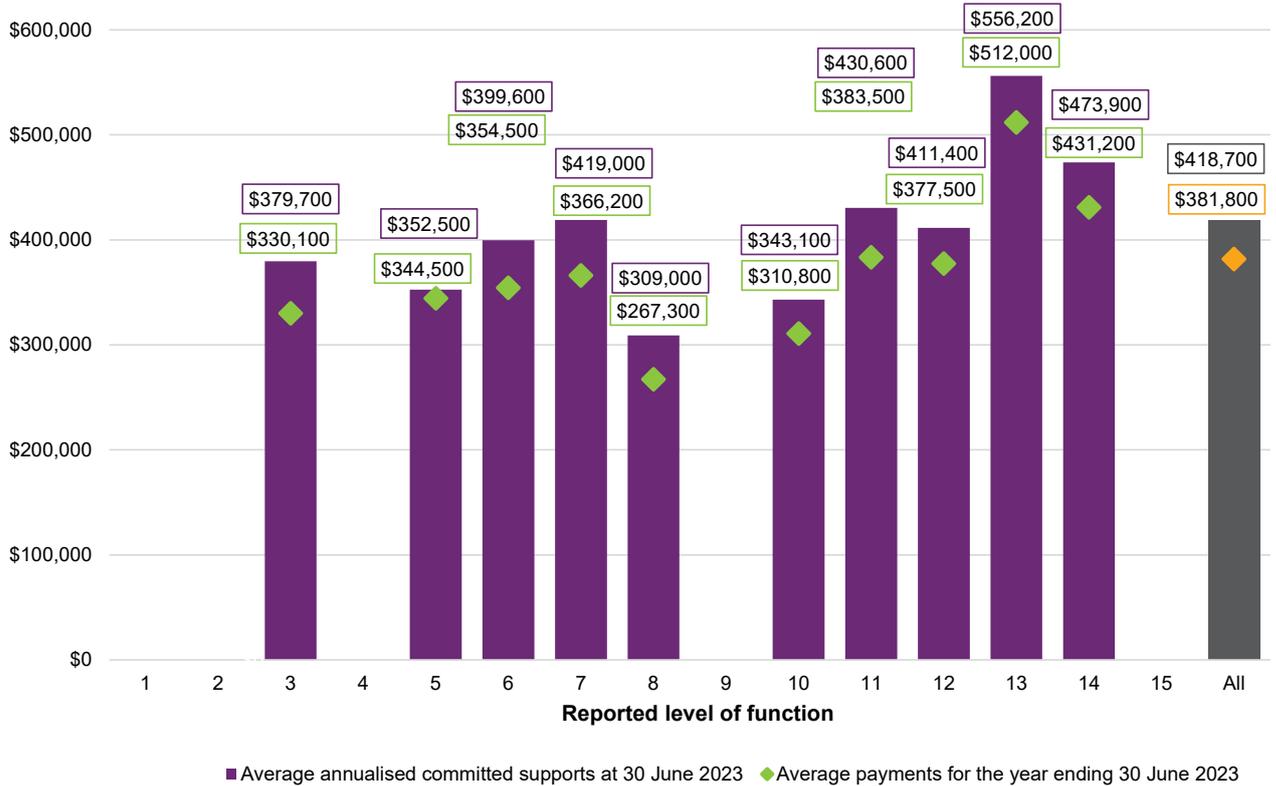


Figure G.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Victoria

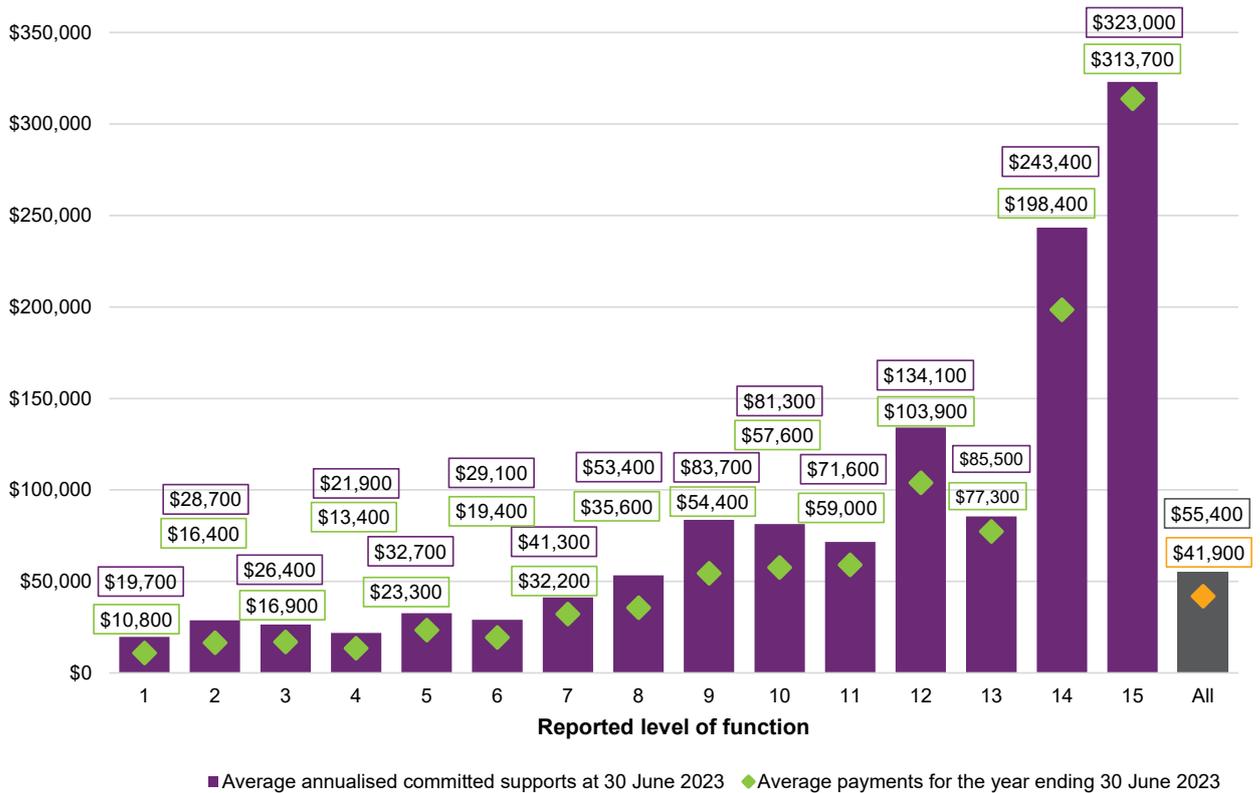


Table G.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Victoria ¹²⁴

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	4,158.6	4,881.9
Core: Consumables	155.8	224.2
Core: Social and Civic	1,936.6	2,678.1
Core: Transport	213.7	140.4
Capacity Building: Choice and Control	133.0	150.2
Capacity Building: Daily Activities	1,179.0	2,084.3
Capacity Building: Employment	26.1	65.9
Capacity Building: Health and Wellbeing	7.6	17.0
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.02	0.2
Capacity Building: Relationships	113.8	240.3
Capacity Building: Social and Civic	37.5	103.1
Capacity Building: Support Coordination	291.4	384.3
Capital: Assistive Technology	146.9	317.5
Capital: Home Modifications	103.3	151.9
All	8,503.9	11,441.5

Table G.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Victoria ^{126 127}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	1,719.4	1,877.2
Core: Consumables	16.3	21.8
Core: Social and Civic	383.9	519.9
Core: Transport	14.7	18.5
Capacity Building: Choice and Control	8.0	8.4
Capacity Building: Daily Activities	62.6	96.1
Capacity Building: Employment	0.4	1.1
Capacity Building: Health and Wellbeing	0.4	1.2
Capacity Building: Home Living	0.001	0.01
Capacity Building: Lifelong learning	0.001	0.03
Capacity Building: Relationships	36.8	69.3
Capacity Building: Social and Civic	0.4	1.0
Capacity Building: Support Coordination	37.4	44.6
Capital: Assistive Technology	18.8	35.6
Capital: Home Modifications	60.3	74.3
All	2,359.4	2,769.1

¹²⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹²⁵ Total payments for home modifications in Victoria were \$103.3m. Of which, \$69.9m (68%) has been paid for specialised disability accommodation (SDA) supports, and \$33.3m (32%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$151.9m. Of which, \$97.3m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$54.6m (36%) has been allocated for non-SDA supports.

¹²⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹²⁷ Total payments for home modifications in Victoria were \$60.3m. Of which, \$59.8m (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5m (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$74.3m. Of which, \$73.1m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (2%) has been allocated for non-SDA supports.

Table G.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Victoria ^{128 129}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	2,439.2	3,004.8
Core: Consumables	139.5	202.4
Core: Social and Civic	1,552.7	2,158.2
Core: Transport	199.0	121.9
Capacity Building: Choice and Control	125.1	141.8
Capacity Building: Daily Activities	1,116.4	1,988.2
Capacity Building: Employment	25.7	64.7
Capacity Building: Health and Wellbeing	7.1	15.8
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.02	0.1
Capacity Building: Relationships	76.9	171.0
Capacity Building: Social and Civic	37.1	102.1
Capacity Building: Support Coordination	254.0	339.6
Capital: Assistive Technology	128.1	281.9
Capital: Home Modifications	42.9	77.6
All	6,144.5	8,672.4

Table G.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ¹³⁰

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	53.9	162.7	205.0	498.4	1,440.4	3,456.7	6,019.4	7,925.0	9,241.8	11,222.4
Total Paid	32.4	128.0	161.4	339.5	957.3	2,368.6	4,129.1	5,458.5	6,807.9	8,130.1
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	72%

Table G.35 Percentage change in plan budgets for active participants – Victoria

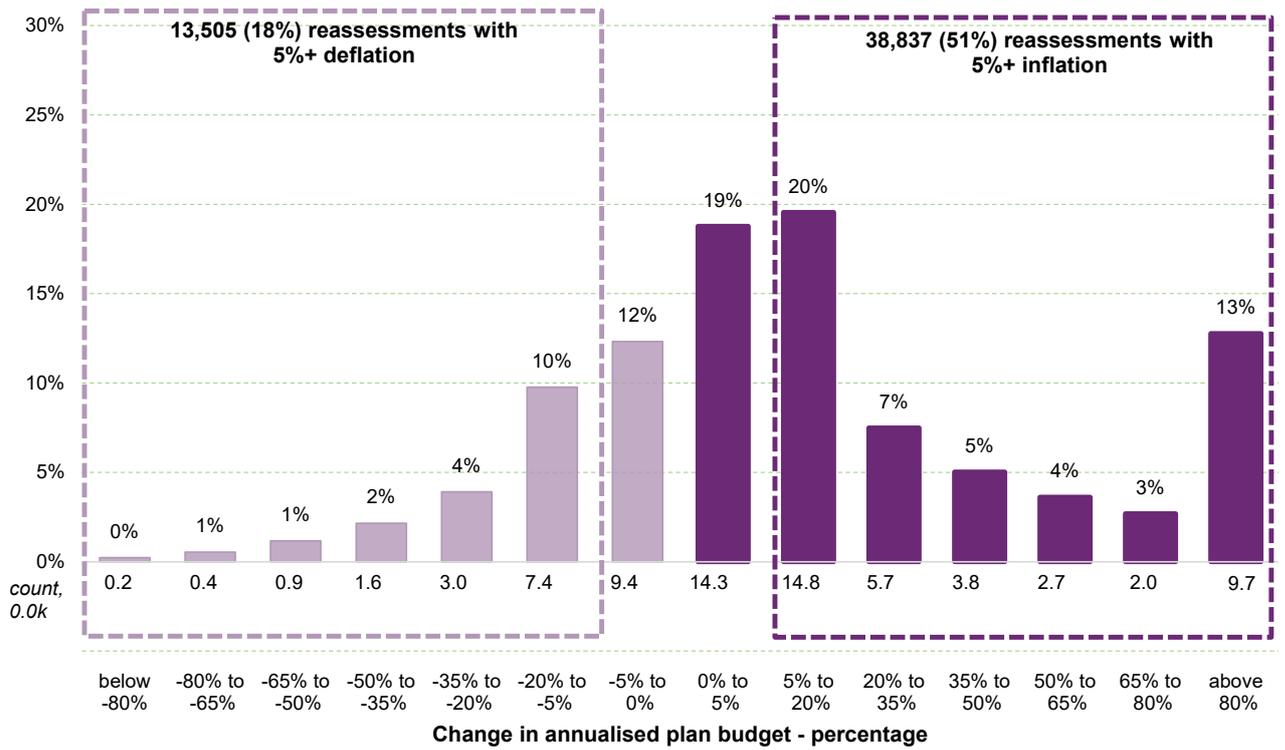
Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	4.4%	5.7%	6.5%	7.0%	9.3%	13.1%	8.4%	8.5%	8.9%
Interplan Inflation	2.8%	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%	3.6%	2.5%
Total Inflation	7.2%	8.9%	9.3%	9.0%	12.7%	19.5%	15.1%	12.1%	11.4%

¹²⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹²⁹ Total payments for home modifications in Victoria were \$42.9m. Of which, \$10.1m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$32.8m (76%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$77.6m. Of which, \$24.2m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$53.3m (69%) has been allocated for non-SDA supports.

¹³⁰ The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure G.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Victoria ¹³¹



¹³¹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Supplement H:

Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry, plan and entry type – Queensland ¹³²

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	160,322	7,197	167,519
Active Eligible - Total	127,595	5,487	133,082
<i>Active Eligible - New</i>	83,941	5,369	89,310
<i>Active Eligible - State</i>	33,611	56	33,667
<i>Active Eligible - Commonwealth</i>	10,043	62	10,105
Active Participant Plans (excl ECA) - Total	124,997	4,992	129,989
<i>Active Participant Plans (excl ECA) - New</i>	81,492	4,878	86,370
<i>Active Participant Plans (excl ECA) - State</i>	33,502	69	33,571
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	10,003	45	10,048
Active Participant Plans - Total	129,626	9,965	134,962
<i>Active Participant Plans - Early Intervention (s25)</i>	37,941	2,827	40,768
<i>Active Participant Plans - Permanent Disability (s24)</i>	87,056	2,165	89,221
<i>Active Participant Plans - ECA</i>	4,629	4,973	4,973

Table H.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Queensland

People leaving the Scheme	Total
Number of people who have left the Scheme	7,719
<i>Early Intervention participants</i>	2,553
<i>Permanent disability participants</i>	5,166

Table H.3 Assessment of access by age group and gender – Queensland

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	29,933	98%	13,251	98%	213	96%	43,397	98%
7 to 14	19,171	91%	9,873	91%	343	84%	29,387	91%
15 to 18	5,689	92%	3,543	90%	217	90%	9,449	91%
19 to 24	4,489	91%	2,930	87%	140	84%	7,559	89%
25 to 34	5,472	89%	4,466	82%	163	78%	10,081	86%
35 to 44	5,555	84%	4,915	76%	92	64%	10,562	80%
45 to 54	6,940	81%	6,487	71%	122	60%	13,549	75%
55 to 64	8,809	74%	7,942	62%	142	47%	16,893	68%
65+	273	52%	270	45%	<11	n/a	544	48%
Missing	717	49%	552	34%	<11	n/a	1,278	41%
Total	87,048	89%	54,209	80%	1,442	74%	142,699	85%

¹³² The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table H.4 Assessment of access by primary disability group and gender – Queensland ¹³³

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,040	92%	1,579	91%	27	84%	4,646	92%
Autism	33,791	97%	14,997	97%	766	95%	49,554	97%
Cerebral palsy	2,215	96%	1,738	95%	16	80%	3,969	96%
Developmental delay	13,093	98%	5,657	99%	86	98%	18,836	98%
Global developmental delay	2,076	99%	956	99%	19	100%	3,051	99%
Hearing impairment	3,100	90%	3,278	89%	59	79%	6,437	89%
Intellectual disability	10,772	95%	8,972	95%	87	79%	19,831	95%
Multiple sclerosis	444	90%	1,406	89%	11	85%	1,861	89%
Psychosocial disability	6,463	74%	6,189	65%	195	59%	12,847	69%
Spinal cord injury	1,241	94%	479	91%	12	80%	1,732	93%
Stroke	1,289	85%	1,010	84%	15	68%	2,314	85%
Visual impairment	1,036	85%	960	83%	<11	n/a	2,004	84%
Other neurological	3,316	81%	2,666	77%	50	66%	6,032	79%
Other physical	2,979	51%	2,746	37%	53	25%	5,778	43%
Other sensory/speech	269	38%	93	32%	<11	n/a	364	36%
Other	1,297	45%	983	32%	28	31%	2,308	38%
Missing	627	99%	500	99%	<11	n/a	1,135	99%
Total	87,048	89%	54,209	80%	1,442	74%	142,699	85%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table H.5 Participant profile per quarter by participants identifying as First Nations Peoples – Queensland

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	12,674	10%	629	13%	13,303	10%
Non-First Nations Participants	99,025	79%	4,270	86%	103,295	79%
Not Stated	13,298	11%	93	2%	13,391	10%
Total	124,997	100%	4,992	100%	129,989	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ¹³⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,696	5%	247	5%	6,943	5%
Not culturally and linguistically diverse	118,253	95%	4,744	95%	122,997	95%
Not stated	48	0%	<11	n/a	49	0%
Total	124,997	100%	4,992	100%	129,989	100%

¹³³ Down syndrome is included in intellectual disability.

¹³⁴ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Queensland ¹³⁵

Age group	Total number of active participants
Under 45	<11
45 to 54	36
55 to 64	221
Total YPIRAC (under 65)	261

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ¹³⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-35	720
Sep-20	-32	688
Dec-20	-26	662
Mar-21	-40	622
Jun-21	-30	592
Sep-21	-37	555
Dec-21	-31	524
Mar-22	-40	484
Jun-22	-36	448
Sep-22	-44	404
Dec-22	-49	355
Mar-23	-49	306
Jun-23	-45	261

Table H.9 Participant profile per quarter by remoteness – Queensland ¹³⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	75,644	61%	3,187	64%	78,831	61%
Population > 50,000	28,833	23%	1,027	21%	29,860	23%
Population between 15,000 and 50,000	4,834	4%	197	4%	5,031	4%
Population between 5,000 and 15,000	5,223	4%	202	4%	5,425	4%
Population less than 5,000	8,308	7%	278	6%	8,586	7%
Remote	1,120	1%	50	1%	1,170	1%
Very Remote	1,028	1%	51	1%	1,079	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	124,997	100%	4,992	100%	129,989	100%

¹³⁵ There are a further 382 active participants aged 65 years or over who are currently in residential aged care.

¹³⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹³⁷ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table H.10 Participant profile per quarter by primary disability group – Queensland ^{138 139 140}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	46,537	37%	1,609	32%	48,146	37%
Intellectual disability	18,539	15%	263	5%	18,802	14%
Psychosocial disability	11,567	9%	306	6%	11,873	9%
Developmental delay	13,603	11%	1,855	37%	15,458	12%
Hearing impairment	6,049	5%	112	2%	6,161	5%
Other neurological	4,638	4%	153	3%	4,791	4%
Other physical	4,726	4%	92	2%	4,818	4%
Cerebral palsy	3,766	3%	27	1%	3,793	3%
Acquired brain injury	3,952	3%	125	3%	4,077	3%
Global developmental delay	2,601	2%	158	3%	2,759	2%
Visual impairment	1,805	1%	45	1%	1,850	1%
Multiple sclerosis	1,709	1%	47	1%	1,756	1%
Stroke	1,932	2%	72	1%	2,004	2%
Spinal cord injury	1,546	1%	27	1%	1,573	1%
Other	1,798	1%	99	2%	1,897	1%
Other sensory/speech	229	0%	<11	n/a	231	0%
Total	124,997	100%	4,992	100%	129,989	100%

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{141 142}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	727	12%	<11	n/a	727	12%
Intellectual disability	2,794	45%	<11	n/a	2,794	45%
Psychosocial disability	624	10%	<11	n/a	624	10%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	470	7%	<11	n/a	471	8%
Other physical	83	1%	<11	n/a	83	1%
Cerebral palsy	513	8%	<11	n/a	513	8%
Acquired brain injury	582	9%	<11	n/a	584	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	24	0%	<11	n/a	24	0%
Multiple sclerosis	72	1%	<11	n/a	72	1%
Stroke	211	3%	<11	n/a	213	3%
Spinal cord injury	48	1%	<11	n/a	48	1%
Other	116	2%	<11	n/a	117	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,270	100%	<11	n/a	6,276	100%

¹³⁸ Table order based on national proportions in Table E.10 (highest to lowest).

¹³⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁴⁰ Down syndrome is included in intellectual disability, representing 2% (2,457) of all Scheme participants in Queensland.

¹⁴¹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹⁴² Down syndrome is included in intellectual disability, representing 7% (437) of participants in SIL.

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ¹⁴³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	45,810	39%	1,609	32%	47,419	38%
Intellectual disability	15,745	13%	263	5%	16,008	13%
Psychosocial disability	10,943	9%	306	6%	11,249	9%
Developmental delay	13,603	11%	1,855	37%	15,458	12%
Hearing impairment	6,044	5%	112	2%	6,156	5%
Other neurological	4,168	4%	152	3%	4,320	3%
Other physical	4,643	4%	92	2%	4,735	4%
Cerebral palsy	3,253	3%	27	1%	3,280	3%
Acquired brain injury	3,370	3%	123	2%	3,493	3%
Global developmental delay	2,601	2%	158	3%	2,759	2%
Visual impairment	1,781	2%	45	1%	1,826	1%
Multiple sclerosis	1,637	1%	47	1%	1,684	1%
Stroke	1,721	1%	70	1%	1,791	1%
Spinal cord injury	1,498	1%	27	1%	1,525	1%
Other	1,682	1%	98	2%	1,780	1%
Other sensory/speech	228	0%	<11	n/a	230	0%
Total	118,727	100%	4,986	100%	123,713	100%

Table H.13 Participant profile per quarter by reported level of function – Queensland

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	15,816	13%	1,549	31%	17,365	13%
2 (High Function)	151	0%	16	0%	167	0%
3 (High Function)	6,231	5%	320	6%	6,551	5%
4 (High Function)	7,852	6%	272	5%	8,124	6%
5 (High Function)	7,074	6%	350	7%	7,424	6%
6 (Moderate Function)	34,299	27%	1,384	28%	35,683	27%
7 (Moderate Function)	5,492	4%	196	4%	5,688	4%
8 (Moderate Function)	7,986	6%	177	4%	8,163	6%
9 (Moderate Function)	722	1%	23	0%	745	1%
10 (Moderate Function)	13,045	10%	265	5%	13,310	10%
11 (Low Function)	3,242	3%	42	1%	3,284	3%
12 (Low Function)	13,206	11%	293	6%	13,499	10%
13 (Low Function)	7,588	6%	82	2%	7,670	6%
14 (Low Function)	2,245	2%	21	0%	2,266	2%
15 (Low Function)	42	0%	<11	n/a	44	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	124,997	100%	4,992	100%	129,989	100%

¹⁴³ Down syndrome is included in intellectual disability, representing 2% (2,020) of participants not in SIL.

Table H.14 Participant profile per quarter by age group – Queensland

Age group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	19,399	16%	2,294	46%	21,693	17%
7 to 14	34,653	28%	950	19%	35,603	27%
15 to 18	11,587	9%	320	6%	11,907	9%
19 to 24	9,856	8%	179	4%	10,035	8%
25 to 34	10,544	8%	260	5%	10,804	8%
35 to 44	9,420	8%	245	5%	9,665	7%
45 to 54	11,021	9%	305	6%	11,326	9%
55 to 64	13,134	11%	412	8%	13,546	10%
65+	5,383	4%	27	1%	5,410	4%
Total	124,997	100%	4,992	100%	129,989	100%

Table H.15 Participation rates by age group and gender at 30 June 2023 – Queensland ¹⁴⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.2%	5.0%
7 to 14	8.3%	4.2%	6.4%
15 to 18	5.2%	3.1%	4.3%
19 to 24	3.0%	1.9%	2.5%
25 to 44	1.6%	1.2%	1.4%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.4%	2.1%	2.8%

¹⁴⁴ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,222), 'participant social and community engagement rate' (n=10,287), 'parent and carer employment rate' (n=9,217) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,578) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Queensland ¹⁴⁵

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	21%	26%
Participant employment rate - Aged 45 to 54 years	19%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	45%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	44%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	31%	37%	35%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	42%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	47%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	44%	50%
Parent and carer employment rate - All ages	44%	47%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	80%	75%

¹⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table H.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,088), 'participant social and community engagement rate' (n=8,143), 'parent and carer employment rate' (n=5,025) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=5,992) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Queensland ¹⁴⁶

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	16%	15%	21%	26%
Participant employment rate - Aged 25 to 34 years	21%	22%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	17%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	19%	16%	16%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	10%	12%	26%
Participant employment rate - Aged 65+ years	11%	11%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	18%	19%	15%	17%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	44%	46%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	47%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	45%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	42%	42%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	42%	41%	46%
Participant social and community engagement rate - Aged 65+ years	39%	43%	44%	40%	46%
Participant social and community engagement rate - Aged 25+ years	38%	44%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	44%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	43%	45%	48%	50%
Parent and carer employment rate - Aged 15+ years	42%	44%	45%	43%	50%
Parent and carer employment rate - All ages	41%	43%	45%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	81%	75%

¹⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table H.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,256), 'participant social and community engagement rate' (n=5,299), 'parent and carer employment rate' (n=2,741) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=4,396) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Queensland ¹⁴⁷

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	18%	18%	23%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	24%	19%	25%	26%
Participant employment rate - Aged 35 to 44 years	25%	28%	24%	21%	25%	26%
Participant employment rate - Aged 45 to 54 years	19%	20%	15%	15%	18%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	13%	13%	26%
Participant employment rate - Aged 65+ years	9%	8%	5%	2%	4%	26%
Participant employment rate - Aged 25 to 64 years	21%	22%	19%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	19%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	43%	46%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	49%	47%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	50%	48%	43%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	44%	50%	54%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	38%	41%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	44%	41%	43%	46%
Participant social and community engagement rate - Aged 25+ years	40%	45%	46%	45%	46%	46%
Participant social and community engagement rate - Aged 15+ years	39%	45%	45%	45%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	45%	44%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	45%	48%	47%	46%	50%
Parent and carer employment rate - All ages	42%	45%	46%	45%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	81%	82%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	83%	75%

¹⁴⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table H.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,094), 'participant social and community engagement rate' (n=2,103), 'parent and carer employment rate' (n=830) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,787) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Queensland¹⁴⁸

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	15%	17%	19%	19%	23%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	25%	28%	14%	24%	26%
Participant employment rate - Aged 35 to 44 years	23%	23%	21%	17%	16%	19%	26%
Participant employment rate - Aged 45 to 54 years	26%	28%	22%	30%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	15%	15%	10%	16%	26%
Participant employment rate - Aged 65+ years	8%	9%	4%	7%	6%	6%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	21%	22%	15%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	20%	22%	16%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	38%	43%	44%	47%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	46%	50%	51%	53%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	50%	58%	52%	50%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	50%	51%	57%	53%	53%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	40%	43%	42%	38%	43%	46%
Participant social and community engagement rate - Aged 65+ years	29%	35%	37%	44%	39%	39%	46%
Participant social and community engagement rate - Aged 25+ years	38%	45%	49%	49%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	37%	44%	48%	48%	47%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	35%	36%	40%	45%	53%	46%	50%
Parent and carer employment rate - Aged 15+ years	43%	48%	54%	48%	48%	48%	50%
Parent and carer employment rate - All ages	39%	41%	46%	46%	50%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	70%	74%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	79%	82%	83%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	76%	78%	79%	81%	75%

¹⁴⁸ Results are drawn from participants' responses to SFQF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table H.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=709), 'participant social and community engagement rate' (n=724), 'parent and carer employment rate' (n=190) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=660) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Queensland - Queensland ¹⁴⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	22%	26%	29%	20%	22%	17%	23%	26%
Participant employment rate - Aged 35 to 44 years	24%	25%	31%	29%	24%	31%	24%	26%
Participant employment rate - Aged 45 to 54 years	21%	21%	22%	21%	13%	22%	18%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	17%	13%	17%	13%	10%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	21%	23%	25%	20%	19%	20%	19%	26%
Participant employment rate - Aged 15 to 64 years	20%	23%	25%	21%	19%	20%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	50%	58%	54%	59%	55%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	51%	55%	59%	55%	52%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	53%	53%	64%	56%	47%	56%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	46%	48%	44%	55%	58%	43%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	50%	56%	52%	53%	55%	47%	46%
Participant social and community engagement rate - Aged 15+ years	42%	50%	55%	51%	51%	53%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	44%	50%	55%	45%	59%	68%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	70%	69%	71%	78%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	79%	81%	83%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	74%	75%	77%	81%	83%	75%

¹⁴⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

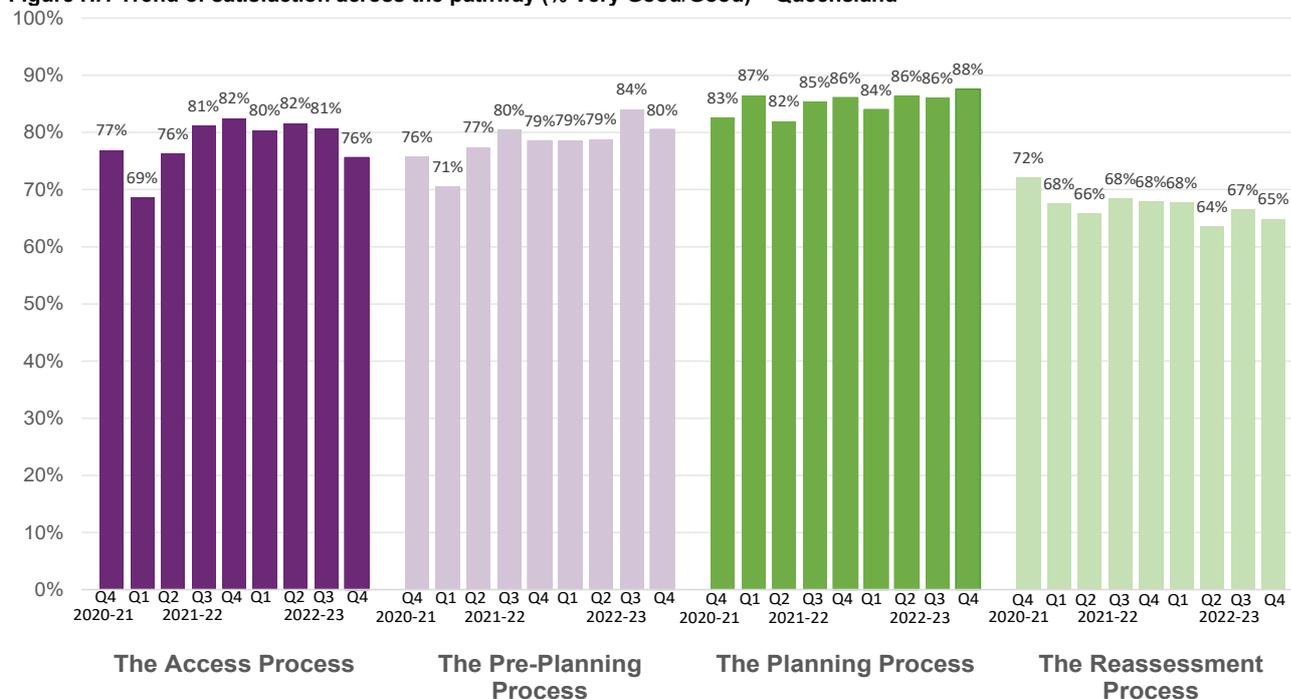
Part Three: Participant experience

Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,602 in Prior Quarters, n = 254 in 2022-23 Q4), 'Pre-planning' (n = 2,058 in Prior Quarters, n = 205 in 2022-23 Q4), 'Planning' (n = 10,066 in Prior Quarters, n = 1,253 in 2022-23 Q4) and 'Plan reassessment' (n = 23,404 in Prior Quarters, n = 1,911 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ¹⁵⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	85%	81%
Access - Was the person from the NDIS respectful?	97%	96%
Access - Do you understand what will happen next with your plan?	76%	77%
Access - % of participants rating their overall experience as Very Good or Good.	78%	76%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	85%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	77%	78%
Pre-planning - Are you clear on what happens next with your plan?	68%	70%
Pre-planning - Do you know where to go for more help with your plan?	70%	75%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	78%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	92%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	88%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	88%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	69%	65%

¹⁵⁰ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ¹⁵¹



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table H.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint, and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table H.23 shows the number of complaints by type as well as by source and subject of complaint based on records.

¹⁵¹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table H.22 Complaints and PCIs by quarter – Queensland ^{152 153}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	228	<11	232	212
People who have submitted an access request: Complaint about LAC Partner	610	56	666	596
People who have submitted an access request: Complaints about service providers	1,807	125	1,932	1,472
People who have submitted an access request: Complaints about the Agency	19,648	1,459	21,107	11,237
People who have submitted an access request: Unclassified	236	<11	239	218
People who have submitted an access request: Total	22,529	1,647	24,176	12,568
Percentage of the number of active participants	5.8%	5.2%	5.8%	n/a
Total PCIs	4,271	794	5,065	n/a

Figure H.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland

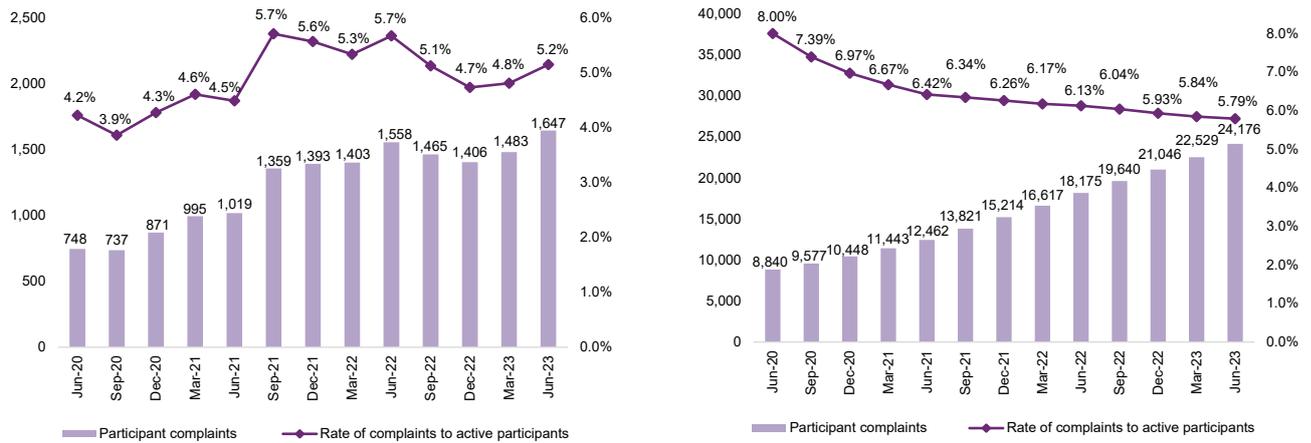
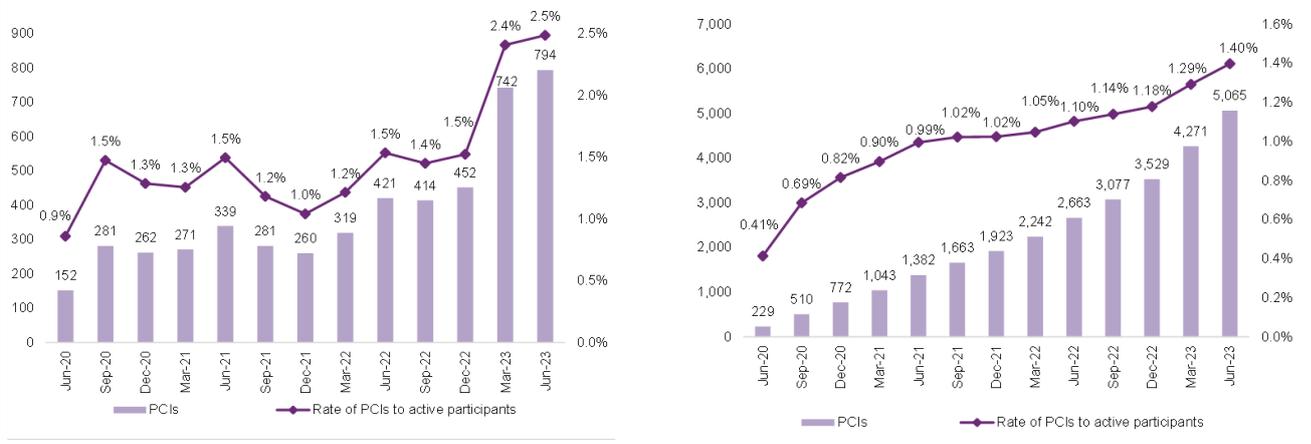


Figure H.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Queensland



¹⁵² Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

¹⁵³ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table H.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	747	4%	<11	n/a	747	4%
Complaints about the Agency - Information unclear	278	1%	<11	n/a	279	1%
Complaints about the Agency - NDIA Access	637	3%	65	4%	702	3%
Complaints about the Agency - NDIA Engagement	22	0%	<11	n/a	23	0%
Complaints about the Agency - NDIA Finance	1,315	7%	110	8%	1,425	7%
Complaints about the Agency - NDIA Fraud and Compliance	101	1%	12	1%	113	1%
Complaints about the Agency - NDIA Plan	5,353	27%	549	38%	5,902	28%
Complaints about the Agency - NDIA Process	1,631	8%	204	14%	1,835	9%
Complaints about the Agency - NDIA Resources	151	1%	<11	n/a	161	1%
Complaints about the Agency - NDIA Staff	1,096	6%	130	9%	1,226	6%
Complaints about the Agency - NDIA Timeliness	3,264	17%	361	25%	3,625	17%
Complaints about the Agency - Participation, engagement and inclusion	75	0%	<11	n/a	75	0%
Complaints about the Agency - Provider Portal	27	0%	<11	n/a	27	0%
Complaints about the Agency - Quality & Safeguards Commission	13	0%	<11	n/a	15	0%
Complaints about the Agency - Reasonable and necessary supports	761	4%	<11	n/a	761	4%
Complaints about the Agency - Staff conduct - Agency	253	1%	<11	n/a	253	1%
Complaints about the Agency - The way the NDIA carried out its decision making	488	2%	<11	n/a	490	2%
Complaints about the Agency - Timeliness	1,662	8%	<11	n/a	1,662	8%
Complaints about the Agency - Other	1,774	9%	12	1%	1,786	8%
Complaints about the Agency - Total	19,648	100%	1,459	100%	21,107	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	27	12%	<11	n/a	28	12%
Complaints about ECA Partner - ECA Process	33	14%	<11	n/a	35	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	113	50%	<11	n/a	114	49%
Complaints about ECA Partner - ECA Timeliness	53	23%	<11	n/a	53	23%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	228	100%	<11	n/a	232	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	107	18%	<11	n/a	117	18%
Complaints about LAC Partner - LAC Process	62	10%	<11	n/a	68	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	332	54%	36	64%	368	55%
Complaints about LAC Partner - LAC Timeliness	100	16%	<11	n/a	103	15%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	610	100%	56	100%	666	100%

¹⁵⁴ There are 22,529 total participant complaints in Prior Quarters, 1,647 total participant complaints in 2022-23 Q4, and 24,176 total participant complaints as at 30 June 2023, including 239 unclassified participant complaints as at 30 June 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	71	4%	<11	n/a	71	4%
Complaints about service providers - Provider Finance	77	4%	21	17%	98	5%
Complaints about service providers - Provider Fraud and Compliance	137	8%	19	15%	156	8%
Complaints about service providers - Provider Process	66	4%	<11	n/a	66	3%
Complaints about service providers - Provider Service	626	35%	51	41%	677	35%
Complaints about service providers - Provider Staff	291	16%	29	23%	320	17%
Complaints about service providers - Service Delivery	104	6%	<11	n/a	104	5%
Complaints about service providers - Staff Conduct	122	7%	<11	n/a	124	6%
Complaints about service providers - Supports being provided	119	7%	<11	n/a	119	6%
Complaints about service providers - Other	194	11%	<11	n/a	197	10%
Complaints about service providers - Total	1,807	100%	125	100%	1,932	100%

Table H.24 AAT Cases by category at 30 June 2023 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	533	19%	27	14%	560	18%
Plan	2,108	74%	143	74%	2,251	74%
Plan Reassessment	64	2%	<11	n/a	66	2%
Other	159	6%	20	10%	179	6%
Total cases	2,864	100%	192	100%	3,056	100%
Percentage of the number of active participants	n/a	0.74%	n/a	0.60%	n/a	0.73%

Figure H.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

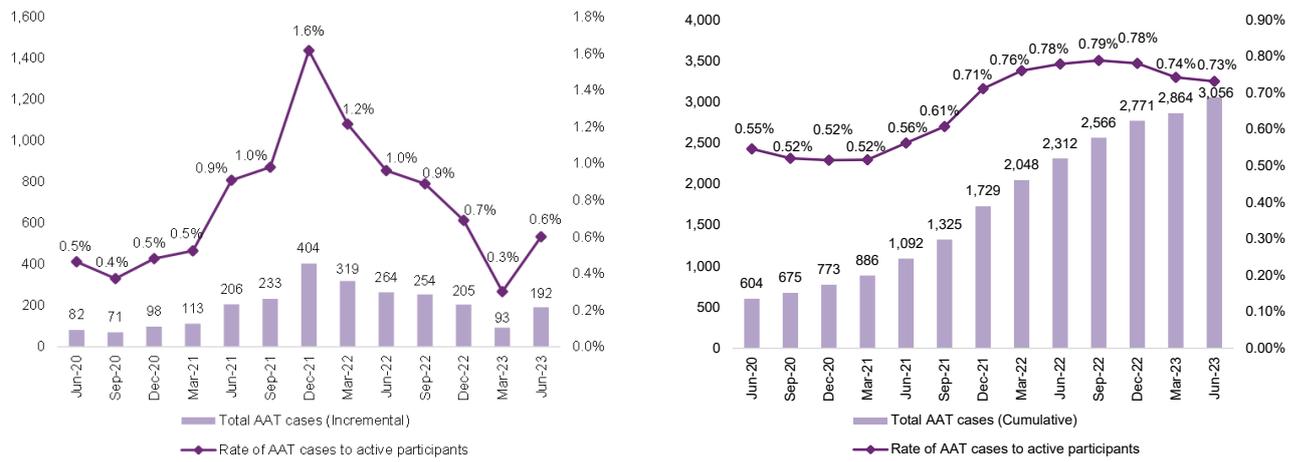


Table H.25 AAT cases by open/closed and decision – Queensland ^{155 156}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,056	2,818
Open AAT Cases	568	564
Closed AAT Cases	2,488	2,310
<i>Resolved before hearing</i>	<i>2,448</i>	<i>2,276</i>
<i>Gone to hearing and received a substantive decision</i>	<i>40</i>	<i>34</i>

¹⁵⁵ Of the 40 cases which went to hearing and received a substantive decision: 17 affirmed the Agency’s decision, 10 varied the Agency’s decision and 13 set aside the Agency’s decision.

¹⁵⁶ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table H.26 Key markets indicators by quarter – Queensland ^{157 158}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.06	1.05
Number of providers delivering new types of supports	432	469
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	81%	81%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table H.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Queensland

¹⁵⁹

Activity	Number of providers
Active for the first time in 2022-23 Q4	121
Active in 2022-23 Q4 and also in previous quarters	2,702
Active in 2022-23 Q4	2,823
Inactive in 2022-23 Q4	5,215
Active ever	8,038

Table H.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Queensland ¹⁶⁰

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	451	83	58	592
\$2,001-\$10,000	490	39	31	560
\$10,001-\$100,000	755	21	21	797
\$100,001-\$250,000	286	<5	7	294
\$250,000+	576	<5	<5	580
Total	2,558	144	121	2,823

Table H.29 Proportion of active participants with approved plans accessing mainstream supports – Queensland ¹⁶¹

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	18%	16%	17%
Health & Wellbeing	66%	69%	67%
Lifelong Learning	27%	26%	27%
Other	19%	21%	20%
Non-categorised	15%	12%	15%
Any mainstream service	95%	95%	95%

¹⁵⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁵⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁵⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁶⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹⁶¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table H.30 and Figure H.5 to H.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table H.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – Queensland

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.5%	1.6%
\$5,001-\$10,000	6.3%	6.6%
\$10,001-\$15,000	12.6%	13.2%
\$15,001-\$20,000	14.5%	15.2%
\$20,001-\$25,000	10.1%	10.6%
\$25,001-\$30,000	4.8%	5.1%
\$30,001-\$50,000	12.9%	13.5%
\$50,001-\$100,000	17.0%	17.7%
\$100,001-\$150,000	7.6%	7.9%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.1%	1.9%
\$250,001+	6.9%	2.9%

Figure H.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – Queensland



Figure H.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Queensland



Figure H.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Queensland

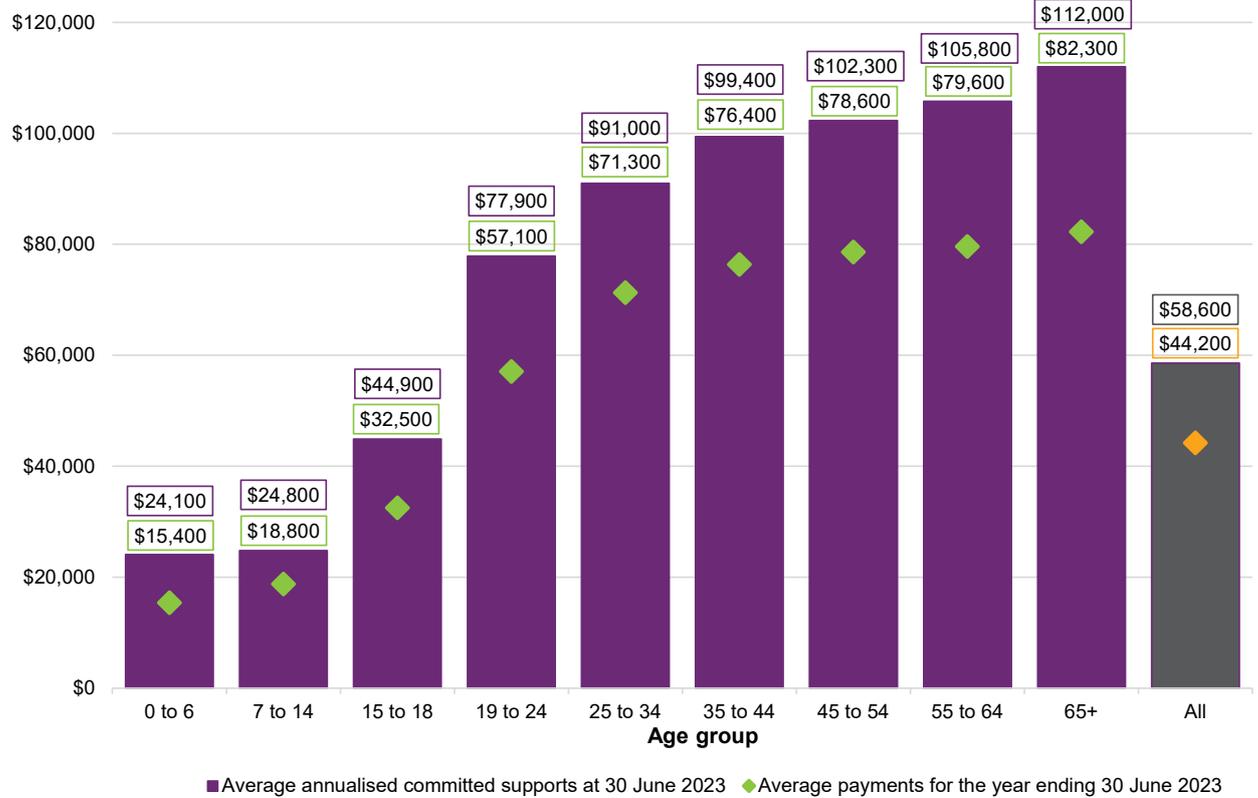


Figure H.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Queensland

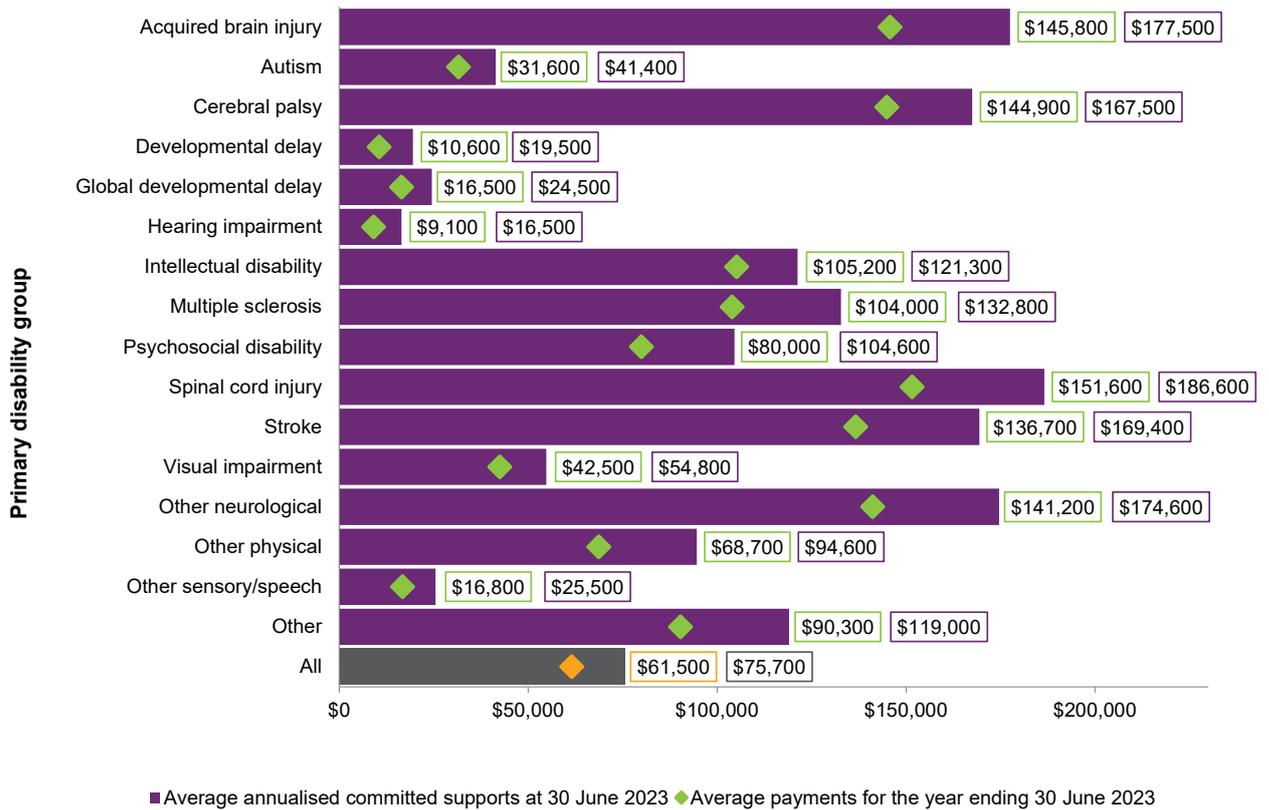


Figure H.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Queensland

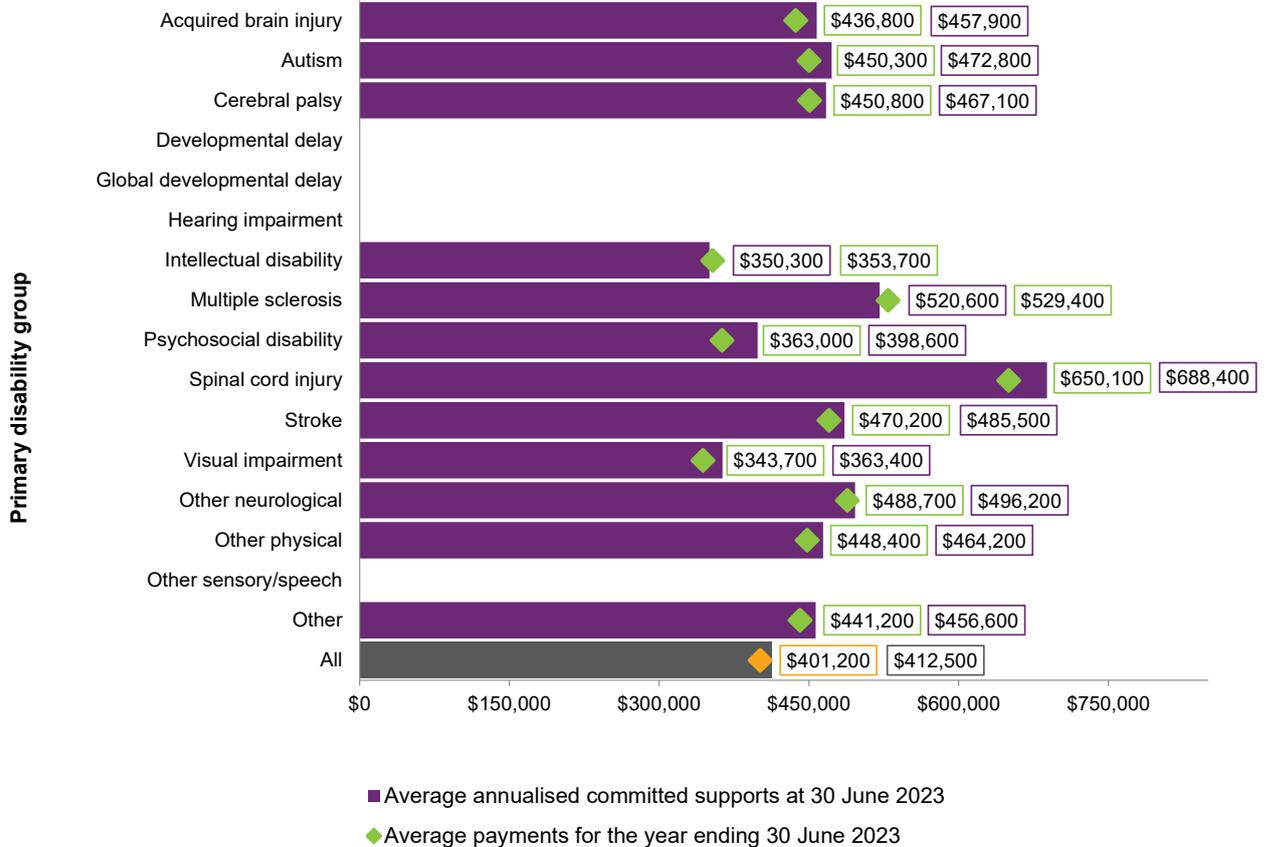


Figure H.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Queensland

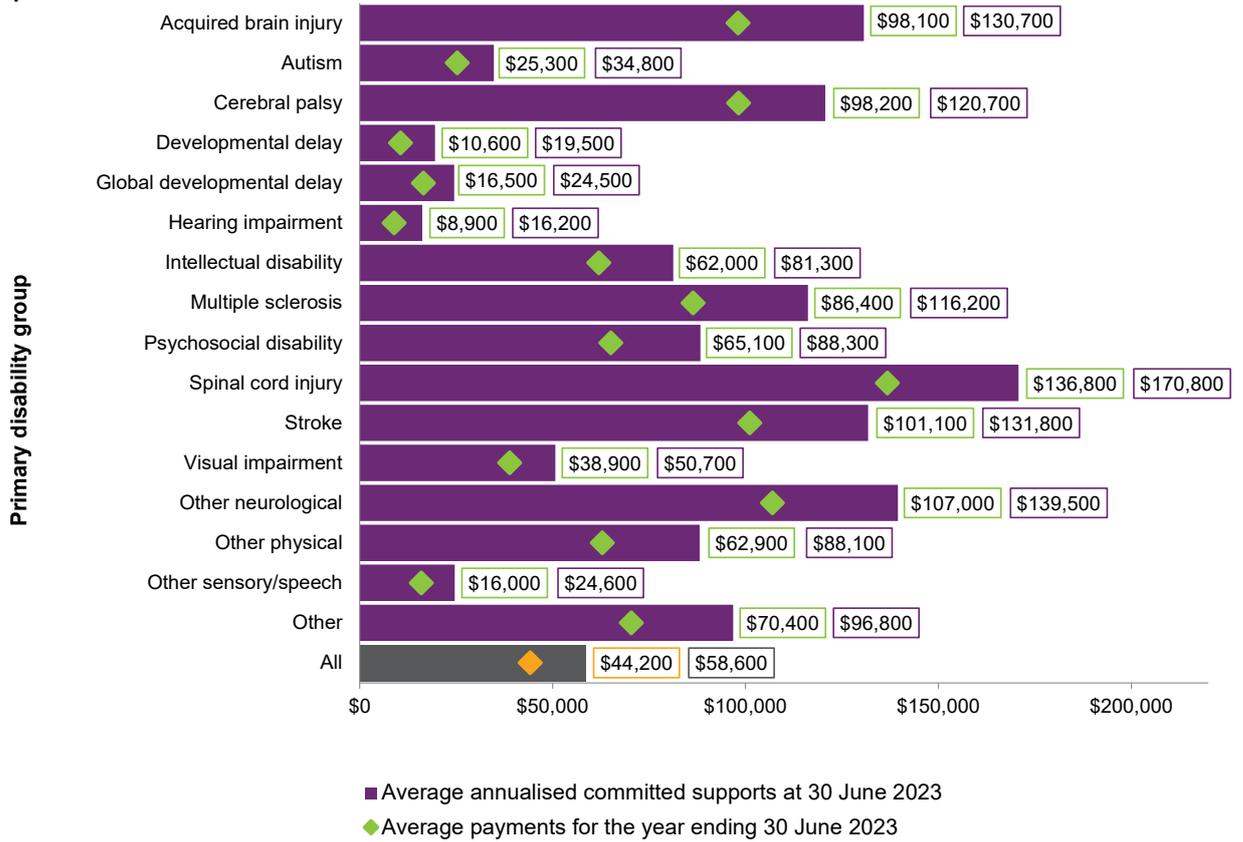


Figure H.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Queensland

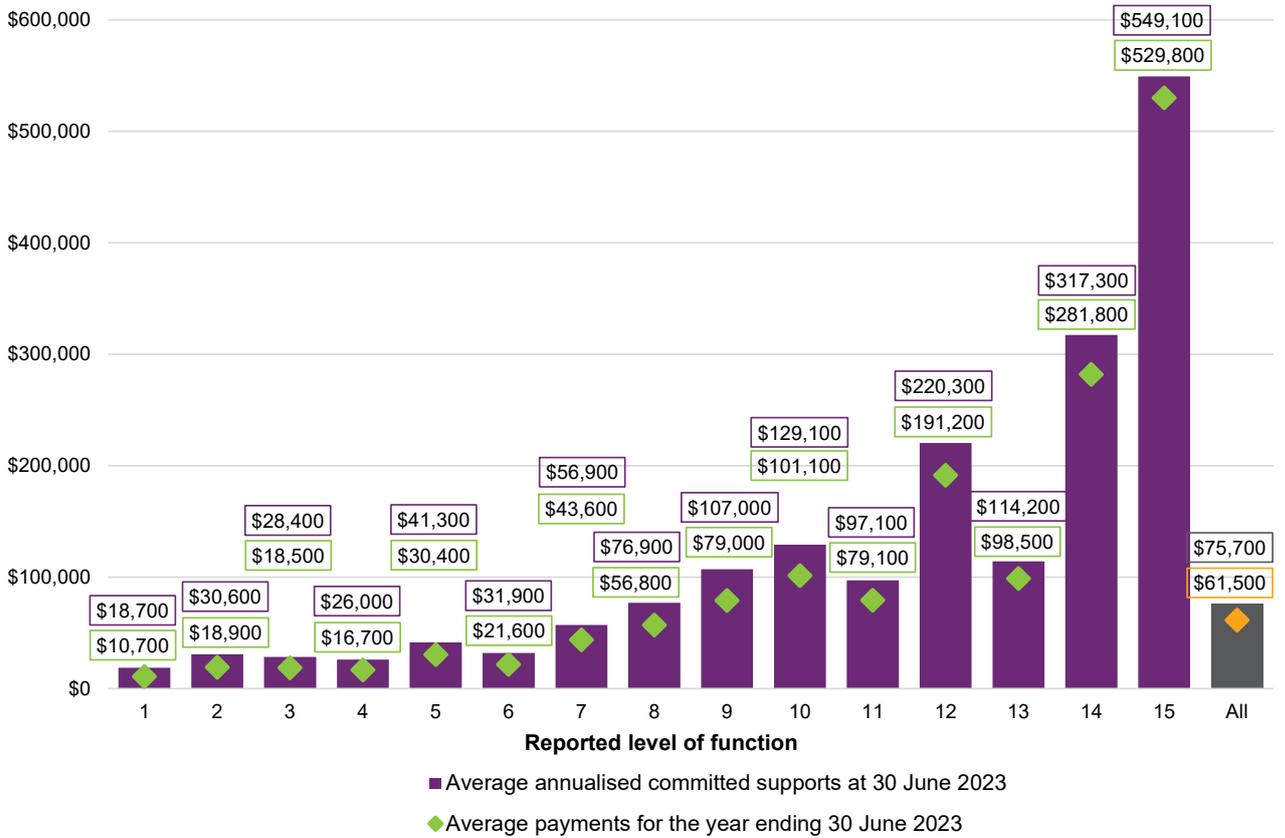


Figure H.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Queensland



Figure H.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Queensland

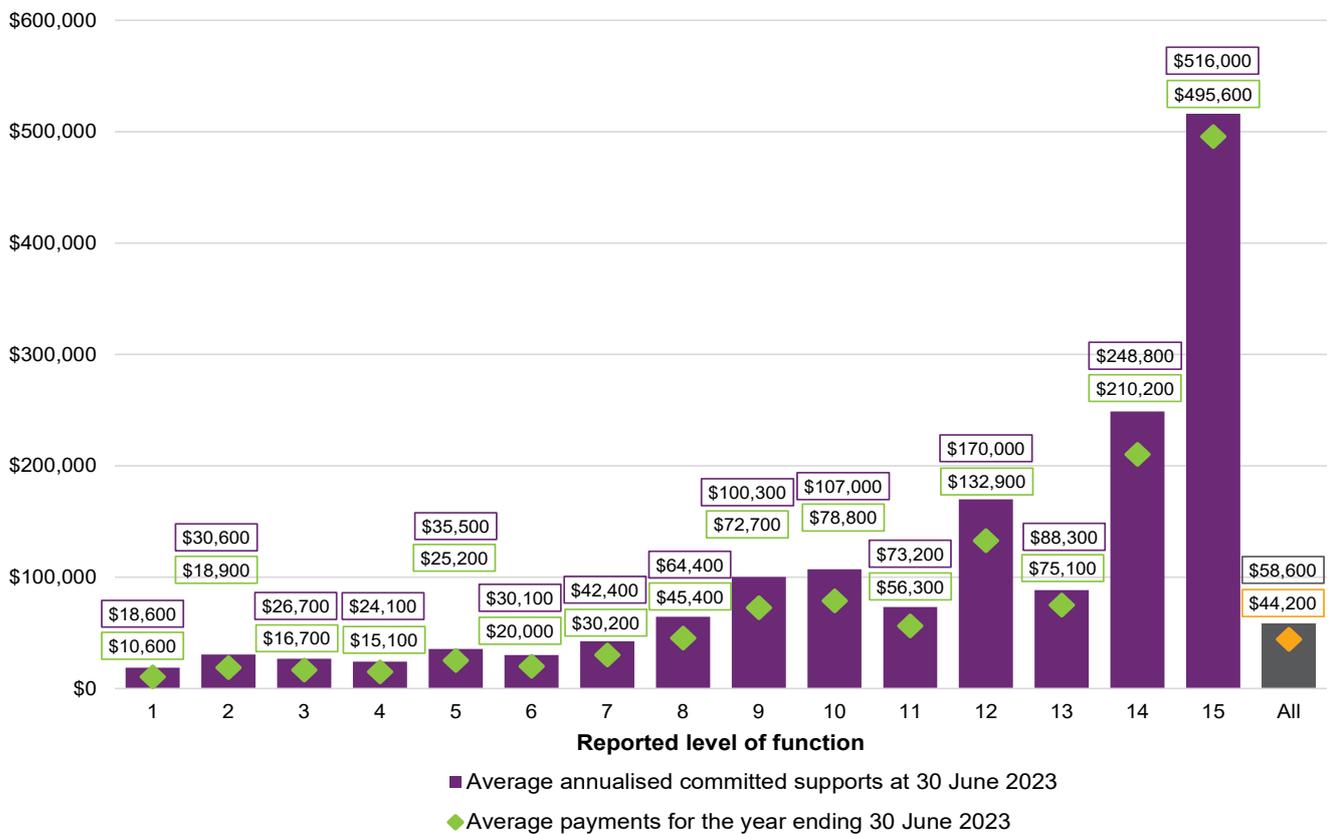


Table H.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Queensland ^{162 163}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	3,905.8	4,759.8
Core: Consumables	148.3	200.1
Core: Social and Civic	1,687.8	2,086.7
Core: Transport	123.6	98.9
Capacity Building: Choice and Control	108.8	124.7
Capacity Building: Daily Activities	926.8	1,592.0
Capacity Building: Employment	16.8	57.3
Capacity Building: Health and Wellbeing	6.6	13.7
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	67.2	146.8
Capacity Building: Social and Civic	23.7	59.1
Capacity Building: Support Coordination	192.6	265.2
Capital: Assistive Technology	151.7	311.8
Capital: Home Modifications	75.4	117.7
All	7,435.2	9,834.3

Table H.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Queensland ^{164 165}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	1,815.2	1,858.1
Core: Consumables	18.2	21.9
Core: Social and Civic	342.6	440.1
Core: Transport	10.3	14.7
Capacity Building: Choice and Control	5.9	6.4
Capacity Building: Daily Activities	47.2	71.9
Capacity Building: Employment	0.4	1.7
Capacity Building: Health and Wellbeing	0.5	1.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	27.8	48.3
Capacity Building: Social and Civic	0.4	0.8
Capacity Building: Support Coordination	33.2	39.6
Capital: Assistive Technology	17.2	34.2
Capital: Home Modifications	33.4	50.4
All	2,352.3	2,589.0

¹⁶² Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹⁶³ Total payments for home modifications in Queensland were \$75.4m. Of which, \$47.0m (62%) has been paid for specialised disability accommodation (SDA) supports, and \$28.5m (38%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$117.7m. Of which, \$73.5m (62%) has been allocated for specialised disability accommodation (SDA) supports, and \$44.2m (38%) has been allocated for non-SDA supports.

¹⁶⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹⁶⁵ Total payments for home modifications in Queensland were \$33.4m. Of which, \$33.0m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4m (1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$50.4m. Of which, \$49.3m (97.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.1m (2.2%) has been allocated for non-SDA supports.

Table H.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Queensland ^{166 167}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	2,090.6	2,901.7
Core: Consumables	130.1	178.2
Core: Social and Civic	1,345.2	1,646.6
Core: Transport	113.2	84.2
Capacity Building: Choice and Control	102.9	118.3
Capacity Building: Daily Activities	879.7	1,520.1
Capacity Building: Employment	16.3	55.5
Capacity Building: Health and Wellbeing	6.1	12.7
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	39.4	98.5
Capacity Building: Social and Civic	23.3	58.3
Capacity Building: Support Coordination	159.4	225.6
Capital: Assistive Technology	134.5	277.6
Capital: Home Modifications	42.0	67.3
All	5,083.0	7,245.3

Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ¹⁶⁸

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	1.3	4.5	12.6	228.5	862.8	2,521.0	5,130.5	6,810.0	7,893.5	9,571.8
Total Paid	0.6	2.3	5.8	128.6	549.2	1,656.2	3,592.5	4,991.0	6,109.9	7,177.7
% utilised to date	45%	51%	46%	56%	64%	66%	70%	73%	77%	75%

Table H.35 Percentage change in plan budgets for active participants – Queensland

Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	6.0%	6.8%	7.5%	8.3%	9.1%	11.9%	7.2%	8.1%	8.4%
Interplan Inflation	-3.1%	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%	4.5%	3.8%
Total Inflation	2.9%	5.9%	7.2%	9.9%	13.0%	20.5%	14.4%	12.6%	12.1%

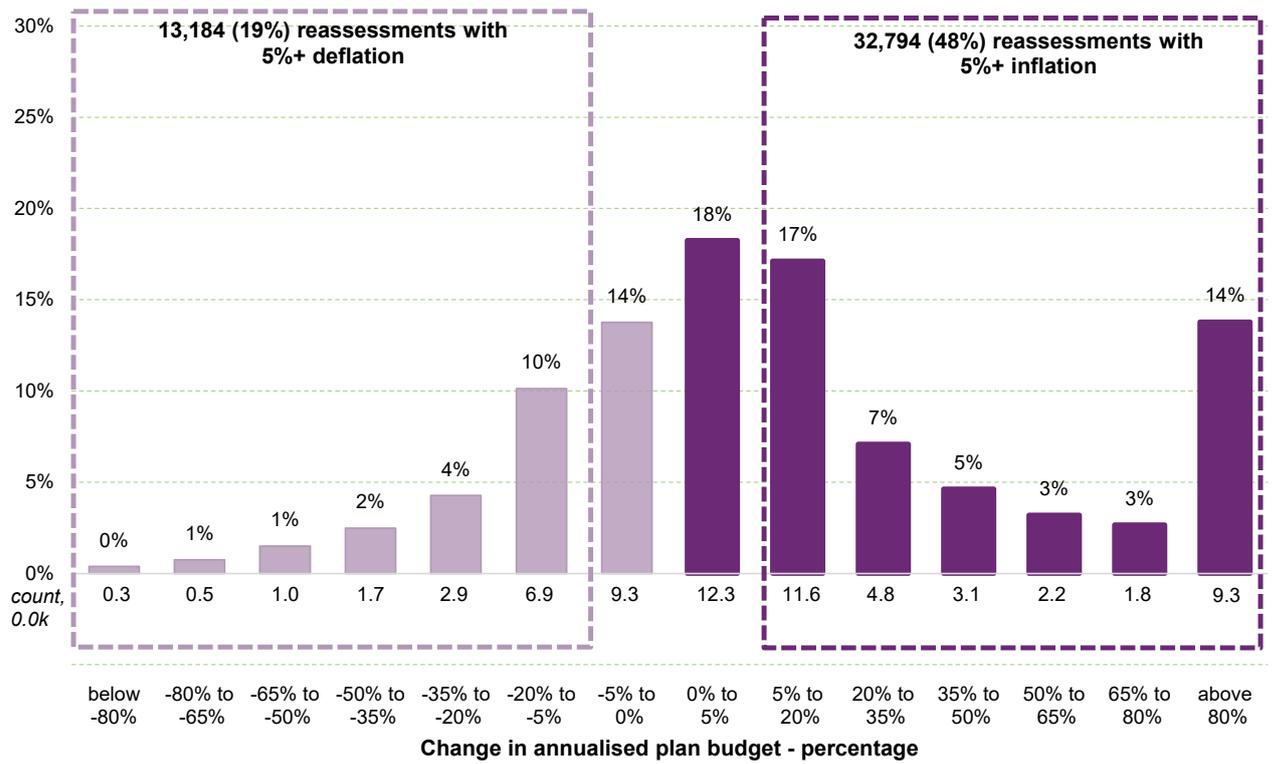
¹⁶⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

¹⁶⁷ Total payments for home modifications in Queensland were \$42.0m. Of which, \$13.9m (33%) has been paid for specialised disability accommodation (SDA) supports, and \$28.1m (67%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$67.3m. Of which, \$24.2m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$43.1m (64%) has been allocated for non-SDA supports.

¹⁶⁸ The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

¹⁶⁹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

Figure H.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Queensland ¹⁷⁰



¹⁷⁰ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Supplement I: Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry, plan and entry type – Western Australia ¹⁷¹

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	62,850	2,618	65,468
Active Eligible - Total	51,744	1,978	53,722
<i>Active Eligible - New</i>	32,907	1,943	34,850
<i>Active Eligible - State</i>	16,076	13	16,089
<i>Active Eligible - Commonwealth</i>	2,761	22	2,783
Active Participant Plans (excl ECA) - Total	50,827	1,624	52,451
<i>Active Participant Plans (excl ECA) - New</i>	32,069	1,595	33,664
<i>Active Participant Plans (excl ECA) - State</i>	16,012	14	16,026
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,746	15	2,761
Active Participant Plans - Total	52,000	2,796	53,623
<i>Active Participant Plans - Early Intervention (s25)</i>	10,265	767	11,032
<i>Active Participant Plans - Permanent Disability (s24)</i>	40,562	857	41,419
<i>Active Participant Plans - ECA</i>	1,173	1,172	1,172

Table I.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Western Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	2,435
<i>Early Intervention participants</i>	358
<i>Permanent disability participants</i>	2,077

Table I.3 Assessment of access by age group and gender – Western Australia

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	9,510	97%	3,884	97%	72	97%	13,466	97%
7 to 14	8,413	93%	3,956	93%	152	89%	12,521	93%
15 to 18	2,503	95%	1,427	92%	83	87%	4,013	93%
19 to 24	2,264	94%	1,381	88%	61	85%	3,706	91%
25 to 34	2,749	91%	2,150	85%	66	80%	4,965	88%
35 to 44	2,383	88%	2,153	79%	43	63%	4,579	83%
45 to 54	2,982	85%	2,716	75%	45	61%	5,743	79%
55 to 64	3,662	78%	3,455	67%	52	53%	7,169	72%
65+	172	64%	166	61%	<11	n/a	339	62%
Missing	226	53%	162	32%	16	76%	404	42%
Total	34,864	91%	21,450	82%	591	78%	56,905	87%

¹⁷¹ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table I.4 Assessment of access by primary disability group and gender – Western Australia ¹⁷²

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,181	93%	649	93%	<11	n/a	1,839	93%
Autism	14,123	98%	5,626	98%	312	97%	20,061	98%
Cerebral palsy	1,038	98%	835	97%	<11	n/a	1,883	97%
Developmental delay	2,889	97%	1,055	97%	24	100%	3,968	97%
Global developmental delay	1,110	98%	416	98%	13	100%	1,539	98%
Hearing impairment	1,072	91%	1,235	88%	24	96%	2,331	90%
Intellectual disability	5,313	97%	4,104	97%	35	83%	9,452	97%
Multiple sclerosis	263	91%	783	92%	<11	n/a	1,055	92%
Psychosocial disability	2,914	79%	2,769	67%	52	50%	5,735	72%
Spinal cord injury	540	95%	209	95%	<11	n/a	754	95%
Stroke	477	86%	333	81%	<11	n/a	816	84%
Visual impairment	470	87%	467	90%	<11	n/a	946	88%
Other neurological	1,521	84%	1,230	82%	21	78%	2,772	83%
Other physical	1,025	54%	1,132	43%	21	30%	2,178	47%
Other sensory/speech	106	41%	36	33%	<11	n/a	145	39%
Other	618	51%	430	35%	23	43%	1,071	43%
Missing	204	93%	141	87%	15	100%	360	90%
Total	34,864	91%	21,450	82%	591	78%	56,905	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table I.5 Participant profile per quarter by participants identifying as First Nations Peoples – Western Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,015	8%	170	10%	4,185	8%
Non-First Nations Participants	41,066	81%	1,420	87%	42,486	81%
Not Stated	5,746	11%	34	2%	5,780	11%
Total	50,827	100%	1,624	100%	52,451	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ¹⁷³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,104	8%	98	6%	4,202	8%
Not culturally and linguistically diverse	41,998	83%	1,524	94%	43,522	83%
Not stated	4,725	9%	<11	n/a	4,727	9%
Total	50,827	100%	1,624	100%	52,451	100%

¹⁷² Down syndrome is included in intellectual disability.

¹⁷³ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Western Australia ¹⁷⁴

Age group	Total number of active participants
Under 45	<11
45 to 54	14
55 to 64	148
Total YPIRAC (under 65)	162

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹⁷⁵

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	34	202
Sep-20	47	249
Dec-20	16	265
Mar-21	-2	263
Jun-21	4	267
Sep-21	-9	258
Dec-21	-1	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	-10	176
Jun-23	-14	162

Table I.9 Participant profile per quarter by remoteness – Western Australia ¹⁷⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	40,048	79%	1,286	79%	41,334	79%
Population > 50,000	2,531	5%	63	4%	2,594	5%
Population between 15,000 and 50,000	3,148	6%	86	5%	3,234	6%
Population between 5,000 and 15,000	574	1%	17	1%	591	1%
Population less than 5,000	2,218	4%	69	4%	2,287	4%
Remote	1,432	3%	68	4%	1,500	3%
Very Remote	870	2%	35	2%	905	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	50,827	100%	1,624	100%	52,451	100%

¹⁷⁴ There are a further 129 active participants aged 65 years or over who are currently in residential aged care.

¹⁷⁵ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹⁷⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table I.10 Participant profile per quarter by primary disability group – Western Australia ^{177 178 179}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	18,910	37%	571	35%	19,481	37%
Intellectual disability	8,892	17%	88	5%	8,980	17%
Psychosocial disability	5,180	10%	137	8%	5,317	10%
Developmental delay	2,930	6%	408	25%	3,338	6%
Hearing impairment	2,181	4%	63	4%	2,244	4%
Other neurological	2,191	4%	59	4%	2,250	4%
Other physical	1,814	4%	23	1%	1,837	4%
Cerebral palsy	1,804	4%	21	1%	1,825	3%
Acquired brain injury	1,541	3%	36	2%	1,577	3%
Global developmental delay	1,258	2%	70	4%	1,328	3%
Visual impairment	867	2%	18	1%	885	2%
Multiple sclerosis	967	2%	37	2%	1,004	2%
Stroke	676	1%	23	1%	699	1%
Spinal cord injury	659	1%	23	1%	682	1%
Other	845	2%	47	3%	892	2%
Other sensory/speech	112	0%	<11	n/a	112	0%
Total	50,827	100%	1,624	100%	52,451	100%

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{180 181}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	351	12%	<11	n/a	351	12%
Intellectual disability	1,221	43%	<11	n/a	1,221	43%
Psychosocial disability	242	9%	<11	n/a	242	9%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	215	8%	<11	n/a	217	8%
Other physical	30	1%	<11	n/a	30	1%
Cerebral palsy	266	9%	<11	n/a	266	9%
Acquired brain injury	287	10%	<11	n/a	287	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	11	0%	<11	n/a	11	0%
Multiple sclerosis	37	1%	<11	n/a	37	1%
Stroke	80	3%	<11	n/a	81	3%
Spinal cord injury	42	1%	<11	n/a	43	2%
Other	37	1%	<11	n/a	37	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,821	100%	<11	n/a	2,825	100%

¹⁷⁷ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁷⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁷⁹ Down syndrome is included in intellectual disability, representing 2% (1,110) of all Scheme participants in Western Australia.

¹⁸⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹⁸¹ Down syndrome is included in intellectual disability, representing 6% (178) of participants in SIL.

Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ¹⁸²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	18,559	39%	571	35%	19,130	39%
Intellectual disability	7,671	16%	88	5%	7,759	16%
Psychosocial disability	4,938	10%	137	8%	5,075	10%
Developmental delay	2,930	6%	408	25%	3,338	7%
Hearing impairment	2,180	5%	63	4%	2,243	5%
Other neurological	1,976	4%	57	4%	2,033	4%
Other physical	1,784	4%	23	1%	1,807	4%
Cerebral palsy	1,538	3%	21	1%	1,559	3%
Acquired brain injury	1,254	3%	36	2%	1,290	3%
Global developmental delay	1,258	3%	70	4%	1,328	3%
Visual impairment	856	2%	18	1%	874	2%
Multiple sclerosis	930	2%	37	2%	967	2%
Stroke	596	1%	22	1%	618	1%
Spinal cord injury	617	1%	22	1%	639	1%
Other	808	2%	47	3%	855	2%
Other sensory/speech	111	0%	<11	n/a	111	0%
Total	48,006	100%	1,620	100%	49,626	100%

Table I.13 Participant profile per quarter by reported level of function – Western Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,088	8%	354	22%	4,442	8%
2 (High Function)	183	0%	11	1%	194	0%
3 (High Function)	2,469	5%	98	6%	2,567	5%
4 (High Function)	2,549	5%	87	5%	2,636	5%
5 (High Function)	2,799	6%	118	7%	2,917	6%
6 (Moderate Function)	11,823	23%	494	30%	12,317	23%
7 (Moderate Function)	2,331	5%	53	3%	2,384	5%
8 (Moderate Function)	3,437	7%	78	5%	3,515	7%
9 (Moderate Function)	282	1%	12	1%	294	1%
10 (Moderate Function)	5,522	11%	108	7%	5,630	11%
11 (Low Function)	1,833	4%	<11	n/a	1,843	4%
12 (Low Function)	8,234	16%	111	7%	8,345	16%
13 (Low Function)	4,349	9%	82	5%	4,431	8%
14 (Low Function)	888	2%	<11	n/a	895	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	26	0%	<11	n/a	27	0%
Total	50,827	100%	1,624	100%	52,451	100%

¹⁸² Down syndrome is included in intellectual disability, representing 2% (932) of participants not in SIL.

Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	5,703	11%	644	40%	6,347	12%
7 to 14	12,845	25%	351	22%	13,196	25%
15 to 18	5,044	10%	92	6%	5,136	10%
19 to 24	5,000	10%	63	4%	5,063	10%
25 to 34	5,218	10%	96	6%	5,314	10%
35 to 44	4,309	8%	104	6%	4,413	8%
45 to 54	4,730	9%	113	7%	4,843	9%
55 to 64	5,681	11%	151	9%	5,832	11%
65+	2,297	5%	<11	n/a	2,307	4%
Total	50,827	100%	1,624	100%	52,451	100%

Table I.15 Participation rates by age group and gender at 30 June 2023 – Western Australia ¹⁸³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.5%	1.7%	2.6%
7 to 14	6.1%	2.8%	4.5%
15 to 18	4.7%	2.5%	3.7%
19 to 24	3.1%	1.8%	2.5%
25 to 44	1.4%	1.0%	1.2%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.6%	1.6%	2.1%

¹⁸³ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table I.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,021), 'participant social and community engagement rate' (n=5,038), 'parent and carer employment rate' (n=3,666) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,725) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Western Australia ¹⁸⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	20%	17%	18%	26%
Participant employment rate - Aged 65+ years	14%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	42%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	35%	35%	46%
Participant social and community engagement rate - Aged 65+ years	35%	39%	41%	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	50%
Parent and carer employment rate - All ages	46%	49%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

¹⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table I.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,245), 'participant social and community engagement rate' (n=3,250), 'parent and carer employment rate' (n=1,947) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,087) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Western Australia¹⁸⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	15%	17%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	34%	34%	26%	34%	26%
Participant employment rate - Aged 35 to 44 years	27%	30%	27%	24%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	22%	22%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	17%	14%	26%
Participant employment rate - Aged 65+ years	12%	14%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	44%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	43%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	37%	36%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	44%	50%	50%
Parent and carer employment rate - Aged 15+ years	49%	53%	49%	50%	50%
Parent and carer employment rate - All ages	46%	50%	45%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	71%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	75%

¹⁸⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,360), 'participant social and community engagement rate' (n=1,348), 'parent and carer employment rate' (n=807) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,049) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Western Australia ¹⁸⁶

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	21%	26%	28%	29%	26%
Participant employment rate - Aged 25 to 34 years	30%	30%	28%	27%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	31%	24%	28%	28%	26%
Participant employment rate - Aged 45 to 54 years	25%	25%	27%	19%	21%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	21%	9%	17%	26%
Participant employment rate - Aged 65+ years	8%	8%	8%	3%	3%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	25%	21%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	25%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	42%	41%	37%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	46%	45%	51%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	54%	56%	51%	64%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	46%	42%	53%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	42%	47%	49%	42%	43%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	40%	31%	45%	46%
Participant social and community engagement rate - Aged 25+ years	44%	47%	46%	49%	46%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	45%	46%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	43%	48%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	49%	50%	52%	45%	50%	50%
Parent and carer employment rate - All ages	46%	46%	50%	48%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	69%	72%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	75%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	77%	77%	75%

¹⁸⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=223), 'participant social and community engagement rate' (n=225), 'parent and carer employment rate' (n=155) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=194) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Western Australia¹⁸⁷

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	34%	29%	30%	31%	11%	27%	26%
Participant employment rate - Aged 15 to 64 years	30%	27%	29%	31%	15%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	43%	46%	50%	36%	48%	46%
Participant social and community engagement rate - Aged 15+ years	41%	40%	43%	46%	34%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	35%	46%	53%	46%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	45%	48%	40%	55%	56%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	63%	68%	72%	63%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	83%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	75%	78%	77%	75%	75%

¹⁸⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=98), 'participant social and community engagement rate' (n=94), 'parent and carer employment rate' (n=37) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=86) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Western Australia ¹⁸⁸

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	30%	31%	35%	36%	19%	28%	26%
Participant employment rate - Aged 15 to 64 years	31%	28%	30%	35%	33%	20%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	40%	34%	46%	33%	41%	46%
Participant social and community engagement rate - Aged 15+ years	31%	37%	41%	36%	45%	29%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	73%	76%	88%	88%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	70%	77%	84%	77%	82%	75%

¹⁸⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

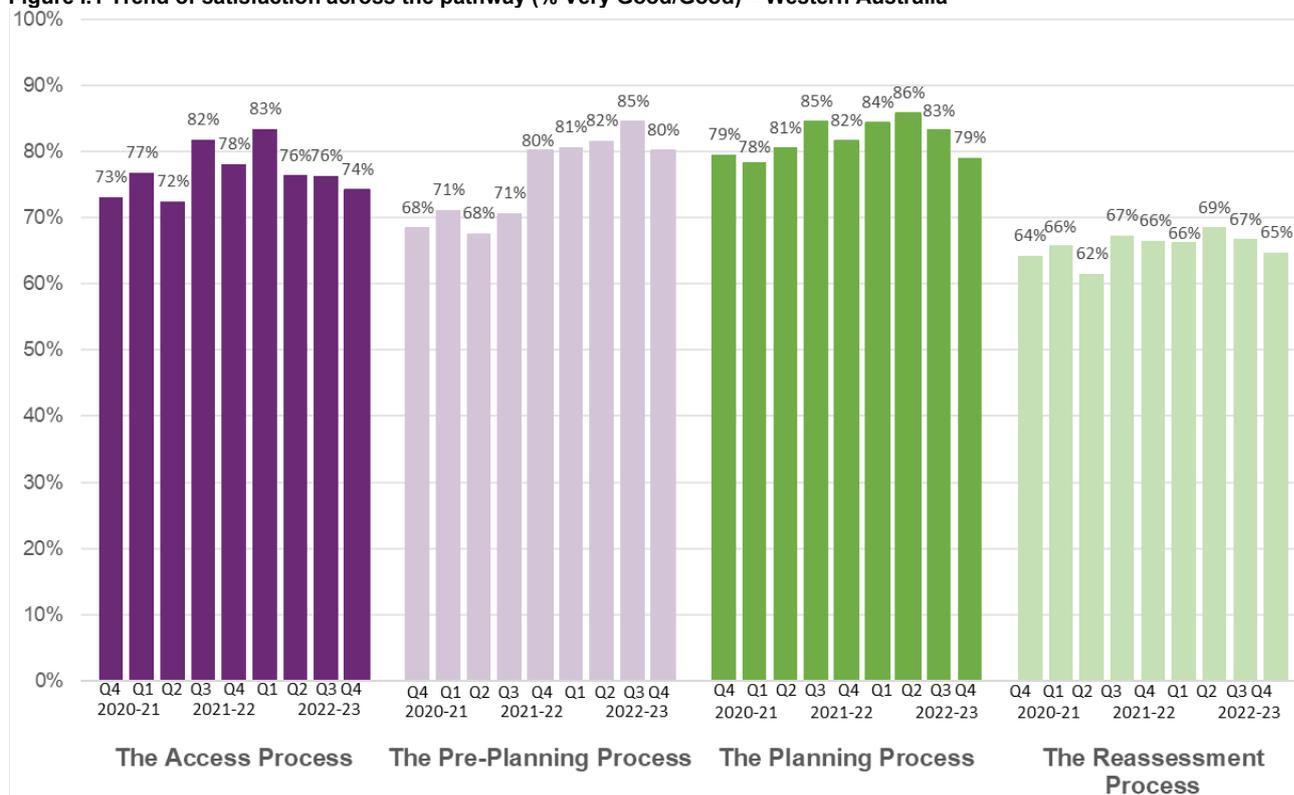
Part Three: Participant experience

Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,498 in Prior Quarters, n = 155 in 2022-23 Q4), 'Pre-planning' (n = 1,019 in Prior Quarters, n = 101 in 2022-23 Q4), 'Planning' (n = 4,719 in Prior Quarters, n = 483 in 2022-23 Q4) and 'Plan reassessment' (n = 11,059 in Prior Quarters, n = 1,079 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Western Australia ¹⁸⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	73%	77%
Access - % of participants rating their overall experience as Very Good or Good.	76%	74%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	88%
Pre-planning - Did you understand why you needed to give the information you did?	93%	94%
Pre-planning - Were decisions about your plan clearly explained?	71%	78%
Pre-planning - Are you clear on what happens next with your plan?	60%	63%
Pre-planning - Do you know where to go for more help with your plan?	66%	75%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	75%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	85%	86%
Planning - Are you clear on what happens next with your plan?	80%	81%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	79%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	65%

¹⁸⁹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ¹⁹⁰



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table I.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and by PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table I.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹⁹⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table I.22 Complaints and PCIs by quarter – Western Australia ^{191 192}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	19	<11	19	18
People who have submitted an access request: Complaint about LAC Partner	342	25	367	329
People who have submitted an access request: Complaints about service providers	605	48	653	527
People who have submitted an access request: Complaints about the Agency	7,961	517	8,478	4,777
People who have submitted an access request: Unclassified	87	<11	87	82
People who have submitted an access request: Total	9,014	590	9,604	5,332
<i>Percentage of the number of active participants</i>	<i>5.7%</i>	<i>4.6%</i>	<i>5.6%</i>	<i>n/a</i>
Total PCIs	2,551	400	2,951	n/a

Figure I.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

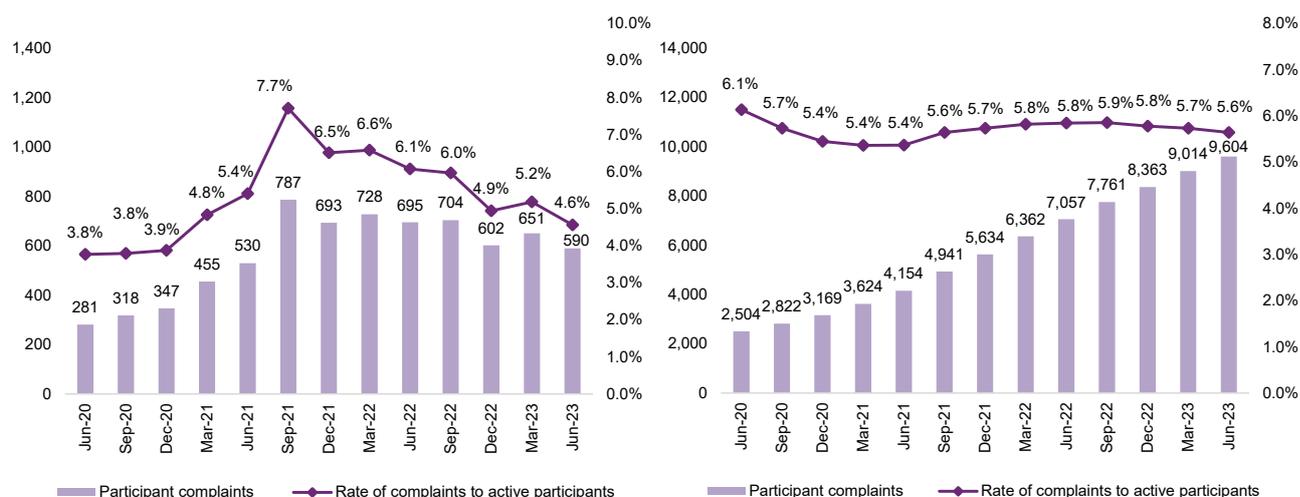


Table I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ¹⁹³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	144	2%	<11	n/a	144	2%
Complaints about the Agency - Information unclear	74	1%	<11	n/a	76	1%
Complaints about the Agency - NDIA Access	225	3%	15	3%	240	3%
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	553	7%	45	9%	598	7%
Complaints about the Agency - NDIA Fraud and Compliance	37	0%	<11	n/a	44	1%
Complaints about the Agency - NDIA Plan	2,211	28%	150	29%	2,361	28%
Complaints about the Agency - NDIA Process	819	10%	66	13%	885	10%
Complaints about the Agency - NDIA Resources	89	1%	<11	n/a	93	1%
Complaints about the Agency - NDIA Staff	520	7%	71	14%	591	7%
Complaints about the Agency - NDIA Timeliness	1,864	23%	146	28%	2,010	24%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	<11	n/a	15	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a

¹⁹¹ Note that 63% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.

¹⁹² Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

¹⁹³ There are 9,014 total participant complaints in Prior Quarters, 590 total participant complaints in 2022-23 Q4, and 9,604 total participant complaints as at 30 June 2023, including 87 unclassified participant complaints as at 30 June 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	172	2%	<11	n/a	172	2%
Complaints about the Agency - Staff conduct - Agency	65	1%	<11	n/a	65	1%
Complaints about the Agency - The way the NDIA carried out its decision making	142	2%	<11	n/a	142	2%
Complaints about the Agency - Timeliness	526	7%	<11	n/a	529	6%
Complaints about the Agency - Other	484	6%	<11	n/a	491	6%
Complaints about the Agency - Total	7,961	100%	517	100%	8,478	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	19	100%	<11	n/a	19	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	52	15%	<11	n/a	55	15%
Complaints about LAC Partner - LAC Process	42	12%	<11	n/a	45	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	201	59%	15	60%	216	59%
Complaints about LAC Partner - LAC Timeliness	39	11%	<11	n/a	43	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	342	100%	25	100%	367	100%
Complaints about service providers - Provider Costs	15	2%	<11	n/a	16	2%
Complaints about service providers - Provider Finance	35	6%	11	23%	46	7%
Complaints about service providers - Provider Fraud and Compliance	49	8%	<11	n/a	52	8%
Complaints about service providers - Provider Process	14	2%	<11	n/a	14	2%
Complaints about service providers - Provider Service	281	46%	19	40%	300	46%
Complaints about service providers - Provider Staff	100	17%	13	27%	113	17%
Complaints about service providers - Service Delivery	24	4%	<11	n/a	24	4%
Complaints about service providers - Staff Conduct	19	3%	<11	n/a	19	3%
Complaints about service providers - Supports being provided	24	4%	<11	n/a	24	4%
Complaints about service providers - Other	44	7%	<11	n/a	45	7%
Complaints about service providers - Total	605	100%	48	100%	653	100%

Figure I.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Western Australia

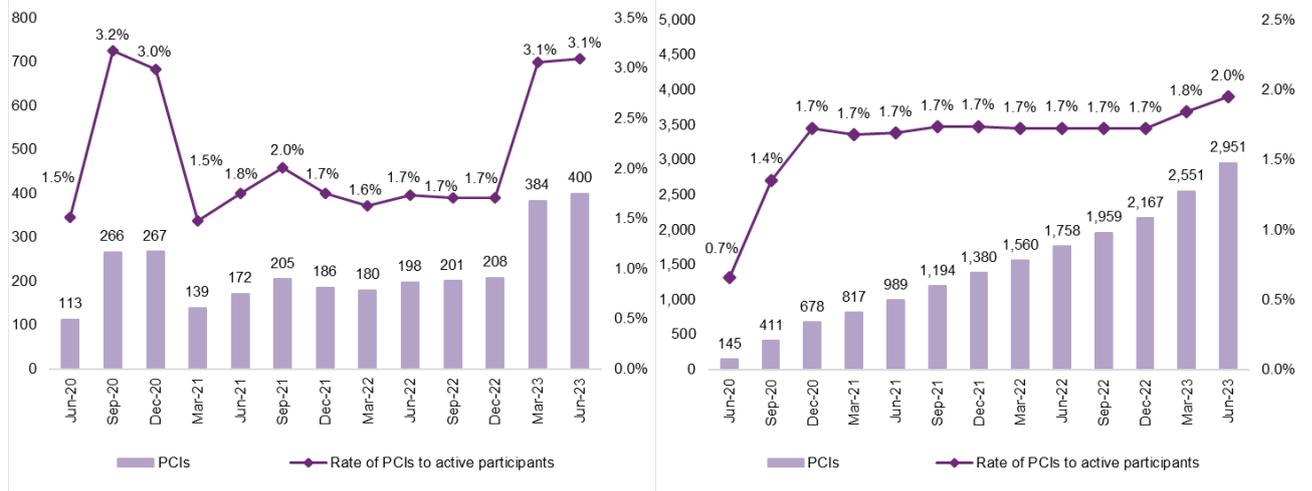


Table I.24 AAT Cases by category at 30 June 2023 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	192	16%	<11	n/a	201	16%
Plan	915	78%	58	74%	973	77%
Plan Reassessment	25	2%	<11	n/a	30	2%
Other	46	4%	<11	n/a	52	4%
Total cases	1,178	100%	78	100%	1,256	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.75%</i>	<i>n/a</i>	<i>0.60%</i>	<i>n/a</i>	<i>0.74%</i>

Figure I.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia

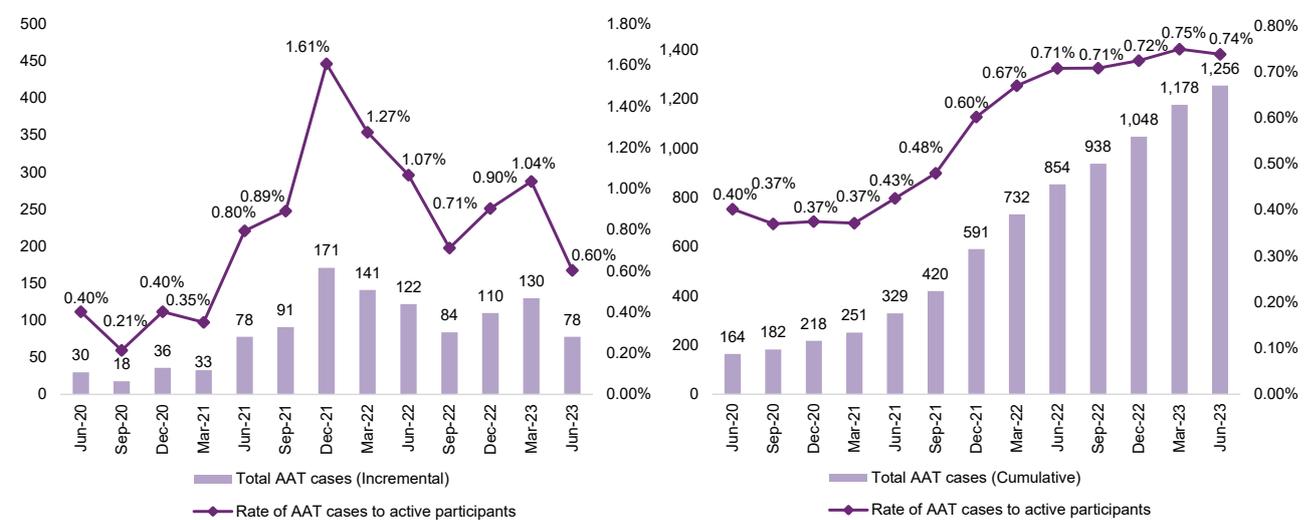


Table I.25 AAT cases by open/closed and decision – Western Australia ^{194 195}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,256	1,181
Open AAT Cases	291	290
Closed AAT Cases	965	919
<i>Resolved before hearing</i>	957	912
<i>Gone to hearing and received a substantive decision</i>	<11	<11

¹⁹⁴ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

¹⁹⁵ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table I.26 Key markets indicators by quarter – Western Australia ^{196 197}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.21	1.20
Number of providers delivering new types of supports	253	244
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	90%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table I.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Western Australia ¹⁹⁸

Activity	Number of providers
Active for the first time in 2022-23 Q4	69
Active in 2022-23 Q4 and also in previous quarters	1,203
Active in 2022-23 Q4	1,272
Inactive in 2022-23 Q4	1,853
Active ever	3,125

Table I.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Western Australia ¹⁹⁹

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	164	54	24	242
\$2,001-\$10,000	217	12	26	255
\$10,001-\$100,000	397	11	14	422
\$100,001-\$250,000	119	<5	<5	123
\$250,000+	228	<5	<5	230
Total	1,125	78	69	1,272

Table I.29 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ²⁰⁰

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	71%	75%	72%
Lifelong Learning	32%	29%	32%
Other	29%	32%	29%
Non-categorised	11%	9%	11%
Any mainstream service	96%	95%	96%

¹⁹⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁹⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁹⁸ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁹⁹ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²⁰⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table I.30 and in Figures I.5 to I.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table I.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – Western Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.9%	2.0%
\$5,001-\$10,000	5.4%	5.7%
\$10,001-\$15,000	8.9%	9.4%
\$15,001-\$20,000	9.7%	10.2%
\$20,001-\$25,000	11.5%	12.1%
\$25,001-\$30,000	7.0%	7.4%
\$30,001-\$50,000	17.5%	18.5%
\$50,001-\$100,000	17.8%	18.7%
\$100,001-\$150,000	6.3%	6.6%
\$150,001-\$200,000	3.5%	3.5%
\$200,001-\$250,000	2.2%	1.9%
\$250,001+	7.9%	3.3%

Figure I.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – Western Australia

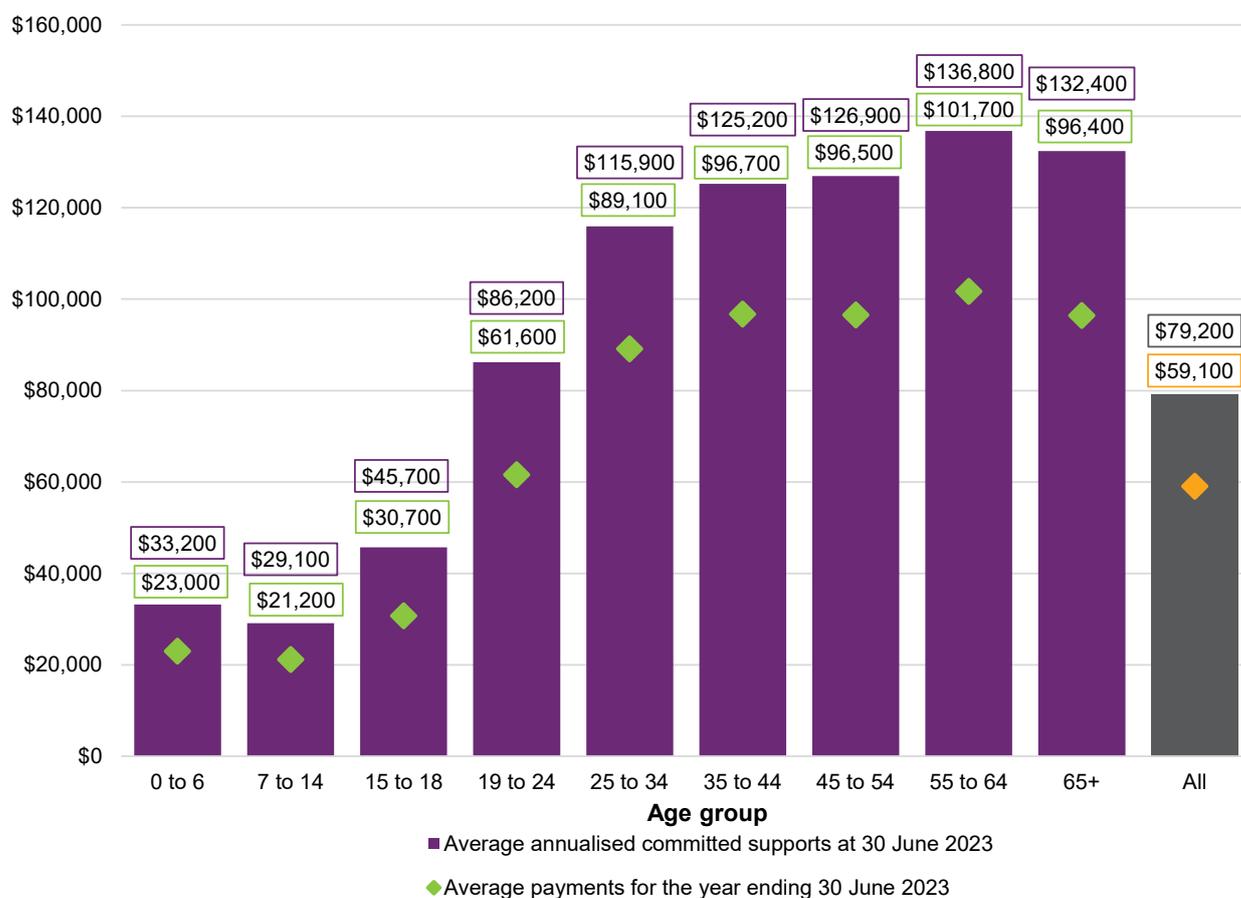


Figure I.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Western Australia

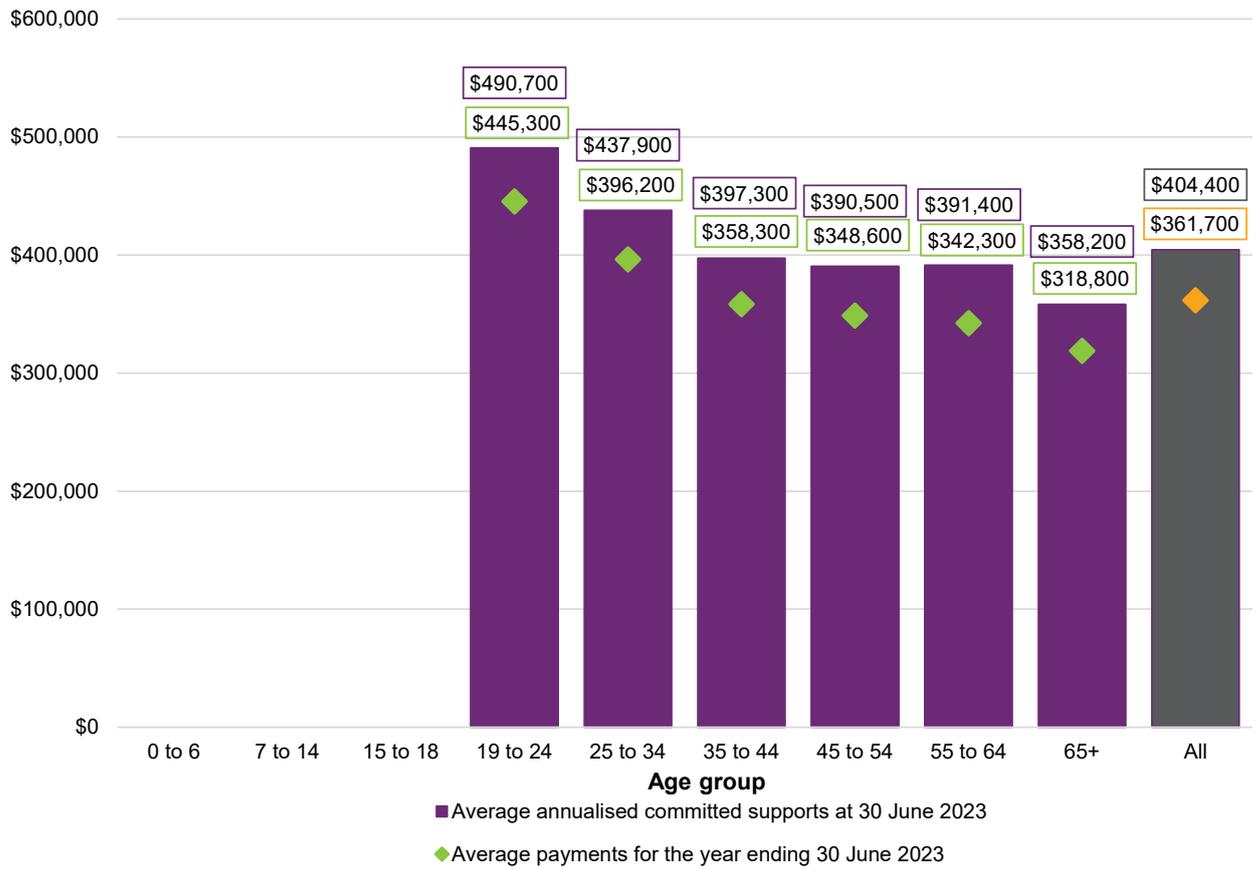


Figure I.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Western Australia

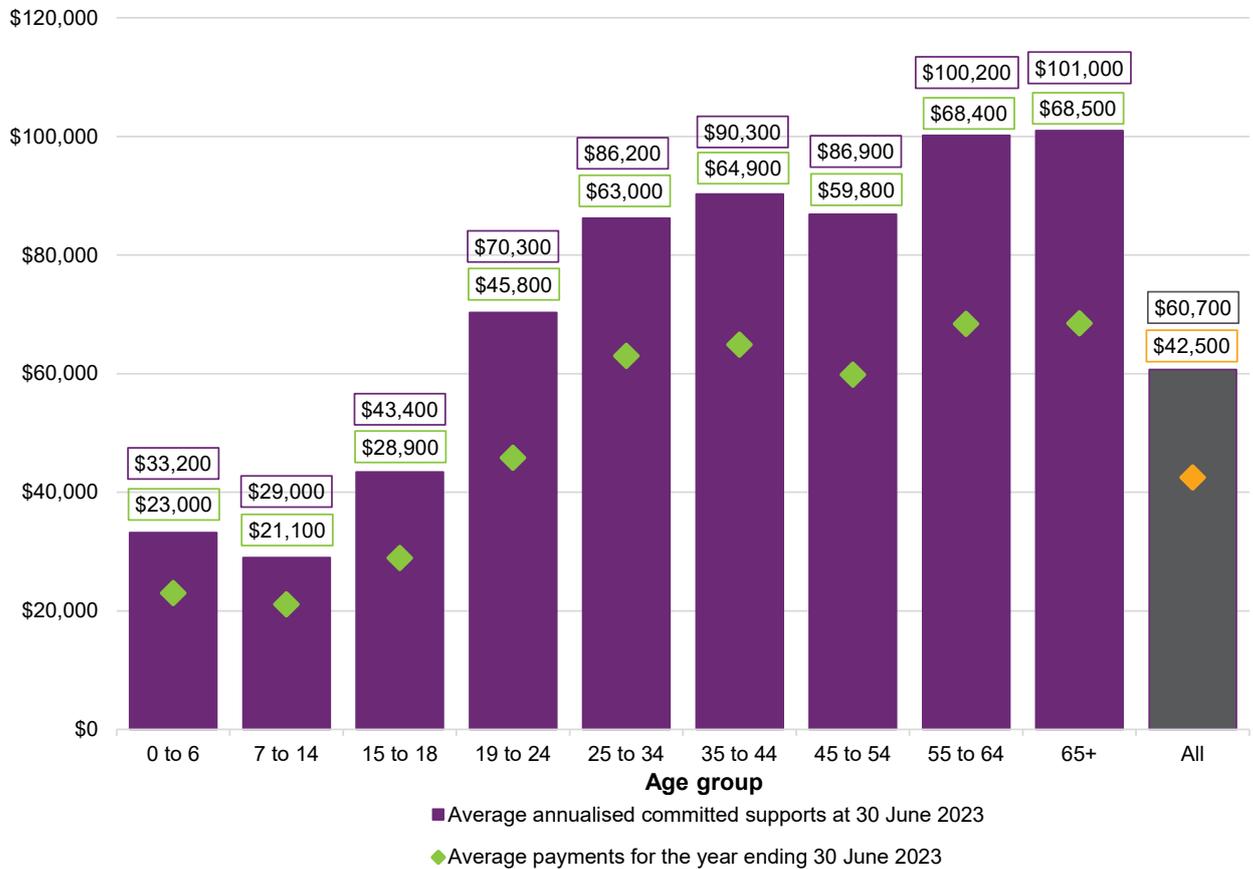


Figure I.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Western Australia

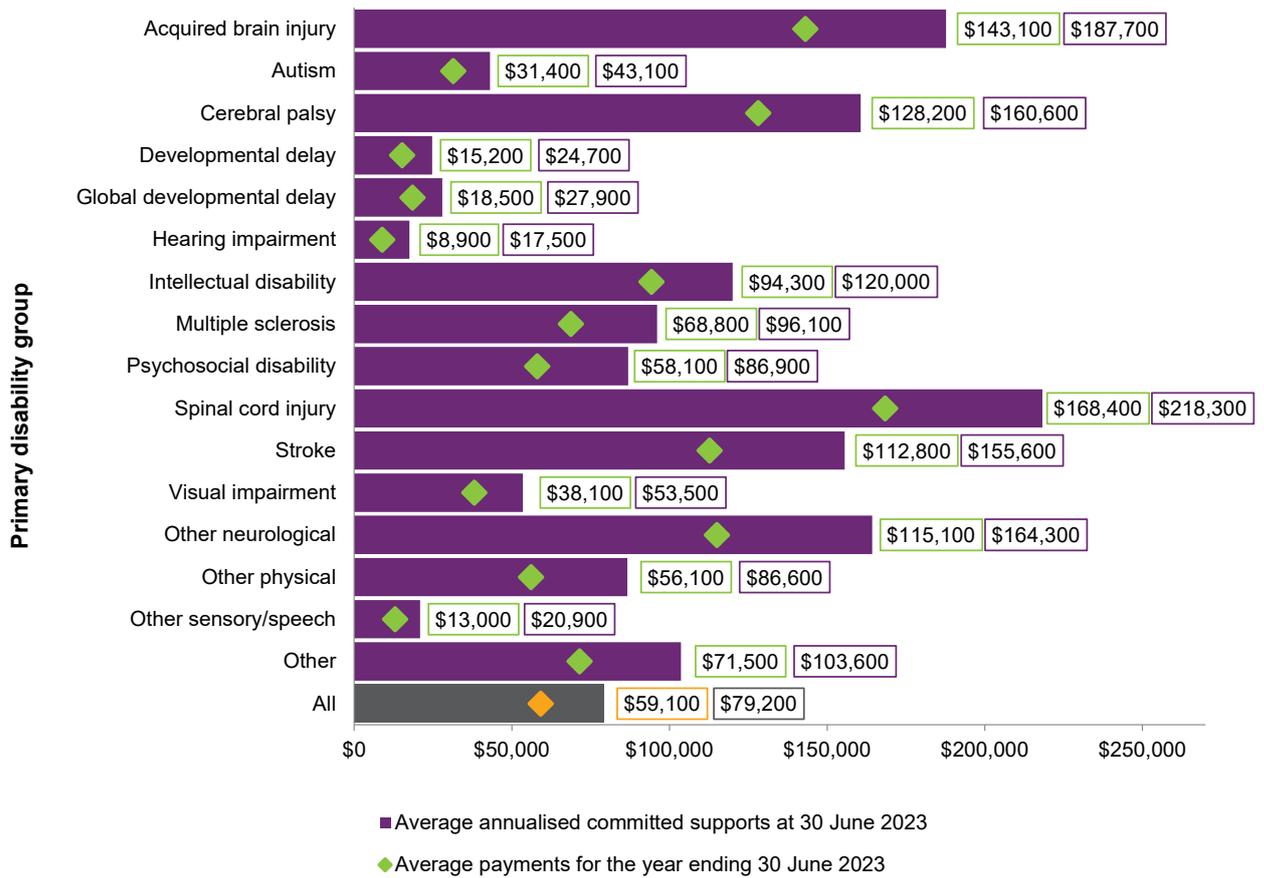


Figure I.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Western Australia

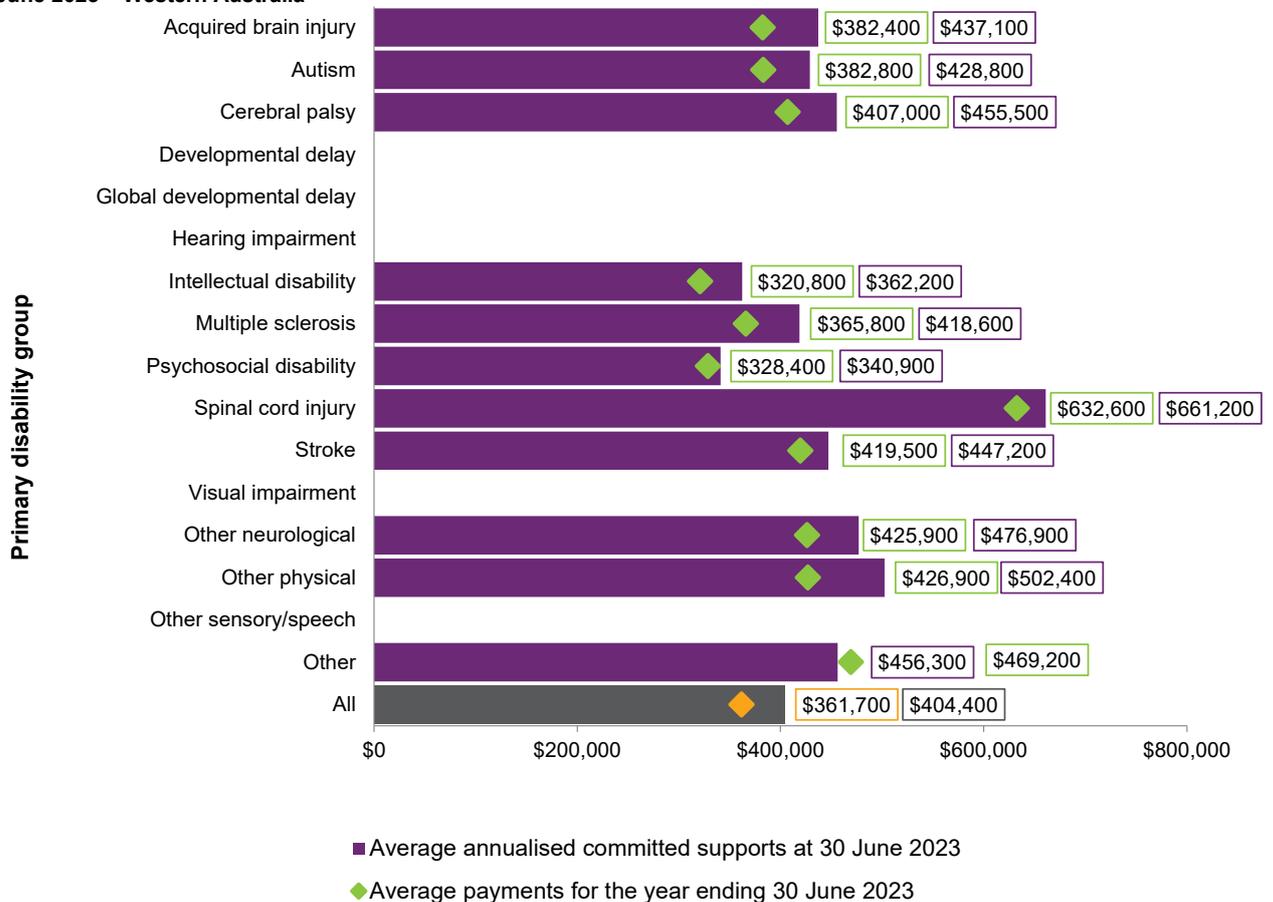


Figure I.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Western Australia

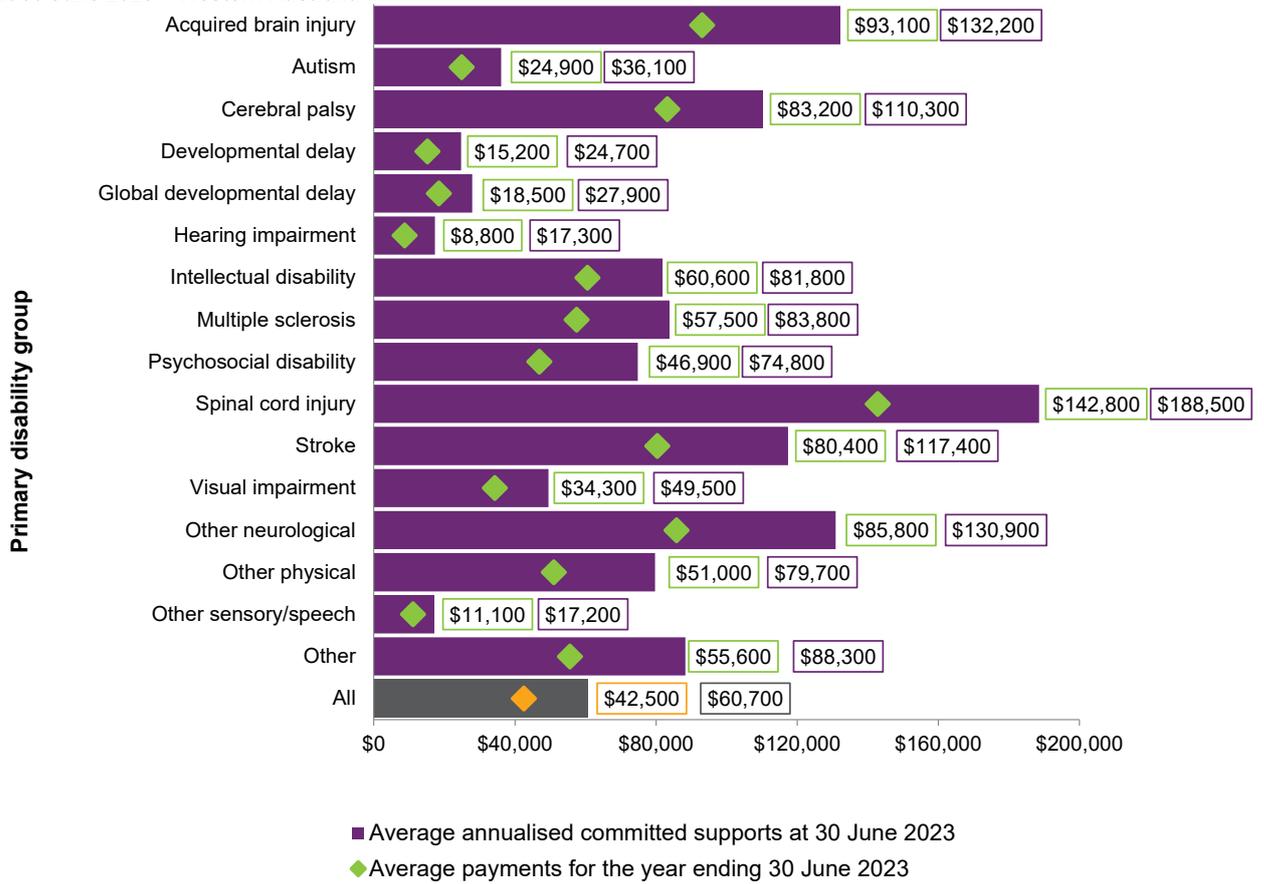


Figure I.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Western Australia

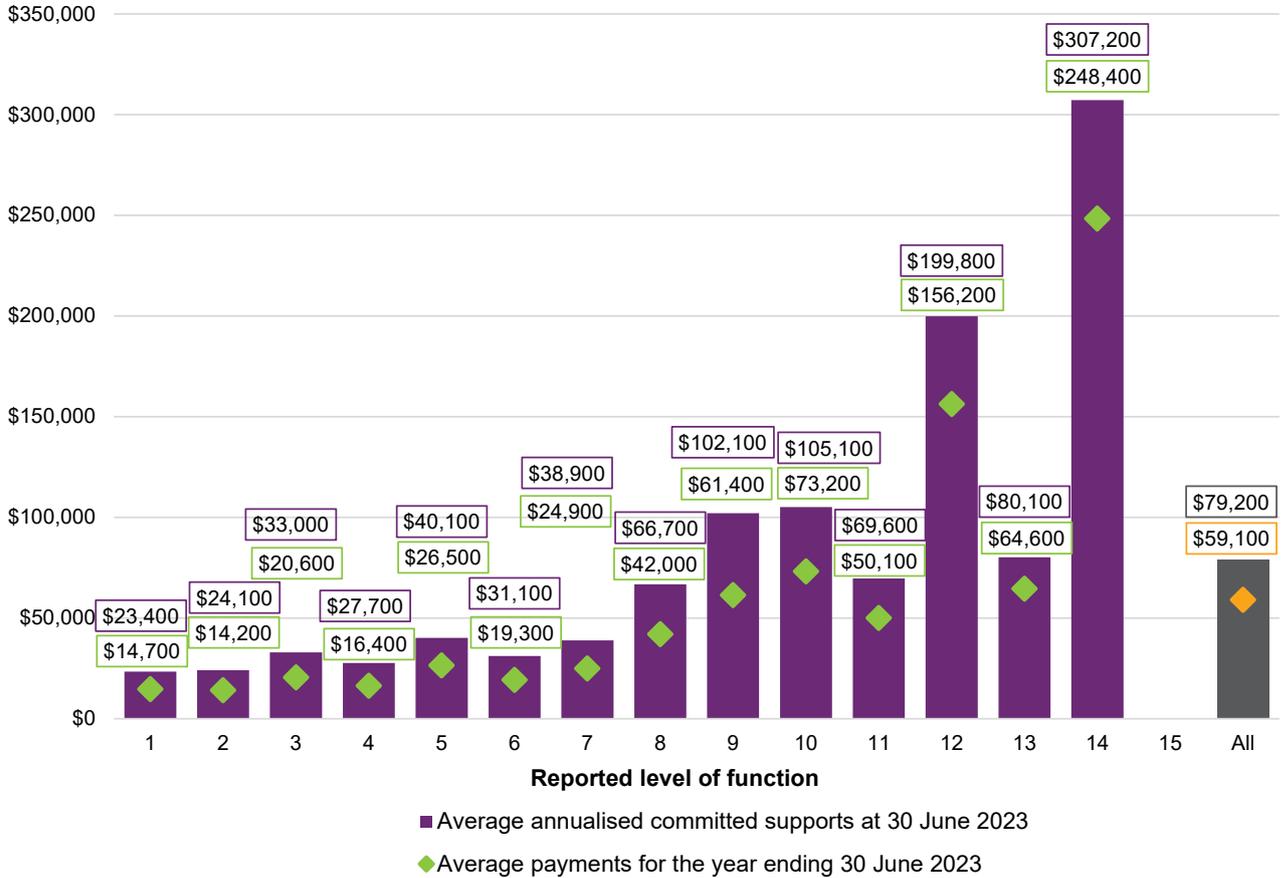


Figure I.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Western Australia

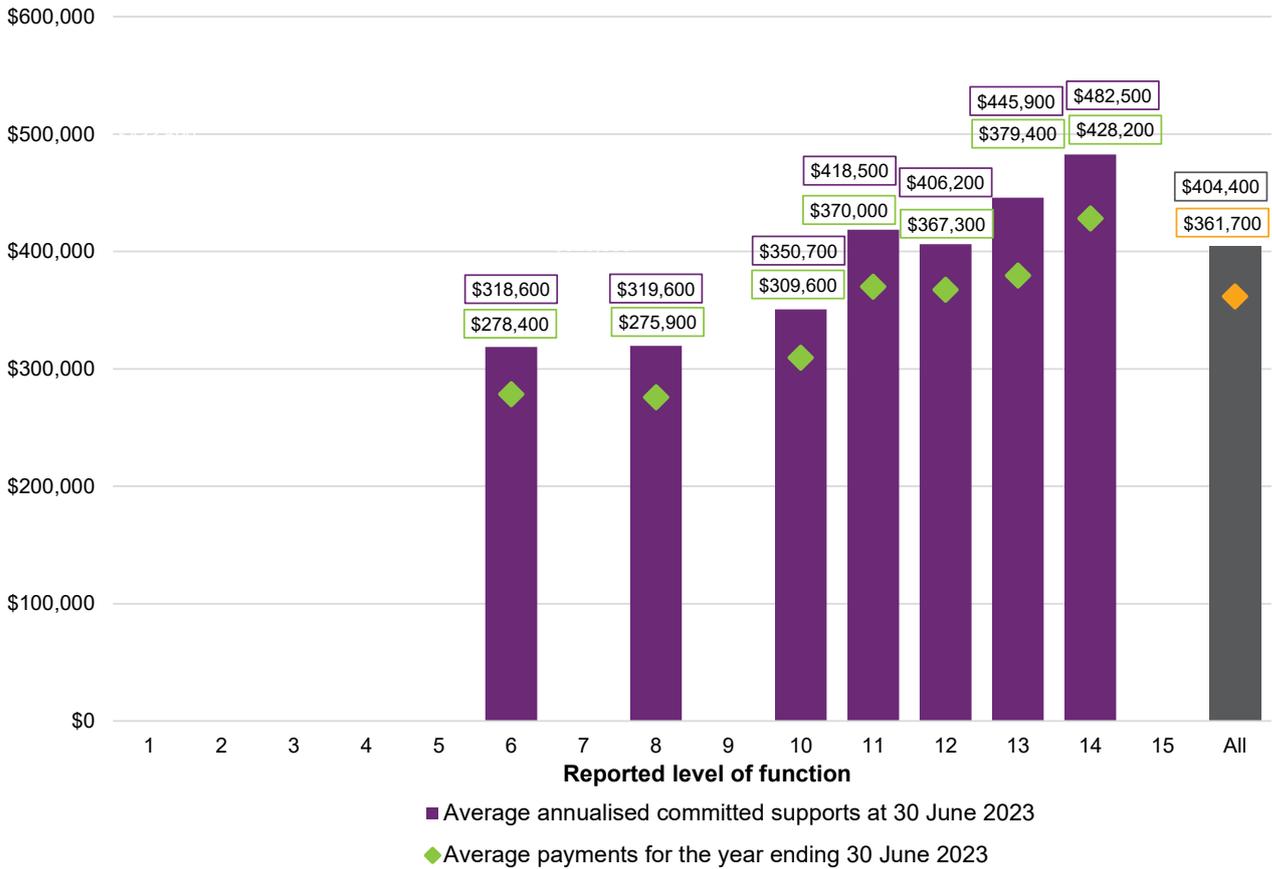


Figure I.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Western Australia

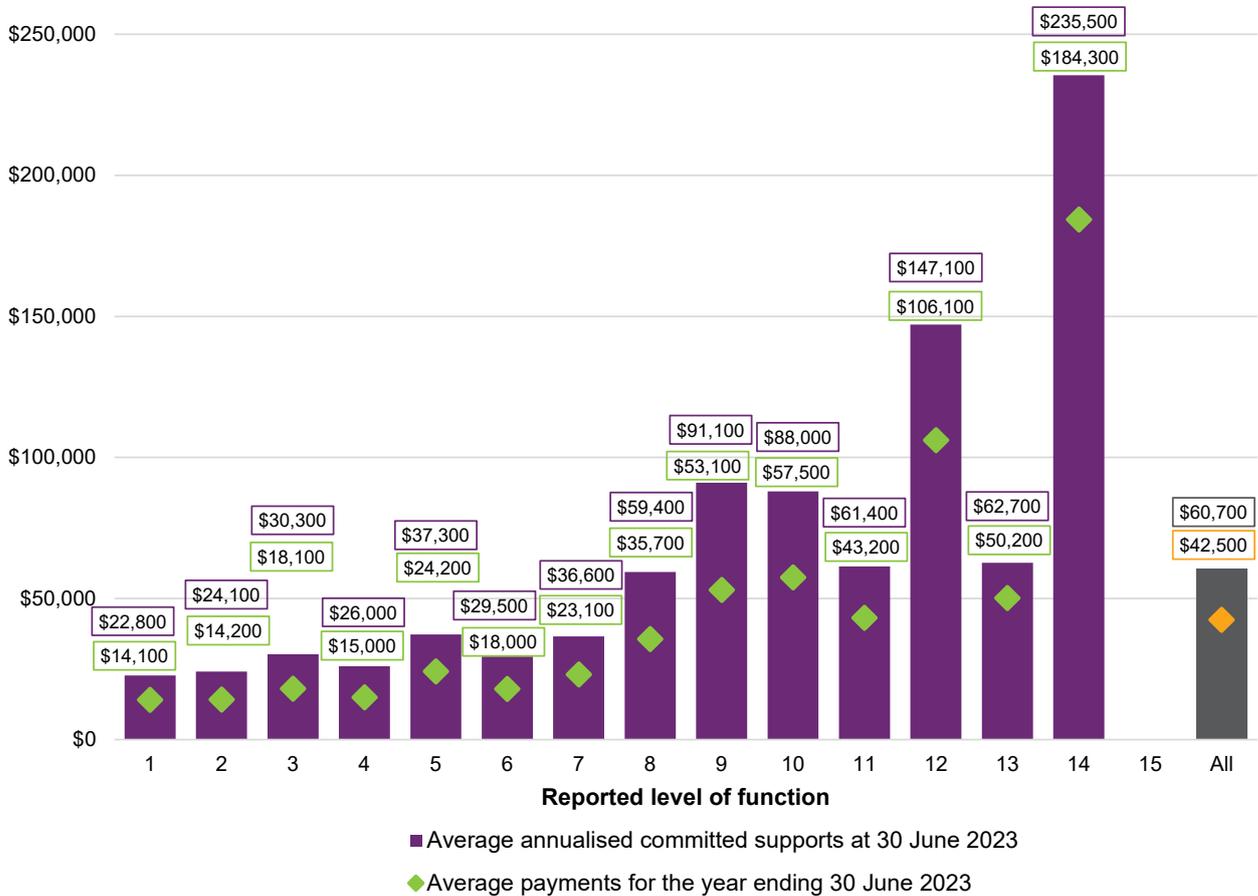


Table I.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Western Australia ^{201 202}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	1,520.6	1,932.4
Core: Consumables	54.4	82.5
Core: Social and Civic	589.9	817.3
Core: Transport	46.8	42.5
Capacity Building: Choice and Control	37.9	44.4
Capacity Building: Daily Activities	404.9	682.0
Capacity Building: Employment	9.4	39.7
Capacity Building: Health and Wellbeing	2.1	4.5
Capacity Building: Home Living	0.0	0.3
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	52.4	108.2
Capacity Building: Social and Civic	23.5	55.9
Capacity Building: Support Coordination	79.5	120.2
Capital: Assistive Technology	72.5	177.7
Capital: Home Modifications	17.6	45.1
All	2,919.2	4,152.7

Table I.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Western Australia ^{203 204}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	719.8	817.1
Core: Consumables	7.3	11.0
Core: Social and Civic	119.4	170.7
Core: Transport	3.5	6.5
Capacity Building: Choice and Control	1.6	2.0
Capacity Building: Daily Activities	26.2	40.3
Capacity Building: Employment	0.2	1.2
Capacity Building: Health and Wellbeing	0.4	0.7
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	17.9	32.0
Capacity Building: Social and Civic	0.2	0.7
Capacity Building: Support Coordination	12.3	16.5
Capital: Assistive Technology	10.1	24.6
Capital: Home Modifications	4.7	19.2
All	930.9	1,142.5

²⁰¹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁰² Total payments for home modifications in Western Australia were \$17.6m. Of which, \$6.6m (38%) has been paid for specialised disability accommodation (SDA) supports, and \$10.9m (62%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$45.1m. Of which, \$26.3m (58%) has been allocated for specialised disability accommodation (SDA) supports, and \$18.8m (42%) has been allocated for non-SDA supports.

²⁰³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁰⁴ Total payments for home modifications in Western Australia were \$4.7m. Of which, \$4.4m (93%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4m (7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$19.2m. Of which, \$18.8m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (2%) has been allocated for non-SDA supports.

Table I.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Western Australia ^{205 206}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	800.8	1,115.3
Core: Consumables	47.1	71.5
Core: Social and Civic	470.5	646.6
Core: Transport	43.3	35.9
Capacity Building: Choice and Control	36.3	42.4
Capacity Building: Daily Activities	378.7	641.7
Capacity Building: Employment	9.2	38.5
Capacity Building: Health and Wellbeing	1.7	3.8
Capacity Building: Home Living	0.0	0.3
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	34.5	76.2
Capacity Building: Social and Civic	23.3	55.2
Capacity Building: Support Coordination	67.2	103.7
Capital: Assistive Technology	62.4	153.1
Capital: Home Modifications	12.8	25.9
All	1,988.3	3,010.2

Table I.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{207 208}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	0.2	19.6	70.6	173.4	225.8	548.3	1,536.9	2,730.3	3,184.3	3,971.1
Total Paid	0.1	11.2	51.8	133.3	167.4	394.1	1,024.1	1,933.4	2,353.5	2,793.7
% utilised to date	22%	57%	73%	77%	74%	72%	67%	71%	74%	70%

Table I.35 Percentage change in plan budgets for active participants – Western Australia

Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	3.3%	3.3%	4.9%	5.2%	5.8%	9.1%	5.2%	6.6%	5.0%
Interplan Inflation	-1.4%	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%	8.7%	7.8%
Total Inflation	1.9%	4.3%	11.0%	10.5%	16.2%	25.0%	17.6%	15.3%	12.8%

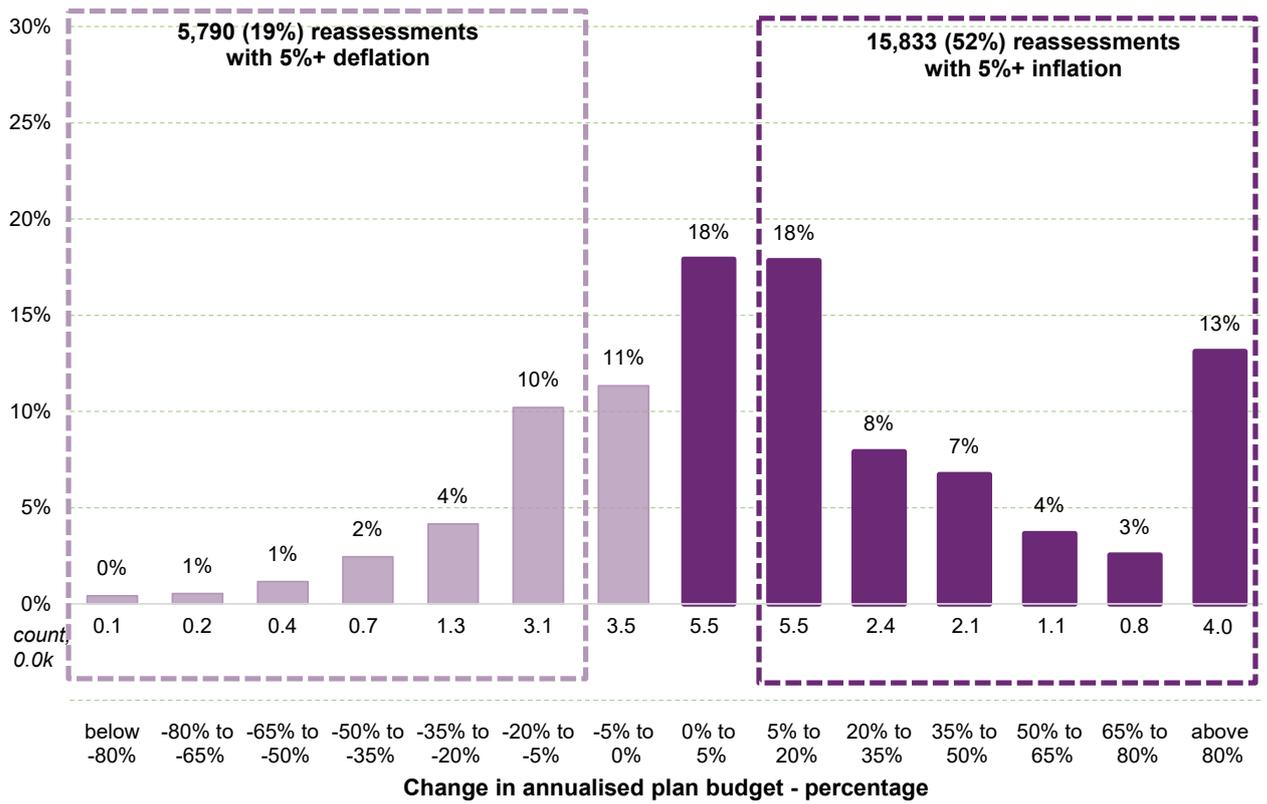
²⁰⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁰⁶ Total payments for home modifications in Western Australia were \$12.8m. Of which, \$2.3m (18%) has been paid for specialised disability accommodation (SDA) supports, and \$10.6m (82%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$25.9m. Of which, \$7.4m (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$18.5m (71%) has been allocated for non-SDA supports.

²⁰⁷ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

²⁰⁸ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

Figure I.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Western Australia ²⁰⁹



²⁰⁹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.
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Supplement J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry, plan and entry type – South Australia ²¹⁰

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	65,145	2,436	67,581
Active Eligible - Total	51,627	1,831	53,458
<i>Active Eligible - New</i>	36,107	1,816	37,923
<i>Active Eligible - State</i>	12,630	<11	12,636
<i>Active Eligible - Commonwealth</i>	2,890	<11	2,899
Active Participant Plans (excl ECA) - Total	50,859	1,642	52,501
<i>Active Participant Plans (excl ECA) - New</i>	35,421	1,626	37,047
<i>Active Participant Plans (excl ECA) - State</i>	12,560	<11	12,568
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,878	<11	2,886
Active Participant Plans - Total	51,930	3,000	53,859
<i>Active Participant Plans - Early Intervention (s25)</i>	17,146	793	17,939
<i>Active Participant Plans - Permanent Disability (s24)</i>	33,713	849	34,562
<i>Active Participant Plans - ECA</i>	1,071	1,358	1,358

Table J.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – South Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	3,817
<i>Early Intervention participants</i>	1,636
<i>Permanent disability participants</i>	2,181

Table J.3 Assessment of access by age group and gender – South Australia

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	13,615	97%	5,543	97%	106	91%	19,264	97%
7 to 14	7,961	91%	4,000	90%	195	90%	12,156	90%
15 to 18	1,579	92%	1,078	89%	100	93%	2,757	91%
19 to 24	1,566	90%	1,037	85%	103	89%	2,706	88%
25 to 34	2,235	88%	1,668	83%	113	90%	4,016	86%
35 to 44	2,209	86%	1,772	76%	106	87%	4,087	81%
45 to 54	2,880	82%	2,499	72%	138	78%	5,517	77%
55 to 64	3,654	78%	3,120	65%	154	68%	6,928	71%
65+	132	57%	128	53%	12	60%	272	55%
Missing	220	45%	160	29%	40	78%	420	38%
Total	36,051	89%	21,005	81%	1,067	84%	58,123	86%

²¹⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table J.4 Assessment of access by primary disability group and gender – South Australia ²¹¹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,340	94%	718	92%	46	90%	2,104	93%
Autism	15,163	98%	6,467	98%	392	98%	22,022	98%
Cerebral palsy	731	96%	608	97%	27	93%	1,366	97%
Developmental delay	3,881	97%	1,595	96%	30	94%	5,506	97%
Global developmental delay	1,469	99%	665	99%	11	100%	2,145	99%
Hearing impairment	1,004	91%	1,032	89%	38	88%	2,074	90%
Intellectual disability	5,091	96%	3,885	95%	246	95%	9,222	95%
Multiple sclerosis	282	92%	730	88%	19	79%	1,031	89%
Psychosocial disability	2,258	69%	1,757	57%	63	56%	4,078	63%
Spinal cord injury	348	96%	172	97%	20	100%	540	97%
Stroke	435	86%	314	83%	20	83%	769	85%
Visual impairment	436	86%	420	83%	19	90%	875	85%
Other neurological	1,224	81%	992	79%	25	86%	2,241	80%
Other physical	1,149	54%	1,021	40%	54	46%	2,224	46%
Other sensory/speech	593	54%	214	45%	<11	n/a	812	51%
Other	471	48%	278	27%	12	28%	761	37%
Missing	176	91%	137	95%	40	100%	353	94%
Total	36,051	89%	21,005	81%	1,067	84%	58,123	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table J.5 Participant profile per quarter by participants identifying as First Nations Peoples – South Australia

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,210	6%	150	9%	3,360	6%
Non-First Nations Participants	40,787	80%	1,441	88%	42,228	80%
Not Stated	6,862	13%	51	3%	6,913	13%
Total	50,859	100%	1,642	100%	52,501	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ²¹²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,654	7%	89	5%	3,743	7%
Not culturally and linguistically diverse	47,162	93%	1,553	95%	48,715	93%
Not stated	43	0%	<11	n/a	43	0%
Total	50,859	100%	1,642	100%	52,501	100%

²¹¹ Down syndrome is included in intellectual disability.

²¹² The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – South Australia ²¹³

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	82
Total YPIRAC (under 65)	93

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ²¹⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-12	219
Sep-20	3	222
Dec-20	-3	219
Mar-21	-21	198
Jun-21	-4	194
Sep-21	-16	178
Dec-21	-7	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132
Dec-22	-14	118
Mar-23	-13	105
Jun-23	-12	93

Table J.9 Participant profile per quarter by remoteness – South Australia ²¹⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	38,465	76%	1,224	75%	39,689	76%
Population > 50,000	880	2%	35	2%	915	2%
Population between 15,000 and 50,000	4,517	9%	167	10%	4,684	9%
Population between 5,000 and 15,000	1,752	3%	47	3%	1,799	3%
Population less than 5,000	3,960	8%	121	7%	4,081	8%
Remote	910	2%	36	2%	946	2%
Very Remote	373	1%	11	1%	384	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	50,859	100%	1,642	100%	52,501	100%

²¹³ There are a further 127 active participants aged 65 years or over who are currently in residential aged care.

²¹⁴ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

²¹⁵ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{216 217 218}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	20,717	41%	605	37%	21,322	41%
Intellectual disability	8,534	17%	109	7%	8,643	16%
Psychosocial disability	3,668	7%	98	6%	3,766	7%
Developmental delay	4,033	8%	418	25%	4,451	8%
Hearing impairment	1,912	4%	35	2%	1,947	4%
Other neurological	1,686	3%	54	3%	1,740	3%
Other physical	1,772	3%	32	2%	1,804	3%
Cerebral palsy	1,280	3%	<11	n/a	1,287	2%
Acquired brain injury	1,737	3%	36	2%	1,773	3%
Global developmental delay	1,727	3%	145	9%	1,872	4%
Visual impairment	806	2%	13	1%	819	2%
Multiple sclerosis	939	2%	16	1%	955	2%
Stroke	646	1%	23	1%	669	1%
Spinal cord injury	462	1%	11	1%	473	1%
Other	583	1%	40	2%	623	1%
Other sensory/speech	357	1%	<11	n/a	357	1%
Total	50,859	100%	1,642	100%	52,501	100%

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{219 220}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	377	13%	<11	n/a	377	13%
Intellectual disability	1,477	51%	<11	n/a	1,477	51%
Psychosocial disability	231	8%	<11	n/a	231	8%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	170	6%	<11	n/a	171	6%
Other physical	29	1%	<11	n/a	29	1%
Cerebral palsy	195	7%	<11	n/a	195	7%
Acquired brain injury	269	9%	<11	n/a	269	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	11	0%	<11	n/a	11	0%
Multiple sclerosis	50	2%	<11	n/a	50	2%
Stroke	55	2%	<11	n/a	55	2%
Spinal cord injury	18	1%	<11	n/a	18	1%
Other	30	1%	<11	n/a	30	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,912	100%	<11	n/a	2,913	100%

²¹⁶ Table order based on national proportions in Table E.10 (highest to lowest).

²¹⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²¹⁸ Down syndrome is included in intellectual disability, representing 2% (800) of all Scheme participants in South Australia.

²¹⁹ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²²⁰ Down syndrome is included in intellectual disability, representing 7% (198) of participants in SIL.

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ²²¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	20,340	42%	605	37%	20,945	42%
Intellectual disability	7,057	15%	109	7%	7,166	14%
Psychosocial disability	3,437	7%	98	6%	3,535	7%
Developmental delay	4,033	8%	418	25%	4,451	9%
Hearing impairment	1,912	4%	35	2%	1,947	4%
Other neurological	1,516	3%	53	3%	1,569	3%
Other physical	1,743	4%	32	2%	1,775	4%
Cerebral palsy	1,085	2%	<11	n/a	1,092	2%
Acquired brain injury	1,468	3%	36	2%	1,504	3%
Global developmental delay	1,727	4%	145	9%	1,872	4%
Visual impairment	795	2%	13	1%	808	2%
Multiple sclerosis	889	2%	16	1%	905	2%
Stroke	591	1%	23	1%	614	1%
Spinal cord injury	444	1%	11	1%	455	1%
Other	553	1%	40	2%	593	1%
Other sensory/speech	357	1%	<11	n/a	357	1%
Total	47,947	100%	1,641	100%	49,588	100%

Table J.13 Participant profile per quarter by reported level of function – South Australia

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,643	9%	379	23%	5,022	10%
2 (High Function)	92	0%	<11	n/a	97	0%
3 (High Function)	2,591	5%	123	7%	2,714	5%
4 (High Function)	2,339	5%	43	3%	2,382	5%
5 (High Function)	3,266	6%	139	8%	3,405	6%
6 (Moderate Function)	14,441	28%	528	32%	14,969	29%
7 (Moderate Function)	2,478	5%	59	4%	2,537	5%
8 (Moderate Function)	3,213	6%	79	5%	3,292	6%
9 (Moderate Function)	249	0%	<11	n/a	255	0%
10 (Moderate Function)	4,931	10%	104	6%	5,035	10%
11 (Low Function)	1,632	3%	<11	n/a	1,642	3%
12 (Low Function)	5,731	11%	86	5%	5,817	11%
13 (Low Function)	4,602	9%	81	5%	4,683	9%
14 (Low Function)	588	1%	<11	n/a	588	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	57	0%	<11	n/a	57	0%
Total	50,859	100%	1,642	100%	52,501	100%

²²¹ Down syndrome is included in intellectual disability, representing 1% (602) of participants not in SIL.
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Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	6,626	13%	708	43%	7,334	14%
7 to 14	14,546	29%	343	21%	14,889	28%
15 to 18	5,415	11%	84	5%	5,499	10%
19 to 24	4,476	9%	55	3%	4,531	9%
25 to 34	3,956	8%	111	7%	4,067	8%
35 to 44	3,741	7%	81	5%	3,822	7%
45 to 54	4,332	9%	109	7%	4,441	8%
55 to 64	5,397	11%	136	8%	5,533	11%
65+	2,370	5%	15	1%	2,385	5%
Total	50,859	100%	1,642	100%	52,501	100%

Table J.15 Participation rates by age group and gender at 30 June 2023 – South Australia ²²²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	7.1%	3.3%	5.3%
7-14	11.6%	5.3%	8.6%
15-18	8.1%	4.4%	6.4%
19-24	4.1%	2.4%	3.4%
25-44	1.8%	1.3%	1.6%
45-64	2.3%	2.0%	2.2%
Total (aged 0 to 64)	4.2%	2.4%	3.4%

²²² Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table J.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,147), 'participant social and community engagement rate' (n=4,163), 'parent and carer employment rate' (n=3,308) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,412) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - South Australia ²²³

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	23%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	37%	26%
Participant employment rate - Aged 35 to 44 years	34%	32%	31%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	40%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	39%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	39%	39%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	43%	43%	43%	50%
Parent and carer employment rate - All ages	46%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	75%

²²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table J.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,564), 'participant social and community engagement rate' (n=3,576), 'parent and carer employment rate' (n=2,330) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,174) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - South Australia ²²⁴

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	34%	36%	34%	33%	26%
Participant employment rate - Aged 35 to 44 years	33%	33%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	15%	26%
Participant employment rate - Aged 65+ years	15%	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	27%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	33%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	36%	40%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	41%	34%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	34%	36%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	39%	37%	46%
Participant social and community engagement rate - Aged 25+ years	38%	38%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	37%	37%	37%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	50%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	51%	45%	50%
Parent and carer employment rate - All ages	46%	50%	51%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	75%	75%

²²⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,606), 'participant social and community engagement rate' (n=2,617), 'parent and carer employment rate' (n=1,234) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,753) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - South Australia ²²⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	17%	23%	21%	28%	26%
Participant employment rate - Aged 25 to 34 years	38%	38%	34%	28%	36%	26%
Participant employment rate - Aged 35 to 44 years	36%	36%	33%	28%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	25%	27%	28%	25%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	22%	17%	18%	26%
Participant employment rate - Aged 65+ years	15%	13%	12%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	32%	30%	29%	25%	27%	26%
Participant employment rate - Aged 15 to 64 years	28%	28%	27%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	40%	34%	33%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	41%	42%	50%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	41%	42%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	46%	48%	44%	41%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	39%	36%	40%	39%	46%
Participant social and community engagement rate - Aged 65+ years	32%	29%	21%	26%	33%	46%
Participant social and community engagement rate - Aged 25+ years	40%	40%	38%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	40%	37%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	53%	49%	50%
Parent and carer employment rate - Aged 15+ years	44%	46%	50%	45%	43%	50%
Parent and carer employment rate - All ages	44%	46%	48%	50%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	63%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	72%	76%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	69%	72%	74%	75%

²²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table J.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=849), 'participant social and community engagement rate' (n=853), 'parent and carer employment rate' (n=636) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=641) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - South Australia

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Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	10%	16%	27%	27%	27%	26%
Participant employment rate - Aged 25 to 34 years	38%	37%	44%	21%	38%	32%	26%
Participant employment rate - Aged 35 to 44 years	35%	33%	24%	43%	23%	27%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	33%	31%	33%	23%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	17%	12%	6%	13%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	29%	24%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	25%	25%	23%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	33%	37%	42%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	51%	48%	52%	48%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	51%	54%	53%	49%	50%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	38%	37%	44%	41%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	44%	47%	38%	38%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	43%	45%	45%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 15+ years	40%	42%	43%	43%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	54%	56%	51%	40%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	57%	67%	49%	49%	50%
Parent and carer employment rate - All ages	47%	52%	56%	58%	44%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	63%	67%	71%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	71%	80%	74%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	67%	72%	73%	73%	75%

²²⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=81), 'participant social and community engagement rate' (n=83), 'parent and carer employment rate' (n=230) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=86) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - South Australia ²²⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	44%	47%	52%	57%	58%	44%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	59%	66%	64%	68%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	51%	63%	64%	63%	67%	70%	75%

²²⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

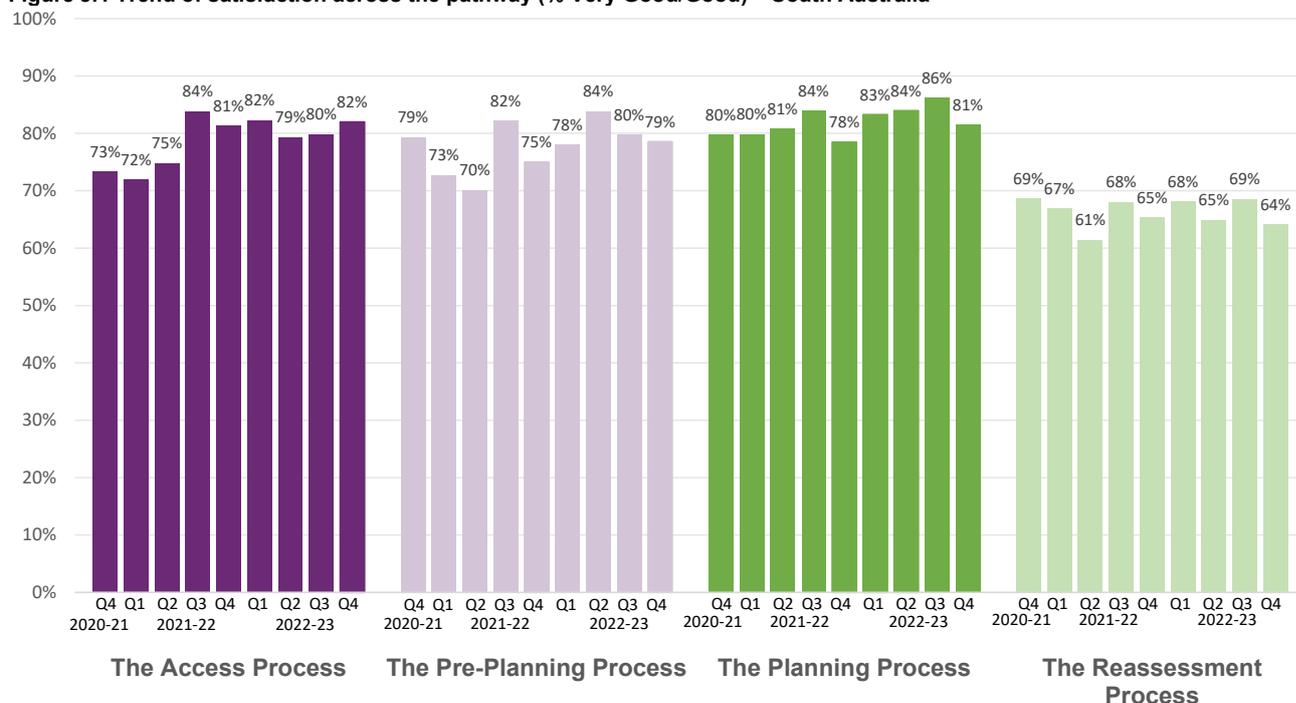
Part Three: Participant experience

Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 1,180 in Prior Quarters, n = 100 in 2022-23 Q4), 'Pre-planning' (n = 1,007 in Prior Quarters, n = 98 in 2022-23 Q4), 'Planning' (n = 4,110 in Prior Quarters, n = 502 in 2022-23 Q4) and 'Plan reassessment' (n = 11,777 in Prior Quarters, n = 1,223 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia ²²⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	76%	84%
Access - % of participants rating their overall experience as Very Good or Good.	77%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	83%
Pre-planning - Did you understand why you needed to give the information you did?	94%	90%
Pre-planning - Were decisions about your plan clearly explained?	78%	77%
Pre-planning - Are you clear on what happens next with your plan?	67%	71%
Pre-planning - Do you know where to go for more help with your plan?	69%	73%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	89%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	86%	87%
Planning - Are you clear on what happens next with your plan?	82%	83%
Planning - Do you know where to go for more help with your plan?	87%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	81%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	73%
Plan reassessment - Did you feel prepared for your plan reassessment?	81%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	64%

²²⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ²²⁹



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table J.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table J.23 shows the number of complaints by type as well as by source and subject of complaint based on records.

²²⁹ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table J.22 Complaints and PCIs by quarter – South Australia ^{230 231}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	32	<11	35	30
People who have submitted an access request: Complaint about LAC Partner	361	21	382	335
People who have submitted an access request: Complaints about service providers	698	57	755	624
People who have submitted an access request: Complaints about the Agency	13,493	584	14,077	6,979
People who have submitted an access request: Unclassified	505	<11	505	468
People who have submitted an access request: Total	15,089	665	15,754	7,607
<i>Percentage of the number of active participants</i>	<i>7.7%</i>	<i>5.1%</i>	<i>7.5%</i>	<i>n/a</i>
Total PCIs	2,895	378	3,273	n/a

Figure J.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

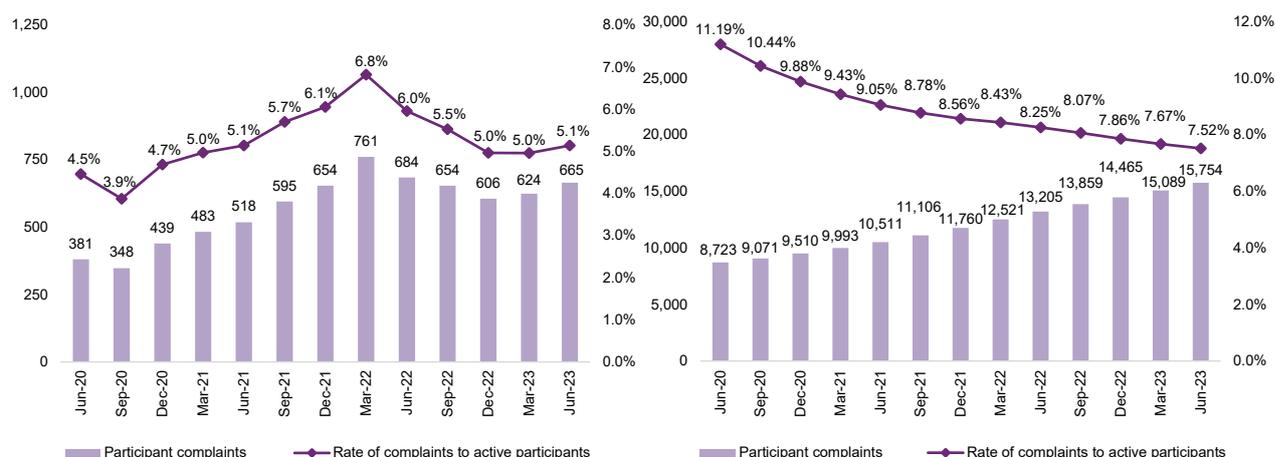


Figure J.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – South Australia



²³⁰ Note that 57% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

²³¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ²³²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	554	4%	<11	n/a	554	4%
Complaints about the Agency - Information unclear	291	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	266	2%	25	4%	291	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	630	5%	36	6%	666	5%
Complaints about the Agency - NDIA Fraud and Compliance	37	0%	<11	n/a	42	0%
Complaints about the Agency - NDIA Plan	2,400	18%	225	39%	2,625	19%
Complaints about the Agency - NDIA Process	862	6%	75	13%	937	7%
Complaints about the Agency - NDIA Resources	77	1%	<11	n/a	80	1%
Complaints about the Agency - NDIA Staff	498	4%	51	9%	549	4%
Complaints about the Agency - NDIA Timeliness	1,780	13%	157	27%	1,937	14%
Complaints about the Agency - Participation, engagement and inclusion	53	0%	<11	n/a	53	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	1,163	9%	<11	n/a	1,163	8%
Complaints about the Agency - Staff conduct - Agency	139	1%	<11	n/a	139	1%
Complaints about the Agency - The way the NDIA carried out its decision making	299	2%	<11	n/a	300	2%
Complaints about the Agency - Timeliness	2,948	22%	<11	n/a	2,948	21%
Complaints about the Agency - Other	1,472	11%	<11	n/a	1,477	10%
Complaints about the Agency - Total	13,493	100%	584	100%	14,077	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	12	38%	<11	n/a	15	43%
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	32	100%	<11	n/a	35	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	73	20%	<11	n/a	77	20%
Complaints about LAC Partner - LAC Process	48	13%	<11	n/a	48	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	184	51%	15	71%	199	52%
Complaints about LAC Partner - LAC Timeliness	51	14%	<11	n/a	52	14%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	361	100%	21	100%	382	100%
Complaints about service providers - Provider Costs	31	4%	<11	n/a	31	4%
Complaints about service providers - Provider Finance	42	6%	13	23%	55	7%
Complaints about service providers - Provider Fraud and Compliance	56	8%	<11	n/a	58	8%

²³² There are 15,089 total participant complaints in Prior Quarters, 665 total participant complaints in 2022-23 Q4, and 15,754 total participant complaints as at 30 June 2023, including 505 unclassified participant complaints as at 30 June 2023.
June 2023 | NDIS Quarterly Report to disability ministers

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	35	5%	<11	n/a	35	5%
Complaints about service providers - Provider Service	229	33%	26	46%	255	34%
Complaints about service providers - Provider Staff	100	14%	15	26%	115	15%
Complaints about service providers - Service Delivery	35	5%	<11	n/a	35	5%
Complaints about service providers - Staff Conduct	41	6%	<11	n/a	41	5%
Complaints about service providers - Supports being provided	47	7%	<11	n/a	47	6%
Complaints about service providers - Other	82	12%	<11	n/a	83	11%
Complaints about service providers - Total	698	100%	57	100%	755	100%

Table J.24 AAT Cases by category at 30 June 2023 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	272	15%	20	19%	292	15%
Plan	1,411	77%	75	71%	1,486	77%
Plan Reassessment	46	3%	<11	n/a	48	2%
Other	95	5%	<11	n/a	104	5%
Total cases	1,824	100%	106	100%	1,930	100%
Percentage of the number of active participants	n/a	0.93%	n/a	0.82%	n/a	0.92%

Figure J.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

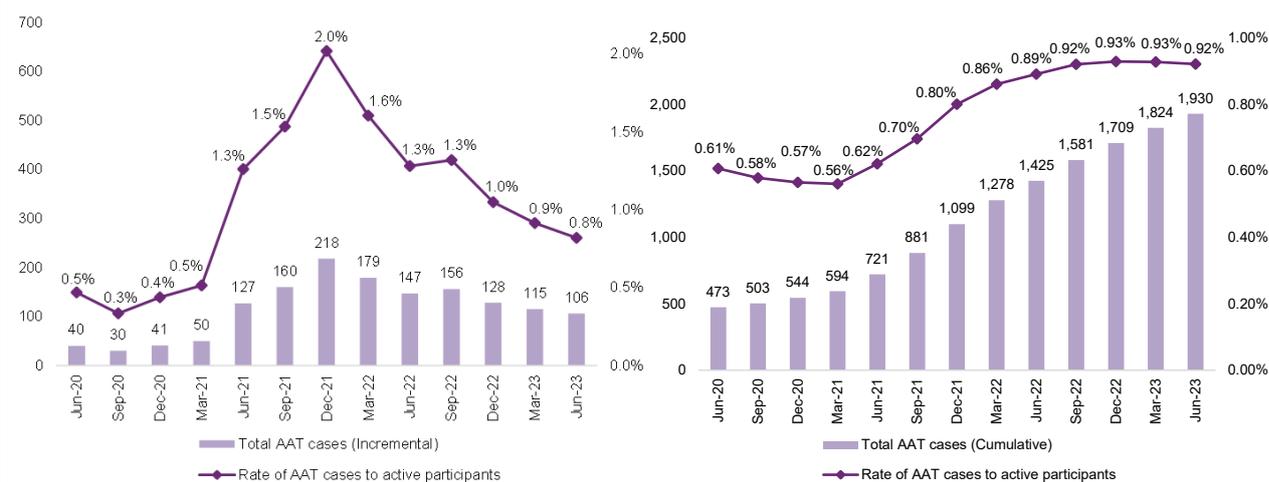


Table J.25 AAT cases by open/closed and decision – South Australia ²³³ ²³⁴

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,930	1,745
Open AAT Cases	338	335
Closed AAT Cases	1,592	1,443
<i>Resolved before hearing</i>	1,568	1,423
<i>Gone to hearing and received a substantive decision</i>	24	20

²³³ Of the 24 cases which went to hearing and received a substantive decision: 12 affirmed the Agency's decision, 5 varied the Agency's decision and 7 set aside the Agency's decision.

²³⁴ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table J.26 Key markets indicators by quarter – South Australia ^{235 236}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	0.99	0.99
Number of providers delivering new types of supports	190	188
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	85%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	96%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	94%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table J.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – South Australia ²³⁷

Activity	Number of providers
Active for the first time in 2022-23 Q4	55
Active in 2022-23 Q4 and also in previous quarters	947
Active in 2022-23 Q4	1,002
Inactive in 2022-23 Q4	2,152
Active ever	3,154

Table J.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – South Australia ²³⁸

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	144	50	24	218
\$2,001-\$10,000	184	12	16	212
\$10,001-\$100,000	244	6	12	262
\$100,001-\$250,000	109	<5	<5	113
\$250,000+	197	<5	<5	197
Total	878	69	55	1,002

Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia ²³⁹

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	11%	13%	11%
Health & Wellbeing	63%	67%	63%
Lifelong Learning	30%	26%	30%
Other	18%	20%	18%
Non-categorised	16%	11%	15%
Any mainstream service	95%	94%	95%

²³⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²³⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²³⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²³⁸ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²³⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table J.30 and Figure J.5 to J.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table J.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – South Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.2%	2.3%
\$5,001-\$10,000	8.2%	8.7%
\$10,001-\$15,000	12.1%	12.9%
\$15,001-\$20,000	12.0%	12.7%
\$20,001-\$25,000	12.0%	12.7%
\$25,001-\$30,000	5.8%	6.2%
\$30,001-\$50,000	14.0%	14.8%
\$50,001-\$100,000	15.3%	16.2%
\$100,001-\$150,000	5.8%	6.1%
\$150,001-\$200,000	3.1%	3.0%
\$200,001-\$250,000	1.9%	1.5%
\$250,001+	7.1%	2.5%

Figure J.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – South Australia

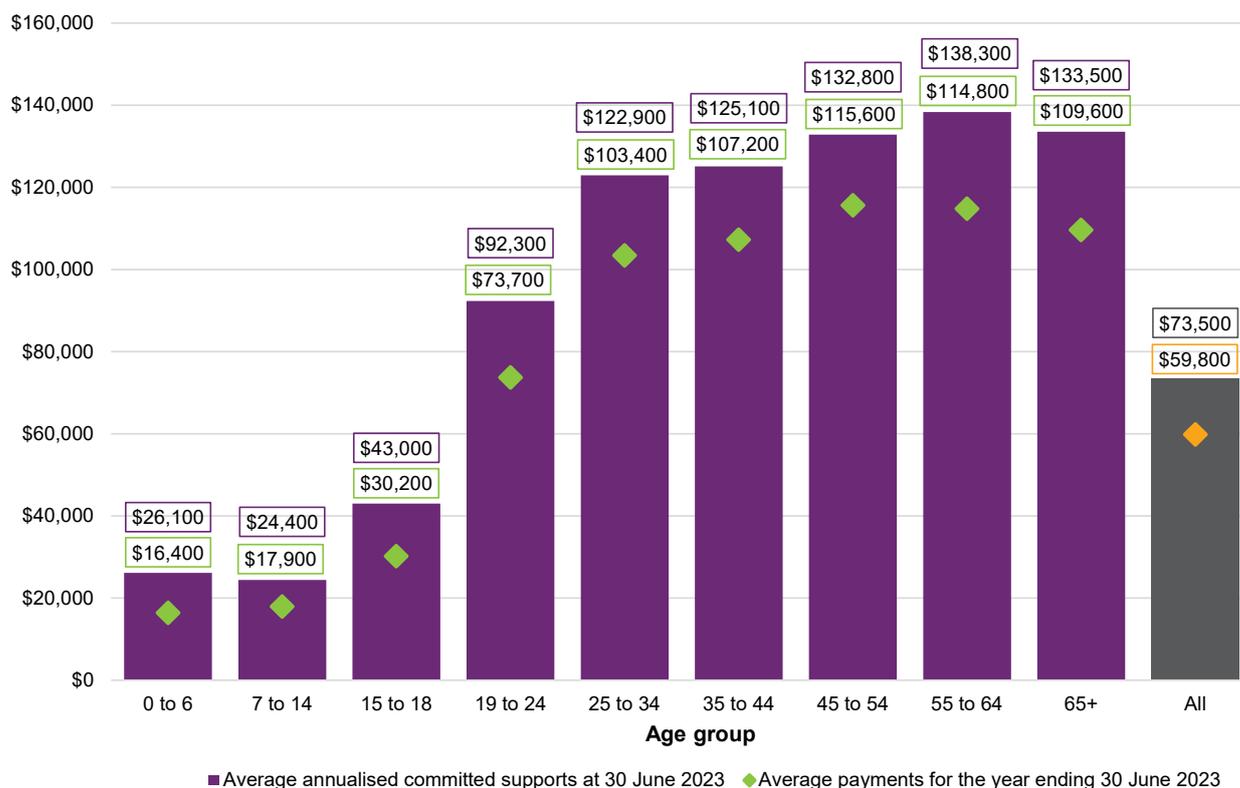


Figure J.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – South Australia

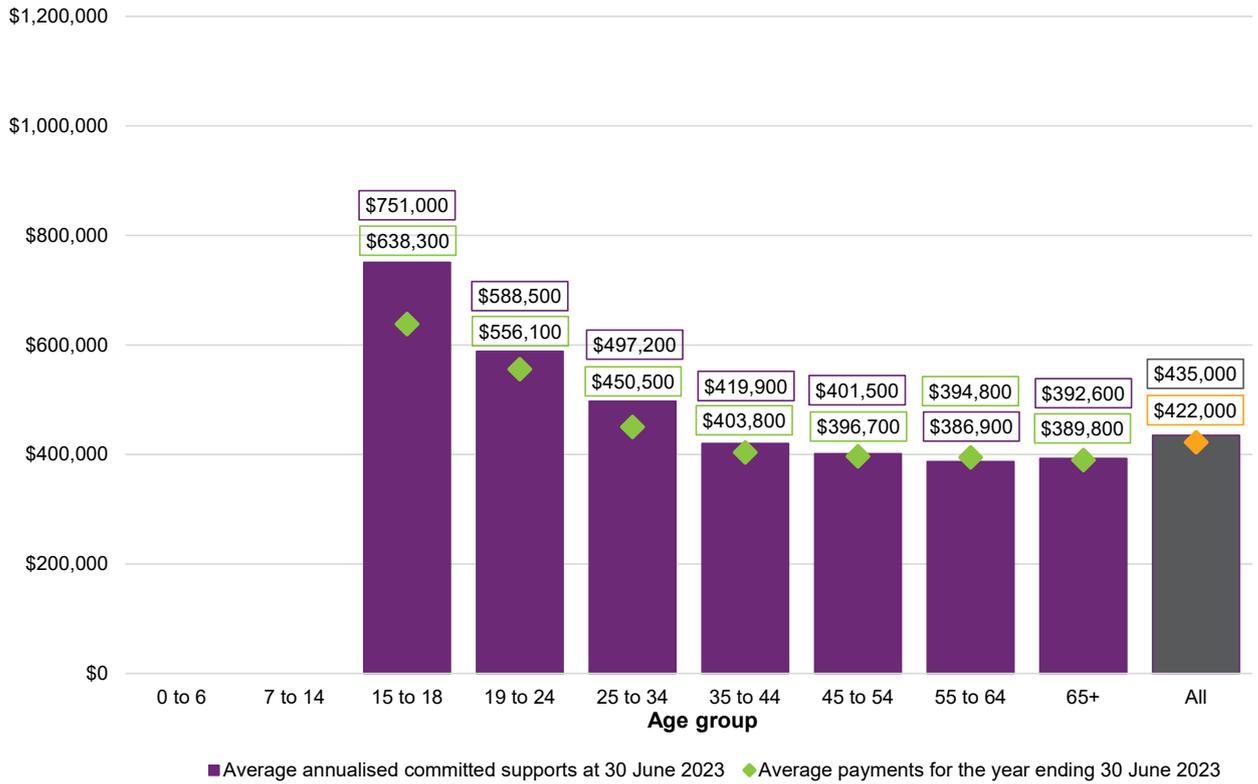


Figure J.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – South Australia

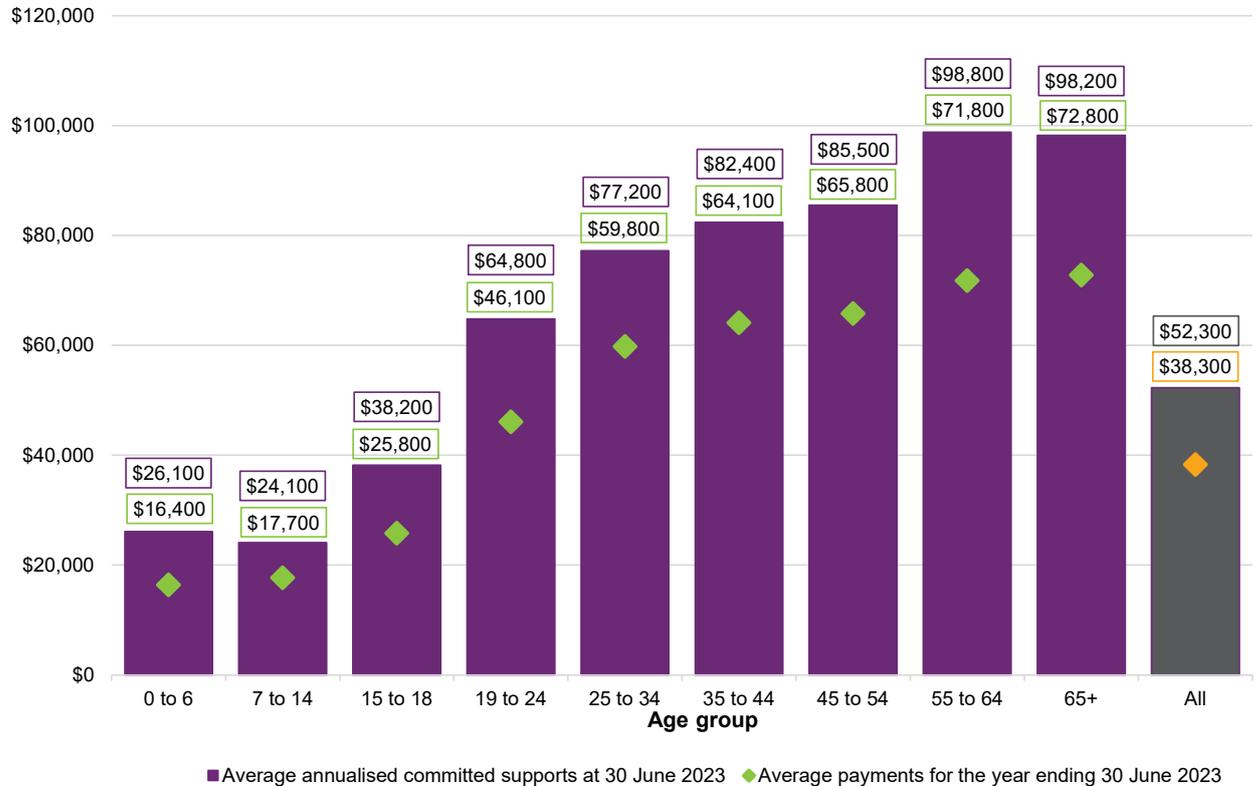


Figure J.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – South Australia

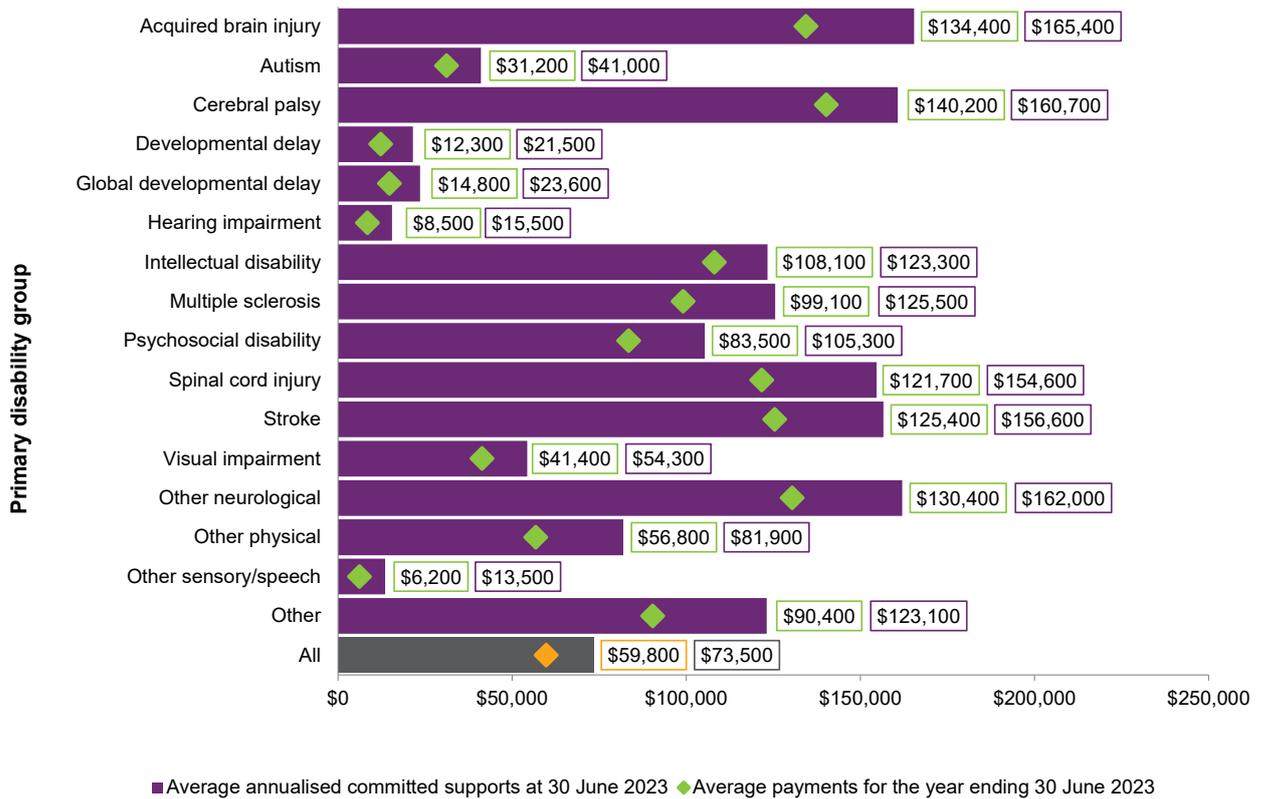


Figure J.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – South Australia



Figure J.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – South Australia

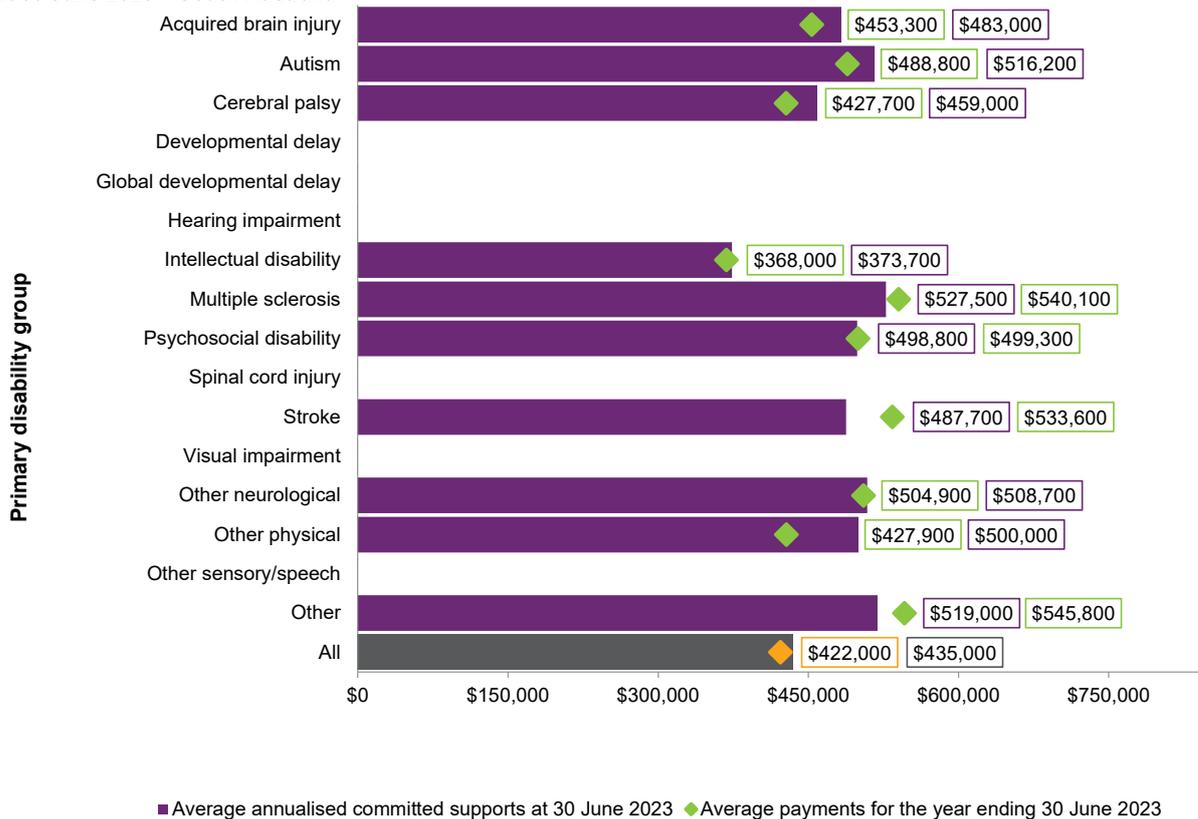


Figure J.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – South Australia

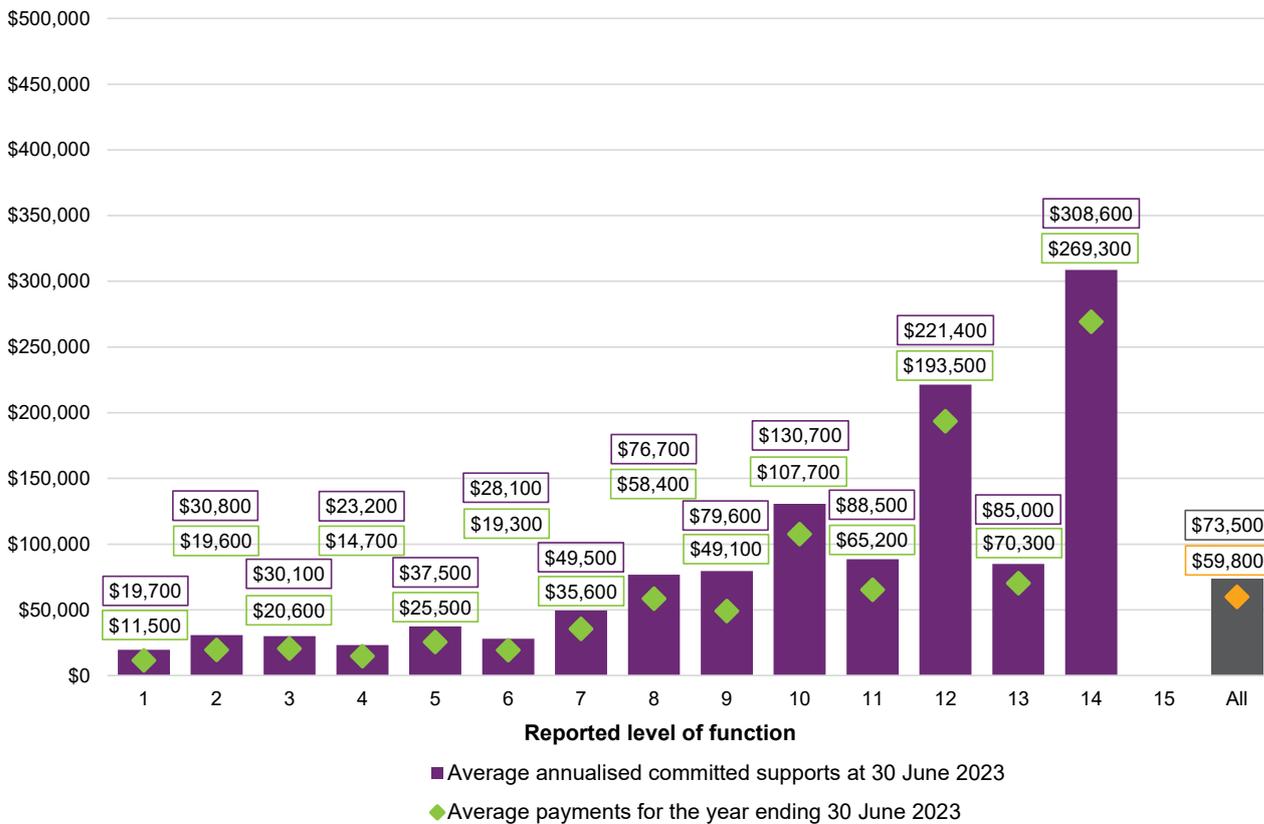


Figure J.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – South Australia

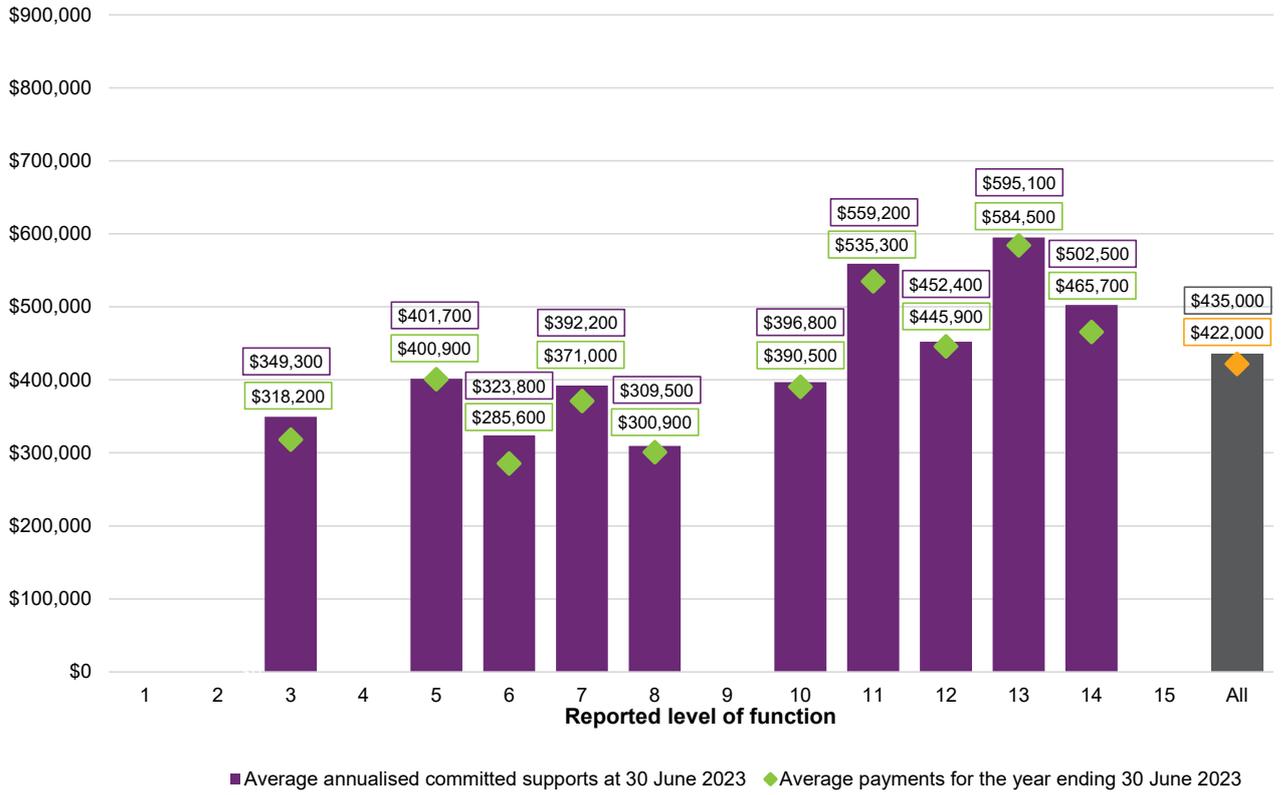


Figure J.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – South Australia

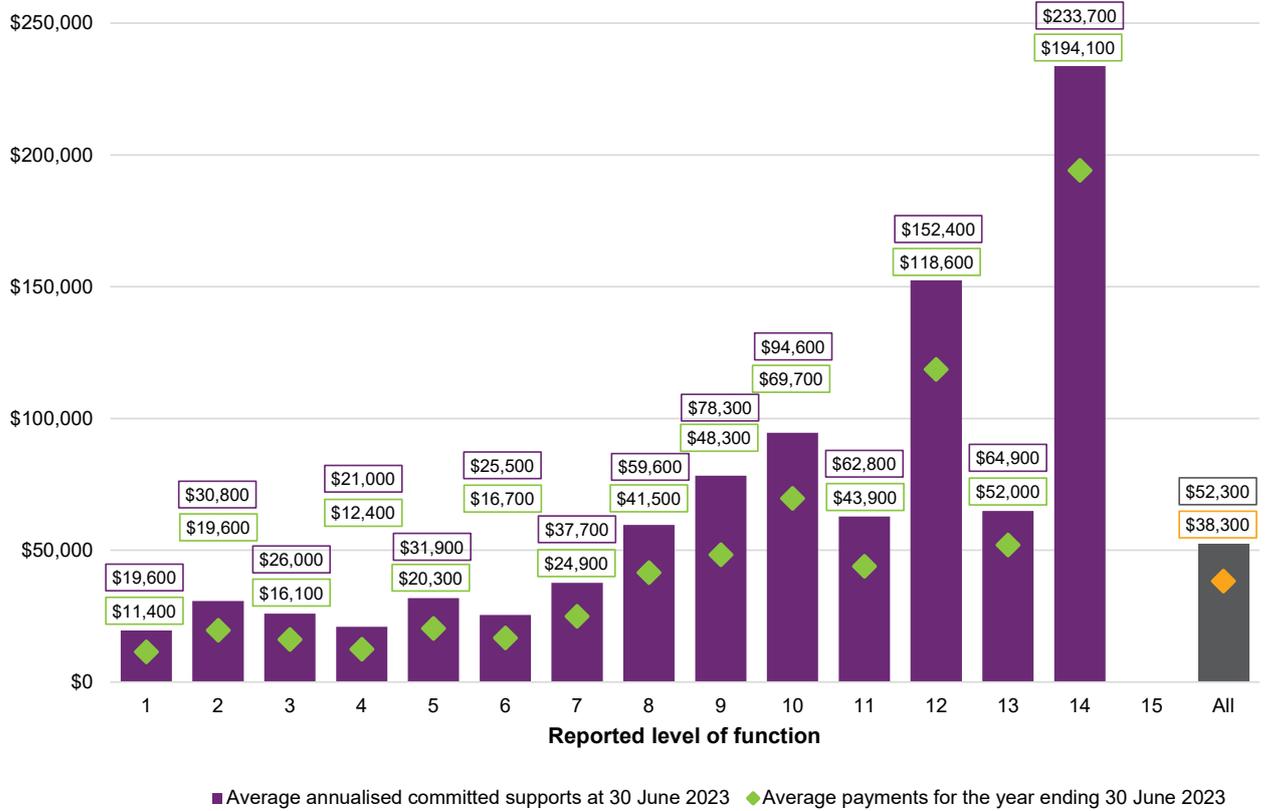


Table J.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – South Australia ^{240 241}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	1,736.8	1,981.3
Core: Consumables	50.8	70.6
Core: Social and Civic	492.0	712.5
Core: Transport	42.9	39.5
Capacity Building: Choice and Control	48.1	54.9
Capacity Building: Daily Activities	378.5	599.7
Capacity Building: Employment	9.4	26.8
Capacity Building: Health and Wellbeing	1.9	4.3
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.1	0.2
Capacity Building: Relationships	42.6	91.1
Capacity Building: Social and Civic	5.5	18.5
Capacity Building: Support Coordination	73.0	100.8
Capital: Assistive Technology	49.6	114.9
Capital: Home Modifications	27.0	45.1
All	2,958.3	3,860.3

Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – South Australia ^{242 243}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	958.1	941.5
Core: Consumables	8.5	10.8
Core: Social and Civic	105.7	167.5
Core: Transport	3.9	6.7
Capacity Building: Choice and Control	3.8	4.0
Capacity Building: Daily Activities	27.5	35.9
Capacity Building: Employment	0.2	0.8
Capacity Building: Health and Wellbeing	0.3	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	19.2	38.4
Capacity Building: Social and Civic	0.3	0.7
Capacity Building: Support Coordination	14.0	18.4
Capital: Assistive Technology	7.8	15.6
Capital: Home Modifications	16.4	26.2
All	1,165.6	1,267.1

²⁴⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁴¹ Total payments for home modifications in South Australia were \$27.0m. Of which, \$20.0m (74%) has been paid for specialised disability accommodation (SDA) supports, and \$7.0m (26%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$45.1m. Of which, \$33.6m (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$11.6m (26%) has been allocated for non-SDA supports.

²⁴² Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁴³ Total payments for home modifications in South Australia were \$16.4m. Of which, \$16.16m (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.21m (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$26.2m. Of which, \$25.5m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7m (3%) has been allocated for non-SDA supports.

Table J.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – South Australia ^{244 245}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	778.8	1,039.8
Core: Consumables	42.3	59.8
Core: Social and Civic	386.3	544.9
Core: Transport	38.9	32.8
Capacity Building: Choice and Control	44.4	50.9
Capacity Building: Daily Activities	351.0	563.8
Capacity Building: Employment	9.2	26.0
Capacity Building: Health and Wellbeing	1.6	3.7
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.1	0.1
Capacity Building: Relationships	23.4	52.6
Capacity Building: Social and Civic	5.3	17.8
Capacity Building: Support Coordination	59.0	82.5
Capital: Assistive Technology	41.8	99.2
Capital: Home Modifications	10.6	19.0
All	1,792.7	2,593.2

Table J.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ²⁴⁶

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	10.5	48.2	101.8	186.3	369.9	1,157.9	2,123.6	2,769.3	3,161.6	3,817.4
Total Paid	5.7	29.5	62.8	104.5	221.1	793.5	1,490.2	1,997.7	2,413.9	2,825.1
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	76%	74%

Table J.35 Percentage change in plan budgets for active participants – South Australia

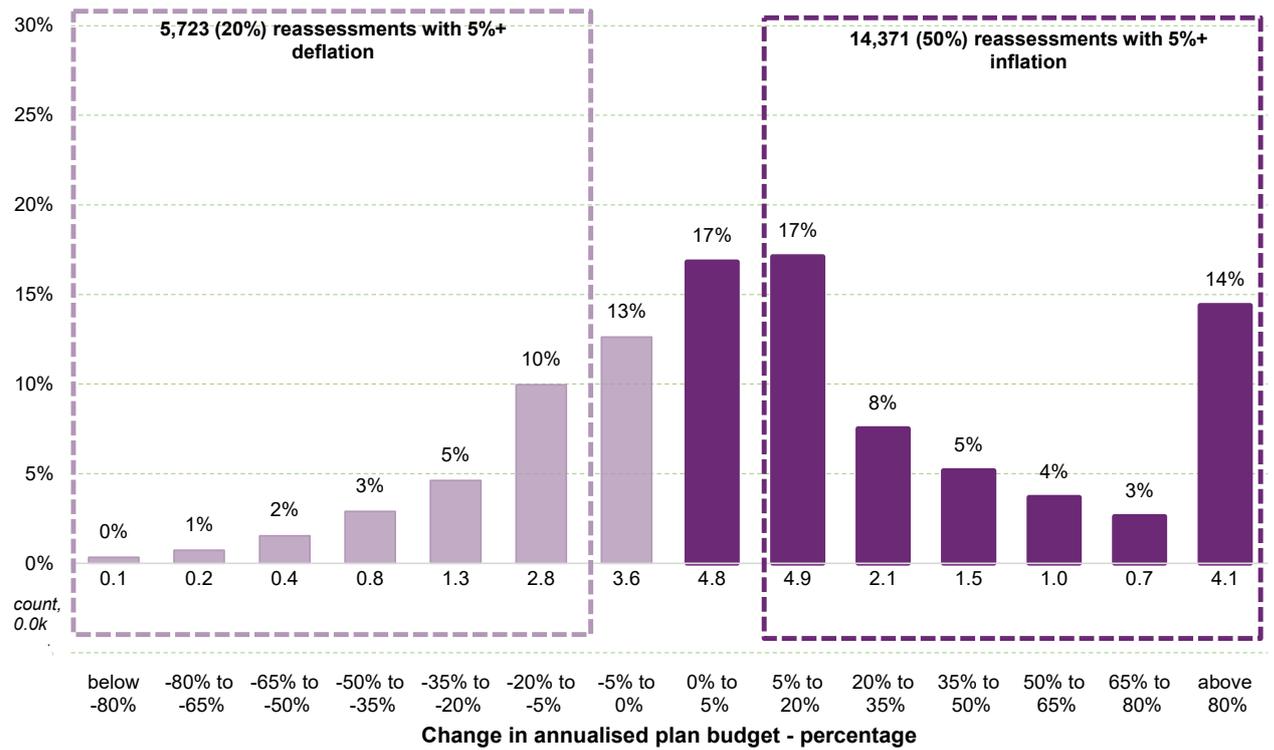
Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	3.6%	4.7%	6.3%	6.7%	9.3%	13.2%	8.8%	10.2%	10.1%
Interplan Inflation	0.5%	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%	8.1%	9.3%
Total Inflation	4.1%	2.6%	4.6%	6.1%	12.8%	21.9%	18.0%	18.3%	19.3%

²⁴⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁴⁵ Total payments for home modifications in South Australia were \$10.6m. Of which, \$3.8m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$6.8m (64%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$19.0m. Of which, \$8.1m (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.8m (57%) has been allocated for non-SDA supports.

²⁴⁶ The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure J.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – South Australia ²⁴⁷



²⁴⁷ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Supplement K:

Tasmania

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. This may lead to restatements of information in future reports.

Due to the combination of data from the old and new ICT systems, the resolution of data in the warehouse has been impacted temporarily for a small number of participants. This has led to a higher than usual number of participants with a missing or not stated status in some tables.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry, plan and entry type – Tasmania ²⁴⁸

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	16,310	572	16,882
Active Eligible - Total	13,127	482	13,609
<i>Active Eligible - New</i>	8,707	479	9,186
<i>Active Eligible - State</i>	2,940	<11	2,941
<i>Active Eligible - Commonwealth</i>	1,480	<11	1,482
Active Participant Plans (excl ECA) - Total	12,936	435	13,371
<i>Active Participant Plans (excl ECA) - New</i>	8,541	428	8,969
<i>Active Participant Plans (excl ECA) - State</i>	2,926	<11	2,929
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,469	<11	1,473
Active Participant Plans - Total	13,087	551	13,487
<i>Active Participant Plans - Early Intervention (s25)</i>	3,443	30	3,473
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,493	405	9,898
<i>Active Participant Plans - ECA</i>	151	116	116

Table K.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	810
<i>Early Intervention participants</i>	277
<i>Permanent disability participants</i>	533

²⁴⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table K.3 Assessment of access by age group and gender – Tasmania

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,362	97%	1,079	97%	120	100%	3,561	97%
7 to 14	1,926	90%	951	89%	113	88%	2,990	89%
15 to 18	975	92%	573	90%	35	97%	1,583	91%
19 to 24	533	87%	346	82%	29	97%	908	85%
25 to 34	444	84%	378	77%	17	74%	839	80%
35 to 44	581	84%	536	79%	<11	n/a	1,126	81%
45 to 54	761	84%	743	76%	27	90%	1,531	80%
55 to 64	969	82%	875	72%	34	87%	1,878	77%
65+	29	62%	28	50%	<11	n/a	58	56%
Missing	45	45%	40	51%	<11	n/a	88	48%
Total	8,625	89%	5,549	82%	388	92%	14,562	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania ²⁴⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	350	93%	172	88%	<11	n/a	532	92%
Autism	3,121	96%	1,344	97%	186	94%	4,651	96%
Cerebral palsy	241	96%	210	97%	15	100%	466	96%
Developmental delay	837	96%	371	96%	41	100%	1,249	96%
Global developmental delay	187	99%	71	100%	<11	n/a	262	99%
Hearing impairment	249	90%	243	88%	11	92%	503	89%
Intellectual disability	1,737	95%	1,371	94%	52	98%	3,160	94%
Multiple sclerosis	87	90%	300	93%	<11	n/a	392	92%
Psychosocial disability	637	71%	552	62%	24	77%	1,213	67%
Spinal cord injury	98	94%	43	93%	<11	n/a	142	94%
Stroke	105	85%	94	82%	<11	n/a	204	84%
Visual impairment	118	91%	108	84%	<11	n/a	231	88%
Other neurological	347	84%	279	84%	12	100%	638	84%
Other physical	259	58%	227	42%	<11	n/a	490	49%
Other sensory/speech	31	42%	15	48%	<11	n/a	46	44%
Other	159	51%	100	33%	<11	n/a	268	43%
Missing	62	91%	49	88%	<11	n/a	115	90%
Total	8,625	89%	5,549	82%	388	92%	14,562	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

²⁴⁹ Down syndrome is included in intellectual disability.
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Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,228	9%	54	12%	1,282	10%
Non-First Nations Participants	9,486	73%	326	75%	9,812	73%
Not Stated	2,222	17%	55	13%	2,277	17%
Total	12,936	100%	435	100%	13,371	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ²⁵⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	343	3%	<11	n/a	352	3%
Not culturally and linguistically diverse	10,028	78%	164	38%	10,192	76%
Not stated	2,565	20%	262	60%	2,827	21%
Total	12,936	100%	435	100%	13,371	100%

²⁵⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.
June 2023 | NDIS Quarterly Report to disability ministers

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Tasmania ²⁵¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	31
Total YPIRAC (under 65)	41

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ²⁵²

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	4	76
Sep-20	2	78
Dec-20	8	86
Mar-21	1	87
Jun-21	-6	81
Sep-21	-9	72
Dec-21	-7	65
Mar-22	0	65
Jun-22	-6	59
Sep-22	-6	53
Dec-22	-9	44
Mar-23	0	44
Jun-23	-3	41

Table K.9 Participant profile per quarter by remoteness – Tasmania ²⁵³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,429	65%	323	74%	8,752	65%
Population between 15,000 and 50,000	2,354	18%	55	13%	2,409	18%
Population between 5,000 and 15,000	60	0%	<11	n/a	64	0%
Population less than 5,000	1,924	15%	48	11%	1,972	15%
Remote	144	1%	<11	n/a	147	1%
Very Remote	24	0%	<11	n/a	26	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	12,936	100%	435	100%	13,371	100%

²⁵¹ There are a further 51 active participants aged 65 years or over who are currently in residential aged care.

²⁵² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

²⁵³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{254 255 256}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	4,378	34%	127	29%	4,505	34%
Intellectual disability	2,961	23%	14	3%	2,975	22%
Psychosocial disability	1,110	9%	28	6%	1,138	9%
Developmental delay	872	7%	144	33%	1,016	8%
Hearing impairment	474	4%	14	3%	488	4%
Other neurological	487	4%	23	5%	510	4%
Other physical	392	3%	<11	n/a	402	3%
Cerebral palsy	431	3%	<11	n/a	436	3%
Acquired brain injury	463	4%	15	3%	478	4%
Global developmental delay	217	2%	15	3%	232	2%
Visual impairment	212	2%	<11	n/a	215	2%
Multiple sclerosis	361	3%	<11	n/a	369	3%
Stroke	176	1%	<11	n/a	180	1%
Spinal cord injury	129	1%	<11	n/a	132	1%
Other	233	2%	22	5%	255	2%
Other sensory/speech	40	0%	<11	n/a	40	0%
Total	12,936	100%	435	100%	13,371	100%

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{257 258}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	164	16%	<11	n/a	164	16%
Intellectual disability	466	44%	<11	n/a	466	44%
Psychosocial disability	141	13%	<11	n/a	142	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	60	6%	<11	n/a	60	6%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	71	7%	<11	n/a	71	7%
Acquired brain injury	95	9%	<11	n/a	95	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	12	1%	<11	n/a	12	1%
Stroke	17	2%	<11	n/a	17	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	1,056	100%	<11	n/a	1,057	100%

²⁵⁴ Table order based on national proportions in Table E.10 (highest to lowest).

²⁵⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁵⁶ Down syndrome is included in intellectual disability, representing 2% (309) of all Scheme participants in Tasmania.

²⁵⁷ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁵⁸ Down syndrome is included in intellectual disability, representing 7% (73) of participants in SIL.

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ²⁵⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	4,214	35%	127	29%	4,341	35%
Intellectual disability	2,495	21%	14	3%	2,509	20%
Psychosocial disability	969	8%	27	6%	996	8%
Developmental delay	872	7%	144	33%	1,016	8%
Hearing impairment	474	4%	14	3%	488	4%
Other neurological	427	4%	23	5%	450	4%
Other physical	384	3%	<11	n/a	394	3%
Cerebral palsy	360	3%	<11	n/a	365	3%
Acquired brain injury	368	3%	15	3%	383	3%
Global developmental delay	217	2%	15	3%	232	2%
Visual impairment	204	2%	<11	n/a	207	2%
Multiple sclerosis	349	3%	<11	n/a	357	3%
Stroke	159	1%	<11	n/a	163	1%
Spinal cord injury	124	1%	<11	n/a	127	1%
Other	224	2%	22	5%	246	2%
Other sensory/speech	40	0%	<11	n/a	40	0%
Total	11,880	100%	434	100%	12,314	100%

Table K.13 Participant profile per quarter by reported level of function – Tasmania

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,149	8.9%	94	22%	1,243	9%
2 (High Function)	29	0.2%	<11	n/a	30	0%
3 (High Function)	558	4.3%	28	6%	586	4%
4 (High Function)	766	5.9%	<11	n/a	774	6%
5 (High Function)	883	6.8%	23	5%	906	7%
6 (Moderate Function)	2,904	22.4%	33	8%	2,937	22%
7 (Moderate Function)	855	6.6%	<11	n/a	860	6%
8 (Moderate Function)	759	5.9%	20	5%	779	6%
9 (Moderate Function)	94	0.7%	<11	n/a	95	1%
10 (Moderate Function)	1,239	9.6%	27	6%	1,266	9%
11 (Low Function)	384	3.0%	<11	n/a	384	3%
12 (Low Function)	1,955	15.1%	32	7%	1,987	15%
13 (Low Function)	851	6.6%	<11	n/a	854	6%
14 (Low Function)	226	1.7%	<11	n/a	226	2%
15 (Low Function)	19	0.1%	<11	n/a	20	0%
Missing	265	2.0%	159	37%	424	3%
Total	12,936	100%	435	100%	13,371	100%

²⁵⁹ Down syndrome is included in intellectual disability, representing 2% (236) of participants not in SIL.
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Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	1,539	12%	197	45%	1,736	13%
7 to 14	2,974	23%	60	14%	3,034	23%
15 to 18	1,212	9%	22	5%	1,234	9%
19 to 24	1,365	11%	20	5%	1,385	10%
25 to 34	1,460	11%	26	6%	1,486	11%
35 to 44	1,035	8%	24	6%	1,059	8%
45 to 54	1,260	10%	28	6%	1,288	10%
55 to 64	1,498	12%	56	13%	1,554	12%
65+	593	5%	<11	n/a	595	4%
Total	12,936	100%	435	100%	13,371	100%

Table K.15 Participation rates by age group and gender at 30 June 2023 – Tasmania ²⁶⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.1%	2.7%	4.1%
7 to 14	7.2%	3.6%	5.7%
15 to 18	5.6%	3.0%	4.6%
19 to 24	4.4%	2.8%	3.7%
25 to 44	1.9%	1.4%	1.7%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.3%	2.1%	2.8%

²⁶⁰ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table K.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,124), 'participant social and community engagement rate' (n=1,140), 'parent and carer employment rate' (n=1,049) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=674) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Tasmania ²⁶¹

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	15%	26%
Participant employment rate - Aged 25 to 34 years	26%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	26%
Participant employment rate - Aged 45 to 54 years	19%	16%	19%	26%
Participant employment rate - Aged 55 to 64 years	16%	13%	13%	26%
Participant employment rate - Aged 65+ years	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	20%	18%	18%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	31%	30%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	35%	31%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	32%	33%	46%
Participant social and community engagement rate - Aged 65+ years	25%	34%	31%	46%
Participant social and community engagement rate - Aged 25+ years	29%	31%	32%	46%
Participant social and community engagement rate - Aged 15+ years	28%	30%	30%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	43%	43%	50%
Parent and carer employment rate - Aged 15+ years	38%	41%	37%	50%
Parent and carer employment rate - All ages	39%	42%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	56%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	75%

²⁶¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table K.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=793), 'participant social and community engagement rate' (n=801), 'parent and carer employment rate' (n=611) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=530) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Tasmania ²⁶²

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	13%	26%
Participant employment rate - Aged 25 to 34 years	24%	28%	13%	24%	26%
Participant employment rate - Aged 35 to 44 years	30%	33%	19%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	20%	26%
Participant employment rate - Aged 55 to 64 years	16%	20%	14%	13%	26%
Participant employment rate - Aged 65+ years	7%	0%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	24%	27%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	21%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	28%	30%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	36%	29%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	44%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	38%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	44%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	32%	28%	36%	36%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	35%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	36%	38%	38%	41%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	38%	40%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	60%	60%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%

²⁶² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=431), 'participant social and community engagement rate' (n=431), 'parent and carer employment rate' (n=287) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=334) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Tasmania ²⁶³

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	2%	6%	8%	12%	18%	26%
Participant employment rate - Aged 25 to 34 years	34%	33%	33%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	24%	28%	24%	41%	23%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	21%	22%	17%	13%	10%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	24%	26%	23%	21%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	17%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	27%	27%	27%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	36%	30%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	39%	28%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	48%	43%	39%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	37%	37%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	34%	33%	32%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	45%	49%	46%	46%	50%
Parent and carer employment rate - Aged 15+ years	51%	51%	51%	63%	52%	50%
Parent and carer employment rate - All ages	48%	48%	50%	55%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	65%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	80%	78%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	75%	75%

²⁶³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=164), 'participant social and community engagement rate' (n=164), 'parent and carer employment rate' (n=102) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=161) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Tasmania

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Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	6%	18%	28%	24%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	31%	28%	10%	26%	26%
Participant employment rate - Aged 15 to 64 years	18%	18%	17%	22%	20%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	36%	37%	32%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	34%	28%	32%	41%	45%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	29%	34%	39%	38%	35%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	42%	47%	56%	51%	40%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	53%	54%	57%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	73%	79%	95%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	58%	59%	63%	70%	75%

²⁶⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=47), 'participant social and community engagement rate' (n=49), 'parent and carer employment rate' (n=23) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=44) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Tasmania²⁶⁵

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	63%	65%	71%	64%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	68%	65%	68%	67%	72%	75%

²⁶⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

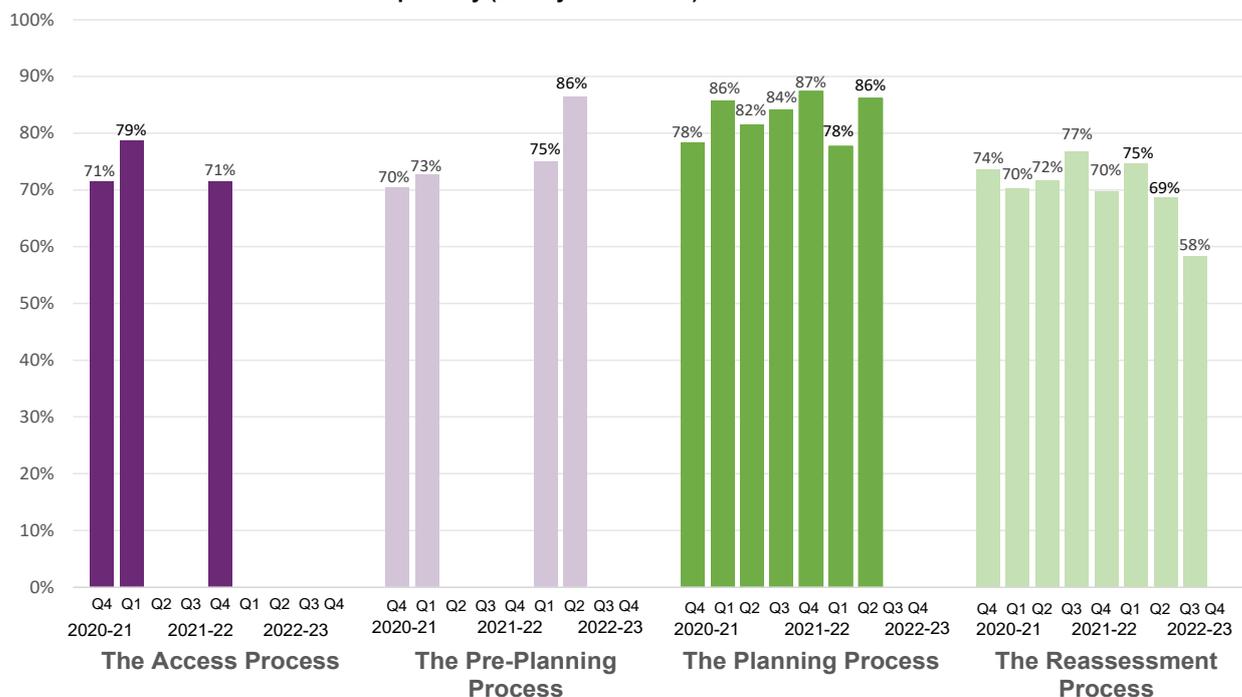
Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 172 in Prior Quarters, n = 0 in 2022-23 Q4), 'Pre-planning' (n = 203 in Prior Quarters, n = 0 in 2022-23 Q4), 'Planning' (n = 1,123 in Prior Quarters, n = 1 in 2022-23 Q4) and 'Plan reassessment' (n = 3,746 in Prior Quarters, n = 12 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania²⁶⁶ ²⁶⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	96%	n/a
Access - Do you understand what will happen next with your plan?	74%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	75%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	95%	n/a
Pre-planning - Were decisions about your plan clearly explained?	77%	n/a
Pre-planning - Are you clear on what happens next with your plan?	64%	n/a
Pre-planning - Do you know where to go for more help with your plan?	72%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	n/a
Planning - Did you understand why you needed to give the information you did?	97%	n/a
Planning - Were decisions about your plan clearly explained?	86%	n/a
Planning - Are you clear on what happens next with your plan?	81%	n/a
Planning - Do you know where to go for more help with your plan?	89%	n/a
Planning - % of participants rating their overall experience as Very Good or Good.	85%	n/a
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	n/a
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	n/a
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	n/a
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	73%	n/a

²⁶⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

²⁶⁷ A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

Figure K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{268 269 270}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and

²⁶⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁶⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

²⁷⁰ A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table K.23 show the number of complaints by type as well as by source and subject of complaint based on records.

Table K.22 Complaints and PCIs by quarter – Tasmania ^{271 272}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	28	<11	29	27
People who have submitted an access request: Complaints about service providers	173	<11	173	145
People who have submitted an access request: Complaints about the Agency	2,303	45	2,348	1,323
People who have submitted an access request: Unclassified	40	<11	42	38
People who have submitted an access request: Total	2,554	48	2,602	1,438
<i>Percentage of the number of active participants</i>	<i>5.3%</i>	<i>1.5%</i>	<i>5.1%</i>	<i>n/a</i>
Total PCIs	407	48	455	n/a

Figure K.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania

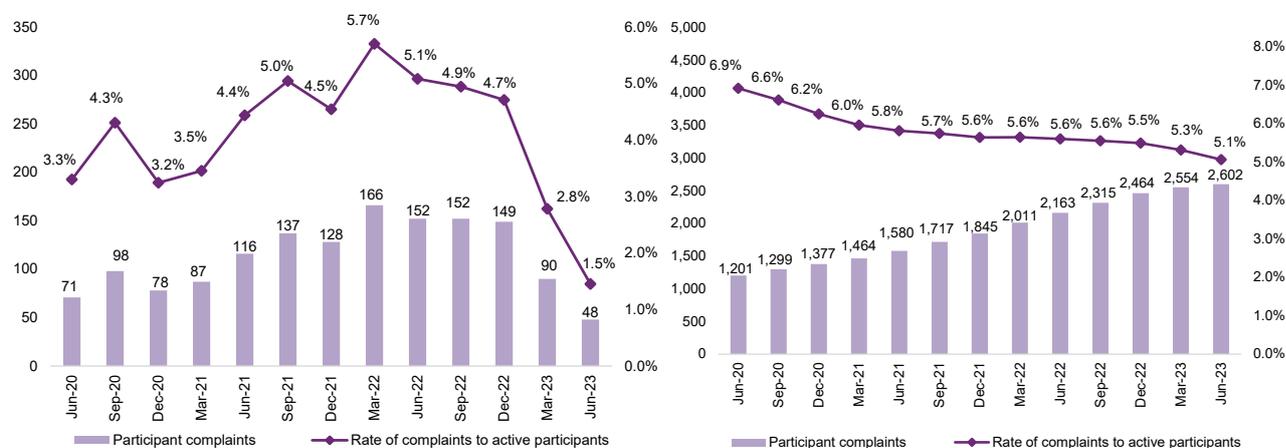
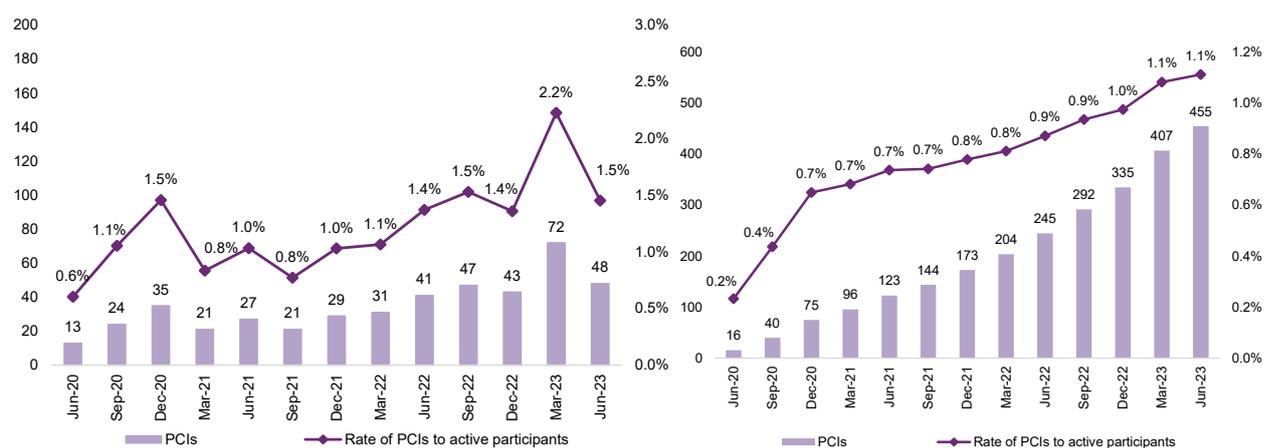


Figure K.10 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Tasmania



²⁷¹ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

²⁷² Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table K.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	85	4%	<11	n/a	85	4%
Complaints about the Agency - Information unclear	43	2%	<11	n/a	43	2%
Complaints about the Agency - NDIA Access	93	4%	<11	n/a	98	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	135	6%	<11	n/a	136	6%
Complaints about the Agency - NDIA Fraud and Compliance	12	1%	<11	n/a	12	1%
Complaints about the Agency - NDIA Plan	492	21%	18	40%	510	22%
Complaints about the Agency - NDIA Process	163	7%	<11	n/a	168	7%
Complaints about the Agency - NDIA Resources	24	1%	<11	n/a	24	1%
Complaints about the Agency - NDIA Staff	101	4%	<11	n/a	106	5%
Complaints about the Agency - NDIA Timeliness	330	14%	11	24%	341	15%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	78	3%	<11	n/a	78	3%
Complaints about the Agency - Staff conduct - Agency	44	2%	<11	n/a	44	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	3%	<11	n/a	73	3%
Complaints about the Agency - Timeliness	294	13%	<11	n/a	294	13%
Complaints about the Agency - Other	325	14%	<11	n/a	325	14%
Complaints about the Agency - Total	2,303	100%	45	100%	2,348	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	15	54%	<11	n/a	15	52%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	28	100%	<11	n/a	29	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a

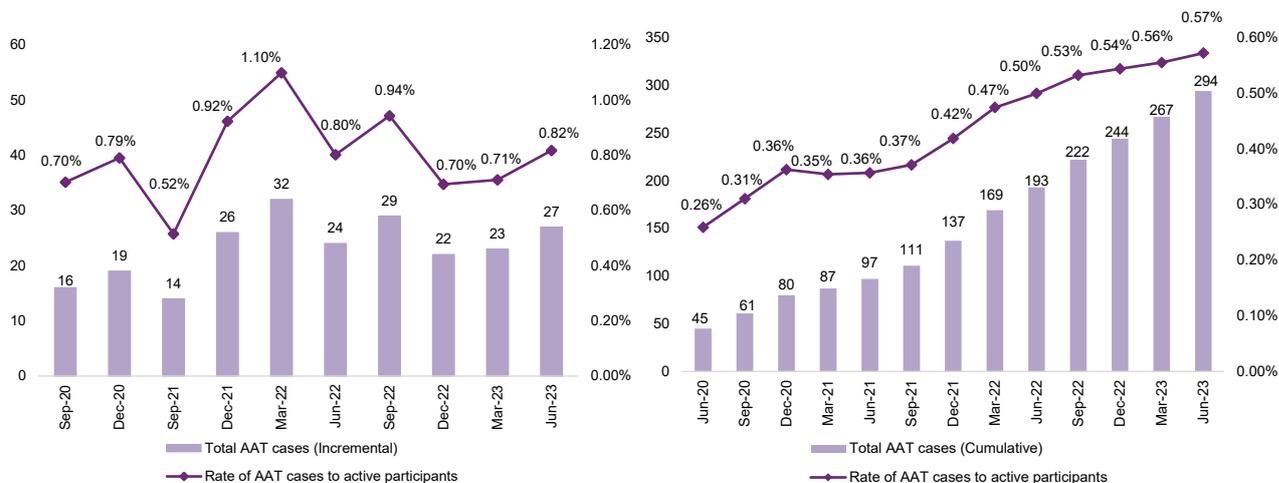
²⁷³ There are 2,554 total participant complaints in Prior Quarters, 48 total participant complaints in 2022-23 Q4, and 2,602 total participant complaints as at 30 June 2023, including 42 unclassified participant complaints as at 30 June 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Process	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Service	46	27%	<11	n/a	46	27%
Complaints about service providers - Provider Staff	15	9%	<11	n/a	15	9%
Complaints about service providers - Service Delivery	21	12%	<11	n/a	21	12%
Complaints about service providers - Staff Conduct	17	10%	<11	n/a	17	10%
Complaints about service providers - Supports being provided	14	8%	<11	n/a	14	8%
Complaints about service providers - Other	21	12%	<11	n/a	21	12%
Complaints about service providers - Total	173	100%	<11	n/a	173	100%

Table K.24 AAT Cases by category at 30 June 2023 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	50	19%	<11	n/a	55	19%
Plan	191	72%	18	67%	209	71%
Plan Reassessment	12	4%	<11	n/a	13	4%
Other	14	5%	<11	n/a	17	6%
Total cases	267	100%	27	100%	294	100%
Percentage of the number of active participants	n/a	0.56%	n/a	0.82%	n/a	0.57%

Figure K.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Tasmania ²⁷⁴



²⁷⁴ Incremental counts of AAT cases are not shown if there is insufficient data in the group.

Table K.25 AAT cases by open/closed and decision – Tasmania ^{275 276}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	294	281
Open AAT Cases	68	67
Closed AAT Cases	226	219
<i>Resolved before hearing</i>	<i>221</i>	<i>214</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

²⁷⁵ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

²⁷⁶ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table K.26 Key markets indicators by quarter – Tasmania ^{277 278}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.42	1.33
Number of providers delivering new types of supports	85	101
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	87%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	90%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	94%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	91%

Table K.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Tasmania ²⁷⁹

Activity	Number of providers
Active for the first time in 2022-23 Q4	30
Active in 2022-23 Q4 and also in previous quarters	474
Active in 2022-23 Q4	504
Inactive in 2022-23 Q4	1,248
Active ever	1,752

Table K.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Tasmania ²⁸⁰

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	80	30	17	127
\$2,001-\$10,000	96	<5	8	107
\$10,001-\$100,000	138	<5	5	143
\$100,001-\$250,000	49	<5	<5	50
\$250,000+	77	<5	<5	77
Total	440	34	30	504

²⁷⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁷⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁷⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²⁸⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Table K.29 Proportion of active participants (in the old ICT system) with approved plans accessing mainstream supports – Tasmania ²⁸¹

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	10%	16%	11%
Health & Wellbeing	36%	65%	39%
Lifelong Learning	16%	20%	16%
Other	19%	27%	20%
Non-categorised	13%	12%	13%
Any mainstream service	58%	92%	63%

Table K.30 Proportion of active participants (in the new ICT system) with approved plans accessing mainstream supports – Tasmania ²⁸²

Mainstream service	Prior Quarters	2022-23 Q4	Total
Choice and control over my life	6%	6%	6%
Daily life	19%	18%	19%
Health and wellbeing	72%	76%	73%
Learning	27%	27%	27%
Relationships	4%	3%	4%
Social and community activities	11%	11%	11%
Where I live	2%	3%	2%
Work	4%	3%	4%
Unknown	15%	1%	13%
Any mainstream service	99%	94%	98%

²⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁸² Ibid.

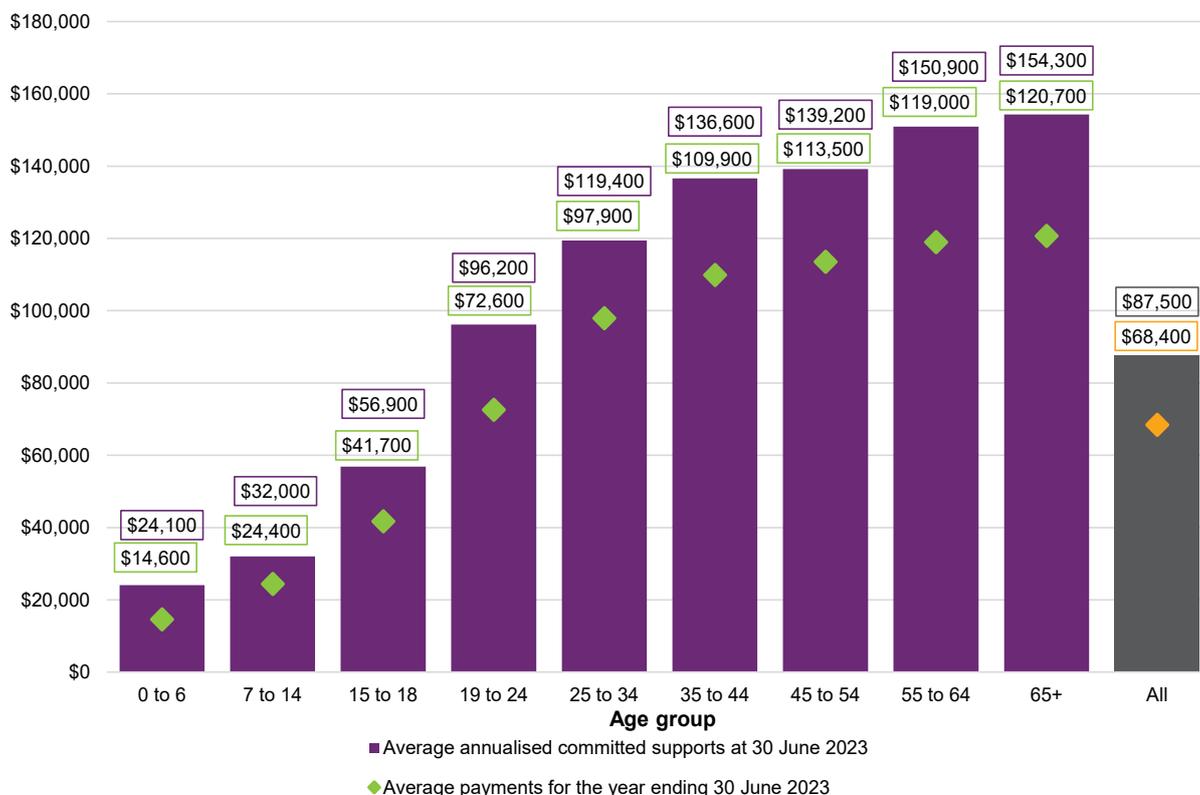
Part Five: Financial sustainability

Note: In Table K.31 and in Figure K.6 to K.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are derived from total payments paid over the 12 months to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table K.31 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – Tasmania²⁸³

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.7%	3.0%
\$5,001-\$10,000	5.7%	6.2%
\$10,001-\$15,000	9.3%	10.1%
\$15,001-\$20,000	11.2%	12.2%
\$20,001-\$25,000	9.4%	10.2%
\$25,001-\$30,000	5.7%	6.2%
\$30,001-\$50,000	15.4%	16.7%
\$50,001-\$100,000	17.8%	19.2%
\$100,001-\$150,000	6.9%	7.5%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	2.3%	1.8%
\$250,001+	9.6%	2.8%

Figure K.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – Tasmania



²⁸³ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

Figure K.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Tasmania

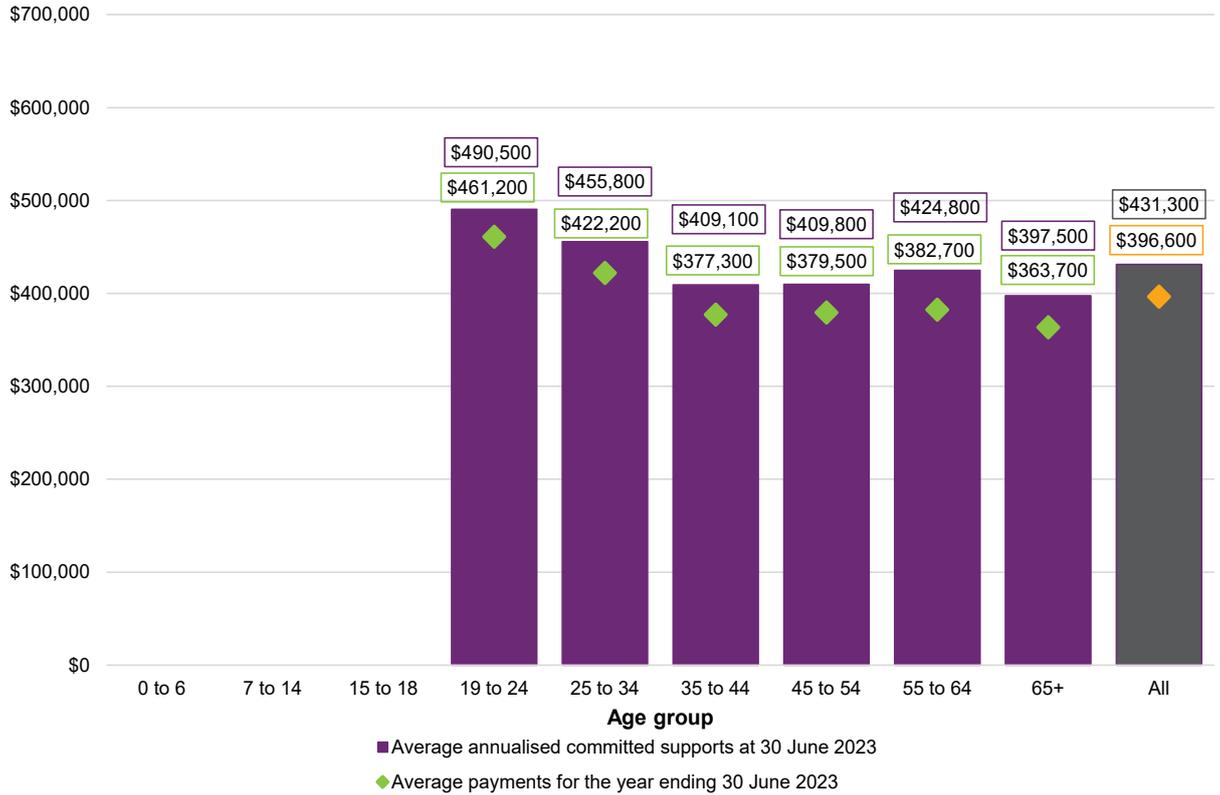


Figure K.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Tasmania

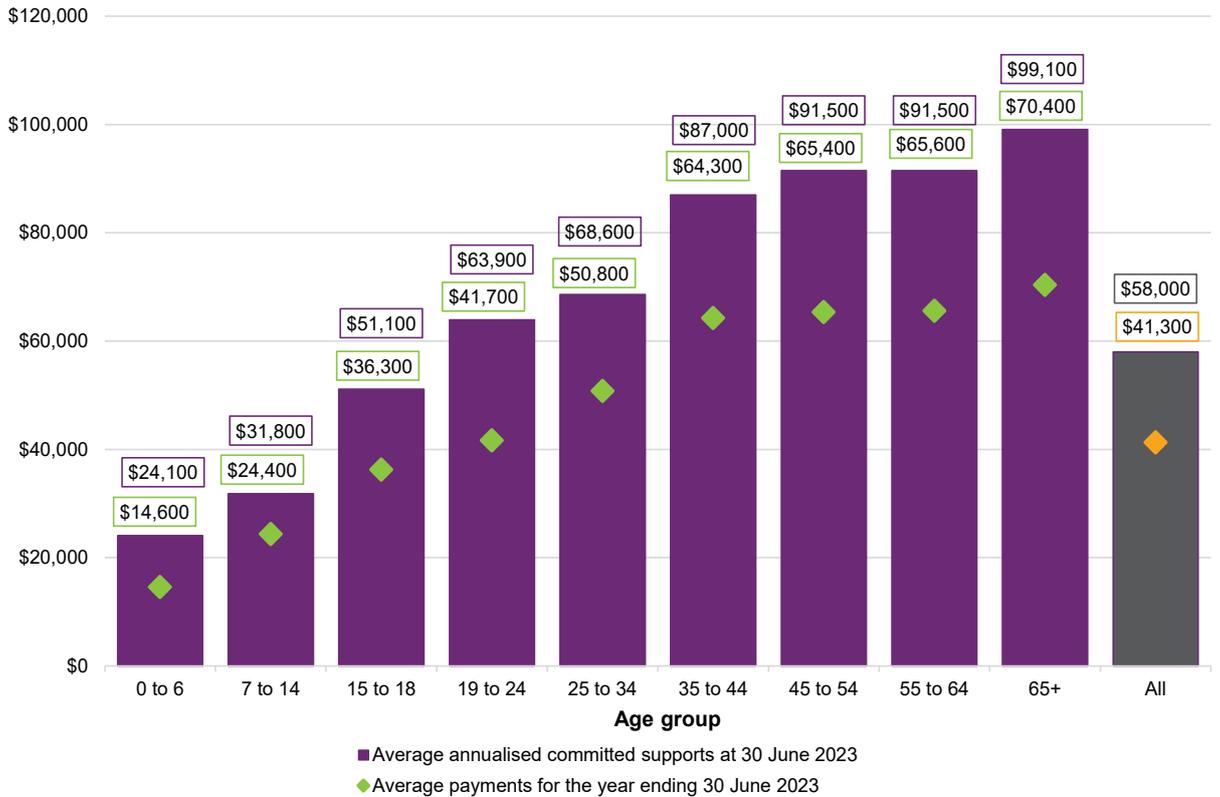


Figure K.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Tasmania

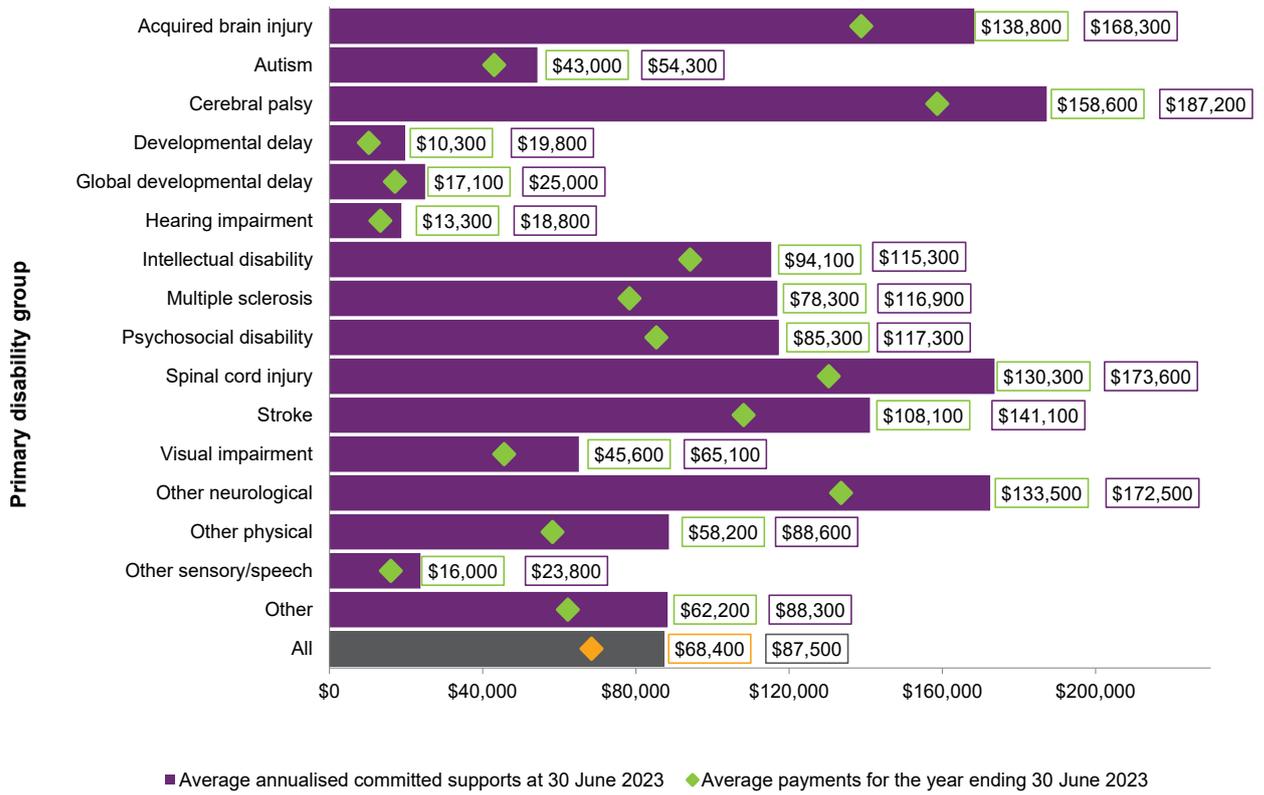


Figure K.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Tasmania

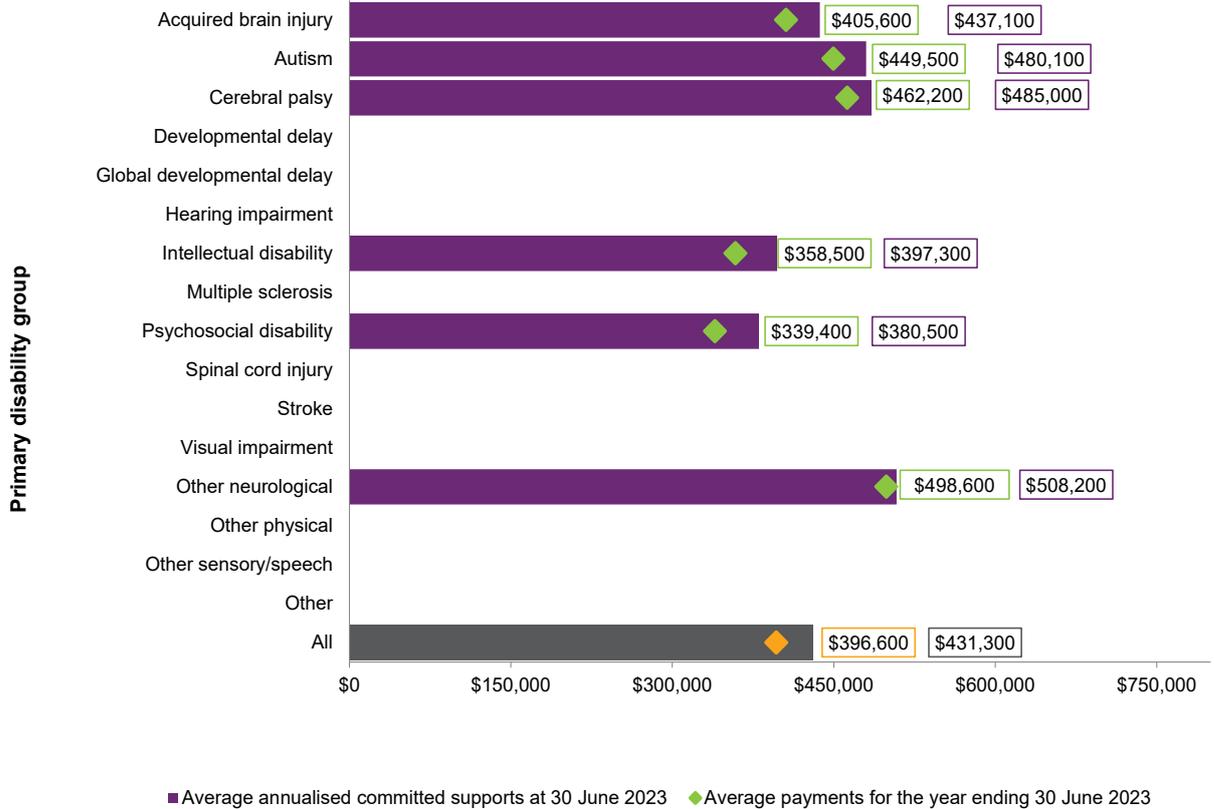


Figure K.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Tasmania

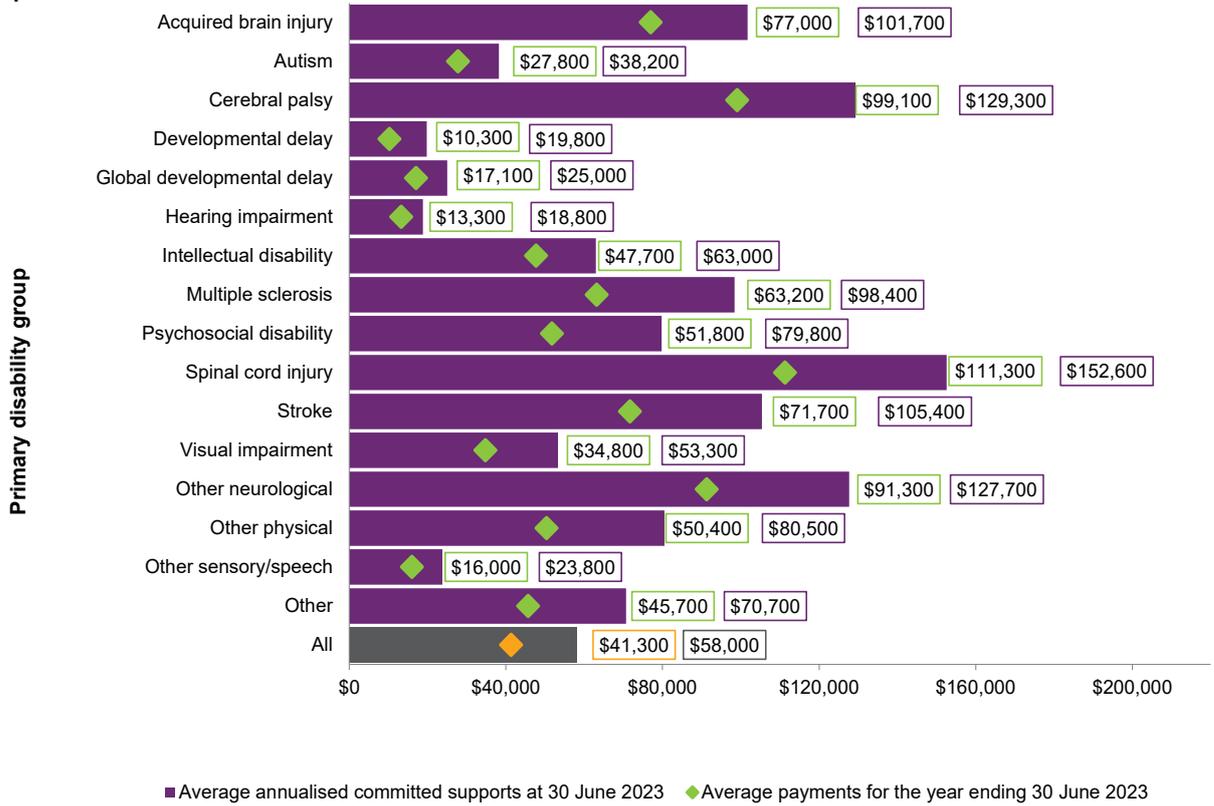


Figure K.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Tasmania



Figure K.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Tasmania

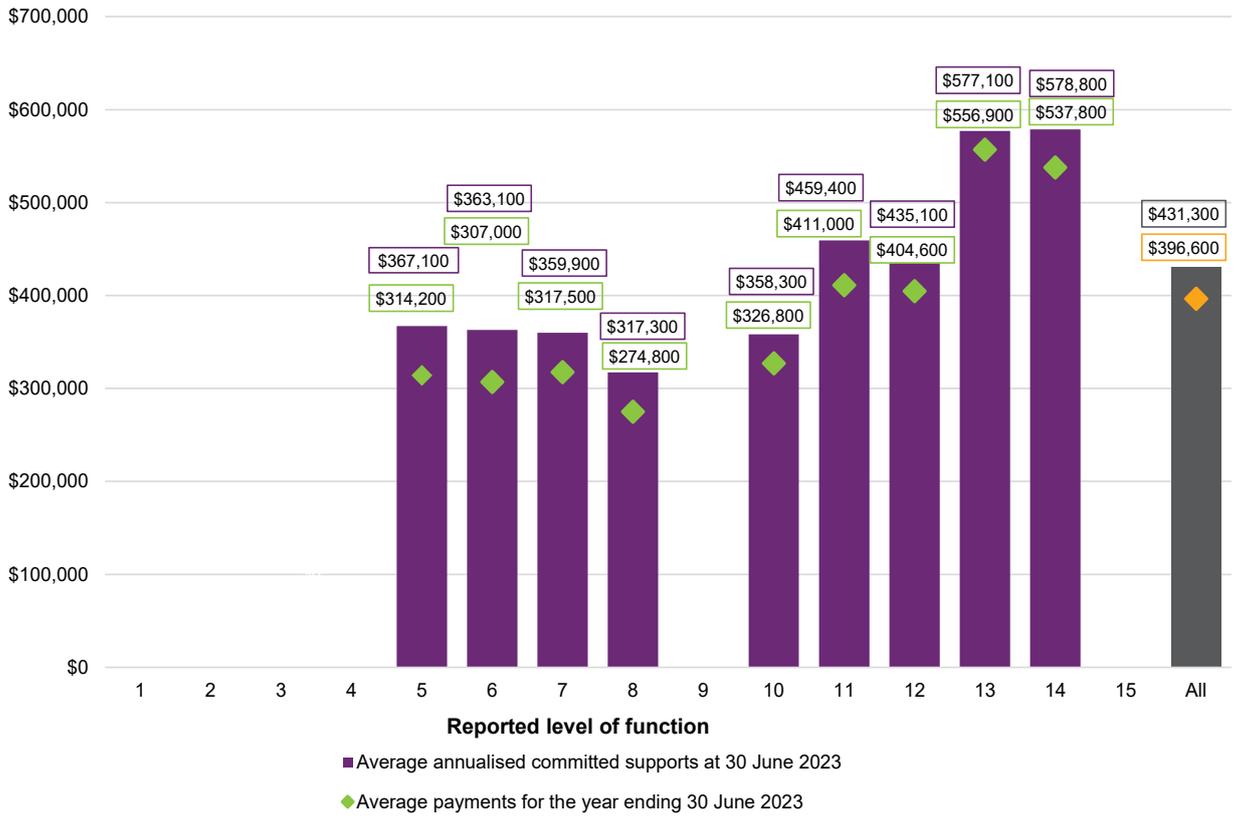


Figure K.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Tasmania

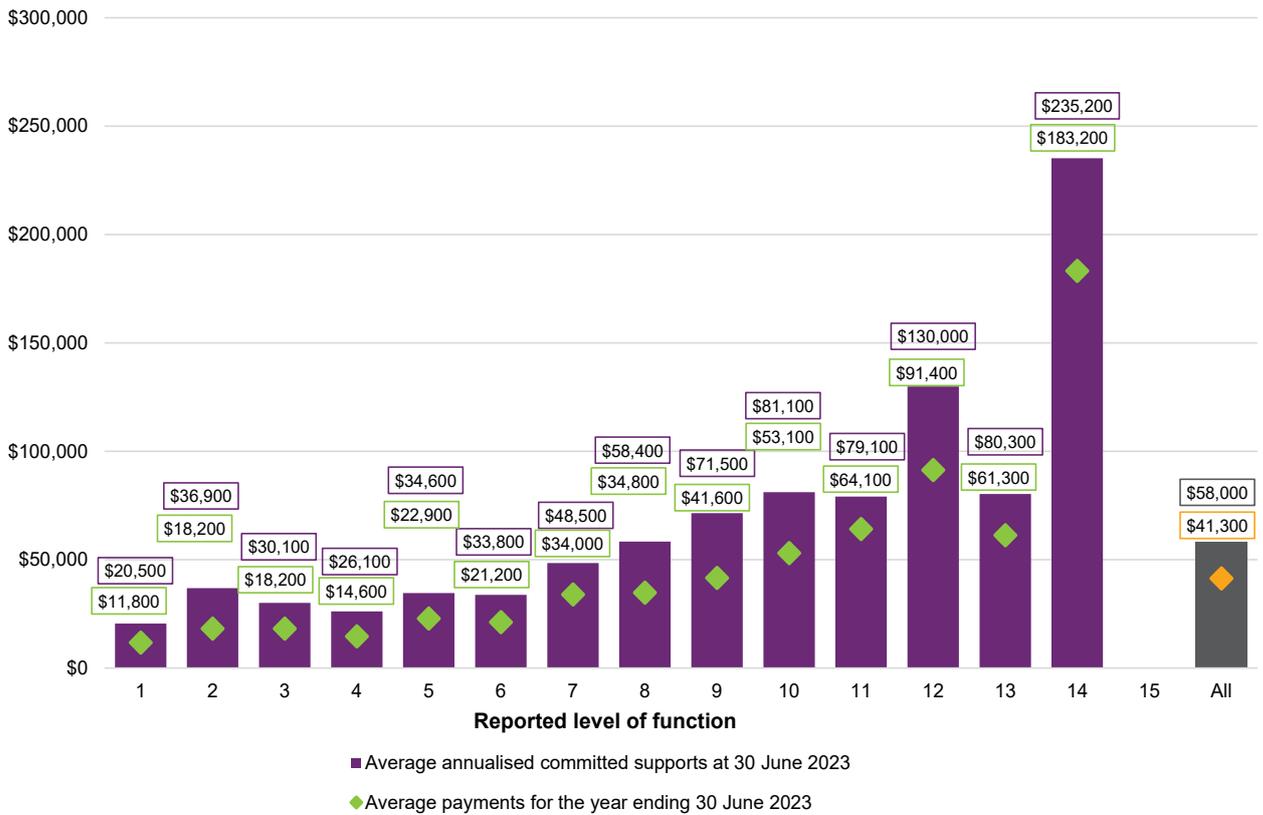


Table K.32 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Tasmania

284 285

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	497.6	584.0
Core: Consumables	13.5	19.1
Core: Social and Civic	200.0	272.2
Core: Transport	13.5	13.3
Capacity Building: Choice and Control	11.7	13.4
Capacity Building: Daily Activities	69.5	141.6
Capacity Building: Employment	2.8	8.1
Capacity Building: Health and Wellbeing	1.0	2.5
Capacity Building: Home Living	0.04	0.2
Capacity Building: Lifelong learning	0.01	0.01
Capacity Building: Relationships	12.1	24.1
Capacity Building: Social and Civic	6.1	15.4
Capacity Building: Support Coordination	22.0	29.7
Capital: Assistive Technology	14.4	31.3
Capital: Home Modifications	7.8	15.3
All	872.0	1,170.3

Table K.33 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Tasmania

286 287

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	288.6	319.0
Core: Consumables	2.2	2.9
Core: Social and Civic	68.8	89.1
Core: Transport	1.9	2.7
Capacity Building: Choice and Control	1.0	1.2
Capacity Building: Daily Activities	6.2	11.8
Capacity Building: Employment	0.1	0.4
Capacity Building: Health and Wellbeing	0.1	0.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	5.8	10.6
Capacity Building: Social and Civic	0.4	0.7
Capacity Building: Support Coordination	4.6	5.9
Capital: Assistive Technology	1.8	3.8
Capital: Home Modifications	3.1	7.7
All	384.7	455.9

²⁸⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁸⁵ Total payments for home modifications in Tasmania were \$7.8m. Of which, \$3.5m (44%) has been paid for specialised disability accommodation (SDA) supports, and \$4.4m (56%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$15.3m. Of which, \$4.7m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.6m (69%) has been allocated for non-SDA supports.

²⁸⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁸⁷ Total payments for home modifications in Tasmania were \$3.10m. Of which, \$2.98m (96%) has been paid for specialised disability accommodation (SDA) supports, and \$0.11m (4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.7m. Of which, \$4.2m (55.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4m (44.7%) has been allocated for non-SDA supports.

Table K.34 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Tasmania ^{288 289}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	208.9	265.1
Core: Consumables	11.4	16.1
Core: Social and Civic	131.2	183.1
Core: Transport	11.5	10.6
Capacity Building: Choice and Control	10.7	12.2
Capacity Building: Daily Activities	63.3	129.8
Capacity Building: Employment	2.7	7.8
Capacity Building: Health and Wellbeing	0.9	2.2
Capacity Building: Home Living	0.04	0.2
Capacity Building: Lifelong learning	0.01	0.01
Capacity Building: Relationships	6.3	13.5
Capacity Building: Social and Civic	5.8	14.7
Capacity Building: Support Coordination	17.3	23.8
Capital: Assistive Technology	12.6	27.5
Capital: Home Modifications	4.7	7.7
All	487.3	714.4

Table K.35 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ²⁹⁰

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	17.2	50.0	65.3	100.3	190.0	401.1	661.3	846.4	965.8	1,138.8
Total Paid	9.6	35.7	47.9	77.7	154.0	296.9	477.7	632.5	758.4	783.5
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	79%	69%

Table K.36 Percentage change in plan budgets for active participants – Tasmania

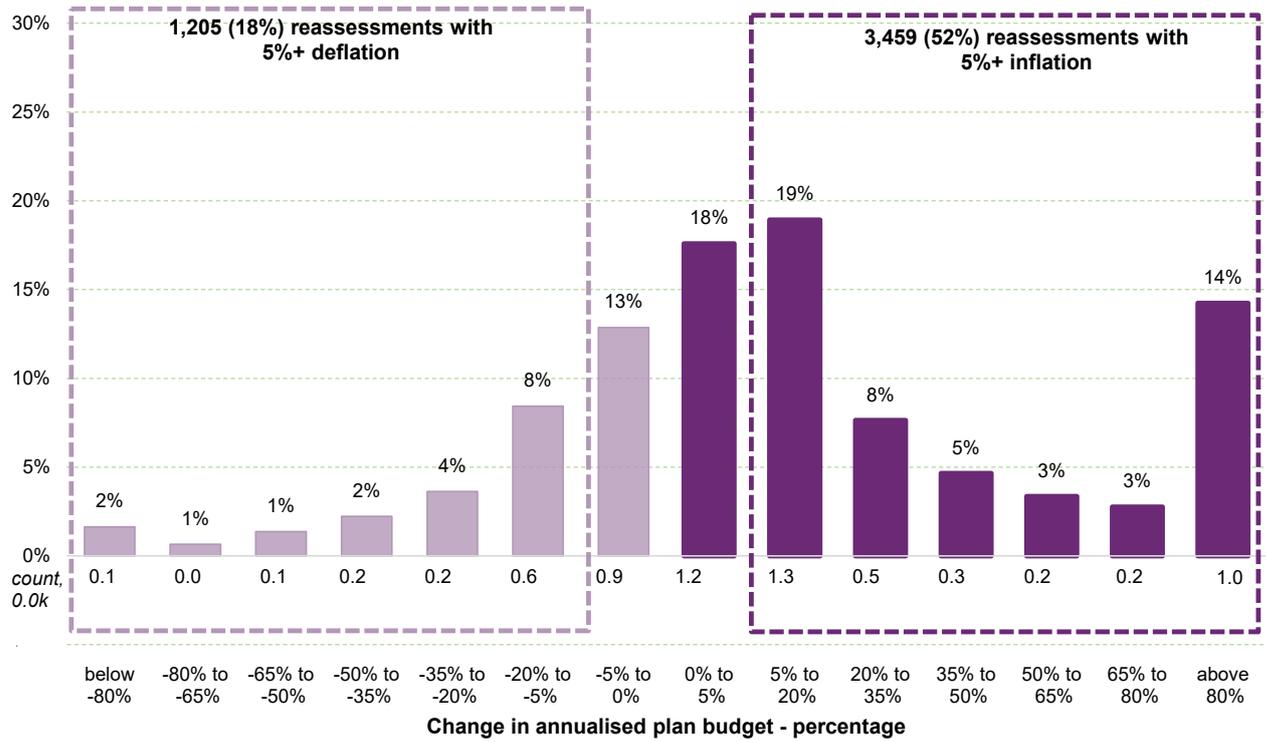
Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	6.1%	5.5%	7.1%	5.7%	7.8%	9.9%	6.6%	n/a	n/a
Interplan Inflation	-2.3%	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%	n/a	n/a
Total Inflation	3.8%	9.1%	11.4%	6.8%	10.4%	21.6%	14.9%	n/a	n/a

²⁸⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

²⁸⁹ Total payments for home modifications in Tasmania were \$4.7m. Of which, \$0.5m (10%) has been paid for specialised disability accommodation (SDA) supports, and \$4.2m (90%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.7m. Of which, \$0.5m (6%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.2m (94%) has been allocated for non-SDA supports.

²⁹⁰ The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure K.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Tasmania ^{291 292}



²⁹¹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

²⁹² The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Supplement L: Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ²⁹³

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	14,097	417	14,514
Active Eligible - Total	10,146	315	10,461
<i>Active Eligible - New</i>	7,413	311	7,724
<i>Active Eligible - State</i>	2,413	<11	2,416
<i>Active Eligible - Commonwealth</i>	320	<11	321
Active Participant Plans (excl ECA) - Total	10,024	304	10,328
<i>Active Participant Plans (excl ECA) - New</i>	7,294	302	7,596
<i>Active Participant Plans (excl ECA) - State</i>	2,410	<11	2,412
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	320	<11	320
Active Participant Plans - Total	10,189	479	10,503
<i>Active Participant Plans - Early Intervention (s25)</i>	3,675	183	3,858
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,349	121	6,470
<i>Active Participant Plans - ECA</i>	165	175	175

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,509
<i>Early Intervention participants</i>	823
<i>Permanent disability participants</i>	686

Table L.3 Assessment of access by age group and gender – Australian Capital Territory

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,807	95%	1,119	94%	33	94%	3,959	95%
7 to 14	1,518	86%	772	83%	39	85%	2,329	85%
15 to 18	439	90%	260	82%	21	100%	720	87%
19 to 24	291	89%	243	78%	23	88%	557	84%
25 to 34	442	85%	416	78%	18	72%	876	81%
35 to 44	508	80%	491	73%	12	75%	1,011	76%
45 to 54	559	83%	553	71%	15	75%	1,127	76%
55 to 64	653	77%	755	71%	<11	n/a	1,417	73%
65+	35	59%	32	48%	<11	n/a	68	54%
Missing	27	33%	26	26%	<11	n/a	54	29%
Total	7,279	87%	4,667	78%	172	82%	12,118	83%

²⁹³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory ²⁹⁴

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	189	94%	85	96%	<11	n/a	277	94%
Autism	2,548	97%	1,112	96%	92	98%	3,752	97%
Cerebral palsy	183	95%	146	94%	<11	n/a	329	95%
Developmental delay	1,157	95%	479	94%	13	93%	1,649	95%
Global developmental delay	173	98%	60	97%	<11	n/a	235	98%
Hearing impairment	222	86%	267	83%	<11	n/a	496	85%
Intellectual disability	936	97%	695	95%	<11	n/a	1,641	96%
Multiple sclerosis	59	92%	187	91%	<11	n/a	251	92%
Psychosocial disability	693	73%	605	62%	23	72%	1,321	67%
Spinal cord injury	68	94%	26	93%	<11	n/a	95	93%
Stroke	88	87%	74	89%	<11	n/a	164	88%
Visual impairment	103	90%	99	93%	<11	n/a	202	91%
Other neurological	305	80%	236	76%	<11	n/a	545	78%
Other physical	266	55%	415	51%	<11	n/a	690	52%
Other sensory/speech	185	58%	73	55%	<11	n/a	258	57%
Other	84	50%	90	38%	<11	n/a	174	42%
Missing	20	35%	18	44%	<11	n/a	39	39%
Total	7,279	87%	4,667	78%	172	82%	12,118	83%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	448	4%	14	5%	462	4%
Non-First Nations Participants	8,286	83%	283	93%	8,569	83%
Not Stated	1,290	13%	<11	n/a	1,297	13%
Total	10,024	100%	304	100%	10,328	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ²⁹⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,012	10%	21	7%	1,033	10%
Not culturally and linguistically diverse	8,944	89%	282	93%	9,226	89%
Not stated	68	1%	<11	n/a	69	1%
Total	10,024	100%	304	100%	10,328	100%

²⁹⁴ Down syndrome is included in intellectual disability.

²⁹⁵ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Australian Capital Territory ^{296 297}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
Total YPIRAC (under 65)	<11

Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory ²⁹⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-1	15
Sep-20	-3	12
Dec-20	-2	10
Mar-21	1	11
Jun-21	0	11
Sep-21	-1	10
Dec-21	0	10
Mar-22	0	10
Jun-22	-2	8
Sep-22	-1	7
Dec-22	0	7
Mar-23	-1	6
Jun-23	0	6

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ²⁹⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	10,012	100%	304	100%	10,316	100%
Population > 50,000	11	0%	<11	n/a	11	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	10,024	100%	304	100%	10,328	100%

²⁹⁶ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

²⁹⁷ There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

²⁹⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter.

²⁹⁹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{300 301 302}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	3,512	35%	111	37%	3,623	35%
Intellectual disability	1,504	15%	14	5%	1,518	15%
Psychosocial disability	1,154	12%	19	6%	1,173	11%
Developmental delay	953	10%	115	38%	1,068	10%
Hearing impairment	448	4%	<11	n/a	451	4%
Other neurological	407	4%	<11	n/a	411	4%
Other physical	525	5%	<11	n/a	530	5%
Cerebral palsy	297	3%	<11	n/a	299	3%
Acquired brain injury	227	2%	<11	n/a	232	2%
Global developmental delay	177	2%	11	4%	188	2%
Visual impairment	179	2%	<11	n/a	182	2%
Multiple sclerosis	227	2%	<11	n/a	231	2%
Stroke	142	1%	<11	n/a	144	1%
Spinal cord injury	81	1%	<11	n/a	81	1%
Other	125	1%	<11	n/a	131	1%
Other sensory/speech	66	1%	<11	n/a	66	1%
Total	10,024	100%	304	100%	10,328	100%

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{303 304}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	75	13%	<11	n/a	75	13%
Intellectual disability	223	38%	<11	n/a	223	38%
Psychosocial disability	109	19%	<11	n/a	109	19%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	48	8%	<11	n/a	48	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	44	8%	<11	n/a	44	8%
Acquired brain injury	39	7%	<11	n/a	39	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	11	2%	<11	n/a	11	2%
Stroke	14	2%	<11	n/a	14	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	583	100%	<11	n/a	583	100%

³⁰⁰ Table order based on national proportions in Table E.10 (highest to lowest).

³⁰¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁰² Down syndrome is included in intellectual disability, representing 2% (227) of all Scheme participants in Australian Capital Territory.

³⁰³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁰⁴ Down syndrome is included in intellectual disability, representing 7% (40) of participants in SIL.

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³⁰⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	3,437	36%	111	37%	3,548	36%
Intellectual disability	1,281	14%	14	5%	1,295	13%
Psychosocial disability	1,045	11%	19	6%	1,064	11%
Developmental delay	953	10%	115	38%	1,068	11%
Hearing impairment	448	5%	<11	n/a	451	5%
Other neurological	359	4%	<11	n/a	363	4%
Other physical	519	5%	<11	n/a	524	5%
Cerebral palsy	253	3%	<11	n/a	255	3%
Acquired brain injury	188	2%	<11	n/a	193	2%
Global developmental delay	177	2%	11	4%	188	2%
Visual impairment	179	2%	<11	n/a	182	2%
Multiple sclerosis	216	2%	<11	n/a	220	2%
Stroke	128	1%	<11	n/a	130	1%
Spinal cord injury	75	1%	<11	n/a	75	1%
Other	117	1%	<11	n/a	123	1%
Other sensory/speech	66	1%	<11	n/a	66	1%
Total	9,441	100%	304	100%	9,745	100%

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,116	11%	85	28%	1,201	12%
2 (High Function)	24	0%	<11	n/a	26	0%
3 (High Function)	522	5%	23	8%	545	5%
4 (High Function)	940	9%	23	8%	963	9%
5 (High Function)	619	6%	32	11%	651	6%
6 (Moderate Function)	2,412	24%	85	28%	2,497	24%
7 (Moderate Function)	512	5%	11	4%	523	5%
8 (Moderate Function)	666	7%	11	4%	677	7%
9 (Moderate Function)	58	1%	<11	n/a	58	1%
10 (Moderate Function)	935	9%	13	4%	948	9%
11 (Low Function)	286	3%	<11	n/a	286	3%
12 (Low Function)	1,087	11%	12	4%	1,099	11%
13 (Low Function)	675	7%	<11	n/a	682	7%
14 (Low Function)	156	2%	<11	n/a	156	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	16	n/a	<11	n/a	16	n/a
Total	10,024	100%	304	100%	10,328	100%

³⁰⁵ Down syndrome is included in intellectual disability, representing 2% (187) of participants not in SIL.
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Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	1,196	12%	146	48%	1,342	13%
7 to 14	2,669	27%	63	21%	2,732	26%
15 to 18	879	9%	14	5%	893	9%
19 to 24	974	10%	14	5%	988	10%
25 to 34	934	9%	<11	n/a	944	9%
35 to 44	816	8%	17	6%	833	8%
45 to 54	943	9%	14	5%	957	9%
55 to 64	980	10%	23	8%	1,003	10%
65+	633	6%	<11	n/a	636	6%
Total	10,024	100%	304	100%	10,328	100%

Table L.15 Participation rates by age group and gender at 30 June 2023 – Australian Capital Territory ³⁰⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.7%	2.0%	3.4%
7 to 14	8.0%	3.5%	5.9%
15 to 18	5.0%	3.0%	4.2%
19 to 24	3.0%	1.7%	2.4%
25 to 44	1.2%	1.0%	1.2%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0 to 64)	2.9%	1.8%	2.4%

³⁰⁶ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=484), 'participant social and community engagement rate' (n=482), 'parent and carer employment rate' (n=589) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=291) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Australian Capital Territory ³⁰⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	17%	15%	24%	26%
Participant employment rate - Aged 25 to 34 years	39%	44%	43%	26%
Participant employment rate - Aged 35 to 44 years	36%	31%	34%	26%
Participant employment rate - Aged 45 to 54 years	31%	33%	31%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	19%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	32%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	34%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	41%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	40%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	32%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	52%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	40%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	63%	50%
Parent and carer employment rate - Aged 15+ years	57%	63%	59%	50%
Parent and carer employment rate - All ages	57%	61%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

³⁰⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=469), 'participant social and community engagement rate' (n=468), 'parent and carer employment rate' (n=293) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=393) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Australian Capital Territory ³⁰⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	18%	21%	21%	22%	26%
Participant employment rate - Aged 25 to 34 years	35%	33%	32%	38%	26%
Participant employment rate - Aged 35 to 44 years	40%	42%	30%	37%	26%
Participant employment rate - Aged 45 to 54 years	33%	32%	28%	31%	26%
Participant employment rate - Aged 55 to 64 years	21%	23%	20%	21%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	28%	32%	26%
Participant employment rate - Aged 15 to 64 years	30%	31%	27%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	33%	33%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	30%	34%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	46%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	45%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	47%	43%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	50%	52%	62%	58%	50%
Parent and carer employment rate - Aged 15+ years	65%	69%	72%	64%	50%
Parent and carer employment rate - All ages	54%	56%	64%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	78%	75%

³⁰⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=318), 'participant social and community engagement rate' (n=318), 'parent and carer employment rate' (n=144) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=294) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Australian Capital Territory ³⁰⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	20%	23%	23%	35%	26%
Participant employment rate - Aged 25 to 34 years	33%	33%	35%	34%	33%	26%
Participant employment rate - Aged 35 to 44 years	35%	35%	38%	49%	35%	26%
Participant employment rate - Aged 45 to 54 years	35%	43%	38%	37%	28%	26%
Participant employment rate - Aged 55 to 64 years	28%	24%	33%	19%	20%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	34%	36%	35%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	34%	33%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	41%	44%	35%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	45%	49%	60%	59%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	47%	53%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	36%	44%	57%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	47%	49%	48%	51%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	41%	45%	52%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	45%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	55%	56%	56%	59%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	58%	58%	63%	60%	61%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	68%	61%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	78%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	77%	78%	75%

³⁰⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=245), 'participant social and community engagement rate' (n=240), 'parent and carer employment rate' (n=60) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=210) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Australian Capital Territory ³¹⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	52%	48%	41%	37%	33%	42%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	29%	29%	29%	29%	26%
Participant employment rate - Aged 15 to 64 years	30%	30%	28%	29%	29%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	46%	45%	41%	34%	55%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	42%	41%	43%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	41%	42%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	64%	65%	65%	78%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	78%	85%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	80%	77%	80%	75%

³¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=157), 'participant social and community engagement rate' (n=162), 'parent and carer employment rate' (n=19) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=143) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Australian Capital Territory ³¹¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	34%	30%	37%	32%	19%	28%	26%
Participant employment rate - Aged 15 to 64 years	31%	32%	28%	36%	31%	21%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	44%	50%	45%	54%	61%	47%	46%
Participant social and community engagement rate - Aged 15+ years	36%	44%	49%	44%	54%	63%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	70%	73%	76%	86%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	71%	70%	74%	86%	81%	75%

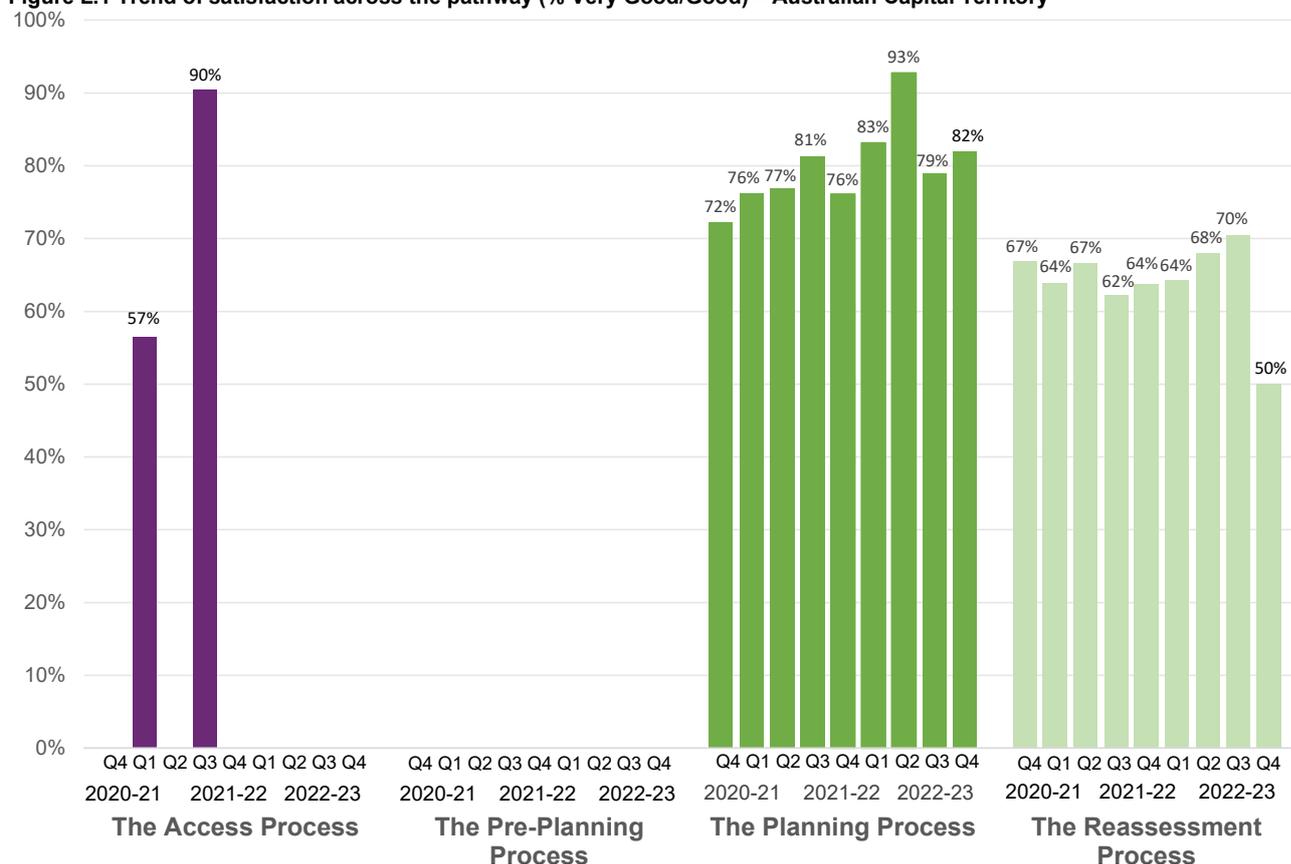
³¹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 168 in Prior Quarters, n = 12 in 2022-23 Q4), 'Pre-planning' (n = 134 in Prior Quarters, n = 17 in 2022-23 Q4), 'Planning' (n = 854 in Prior Quarters, n = 94 in 2022-23 Q4) and 'Plan reassessment' (n = 3,495 in Prior Quarters, n = 226 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	82%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	73%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	79%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	91%	n/a
Pre-planning - Were decisions about your plan clearly explained?	66%	n/a
Pre-planning - Are you clear on what happens next with your plan?	66%	n/a
Pre-planning - Do you know where to go for more help with your plan?	69%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	72%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Planning - Did you understand why you needed to give the information you did?	96%	99%
Planning - Were decisions about your plan clearly explained?	82%	89%
Planning - Are you clear on what happens next with your plan?	83%	80%
Planning - Do you know where to go for more help with your plan?	87%	82%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	82%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	62%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	80%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	50%

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{312 313}



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.22 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table L.23 shows the number of complaints by type as well as by source and subject of complaint based on records.

³¹² Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³¹³ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.22 Complaints and PCIs by quarter – Australian Capital Territory ^{314 315}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	62	<11	63	58
People who have submitted an access request: Complaints about service providers	134	<11	138	123
People who have submitted an access request: Complaints about the Agency	2757	101	2858	1449
People who have submitted an access request: Unclassified	170	<11	170	146
People who have submitted an access request: Total	3127	106	3233	1613
<i>Percentage of the number of active participants</i>	<i>6.4%</i>	<i>4.2%</i>	<i>6.3%</i>	<i>n/a</i>
Total PCIs	230	42	272	n/a

Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

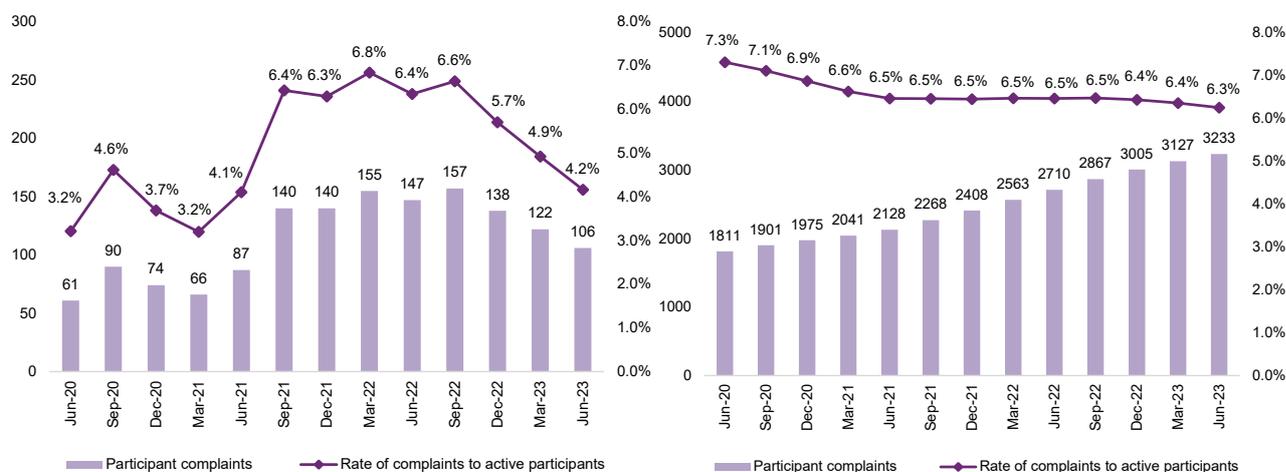
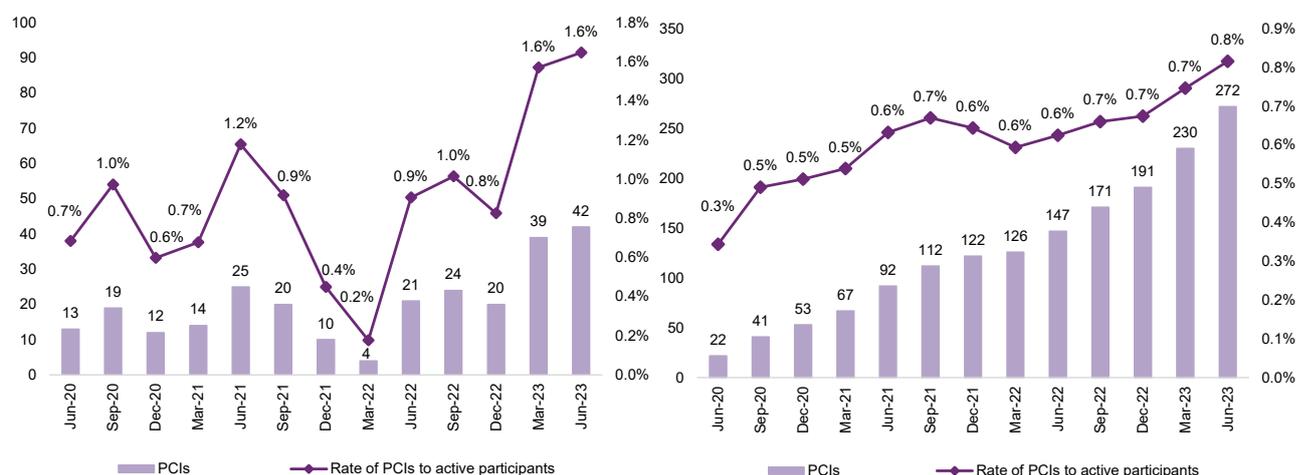


Figure L.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Australian Capital Territory



³¹⁴ Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

³¹⁵ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ³¹⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	7%	<11	n/a	190	7%
Complaints about the Agency - Information unclear	43	2%	<11	n/a	43	2%
Complaints about the Agency - NDIA Access	67	2%	<11	n/a	69	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	135	5%	<11	n/a	139	5%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Plan	508	18%	43	43%	551	19%
Complaints about the Agency - NDIA Process	199	7%	15	15%	214	7%
Complaints about the Agency - NDIA Resources	25	1%	<11	n/a	29	1%
Complaints about the Agency - NDIA Staff	125	5%	<11	n/a	131	5%
Complaints about the Agency - NDIA Timeliness	300	11%	23	23%	323	11%
Complaints about the Agency - Participation, engagement and inclusion	24	1%	<11	n/a	24	1%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	5%	<11	n/a	134	5%
Complaints about the Agency - Staff conduct - Agency	28	1%	<11	n/a	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	68	2%	<11	n/a	69	2%
Complaints about the Agency - Timeliness	420	15%	<11	n/a	420	15%
Complaints about the Agency - Other	469	17%	<11	n/a	470	16%
Complaints about the Agency - Total	2757	100%	101	100%	2858	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	11	18%	<11	n/a	11	17%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	31	50%	<11	n/a	32	51%
Complaints about LAC Partner - LAC Timeliness	13	21%	<11	n/a	13	21%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	62	100%	<11	n/a	63	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a

³¹⁶ There are 3,127 total participant complaints in Prior Quarters, 106 total participant complaints in 2022-23 Q4, and 3,233 total participant complaints as at 30 June 2023, including 170 unclassified participant complaints as at 30 June 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Process	15	11%	<11	n/a	15	11%
Complaints about service providers - Provider Service	23	17%	<11	n/a	25	18%
Complaints about service providers - Provider Staff	13	10%	<11	n/a	14	10%
Complaints about service providers - Service Delivery	20	15%	<11	n/a	20	14%
Complaints about service providers - Staff Conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	10%	<11	n/a	14	10%
Complaints about service providers - Other	19	14%	<11	n/a	19	14%
Complaints about service providers - Total	134	100%	<11	n/a	138	100%

Table L.24 AAT Cases by category at 30 June 2023 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	234	28%	<11	n/a	239	26%
Plan	538	63%	47	85%	585	65%
Plan Reassessment	30	4%	<11	n/a	30	3%
Other	48	6%	<11	n/a	51	6%
Total cases	850	100%	55	100%	905	100%
Percentage of the number of active participants	n/a	2%	n/a	2%	n/a	2%

Figure L.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

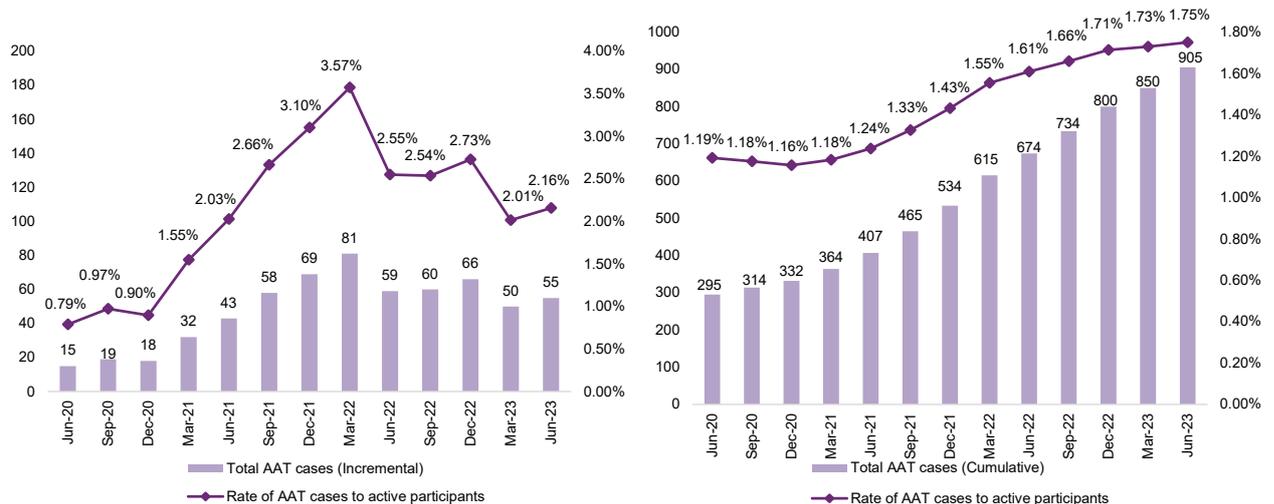


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory ^{317 318}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	905	818
Open AAT Cases	140	139
Closed AAT Cases	765	692
<i>Resolved before hearing</i>	736	667
<i>Gone to hearing and received a substantive decision</i>	29	25

³¹⁷ Of the 29 cases which went to hearing and received a substantive decision: 18 affirmed the Agency’s decision, 3 varied the Agency’s decision and 8 set aside the Agency’s decision.

³¹⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table L.26 Key markets indicators by quarter – Australian Capital Territory ^{319 320}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	0.88	0.87
Number of providers delivering new types of supports	90	105
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	82%	81%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	95%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	84%	84%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table L.27 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Australian Capital Territory ³²¹

Activity	Number of providers
Active for the first time in 2022-23 Q4	39
Active in 2022-23 Q4 and also in previous quarters	434
Active in 2022-23 Q4	473
Inactive in 2022-23 Q4	1,211
Active ever	1,684

Table L.28 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Australian Capital Territory ³²²

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	75	18	20	113
\$2,001-\$10,000	113	7	12	132
\$10,001-\$100,000	123	<5	5	131
\$100,001-\$250,000	41	<5	<5	43
\$250,000+	54	<5	<5	54
Total	406	28	39	473

Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ³²³

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	70%	70%	70%
Lifelong Learning	36%	32%	35%
Other	27%	33%	28%
Non-categorised	7%	5%	7%
Any mainstream service	95%	95%	95%

³¹⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³²⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³²¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³²² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³²³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table L.30 and Figures L.5 to L.13, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table L.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – Australian Capital Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.4%	3.6%
\$5,001-\$10,000	8.4%	8.9%
\$10,001-\$15,000	13.5%	14.3%
\$15,001-\$20,000	14.9%	15.8%
\$20,001-\$25,000	10.1%	10.7%
\$25,001-\$30,000	5.5%	5.8%
\$30,001-\$50,000	14.2%	15.0%
\$50,001-\$100,000	13.2%	14.0%
\$100,001-\$150,000	5.0%	5.3%
\$150,001-\$200,000	2.6%	2.6%
\$200,001-\$250,000	1.6%	1.3%
\$250,001+	7.2%	2.2%

Figure L.5 Average annualised committed supports and average payments by age group as at 30 June 2023 – Australian Capital Territory

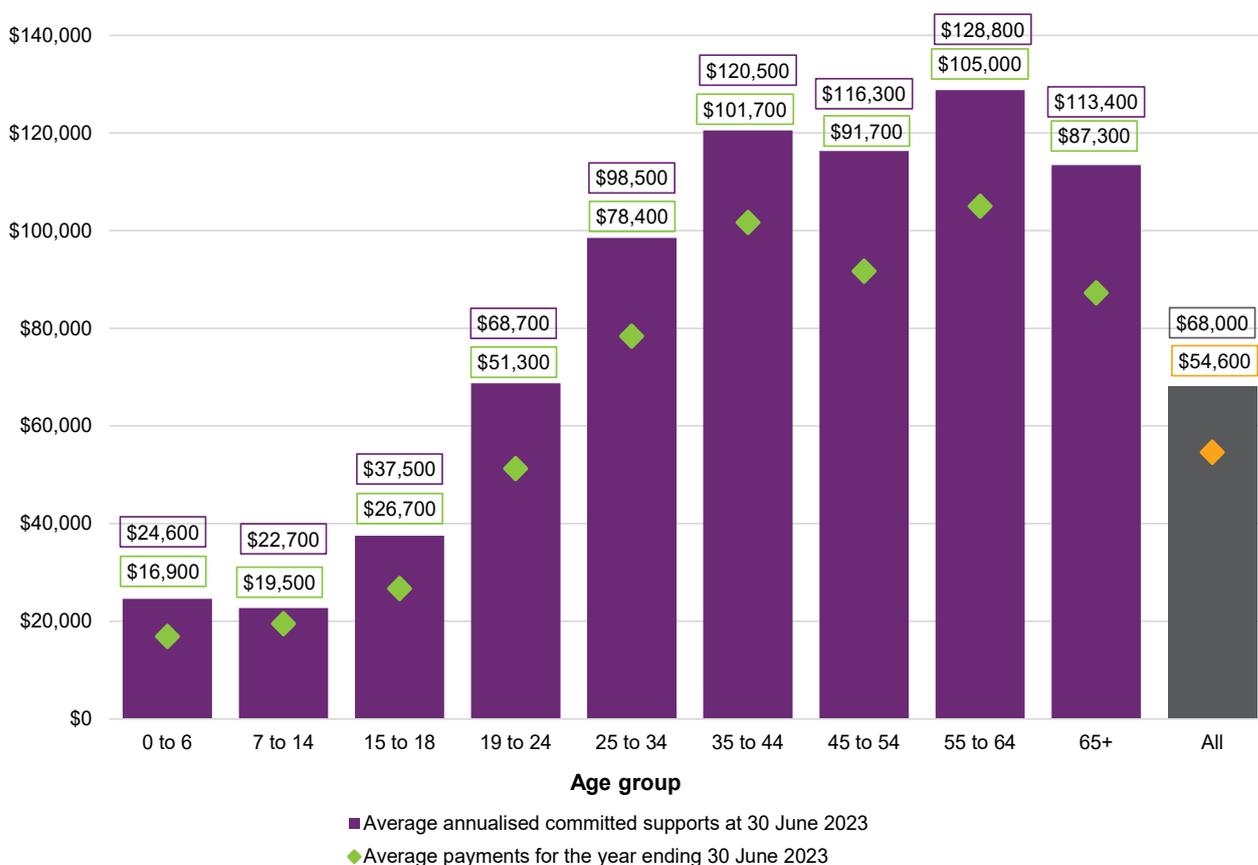


Figure L.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Australian Capital Territory



Figure L.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Australian Capital Territory

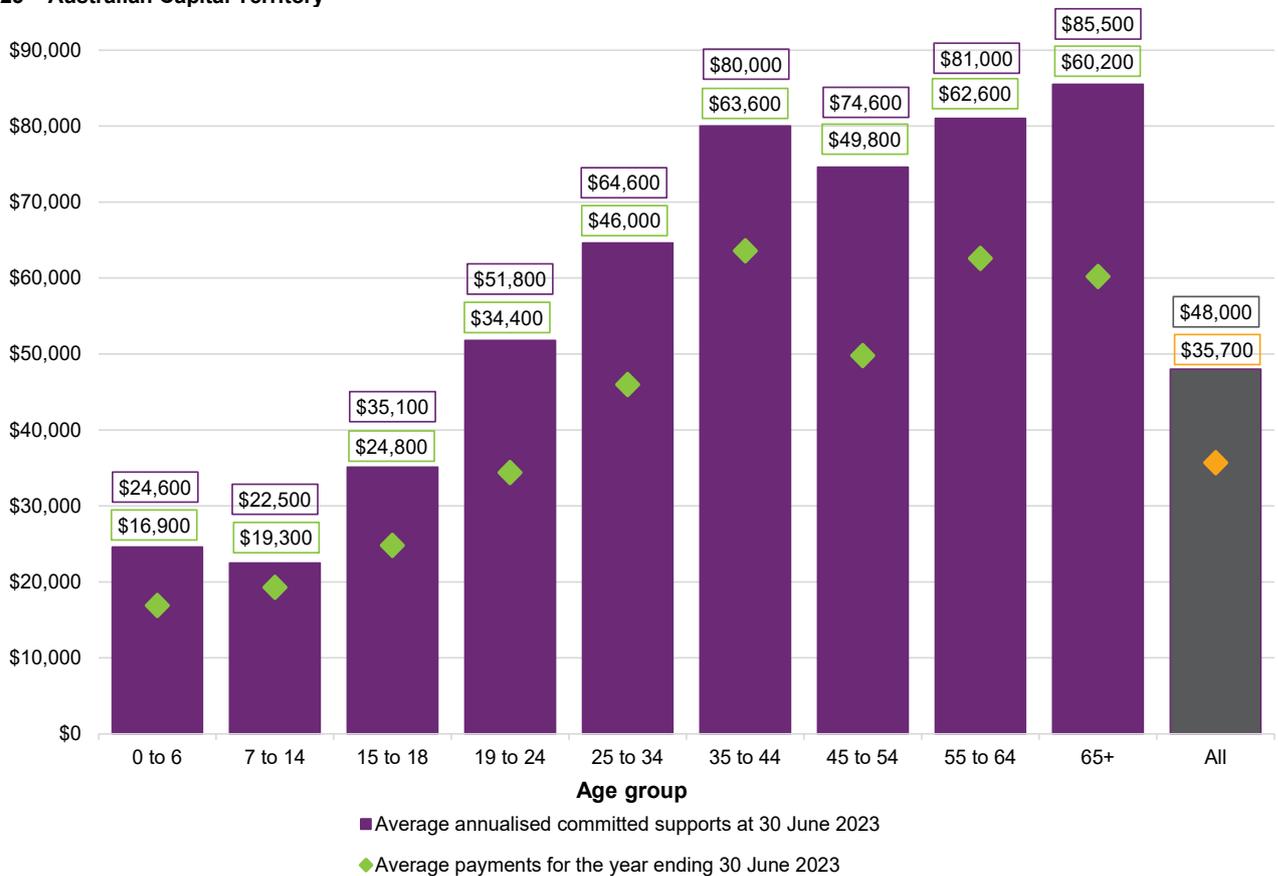


Figure L.8 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Australian Capital Territory



Figure L.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Australian Capital Territory



Figure L.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Australian Capital Territory

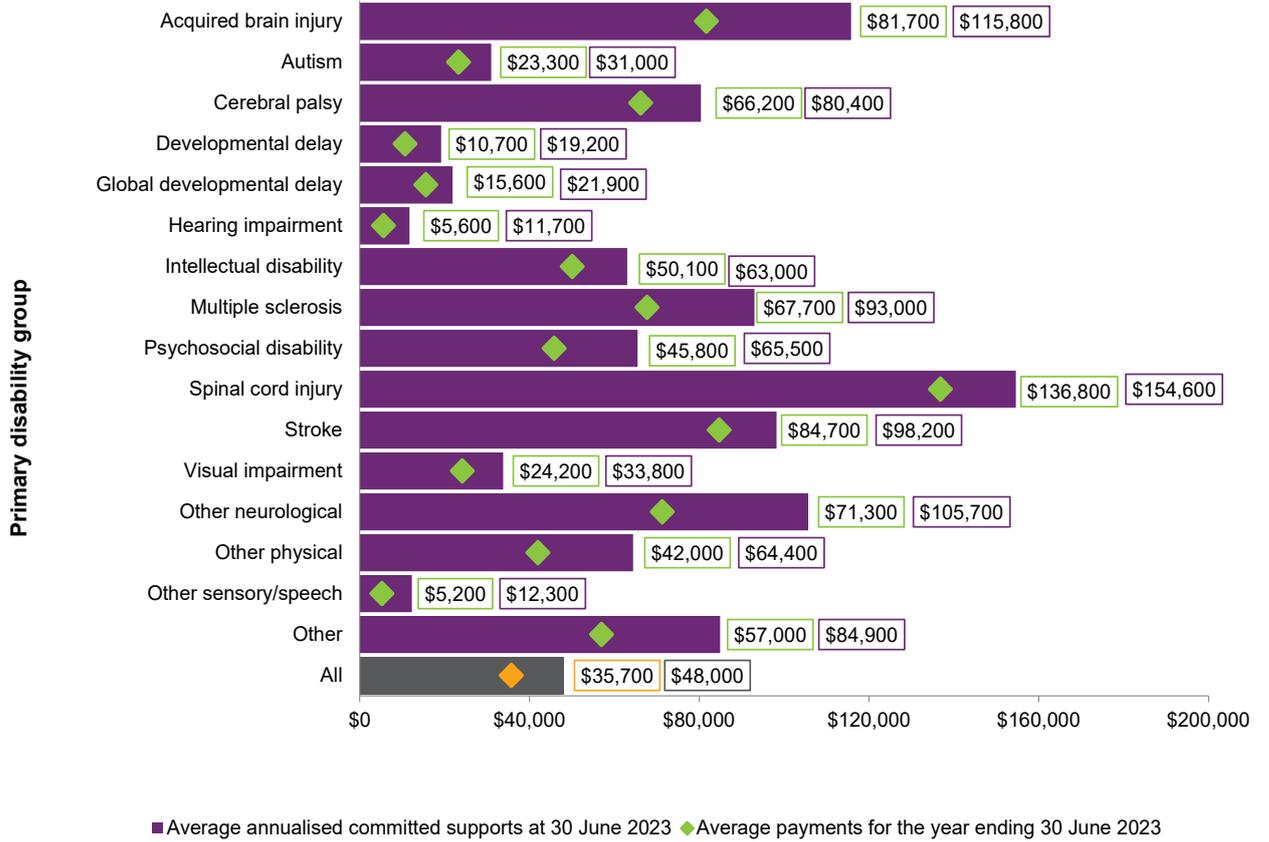


Figure L.11 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Australian Capital Territory

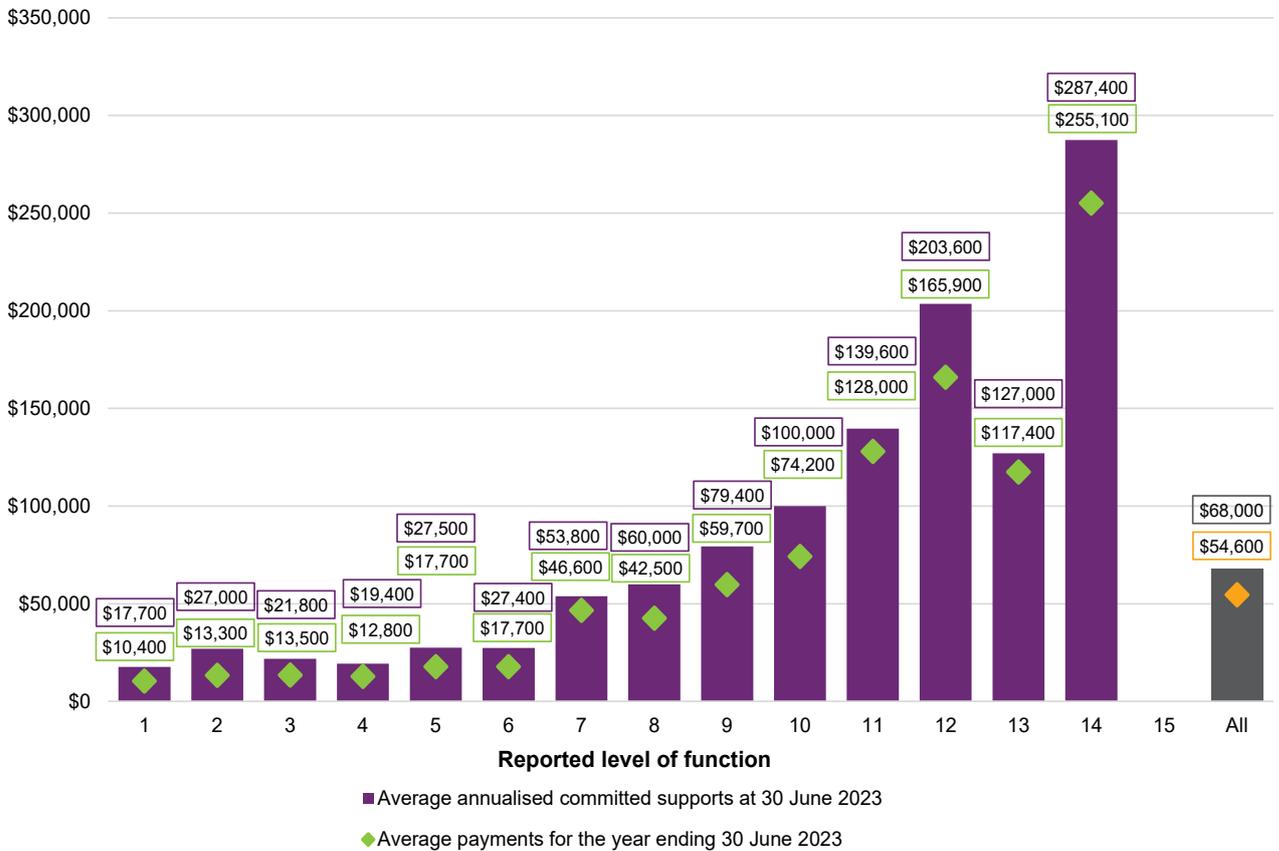


Figure L.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Australian Capital Territory

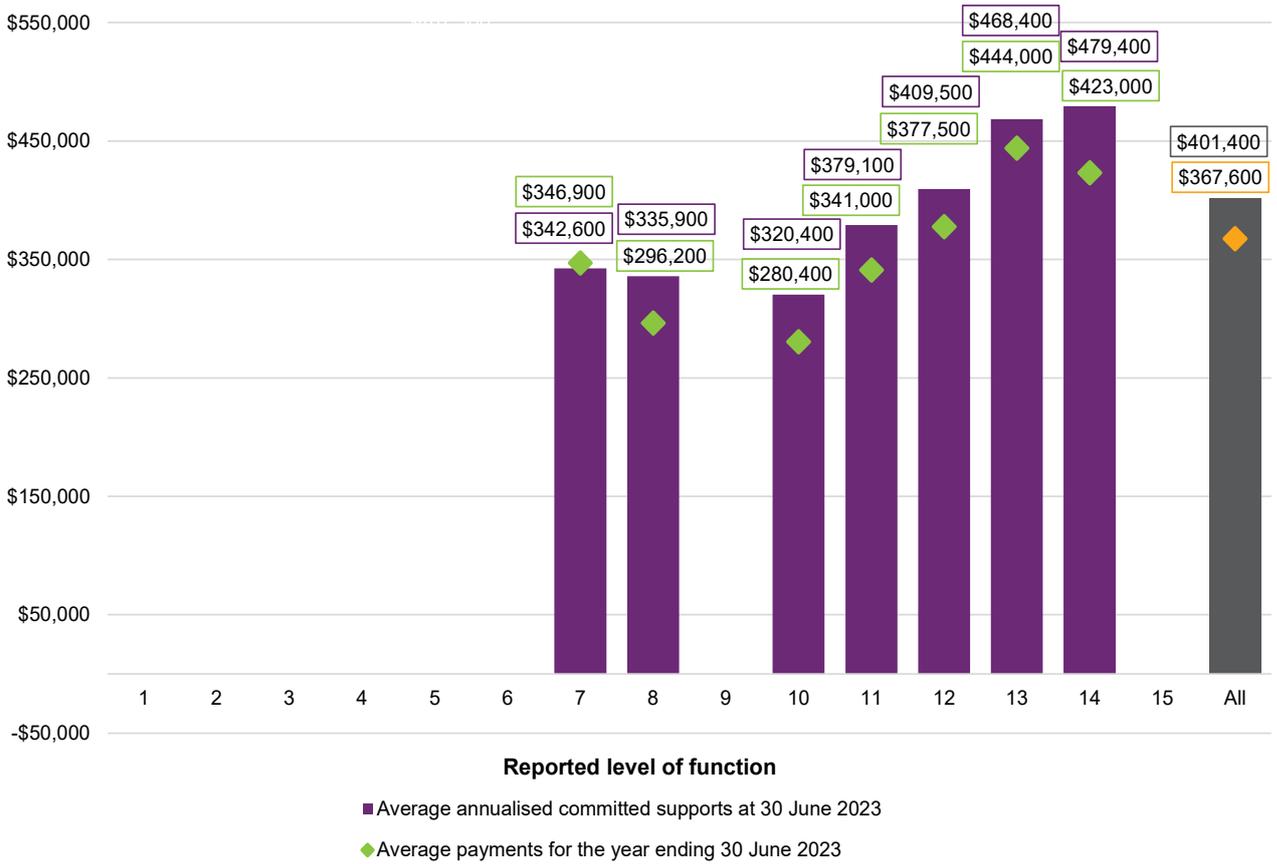


Figure L.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Australian Capital Territory

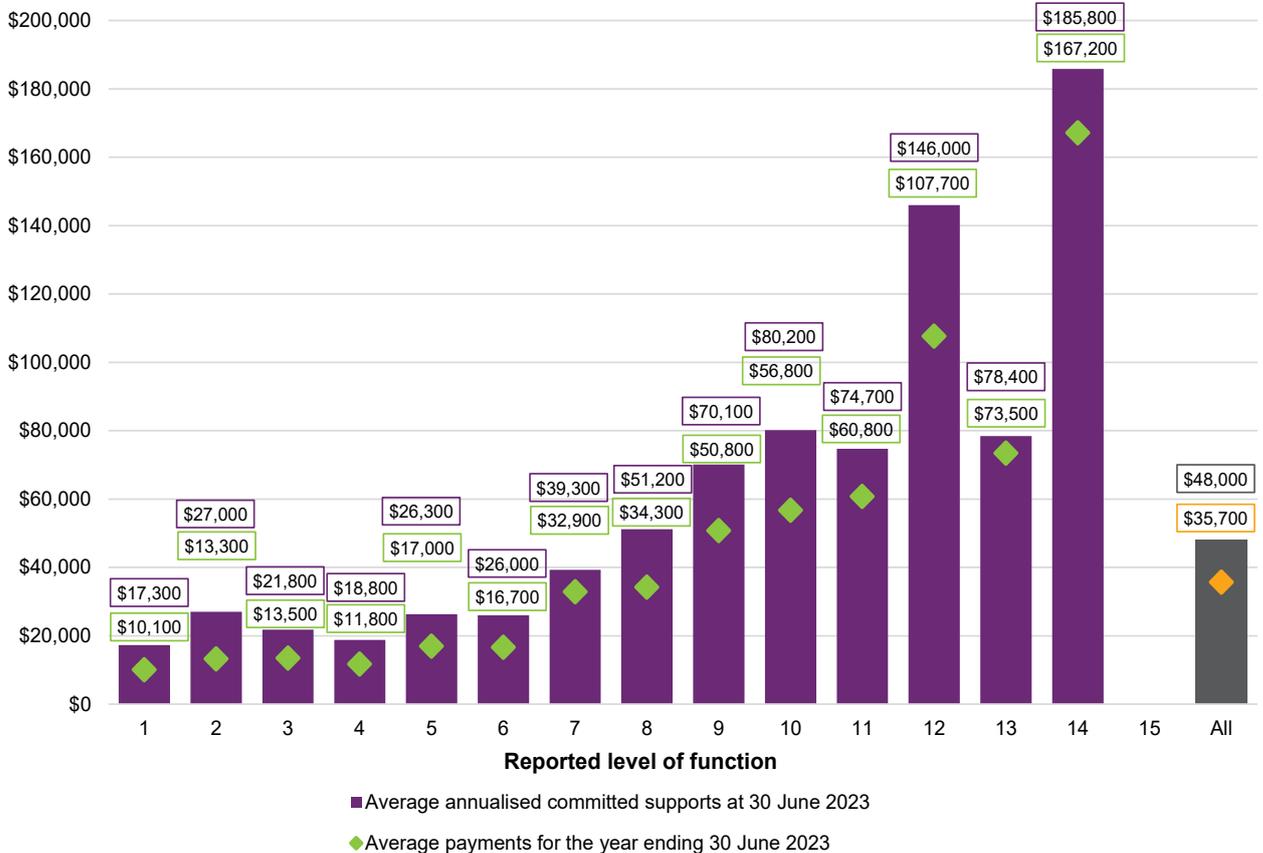


Table L.31 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Australian Capital Territory ^{324 325}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	305.44	351.89
Core: Consumables	8.27	12.37
Core: Social and Civic	93.29	128.49
Core: Transport	14.51	8.48
Capacity Building: Choice and Control	6.30	7.35
Capacity Building: Daily Activities	65.28	112.57
Capacity Building: Employment	2.11	6.03
Capacity Building: Health and Wellbeing	1.75	3.0
Capacity Building: Home Living	0.01	0.02
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.40	13.54
Capacity Building: Social and Civic	5.0	11.04
Capacity Building: Support Coordination	11.70	16.55
Capital: Assistive Technology	10.47	22.03
Capital: Home Modifications	4.39	8.88
All	534.92	702.24

Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Australian Capital Territory ^{326 327}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	165.19	175.28
Core: Consumables	1.37	1.90
Core: Social and Civic	24.65	33.13
Core: Transport	1.11	1.33
Capacity Building: Choice and Control	0.61	0.66
Capacity Building: Daily Activities	4.32	6.54
Capacity Building: Employment	0.05	0.15
Capacity Building: Health and Wellbeing	0.16	0.25
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	2.53	4.79
Capacity Building: Social and Civic	0.11	0.21
Capacity Building: Support Coordination	2.44	3.01
Capital: Assistive Technology	1.56	3.10
Capital: Home Modifications	0.92	3.63
All	205.01	234.0

³²⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³²⁵ Total payments for home modifications in Australian Capital Territory were \$4.4m. Of which, \$2.5m (56.5%) has been paid for specialised disability accommodation (SDA) supports, and \$1.9m (43.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$8.9m. Of which, \$6.0m (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.8m (32%) has been allocated for non-SDA supports.

³²⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³²⁷ Total payments for home modifications in Australian Capital Territory were \$0.92m. Of which, \$0.92m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.001m (0.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.63m. Of which, \$3.57m (98.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06m (1.7%) has been allocated for non-SDA supports.

Table L.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Australian Capital Territory ^{328 329}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	140.25	176.61
Core: Consumables	6.89	10.47
Core: Social and Civic	68.64	95.36
Core: Transport	13.40	7.14
Capacity Building: Choice and Control	5.69	6.69
Capacity Building: Daily Activities	60.95	106.03
Capacity Building: Employment	2.07	5.88
Capacity Building: Health and Wellbeing	1.59	2.74
Capacity Building: Home Living	0.01	0.02
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	3.87	8.74
Capacity Building: Social and Civic	4.89	10.84
Capacity Building: Support Coordination	9.26	13.54
Capital: Assistive Technology	8.91	18.93
Capital: Home Modifications	3.47	5.24
All	329.91	468.24

Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{330 331}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	0.3	25.2	126.8	265.9	304.9	366.2	460.4	554.5	605.9	694.8
Total Paid	0.2	20.8	110.1	180.8	220.4	275.9	337.9	416.3	474.5	510.7
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	73%

Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory

Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	3.3%	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%	4.4%	4.9%
Interplan Inflation	-0.8%	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%	4.7%	5.3%
Total Inflation	2.6%	5.2%	8.5%	5.9%	10.0%	16.6%	13.7%	9.1%	10.2%

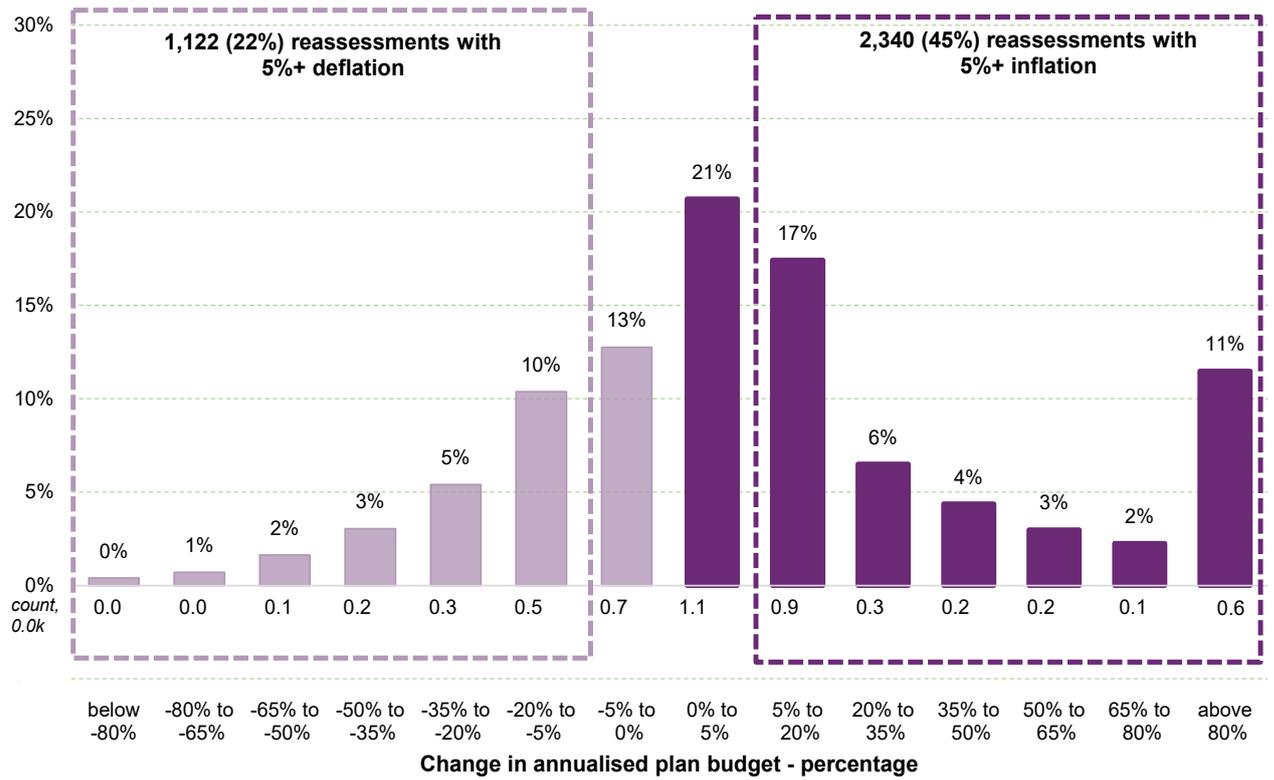
³²⁸ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³²⁹ Total payments for home modifications in Australian Capital Territory were \$3.5m. Of which, \$1.6m (45.0%) has been paid for specialised disability accommodation (SDA) supports, and \$1.9m (55.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$5.2m. Of which, \$2.5m (47%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.8m (53%) has been allocated for non-SDA supports.

³³⁰ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

³³¹ The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure L.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Australian Capital Territory ³³²



³³² The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Supplement M: Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry, plan and entry type – Northern Territory ³³³

Participant breakdown	Prior Quarters	2022-23 Q4	Total
Access decisions	7,093	248	7,341
Active Eligible - Total	5,613	204	5,817
<i>Active Eligible - New</i>	3,557	195	3,752
<i>Active Eligible - State</i>	1,648	<11	1,655
<i>Active Eligible - Commonwealth</i>	408	<11	410
Active Participant Plans (excl ECA) - Total	5,444	203	5,647
<i>Active Participant Plans (excl ECA) - New</i>	3,403	195	3,598
<i>Active Participant Plans (excl ECA) - State</i>	1,636	<11	1,642
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	405	<11	407
Active Participant Plans - Total	5,555	335	5,779
<i>Active Participant Plans - Early Intervention (s25)</i>	1,839	115	1,954
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,605	88	3,693
<i>Active Participant Plans - ECA</i>	111	132	132

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 June 2023 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	481
<i>Early Intervention participants</i>	110
<i>Permanent disability participants</i>	371

³³³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.
June 2023 | NDIS Quarterly Report to disability ministers

Table M.3 Assessment of access by age group and gender – Northern Territory

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	1,407	97%	566	97%	<11	n/a	1,981	97%
7 to 14	800	88%	350	87%	<11	n/a	1,159	88%
15 to 18	246	88%	120	81%	<11	n/a	370	85%
19 to 24	195	91%	103	85%	<11	n/a	300	88%
25 to 34	321	89%	188	80%	<11	n/a	513	86%
35 to 44	375	89%	241	83%	<11	n/a	622	86%
45 to 54	387	84%	306	79%	<11	n/a	694	81%
55 to 64	383	81%	302	75%	<11	n/a	687	78%
65+	<11	n/a	15	58%	<11	n/a	24	49%
Missing	16	36%	22	43%	<11	n/a	42	42%
Total	4,139	89%	2,213	84%	40	75%	6,392	87%

Table M.4 Assessment of access by primary disability group and gender – Northern Territory ³³⁴

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	268	94%	99	94%	<11	n/a	367	94%
Autism	984	98%	319	98%	17	94%	1,320	98%
Cerebral palsy	116	98%	93	96%	<11	n/a	209	97%
Developmental delay	677	98%	267	98%	<11	n/a	947	98%
Global developmental delay	126	99%	65	96%	<11	n/a	191	98%
Hearing impairment	120	90%	123	82%	<11	n/a	245	86%
Intellectual disability	709	95%	468	94%	<11	n/a	1,184	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	29	94%
Psychosocial disability	440	79%	172	64%	<11	n/a	617	74%
Spinal cord injury	77	96%	27	96%	<11	n/a	104	96%
Stroke	117	90%	117	88%	<11	n/a	235	89%
Visual impairment	39	83%	43	81%	<11	n/a	82	82%
Other neurological	153	80%	125	76%	<11	n/a	279	78%
Other physical	150	61%	158	61%	<11	n/a	308	60%
Other sensory/speech	28	47%	<11	n/a	<11	n/a	34	44%
Other	114	55%	94	56%	<11	n/a	208	54%
Missing	14	100%	15	94%	<11	n/a	33	97%
Total	4,139	89%	2,213	84%	40	75%	6,392	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

³³⁴ Down syndrome is included in intellectual disability.
June 2023 | NDIS Quarterly Report to disability ministers

Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,756	51%	98	48%	2,854	51%
Non-First Nations Participants	2,219	41%	102	50%	2,321	41%
Not Stated	469	9%	<11	1%	472	8%
Total	5,444	100%	203	100%	5,647	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory ³³⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	338	6%	17	8%	355	6%
Not culturally and linguistically diverse	5,094	94%	185	91%	5,279	93%
Not stated	12	0%	<11	n/a	13	0%
Total	5,444	100%	203	100%	5,647	100%

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2023 – Northern Territory ^{336 337}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
Total YPIRAC (under 65)	<11

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ³³⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
Jun-20	-1	39
Sep-20	-3	36
Dec-20	0	36
Mar-21	0	36
Jun-21	-1	35
Sep-21	-3	32
Dec-21	-4	28
Mar-22	-2	26
Jun-22	-1	25
Sep-22	-2	23
Dec-22	-3	20
Mar-23	-7	13
Jun-23	n/a	<11

³³⁵ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

³³⁶ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

³³⁷ There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

³³⁸ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter.

Table M.9 Participant profile per quarter by remoteness – Northern Territory ³³⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,163	58%	110	54%	3,273	58%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	67	1%	<11	n/a	72	1%
Remote	1,098	20%	53	26%	1,151	20%
Very Remote	1,112	20%	35	17%	1,147	20%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,444	100%	203	100%	5,647	100%

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ^{340 341 342}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,254	23%	27	13%	1,281	23%
Intellectual disability	1,064	20%	36	18%	1,100	19%
Psychosocial disability	545	10%	15	7%	560	10%
Developmental delay	762	14%	59	29%	821	15%
Hearing impairment	219	4%	<11	n/a	227	4%
Other neurological	211	4%	<11	n/a	218	4%
Other physical	208	4%	<11	n/a	212	4%
Cerebral palsy	195	4%	<11	n/a	196	3%
Acquired brain injury	306	6%	<11	n/a	315	6%
Global developmental delay	156	3%	13	6%	169	3%
Visual impairment	64	1%	<11	n/a	64	1%
Multiple sclerosis	24	0%	<11	n/a	25	0%
Stroke	181	3%	<11	n/a	187	3%
Spinal cord injury	82	2%	<11	n/a	84	1%
Other	145	3%	15	7%	160	3%
Other sensory/speech	28	1%	<11	n/a	28	0%
Total	5,444	100%	203	100%	5,647	100%

³³⁹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³⁴⁰ Table order based on national proportions in Table E.10 (highest to lowest).

³⁴¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁴² Down syndrome is included in intellectual disability, representing 2% (104) of all Scheme participants in Northern Territory.

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{343 344}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	27	5%	<11	n/a	27	5%
Intellectual disability	151	28%	<11	n/a	151	28%
Psychosocial disability	77	15%	<11	n/a	77	14%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	32	6%	<11	n/a	32	6%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	59	11%	<11	n/a	59	11%
Acquired brain injury	88	17%	<11	n/a	88	17%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	47	9%	<11	n/a	47	9%
Spinal cord injury	16	3%	<11	n/a	16	3%
Other	20	4%	<11	n/a	21	4%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	531	100%	<11	n/a	532	100%

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ³⁴⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,227	25%	27	13%	1,254	25%
Intellectual disability	913	19%	36	18%	949	19%
Psychosocial disability	468	10%	15	7%	483	9%
Developmental delay	762	16%	59	29%	821	16%
Hearing impairment	219	4%	<11	n/a	227	4%
Other neurological	179	4%	<11	n/a	186	4%
Other physical	199	4%	<11	n/a	203	4%
Cerebral palsy	136	3%	<11	n/a	137	3%
Acquired brain injury	218	4%	<11	n/a	227	4%
Global developmental delay	156	3%	13	6%	169	3%
Visual impairment	60	1%	<11	n/a	60	1%
Multiple sclerosis	23	0%	<11	n/a	24	0%
Stroke	134	3%	<11	n/a	140	3%
Spinal cord injury	66	1%	<11	n/a	68	1%
Other	125	3%	14	7%	139	3%
Other sensory/speech	28	1%	<11	n/a	28	1%
Total	4,913	100%	202	100%	5,115	100%

³⁴³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁴⁴ Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

³⁴⁵ Down syndrome is included in intellectual disability, representing 2% (89) of participants not in SIL.

Table M.13 Participant profile per quarter by reported level of function – Northern Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	934	17%	49	24%	983	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	346	6%	26	13%	372	7%
4 (High Function)	281	5%	<11	n/a	291	5%
5 (High Function)	381	7%	32	16%	413	7%
6 (Moderate Function)	1,029	19%	27	13%	1,056	19%
7 (Moderate Function)	313	6%	11	5%	324	6%
8 (Moderate Function)	429	8%	<11	n/a	437	8%
9 (Moderate Function)	32	1%	<11	n/a	33	1%
10 (Moderate Function)	569	10%	18	9%	587	10%
11 (Low Function)	123	2%	<11	n/a	125	2%
12 (Low Function)	531	10%	12	6%	543	10%
13 (Low Function)	355	7%	<11	n/a	360	6%
14 (Low Function)	113	2%	<11	n/a	113	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,444	100%	203	100%	5,647	100%

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	938	17%	83	41%	1,021	18%
7 to 14	1,449	27%	45	22%	1,494	26%
15 to 18	424	8%	<11	n/a	432	8%
19 to 24	389	7%	<11	n/a	394	7%
25 to 34	447	8%	<11	n/a	453	8%
35 to 44	534	10%	17	8%	551	10%
45 to 54	553	10%	22	11%	575	10%
55 to 64	538	10%	16	8%	554	10%
65+	172	3%	<11	n/a	173	3%
Total	5,444	100%	203	100%	5,647	100%

Table M.15 Participation rates by age group and gender at 30 June 2023 – Northern Territory ³⁴⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.4%	2.5%	4.0%
7 to 14	7.4%	3.2%	5.3%
15 to 18	4.4%	2.0%	3.3%
19 to 24	2.4%	1.2%	1.9%
25 to 44	1.4%	0.9%	1.1%
45 to 64	2.1%	1.6%	1.9%
Total (aged 0 to 64)	3.0%	1.6%	2.3%

³⁴⁶ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=433), 'participant social and community engagement rate' (n=435), 'parent and carer employment rate' (n=264) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=200) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Northern Territory ³⁴⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	8%	16%	26%
Participant employment rate - Aged 25 to 34 years	16%	17%	16%	26%
Participant employment rate - Aged 35 to 44 years	9%	6%	9%	26%
Participant employment rate - Aged 45 to 54 years	17%	11%	17%	26%
Participant employment rate - Aged 55 to 64 years	8%	13%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	12%	13%	26%
Participant employment rate - Aged 15 to 64 years	12%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	42%	54%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	46%	60%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	43%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	47%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	49%	42%	50%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	44%	50%	47%	46%
Participant social and community engagement rate - Aged 15+ years	43%	51%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	56%	52%	50%
Parent and carer employment rate - Aged 15+ years	50%	60%	57%	50%
Parent and carer employment rate - All ages	49%	57%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	52%	65%	75%
Participant Choice and Control - Aged 15+ years	n/a	53%	63%	75%

³⁴⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Table M.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=305), 'participant social and community engagement rate' (n=309), 'parent and carer employment rate' (n=205) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=178) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Northern Territory ³⁴⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	18%	0%	14%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	21%	23%	10%	18%	26%
Participant employment rate - Aged 55 to 64 years	9%	3%	0%	9%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	16%	7%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	16%	5%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	40%	48%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	38%	35%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	26%	38%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	27%	31%	28%	41%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	35%	38%	41%	46%
Participant social and community engagement rate - Aged 15+ years	37%	36%	40%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	53%	64%	59%	59%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	53%	63%	58%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	78%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	67%	74%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	72%	75%

³⁴⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a third plan reassessment to date.

Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=238), 'participant social and community engagement rate' (n=238), 'parent and carer employment rate' (n=92) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=161) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Northern Territory ³⁴⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	10%	16%	9%	16%	26%
Participant employment rate - Aged 15 to 64 years	12%	10%	13%	9%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	47%	45%	48%	52%	46%	46%
Participant social and community engagement rate - Aged 15+ years	46%	44%	46%	48%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	70%	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	57%	69%	72%	72%	75%

³⁴⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fourth plan reassessment to date.

Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=105), 'participant social and community engagement rate' (n=108), 'parent and carer employment rate' (n=23) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=82) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Northern Territory³⁵⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	12%	12%	19%	17%	17%	26%
Participant employment rate - Aged 15 to 64 years	15%	13%	12%	19%	15%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	44%	45%	44%	46%	52%	49%	46%
Participant social and community engagement rate - Aged 15+ years	45%	46%	44%	41%	51%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	44%	67%	67%	75%	74%	75%
Participant Choice and Control - Aged 15+ years	n/a	46%	68%	61%	70%	70%	75%

³⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a fifth plan reassessment to date.

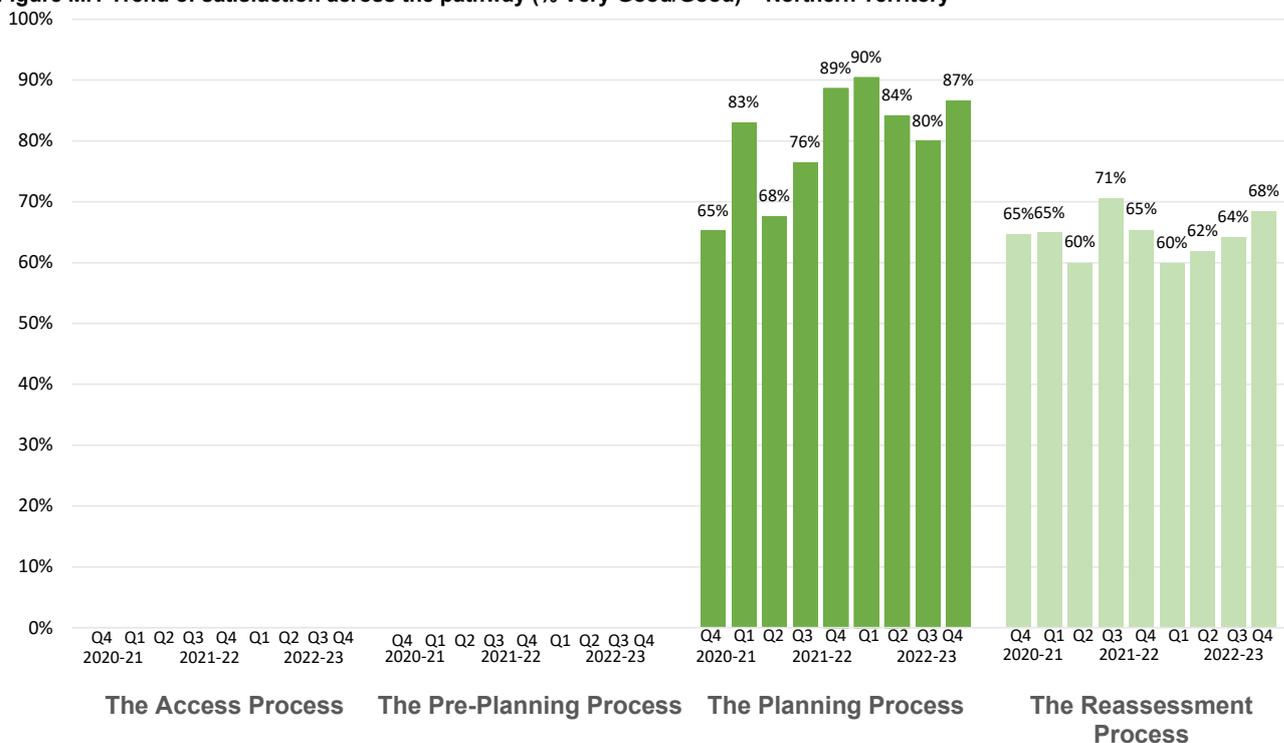
Part Three: Participant Experience

Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 127 in Prior Quarters, n = 16 in 2022-23 Q4), 'Pre-planning' (n = 131 in Prior Quarters, n = 5 in 2022-23 Q4), 'Planning' (n = 404 in Prior Quarters, n = 45 in 2022-23 Q4) and 'Plan reassessment' (n = 981 in Prior Quarters, n = 79 in 2022-23 Q4) of NDIS journey in 2022-23 Q4 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Northern Territory ³⁵¹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q4
Access - Are you happy with how coming into the NDIS has gone?	81%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	73%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	73%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	89%	n/a
Pre-planning - Were decisions about your plan clearly explained?	67%	n/a
Pre-planning - Are you clear on what happens next with your plan?	60%	n/a
Pre-planning - Do you know where to go for more help with your plan?	73%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	73%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	98%
Planning - Did you understand why you needed to give the information you did?	97%	100%
Planning - Were decisions about your plan clearly explained?	84%	91%
Planning - Are you clear on what happens next with your plan?	79%	93%
Planning - Do you know where to go for more help with your plan?	87%	91%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	73%	76%
Plan reassessment - Did you feel prepared for your plan reassessment?	79%	75%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	82%	80%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	68%

³⁵¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{352 353}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q4. The charts show trends in complaints based on experience over 3 years. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

The historical number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately since current quarter.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table M.21 shows the number of complaints in 2022-23 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2022-23 Q4 compared with previous quarters. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table M.22 shows the number of complaints by type as well as by source and subject of complaint based on records.

³⁵² Participant satisfaction results for prior quarters have been restated using data as at 30 June 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵³ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints and PCIs by quarter – Northern Territory ^{354 355}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	17	<11	18	17
People who have submitted an access request: Complaints about service providers	63	<11	70	53
People who have submitted an access request: Complaints about the Agency	754	70	824	519
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	853	78	931	570
<i>Percentage of the number of active participants</i>	4.8%	5.6%	4.9%	n/a
Total PCIs	393	71	464	n/a

Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ³⁵⁶

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	1%	<11	n/a	12	1%
Complaints about the Agency - Information unclear	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	94	12%	17	24%	111	13%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	198	26%	20	29%	218	26%
Complaints about the Agency - NDIA Process	95	13%	14	20%	109	13%
Complaints about the Agency - NDIA Resources	14	2%	<11	n/a	15	2%
Complaints about the Agency - NDIA Staff	40	5%	<11	n/a	43	5%
Complaints about the Agency - NDIA Timeliness	173	23%	<11	n/a	183	22%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Staff conduct - Agency	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	11	1%	<11	n/a	11	1%
Complaints about the Agency - Timeliness	31	4%	<11	n/a	31	4%
Complaints about the Agency - Other	54	7%	<11	n/a	55	7%
Complaints about the Agency - Total	754	100%	70	100%	824	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a

³⁵⁴ Note that 69% of all complainants made only one complaint, 17% made two complaints and 15% made three or more complaints.

³⁵⁵ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

³⁵⁶ There are 853 total participant complaints in Prior Quarters, 78 total participant complaints in 2022-23 Q4, and 931 total participant complaints as at 30 June 2023, including 18 unclassified participant complaints as at 30 June 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	<11	n/a	<11	n/a	11	61%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	17	100%	<11	n/a	18	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Process	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Service	16	25%	<11	n/a	17	24%
Complaints about service providers - Provider Staff	11	17%	<11	n/a	14	20%
Complaints about service providers - Service Delivery	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Other	14	22%	<11	n/a	14	20%
Complaints about service providers - Total	63	100%	<11	n/a	70	100%

Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory

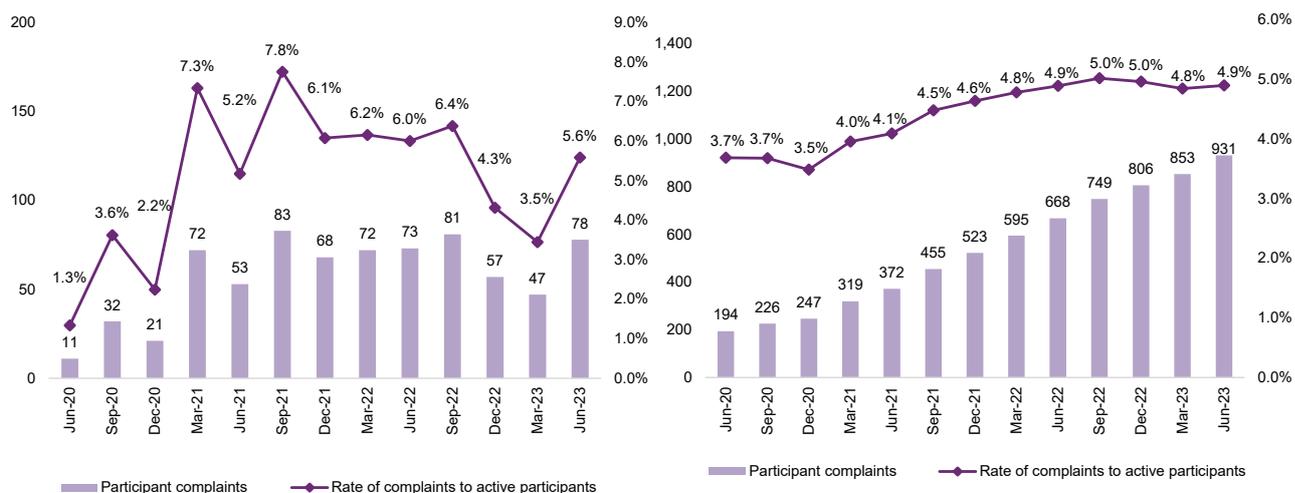


Figure M.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Northern Territory

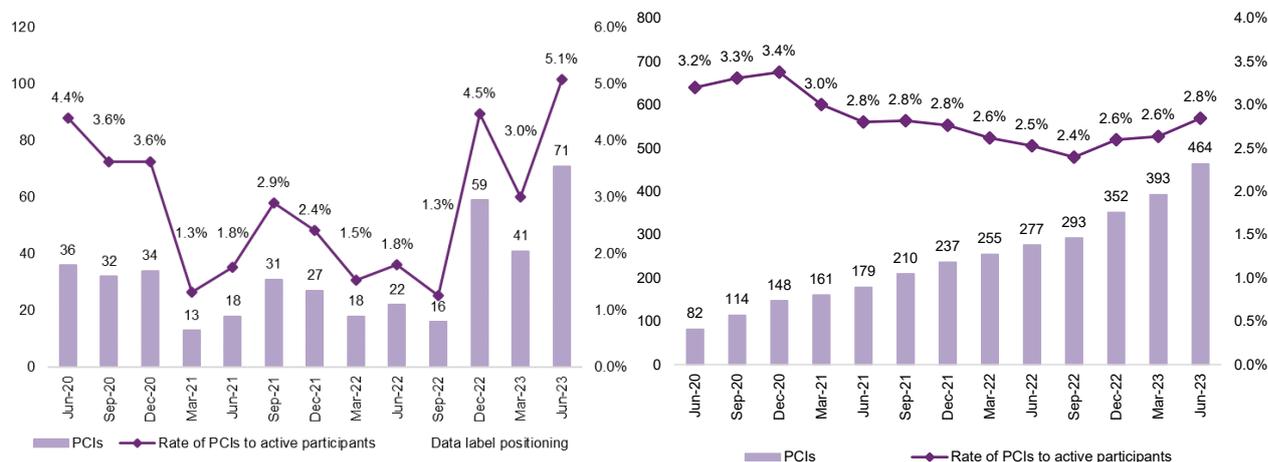


Table M.23 AAT Cases by category at 30 June 2023 – Northern Territory³⁵⁷

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q4 - Count	2022-23 Q4 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	11	100%	<11	n/a	11	100%
Percentage of the number of active participants	n/a	0.06%	n/a	0.00%	n/a	0.06%

Table M.24 AAT cases by open/closed and decision – Northern Territory^{358 359}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	11	<11
Open AAT Cases	<11	<11
Closed AAT Cases	11	<11
<i>Resolved before hearing</i>	<11	<11
<i>Gone to hearing and received a substantive decision</i>	<11	<11

Table M.25 Key markets indicators by quarter – Northern Territory^{360 361}

Market indicators	Previous Quarter	2022-23 Q4
Average number of active providers per active participant	1.62	1.62
Number of providers delivering new types of supports	68	65
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	74%	76%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	94%
Share of payments - top 25%: Participate Community (Percentage)	88%	88%
Share of payments - top 25%: Early Childhood Supports (Percentage)	87%	87%
Share of payments - top 25%: Assist Personal Activities (Percentage)	89%	89%

³⁵⁷ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁵⁸ Ibid.

³⁵⁹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

³⁶⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁶¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

Part Four: Providers and the growing market

Table M.26 Cumulative number of providers that have ever been active as at 30 June 2023 by quarter of activity – Northern Territory ³⁶²

Activity	Number of providers
Active for the first time in 2022-23 Q4	20
Active in 2022-23 Q4 and also in previous quarters	316
Active in 2022-23 Q4	336
Inactive in 2022-23 Q4	708
Active ever	1,044

Table M.27 Distribution of active providers in 2022-23 Q4 by their status in 2022-23 Q3 and payment band in 2022-23 Q4 – Northern Territory ³⁶³

Amount paid in 2022-23 Q4	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	60	15	12	87
\$2,001-\$10,000	53	<5	6	60
\$10,001-\$100,000	94	<5	<5	99
\$100,001-\$250,000	15	<5	<5	16
\$250,000+	74	<5	<5	74
Total	296	20	20	336

Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ³⁶⁴

Mainstream service	Prior Quarters	2022-23 Q4	Total
Daily Activities	15%	18%	15%
Health & Wellbeing	62%	60%	62%
Lifelong Learning	24%	21%	24%
Other	25%	25%	25%
Non-categorised	12%	11%	12%
Any mainstream service	96%	94%	95%

³⁶² Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁶³ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁶⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table M.29 and Figures M.4 to M.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table M.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q4 – Northern Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	0.8%	0.9%
\$5,001-\$10,000	4.0%	4.4%
\$10,001-\$15,000	6.7%	7.4%
\$15,001-\$20,000	9.6%	10.6%
\$20,001-\$25,000	13.7%	15.1%
\$25,001-\$30,000	6.9%	7.6%
\$30,001-\$50,000	16.6%	18.3%
\$50,001-\$100,000	16.8%	18.6%
\$100,001-\$150,000	6.1%	6.7%
\$150,001-\$200,000	3.5%	3.8%
\$200,001-\$250,000	1.7%	1.8%
\$250,001+	13.4%	4.6%

Figure M.4 Average annualised committed supports and average payments by age group as at 30 June 2023 – Northern Territory

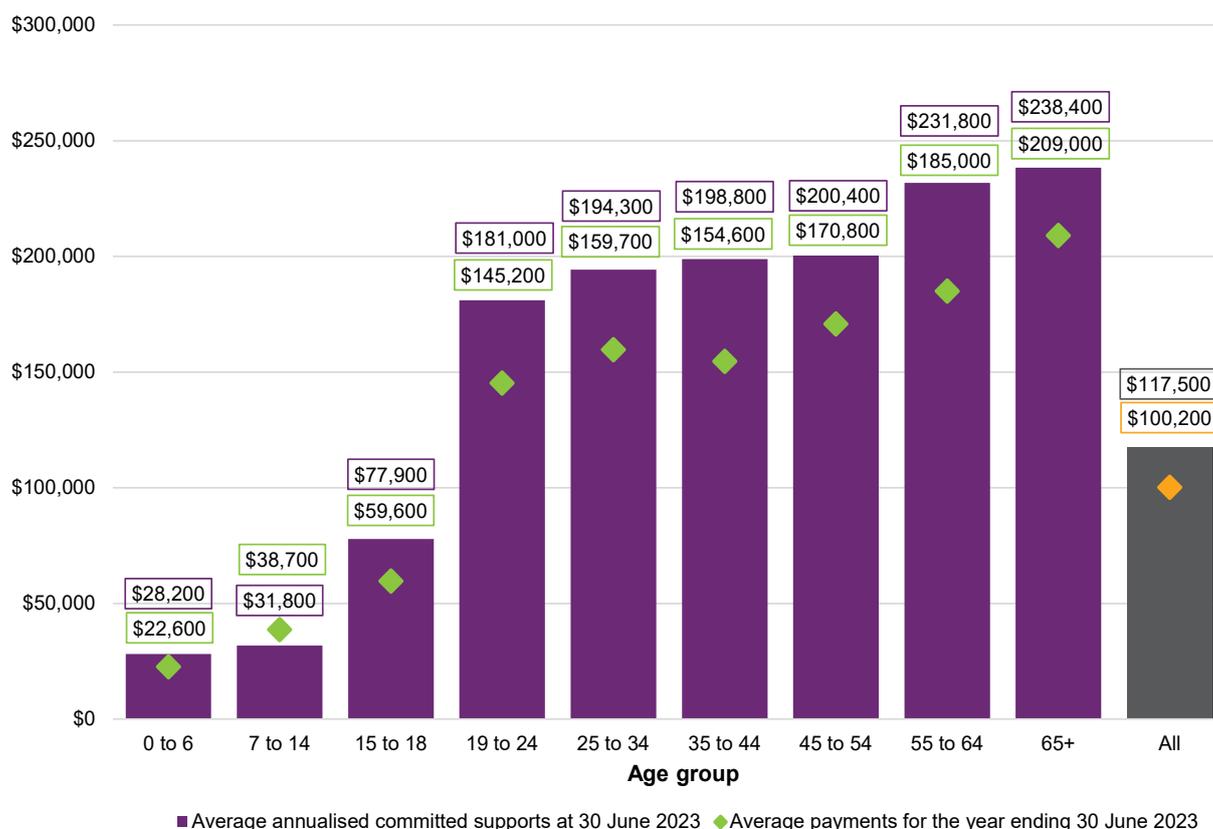


Figure M.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 June 2023 – Northern Territory

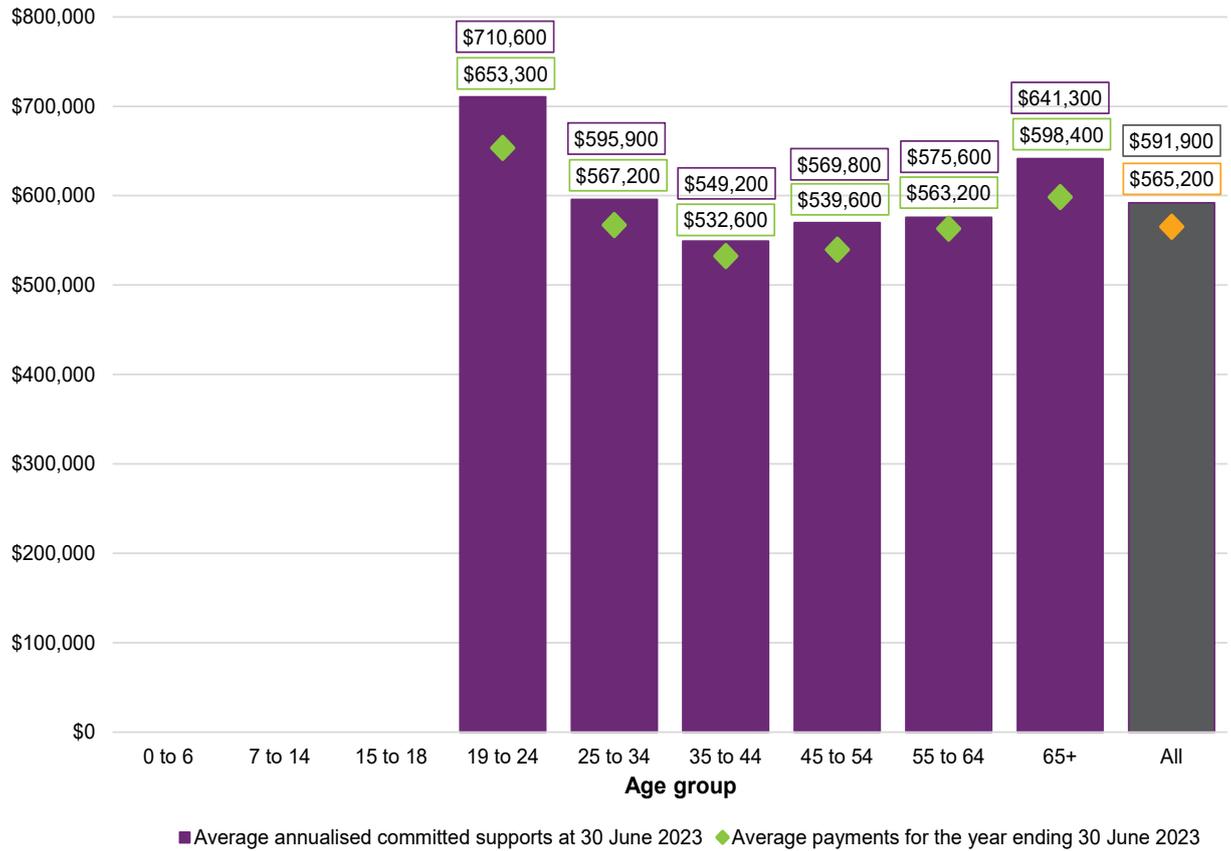


Figure M.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 June 2023 – Northern Territory

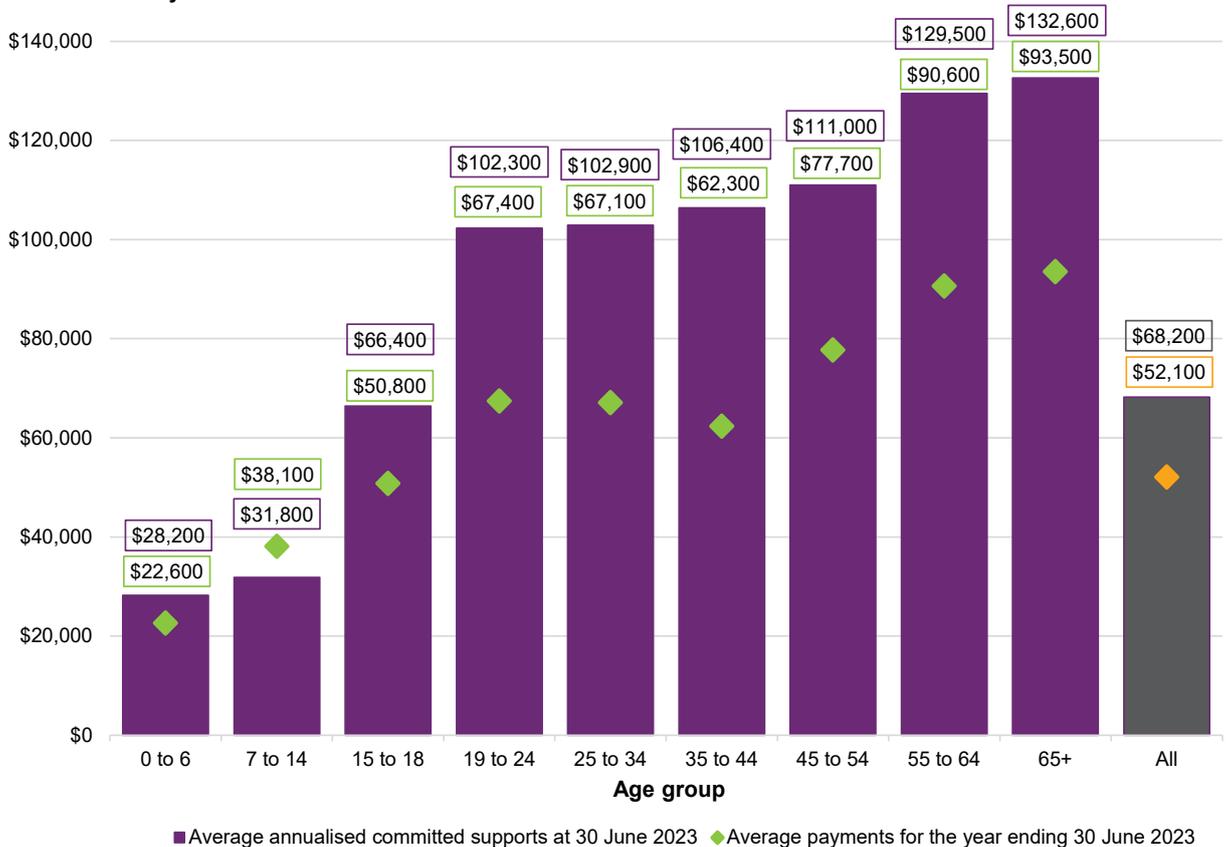


Figure M.7 Average annualised committed supports and average payments by primary disability group as at 30 June 2023 – Northern Territory

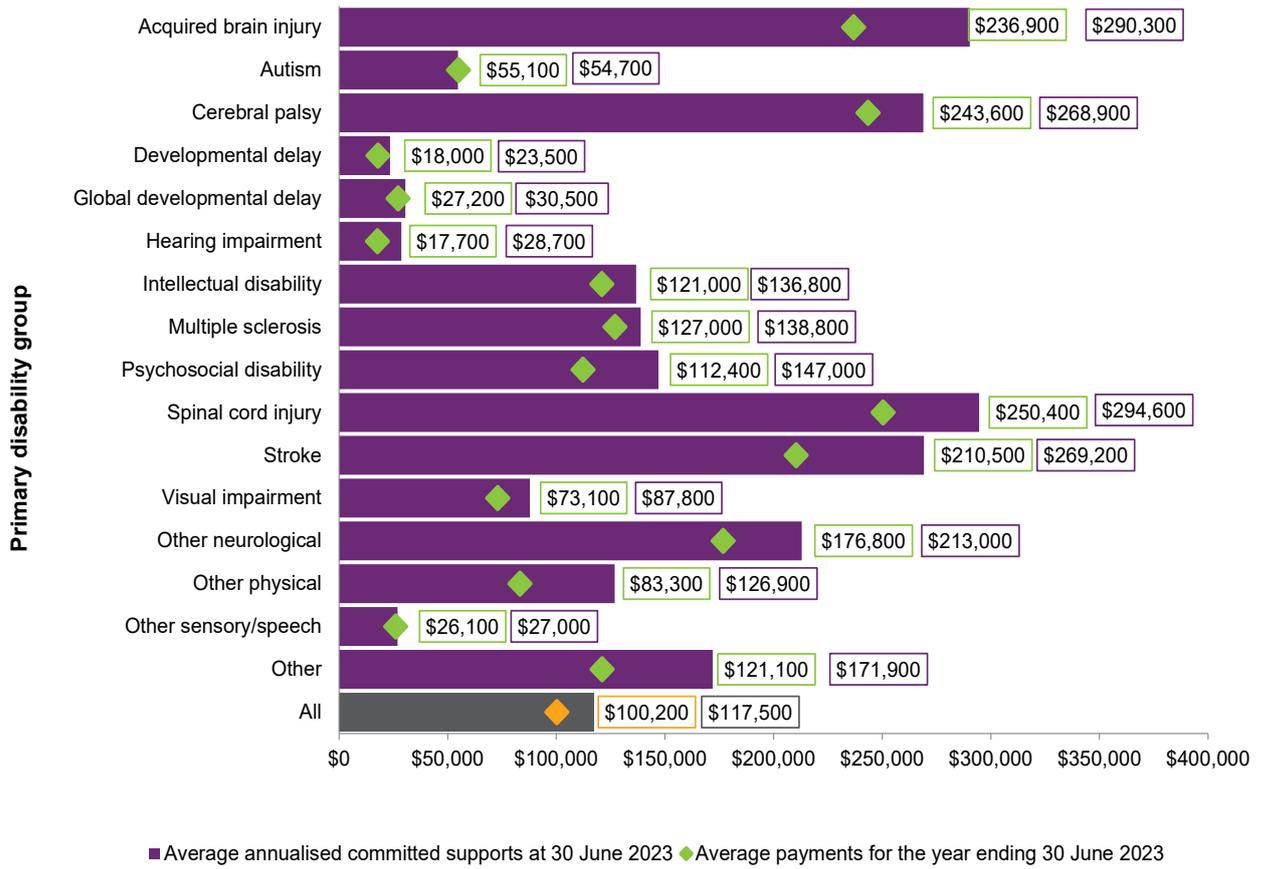


Figure M.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 June 2023 – Northern Territory



Figure M.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 June 2023 – Northern Territory

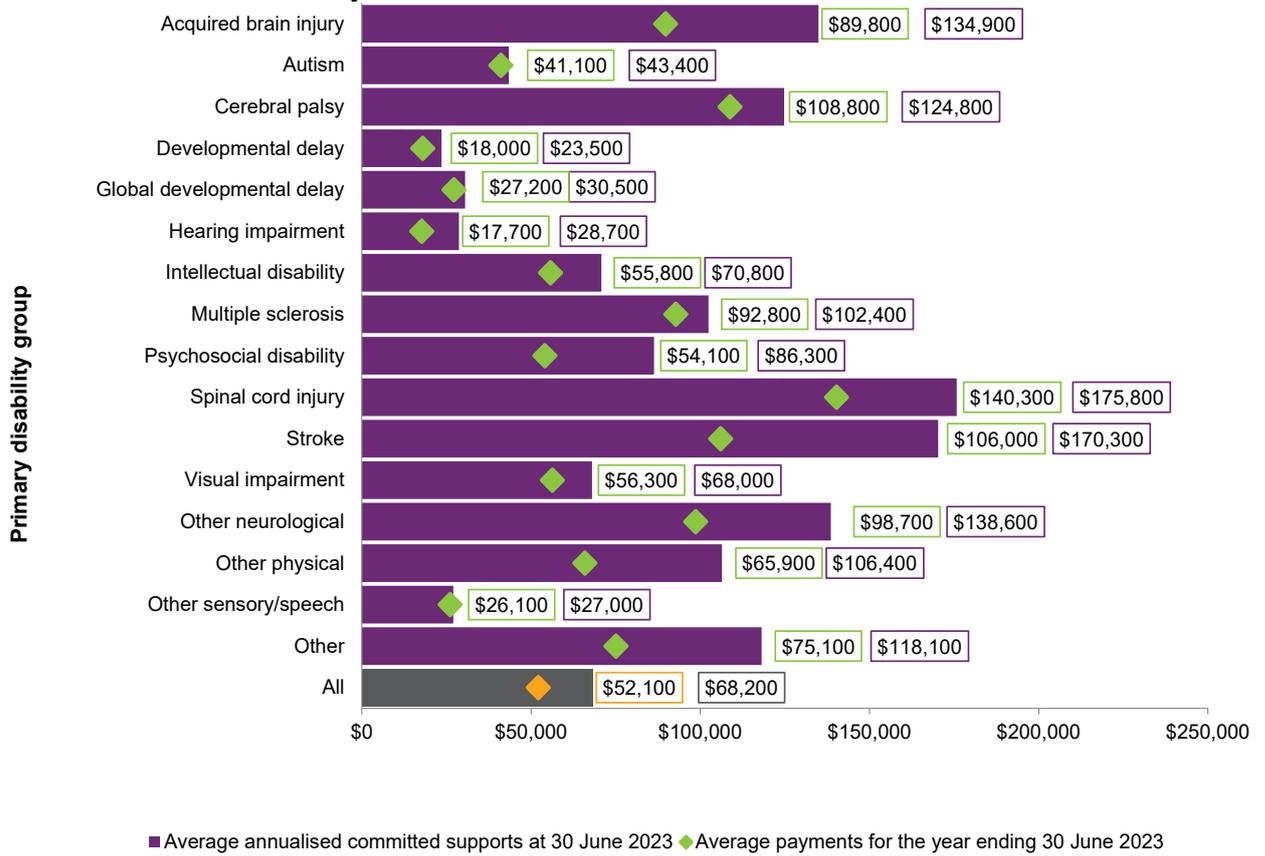


Figure M.10 Average annualised committed supports and average payments by reported level of function as at 30 June 2023 – Northern Territory

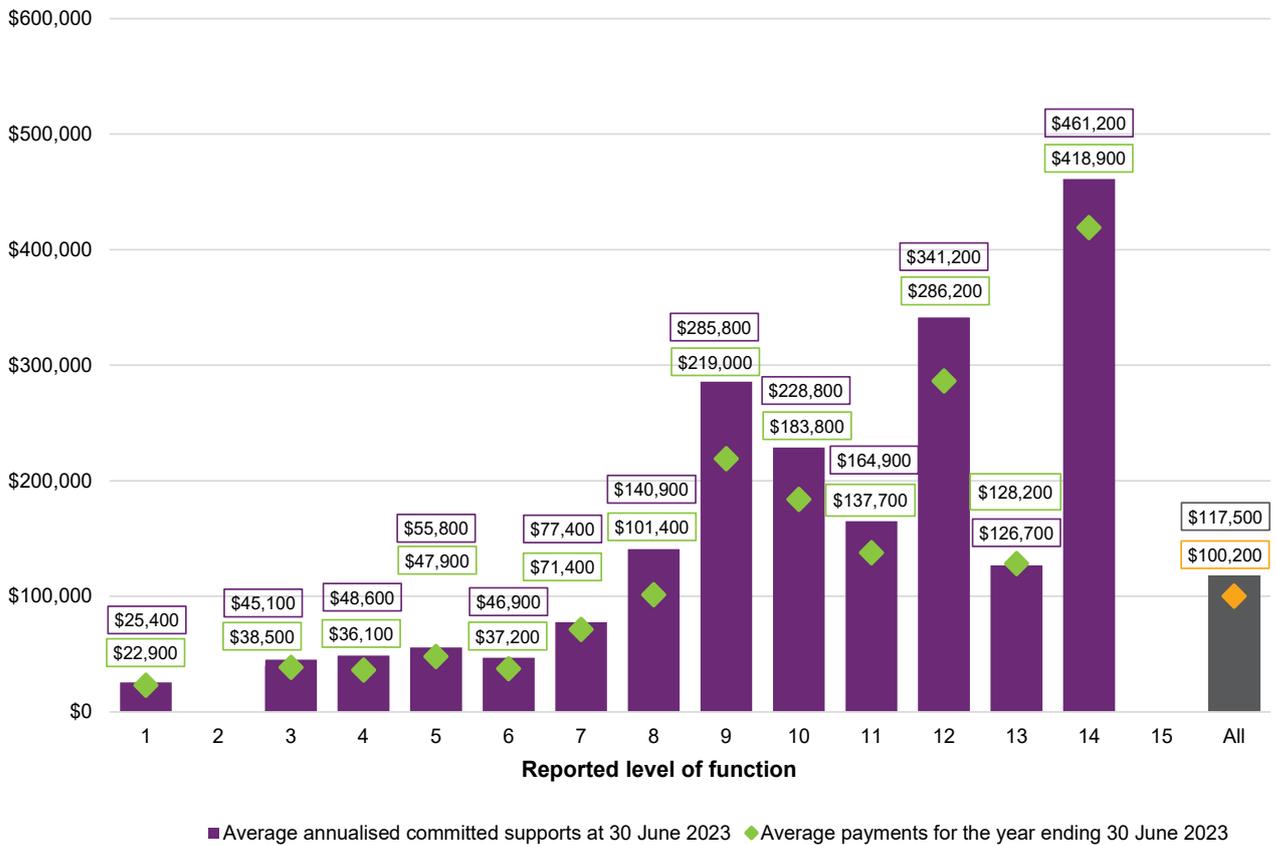


Figure M.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 June 2023 – Northern Territory

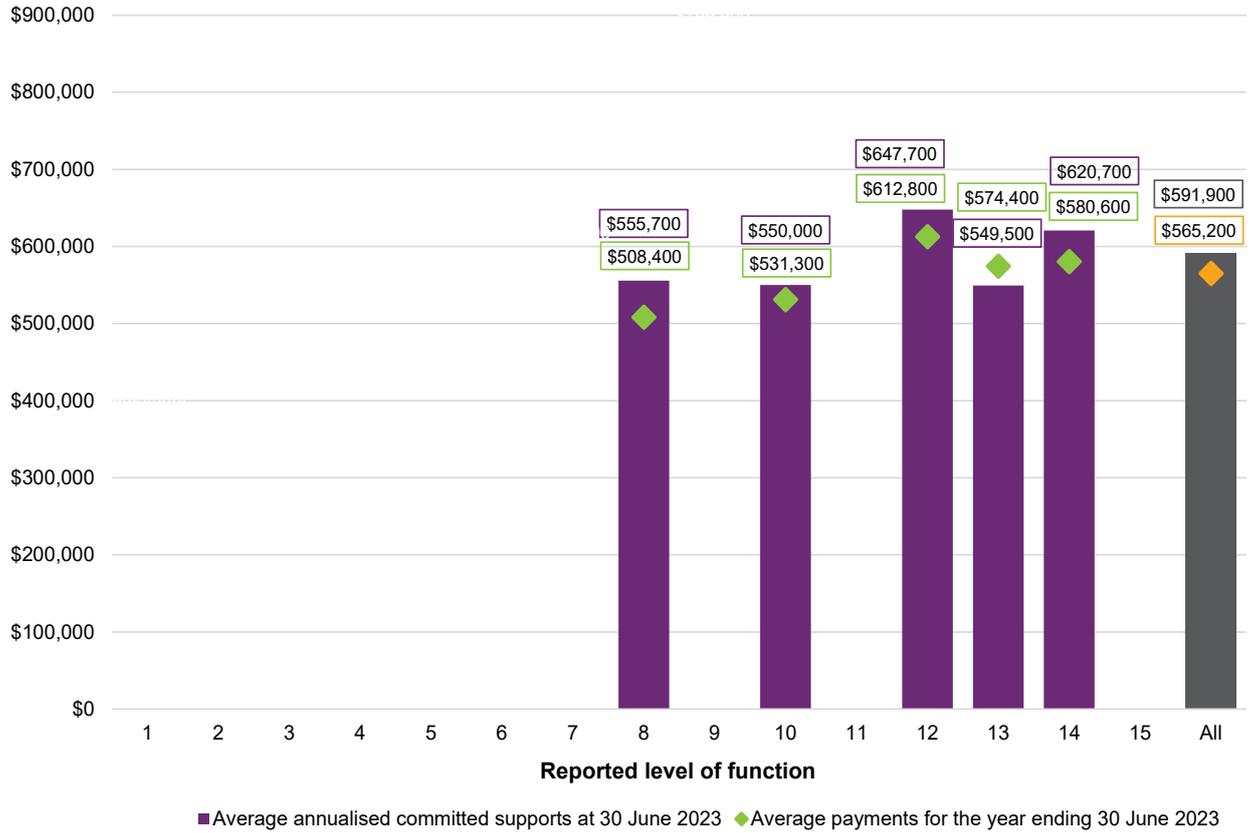


Figure M.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 June 2023 – Northern Territory

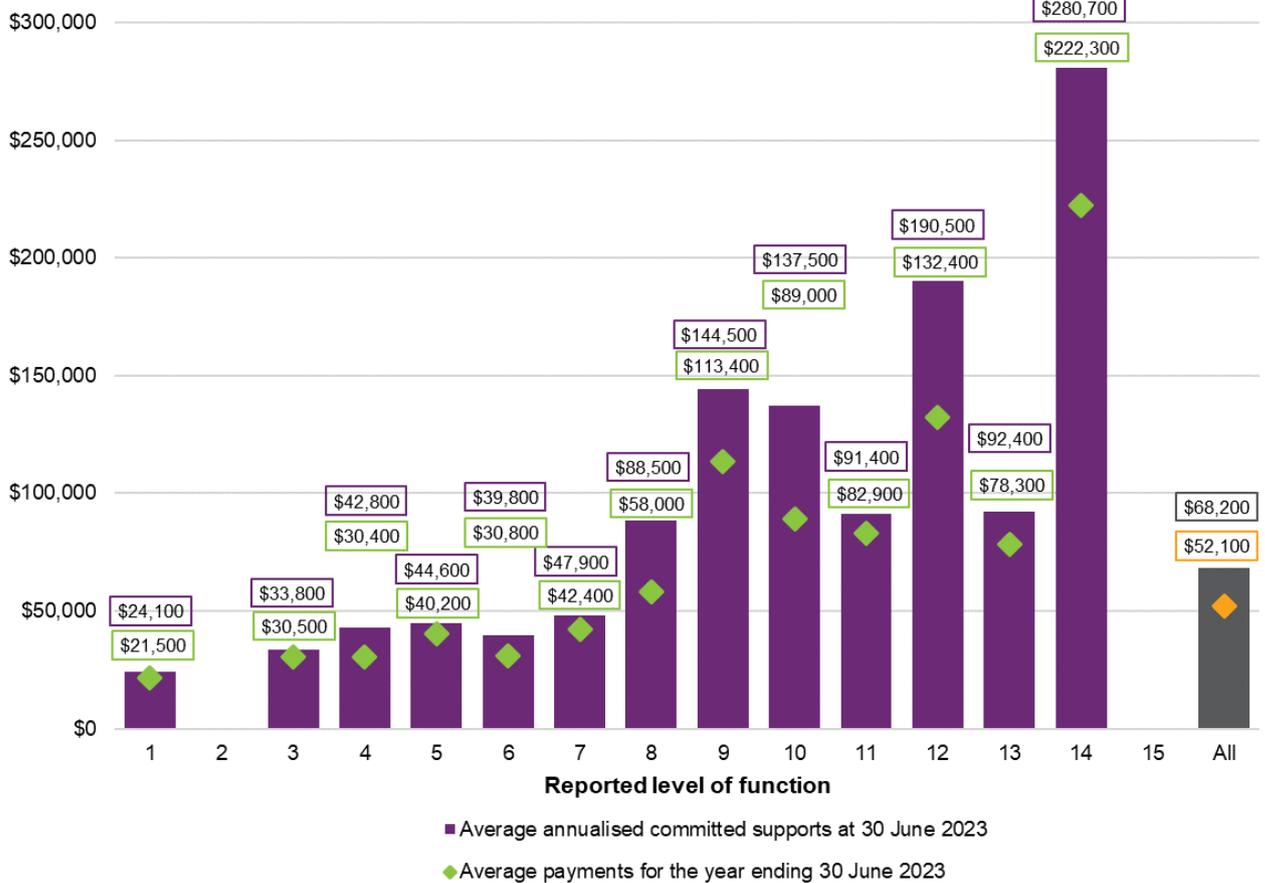


Table M.30 Total annualised committed supports and total payments by support category as at 30 June 2023 (\$m) – Northern Territory ^{365 366}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	352.4	369.4
Core: Consumables	5.3	7.5
Core: Social and Civic	81.2	112.6
Core: Transport	7.2	4.4
Capacity Building: Choice and Control	6.8	8.0
Capacity Building: Daily Activities	39.0	83.2
Capacity Building: Employment	0.8	4.1
Capacity Building: Health and Wellbeing	0.1	0.4
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.7	15.7
Capacity Building: Social and Civic	5.0	10.5
Capacity Building: Support Coordination	21.0	28.1
Capital: Assistive Technology	6.3	14.7
Capital: Home Modifications	1.9	5.3
All	534.7	663.8

Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2023 (\$m) – Northern Territory ^{367 368}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	229.4	237.7
Core: Consumables	1.6	1.6
Core: Social and Civic	34.4	45.9
Core: Transport	0.4	1.1
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	4.9	7.9
Capacity Building: Employment	0.1	0.4
Capacity Building: Health and Wellbeing	0.0	0.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	3.9	6.7
Capacity Building: Social and Civic	0.4	0.7
Capacity Building: Support Coordination	4.7	5.3
Capital: Assistive Technology	1.6	3.3
Capital: Home Modifications	1.0	3.2
All	283.2	314.9

³⁶⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³⁶⁶ Total payments for home modifications in Northern Territory were \$1.9m. Of which, \$1.1m (55%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (45%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$5.3m. Of which, \$3.9m (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3m (25%) has been allocated for non-SDA supports.

³⁶⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³⁶⁸ Total payments for home modifications in Northern Territory were \$1.0m. Of which, \$1.0m (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$3.2m. Of which, \$3.18m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06m (2%) has been allocated for non-SDA supports.

Table M.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2023 (\$m) – Northern Territory ^{369 370}

Support Category	Total payments for the year ending 30 June 2023	Total annualised committed supports at 30 June 2023
Core: Daily Activities	122.9	131.6
Core: Consumables	3.7	5.9
Core: Social and Civic	46.9	66.7
Core: Transport	6.8	3.3
Capacity Building: Choice and Control	6.1	7.2
Capacity Building: Daily Activities	34.2	75.3
Capacity Building: Employment	0.7	3.6
Capacity Building: Health and Wellbeing	0.1	0.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	3.7	8.9
Capacity Building: Social and Civic	4.5	9.8
Capacity Building: Support Coordination	16.2	22.8
Capital: Assistive Technology	4.7	11.4
Capital: Home Modifications	1.0	2.0
All	251.5	348.9

Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{371 372}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
Total Committed	0.1	2.0	5.9	20.4	100.2	201.8	390.1	515.4	545.8	682.5
Total Paid	0.0	1.7	4.2	11.8	66.9	136.8	265.6	375.0	420.3	500.5
% utilised to date	34%	82%	72%	58%	67%	68%	68%	73%	77%	73%

Table M.34 Percentage change in plan budgets for active participants – Northern Territory

Inflation type	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
Intraplan Inflation	4.6%	5.6%	4.9%	6.6%	4.3%	8.0%	8.9%	6.5%	5.5%
Interplan Inflation	-10.2%	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%	9.4%	7.4%
Total Inflation	-5.6%	-4.5%	7.0%	9.2%	6.3%	18.4%	23.2%	15.9%	12.9%

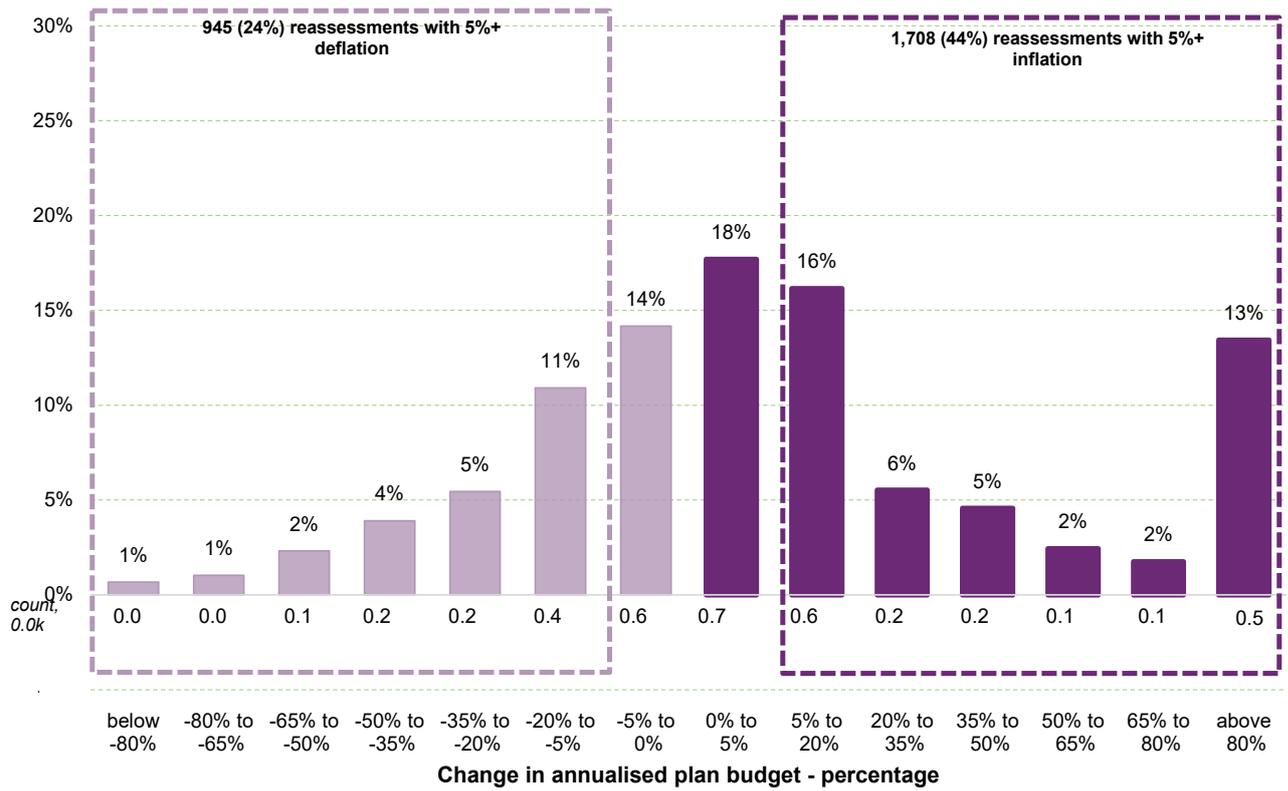
³⁶⁹ Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023.

³⁷⁰ Total payments for home modifications in Northern Territory were \$0.97m. Of which, \$0.11m (11%) has been paid for specialised disability accommodation (SDA) supports, and \$0.86m (89%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.03m. Of which, \$0.75m (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.28m (63%) has been allocated for non-SDA supports.

³⁷¹ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

³⁷² The utilisation rate for 2022-23 will likely increase due to a lag between when support is provided and when it is paid.

Figure M.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 30 June 2023) - all participants – Northern Territory ³⁷³



³⁷³ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.
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Supplement N:

Comparison of key metrics by State/Territory is available under Appendix D.

Supplement O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Table O.1 Active participants by service district and support type included in plan as at 30 June 2023 ^{374 375 376 377 378 379 380 381}

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	Jul-17	145,124	79%	180,193	99%	35,420	19%	182,920
NSW - Hunter New England	Jul-13	24,347	79%	29,983	98%	5,785	19%	30,671
NSW - Central Coast	Jul-16	7,943	77%	10,217	99%	1,829	18%	10,336
NSW - Far West	Jul-17	724	84%	864	100%	169	20%	866
NSW - Illawarra Shoalhaven	Jul-17	8,860	84%	10,400	98%	2,280	21%	10,607
NSW - Mid North Coast	Jul-17	6,721	88%	7,562	99%	1,392	18%	7,607
NSW - Murrumbidgee	Jul-17	7,173	90%	7,986	100%	1,755	22%	8,013
NSW - Nepean Blue Mountains	Jul-15	7,767	72%	10,505	98%	1,901	18%	10,733
NSW - North Sydney	Jul-16	9,714	79%	12,127	98%	2,712	22%	12,332
NSW - Northern NSW	Jul-17	8,248	95%	8,666	100%	1,657	19%	8,704
NSW - South Eastern Sydney	Jul-17	10,428	84%	12,338	99%	2,492	20%	12,453
NSW - South Western Sydney	Jul-16	20,919	74%	27,952	99%	5,201	18%	28,376
NSW - Southern NSW	Jul-16	4,147	83%	4,921	98%	1,038	21%	5,008
NSW - Sydney	Jul-17	6,397	88%	7,179	99%	1,462	20%	7,262
NSW - Western NSW	Jul-17	6,351	83%	7,598	99%	1,716	22%	7,679
NSW - Western Sydney	Jul-16	15,362	69%	21,866	98%	4,027	18%	22,243
NSW - Other	n/a	23	77%	29	97%	<11	n/a	30
VIC	Jan-19	157,060	96%	161,747	99%	28,854	18%	163,241
VIC - Barwon	Jul-13	10,414	94%	11,001	99%	2,010	18%	11,132
VIC - Central Highlands	Jan-17	5,822	91%	6,306	99%	1,190	19%	6,399
VIC - Loddon	May-17	8,213	96%	8,500	99%	1,414	16%	8,578
VIC - North East Melbourne	Jul-16	14,707	95%	15,355	99%	2,891	19%	15,561
VIC - Inner Gippsland	Oct-17	6,022	98%	6,109	99%	1,073	17%	6,174
VIC - Ovens Murray	Oct-17	3,753	92%	4,019	99%	738	18%	4,062
VIC - Western District	Oct-17	4,160	95%	4,346	99%	923	21%	4,394

³⁷⁴ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁷⁵ Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

³⁷⁶ Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

³⁷⁷ Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

³⁷⁸ The phasing date shown for Hunter New England is for the Hunter Trial Site.

³⁷⁹ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

³⁸⁰ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

³⁸¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
VIC - Inner East Melbourne	Nov-17	10,782	95%	11,138	99%	2,422	21%	11,296
VIC - Outer East Melbourne	Nov-17	11,094	97%	11,274	99%	2,176	19%	11,399
VIC - Hume Moreland	Mar-18	11,235	98%	11,429	99%	1,751	15%	11,523
VIC - Bayside Peninsula	Apr-18	19,404	98%	19,582	99%	3,817	19%	19,722
VIC - Southern Melbourne	Sep-18	15,075	97%	15,425	99%	2,743	18%	15,547
VIC - Brimbank Melton	Oct-18	10,787	97%	11,010	99%	1,499	14%	11,067
VIC - Western Melbourne	Oct-18	15,679	98%	15,964	99%	2,267	14%	16,067
VIC - Goulburn	Jan-19	4,581	95%	4,816	100%	885	18%	4,834
VIC - Mallee	Jan-19	2,741	97%	2,814	100%	515	18%	2,817
VIC - Outer Gippsland	Jan-19	2,577	97%	2,645	100%	538	20%	2,655
VIC - Other	n/a	14	100%	14	100%	<11	n/a	14
QLD	Jan-19	124,644	96%	129,468	100%	24,610	19%	129,989
QLD - Bundaberg	Sep-17	3,459	94%	3,658	99%	758	21%	3,684
QLD - Ipswich	Jul-17	9,962	95%	10,463	100%	1,951	19%	10,499
QLD - Mackay	Nov-16	3,867	93%	4,132	99%	840	20%	4,153
QLD - Toowoomba	Jan-17	7,620	97%	7,867	100%	1,717	22%	7,889
QLD - Townsville	Apr-16	7,005	93%	7,494	99%	1,484	20%	7,533
QLD - Rockhampton	Nov-17	6,495	90%	7,149	99%	1,254	17%	7,216
QLD - Beenleigh	Jul-18	14,022	98%	14,327	100%	2,418	17%	14,355
QLD - Brisbane	Jul-18	23,323	97%	23,832	100%	4,574	19%	23,923
QLD - Cairns	Jul-18	6,364	98%	6,484	100%	1,418	22%	6,502
QLD - Maryborough	Jul-18	4,900	94%	5,174	100%	1,010	19%	5,198
QLD - Robina	Jul-18	13,116	97%	13,392	99%	2,345	17%	13,470
QLD - Caboolture/Strathpine	Jan-19	13,310	94%	14,124	100%	2,602	18%	14,168
QLD - Maroochydore	Jan-19	11,185	98%	11,356	100%	2,236	20%	11,383
QLD - Other	n/a	16	100%	16	100%	<11	n/a	16
WA	Jul-19	46,145	88%	51,675	99%	12,842	24%	52,451
WA - North East Metro	Jul-14	6,890	87%	7,800	98%	2,127	27%	7,933
WA - Wheat Belt	Jan-17	1,089	87%	1,235	99%	309	25%	1,248
WA - South Metro	Jul-18	7,067	84%	8,228	98%	1,918	23%	8,384
WA - Central South Metro	Jul-18	5,801	88%	6,467	98%	1,554	24%	6,598
WA - South West	Sep-18	3,831	90%	4,152	98%	934	22%	4,242
WA - Goldfields-Esperance	Oct-18	727	83%	872	100%	186	21%	875
WA - North Metro	Oct-18	6,104	87%	6,956	99%	1,765	25%	7,033
WA - Kimberley-Pilbara	Oct-18	1,441	88%	1,634	100%	348	21%	1,636
WA - South East Metro	Jul-19	5,483	93%	5,838	99%	1,660	28%	5,909
WA - Central North Metro	Jul-19	5,551	92%	5,937	99%	1,554	26%	6,003
WA - Great Southern	Jul-19	1,071	88%	1,199	98%	232	19%	1,221
WA - Midwest-Gascoyne	Jul-19	1,072	79%	1,339	99%	251	19%	1,351
WA - Other	n/a	18	100%	18	100%	<11	n/a	18
SA	Jul-13	49,226	94%	52,016	99%	9,904	19%	52,501
SA - Adelaide Hills	Jul-13	1,898	93%	2,006	98%	341	17%	2,045

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
SA - Barossa, Light and Lower North	Jul-13	2,428	93%	2,606	100%	383	15%	2,619
SA - Eastern Adelaide	Jul-13	4,145	92%	4,462	99%	894	20%	4,490
SA - Eyre and Western	Jul-13	1,530	94%	1,595	98%	330	20%	1,624
SA - Far North (SA)	Jul-13	550	96%	563	98%	109	19%	573
SA - Fleurieu and Kangaroo Island	Jul-13	1,376	94%	1,447	99%	298	20%	1,461
SA - Limestone Coast	Jul-13	1,575	93%	1,664	98%	330	19%	1,696
SA - Murray and Mallee	Jul-13	1,955	92%	2,083	98%	386	18%	2,133
SA - Northern Adelaide	Jul-13	16,725	93%	17,710	99%	3,277	18%	17,888
SA - Southern Adelaide	Jul-13	10,736	95%	11,239	100%	2,268	20%	11,289
SA - Western Adelaide	Jul-13	4,353	94%	4,577	99%	907	20%	4,608
SA - Yorke and Mid North	Jul-13	1,918	94%	2,022	100%	380	19%	2,032
SA - Other	n/a	37	86%	42	98%	<11	n/a	43
TAS	Jul-13	12,508	94%	13,028	97%	2,804	21%	13,371
TAS - North	Jul-13	3,716	96%	3,799	99%	829	22%	3,852
TAS - North West	Jul-13	2,679	90%	2,880	97%	628	21%	2,963
TAS - South East	Jul-13	2,711	90%	2,885	96%	626	21%	3,001
TAS - South West	Jul-13	3,401	96%	3,463	97%	721	20%	3,554
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	8,946	87%	10,198	99%	1,800	17%	10,328
ACT	Jul-14	8,945	87%	10,197	99%	1,799	17%	10,327
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,355	95%	5,626	100%	1,122	20%	5,647
NT - Barkly	Jul-14	135	94%	142	99%	32	22%	143
NT - Central Australia	Jul-17	872	95%	921	100%	267	29%	922
NT - Darwin Remote	Jul-17	479	97%	494	100%	78	16%	494
NT - Darwin Urban	Jan-17	3,157	94%	3,324	99%	581	17%	3,341
NT - East Arnhem	Jan-17	222	98%	226	100%	43	19%	226
NT - Katherine	Jul-17	265	95%	277	100%	81	29%	278
NT - Other	n/a	225	93%	242	100%	40	16%	243
OT	n/a	50	98%	50	98%	<11	n/a	51
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
Total	n/a	549,061	90%	604,004	99%	117,366	19%	610,502

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 June 2023 ^{382 383 384}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$75,900	\$29,400	\$63,400	\$19,300	182,920
NSW - Hunter New England	\$75,500	\$27,900	\$62,100	\$16,900	30,671
NSW - Central Coast	\$68,800	\$24,700	\$57,000	\$16,600	10,336
NSW - Far West	\$79,900	\$40,500	\$54,000	\$15,100	866
NSW - Illawarra Shoalhaven	\$79,500	\$36,000	\$66,400	\$22,700	10,607
NSW - Mid North Coast	\$71,700	\$26,100	\$58,100	\$16,100	7,607
NSW - Murrumbidgee	\$72,700	\$30,500	\$56,800	\$16,300	8,013
NSW - Nepean Blue Mountains	\$73,600	\$25,000	\$60,800	\$16,100	10,733
NSW - North Sydney	\$86,000	\$30,500	\$72,400	\$20,300	12,332
NSW - Northern NSW	\$75,900	\$35,500	\$62,200	\$20,300	8,704
NSW - South Eastern Sydney	\$81,700	\$32,600	\$69,100	\$21,200	12,453
NSW - South Western Sydney	\$72,600	\$27,200	\$65,000	\$21,400	28,376
NSW - Southern NSW	\$66,000	\$29,900	\$50,700	\$16,900	5,008
NSW - Sydney	\$80,200	\$42,400	\$64,800	\$23,100	7,262
NSW - Western NSW	\$80,900	\$34,800	\$59,000	\$16,200	7,679
NSW - Western Sydney	\$76,100	\$25,600	\$66,800	\$19,500	22,243
NSW - Other	\$65,800	\$30,500	\$41,700	\$9,600	30
VIC	\$70,100	\$30,500	\$55,600	\$17,300	163,241
VIC - Barwon	\$72,500	\$34,000	\$55,800	\$16,800	11,132
VIC - Central Highlands	\$69,400	\$27,700	\$53,000	\$13,500	6,399
VIC - Loddon	\$62,500	\$24,800	\$45,600	\$12,200	8,578
VIC - North East Melbourne	\$75,500	\$30,900	\$61,500	\$17,000	15,561
VIC - Inner Gippsland	\$64,700	\$31,300	\$50,500	\$16,400	6,174
VIC - Ovens Murray	\$62,300	\$29,000	\$47,500	\$15,500	4,062
VIC - Western District	\$70,200	\$32,100	\$52,400	\$15,900	4,394
VIC - Inner East Melbourne	\$83,400	\$36,200	\$67,700	\$19,600	11,296
VIC - Outer East Melbourne	\$71,200	\$32,600	\$56,300	\$18,400	11,399
VIC - Hume Moreland	\$62,900	\$26,600	\$53,000	\$16,900	11,523
VIC - Bayside Peninsula	\$77,600	\$39,200	\$61,500	\$20,100	19,722
VIC - Southern Melbourne	\$68,700	\$28,700	\$56,800	\$17,900	15,547
VIC - Brimbank Melton	\$63,900	\$25,000	\$52,600	\$15,100	11,067
VIC - Western Melbourne	\$66,200	\$27,400	\$52,700	\$15,800	16,067
VIC - Goulburn	\$60,300	\$27,500	\$43,900	\$13,300	4,834
VIC - Mallee	\$66,200	\$28,700	\$46,500	\$14,200	2,817
VIC - Outer Gippsland	\$71,700	\$37,200	\$54,500	\$19,300	2,655
VIC - Other	n/a	n/a	n/a	n/a	14
QLD	\$75,700	\$30,100	\$61,500	\$17,000	129,989
QLD - Bundaberg	\$73,700	\$31,900	\$58,600	\$15,000	3,684

³⁸² Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁸³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁸⁴ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Ipswich	\$71,900	\$29,800	\$60,200	\$15,700	10,499
QLD - Mackay	\$67,100	\$24,600	\$51,100	\$12,100	4,153
QLD - Toowoomba	\$81,200	\$33,300	\$63,600	\$16,400	7,889
QLD - Townsville	\$77,200	\$27,800	\$60,000	\$13,700	7,533
QLD - Rockhampton	\$64,800	\$25,000	\$47,800	\$11,700	7,216
QLD - Beenleigh	\$72,100	\$24,800	\$60,300	\$15,200	14,355
QLD - Brisbane	\$78,000	\$34,500	\$65,200	\$18,800	23,923
QLD - Cairns	\$89,400	\$39,600	\$69,300	\$18,800	6,502
QLD - Maryborough	\$73,900	\$32,300	\$61,200	\$16,600	5,198
QLD - Robina	\$75,900	\$29,900	\$63,100	\$18,000	13,470
QLD - Caboolture/Strathpine	\$74,200	\$26,700	\$61,000	\$16,400	14,168
QLD - Maroochydore	\$78,900	\$34,700	\$64,200	\$18,800	11,383
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$79,200	\$35,000	\$59,100	\$19,700	52,451
WA - North East Metro	\$83,300	\$34,700	\$64,600	\$18,500	7,933
WA - Wheat Belt	\$62,300	\$34,800	\$38,100	\$13,500	1,248
WA - South Metro	\$70,300	\$28,800	\$54,000	\$17,200	8,384
WA - Central South Metro	\$78,400	\$34,700	\$57,700	\$19,400	6,598
WA - South West	\$70,200	\$33,800	\$51,100	\$18,200	4,242
WA - Goldfields-Esperance	\$88,500	\$36,600	\$54,600	\$16,300	875
WA - North Metro	\$73,000	\$31,100	\$55,000	\$18,200	7,033
WA - Kimberley-Pilbara	\$84,000	\$42,600	\$53,400	\$17,200	1,636
WA - South East Metro	\$90,000	\$39,800	\$70,200	\$23,000	5,909
WA - Central North Metro	\$94,400	\$43,900	\$71,700	\$23,500	6,003
WA - Great Southern	\$72,500	\$33,400	\$49,200	\$14,500	1,221
WA - Midwest-Gascoyne	\$69,200	\$34,400	\$45,600	\$16,900	1,351
WA - Other	n/a	n/a	n/a	n/a	18
SA	\$73,500	\$27,500	\$59,800	\$15,300	52,501
SA - Adelaide Hills	\$57,800	\$22,900	\$46,300	\$12,100	2,045
SA - Barossa, Light and Lower North	\$54,800	\$22,500	\$41,600	\$11,200	2,619
SA - Eastern Adelaide	\$84,200	\$32,000	\$69,400	\$16,300	4,490
SA - Eyre and Western	\$71,900	\$34,800	\$50,200	\$14,900	1,624
SA - Far North (SA)	\$76,900	\$38,800	\$51,900	\$11,900	573
SA - Fleurieu and Kangaroo Island	\$73,000	\$31,300	\$57,600	\$14,900	1,461
SA - Limestone Coast	\$69,500	\$25,100	\$50,900	\$10,000	1,696
SA - Murray and Mallee	\$63,400	\$25,300	\$48,700	\$11,400	2,133
SA - Northern Adelaide	\$73,900	\$25,400	\$62,300	\$15,100	17,888
SA - Southern Adelaide	\$79,400	\$30,500	\$65,200	\$16,400	11,289
SA - Western Adelaide	\$76,900	\$31,400	\$63,200	\$17,100	4,608
SA - Yorke and Mid North	\$61,800	\$28,400	\$45,800	\$13,600	2,032
SA - Other	\$49,800	\$34,300	\$28,100	\$9,400	43
TAS	\$87,500	\$36,000	\$68,400	\$19,000	13,371
TAS - North	\$85,900	\$37,900	\$66,500	\$19,500	3,852
TAS - North West	\$92,900	\$39,000	\$74,200	\$19,200	2,963

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	\$75,000	\$28,700	\$56,400	\$15,000	3,001
TAS - South West	\$95,400	\$39,400	\$75,600	\$20,900	3,554
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$68,000	\$24,700	\$54,600	\$13,400	10,328
ACT	\$68,000	\$24,700	\$54,600	\$13,400	10,327
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$117,500	\$37,900	\$100,200	\$27,000	5,647
NT - Barkly	\$128,700	\$42,100	\$81,400	\$15,300	143
NT - Central Australia	\$196,100	\$64,800	\$164,200	\$39,400	922
NT - Darwin Remote	\$69,200	\$47,100	\$43,300	\$20,800	494
NT - Darwin Urban	\$102,900	\$26,200	\$93,600	\$25,300	3,341
NT - East Arnhem	\$102,500	\$59,800	\$57,700	\$25,000	226
NT - Katherine	\$153,100	\$45,200	\$146,200	\$39,400	278
NT - Other	\$86,100	\$43,600	\$60,300	\$14,900	243
OT	\$101,300	\$70,800	\$49,000	\$31,100	51
Missing	n/a	n/a	n/a	n/a	<11
Total	\$74,900	\$30,400	\$60,700	\$18,100	610,502

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 June 2023 ^{385 386 387}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$55,600	\$26,100	\$43,900	\$17,600	172,212
NSW - Hunter New England	\$52,600	\$24,600	\$39,800	\$15,400	28,722
NSW - Central Coast	\$49,500	\$22,600	\$38,800	\$15,400	9,763
NSW - Far West	\$66,400	\$38,500	\$39,000	\$14,700	839
NSW - Illawarra Shoalhaven	\$59,400	\$32,200	\$46,900	\$20,300	9,966
NSW - Mid North Coast	\$57,900	\$24,200	\$45,200	\$15,300	7,311
NSW - Murrumbidgee	\$54,000	\$27,600	\$38,900	\$15,100	7,572
NSW - Nepean Blue Mountains	\$50,700	\$23,100	\$38,500	\$14,600	10,044
NSW - North Sydney	\$58,300	\$25,500	\$45,600	\$17,800	11,340
NSW - Northern NSW	\$61,400	\$33,000	\$47,900	\$19,200	8,331
NSW - South Eastern Sydney	\$61,700	\$29,000	\$49,800	\$19,100	11,726
NSW - South Western Sydney	\$54,700	\$24,500	\$47,900	\$19,700	26,932
NSW - Southern NSW	\$52,300	\$27,200	\$37,300	\$16,000	4,778
NSW - Sydney	\$64,500	\$39,200	\$49,900	\$21,100	6,894
NSW - Western NSW	\$57,100	\$30,400	\$36,800	\$14,700	7,109
NSW - Western Sydney	\$54,000	\$22,800	\$45,500	\$17,700	20,856
NSW - Other	\$54,500	\$28,300	\$39,200	\$9,600	29
VIC	\$55,400	\$28,500	\$41,900	\$16,200	156,627
VIC - Barwon	\$55,800	\$31,800	\$40,500	\$15,900	10,652
VIC - Central Highlands	\$50,900	\$25,100	\$36,000	\$12,700	6,054
VIC - Loddon	\$49,800	\$23,400	\$33,800	\$11,600	8,275
VIC - North East Melbourne	\$55,800	\$28,100	\$42,200	\$15,700	14,737
VIC - Inner Gippsland	\$53,200	\$30,100	\$39,500	\$15,400	5,983
VIC - Ovens Murray	\$49,800	\$26,700	\$35,900	\$14,400	3,904
VIC - Western District	\$50,500	\$29,200	\$34,200	\$14,500	4,108
VIC - Inner East Melbourne	\$60,400	\$32,200	\$45,800	\$17,300	10,529
VIC - Outer East Melbourne	\$55,300	\$30,000	\$41,400	\$17,000	10,904
VIC - Hume Moreland	\$53,600	\$25,600	\$44,300	\$16,300	11,240
VIC - Bayside Peninsula	\$62,300	\$36,100	\$47,200	\$18,600	18,798
VIC - Southern Melbourne	\$55,300	\$27,300	\$44,600	\$17,000	15,032
VIC - Brimbank Melton	\$52,300	\$24,400	\$41,900	\$14,500	10,774
VIC - Western Melbourne	\$54,900	\$26,400	\$42,700	\$15,100	15,643
VIC - Goulburn	\$52,000	\$26,300	\$36,600	\$12,800	4,702
VIC - Mallee	\$53,300	\$27,100	\$35,200	\$13,300	2,714
VIC - Outer Gippsland	\$61,500	\$35,200	\$45,300	\$18,200	2,564
VIC - Other	n/a	n/a	n/a	n/a	14
QLD	\$58,600	\$27,400	\$44,200	\$15,700	123,713
QLD - Bundaberg	\$57,500	\$28,700	\$42,400	\$13,900	3,510

³⁸⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁸⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁸⁷ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Ipswich	\$55,200	\$27,300	\$41,000	\$14,500	10,004
QLD - Mackay	\$53,000	\$23,400	\$37,500	\$11,500	3,991
QLD - Toowoomba	\$59,800	\$29,800	\$42,300	\$14,700	7,363
QLD - Townsville	\$56,900	\$25,400	\$39,900	\$12,800	7,124
QLD - Rockhampton	\$51,400	\$23,800	\$34,200	\$11,100	6,954
QLD - Beenleigh	\$54,700	\$23,400	\$43,100	\$14,200	13,710
QLD - Brisbane	\$62,800	\$31,300	\$48,600	\$17,300	22,800
QLD - Cairns	\$68,900	\$35,900	\$49,700	\$17,300	6,148
QLD - Maryborough	\$58,000	\$29,500	\$44,900	\$15,200	4,960
QLD - Robina	\$58,000	\$26,900	\$45,900	\$16,700	12,801
QLD - Caboolture/Strathpine	\$56,500	\$24,500	\$43,900	\$15,300	13,483
QLD - Maroochydore	\$62,500	\$31,700	\$48,100	\$17,600	10,849
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$60,700	\$32,400	\$42,500	\$18,200	49,626
WA - North East Metro	\$58,700	\$30,900	\$41,700	\$16,600	7,333
WA - Wheat Belt	\$56,700	\$34,100	\$32,800	\$13,100	1,225
WA - South Metro	\$53,900	\$26,900	\$39,000	\$16,000	7,990
WA - Central South Metro	\$62,000	\$32,000	\$43,300	\$18,000	6,283
WA - South West	\$56,800	\$31,900	\$40,000	\$17,300	4,078
WA - Goldfields-Esperance	\$67,100	\$34,900	\$37,200	\$15,500	838
WA - North Metro	\$58,800	\$29,500	\$42,300	\$17,100	6,765
WA - Kimberley-Pilbara	\$69,000	\$41,700	\$39,000	\$16,900	1,596
WA - South East Metro	\$63,400	\$35,600	\$46,600	\$20,400	5,417
WA - Central North Metro	\$71,800	\$39,800	\$51,200	\$20,800	5,591
WA - Great Southern	\$58,800	\$31,500	\$38,500	\$13,700	1,173
WA - Midwest-Gascoyne	\$60,500	\$33,900	\$38,300	\$15,700	1,319
WA - Other	n/a	n/a	n/a	n/a	18
SA	\$52,300	\$25,300	\$38,300	\$14,200	49,588
SA - Adelaide Hills	\$44,000	\$22,100	\$32,900	\$11,600	1,972
SA - Barossa, Light and Lower North	\$44,700	\$22,000	\$32,000	\$10,900	2,558
SA - Eastern Adelaide	\$59,100	\$28,400	\$44,400	\$14,700	4,209
SA - Eyre and Western	\$59,600	\$33,500	\$37,400	\$14,200	1,576
SA - Far North (SA)	\$57,500	\$36,400	\$32,300	\$11,100	544
SA - Fleurieu and Kangaroo Island	\$59,000	\$29,600	\$44,000	\$14,200	1,407
SA - Limestone Coast	\$47,000	\$23,400	\$30,200	\$9,200	1,597
SA - Murray and Mallee	\$46,700	\$24,200	\$32,600	\$10,700	2,031
SA - Northern Adelaide	\$49,600	\$24,100	\$37,400	\$13,900	16,837
SA - Southern Adelaide	\$54,300	\$26,900	\$39,900	\$14,700	10,473
SA - Western Adelaide	\$58,700	\$28,600	\$44,900	\$16,000	4,378
SA - Yorke and Mid North	\$52,400	\$27,300	\$35,100	\$13,000	1,963
SA - Other	\$49,800	\$34,300	\$26,000	\$9,300	43
TAS	\$58,000	\$31,500	\$41,300	\$17,200	12,314
TAS - North	\$61,200	\$33,800	\$44,300	\$18,000	3,605
TAS - North West	\$59,100	\$33,700	\$43,200	\$17,500	2,718

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South East	\$51,900	\$25,600	\$35,500	\$13,800	2,819
TAS - South West	\$58,900	\$32,400	\$41,500	\$18,000	3,171
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$48,000	\$23,000	\$35,700	\$12,400	9,745
ACT	\$48,100	\$23,000	\$35,700	\$12,400	9,744
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$68,200	\$32,900	\$52,100	\$23,200	5,115
NT - Barkly	\$80,500	\$36,700	\$44,300	\$13,200	129
NT - Central Australia	\$98,200	\$47,700	\$68,600	\$30,400	774
NT - Darwin Remote	\$64,300	\$46,700	\$39,700	\$19,900	488
NT - Darwin Urban	\$58,800	\$24,100	\$50,100	\$21,600	3,038
NT - East Arnhem	\$94,800	\$58,900	\$50,800	\$24,000	219
NT - Katherine	\$70,900	\$39,700	\$65,800	\$32,900	234
NT - Other	\$64,700	\$41,800	\$40,000	\$14,200	233
OT	\$98,300	\$69,000	\$48,900	\$31,100	50
Missing	n/a	n/a	n/a	n/a	<11
Total	\$56,400	\$27,600	\$42,700	\$16,700	578,993

Table O.4 Participation rates for all participants by service district and age group as at 30 June 2023 ³⁸⁸

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	4.6%	5.7%	3.7%	2.6%	1.4%	1.2%	1.6%	2.1%	2.6%
NSW - Hunter New England	6.5%	7.8%	5.7%	4.0%	2.3%	1.9%	2.1%	2.5%	3.7%
NSW - Central Coast	4.6%	8.6%	5.6%	4.0%	2.3%	1.7%	1.9%	2.4%	3.6%
NSW - Far West	4.9%	8.0%	5.5%	3.3%	2.4%	2.4%	2.0%	2.5%	3.6%
NSW - Illawarra Shoalhaven	3.8%	6.1%	4.2%	3.3%	2.1%	1.8%	2.1%	2.3%	3.0%
NSW - Mid North Coast	7.9%	9.7%	5.7%	4.8%	2.6%	2.1%	2.0%	2.4%	4.2%
NSW - Murrumbidgee	5.7%	6.2%	4.2%	3.1%	2.1%	1.5%	1.9%	2.2%	3.2%
NSW - Nepean Blue Mountains	5.2%	7.5%	4.9%	3.2%	1.7%	1.3%	1.7%	2.0%	3.1%
NSW - North Sydney	2.7%	3.2%	2.2%	1.6%	0.9%	0.6%	1.0%	1.5%	1.5%
NSW - Northern NSW	5.3%	7.4%	5.6%	4.8%	2.5%	1.8%	2.0%	2.2%	3.5%
NSW - South Eastern Sydney	3.3%	4.1%	2.5%	1.6%	0.8%	0.8%	1.2%	1.6%	1.7%
NSW - South Western Sydney	4.6%	5.7%	3.2%	2.5%	1.4%	1.1%	1.5%	2.0%	2.6%
NSW - Southern NSW	4.1%	5.9%	4.4%	3.4%	1.8%	1.5%	1.5%	1.8%	2.7%
NSW - Sydney	2.8%	4.1%	2.4%	1.0%	0.5%	0.7%	1.4%	2.1%	1.3%
NSW - Western NSW	4.8%	6.1%	4.3%	3.6%	1.8%	1.8%	2.0%	2.5%	3.2%
NSW - Western Sydney	4.9%	4.5%	2.7%	2.0%	1.1%	0.9%	1.4%	2.0%	2.2%
VIC	5.3%	6.6%	4.0%	2.4%	1.4%	1.3%	1.8%	2.3%	2.8%
VIC - Barwon	5.3%	8.6%	6.3%	4.4%	2.3%	2.0%	2.4%	2.8%	3.8%
VIC - Central Highlands	4.6%	7.6%	5.0%	3.9%	2.2%	1.9%	2.0%	2.7%	3.5%
VIC - Loddon	6.8%	9.0%	6.4%	4.2%	2.6%	2.2%	2.2%	2.4%	4.1%
VIC - North East Melbourne	4.9%	6.0%	3.8%	2.0%	1.1%	1.3%	1.9%	2.6%	2.6%
VIC - Inner Gippsland	5.6%	7.9%	4.4%	3.8%	2.5%	2.1%	2.4%	2.5%	3.7%
VIC - Ovens Murray	5.7%	8.1%	5.3%	3.9%	2.2%	2.0%	2.2%	2.3%	3.6%
VIC - Western District	4.6%	6.7%	4.9%	4.1%	2.4%	2.3%	2.6%	2.4%	3.5%
VIC - Inner East Melbourne	3.8%	4.3%	2.5%	1.5%	1.1%	1.0%	1.4%	1.8%	2.0%
VIC - Outer East Melbourne	4.3%	7.7%	5.0%	2.6%	1.8%	1.5%	1.9%	2.1%	3.0%
VIC - Hume Moreland	6.6%	7.3%	4.2%	2.2%	1.1%	1.1%	1.9%	2.7%	2.9%
VIC - Bayside Peninsula	4.7%	5.6%	3.2%	1.9%	1.2%	1.3%	1.7%	2.2%	2.4%
VIC - Southern Melbourne	5.2%	5.6%	3.3%	2.2%	1.2%	1.1%	1.6%	2.1%	2.6%
VIC - Brimbank Melton	7.2%	7.8%	4.1%	2.7%	1.4%	1.3%	1.5%	2.1%	3.2%
VIC - Western Melbourne	5.3%	6.5%	3.6%	1.4%	0.8%	0.9%	1.6%	2.0%	2.3%
VIC - Goulburn	5.6%	6.8%	4.9%	3.1%	1.9%	1.7%	2.0%	2.3%	3.2%
VIC - Mallee	6.9%	7.6%	5.1%	3.4%	2.1%	1.8%	2.0%	2.2%	3.5%
VIC - Outer Gippsland	4.6%	7.1%	5.0%	4.6%	2.6%	2.5%	2.6%	2.5%	3.6%
QLD	5.0%	6.4%	4.3%	2.5%	1.5%	1.3%	1.6%	2.1%	2.8%
QLD - Bundaberg	7.9%	9.0%	7.1%	6.0%	3.0%	2.5%	2.4%	2.9%	4.6%
QLD - Ipswich	4.8%	7.3%	5.1%	3.3%	1.7%	1.5%	1.9%	2.6%	3.3%
QLD - Mackay	5.1%	5.9%	4.4%	2.2%	1.1%	0.9%	1.2%	1.7%	2.5%
QLD - Toowoomba	4.7%	6.0%	5.2%	3.2%	1.8%	1.8%	2.2%	2.7%	3.2%
QLD - Townsville	6.6%	6.6%	3.8%	2.3%	1.6%	1.4%	2.0%	2.2%	3.0%
QLD - Rockhampton	5.8%	8.2%	5.5%	3.1%	1.6%	1.4%	1.5%	1.9%	3.3%

³⁸⁸ Participation rate refers to the proportion of general population that are NDIS participants.
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Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	5.8%	7.5%	5.5%	2.3%	1.6%	1.4%	1.7%	2.0%	3.2%
QLD - Brisbane	3.9%	4.5%	2.7%	1.6%	1.0%	1.1%	1.5%	2.2%	2.0%
QLD - Cairns	3.9%	4.7%	3.7%	2.6%	1.5%	1.5%	1.7%	2.0%	2.5%
QLD - Maryborough	7.0%	8.4%	6.7%	4.9%	3.1%	2.5%	2.8%	2.7%	4.3%
QLD - Robina	4.7%	5.9%	3.7%	2.2%	1.2%	1.0%	1.3%	1.7%	2.4%
QLD - Caboolture/Strathpine	5.5%	7.9%	5.2%	3.0%	1.8%	1.5%	1.7%	2.2%	3.3%
QLD - Maroochydore	4.8%	7.0%	4.7%	3.0%	1.9%	1.6%	1.6%	1.9%	3.0%
WA	2.6%	4.5%	3.7%	2.5%	1.4%	1.1%	1.3%	1.8%	2.1%
WA - North East Metro	2.8%	5.0%	4.5%	2.9%	1.6%	1.2%	1.6%	2.2%	2.4%
WA - Wheat Belt	1.7%	4.2%	4.4%	2.8%	1.5%	1.1%	0.9%	1.4%	1.9%
WA - South Metro	2.9%	5.2%	4.9%	2.8%	1.5%	1.1%	1.4%	1.9%	2.4%
WA - Central South Metro	2.0%	5.1%	3.7%	2.5%	1.4%	1.0%	1.2%	1.7%	2.0%
WA - South West	2.4%	4.8%	4.3%	3.5%	2.0%	1.3%	1.6%	1.8%	2.5%
WA - Goldfields-Esperance	2.1%	3.9%	2.9%	2.2%	1.0%	0.9%	0.9%	1.0%	1.7%
WA - North Metro	3.0%	4.8%	3.6%	2.7%	1.5%	1.0%	1.0%	1.3%	2.2%
WA - Kimberley-Pilbara	2.1%	3.6%	2.8%	2.5%	0.8%	0.9%	1.1%	1.6%	1.7%
WA - South East Metro	2.8%	4.1%	3.3%	1.9%	1.2%	1.1%	1.6%	2.1%	2.0%
WA - Central North Metro	2.6%	3.0%	2.1%	1.8%	1.0%	1.0%	1.4%	2.1%	1.7%
WA - Great Southern	2.1%	4.3%	3.7%	3.3%	2.2%	1.3%	1.3%	1.5%	2.2%
WA - Midwest-Gascoyne	4.1%	5.4%	3.2%	2.7%	1.5%	1.0%	1.1%	1.4%	2.3%
SA	5.3%	8.6%	6.4%	3.4%	1.6%	1.6%	2.0%	2.4%	3.4%
SA - Adelaide Hills	5.0%	7.7%	5.9%	3.4%	1.4%	1.2%	1.0%	1.2%	2.9%
SA - Barossa, Light and Lower North	8.1%	9.6%	9.1%	4.3%	1.8%	1.3%	1.4%	1.8%	4.0%
SA - Eastern Adelaide	3.3%	5.4%	3.4%	1.9%	1.1%	1.1%	1.7%	2.2%	2.2%
SA - Eyre and Western	5.1%	7.6%	6.4%	3.3%	1.9%	1.8%	1.6%	2.1%	3.3%
SA - Far North (SA)	3.2%	5.1%	4.7%	2.5%	1.2%	1.8%	2.4%	1.9%	2.6%
SA - Fleurieu and Kangaroo Island	4.9%	8.6%	7.2%	5.9%	2.4%	1.7%	2.0%	1.9%	3.6%
SA - Limestone Coast	3.6%	6.4%	5.3%	3.9%	2.0%	1.6%	1.8%	2.0%	3.0%
SA - Murray and Mallee	5.9%	8.3%	6.7%	4.1%	2.0%	1.8%	2.1%	2.2%	3.6%
SA - Northern Adelaide	6.7%	10.8%	7.6%	3.7%	1.8%	1.8%	2.3%	3.0%	4.1%
SA - Southern Adelaide	4.8%	8.4%	6.9%	3.8%	1.7%	1.7%	2.1%	2.6%	3.5%
SA - Western Adelaide	4.2%	8.6%	5.0%	2.4%	1.3%	1.4%	2.0%	2.8%	2.9%
SA - Yorke and Mid North	4.6%	7.5%	7.1%	4.7%	2.1%	1.7%	1.9%	1.8%	3.4%
TAS	4.1%	5.7%	4.6%	3.7%	1.9%	1.5%	1.8%	2.0%	2.8%
TAS - North	4.9%	5.9%	4.5%	3.7%	2.2%	1.4%	1.9%	2.1%	3.0%
TAS - North West	2.9%	6.1%	5.1%	4.8%	2.4%	1.6%	1.9%	2.2%	3.0%
TAS - South East	4.6%	6.2%	5.0%	3.9%	1.6%	1.4%	1.6%	1.7%	2.8%
TAS - South West	3.7%	4.8%	4.0%	2.9%	1.5%	1.5%	1.9%	2.1%	2.5%
ACT	3.4%	5.9%	4.2%	2.4%	1.2%	1.1%	1.7%	2.2%	2.4%
ACT	3.4%	5.9%	4.2%	2.4%	1.2%	1.1%	1.7%	2.2%	2.4%
NT	4.0%	5.3%	3.3%	1.9%	0.9%	1.3%	1.7%	2.1%	2.3%
NT - Barkly	1.2%	2.3%	2.5%	1.3%	1.1%	1.4%	3.0%	3.9%	2.0%
NT - Central Australia	2.4%	5.0%	2.7%	2.1%	1.0%	1.7%	2.1%	3.0%	2.3%
NT - Darwin Remote	1.9%	2.7%	1.5%	1.2%	1.5%	2.2%	3.0%	2.3%	2.0%

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	5.4%	6.4%	4.5%	2.0%	0.8%	1.0%	1.3%	1.6%	2.4%
NT - East Arnhem	1.8%	2.5%	0.8%	2.2%	1.6%	2.5%	3.3%	2.9%	2.2%
NT - Katherine	4.0%	6.0%	3.4%	1.4%	0.6%	2.0%	1.8%	3.0%	2.6%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.6%	6.1%	4.1%	2.6%	1.4%	1.3%	1.7%	2.1%	2.7%

Table O.5 Participation rates for male participants by service district and age group as at 30 June 2023 ³⁸⁹

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	6.3%	7.8%	4.8%	3.2%	1.7%	1.3%	1.7%	2.2%	3.2%
NSW - Hunter New England	8.6%	10.5%	7.5%	5.0%	2.7%	2.1%	2.3%	2.7%	4.7%
NSW - Central Coast	6.3%	11.5%	7.0%	5.0%	2.7%	1.8%	1.9%	2.4%	4.4%
NSW - Far West	6.4%	11.4%	7.2%	4.0%	3.3%	2.8%	2.4%	3.0%	4.7%
NSW - Illawarra Shoalhaven	5.2%	8.0%	5.5%	4.0%	2.4%	2.0%	2.2%	2.3%	3.6%
NSW - Mid North Coast	10.5%	12.5%	7.1%	5.9%	3.3%	2.5%	2.3%	2.7%	5.3%
NSW - Murrumbidgee	7.4%	8.1%	5.3%	3.7%	2.5%	1.6%	2.0%	2.2%	3.9%
NSW - Nepean Blue Mountains	7.3%	10.2%	6.3%	3.9%	2.1%	1.5%	1.9%	2.2%	4.0%
NSW - North Sydney	3.8%	4.4%	2.6%	1.8%	1.2%	0.7%	1.1%	1.6%	2.0%
NSW - Northern NSW	7.2%	9.7%	7.1%	5.8%	3.1%	2.0%	2.2%	2.4%	4.4%
NSW - South Eastern Sydney	4.6%	5.4%	3.1%	2.0%	1.0%	0.9%	1.3%	1.7%	2.2%
NSW - South Western Sydney	6.3%	7.9%	4.2%	3.1%	1.7%	1.3%	1.6%	2.1%	3.3%
NSW - Southern NSW	5.5%	7.7%	5.1%	4.2%	2.2%	1.6%	1.6%	1.8%	3.3%
NSW - Sydney	3.9%	5.5%	3.1%	1.2%	0.5%	0.8%	1.6%	2.4%	1.7%
NSW - Western NSW	6.3%	8.2%	5.1%	4.5%	2.1%	2.0%	2.2%	2.8%	4.0%
NSW - Western Sydney	6.7%	6.2%	3.5%	2.4%	1.3%	0.9%	1.5%	2.2%	2.8%
VIC	7.0%	8.7%	4.9%	2.9%	1.6%	1.4%	1.8%	2.3%	3.4%
VIC - Barwon	6.8%	10.9%	8.1%	5.4%	2.6%	2.2%	2.3%	2.7%	4.6%
VIC - Central Highlands	6.1%	9.8%	5.9%	4.6%	2.6%	2.0%	1.9%	2.6%	4.1%
VIC - Loddon	8.7%	11.6%	7.6%	4.9%	3.0%	2.3%	2.1%	2.5%	4.9%
VIC - North East Melbourne	6.6%	7.9%	4.6%	2.5%	1.2%	1.4%	2.1%	2.7%	3.1%
VIC - Inner Gippsland	7.6%	9.9%	5.6%	4.5%	2.9%	2.1%	2.2%	2.5%	4.3%
VIC - Ovens Murray	7.6%	10.5%	6.4%	5.3%	2.6%	2.2%	2.3%	2.4%	4.5%
VIC - Western District	6.2%	8.8%	6.3%	4.8%	2.7%	2.4%	2.7%	2.4%	4.1%
VIC - Inner East Melbourne	5.2%	5.5%	3.1%	1.8%	1.2%	1.0%	1.4%	1.8%	2.3%
VIC - Outer East Melbourne	5.7%	9.4%	6.7%	2.9%	2.0%	1.5%	1.8%	2.0%	3.5%
VIC - Hume Moreland	8.6%	9.5%	5.1%	2.6%	1.2%	1.2%	1.9%	2.6%	3.5%
VIC - Bayside Peninsula	6.2%	7.4%	3.7%	2.3%	1.3%	1.4%	1.7%	2.2%	2.9%
VIC - Southern Melbourne	7.1%	7.7%	3.8%	2.6%	1.3%	1.0%	1.5%	2.1%	3.1%
VIC - Brimbank Melton	9.5%	10.7%	5.1%	3.2%	1.7%	1.4%	1.6%	2.1%	4.0%
VIC - Western Melbourne	7.1%	8.8%	4.6%	1.8%	0.9%	0.9%	1.7%	2.1%	2.8%
VIC - Goulburn	7.2%	8.9%	6.1%	3.7%	2.3%	1.8%	1.9%	2.2%	3.9%
VIC - Mallee	9.4%	9.9%	6.2%	4.2%	2.3%	1.8%	1.9%	2.2%	4.3%
VIC - Outer Gippsland	6.2%	9.7%	6.3%	5.4%	2.7%	2.5%	2.4%	2.3%	4.2%
QLD	6.6%	8.3%	5.2%	3.0%	1.7%	1.5%	1.7%	2.2%	3.4%
QLD - Bundaberg	11.5%	11.2%	8.8%	7.1%	3.3%	2.9%	2.4%	3.1%	5.6%
QLD - Ipswich	6.3%	9.5%	6.0%	4.0%	2.1%	1.7%	1.9%	2.7%	4.1%
QLD - Mackay	7.0%	7.7%	5.0%	2.8%	1.3%	1.0%	1.3%	1.7%	3.0%
QLD - Toowoomba	6.1%	7.8%	6.2%	3.7%	2.1%	2.1%	2.5%	2.9%	3.9%
QLD - Townsville	8.5%	9.1%	4.9%	2.7%	1.7%	1.6%	2.1%	2.3%	3.8%
QLD - Rockhampton	7.8%	10.8%	6.3%	4.1%	1.9%	1.4%	1.4%	2.1%	4.1%

³⁸⁹ Participation rate refers to the proportion of general population that are NDIS participants.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	7.1%	10.3%	8.0%	2.6%	1.8%	1.4%	1.6%	2.0%	3.9%
QLD - Brisbane	5.2%	5.9%	3.3%	1.9%	1.1%	1.2%	1.5%	2.3%	2.5%
QLD - Cairns	5.3%	6.4%	4.5%	3.1%	1.9%	1.8%	1.9%	2.1%	3.1%
QLD - Maryborough	9.1%	10.9%	7.3%	6.3%	3.7%	2.8%	3.0%	3.1%	5.3%
QLD - Robina	6.2%	7.8%	4.3%	2.8%	1.4%	1.1%	1.5%	1.8%	3.0%
QLD - Caboolture/Strathpine	7.4%	10.0%	5.8%	3.7%	2.1%	1.5%	1.6%	2.2%	4.0%
QLD - Maroochydore	6.3%	9.0%	5.9%	3.5%	2.1%	1.6%	1.6%	2.0%	3.6%
WA	3.5%	6.1%	4.7%	3.1%	1.6%	1.1%	1.4%	1.8%	2.6%
WA - North East Metro	4.0%	6.9%	6.3%	3.8%	1.9%	1.3%	1.6%	2.3%	3.1%
WA - Wheat Belt	2.1%	5.6%	5.5%	3.0%	2.0%	1.1%	1.1%	1.3%	2.3%
WA - South Metro	3.6%	7.4%	6.0%	3.6%	1.8%	1.1%	1.3%	1.8%	3.0%
WA - Central South Metro	2.8%	6.5%	4.2%	3.2%	1.7%	1.1%	1.3%	1.8%	2.5%
WA - South West	3.2%	6.2%	5.5%	4.2%	2.4%	1.3%	1.5%	1.8%	2.9%
WA - Goldfields-Esperance	3.0%	4.8%	3.4%	2.7%	1.0%	1.0%	0.9%	1.1%	1.9%
WA - North Metro	3.8%	6.4%	4.6%	2.9%	1.7%	1.0%	1.0%	1.2%	2.6%
WA - Kimberley-Pilbara	2.4%	5.4%	3.8%	3.3%	1.0%	0.9%	1.1%	1.4%	2.0%
WA - South East Metro	3.8%	5.8%	4.3%	2.5%	1.3%	1.2%	1.7%	2.2%	2.5%
WA - Central North Metro	3.8%	3.8%	2.8%	2.2%	1.2%	1.1%	1.6%	2.2%	2.1%
WA - Great Southern	2.8%	5.8%	4.8%	3.8%	2.4%	1.2%	1.1%	1.6%	2.6%
WA - Midwest-Gascoyne	5.3%	7.7%	4.2%	3.2%	1.7%	1.1%	0.9%	1.4%	2.8%
SA	7.1%	11.6%	8.1%	4.1%	1.9%	1.8%	2.1%	2.5%	4.2%
SA - Adelaide Hills	6.8%	10.1%	7.5%	3.8%	1.4%	1.3%	1.0%	1.3%	3.7%
SA - Barossa, Light and Lower North	11.0%	12.7%	11.8%	5.0%	2.1%	1.5%	1.3%	1.8%	5.1%
SA - Eastern Adelaide	4.2%	7.4%	4.4%	2.2%	1.3%	1.3%	1.9%	2.4%	2.7%
SA - Eyre and Western	6.5%	10.5%	7.7%	3.7%	2.1%	1.8%	1.7%	2.0%	4.0%
SA - Far North (SA)	4.3%	6.7%	5.6%	3.8%	1.5%	2.0%	2.6%	2.0%	3.1%
SA - Fleurieu and Kangaroo Island	6.3%	11.1%	8.8%	7.2%	2.6%	1.8%	2.0%	2.2%	4.4%
SA - Limestone Coast	5.0%	8.3%	6.4%	4.8%	2.3%	2.0%	1.9%	2.1%	3.7%
SA - Murray and Mallee	7.7%	11.4%	8.1%	4.6%	2.2%	2.1%	2.3%	2.1%	4.3%
SA - Northern Adelaide	9.2%	14.6%	9.8%	4.6%	2.0%	1.9%	2.4%	3.2%	5.2%
SA - Southern Adelaide	6.3%	11.2%	8.8%	4.8%	1.9%	1.9%	2.3%	2.7%	4.3%
SA - Western Adelaide	5.6%	12.4%	5.8%	3.0%	1.6%	1.7%	2.3%	2.9%	3.6%
SA - Yorke and Mid North	6.1%	9.8%	8.2%	5.9%	2.5%	2.0%	2.2%	1.8%	4.1%
TAS	5.1%	7.2%	5.6%	4.4%	2.2%	1.6%	1.8%	2.1%	3.3%
TAS - North	6.2%	7.2%	5.9%	4.2%	2.6%	1.4%	1.9%	2.0%	3.5%
TAS - North West	3.8%	7.8%	6.4%	5.7%	2.7%	1.6%	2.1%	2.4%	3.6%
TAS - South East	5.8%	8.0%	5.8%	4.8%	2.0%	1.6%	1.5%	1.9%	3.4%
TAS - South West	4.6%	6.1%	4.8%	3.5%	1.8%	1.7%	1.8%	2.2%	2.9%
ACT	4.7%	8.0%	5.0%	3.0%	1.3%	1.2%	1.7%	2.2%	2.9%
ACT	4.7%	8.0%	5.0%	3.0%	1.3%	1.2%	1.7%	2.2%	2.9%
NT	5.4%	7.4%	4.4%	2.4%	1.2%	1.6%	1.9%	2.4%	3.0%
NT - Barkly	1.2%	3.3%	3.4%	1.5%	0.9%	1.0%	2.5%	5.9%	2.3%
NT - Central Australia	3.2%	7.3%	4.4%	3.0%	1.3%	1.8%	2.5%	3.6%	3.1%
NT - Darwin Remote	3.2%	4.4%	2.1%	1.8%	2.2%	3.3%	3.6%	2.8%	2.9%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	7.0%	8.4%	6.0%	2.4%	1.0%	1.1%	1.4%	1.8%	3.0%
NT - East Arnhem	2.1%	3.7%	1.2%	3.3%	2.7%	3.9%	4.1%	3.2%	3.0%
NT - Katherine	6.4%	8.3%	4.3%	2.1%	0.8%	1.6%	1.5%	3.4%	3.2%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	6.2%	8.2%	5.1%	3.1%	1.6%	1.4%	1.7%	2.2%	3.3%

Table O.6 Participation rates for female participants by service district and age group as at 30 June 2023 ³⁹⁰

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	2.8%	3.4%	2.5%	1.8%	1.1%	1.0%	1.4%	1.9%	1.8%
NSW - Hunter New England	4.1%	4.7%	3.7%	2.8%	1.8%	1.8%	2.0%	2.3%	2.7%
NSW - Central Coast	2.9%	5.4%	3.8%	2.8%	1.9%	1.5%	1.8%	2.3%	2.6%
NSW - Far West	3.1%	4.4%	3.3%	2.5%	1.6%	1.9%	1.6%	1.9%	2.4%
NSW - Illawarra Shoalhaven	2.2%	3.6%	2.8%	2.4%	1.8%	1.5%	1.9%	2.3%	2.2%
NSW - Mid North Coast	5.2%	6.3%	4.1%	3.4%	1.9%	1.7%	1.8%	2.1%	3.0%
NSW - Murrumbidgee	3.7%	4.0%	2.8%	2.5%	1.7%	1.4%	1.8%	2.1%	2.4%
NSW - Nepean Blue Mountains	2.9%	4.5%	3.2%	2.3%	1.3%	1.2%	1.6%	1.7%	2.2%
NSW - North Sydney	1.6%	1.8%	1.6%	1.2%	0.7%	0.5%	0.9%	1.3%	1.1%
NSW - Northern NSW	3.3%	4.6%	3.7%	3.6%	1.9%	1.5%	1.7%	2.0%	2.5%
NSW - South Eastern Sydney	2.0%	2.4%	1.7%	1.0%	0.6%	0.7%	1.1%	1.5%	1.2%
NSW - South Western Sydney	2.7%	3.2%	2.0%	1.8%	1.1%	0.9%	1.3%	1.9%	1.8%
NSW - Southern NSW	2.6%	3.8%	3.3%	2.5%	1.4%	1.3%	1.5%	1.8%	2.1%
NSW - Sydney	1.6%	2.3%	1.6%	0.7%	0.4%	0.6%	1.0%	1.7%	0.9%
NSW - Western NSW	3.1%	3.6%	3.3%	2.5%	1.6%	1.5%	1.8%	2.1%	2.3%
NSW - Western Sydney	3.0%	2.7%	1.8%	1.4%	0.8%	0.8%	1.3%	1.8%	1.6%
VIC	3.2%	4.2%	2.9%	1.8%	1.2%	1.3%	1.8%	2.2%	2.1%
VIC - Barwon	3.5%	5.9%	4.3%	3.2%	1.9%	1.8%	2.3%	2.8%	3.0%
VIC - Central Highlands	2.9%	4.9%	3.8%	3.0%	1.8%	1.7%	2.1%	2.7%	2.7%
VIC - Loddon	4.3%	6.0%	4.8%	3.3%	2.1%	2.0%	2.2%	2.2%	3.1%
VIC - North East Melbourne	2.8%	3.8%	2.7%	1.5%	0.9%	1.1%	1.7%	2.4%	1.9%
VIC - Inner Gippsland	3.4%	5.4%	2.8%	3.0%	2.1%	2.1%	2.5%	2.6%	2.9%
VIC - Ovens Murray	3.7%	5.1%	4.0%	2.4%	1.9%	1.8%	2.1%	2.1%	2.7%
VIC - Western District	2.9%	4.4%	3.2%	3.2%	2.1%	2.1%	2.4%	2.3%	2.7%
VIC - Inner East Melbourne	2.2%	2.6%	1.8%	1.2%	0.9%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	2.8%	5.1%	3.3%	2.1%	1.6%	1.5%	1.9%	2.2%	2.4%
VIC - Hume Moreland	4.0%	4.8%	3.0%	1.6%	1.0%	1.1%	1.9%	2.8%	2.2%
VIC - Bayside Peninsula	2.9%	3.6%	2.6%	1.5%	1.0%	1.3%	1.7%	2.2%	1.9%
VIC - Southern Melbourne	3.2%	3.4%	2.6%	1.7%	1.0%	1.1%	1.8%	2.1%	2.0%
VIC - Brimbank Melton	4.4%	4.7%	2.8%	2.0%	1.1%	1.1%	1.5%	2.0%	2.2%
VIC - Western Melbourne	3.2%	4.0%	2.4%	1.0%	0.7%	0.8%	1.6%	1.9%	1.6%
VIC - Goulburn	3.6%	4.2%	3.6%	2.2%	1.5%	1.6%	2.0%	2.4%	2.5%
VIC - Mallee	4.1%	5.1%	3.7%	2.5%	1.8%	1.8%	2.0%	2.2%	2.7%
VIC - Outer Gippsland	2.8%	4.2%	3.5%	3.5%	2.5%	2.4%	2.8%	2.6%	2.9%
QLD	3.2%	4.2%	3.1%	1.9%	1.2%	1.2%	1.6%	2.0%	2.1%
QLD - Bundaberg	4.1%	6.2%	5.1%	4.6%	2.7%	2.1%	2.4%	2.8%	3.4%
QLD - Ipswich	3.1%	4.6%	3.9%	2.4%	1.3%	1.3%	1.9%	2.3%	2.4%
QLD - Mackay	3.1%	3.8%	3.4%	1.7%	0.9%	0.8%	1.1%	1.7%	1.8%
QLD - Toowoomba	3.1%	4.1%	3.9%	2.5%	1.5%	1.5%	1.9%	2.4%	2.5%
QLD - Townsville	4.3%	3.9%	2.6%	1.7%	1.4%	1.1%	1.8%	2.1%	2.2%

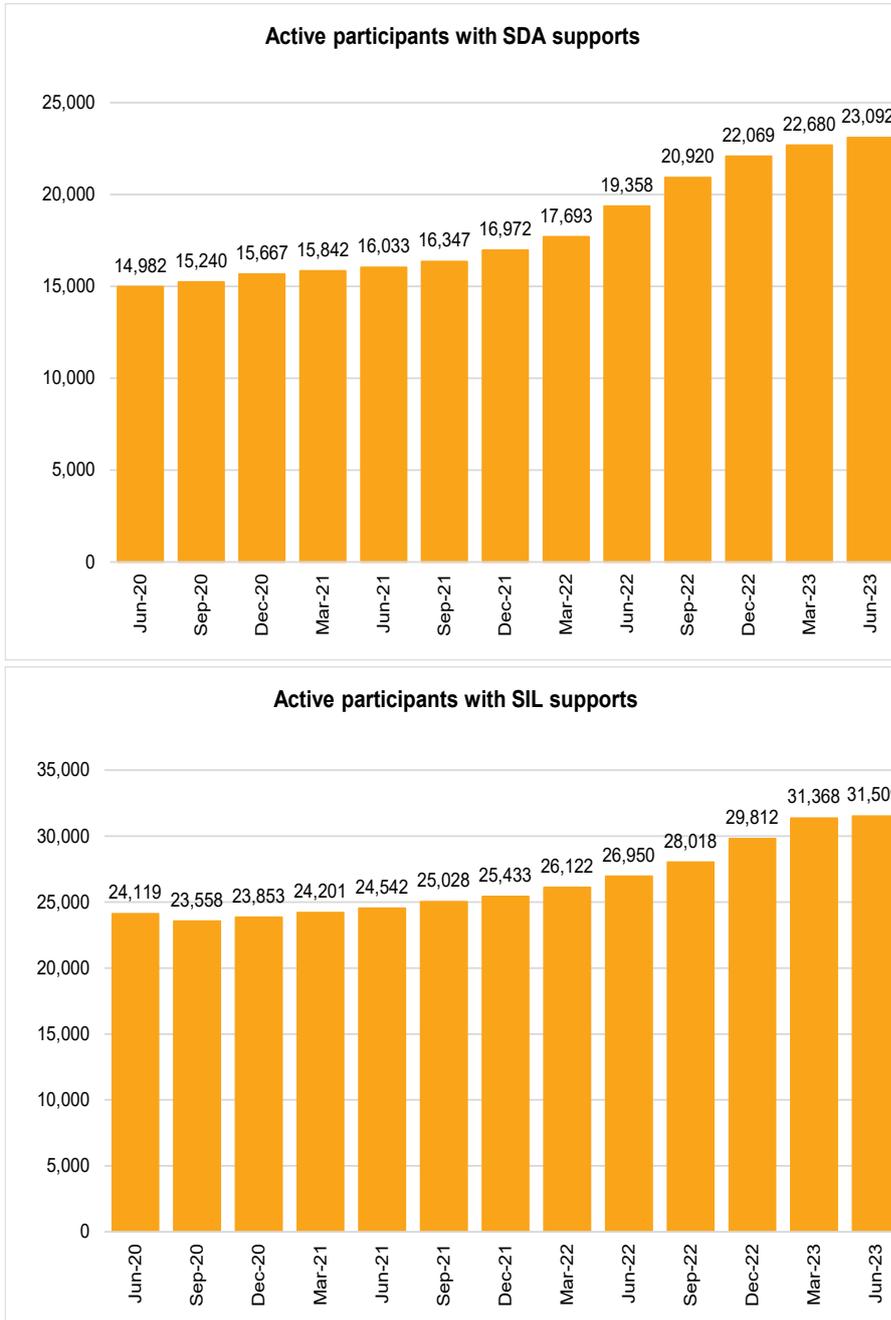
³⁹⁰ Participation rate refers to the proportion of general population that are NDIS participants.
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Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	3.7%	5.4%	4.3%	2.1%	1.2%	1.3%	1.6%	1.8%	2.4%
QLD - Beenleigh	4.1%	4.7%	3.3%	1.9%	1.3%	1.3%	1.7%	1.9%	2.4%
QLD - Brisbane	2.4%	2.9%	2.0%	1.2%	0.9%	0.9%	1.4%	2.0%	1.6%
QLD - Cairns	2.3%	2.9%	2.7%	2.0%	1.2%	1.2%	1.4%	1.8%	1.8%
QLD - Maryborough	4.9%	5.5%	5.6%	3.4%	2.3%	2.1%	2.5%	2.4%	3.2%
QLD - Robina	3.1%	3.9%	2.7%	1.6%	1.0%	1.0%	1.1%	1.7%	1.8%
QLD - Caboolture/Strathpine	3.6%	5.4%	4.2%	2.3%	1.5%	1.4%	1.7%	2.2%	2.5%
QLD - Maroochydore	3.1%	4.8%	3.4%	2.4%	1.6%	1.5%	1.5%	1.9%	2.3%
WA	1.7%	2.8%	2.5%	1.8%	1.1%	1.0%	1.3%	1.7%	1.6%
WA - North East Metro	1.6%	2.9%	2.6%	1.8%	1.2%	1.1%	1.5%	2.0%	1.7%
WA - Wheat Belt	1.3%	2.8%	3.0%	2.5%	1.0%	1.0%	0.8%	1.4%	1.5%
WA - South Metro	2.1%	3.1%	3.5%	1.9%	1.1%	1.1%	1.4%	1.9%	1.8%
WA - Central South Metro	1.3%	3.5%	2.9%	1.7%	1.1%	1.0%	1.2%	1.5%	1.6%
WA - South West	1.5%	3.2%	2.8%	2.6%	1.6%	1.3%	1.6%	1.8%	1.9%
WA - Goldfields-Esperance	1.2%	2.7%	2.4%	1.5%	1.1%	0.9%	0.9%	0.9%	1.3%
WA - North Metro	2.0%	2.9%	2.5%	2.3%	1.2%	0.9%	1.1%	1.4%	1.6%
WA - Kimberley-Pilbara	1.6%	1.9%	1.9%	1.5%	0.6%	0.9%	1.0%	1.8%	1.3%
WA - South East Metro	1.7%	2.4%	2.2%	1.2%	1.0%	1.0%	1.3%	1.9%	1.5%
WA - Central North Metro	1.5%	2.0%	1.3%	1.3%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.3%	2.8%	2.3%	2.6%	1.9%	1.3%	1.5%	1.4%	1.8%
WA - Midwest-Gascoyne	2.6%	3.0%	2.2%	2.1%	1.2%	0.8%	1.3%	1.3%	1.7%
SA	3.3%	5.3%	4.4%	2.4%	1.3%	1.4%	1.8%	2.2%	2.4%
SA - Adelaide Hills	3.0%	5.1%	4.0%	2.8%	1.4%	1.1%	0.9%	1.2%	2.2%
SA - Barossa, Light and Lower North	5.0%	6.0%	5.7%	3.2%	1.3%	1.1%	1.4%	1.7%	2.7%
SA - Eastern Adelaide	2.3%	3.1%	2.3%	1.4%	0.9%	0.8%	1.5%	2.0%	1.6%
SA - Eyre and Western	3.5%	4.1%	4.5%	2.9%	1.6%	1.8%	1.4%	2.3%	2.5%
SA - Far North (SA)	2.1%	3.4%	3.4%	1.0%	0.8%	1.6%	2.2%	1.7%	1.9%
SA - Fleurieu and Kangaroo Island	3.4%	5.9%	5.5%	4.2%	2.1%	1.6%	1.9%	1.6%	2.7%
SA - Limestone Coast	2.2%	4.0%	3.7%	2.6%	1.6%	1.2%	1.6%	1.8%	2.1%
SA - Murray and Mallee	3.9%	4.9%	4.7%	3.4%	1.7%	1.3%	1.7%	2.1%	2.6%
SA - Northern Adelaide	4.0%	6.7%	5.1%	2.5%	1.4%	1.5%	2.1%	2.6%	2.9%
SA - Southern Adelaide	3.2%	5.3%	4.7%	2.6%	1.4%	1.6%	1.9%	2.4%	2.6%
SA - Western Adelaide	2.8%	4.6%	3.9%	1.7%	1.0%	1.1%	1.7%	2.6%	2.1%
SA - Yorke and Mid North	3.1%	4.9%	5.4%	3.2%	1.7%	1.5%	1.6%	1.7%	2.5%
TAS	2.7%	3.6%	3.0%	2.8%	1.5%	1.3%	1.8%	1.9%	2.1%
TAS - North	3.4%	3.9%	2.9%	2.9%	1.8%	1.4%	1.9%	2.1%	2.3%
TAS - North West	1.8%	3.9%	3.5%	3.7%	2.0%	1.7%	1.7%	2.0%	2.3%
TAS - South East	3.2%	3.7%	3.2%	2.7%	1.2%	1.1%	1.7%	1.5%	2.0%
TAS - South West	2.3%	3.0%	2.7%	2.1%	1.2%	1.3%	1.8%	1.9%	1.9%
ACT	2.0%	3.5%	3.0%	1.7%	1.0%	1.1%	1.6%	2.2%	1.8%
ACT	2.0%	3.5%	3.0%	1.7%	1.0%	1.1%	1.6%	2.2%	1.8%
NT	2.5%	3.2%	2.0%	1.2%	0.7%	1.1%	1.5%	1.7%	1.6%
NT - Barkly	1.2%	1.3%	1.4%	1.2%	1.3%	1.7%	3.5%	1.7%	1.6%
NT - Central Australia	1.6%	2.7%	0.9%	1.1%	0.9%	1.6%	1.7%	2.5%	1.6%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Remote	0.6%	1.1%	0.7%	0.6%	0.8%	1.2%	2.4%	1.7%	1.1%
NT - Darwin Urban	3.6%	4.0%	3.1%	1.4%	0.6%	0.8%	1.1%	1.3%	1.6%
NT - East Arnhem	1.6%	1.4%	0.4%	1.2%	0.6%	1.3%	2.6%	2.7%	1.4%
NT - Katherine	1.7%	3.5%	1.4%	0.7%	0.5%	2.5%	2.1%	2.5%	1.8%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	2.9%	3.8%	2.9%	1.9%	1.1%	1.2%	1.6%	2.0%	2.0%

Supplement P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National



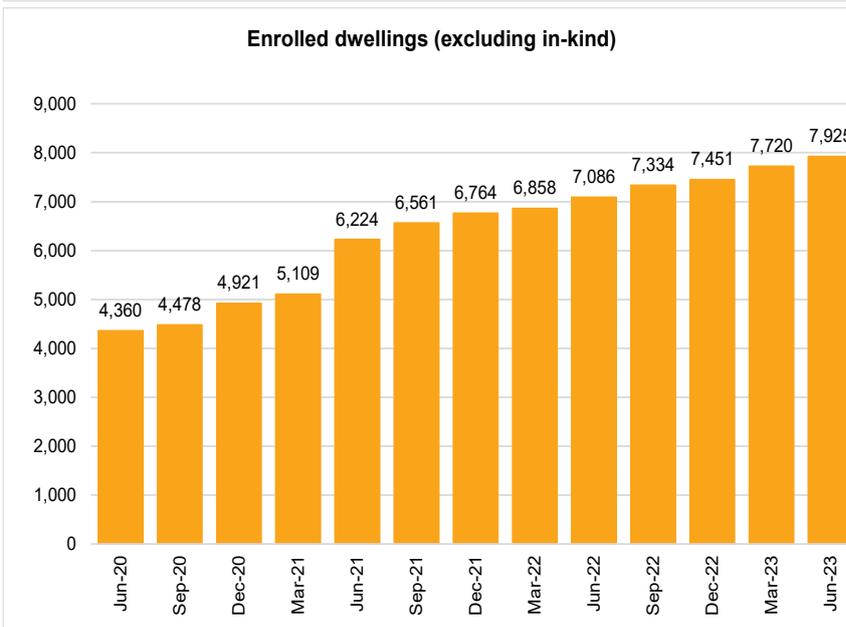
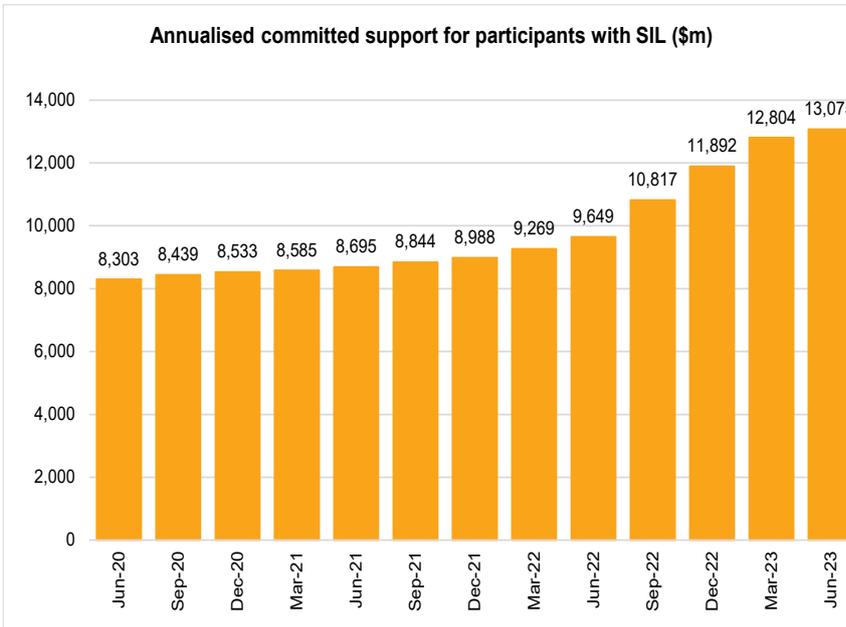
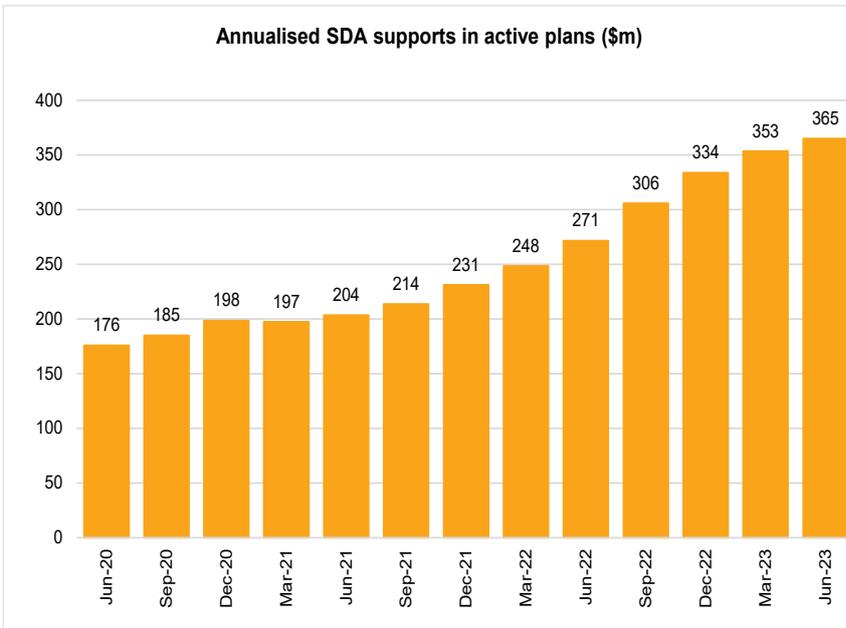


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2023 ^{391 392}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	7,513	4.1%	10,708	5.9%	182,920
NSW - Hunter New England	1,025	3.3%	1,949	6.4%	30,671
NSW - Central Coast	400	3.9%	573	5.5%	10,336
NSW - Far West	17	2.0%	27	3.1%	866
NSW - Illawarra Shoalhaven	469	4.4%	641	6.0%	10,607
NSW - Mid North Coast	227	3.0%	296	3.9%	7,607
NSW - Murrumbidgee	336	4.2%	441	5.5%	8,013
NSW - Nepean Blue Mountains	521	4.9%	689	6.4%	10,733
NSW - North Sydney	904	7.3%	992	8.0%	12,332
NSW - Northern NSW	299	3.4%	373	4.3%	8,704
NSW - South Eastern Sydney	615	4.9%	727	5.8%	12,453
NSW - South Western Sydney	869	3.1%	1,444	5.1%	28,376
NSW - Southern NSW	169	3.4%	230	4.6%	5,008
NSW - Sydney	248	3.4%	368	5.1%	7,262
NSW - Western NSW	400	5.2%	570	7.4%	7,679
NSW - Western Sydney	1,014	4.6%	1,387	6.2%	22,243
NSW - Other	<11	n/a	<11	n/a	30
VIC	6,769	4.1%	6,614	4.1%	163,241
VIC - Barwon	469	4.2%	480	4.3%	11,132
VIC - Central Highlands	353	5.5%	345	5.4%	6,399
VIC - Loddon	294	3.4%	303	3.5%	8,578
VIC - North East Melbourne	832	5.3%	824	5.3%	15,561
VIC - Inner Gippsland	186	3.0%	191	3.1%	6,174
VIC - Ovens Murray	151	3.7%	158	3.9%	4,062
VIC - Western District	296	6.7%	286	6.5%	4,394
VIC - Inner East Melbourne	825	7.3%	767	6.8%	11,296
VIC - Outer East Melbourne	534	4.7%	495	4.3%	11,399
VIC - Hume Moreland	295	2.6%	283	2.5%	11,523
VIC - Bayside Peninsula	943	4.8%	924	4.7%	19,722
VIC - Southern Melbourne	461	3.0%	515	3.3%	15,547
VIC - Brimbank Melton	303	2.7%	293	2.6%	11,067
VIC - Western Melbourne	486	3.0%	424	2.6%	16,067
VIC - Goulburn	136	2.8%	132	2.7%	4,834
VIC - Mallee	108	3.8%	103	3.7%	2,817
VIC - Outer Gippsland	96	3.6%	91	3.4%	2,655
VIC - Other	<11	n/a	<11	n/a	14
QLD	3,500	2.7%	6,276	4.8%	129,989
QLD - Bundaberg	110	3.0%	174	4.7%	3,684
QLD - Ipswich	337	3.2%	495	4.7%	10,499
QLD - Mackay	69	1.7%	162	3.9%	4,153
QLD - Toowoomba	292	3.7%	526	6.7%	7,889
QLD - Townsville	171	2.3%	409	5.4%	7,533

³⁹¹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁹² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD - Rockhampton	159	2.2%	262	3.6%	7,216
QLD - Beenleigh	372	2.6%	645	4.5%	14,355
QLD - Brisbane	645	2.7%	1,123	4.7%	23,923
QLD - Cairns	162	2.5%	354	5.4%	6,502
QLD - Maryborough	145	2.8%	238	4.6%	5,198
QLD - Robina	368	2.7%	669	5.0%	13,470
QLD - Caboolture/Strathpine	393	2.8%	685	4.8%	14,168
QLD - Maroochydore	277	2.4%	534	4.7%	11,383
QLD - Other	<11	n/a	<11	n/a	16
WA	1,762	3.4%	2,825	5.4%	52,451
WA - North East Metro	348	4.4%	600	7.6%	7,933
WA - Wheat Belt	14	1.1%	23	1.8%	1,248
WA - South Metro	222	2.6%	394	4.7%	8,384
WA - Central South Metro	184	2.8%	315	4.8%	6,598
WA - South West	82	1.9%	164	3.9%	4,242
WA - Goldfields-Esperance	25	2.9%	37	4.2%	875
WA - North Metro	199	2.8%	268	3.8%	7,033
WA - Kimberley-Pilbara	21	1.3%	40	2.4%	1,636
WA - South East Metro	308	5.2%	492	8.3%	5,909
WA - Central North Metro	303	5.0%	412	6.9%	6,003
WA - Great Southern	29	2.4%	48	3.9%	1,221
WA - Midwest-Gascoyne	27	2.0%	32	2.4%	1,351
WA - Other	<11	n/a	<11	n/a	18
SA	2,349	4.5%	2,913	5.5%	52,501
SA - Adelaide Hills	43	2.1%	73	3.6%	2,045
SA - Barossa, Light and Lower North	52	2.0%	61	2.3%	2,619
SA - Eastern Adelaide	260	5.8%	281	6.3%	4,490
SA - Eyre and Western	43	2.6%	48	3.0%	1,624
SA - Far North (SA)	18	3.1%	29	5.1%	573
SA - Fleurieu and Kangaroo Island	46	3.1%	54	3.7%	1,461
SA - Limestone Coast	68	4.0%	99	5.8%	1,696
SA - Murray and Mallee	77	3.6%	102	4.8%	2,133
SA - Northern Adelaide	825	4.6%	1,051	5.9%	17,888
SA - Southern Adelaide	681	6.0%	816	7.2%	11,289
SA - Western Adelaide	196	4.3%	230	5.0%	4,608
SA - Yorke and Mid North	40	2.0%	69	3.4%	2,032
SA - Other	<11	n/a	<11	n/a	43
TAS	593	4.4%	1,057	7.9%	13,371
TAS - North	159	4.1%	247	6.4%	3,852
TAS - North West	148	5.0%	245	8.3%	2,963
TAS - South East	108	3.6%	182	6.1%	3,001
TAS - South West	178	5.0%	383	10.8%	3,554
TAS - Other	<11	n/a	<11	n/a	<11
ACT	329	3.2%	583	5.6%	10,328
ACT	329	3.2%	583	5.6%	10,327

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
ACT - Other	<11	n/a	<11	n/a	<11
NT	277	4.9%	532	9.4%	5,647
NT - Barkly	<11	n/a	14	9.8%	143
NT - Central Australia	72	7.8%	148	16.1%	922
NT - Darwin Remote	<11	n/a	<11	n/a	494
NT - Darwin Urban	158	4.7%	303	9.1%	3,341
NT - East Arnhem	<11	n/a	<11	n/a	226
NT - Katherine	28	10.1%	44	15.8%	278
NT - Other	<11	n/a	<11	n/a	243
OT	<11	n/a	<11	n/a	51
Missing	<11	n/a	<11	n/a	<11
Total	23,092	3.8%	31,509	5.2%	610,502

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2023 ^{393 394 395}

State/Territory	Annualised supports committed to SDA in current plans	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL	Percentage of supports committed to participants with SIL	Total committed in supports in current plans
NSW	\$119,550,107	0.86%	\$4,301,914,216	31%	\$13,884,640,645
VIC	\$97,296,678	0.85%	\$2,769,101,685	24%	\$11,441,502,407
QLD	\$73,546,542	0.75%	\$2,589,001,766	26%	\$9,834,321,920
WA	\$26,262,586	0.63%	\$1,142,470,096	28%	\$4,152,664,824
SA	\$33,593,471	0.87%	\$1,267,118,491	33%	\$3,860,345,164
TAS	\$4,691,562	0.40%	\$455,895,762	39%	\$1,170,270,312
ACT	\$6,028,450	0.86%	\$233,998,988	33%	\$702,241,736
NT	\$3,931,784	0.59%	\$314,892,564	47%	\$663,769,301
Other Territories	n/a	n/a	\$248,567	5%	\$5,165,520
Missing	n/a	n/a	n/a	n/a	\$290,777
Total	\$364,901,180	0.80%	\$13,074,642,135	29%	\$45,715,212,606

³⁹³ State/Territory is defined by the current residing address of the participant.

³⁹⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁹⁵ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2023.

Table P.3 Active SDA providers by State/Territory as at 30 June 2023 ³⁹⁶ ³⁹⁷ ³⁹⁸

State/Territory	Providers of SDA supports that have ever been active	Providers of SDA supports active in 2022-23 Q4
NSW	202	153
VIC	136	97
QLD	131	87
WA	45	33
SA	53	31
TAS	19	8
ACT	18	9
NT	7	<5
OT	<5	<5
National	472	355

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

³⁹⁶ Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

³⁹⁷ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁹⁸ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 June 2023 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	114	0	61	0	175
ACT - Australian Capital Territory	114	0	61	0	175
NSW	1,301	53	1,175	19	2,548
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	61	2	67	1	131
NSW - Central West	48	3	17	1	69
NSW - Coffs Harbour - Grafton	25	5	1	0	31
NSW - Far West and Orana	48	4	26	0	78
NSW - Hunter Valley exc Newcastle	35	1	26	0	62
NSW - Illawarra	41	1	64	0	106
NSW - Mid North Coast	43	2	14	0	59
NSW - Murray	51	1	33	0	85
NSW - New England and North West	32	2	9	0	43
NSW - Newcastle and Lake Macquarie	73	1	117	2	193
NSW - Richmond - Tweed	44	1	20	0	65
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	15	0	25	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	44	6	19	1	70
NSW - Sydney - Blacktown	70	4	45	2	121
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	4	1	17
NSW - Sydney - Inner South West	81	2	50	3	136
NSW - Sydney - Inner West	17	1	17	0	35
NSW - Sydney - North Sydney and Hornsby	34	1	45	0	80
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	43	0	21	1	65
NSW - Sydney - Outer West and Blue Mountains	85	3	141	3	232
NSW - Sydney - Parramatta	99	0	131	1	231
NSW - Sydney - Ryde	75	1	59	0	135
NSW - Sydney - South West	39	1	98	1	139
NSW - Sydney - Sutherland	58	4	38	0	100
NT	17	0	23	2	42
NT - Darwin	10	0	21	2	33
NT - Northern Territory - Outback	7	0	2	0	9
QLD	360	23	1,116	16	1,515
QLD - Brisbane - East	11	0	35	0	46
QLD - Brisbane - North	20	0	39	0	59
QLD - Brisbane - South	13	2	42	0	57
QLD - Brisbane - West	46	2	7	0	55
QLD - Brisbane Inner City	8	0	49	1	58
QLD - Cairns	11	1	54	0	66
QLD - Central Queensland	23	2	16	1	42
QLD - Darling Downs - Maranoa	2	1	7	1	11
QLD - Gold Coast	29	2	165	1	197
QLD - Ipswich	35	1	150	0	186

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
QLD - Logan - Beaudesert	12	1	160	1	174
QLD - Mackay - Isaac - Whitsunday	6	0	9	0	15
QLD - Moreton Bay - North	18	2	119	2	141
QLD - Moreton Bay - South	16	0	39	0	55
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	69	1	87
QLD - Toowoomba	14	5	46	2	67
QLD - Townsville	24	2	32	4	62
QLD - Wide Bay	56	1	78	2	137
SA	933	6	349	3	1,291
SA - Adelaide - Central and Hills	79	1	88	2	170
SA - Adelaide - North	305	1	122	0	428
SA - Adelaide - South	288	2	52	1	343
SA - Adelaide - West	148	0	68	0	216
SA - Barossa - Yorke - Mid North	8	1	2	0	11
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	88	1	17	0	106
TAS	21	3	34	1	59
TAS - Hobart	10	0	2	0	12
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	22	0	28
VIC	1,156	109	791	46	2,102
VIC - Ballarat	38	7	86	1	132
VIC - Bendigo	28	3	31	0	62
VIC - Geelong	52	4	69	7	132
VIC - Hume	52	1	2	0	55
VIC - Latrobe - Gippsland	58	12	11	0	81
VIC - Melbourne - Inner	45	6	109	6	166
VIC - Melbourne - Inner East	82	9	21	0	112
VIC - Melbourne - Inner South	111	11	41	7	170
VIC - Melbourne - North East	143	9	53	6	211
VIC - Melbourne - North West	43	4	17	0	64
VIC - Melbourne - Outer East	126	6	49	4	185
VIC - Melbourne - South East	118	6	71	3	198
VIC - Melbourne - West	70	11	161	5	247
VIC - Mornington Peninsula	53	6	32	1	92
VIC - North West	69	8	14	6	97
VIC - Shepparton	32	3	7	0	42
VIC - Warrnambool and South West	36	3	17	0	56
WA	10	1	182	0	193
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	11	0	11
WA - Perth - Inner	5	0	11	0	16
WA - Perth - North East	1	1	8	0	10
WA - Perth - North West	1	0	37	0	38

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
WA - Perth - South East	3	0	64	0	67
WA - Perth - South West	0	0	40	0	40
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,912	195	3,731	87	7,925

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 June 2023 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	32	59	63	14	6	1	175
ACT - Australian Capital Territory	32	59	63	14	6	1	175
NSW	1,071	407	737	115	207	11	2,548
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	55	13	46	5	12	0	131
NSW - Central West	35	10	6	8	9	1	69
NSW - Coffs Harbour - Grafton	19	4	4	2	2	0	31
NSW - Far West and Orana	45	6	12	9	3	3	78
NSW - Hunter Valley exc Newcastle	29	2	19	3	9	0	62
NSW - Illawarra	42	20	43	1	0	0	106
NSW - Mid North Coast	39	11	0	6	3	0	59
NSW - Murray	34	17	11	13	7	3	85
NSW - New England and North West	19	12	5	0	7	0	43
NSW - Newcastle and Lake Macquarie	65	12	105	2	8	1	193
NSW - Richmond - Tweed	34	14	10	1	6	0	65
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	17	8	6	0	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	32	18	11	2	7	0	70
NSW - Sydney - Blacktown	62	10	36	1	12	0	121
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	4	0	1	17
NSW - Sydney - Inner South West	78	12	42	0	4	0	136
NSW - Sydney - Inner West	16	0	14	5	0	0	35
NSW - Sydney - North Sydney and Hornsby	31	10	28	7	4	0	80
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	37	3	20	3	2	0	65
NSW - Sydney - Outer West and Blue Mountains	63	70	52	18	29	0	232
NSW - Sydney - Parramatta	66	44	96	1	24	0	231
NSW - Sydney - Ryde	44	12	51	3	25	0	135
NSW - Sydney - South West	32	28	61	5	13	0	139
NSW - Sydney - Sutherland	54	22	18	2	2	2	100
NT	7	3	6	11	15	0	42
NT - Darwin	3	2	4	11	13	0	33
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	100	211	792	190	219	3	1,515
QLD - Brisbane - East	4	6	26	7	3	0	46

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane - North	12	7	36	1	2	1	59
QLD - Brisbane - South	9	6	26	4	12	0	57
QLD - Brisbane - West	1	23	31	0	0	0	55
QLD - Brisbane Inner City	5	2	41	0	10	0	58
QLD - Cairns	2	2	36	8	18	0	66
QLD - Central Queensland	3	9	12	0	18	0	42
QLD - Darling Downs - Maranoa	1	3	3	1	3	0	11
QLD - Gold Coast	8	16	140	8	25	0	197
QLD - Ipswich	6	23	87	55	15	0	186
QLD - Logan - Beaudesert	5	18	104	30	17	0	174
QLD - Mackay - Isaac - Whitsunday	1	5	4	2	2	1	15
QLD - Moreton Bay - North	0	13	85	27	16	0	141
QLD - Moreton Bay - South	2	13	30	4	6	0	55
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	38	25	12	0	87
QLD - Toowoomba	11	15	31	1	9	0	67
QLD - Townsville	6	11	25	4	16	0	62
QLD - Wide Bay	20	31	37	13	35	1	137
SA	529	315	271	57	118	1	1,291
SA - Adelaide - Central and Hills	57	19	77	7	10	0	170
SA - Adelaide - North	139	139	105	14	30	1	428
SA - Adelaide - South	172	57	57	13	44	0	343
SA - Adelaide - West	94	60	29	13	20	0	216
SA - Barossa - Yorke - Mid North	7	2	0	2	0	0	11
SA - South Australia - Outback	13	4	0	0	0	0	17
SA - South Australia - South East	47	34	3	8	14	0	106
TAS	5	30	4	4	16	0	59
TAS - Hobart	4	5	0	2	1	0	12
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	1	0	10	0	28
VIC	325	462	653	270	389	3	2,102
VIC - Ballarat	9	70	22	19	10	2	132
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	27	66	19	7	0	132
VIC - Hume	24	9	10	3	9	0	55
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	20	20	119	2	5	0	166
VIC - Melbourne - Inner East	16	22	27	13	34	0	112
VIC - Melbourne - Inner South	44	22	47	13	44	0	170
VIC - Melbourne - North East	30	56	49	24	52	0	211
VIC - Melbourne - North West	7	14	13	10	20	0	64
VIC - Melbourne - Outer East	33	30	37	16	68	1	185
VIC - Melbourne - South East	33	40	64	37	24	0	198
VIC - Melbourne - West	8	33	113	56	37	0	247
VIC - Mornington Peninsula	12	21	26	7	26	0	92

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - North West	22	25	8	9	33	0	97
VIC - Shepparton	11	12	7	7	5	0	42
VIC - Warrnambool and South West	22	9	15	6	4	0	56
WA	3	14	138	5	30	3	193
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	2	0	8	1	11
WA - Perth - Inner	0	0	16	0	0	0	16
WA - Perth - North East	1	0	6	0	3	0	10
WA - Perth - North West	1	2	31	2	2	0	38
WA - Perth - South East	1	12	49	2	3	0	67
WA - Perth - South West	0	0	31	0	9	0	40
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,072	1,501	2,664	666	1,000	22	7,925

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2023 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	55	55	31	24	10	0	175
ACT - Australian Capital Territory	55	55	31	24	10	0	175
NSW	986	330	233	310	636	53	2,548
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	48	15	8	18	40	2	131
NSW - Central West	10	6	5	14	31	3	69
NSW - Coffs Harbour - Grafton	6	5	4	3	8	5	31
NSW - Far West and Orana	33	15	3	11	12	4	78
NSW - Hunter Valley exc Newcastle	14	3	13	13	18	1	62
NSW - Illawarra	53	3	11	10	28	1	106
NSW - Mid North Coast	20	12	8	1	16	2	59
NSW - Murray	40	13	8	7	16	1	85
NSW - New England and North West	4	6	7	3	21	2	43
NSW - Newcastle and Lake Macquarie	78	31	25	19	39	1	193
NSW - Richmond - Tweed	23	8	6	7	20	1	65
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	5	13	6	5	11	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	11	4	2	18	29	6	70
NSW - Sydney - Blacktown	36	6	14	16	45	4	121
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	7	1	17
NSW - Sydney - Inner South West	55	12	8	13	46	2	136
NSW - Sydney - Inner West	14	1	5	4	10	1	35
NSW - Sydney - North Sydney and Hornsby	39	7	4	9	20	1	80
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	21	7	7	15	15	0	65
NSW - Sydney - Outer West and Blue Mountains	94	37	38	28	32	3	232
NSW - Sydney - Parramatta	150	16	10	15	40	0	231

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Sydney - Ryde	54	31	7	16	26	1	135
NSW - Sydney - South West	66	32	8	12	20	1	139
NSW - Sydney - Sutherland	39	15	8	10	24	4	100
NT	2	27	3	3	7	0	42
NT - Darwin	1	22	2	2	6	0	33
NT - Northern Territory - Outback	1	5	1	1	1	0	9
QLD	728	255	354	113	42	23	1,515
QLD - Brisbane - East	25	7	12	1	1	0	46
QLD - Brisbane - North	35	6	9	5	4	0	59
QLD - Brisbane - South	32	10	9	2	2	2	57
QLD - Brisbane - West	29	17	2	3	2	2	55
QLD - Brisbane Inner City	52	0	3	2	1	0	58
QLD - Cairns	35	5	18	7	0	1	66
QLD - Central Queensland	11	14	7	7	1	2	42
QLD - Darling Downs - Maranoa	3	2	3	1	1	1	11
QLD - Gold Coast	148	7	35	3	2	2	197
QLD - Ipswich	76	33	62	13	1	1	186
QLD - Logan - Beaudesert	81	28	50	12	2	1	174
QLD - Mackay - Isaac - Whitsunday	2	3	1	7	2	0	15
QLD - Moreton Bay - North	52	21	48	11	7	2	141
QLD - Moreton Bay - South	21	14	12	6	2	0	55
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	52	7	18	5	4	1	87
QLD - Toowoomba	22	18	11	9	2	5	67
QLD - Townsville	5	31	11	9	4	2	62
QLD - Wide Bay	47	32	43	10	4	1	137
SA	399	490	193	122	81	6	1,291
SA - Adelaide - Central and Hills	84	41	21	17	6	1	170
SA - Adelaide - North	108	164	79	49	27	1	428
SA - Adelaide - South	111	134	34	28	34	2	343
SA - Adelaide - West	78	80	33	14	11	0	216
SA - Barossa - Yorke - Mid North	0	5	3	2	0	1	11
SA - South Australia - Outback	4	8	1	3	1	0	17
SA - South Australia - South East	14	58	22	9	2	1	106
TAS	30	9	2	15	0	3	59
TAS - Hobart	5	3	2	2	0	0	12
TAS - Launceston and North East	7	1	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	18	5	0	4	0	1	28
VIC	693	265	259	160	616	109	2,102
VIC - Ballarat	69	19	16	5	16	7	132
VIC - Bendigo	31	4	5	7	12	3	62
VIC - Geelong	60	22	15	5	26	4	132
VIC - Hume	5	21	6	6	16	1	55
VIC - Latrobe - Gippsland	31	12	5	2	19	12	81
VIC - Melbourne - Inner	124	7	7	6	16	6	166

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Melbourne - Inner East	23	4	6	12	58	9	112
VIC - Melbourne - Inner South	65	11	18	10	55	11	170
VIC - Melbourne - North East	47	23	36	16	80	9	211
VIC - Melbourne - North West	3	13	10	4	30	4	64
VIC - Melbourne - Outer East	39	17	27	24	72	6	185
VIC - Melbourne - South East	58	15	33	23	63	6	198
VIC - Melbourne - West	78	57	44	10	47	11	247
VIC - Mornington Peninsula	19	14	13	7	33	6	92
VIC - North West	22	16	8	11	32	8	97
VIC - Shepparton	12	2	3	6	16	3	42
VIC - Warrnambool and South West	7	8	7	6	25	3	56
WA	105	30	42	10	5	1	193
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	0	2	8	1	0	0	11
WA - Perth - Inner	11	5	0	0	0	0	16
WA - Perth - North East	0	3	3	2	1	1	10
WA - Perth - North West	24	4	5	3	2	0	38
WA - Perth - South East	42	9	11	3	2	0	67
WA - Perth - South West	26	4	9	1	0	0	40
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,998	1,461	1,117	757	1,397	195	7,925

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 June 2023 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	66	6	0	3	97
ACT - Australian Capital Territory	22	66	6	0	3	97
NSW	631	1,131	163	321	34	2,280
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	25	98	3	37	0	163
NSW - Central West	13	6	17	0	4	40
NSW - Coffs Harbour - Grafton	5	0	0	0	0	5
NSW - Far West and Orana	15	21	6	0	6	48
NSW - Hunter Valley exc Newcastle	5	57	10	10	0	82
NSW - Illawarra	40	65	3	0	0	108
NSW - Mid North Coast	16	0	6	9	0	31
NSW - Murray	10	21	10	5	8	54
NSW - New England and North West	0	5	0	17	0	22
NSW - Newcastle and Lake Macquarie	34	223	3	10	3	273
NSW - Richmond - Tweed	15	18	1	7	0	41
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	23	21	18	0	0	62
NSW - Sydney - Baulkham Hills and Hawkesbury	25	10	1	20	0	56
NSW - Sydney - Blacktown	16	50	0	30	0	96
NSW - Sydney - City and Inner South	36	5	0	0	0	41

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	26	59	0	5	0	90
NSW - Sydney - Inner West	0	21	4	0	0	25
NSW - Sydney - North Sydney and Hornsby	6	42	10	4	0	62
NSW - Sydney - Northern Beaches	15	41	0	36	0	92
NSW - Sydney - Outer South West	4	27	5	2	0	38
NSW - Sydney - Outer West and Blue Mountains	120	62	28	43	0	253
NSW - Sydney - Parramatta	72	91	2	12	0	177
NSW - Sydney - Ryde	31	28	4	39	0	102
NSW - Sydney - South West	39	90	13	22	0	164
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	13	22	15	0	50
NT - Darwin	0	10	22	15	0	47
NT - Northern Territory - Outback	0	3	0	0	0	3
QLD	133	1,421	213	287	13	2,067
QLD - Brisbane - East	5	39	5	6	0	55
QLD - Brisbane - North	3	40	3	3	4	53
QLD - Brisbane - South	1	42	8	19	0	70
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	42	0	16	0	58
QLD - Cairns	0	71	8	13	0	92
QLD - Central Queensland	0	27	0	9	0	36
QLD - Darling Downs - Maranoa	5	7	2	4	0	18
QLD - Gold Coast	11	185	9	35	0	240
QLD - Ipswich	18	197	62	26	0	303
QLD - Logan - Beaudesert	22	218	34	29	0	303
QLD - Mackay - Isaac - Whitsunday	0	9	2	8	4	23
QLD - Moreton Bay - North	11	195	26	20	0	252
QLD - Moreton Bay - South	5	59	7	2	0	73
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	4	75	21	20	0	120
QLD - Toowoomba	16	59	2	23	0	100
QLD - Townsville	7	53	10	18	0	88
QLD - Wide Bay	23	86	14	36	5	164
SA	177	295	128	47	4	651
SA - Adelaide - Central and Hills	30	82	17	2	0	131
SA - Adelaide - North	72	154	31	9	4	270
SA - Adelaide - South	17	38	27	19	0	101
SA - Adelaide - West	49	17	31	12	0	109
SA - Barossa - Yorke - Mid North	0	0	6	0	0	6
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	9	4	16	5	0	34
TAS	21	2	3	30	0	56
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	6	1	1	16	0	24
TAS - South East	0	0	0	0	0	0

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
TAS - West and North West	15	1	0	14	0	30
VIC	245	807	231	120	9	1,412
VIC - Ballarat	89	31	5	7	6	138
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	8	102	20	7	0	137
VIC - Hume	0	6	0	0	0	6
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	5	110	0	2	0	117
VIC - Melbourne - Inner East	2	15	4	2	0	23
VIC - Melbourne - Inner South	1	44	16	4	0	65
VIC - Melbourne - North East	30	56	21	4	0	111
VIC - Melbourne - North West	6	26	7	4	0	43
VIC - Melbourne - Outer East	14	51	2	15	3	85
VIC - Melbourne - South East	21	78	30	3	0	132
VIC - Melbourne - West	32	160	94	12	0	298
VIC - Mornington Peninsula	3	45	6	20	0	74
VIC - North West	12	0	0	28	0	40
VIC - Shepparton	0	6	4	0	0	10
VIC - Warrnambool and South West	0	37	10	10	0	57
WA	19	202	13	81	8	323
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	5	0	25	2	32
WA - Perth - Inner	0	11	0	0	0	11
WA - Perth - North East	0	18	0	5	0	23
WA - Perth - North West	6	48	5	5	0	64
WA - Perth - South East	13	75	7	7	0	102
WA - Perth - South West	0	39	0	26	0	65
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,248	3,937	779	901	71	6,936

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 30 June 2023³⁹⁹

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
Total	142	44	0	4	13	203

³⁹⁹ Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2023 ⁴⁰⁰

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
Total	74	26	12	79	12	0	203

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2023 ⁴⁰¹

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	13	2	0	2	17
ACT - Australian Capital Territory	0	0	13	2	0	2	17
NSW	0	60	463	109	41	5	678
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	0	1	25	7	1	0	34
NSW - Central West	0	0	18	13	1	0	32
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	11	0	0	0	11
NSW - Hunter Valley exc Newcastle	0	1	9	1	4	0	15
NSW - Illawarra	0	4	19	0	0	0	23
NSW - Mid North Coast	0	1	3	0	2	1	7
NSW - Murray	0	0	7	7	0	0	14
NSW - New England and North West	0	0	2	0	0	0	2
NSW - Newcastle and Lake Macquarie	0	0	15	7	8	0	30
NSW - Richmond - Tweed	0	0	3	2	1	0	6
NSW - Riverina	0	1	12	0	2	0	15
NSW - Southern Highlands and Shoalhaven	0	0	4	0	0	1	5
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	10	0	2	0	17
NSW - Sydney - Blacktown	0	10	33	18	2	1	64
NSW - Sydney - City and Inner South	0	4	17	0	0	0	21
NSW - Sydney - Eastern Suburbs	0	0	4	0	0	0	4
NSW - Sydney - Inner South West	0	1	41	3	1	0	46
NSW - Sydney - Inner West	0	0	2	0	1	0	3
NSW - Sydney - North Sydney and Hornsby	0	0	12	1	0	2	15
NSW - Sydney - Northern Beaches	0	1	14	1	1	0	17
NSW - Sydney - Outer South West	0	3	20	1	1	0	25
NSW - Sydney - Outer West and Blue Mountains	0	21	23	4	1	0	49
NSW - Sydney - Parramatta	0	1	83	21	5	0	110
NSW - Sydney - Ryde	0	2	25	2	0	0	29

⁴⁰⁰ Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

⁴⁰¹ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. Since July 2021, it has become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available. There may be delays in excluding enrolled SDA dwellings from unenrolled SDA data. This may result in unenrolled SDA numbers being overstated in a given reporting period. Work is underway to improve accuracy of unenrolled SDA dwellings reporting.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - South West	0	4	36	18	8	0	66
NSW - Sydney - Sutherland	0	0	14	3	0	0	17
NT	0	1	11	19	4	0	35
NT - Darwin	0	1	6	19	1	0	27
NT - Northern Territory - Outback	0	0	5	0	3	0	8
QLD	0	64	751	187	53	4	1,059
QLD - Brisbane - East	0	2	47	2	0	0	51
QLD - Brisbane - North	0	21	12	0	1	0	34
QLD - Brisbane - South	0	1	37	0	25	3	66
QLD - Brisbane - West	0	0	9	0	0	0	9
QLD - Brisbane Inner City	0	0	35	0	0	0	35
QLD - Cairns	0	0	7	7	1	0	15
QLD - Central Queensland	0	0	39	0	1	1	41
QLD - Darling Downs - Maranoa	0	0	2	2	0	0	4
QLD - Gold Coast	0	0	39	0	0	0	39
QLD - Ipswich	0	7	60	51	6	0	124
QLD - Logan - Beaudesert	0	13	76	34	9	0	132
QLD - Mackay - Isaac - Whitsunday	0	0	52	11	0	0	63
QLD - Moreton Bay - North	0	0	55	9	0	0	64
QLD - Moreton Bay - South	0	0	26	4	1	0	31
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	16	3	0	0	19
QLD - Toowoomba	0	3	59	29	3	0	94
QLD - Townsville	0	1	124	16	3	0	144
QLD - Wide Bay	0	16	50	19	3	0	88
SA	0	50	157	34	15	5	261
SA - Adelaide - Central and Hills	0	2	37	0	0	0	39
SA - Adelaide - North	0	30	71	21	7	0	129
SA - Adelaide - South	0	9	31	11	3	5	59
SA - Adelaide - West	0	9	2	0	0	0	11
SA - Barossa - Yorke - Mid North	0	0	5	0	0	0	5
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	0	11	2	5	0	18
TAS	0	19	21	8	1	3	52
TAS - Hobart	0	0	9	2	0	0	11
TAS - Launceston and North East	0	3	10	2	1	0	16
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	16	2	4	0	3	25
VIC	0	80	594	370	24	8	1,076
VIC - Ballarat	0	5	28	21	0	1	55
VIC - Bendigo	0	0	2	10	0	0	12
VIC - Geelong	0	9	46	9	0	0	64
VIC - Hume	0	1	4	0	1	0	6
VIC - Latrobe - Gippsland	0	8	19	4	9	0	40
VIC - Melbourne - Inner	0	3	44	0	1	0	48
VIC - Melbourne - Inner East	0	7	16	1	0	0	24

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - Inner South	0	2	38	1	0	4	45
VIC - Melbourne - North East	0	4	56	21	5	0	86
VIC - Melbourne - North West	0	2	12	14	0	0	28
VIC - Melbourne - Outer East	0	1	2	1	0	0	4
VIC - Melbourne - South East	0	11	66	63	1	0	141
VIC - Melbourne - West	0	2	243	207	6	0	458
VIC - Mornington Peninsula	0	2	3	8	0	3	16
VIC - North West	0	0	3	0	0	0	3
VIC - Shepparton	0	21	8	5	0	0	34
VIC - Warrnambool and South West	0	2	4	5	1	0	12
WA	0	9	288	12	50	7	366
WA - Bunbury	0	1	9	0	0	0	10
WA - Mandurah	0	1	40	2	9	0	52
WA - Perth - Inner	0	1	16	0	0	5	22
WA - Perth - North East	0	0	51	0	2	0	53
WA - Perth - North West	0	1	48	3	2	0	54
WA - Perth - South East	0	4	57	4	16	1	82
WA - Perth - South West	0	1	60	3	18	1	83
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	4	0	3	0	7
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
Total	0	283	2,298	741	188	34	3,544

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2023 ⁴⁰²

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
ACT	274	55	329	10	339
ACT - Australian Capital Territory	274	55	329	10	339
NSW	6,014	1,499	7,513	324	7,837
NSW - Capital Region	150	32	182	4	186
NSW - Central Coast	329	71	400	19	419
NSW - Central West	231	41	272	14	286
NSW - Coffs Harbour - Grafton	127	17	144	9	153
NSW - Far West and Orana	134	26	160	11	171
NSW - Hunter Valley exc Newcastle	199	36	235	15	250
NSW - Illawarra	274	72	346	10	356
NSW - Mid North Coast	200	25	225	12	237
NSW - Murray	120	42	162	3	165
NSW - New England and North West	139	27	166	6	172

⁴⁰² The total number of Participants with SDA funding is currently split into "Participants in SDA dwelling or Having SDA funding" and "Participants in SDA dwelling, seeking alternative". As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for these splits is no longer consistently maintained. Work is underway to provide splits that better reflect if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
NSW - Newcastle and Lake Macquarie	447	85	532	22	554
NSW - Richmond - Tweed	201	48	249	15	264
NSW - Riverina	131	29	160	8	168
NSW - Southern Highlands and Shoalhaven	126	31	157	3	160
NSW - Sydney - Baulkham Hills and Hawkesbury	195	59	254	6	260
NSW - Sydney - Blacktown	346	60	406	11	417
NSW - Sydney - City and Inner South	120	17	137	5	142
NSW - Sydney - Eastern Suburbs	85	15	100	3	103
NSW - Sydney - Inner South West	346	90	436	22	458
NSW - Sydney - Inner West	153	13	166	10	176
NSW - Sydney - North Sydney and Hornsby	202	40	242	11	253
NSW - Sydney - Northern Beaches	163	89	252	5	257
NSW - Sydney - Outer South West	199	45	244	17	261
NSW - Sydney - Outer West and Blue Mountains	364	128	492	26	518
NSW - Sydney - Parramatta	345	132	477	29	506
NSW - Sydney - Ryde	236	106	342	9	351
NSW - Sydney - South West	259	56	315	14	329
NSW - Sydney - Sutherland	193	67	260	5	265
NT	259	18	277	8	285
NT - Darwin	144	14	158	3	161
NT - Northern Territory - Outback	114	4	118	5	123
NT - Other	1	0	1	0	1
QLD	2,627	873	3,500	373	3,873
QLD - Brisbane - East	116	24	140	17	157
QLD - Brisbane - North	118	37	155	24	179
QLD - Brisbane - South	128	18	146	29	175
QLD - Brisbane - West	84	34	118	19	137
QLD - Brisbane Inner City	77	25	102	12	114
QLD - Cairns	127	35	162	11	173
QLD - Central Queensland	138	21	159	8	167
QLD - Darling Downs - Maranoa	46	10	56	10	66
QLD - Gold Coast	241	129	370	42	412
QLD - Ipswich	303	91	394	67	461
QLD - Logan - Beaudesert	181	104	285	21	306
QLD - Mackay - Isaac - Whitsunday	61	8	69	6	75
QLD - Moreton Bay - North	181	94	275	32	307
QLD - Moreton Bay - South	82	37	119	11	130
QLD - Queensland - Outback	3	0	3	2	5
QLD - Sunshine Coast	176	68	244	20	264
QLD - Toowoomba	214	33	247	12	259
QLD - Townsville	137	31	168	16	184
QLD - Wide Bay	214	74	288	14	302
QLD - Other	0	0	0	0	0
SA	1,755	594	2,349	127	2,476

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
SA - Adelaide - Central and Hills	209	94	303	19	322
SA - Adelaide - North	539	231	770	35	805
SA - Adelaide - South	523	157	680	41	721
SA - Adelaide - West	216	72	288	15	303
SA - Barossa - Yorke - Mid North	54	2	56	5	61
SA - South Australia - Outback	55	6	61	5	66
SA - South Australia - South East	159	32	191	7	198
TAS	564	29	593	29	622
TAS - Hobart	272	6	278	15	293
TAS - Launceston and North East	147	12	159	5	164
TAS - South East	8	0	8	0	8
TAS - West and North West	137	11	148	9	157
VIC	5,382	1,387	6,769	347	7,116
VIC - Ballarat	196	84	280	15	295
VIC - Bendigo	158	43	201	15	216
VIC - Geelong	293	104	397	25	422
VIC - Hume	156	19	175	3	178
VIC - Latrobe - Gippsland	224	58	282	21	303
VIC - Melbourne - Inner	232	100	332	29	361
VIC - Melbourne - Inner East	376	78	454	12	466
VIC - Melbourne - Inner South	395	84	479	21	500
VIC - Melbourne - North East	592	136	728	32	760
VIC - Melbourne - North West	245	52	297	21	318
VIC - Melbourne - Outer East	520	135	655	32	687
VIC - Melbourne - South East	607	151	758	42	800
VIC - Melbourne - West	521	139	660	31	691
VIC - Mornington Peninsula	283	75	358	22	380
VIC - North West	244	52	296	9	305
VIC - Shepparton	147	30	177	9	186
VIC - Warrnambool and South West	192	47	239	8	247
VIC - Other	1	0	1	0	1
WA	1,598	164	1,762	87	1,849
WA - Bunbury	77	5	82	2	84
WA - Mandurah	64	9	73	6	79
WA - Perth - Inner	74	14	88	7	95
WA - Perth - North East	275	17	292	11	303
WA - Perth - North West	382	32	414	13	427
WA - Perth - South East	410	49	459	25	484
WA - Perth - South West	206	32	238	13	251
WA - Western Australia - Outback (North)	21	0	21	5	26
WA - Western Australia - Outback (South)	47	5	52	3	55
WA - Western Australia - Wheat Belt	42	1	43	2	45
Missing	0	0	0	0	0

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
Total	18,473	4,619	23,092	1,305	24,387

Table P.12 Number of Participants seeking SDA dwelling by SA4 Region and Design Category as at 30 June 2023 ⁴⁰³

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
ACT	7	15	23	3	17	65	19%
ACT - Australian Capital Territory	7	15	23	3	17	65	19%
NSW	228	672	466	89	368	1,823	23%
NSW - Capital Region	5	12	7	0	12	36	19%
NSW - Central Coast	17	32	29	2	10	90	21%
NSW - Central West	13	21	10	1	10	55	19%
NSW - Coffs Harbour - Grafton	2	12	6	2	4	26	17%
NSW - Far West and Orana	4	16	10	1	6	37	22%
NSW - Hunter Valley exc Newcastle	9	11	14	4	13	51	20%
NSW - Illawarra	7	21	28	1	25	82	23%
NSW - Mid North Coast	5	14	7	4	7	37	16%
NSW - Murray	6	18	11	4	6	45	27%
NSW - New England and North West	7	12	5	0	9	33	19%
NSW - Newcastle and Lake Macquarie	15	27	35	10	20	107	19%
NSW - Richmond - Tweed	7	21	13	6	16	63	24%
NSW - Riverina	6	18	7	1	5	37	22%
NSW - Southern Highlands and Shoalhaven	2	18	9	1	4	34	21%
NSW - Sydney - Baulkham Hills and Hawkesbury	3	33	12	5	12	65	25%
NSW - Sydney - Blacktown	15	22	13	6	15	71	17%
NSW - Sydney - City and Inner South	6	6	6	1	3	22	15%
NSW - Sydney - Eastern Suburbs	1	12	4	0	1	18	17%
NSW - Sydney - Inner South West	16	40	34	2	20	112	24%
NSW - Sydney - Inner West	6	10	2	0	5	23	13%
NSW - Sydney - North Sydney and Hornsby	6	20	13	5	7	51	20%
NSW - Sydney - Northern Beaches	3	48	22	0	21	94	37%
NSW - Sydney - Outer South West	11	24	13	2	12	62	24%
NSW - Sydney - Outer West and Blue Mountains	16	63	31	8	36	154	30%
NSW - Sydney - Parramatta	17	42	62	5	35	161	32%
NSW - Sydney - Ryde	6	53	24	7	25	115	33%
NSW - Sydney - South West	10	18	22	6	14	70	21%
NSW - Sydney - Sutherland	7	28	17	5	15	72	27%
NT	6	8	7	0	5	26	9%
NT - Darwin	1	7	6	0	3	17	11%

⁴⁰³ As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for 'Participants seeking SDA' is no longer consistently maintained. Work is underway to better identify if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
NT - Northern Territory - Outback	5	1	1	0	2	9	7%
QLD	136	299	404	90	317	1,246	32%
QLD - Brisbane - East	5	7	14	2	13	41	26%
QLD - Brisbane - North	4	25	22	3	7	61	34%
QLD - Brisbane - South	5	15	10	3	14	47	27%
QLD - Brisbane - West	3	10	28	1	11	53	39%
QLD - Brisbane Inner City	4	5	19	0	9	37	32%
QLD - Cairns	3	5	19	3	16	46	27%
QLD - Central Queensland	5	8	8	3	5	29	17%
QLD - Darling Downs - Maranoa	3	8	4	1	4	20	30%
QLD - Gold Coast	16	26	67	7	55	171	42%
QLD - Ipswich	14	51	41	17	35	158	34%
QLD - Logan - Beaudesert	12	21	36	18	38	125	41%
QLD - Mackay - Isaac - Whitsunday	4	6	3	0	1	14	19%
QLD - Moreton Bay - North	20	34	35	11	26	126	41%
QLD - Moreton Bay - South	7	6	17	3	15	48	37%
QLD - Queensland - Outback	1	0	0	0	1	2	40%
QLD - Sunshine Coast	8	14	30	11	25	88	33%
QLD - Toowoomba	5	15	13	1	11	45	17%
QLD - Townsville	6	15	14	0	12	47	26%
QLD - Wide Bay	11	28	24	6	19	88	29%
SA	63	285	186	26	161	721	29%
SA - Adelaide - Central and Hills	13	34	44	3	19	113	35%
SA - Adelaide - North	23	101	59	12	71	266	33%
SA - Adelaide - South	13	79	62	6	38	198	27%
SA - Adelaide - West	6	38	16	5	22	87	29%
SA - Barossa - Yorke - Mid North	2	2	2	0	1	7	11%
SA - South Australia - Outback	3	7	1	0	0	11	17%
SA - South Australia - South East	3	24	2	0	10	39	20%
TAS	12	21	13	0	12	58	9%
TAS - Hobart	7	5	3	0	6	21	7%
TAS - Launceston and North East	4	8	4	0	1	17	10%
TAS - South East	0	0	0	0	0	0	0%
TAS - West and North West	1	8	6	0	5	20	13%
VIC	267	662	405	115	285	1,734	24%
VIC - Ballarat	14	44	18	8	15	99	34%
VIC - Bendigo	9	27	8	6	8	58	27%
VIC - Geelong	16	39	32	13	29	129	31%
VIC - Hume	4	10	1	0	7	22	12%
VIC - Latrobe - Gippsland	15	37	10	4	13	79	26%
VIC - Melbourne - Inner	20	19	64	1	25	129	36%
VIC - Melbourne - Inner East	11	36	25	4	14	90	19%
VIC - Melbourne - Inner South	15	41	24	7	18	105	21%
VIC - Melbourne - North East	25	57	43	12	31	168	22%

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
VIC - Melbourne - North West	12	20	18	11	12	73	23%
VIC - Melbourne - Outer East	27	78	24	12	26	167	24%
VIC - Melbourne - South East	34	63	54	21	21	193	24%
VIC - Melbourne - West	29	48	54	9	30	170	25%
VIC - Mornington Peninsula	12	49	12	2	22	97	26%
VIC - North West	14	32	6	2	7	61	20%
VIC - Shepparton	4	28	4	1	2	39	21%
VIC - Warrnambool and South West	6	34	8	2	5	55	22%
WA	43	38	96	9	65	251	14%
WA - Bunbury	1	2	3	0	1	7	8%
WA - Mandurah	5	4	2	0	4	15	19%
WA - Perth - Inner	6	1	9	1	4	21	22%
WA - Perth - North East	4	4	16	0	4	28	9%
WA - Perth - North West	5	4	22	4	10	45	11%
WA - Perth - South East	14	12	24	2	22	74	15%
WA - Perth - South West	4	8	16	1	16	45	18%
WA - Western Australia - Outback (North)	0	1	1	0	3	5	19%
WA - Western Australia - Outback (South)	3	2	2	0	1	8	15%
WA - Western Australia - Wheat Belt	1	0	1	1	0	3	7%
Missing	0	0	0	0	0	0	0%
Total	762	2,000	1,600	332	1,230	5,924	24%