

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.

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

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	2023-24 Q1	Total
Access decisions	786,272	31,944	818,216
Active Eligible - Total	619,936	23,194	643,130
<i>Active Eligible - New</i>	400,159	22,717	422,876
<i>Active Eligible - State</i>	178,227	302	178,529
<i>Active Eligible - Commonwealth</i>	41,550	175	41,725
Active Participant Plans (excl ECA) - Total	607,726	23,803	631,529
<i>Active Participant Plans (excl ECA) - New</i>	389,412	23,285	412,697
<i>Active Participant Plans (excl ECA) - State</i>	176,984	332	177,316
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,330	186	41,516
Active Participant Plans - Total	625,315	43,257	650,983
<i>Active Participant Plans - Early Intervention (s25)</i>	187,000	13,593	200,593
<i>Active Participant Plans - Permanent Disability (s24)</i>	420,726	10,210	430,936
<i>Active Participant Plans - ECA</i>	17,589	19,454	19,454

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

People leaving the Scheme	Total
Number of people who have left the Scheme	44,243
<i>Early Intervention participants</i>	12,495
<i>Permanent disability participants</i>	31,748

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	155,321	98%	65,242	98%	2,197	97%	222,760	98%
7 to 14	86,722	90%	43,415	90%	2,116	85%	132,253	90%
15 to 18	26,576	92%	16,283	89%	1,053	89%	43,912	91%
19 to 24	21,576	91%	14,205	85%	751	82%	36,532	89%
25 to 34	27,324	88%	21,674	81%	829	78%	49,827	85%
35 to 44	27,882	85%	24,647	76%	633	70%	53,162	80%
45 to 54	34,501	81%	32,246	72%	743	64%	67,490	76%
55 to 64	43,038	75%	39,334	64%	825	54%	83,197	69%
65+	1,509	52%	1,380	45%	30	39%	2,919	48%
Missing	3,061	48%	2,391	34%	113	48%	5,565	41%
Total	427,510	89%	260,817	80%	9,290	79%	697,617	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	14,116	92%	7,114	91%	184	82%	21,414	92%
Autism	158,872	97%	66,759	97%	4,496	95%	230,127	97%
Cerebral palsy	10,292	97%	8,309	96%	143	91%	18,744	97%
Developmental delay	61,981	98%	26,044	98%	912	98%	88,937	98%
Global developmental delay	12,476	99%	5,203	99%	136	96%	17,815	99%
Hearing impairment	13,581	90%	14,354	87%	370	85%	28,305	88%
Intellectual disability	61,334	96%	46,521	95%	846	89%	108,701	95%
Multiple sclerosis	2,906	91%	8,406	90%	112	79%	11,424	90%
Psychosocial disability	35,156	74%	33,000	65%	914	55%	69,070	69%
Spinal cord injury	4,701	94%	1,938	92%	86	90%	6,725	94%
Stroke	6,181	86%	4,547	83%	104	79%	10,832	85%
Visual impairment	5,773	87%	5,447	86%	112	75%	11,332	87%
Other neurological	16,195	81%	13,201	79%	296	72%	29,692	80%
Other physical	12,437	50%	12,503	38%	297	31%	25,237	43%
Other sensory/speech	2,637	49%	1,029	44%	27	25%	3,693	47%
Other	6,264	45%	4,326	30%	145	30%	10,735	37%
Missing	2,608	94%	2,116	94%	110	98%	4,834	94%
Total	427,510	89%	260,817	80%	9,290	79%	697,617	85%

² Down syndrome is included in intellectual disability.
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In supplement E, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	46,588	8%	2,378	10%	48,966	8%
Non-First Nations Participants	466,990	77%	20,979	88%	487,969	77%
Not Stated	94,148	15%	446	2%	94,594	15%
Total	607,726	100%	23,803	100%	631,529	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	55,532	9%	2,022	8%	57,554	9%
Not culturally and linguistically diverse	543,443	89%	21,543	91%	564,986	89%
Not stated	8,751	1%	238	1%	8,989	1%
Total	607,726	100%	23,803	100%	631,529	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 September 2023 – National ⁴

Age group	Total number of active participants
Under 45	33
45 to 54	210
55 to 64	1,322
Total YPIRAC (under 65)	1,565

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
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
Sep-23	-178	1,565

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 1,938 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	415,366	68%	16,681	70%	432,047	68%
Population > 50,000	65,827	11%	2,494	10%	68,321	11%
Population between 15,000 and 50,000	50,487	8%	1,742	7%	52,229	8%
Population between 5,000 and 15,000	27,697	5%	1,009	4%	28,706	5%
Population less than 5,000	39,073	6%	1,554	7%	40,627	6%
Remote	5,601	1%	190	1%	5,791	1%
Very Remote	3,634	1%	131	1%	3,765	1%
Missing	41	0%	<11	n/a	43	0%
Total	607,726	100%	23,803	100%	631,529	100%

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	215,978	36%	7,672	32%	223,650	35%
Intellectual Disability	100,409	17%	1,238	5%	101,647	16%
Developmental Delay	65,703	11%	8,661	36%	74,364	12%
Psychosocial disability	61,652	10%	1,358	6%	63,010	10%
Hearing Impairment	26,397	4%	554	2%	26,951	4%
Other Neurological	22,145	4%	758	3%	22,903	4%
Other Physical	19,754	3%	349	1%	20,103	3%
Acquired brain injury	17,892	3%	443	2%	18,335	3%
Cerebral Palsy	17,639	3%	123	1%	17,762	3%
Global Developmental Delay	14,708	2%	1,248	5%	15,956	3%
Multiple Sclerosis	10,298	2%	305	1%	10,603	2%
Visual Impairment	10,102	2%	186	1%	10,288	2%
Stroke	8,911	1%	287	1%	9,198	1%
Other	8,267	1%	504	2%	8,771	1%
Spinal Cord Injury	5,854	1%	101	0%	5,955	1%
Other Sensory/Speech	2,017	0%	16	0%	2,033	0%
Total	607,726	100%	23,803	100%	631,529	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% (11,633) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,892	12%	<11	n/a	3,892	12%
Intellectual Disability	15,040	46%	<11	n/a	15,042	46%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	3,833	12%	<11	n/a	3,833	12%
Hearing Impairment	14	0%	<11	n/a	14	0%
Other Neurological	2,130	6%	<11	n/a	2,139	6%
Other Physical	344	1%	<11	n/a	345	1%
Acquired brain injury	2,754	8%	<11	n/a	2,764	8%
Cerebral Palsy	2,681	8%	<11	n/a	2,681	8%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	429	1%	<11	n/a	429	1%
Visual Impairment	115	0%	<11	n/a	115	0%
Stroke	934	3%	<11	n/a	939	3%
Other	484	1%	<11	n/a	491	1%
Spinal Cord Injury	283	1%	<11	n/a	285	1%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	32,937	100%	36	100%	32,973	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	212,086	37%	7,672	32%	219,758	37%
Intellectual Disability	85,369	15%	1,236	5%	86,605	14%
Developmental Delay	65,702	11%	8,661	36%	74,363	12%
Psychosocial disability	57,819	10%	1,358	6%	59,177	10%
Hearing Impairment	26,383	5%	554	2%	26,937	5%
Other Neurological	20,015	3%	749	3%	20,764	3%
Other Physical	19,410	3%	348	1%	19,758	3%
Acquired brain injury	15,138	3%	433	2%	15,571	3%
Cerebral Palsy	14,958	3%	123	1%	15,081	3%
Global Developmental Delay	14,708	3%	1,248	5%	15,956	3%
Multiple Sclerosis	9,869	2%	305	1%	10,174	2%
Visual Impairment	9,987	2%	186	1%	10,173	2%
Stroke	7,977	1%	282	1%	8,259	1%
Other	7,783	1%	497	2%	8,280	1%
Spinal Cord Injury	5,571	1%	99	0%	5,670	1%
Other Sensory/Speech	2,014	0%	16	0%	2,030	0%
Total	574,789	100%	23,767	100%	598,556	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% (2,166) of participants in SIL.

¹¹ Down syndrome is included in intellectual disability, representing 2% (9,467) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	70,288	12%	7,147	30%	77,435	12%
2 (High Function)	1,256	0%	88	0%	1,344	0%
3 (High Function)	30,665	5%	1,810	8%	32,475	5%
4 (High Function)	37,502	6%	1,080	5%	38,582	6%
5 (High Function)	41,558	7%	2,018	8%	43,576	7%
6 (Moderate Function)	147,704	24%	6,336	27%	154,040	24%
7 (Moderate Function)	32,199	5%	950	4%	33,149	5%
8 (Moderate Function)	34,916	6%	785	3%	35,701	6%
9 (Moderate Function)	3,178	1%	76	0%	3,254	1%
10 (Moderate Function)	59,691	10%	1,202	5%	60,893	10%
11 (Low Function)	17,840	3%	180	1%	18,020	3%
12 (Low Function)	79,133	13%	1,332	6%	80,465	13%
13 (Low Function)	41,463	7%	641	3%	42,104	7%
14 (Low Function)	9,541	2%	69	0%	9,610	2%
15 (Low Function)	170	0%	<11	n/a	171	0%
Missing	622	0%	88	0%	710	0%
Total	607,726	100%	23,803	100%	631,529	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	92,724	15%	11,464	48%	104,188	16%
7 to 14	163,014	27%	4,401	18%	167,415	27%
15 to 18	54,027	9%	1,481	6%	55,508	9%
19 to 24	50,770	8%	821	3%	51,591	8%
25 to 34	53,410	9%	1,134	5%	54,544	9%
35 to 44	46,835	8%	1,183	5%	48,018	8%
45 to 54	54,094	9%	1,333	6%	55,427	9%
55 to 64	63,930	11%	1,820	8%	65,750	10%
65+	28,922	5%	166	1%	29,088	5%
Total	607,726	100%	23,803	100%	631,529	100%

Table E.15 Number and proportion of active participants by gender and age group at 30 September 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	71,513	11%	31,651	5%	1,024	0%	104,188	16%	2.3
7 to 14	114,201	18%	50,895	8%	2,319	0%	167,415	27%	2.2
15 to 18	35,479	6%	18,898	3%	1,131	0%	55,508	9%	1.9
19 to 24	32,375	5%	18,239	3%	977	0%	51,591	8%	1.8
25 to 34	31,612	5%	22,062	3%	870	0%	54,544	9%	1.4
35 to 44	25,485	4%	21,909	3%	624	0%	48,018	8%	1.2
45 to 54	28,319	4%	26,507	4%	601	0%	55,427	9%	1.1
55 to 64	33,356	5%	31,714	5%	680	0%	65,750	10%	1.1
65+	14,752	2%	14,091	2%	245	0%	29,088	5%	1.0
Total	387,092	61%	235,966	37%	8,471	1%	631,529	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group at 30 September 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	154,663	24%	64,671	10%	4,316	1%	223,650	35%	2.4
Intellectual disability	57,342	9%	43,524	7%	781	0%	101,647	16%	1.3
Psychosocial disability	31,679	5%	30,474	5%	857	0%	63,010	10%	1.0
Developmental delay	51,746	8%	21,832	3%	786	0%	74,364	12%	2.4
Hearing impairment	12,895	2%	13,704	2%	352	0%	26,951	4%	0.9
Other neurological	12,338	2%	10,342	2%	223	0%	22,903	4%	1.2
Other physical	9,708	2%	10,157	2%	238	0%	20,103	3%	1.0
Cerebral palsy	9,753	2%	7,877	1%	132	0%	17,762	3%	1.2
Acquired brain injury	12,037	2%	6,150	1%	148	0%	18,335	3%	2.0
Global developmental delay	11,143	2%	4,686	1%	127	0%	15,956	3%	2.4
Visual impairment	5,204	1%	4,980	1%	104	0%	10,288	2%	1.0
Multiple sclerosis	2,637	0%	7,863	1%	103	0%	10,603	2%	0.3
Stroke	5,196	1%	3,919	1%	83	0%	9,198	1%	1.3
Spinal cord injury	4,163	1%	1,715	0%	77	0%	5,955	1%	2.4
Other	5,143	1%	3,505	1%	123	0%	8,771	1%	1.5
Other sensory/speech	1,445	0%	567	0%	21	0%	2,033	0%	2.5
Total	387,092	61%	235,966	37%	8,471	1%	631,529	100%	1.6

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

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.5%	3.0%	4.8%
7 to 14	8.5%	4.0%	6.4%
15 to 18	5.3%	3.0%	4.3%
19 to 24	3.2%	1.9%	2.6%
25 to 44	1.5%	1.2%	1.4%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.4%	2.0%	2.8%

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

Note: In Tables E.18 to E.23 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5, R6 and R7 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment, sixth reassessment and seventh reassessment respectively.

Table E.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=48,731), 'participant social and community engagement rate' (n=48,997), 'parent and carer employment rate' (n=48,031) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=31,039) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - National ¹³

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	22%	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	33%	40%	40%	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%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	37%	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%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	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 September 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=40,736), 'participant social and community engagement rate' (n=41,012), 'parent and carer employment rate' (n=30,000) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=29,783) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - National ¹⁴

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	20%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	25%	28%	26%
Participant employment rate - Aged 35 to 44 years	27%	28%	24%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	12%	11%	10%	9%	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%	38%	41%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	42%	45%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	41%	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 September 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=29,111), 'participant social and community engagement rate' (n=29,329), 'parent and carer employment rate' (n=16,672) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=23,452) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - National ¹⁵

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	17%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	29%	29%	29%	25%	30%	26%
Participant employment rate - Aged 35 to 44 years	29%	30%	30%	26%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	27%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	18%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	26%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	24%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	42%	44%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	44%	48%	48%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	44%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	41%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	40%	40%	42%	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	44%	45%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	44%	45%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	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%	51%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	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 September 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=16,806), 'participant social and community engagement rate' (n=16,990), 'parent and carer employment rate' (n=7,411) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=14,196) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - National¹⁶

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	21%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	27%	29%	29%	31%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	30%	30%	28%	29%	26%	28%	26%
Participant employment rate - Aged 45 to 54 years	30%	29%	26%	30%	26%	25%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	19%	19%	15%	17%	26%
Participant employment rate - Aged 65+ years	14%	14%	10%	11%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	23%	26%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	41%	44%	44%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	44%	47%	50%	50%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	47%	48%	48%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	46%	47%	46%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	43%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	43%	43%	40%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	46%	47%	46%	47%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	45%	46%	45%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	46%	48%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	51%	54%	56%	52%	52%	50%
Parent and carer employment rate - All ages	44%	47%	49%	52%	49%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	68%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	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 September 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=6,798), 'participant social and community engagement rate' (n=6,945), 'parent and carer employment rate' (n=2,366) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=5,670) 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 September 2017 - National ¹⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	20%	22%	17%	27%	26%
Participant employment rate - Aged 25 to 34 years	22%	24%	23%	21%	24%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	30%	31%	30%	28%	30%	27%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	28%	26%	24%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	21%	20%	18%	16%	16%	26%
Participant employment rate - Aged 65+ years	17%	17%	13%	10%	7%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	25%	23%	24%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	23%	23%	22%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	41%	43%	47%	42%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	41%	49%	52%	52%	52%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	49%	49%	54%	50%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	47%	52%	49%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	42%	41%	41%	46%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	44%	49%	47%	45%	46%	49%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	47%	48%	48%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	46%	48%	48%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	49%	50%	52%	53%	55%	50%
Parent and carer employment rate - Aged 15+ years	48%	49%	52%	54%	58%	55%	54%	50%
Parent and carer employment rate - All ages	45%	48%	50%	52%	55%	54%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	63%	65%	67%	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%	75%	75%	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 September 2017 and have had a sixth plan reassessment to date.

Table E.23 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=882), 'participant social and community engagement rate' (n=909), 'parent and carer employment rate' (n=214) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment, and 'participant choice and control' (n=537) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 - National¹⁸

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	15%	21%	24%	22%	19%	19%	15%	20%	26%
Participant employment rate - Aged 35 to 44 years	24%	25%	23%	22%	17%	25%	26%	26%	26%
Participant employment rate - Aged 45 to 54 years	28%	32%	30%	30%	29%	25%	26%	23%	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	18%	20%	19%	20%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	11%	5%	9%	0%	4%	26%
Participant employment rate - Aged 25 to 64 years	22%	24%	24%	23%	21%	22%	21%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	23%	24%	21%	22%	20%	21%	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	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	42%	50%	46%	60%	55%	45%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	47%	49%	48%	50%	59%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	44%	48%	53%	44%	50%	44%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	44%	48%	50%	58%	50%	55%	49%	46%
Participant social and community engagement rate - Aged 65+ years	38%	38%	49%	57%	63%	59%	45%	53%	46%
Participant social and community engagement rate - Aged 25+ years	39%	42%	49%	50%	54%	52%	50%	53%	46%
Participant social and community engagement rate - Aged 15+ years	38%	42%	48%	50%	54%	52%	49%	53%	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	n/a	50%
Parent and carer employment rate - Aged 15+ years	38%	48%	53%	46%	55%	53%	41%	48%	50%
Parent and carer employment rate - All ages	40%	48%	53%	49%	58%	56%	57%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	60%	66%	71%	79%	80%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	78%	83%	84%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	75%	76%	82%	82%	82%	75%

¹⁸ 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 September 2016 and have had a seventh plan reassessment to date.

Part Three: Participant experience

Table E.24 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	199	252	250	354	314	350	352	396	450
Within timeframe	197	250	246	352	311	347	350	392	438
Percentage within timeframe	99%	99%	98%	99%	99%	99%	99%	99%	97%

Table E.25 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 – National¹⁹

PSG 2	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	28,903	28,528	24,038	27,036	29,409	28,870	29,687	32,117	32,654
Within timeframe	28,900	28,522	24,030	26,996	29,392	28,854	28,564	32,051	32,494
Percentage within timeframe	100%	100%	100%	100%	100%	100%	96%	100%	100%

Table E.26 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 – National²⁰

PSG 3	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	38	1,471	3,136	691	336	205	24	22	54
Within timeframe	38	1,467	3,113	684	336	202	23	21	54
Percentage within timeframe	100%	100%	99%	99%	100%	99%	96%	95%	100%

Table E.27 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National²¹

PSG 4	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	4,640	4,181	3,022	2,839	2,476	2,635	2,736	3,344	3,286
Within timeframe	4,563	4,131	2,988	2,808	2,456	2,599	2,629	3,248	2,986
Percentage within timeframe	98%	99%	99%	99%	99%	99%	96%	97%	91%

Table E.28 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National

PSG 5	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	21,430	21,458	18,182	19,817	21,686	21,069	21,405	22,823	23,039
Within timeframe	18,288	19,128	16,304	18,992	21,040	20,323	20,073	21,904	21,796
Percentage within timeframe	85%	89%	90%	96%	97%	96%	94%	96%	95%

Table E.29 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 – National

PSG 6	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	12,629	12,495	10,816	10,865	11,605	10,674	11,145	11,066	12,143
Within timeframe	10,364	10,750	8,986	9,783	10,811	10,102	10,329	10,454	11,328
Percentage within timeframe	82%	86%	83%	90%	93%	95%	93%	94%	93%

¹⁹ The results for prior quarters have been restated using data as at 30 September 2023.

²⁰ Ibid.

²¹ Ibid.

Table E.30 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	7,944	7,992	8,872	8,586	11,727	9,895	10,021	10,193	11,459
Within timeframe	7,003	7,199	8,095	8,233	11,506	9,701	9,783	9,961	11,130
Percentage within timeframe	88%	90%	91%	96%	98%	98%	98%	98%	97%

Table E.31 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	69,844	69,005	70,298	70,428	60,914	57,982	55,184	51,431	52,915
Within timeframe	69,790	68,944	70,191	70,284	60,822	57,882	55,067	51,331	52,794
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table E.32 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National ²²

PSG 11	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	85,935	80,856	74,607	63,093	65,015	40,646	45,512	48,302	50,914
Within timeframe	27,380	28,554	20,806	36,775	54,941	29,676	31,143	36,606	37,247
Percentage within timeframe	32%	35%	28%	58%	85%	73%	68%	76%	73%

Table E.33 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 ²³

PSG 12	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	27,071	24,300	24,189	28,002	28,793	33,293	37,897	35,097	38,238
Within timeframe	22,849	24,300	24,185	28,002	26,825	27,111	29,797	28,802	27,703
Percentage within timeframe	84%	100%	100%	100%	93%	81%	79%	82%	72%

Table E.34 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National

PSG 13	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	18,548	19,503	18,381	22,821	23,014	25,017	25,989	25,754	28,273
Within timeframe	10,673	10,224	9,880	13,771	15,527	17,859	17,375	16,610	18,091
Percentage within timeframe	58%	52%	54%	60%	67%	71%	67%	64%	64%

Table E.35 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	15,573	16,092	15,691	20,852	19,941	18,173	19,309	17,330	16,312
Within timeframe	14,536	14,768	14,627	19,178	18,607	17,058	17,908	15,677	15,181
Percentage within timeframe	93%	92%	93%	92%	93%	94%	93%	90%	93%

Table E.36 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	43	47	40	28	26	29	31	28	17
Within timeframe	40	43	37	27	24	28	30	27	15
Percentage within timeframe	93%	91%	93%	96%	92%	97%	97%	96%	88%

²² Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

²³ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

Table E.37 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National

PSG 17	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	14,448	14,299	12,356	10,299	10,550	8,141	8,482	8,488	8,396
Within timeframe	12,925	11,997	10,693	9,888	9,917	7,767	7,964	8,293	7,889
Percentage within timeframe	89%	84%	87%	96%	94%	95%	94%	98%	94%

Table E.38 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	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	377	592	685	1,042	1,469	1,430	1,325	1,051	996
Within timeframe	365	574	661	1,004	1,444	1,407	1,304	1,023	984
Percentage within timeframe	97%	97%	96%	96%	98%	98%	98%	97%	99%

Table E.39 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 19	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	172	121	193	266	216	232	289	269	243
Within timeframe	168	121	186	264	216	232	289	269	236
Percentage within timeframe	98%	100%	96%	99%	100%	100%	100%	100%	97%

Table E.40 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

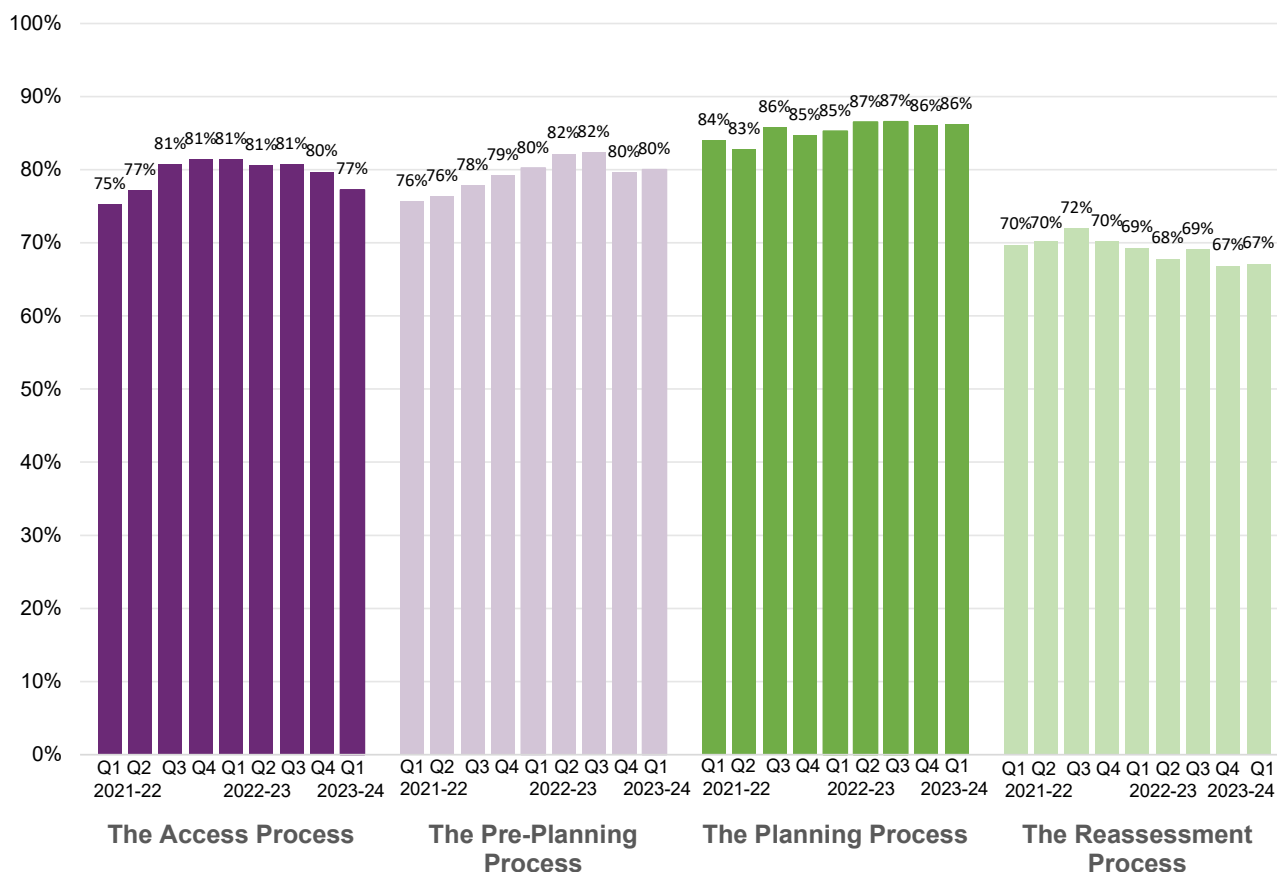
PSG 20	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Number of tasks	18	12	8	23	22	25	30	20	29
Within timeframe	17	12	8	21	22	25	30	20	28
Percentage within timeframe	94%	100%	100%	91%	100%	100%	100%	100%	97%

Table E.41 Proportion of participants who agreed with statements about 'Access' (n = 12,101 in Prior Quarters, n = 1,199 in 2023-24 Q1), 'Pre-planning' (n = 10,395 in Prior Quarters, n = 930 in 2023-24 Q1), 'Planning' (n = 50,650 in Prior Quarters, n = 5,531 in 2023-24 Q1) and 'Plan reassessment' (n = 122,692 in Prior Quarters, n = 9,444 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ²⁴

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	86%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	78%	78%
Access - Percentage of participants rating their overall experience as Very Good or Good.	79%	77%
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%	95%
Pre-planning - Were decisions about your plan clearly explained?	78%	81%
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?	73%	73%
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?	91%	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%	84%
Planning - Do you know where to go for more help with your plan?	89%	90%
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%	83%
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%

²⁴ 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 ²⁵



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q1. 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 '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.42 shows the number of complaints in 2023-24 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q1 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.43 to E.46 show the number of complaints by type as well as by source and subject of complaint based on records. Table E.45 also shows the number of PCIs determined to be reportable to the NDIS Commission.

²⁵ Participant satisfaction results for prior quarters have been restated using data as at 30 September 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

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

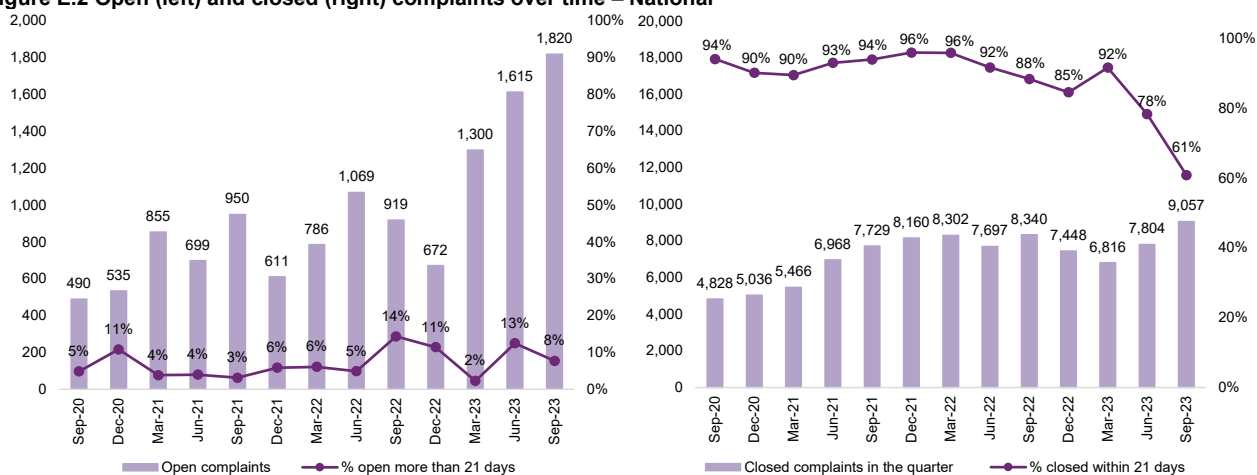


Figure E.3 Open (left) and closed (right) PCI cases over time – National

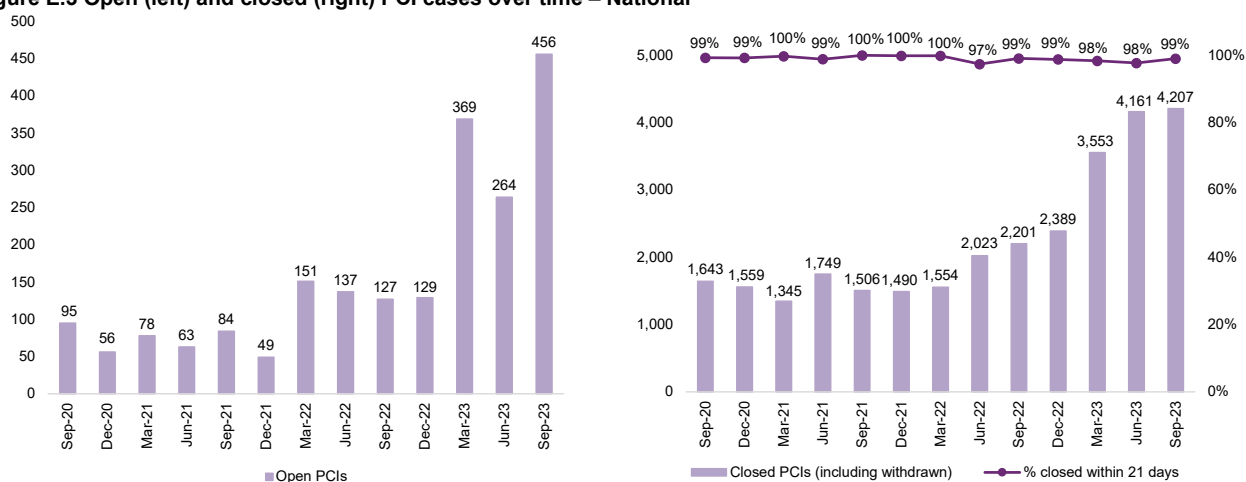


Table E.42 Complaints and PCIs by quarter – National ^{26 27 28}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	645	37	682	634
People who have submitted an access request: Complaints about LAC Partner	3,522	321	3,843	3,475
People who have submitted an access request: Complaints about service providers	10,536	606	11,142	9,023
People who have submitted an access request: Complaints about the Agency	128,911	7,854	136,765	74,797
People who have submitted an access request: Unclassified	3,319	<11	3,324	2,989
People who have submitted an access request: Total	146,933	8,823	155,756	83,986
<i>Percentage of the number of active participants</i>	6.5%	5.7%	6.4%	n/a
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	76	<5	79	71
Providers who have submitted a registration request: Complaints about service providers	923	29	952	811

²⁶ Note that 69% of all complainants made only one complaint, 16% made two complaints and 16% made three or more complaints.

²⁷ 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.

²⁸ % 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.

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	Total	Number of unique complainants
Providers who have submitted a registration request: Complaints about the Agency	7,531	183	7,714	5,770
Providers who have submitted a registration request: Unclassified	240	<5	241	223
Providers who have submitted a registration request: Total	8,774	216	8,990	6,501
<i>Percentage of all registration requests</i>	4.3%	2.1%	4.2%	n/a
Other: Complaints about ECA Partner	25	<11	25	25
Other: Complaints about LAC Partner	93	<11	101	100
Other: Complaints about service providers	1,212	53	1,265	1,265
Other: Complaints about the Agency	5,092	271	5,363	5,359
Other: Unclassified	112	<11	112	112
Other: Total	6,534	332	6,866	6,858
Total Complaints	158,494	9,262	167,756	97,345
Total PCIs	26,780	4,402	31,182	n/a

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

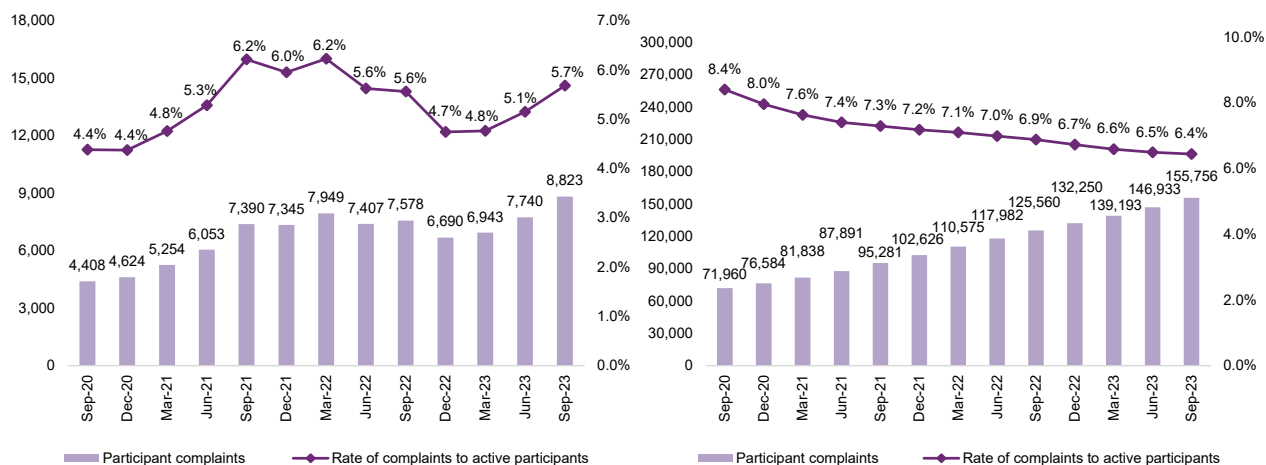


Figure E.5 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – National

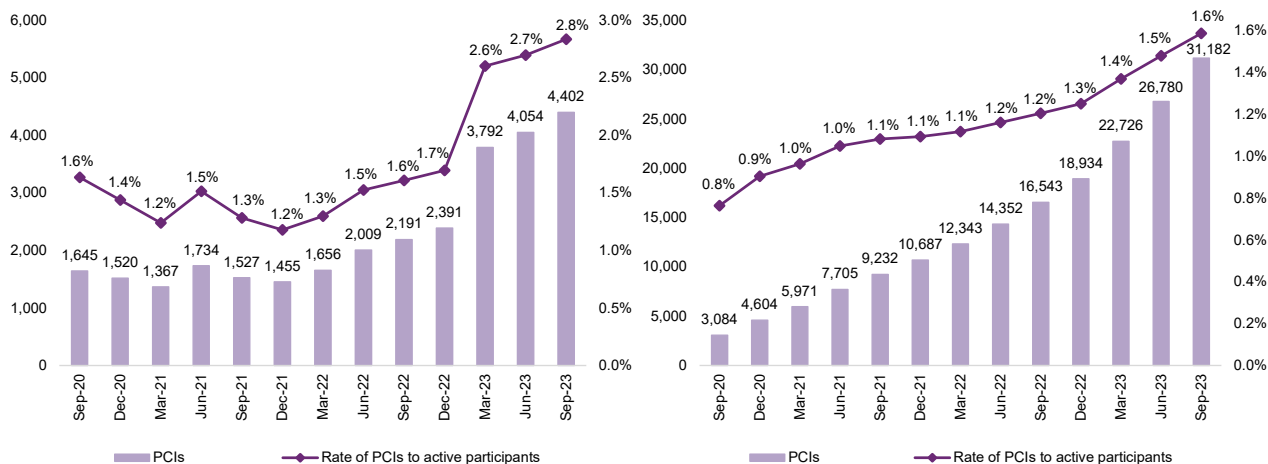


Figure E.6 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National

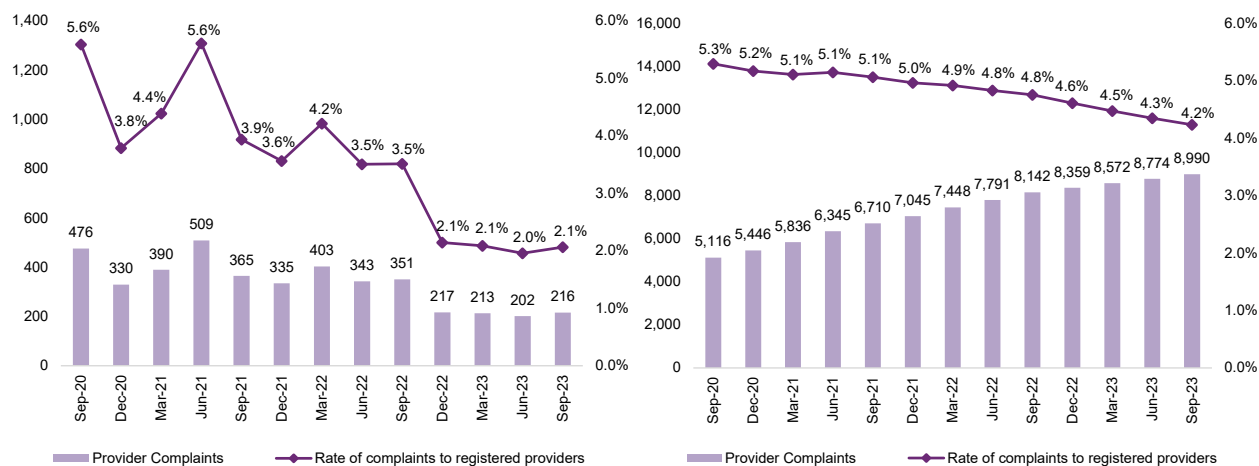


Table E.43 Participant complaints by type. Complaints with a related party who has submitted an access request – National ²⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,373	4%	<11	n/a	5,374	4%
Complaints about the Agency - Information unclear	2,053	2%	<11	n/a	2,054	2%
Complaints about the Agency - NDIA Access	3,336	3%	329	4%	3,665	3%
Complaints about the Agency - NDIA Engagement	141	0%	14	0%	155	0%
Complaints about the Agency - NDIA Finance	8,069	6%	572	7%	8,641	6%
Complaints about the Agency - NDIA Fraud and Compliance	573	0%	71	1%	644	0%
Complaints about the Agency - NDIA Plan	28,477	22%	2,556	33%	31,033	23%
Complaints about the Agency - NDIA Process	10,058	8%	960	12%	11,018	8%
Complaints about the Agency - NDIA Resources	1,005	1%	106	1%	1,111	1%
Complaints about the Agency - NDIA Staff	7,462	6%	765	10%	8,227	6%
Complaints about the Agency - NDIA Timeliness	20,721	16%	2,366	30%	23,087	17%
Complaints about the Agency - Participation, engagement and inclusion	468	0%	<11	n/a	468	0%
Complaints about the Agency - Provider Portal	157	0%	<11	n/a	157	0%
Complaints about the Agency - Quality & Safeguards Commission	90	0%	<11	n/a	100	0%
Complaints about the Agency - Reasonable and necessary supports	6,266	5%	<11	n/a	6,269	5%
Complaints about the Agency - Staff conduct - Agency	1,748	1%	<11	n/a	1,750	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,197	2%	16	0%	3,213	2%
Complaints about the Agency - Timeliness	16,673	13%	12	0%	16,685	12%
Complaints about the Agency - Other	13,044	10%	70	1%	13,114	10%
Complaints about the Agency - Total	128,911	100%	7,854	100%	136,765	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	80	12%	<11	n/a	87	13%
Complaints about ECA Partner - ECA Process	80	12%	<11	n/a	82	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	282	44%	23	62%	305	45%

²⁹ 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.

³⁰ There are 146,933 total participant complaints in Prior Quarters, 8,823 total participant complaints in 2023-24 Q1, and 155,756 total participant complaints as at 30 September 2023 (which includes 3,324 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about ECA Partner - ECA Timeliness	190	29%	<11	n/a	195	29%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	645	100%	37	100%	682	100%
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	13	0%
Complaints about LAC Partner - LAC Fraud and Compliance	37	1%	<11	n/a	45	1%
Complaints about LAC Partner - LAC Plan	581	16%	29	9%	610	16%
Complaints about LAC Partner - LAC Process	393	11%	31	10%	424	11%
Complaints about LAC Partner - LAC Resources	20	1%	<11	n/a	21	1%
Complaints about LAC Partner - LAC Staff	2,086	59%	222	69%	2,308	60%
Complaints about LAC Partner - LAC Timeliness	393	11%	29	9%	422	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,522	100%	321	100%	3,843	100%
Complaints about service providers - Provider Costs	342	3%	<11	n/a	342	3%
Complaints about service providers - Provider Finance	617	6%	73	12%	690	6%
Complaints about service providers - Provider Fraud and Compliance	914	9%	100	17%	1,014	9%
Complaints about service providers - Provider Process	395	4%	<11	n/a	398	4%
Complaints about service providers - Provider Service	3,583	34%	242	40%	3,825	34%
Complaints about service providers - Provider Staff	1,862	18%	167	28%	2,029	18%
Complaints about service providers - Service Delivery	579	5%	<11	n/a	581	5%
Complaints about service providers - Staff Conduct	570	5%	<11	n/a	574	5%
Complaints about service providers - Supports being provided	632	6%	<11	n/a	636	6%
Complaints about service providers - Other	1,042	10%	11	2%	1,053	9%
Complaints about service providers - Total	10,536	100%	606	100%	11,142	100%

Table E.44 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National³¹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	348	5%	<11	n/a	349	5%
Complaints about the Agency - Information unclear	226	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	12	0%	<11	n/a	12	0%
Complaints about the Agency - NDIA Finance	1,837	24%	70	38%	1,907	25%
Complaints about the Agency - NDIA Fraud and Compliance	41	1%	<11	n/a	41	1%
Complaints about the Agency - NDIA Plan	508	7%	16	9%	524	7%
Complaints about the Agency - NDIA Process	487	6%	<11	n/a	497	6%
Complaints about the Agency - NDIA Resources	603	8%	36	20%	639	8%
Complaints about the Agency - NDIA Staff	310	4%	22	12%	332	4%
Complaints about the Agency - NDIA Timeliness	471	6%	18	10%	489	6%
Complaints about the Agency - Participation, engagement and inclusion	48	1%	<11	n/a	48	1%
Complaints about the Agency - Provider Portal	424	6%	<11	n/a	424	5%
Complaints about the Agency - Quality & Safeguards Commission	62	1%	<11	n/a	68	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	74	1%
Complaints about the Agency - Timeliness	818	11%	<11	n/a	819	11%
Complaints about the Agency - Other	1,015	13%	<11	n/a	1,016	13%
Complaints about the Agency - Total	7,531	100%	183	100%	7,714	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	12	16%	<11	n/a	12	15%
Complaints about LAC Partner - LAC Process	11	14%	<11	n/a	11	14%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	43	57%	<11	n/a	45	57%
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	76	100%	<11	n/a	79	100%
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	2%

³¹ There are 8,774 total provider complaints in Prior Quarters, 216 total provider complaints in 2023-24 Q1, and 8,990 total provider complaints as at 30 September 2023 (which includes 241 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	77	8%	<11	n/a	83	9%
Complaints about service providers - Provider Fraud and Compliance	119	13%	<11	n/a	123	13%
Complaints about service providers - Provider Process	31	3%	<11	n/a	31	3%
Complaints about service providers - Provider Service	258	28%	13	45%	271	28%
Complaints about service providers - Provider Staff	211	23%	<11	n/a	217	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	3%	<11	n/a	32	3%
Complaints about service providers - Other	118	13%	<11	n/a	118	12%
Complaints about service providers - Total	923	100%	29	100%	952	100%

Table E.45 Other complaints and PCIs by type – National ³²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	7%	<11	n/a	378	7%
Complaints about the Agency - Information unclear	169	3%	<11	n/a	169	3%
Complaints about the Agency - NDIA Access	209	4%	12	4%	221	4%
Complaints about the Agency - NDIA Engagement	49	1%	<11	n/a	53	1%
Complaints about the Agency - NDIA Finance	253	5%	16	6%	269	5%
Complaints about the Agency - NDIA Fraud and Compliance	156	3%	12	4%	168	3%
Complaints about the Agency - NDIA Plan	722	14%	44	16%	766	14%
Complaints about the Agency - NDIA Process	651	13%	39	14%	690	13%
Complaints about the Agency - NDIA Resources	332	7%	26	10%	358	7%
Complaints about the Agency - NDIA Staff	408	8%	30	11%	438	8%
Complaints about the Agency - NDIA Timeliness	538	11%	80	30%	618	12%
Complaints about the Agency - Participation, engagement and inclusion	76	1%	<11	n/a	76	1%
Complaints about the Agency - Provider Portal	14	0%	<11	n/a	14	0%
Complaints about the Agency - Quality & Safeguards Commission	82	2%	<11	n/a	88	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	6%	<11	n/a	324	6%
Complaints about the Agency - Other	529	10%	<11	n/a	531	10%
Complaints about the Agency - Total	5,092	100%	271	100%	5,363	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	65	70%	<11	n/a	73	72%
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	93	100%	<11	n/a	101	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	71	6%	<11	n/a	74	6%
Complaints about service providers - Provider Fraud and Compliance	168	14%	15	28%	183	14%

³² There are 6,534 total other complaints in Prior Quarters, 332 total other complaints in 2023-24 Q1, and 6,866 total other complaints as at 30 September 2023 (which includes 112 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	<11	n/a	<11	n/a	12	1%
Complaints about service providers - Provider Service	466	38%	14	26%	480	38%
Complaints about service providers - Provider Staff	309	25%	18	34%	327	26%
Complaints about service providers - Service Delivery	29	2%	<11	n/a	29	2%
Complaints about service providers - Staff Conduct	42	3%	<11	n/a	42	3%
Complaints about service providers - Supports being provided	27	2%	<11	n/a	28	2%
Complaints about service providers - Other	81	7%	<11	n/a	81	6%
Complaints about service providers - Total	1,212	100%	53	100%	1,265	100%
New Reportable PCIs	22,675	85%	3,688	84%	26,363	85%
New Non-reportable PCIs	4,105	15%	714	16%	4,819	15%
New PCIs - Total	26,780	100%	4,402	100%	31,182	100%

Table E.46 Unique complaints by type – National ^{33 34}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,099	4%	<11	n/a	6,101	4%
Complaints about the Agency - Information unclear	2,448	2%	<11	n/a	2,450	2%
Complaints about the Agency - NDIA Access	3,494	3%	340	4%	3,834	3%
Complaints about the Agency - NDIA Engagement	197	0%	18	0%	215	0%
Complaints about the Agency - NDIA Finance	9,397	7%	632	8%	10,029	7%
Complaints about the Agency - NDIA Fraud and Compliance	749	1%	82	1%	831	1%
Complaints about the Agency - NDIA Plan	29,011	21%	2,606	32%	31,617	22%
Complaints about the Agency - NDIA Process	10,868	8%	1,001	12%	11,869	8%
Complaints about the Agency - NDIA Resources	1,898	1%	165	2%	2,063	1%
Complaints about the Agency - NDIA Staff	7,872	6%	808	10%	8,680	6%
Complaints about the Agency - NDIA Timeliness	20,936	15%	2,449	30%	23,385	16%
Complaints about the Agency - Participation, engagement and inclusion	592	0%	<11	n/a	592	0%
Complaints about the Agency - Provider Portal	595	0%	<11	n/a	595	0%
Complaints about the Agency - Quality & Safeguards Commission	231	0%	21	0%	252	0%
Complaints about the Agency - Reasonable and necessary supports	6,470	5%	<11	n/a	6,473	4%
Complaints about the Agency - Staff conduct - Agency	1,941	1%	<11	n/a	1,943	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,317	2%	17	0%	3,334	2%
Complaints about the Agency - Timeliness	17,815	13%	13	0%	17,828	12%
Complaints about the Agency - Other	14,588	11%	73	1%	14,661	10%
Complaints about the Agency - Total	138,518	100%	8,234	100%	146,752	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	77	12%	<11	n/a	82	12%
Complaints about ECA Partner - ECA Process	77	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	271	43%	22	67%	293	44%
Complaints about ECA Partner - ECA Timeliness	186	30%	<11	n/a	190	29%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	626	100%	33	100%	659	100%
Complaints about LAC Partner - LAC Engagement	13	0%	<11	n/a	14	0%
Complaints about LAC Partner - LAC Fraud and Compliance	42	1%	<11	n/a	50	1%
Complaints about LAC Partner - LAC Plan	572	16%	29	9%	601	16%
Complaints about LAC Partner - LAC Process	389	11%	30	9%	419	11%
Complaints about LAC Partner - LAC Resources	20	1%	<11	n/a	21	1%
Complaints about LAC Partner - LAC Staff	2,072	60%	224	70%	2,296	60%
Complaints about LAC Partner - LAC Timeliness	373	11%	27	8%	400	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,481	100%	320	100%	3,801	100%
Complaints about service providers - Provider costs	366	3%	<11	n/a	366	3%
Complaints about service providers - Provider Finance	717	6%	78	12%	795	6%

³³ 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.

³⁴ There are 158,494 total unique complaints in Prior Quarters, 9,262 total unique complaints in 2023-24 Q1, and 167,756 total unique complaints as at 30 September 2023 (which includes 3,677 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	1,124	9%	115	17%	1,239	10%
Complaints about service providers - Provider process	436	4%	<11	n/a	441	3%
Complaints about service providers - Provider Service	4,093	34%	262	39%	4,355	34%
Complaints about service providers - Provider Staff	2,248	18%	187	28%	2,435	19%
Complaints about service providers - Service Delivery	642	5%	<11	n/a	644	5%
Complaints about service providers - Staff conduct	640	5%	<11	n/a	644	5%
Complaints about service providers - Supports being provided	691	6%	<11	n/a	696	5%
Complaints about service providers - Other	1,241	10%	11	2%	1,252	10%
Complaints about service providers - Total	12,198	100%	669	100%	12,867	100%

Table E.47 AAT Cases by category at 30 September 2023 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	3,171	19%	165	16%	3,336	19%
Plan	11,716	72%	751	72%	12,467	72%
Plan Reassessment	486	3%	11	1%	497	3%
Other	954	6%	116	11%	1,070	6%
Total cases	16,327	100%	1,043	100%	17,370	100%
Percentage of the number of active participants	n/a	0.72%	n/a	0.67%	n/a	0.72%

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

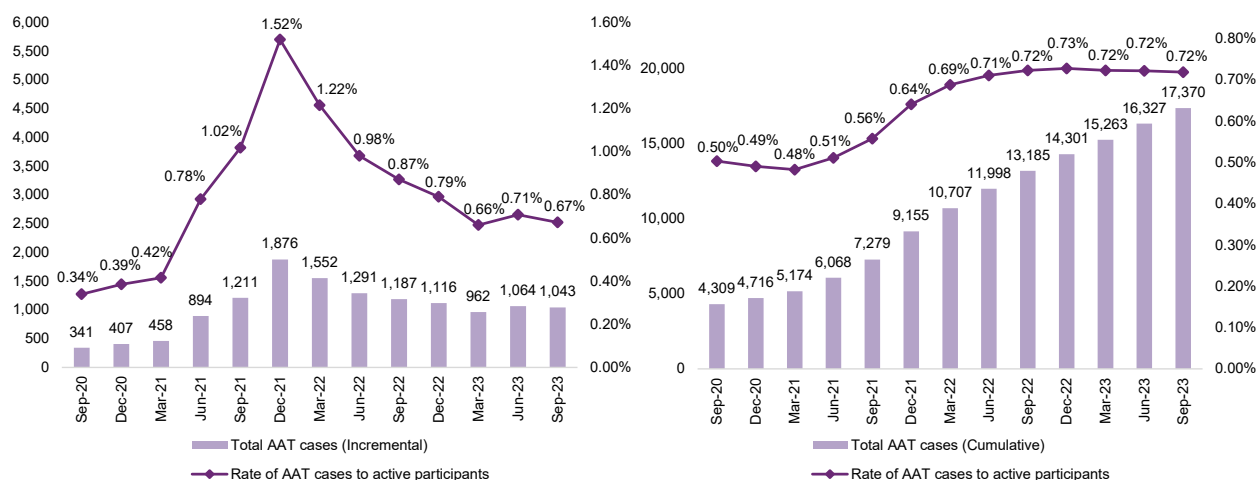


Table E.48 AAT cases by open/closed and decision – National ^{35 36}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	17,370	15,792
Open AAT Cases	2,899	2,831
Closed AAT Cases	14,471	13,232
<i>Resolved before hearing</i>	14,146	12,949
<i>Gone to hearing and received a substantive decision</i>	325	283

³⁵ Of the 325 cases which went to hearing and received a substantive decision: 137 affirmed the Agency's decision, 76 varied the Agency's decision and 112 set aside the Agency's decision.

³⁶ 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.49 Key markets indicators by quarter – National ^{37 38}

Market indicators	Previous Quarter	2023-24 Q1
Average number of active providers per active participant	1.12	1.12
Number of providers delivering new types of supports	1,366	1,427
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%	94%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table E.50 Cumulative number of providers that have ever been active as at 30 September 2023 by quarter of activity – National ³⁹

Activity	Number of providers
Active for the first time in 2023-24 Q1	371
Active in 2023-24 Q1 and also in previous quarters	9,112
Active in 2023-24 Q1	9,483
Inactive in 2023-24 Q1	10,857
Active ever	20,340

Table E.51 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – National ⁴⁰

Amount paid in 2023-24 Q1	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	946	170	81	1,197
\$2,001-\$10,000	1,514	109	112	1,735
\$10,001-\$100,000	2,868	49	141	3,058
\$100,001-\$250,000	1,111	16	20	1,147
\$250,000+	2,325	<5	17	2,346
Total	8,764	348	371	9,483

Table E.52 Proportion of active participants (in the old ICT system) with approved plans accessing mainstream supports – National ⁴¹

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	68%	71%	68%
Lifelong Learning	30%	27%	29%
Other	22%	25%	23%
Non-categorised	13%	11%	13%
Any mainstream service	96%	96%	96%

³⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴⁰ 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.

⁴¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table E.53 Proportion of active participants (in the new ICT system) with approved plans accessing mainstream supports – National ⁴²

Mainstream service	Prior Quarters	2023-24 Q1	Total
Choice and control over my life	6%	7%	6%
Daily life	18%	19%	19%
Health and wellbeing	73%	78%	74%
Learning	28%	33%	29%
Relationships	4%	3%	4%
Social and community activities	11%	10%	10%
Unknown	12%	2%	10%
Where I live	2%	3%	2%
Work	4%	3%	4%
Any mainstream service	98%	94%	97%

⁴² Ibid.

Part Five: Financial sustainability

Note: In Figures E.8 to E.16 and Table E.54, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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.54 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	2.3%	2.4%
\$5,001-\$10,000	5.9%	6.2%
\$10,001-\$15,000	11.0%	11.6%
\$15,001-\$20,000	13.8%	14.5%
\$20,001-\$25,000	11.5%	12.1%
\$25,001-\$30,000	5.2%	5.5%
\$30,001-\$50,000	13.9%	14.6%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.7%	7.0%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.0%	1.8%
\$250,001+	7.5%	2.8%

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

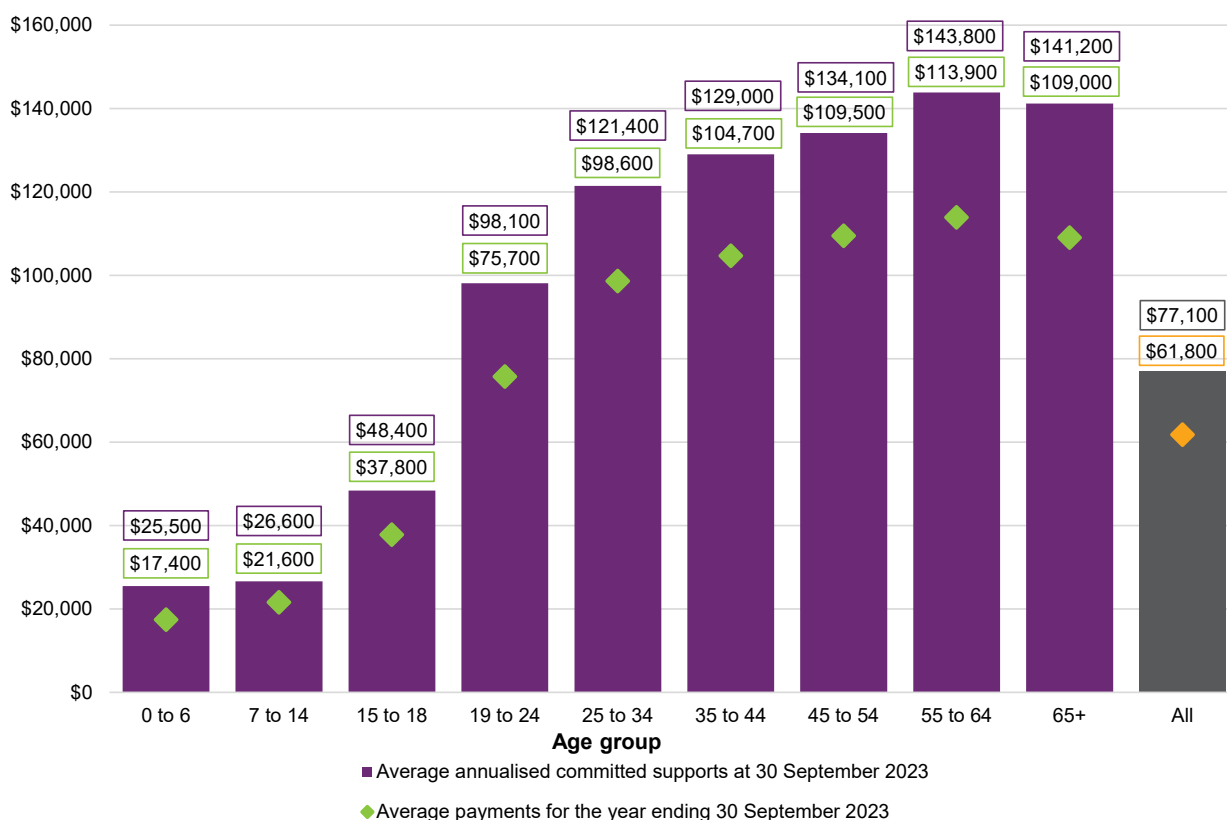


Figure E.9 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – National

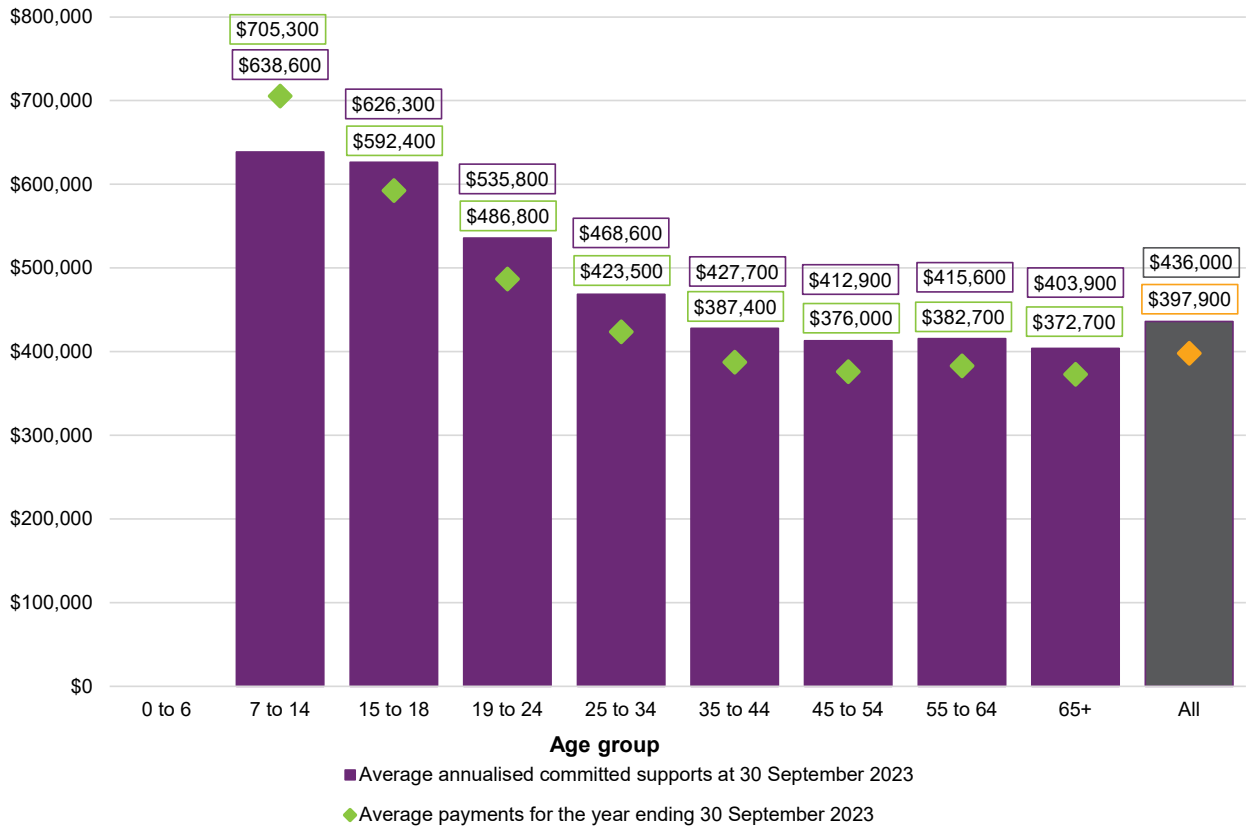


Figure E.10 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – National

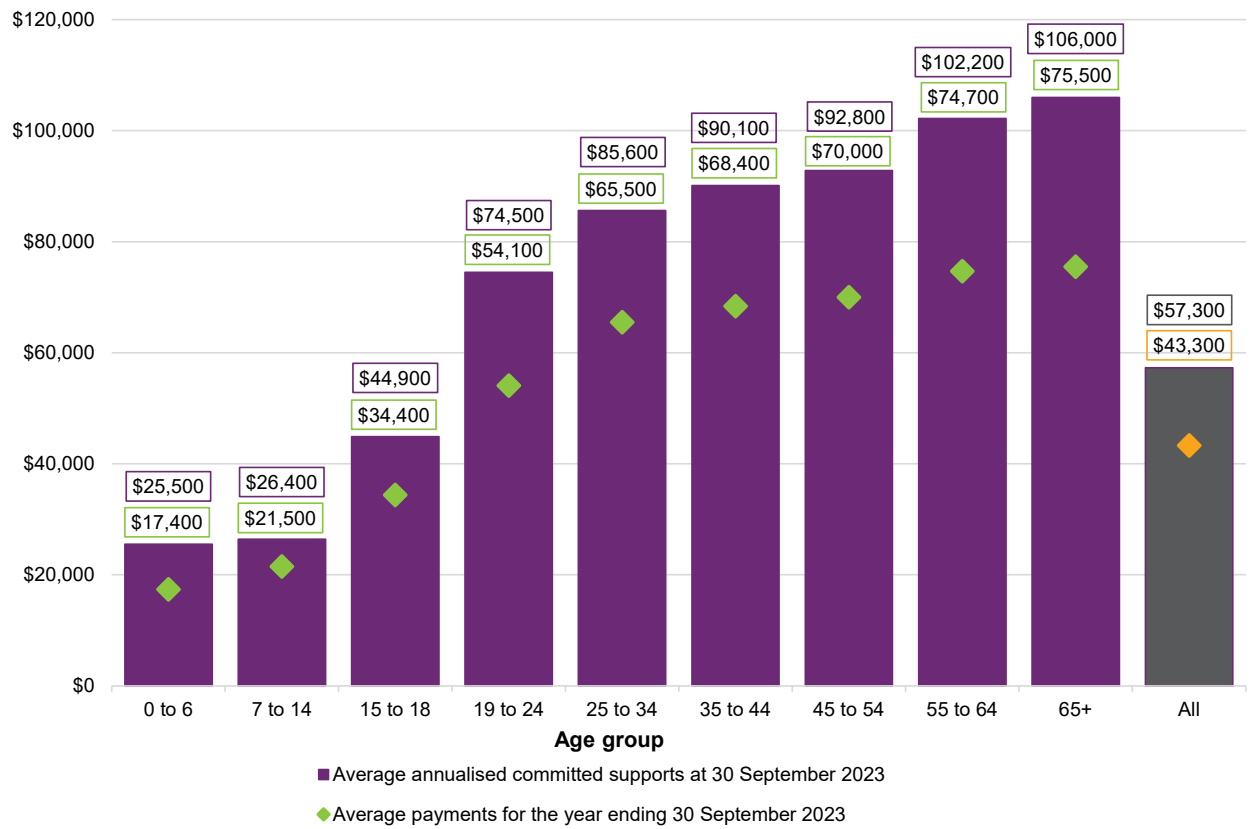


Figure E.11 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – National

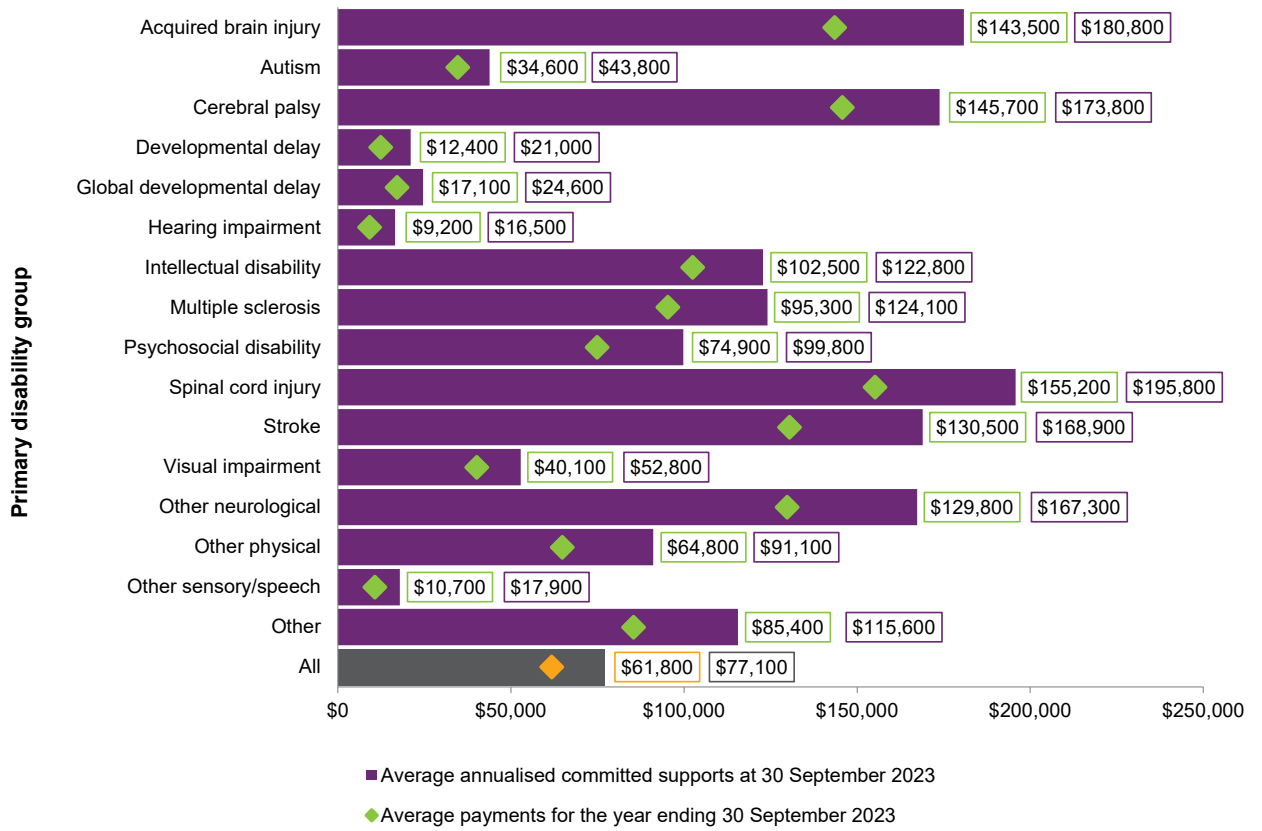


Figure E.12 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – National

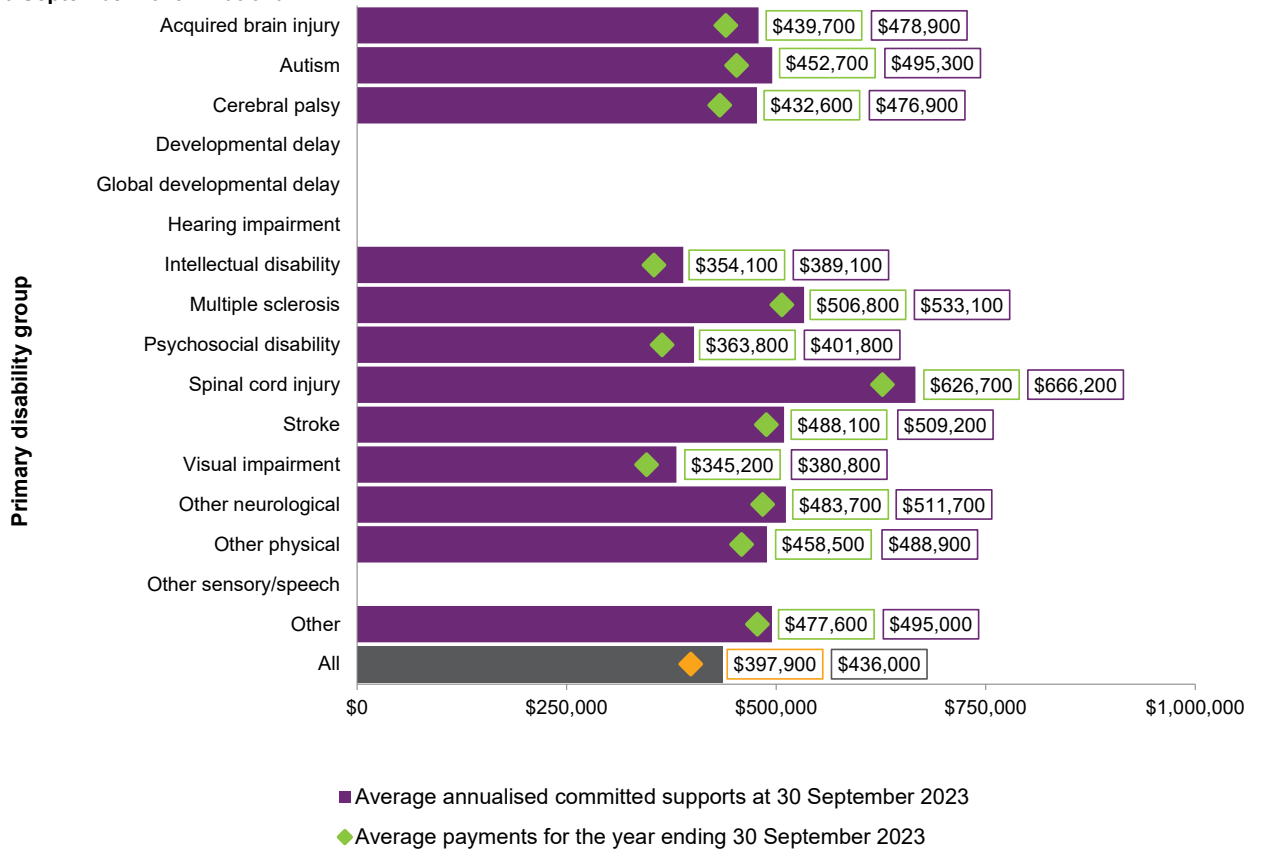


Figure E.13 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – National

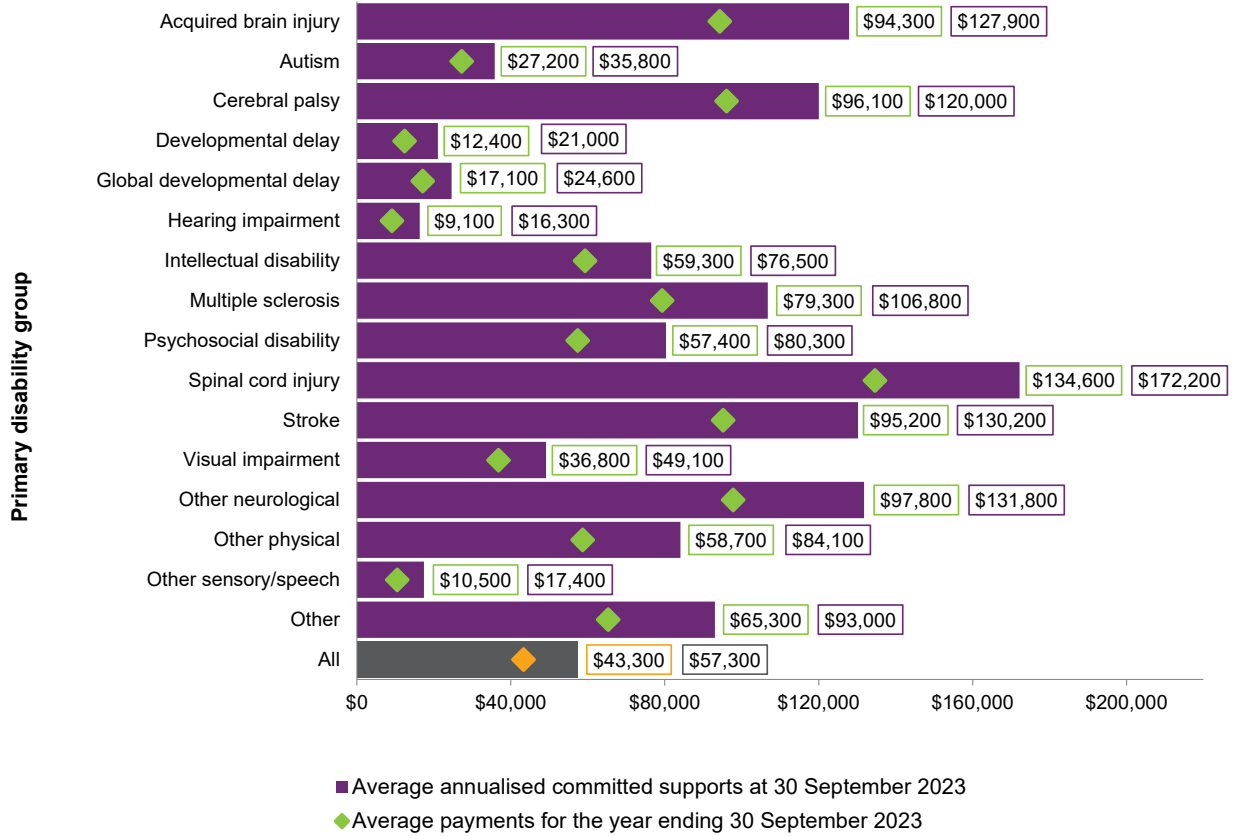


Figure E.14 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – National

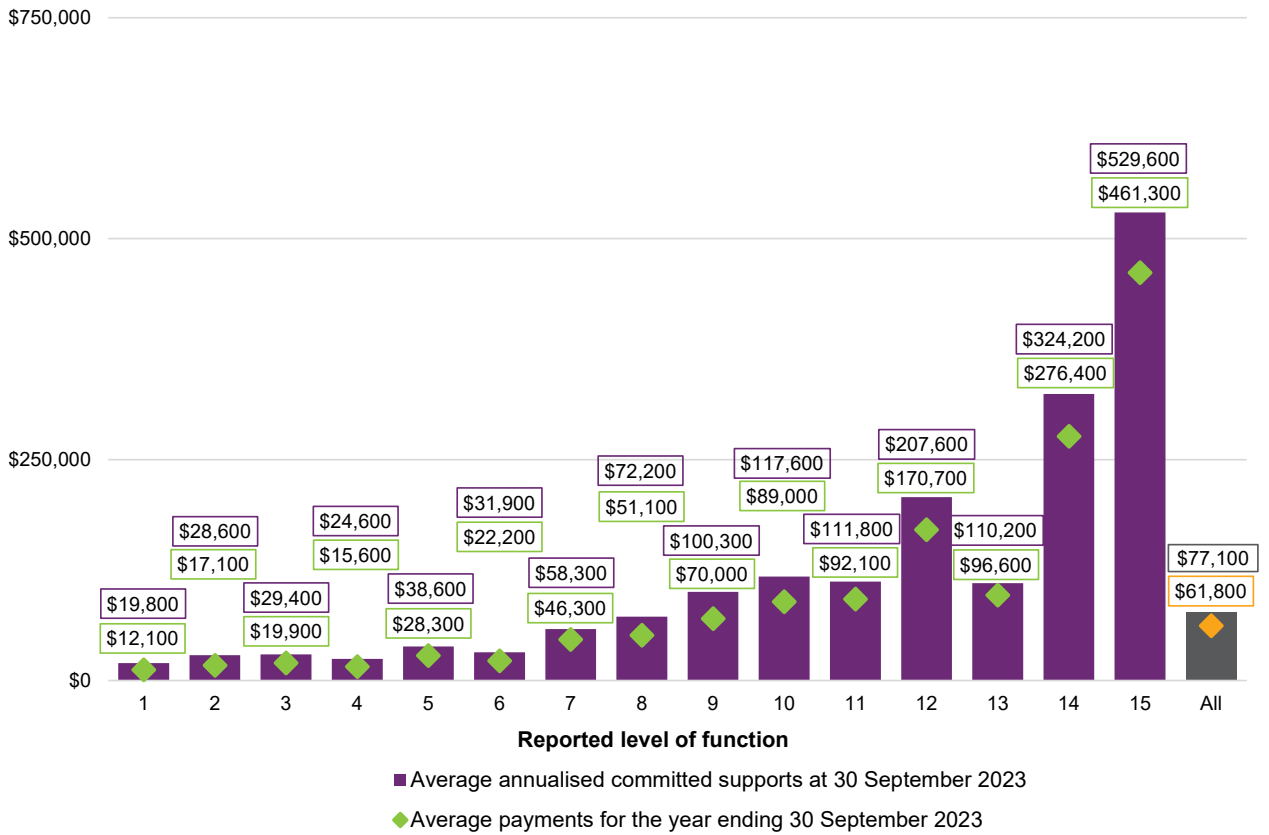


Figure E.15 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – National

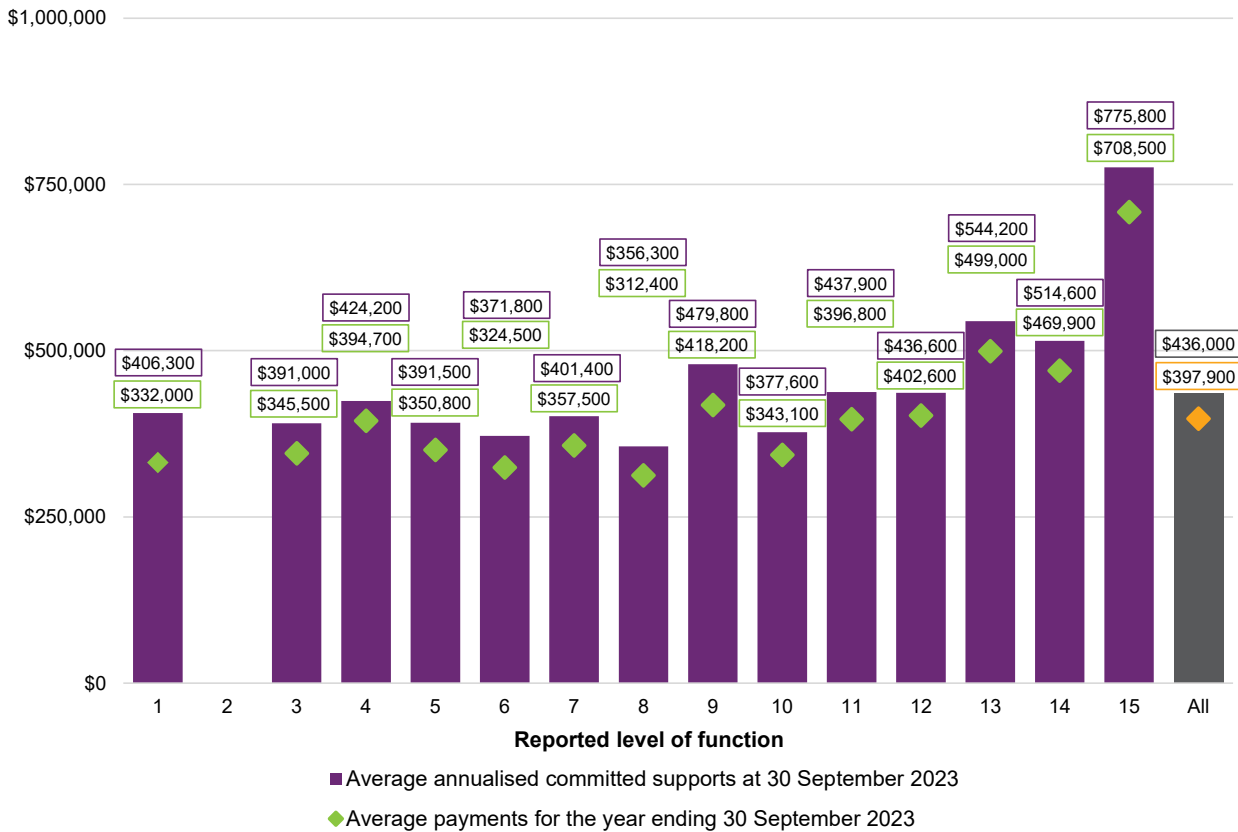


Figure E.16 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – National

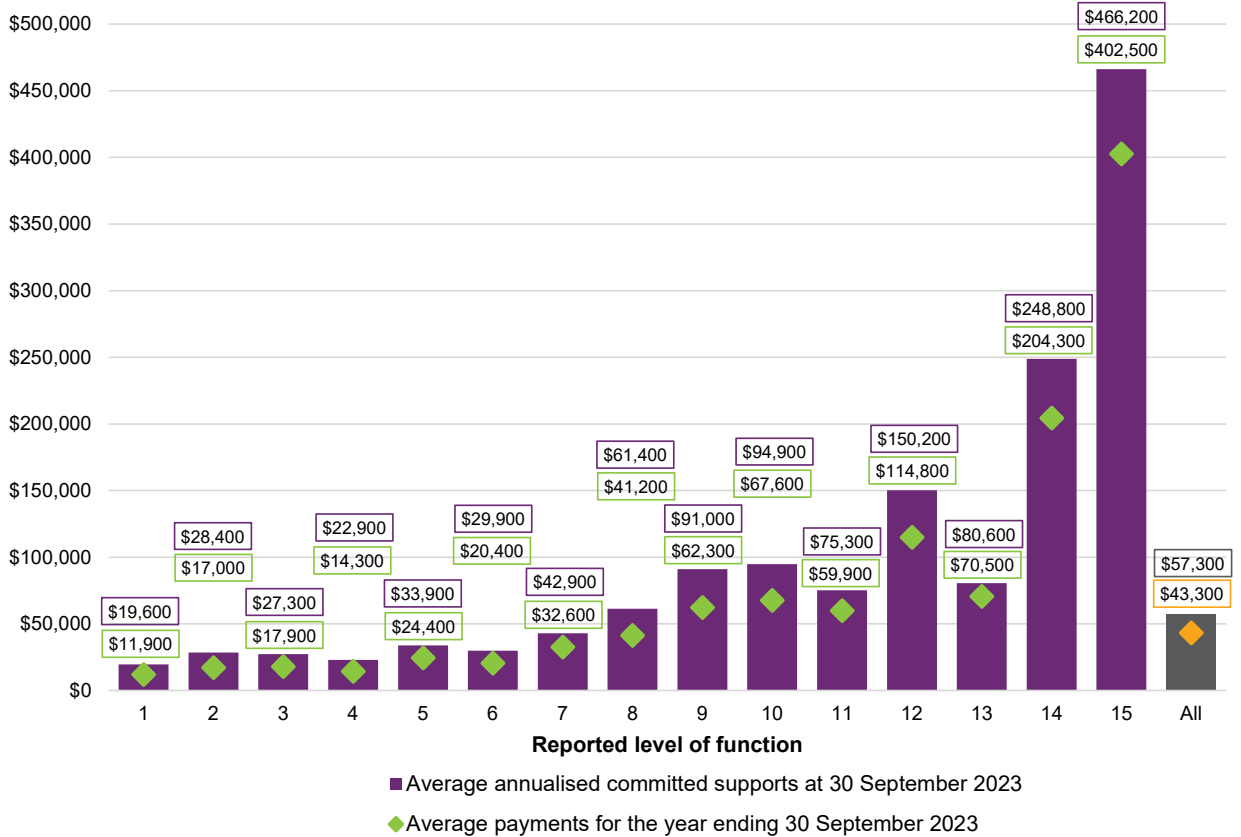


Table E.55 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – National ^{43 44}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	19,064.39	23,084.72
Core: Consumables	640.83	887.10
Core: Social and Civic	8,102.64	10,523.15
Core: Transport	795.50	513.44
Capacity Building: Choice and Control	505.65	582.74
Capacity Building: Daily Activities	4,611.24	7,839.62
Capacity Building: Employment	113.95	332.67
Capacity Building: Health and Wellbeing	37.36	74.09
Capacity Building: Home Living	0.98	4.41
Capacity Building: Lifelong learning	0.10	0.45
Capacity Building: Relationships	503.81	1,034.68
Capacity Building: Social and Civic	167.72	424.18
Capacity Building: Support Coordination	990.11	1,345.55
Capital: Assistive Technology	652.87	1,419.35
Capital: Home Modifications	370.58	598.77
All	36,565.61	48,664.93

Table E.56 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – National ^{45 46}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	9,389.10	10,314.70
Core: Consumables	89.32	113.02
Core: Social and Civic	1,742.21	2,352.46
Core: Transport	59.89	81.18
Capacity Building: Choice and Control	32.09	35.30
Capacity Building: Daily Activities	275.56	416.64
Capacity Building: Employment	2.77	9.60
Capacity Building: Health and Wellbeing	4.05	7.59
Capacity Building: Home Living	0.0	0.03
Capacity Building: Lifelong learning	0.0	0.04
Capacity Building: Relationships	198.27	353.66
Capacity Building: Social and Civic	3.28	6.75
Capacity Building: Support Coordination	168.21	207.48
Capital: Assistive Technology	91.83	177.21
Capital: Home Modifications	189.93	300.54
All	12,254.27	14,376.23

⁴³ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

⁴⁴ Total payments for home modifications were \$370.6m. Of which, \$241.8m (65%) has been paid for specialised disability accommodation (SDA) supports, and \$128.7m (35%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$598.8m. Of which, \$395.0m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$203.8m (34%) has been allocated for non-SDA supports.

⁴⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

⁴⁶ Total payments for home modifications were \$189.9m. Of which, \$187.3m (98.6%) has been paid for specialised disability accommodation (SDA) supports, and \$2.6m (1.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$300.5m. Of which, \$294.7m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.9m (2%) has been allocated for non-SDA supports.

Table E.57 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2023 (\$m) – National ^{47 48}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	9,645.21	12,770.02
Core: Consumables	551.52	774.08
Core: Social and Civic	6,360.58	8,170.69
Core: Transport	735.62	432.26
Capacity Building: Choice and Control	473.57	547.43
Capacity Building: Daily Activities	4,335.76	7,422.98
Capacity Building: Employment	111.18	323.06
Capacity Building: Health and Wellbeing	33.31	66.50
Capacity Building: Home Living	0.98	4.38
Capacity Building: Lifelong learning	0.09	0.41
Capacity Building: Relationships	305.55	681.02
Capacity Building: Social and Civic	164.44	417.43
Capacity Building: Support Coordination	821.96	1,138.07
Capital: Assistive Technology	561.04	1,242.13
Capital: Home Modifications	180.64	298.23
All	24,281.60	34,288.69

Table E.58 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁴⁹

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	134.0	497.2	940.6	3,243.5	7,773.2	14,566.2	24,374.7	32,356.6	37,170.1	45,569.8	12,493.5
Total Paid	85.8	370.9	704.3	2,187.2	5,443.1	10,405.3	17,314.7	23,537.9	28,440.3	34,666.6	8,527.0
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	76%	68%

Table E.59 Percentage change in plan budgets for active participants - National ⁵⁰

Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	5.4%	6.3%	6.3%	8.1%	11.4%	7.2%	7.7%	7.7%	9.7%
Interplan Inflation	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%	5.3%	4.7%	5.4%
Total Inflation	6.1%	8.7%	8.3%	12.7%	20.6%	15.9%	12.9%	12.3%	15.1%

⁴⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

⁴⁸ Total payments for home modifications were \$180.6m. Of which, \$54.5m (30%) has been paid for specialised disability accommodation (SDA) supports, and \$126.2m (70%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$298.2m. Of which, \$100.3m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$197.9m (66%) has been allocated for non-SDA supports.

⁴⁹ The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

⁵⁰ Improvements have been made to the committed supports model in the new Information and Communications Technology (ICT) system commenced in Tasmania in the December 2022 quarter. This has resulted in a one-off change in the historical inflation rates.

Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 30 September 2023) - all participants – National ⁵¹

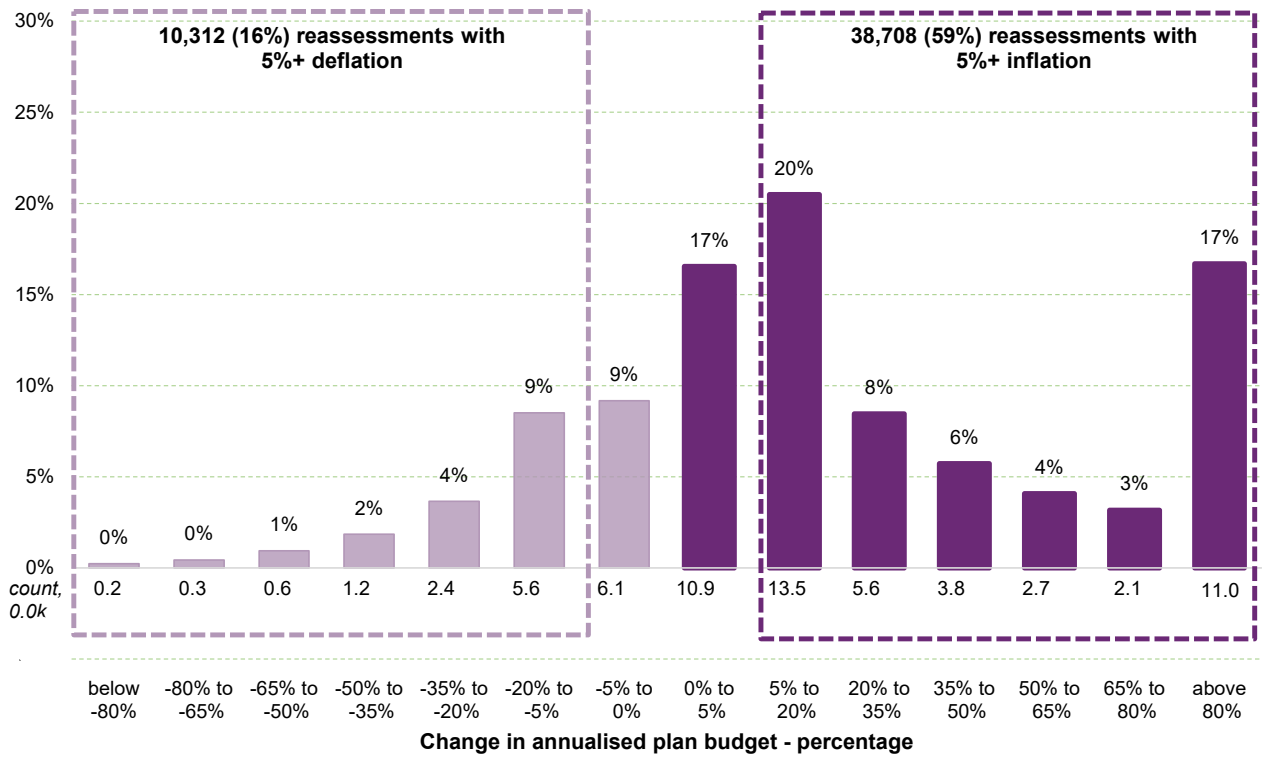
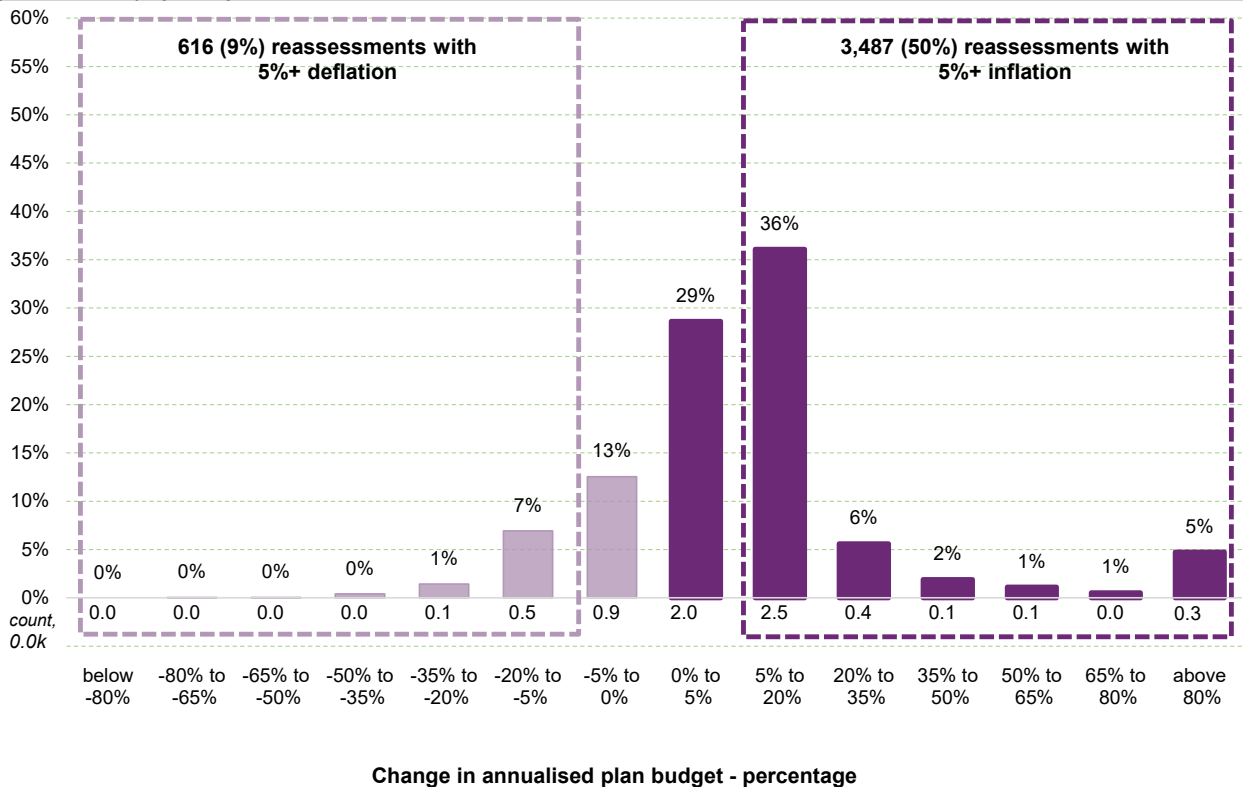


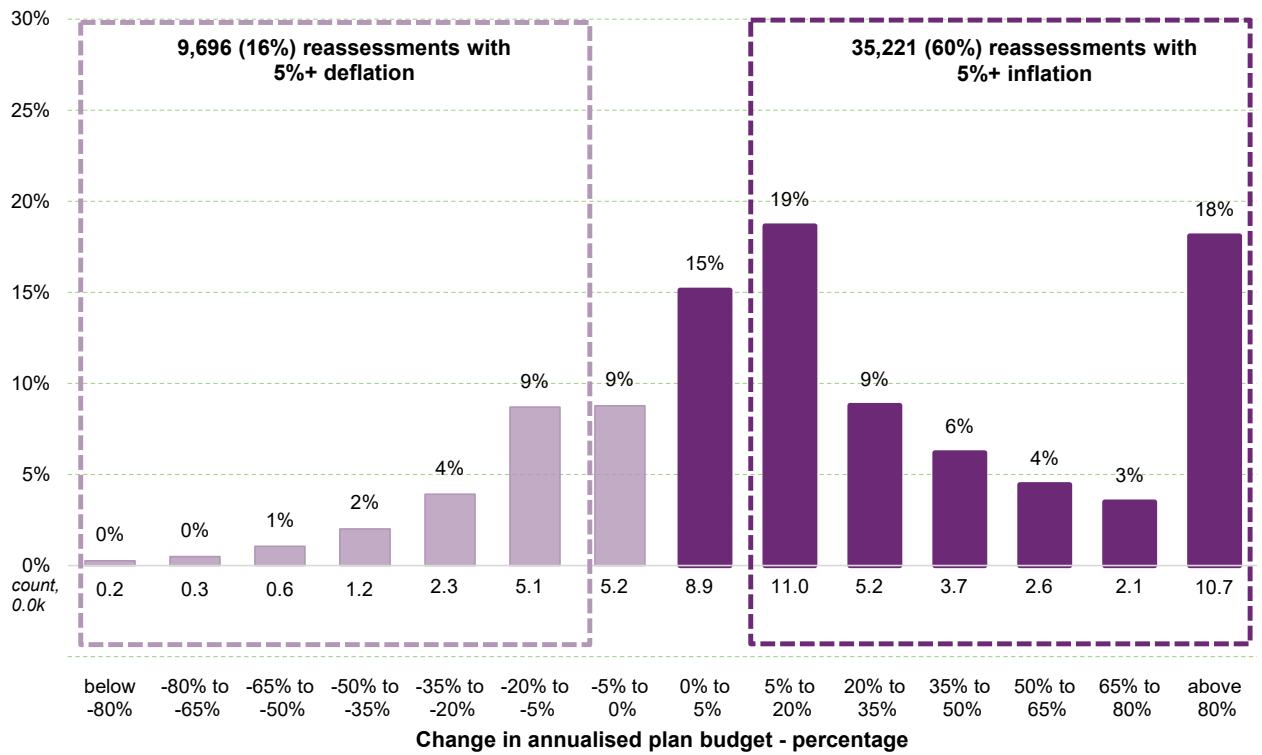
Figure E.18 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 30 September 2023) - participants in SIL – National ⁵²



⁵¹ 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.

⁵² Ibid.

Figure E.19 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 30 September 2023) - participants not in SIL– National ⁵³



⁵³ Ibid.

Supplement F:

New South Wales

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry, plan and entry type – New South Wales ⁵⁴

Participant breakdown	Prior Quarters	2023-24 Q1	Total
Access decisions	240,258	9,341	249,599
Active Eligible - Total	185,091	6,706	191,797
<i>Active Eligible - New</i>	120,795	6,618	127,413
<i>Active Eligible - State</i>	50,731	48	50,779
<i>Active Eligible - Commonwealth</i>	13,565	40	13,605
Active Participant Plans (excl ECA) - Total	181,965	7,068	189,033
<i>Active Participant Plans (excl ECA) - New</i>	118,136	6,967	125,103
<i>Active Participant Plans (excl ECA) - State</i>	50,332	58	50,390
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	13,497	43	13,540
Active Participant Plans - Total	188,036	13,538	195,503
<i>Active Participant Plans - Early Intervention (s25)</i>	57,877	4,271	62,148
<i>Active Participant Plans - Permanent Disability (s24)</i>	124,088	2,797	126,885
<i>Active Participant Plans - ECA</i>	6,071	6,470	6,470

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

People leaving the Scheme	Total
Number of people who have left the Scheme	14,577
<i>Early Intervention participants</i>	3,563
<i>Permanent disability participants</i>	11,014

⁵⁴ 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.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	49,391	98%	19,985	97%	571	96%	69,947	98%
7 to 14	24,226	87%	11,318	86%	588	80%	36,132	86%
15 to 18	8,536	90%	5,005	88%	267	85%	13,808	89%
19 to 24	6,590	91%	4,168	85%	163	80%	10,921	88%
25 to 34	8,073	88%	6,016	80%	183	75%	14,272	84%
35 to 44	8,535	84%	6,945	75%	184	66%	15,664	80%
45 to 54	10,651	81%	9,207	70%	212	57%	20,070	75%
55 to 64	13,959	75%	12,071	62%	256	53%	26,286	68%
65+	451	47%	356	37%	<11	n/a	814	42%
Missing	990	47%	794	35%	35	45%	1,819	41%
Total	131,402	88%	75,865	78%	2,466	74%	209,733	84%

Table F.4 Assessment of access by primary disability group and gender – New South Wales ⁵⁵

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	3,921	92%	1,914	90%	39	74%	5,874	91%
Autism	48,067	97%	17,606	97%	1,198	94%	66,871	97%
Cerebral palsy	3,312	97%	2,646	97%	32	97%	5,990	97%
Developmental delay	17,009	98%	7,148	97%	122	95%	24,279	97%
Global developmental delay	4,722	99%	1,856	99%	43	98%	6,621	99%
Hearing impairment	4,286	89%	4,355	85%	128	85%	8,769	87%
Intellectual disability	19,484	95%	14,699	95%	234	86%	34,417	95%
Multiple sclerosis	864	90%	2,252	89%	31	67%	3,147	89%
Psychosocial disability	11,139	73%	9,204	61%	268	52%	20,611	67%
Spinal cord injury	1,529	94%	597	91%	23	88%	2,149	93%
Stroke	2,203	88%	1,545	84%	30	83%	3,778	86%
Visual impairment	1,851	86%	1,712	85%	43	73%	3,606	86%
Other neurological	5,332	79%	4,180	77%	103	73%	9,615	78%
Other physical	3,913	48%	3,729	35%	92	28%	7,734	41%
Other sensory/speech	933	49%	390	45%	11	22%	1,334	47%
Other	2,016	45%	1,324	30%	36	27%	3,376	37%
Missing	821	91%	708	92%	33	97%	1,562	92%
Total	131,402	88%	75,865	78%	2,466	74%	209,733	84%

In supplement F, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

⁵⁵ Down syndrome is included in intellectual disability.
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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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	15,705	9%	854	12%	16,559	9%
Non-First Nations Participants	127,976	70%	6,117	87%	134,093	71%
Not Stated	38,284	21%	97	1%	38,381	20%
Total	181,965	100%	7,068	100%	189,033	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ⁵⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	19,886	11%	758	11%	20,644	11%
Not culturally and linguistically diverse	161,859	89%	6,309	89%	168,168	89%
Not stated	220	0%	<11	n/a	221	0%
Total	181,965	100%	7,068	100%	189,033	100%

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 September 2023 – New South Wales ⁵⁷

Age group	Total number of active participants
Under 45	<11
45 to 54	64
55 to 64	435
Total YPIRAC (under 65)	506

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 ⁵⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Sep-23	-65	506

⁵⁶ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

⁵⁷ There are a further 685 active participants aged 65 years or over who are currently in residential aged care.

⁵⁸ 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 F.9 Participant profile per quarter by remoteness – New South Wales ⁵⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	127,597	70%	5,014	71%	132,611	70%
Population > 50,000	5,337	3%	221	3%	5,558	3%
Population between 15,000 and 50,000	24,570	14%	857	12%	25,427	13%
Population between 5,000 and 15,000	10,996	6%	420	6%	11,416	6%
Population less than 5,000	12,696	7%	533	8%	13,229	7%
Remote	672	0%	21	0%	693	0%
Very Remote	91	0%	<11	n/a	93	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	181,965	100%	7,068	100%	189,033	100%

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{60 61 62}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	62,819	35%	2,105	30%	64,924	34%
Intellectual Disability	31,462	17%	355	5%	31,817	17%
Developmental Delay	18,094	10%	2,518	36%	20,612	11%
Psychosocial disability	18,324	10%	446	6%	18,770	10%
Hearing Impairment	8,166	4%	176	2%	8,342	4%
Other Neurological	6,986	4%	248	4%	7,234	4%
Other Physical	5,760	3%	97	1%	5,857	3%
Acquired brain injury	4,923	3%	105	1%	5,028	3%
Cerebral Palsy	5,631	3%	37	1%	5,668	3%
Global Developmental Delay	5,529	3%	556	8%	6,085	3%
Multiple Sclerosis	2,796	2%	92	1%	2,888	2%
Visual Impairment	3,200	2%	53	1%	3,253	2%
Stroke	3,083	2%	91	1%	3,174	2%
Other	2,570	1%	146	2%	2,716	1%
Spinal Cord Injury	1,848	1%	37	1%	1,885	1%
Other Sensory/Speech	774	0%	<11	n/a	780	0%
Total	181,965	100%	7,068	100%	189,033	100%

⁵⁹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁶⁰ Table order based on national proportions in Table E.10 (highest to lowest).

⁶¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁶² Down syndrome is included in intellectual disability, representing 2% (3,767) of all Scheme participants in New South Wales.

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{63 64}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,244	11%	<11	n/a	1,244	11%
Intellectual Disability	5,051	45%	<11	n/a	5,051	45%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	1,753	16%	<11	n/a	1,753	16%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	686	6%	<11	n/a	689	6%
Other Physical	98	1%	<11	n/a	98	1%
Acquired brain injury	777	7%	<11	n/a	777	7%
Cerebral Palsy	848	8%	<11	n/a	848	8%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	101	1%	<11	n/a	101	1%
Visual Impairment	34	0%	<11	n/a	34	0%
Stroke	323	3%	<11	n/a	323	3%
Other	155	1%	<11	n/a	156	1%
Spinal Cord Injury	75	1%	<11	n/a	76	1%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	11,150	100%	<11	n/a	11,155	100%

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ⁶⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	61,575	36%	2,105	30%	63,680	36%
Intellectual Disability	26,411	15%	355	5%	26,766	15%
Developmental Delay	18,093	11%	2,518	36%	20,611	12%
Psychosocial disability	16,571	10%	446	6%	17,017	10%
Hearing Impairment	8,163	5%	176	2%	8,339	5%
Other Neurological	6,300	4%	245	3%	6,545	4%
Other Physical	5,662	3%	97	1%	5,759	3%
Acquired brain injury	4,146	2%	105	1%	4,251	2%
Cerebral Palsy	4,783	3%	37	1%	4,820	3%
Global Developmental Delay	5,529	3%	556	8%	6,085	3%
Multiple Sclerosis	2,695	2%	92	1%	2,787	2%
Visual Impairment	3,166	2%	53	1%	3,219	2%
Stroke	2,760	2%	91	1%	2,851	2%
Other	2,415	1%	145	2%	2,560	1%
Spinal Cord Injury	1,773	1%	36	1%	1,809	1%
Other Sensory/Speech	773	0%	<11	n/a	779	0%
Total	170,815	100%	7,063	100%	177,878	100%

⁶³ 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.

⁶⁴ Down syndrome is included in intellectual disability, representing 6% (668) of participants in SIL.

⁶⁵ Down syndrome is included in intellectual disability, representing 2% (3,099) of participants not in SIL.

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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	20,856	11%	2,248	32%	23,104	12%
2 (High Function)	323	0%	30	0%	353	0%
3 (High Function)	9,049	5%	555	8%	9,604	5%
4 (High Function)	13,645	7%	374	5%	14,019	7%
5 (High Function)	12,901	7%	629	9%	13,530	7%
6 (Moderate Function)	41,608	23%	1,651	23%	43,259	23%
7 (Moderate Function)	10,891	6%	297	4%	11,188	6%
8 (Moderate Function)	9,532	5%	242	3%	9,774	5%
9 (Moderate Function)	935	1%	22	0%	957	1%
10 (Moderate Function)	16,949	9%	359	5%	17,308	9%
11 (Low Function)	5,578	3%	52	1%	5,630	3%
12 (Low Function)	24,216	13%	400	6%	24,616	13%
13 (Low Function)	12,308	7%	190	3%	12,498	7%
14 (Low Function)	3,088	2%	17	0%	3,105	2%
15 (Low Function)	52	0%	<11	n/a	52	0%
Missing	34	0%	<11	n/a	36	0%
Total	181,965	100%	7,068	100%	189,033	100%

Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	28,962	16%	3,719	53%	32,681	17%
7 to 14	47,515	26%	1,163	16%	48,678	26%
15 to 18	15,247	8%	400	6%	15,647	8%
19 to 24	15,652	9%	199	3%	15,851	8%
25 to 34	16,381	9%	298	4%	16,679	9%
35 to 44	13,493	7%	315	4%	13,808	7%
45 to 54	15,900	9%	393	6%	16,293	9%
55 to 64	19,379	11%	540	8%	19,919	11%
65+	9,436	5%	41	1%	9,477	5%
Total	181,965	100%	7,068	100%	189,033	100%

Table F.15 Participation rates by age group and gender at 30 September 2023 – New South Wales ⁶⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.0%	4.8%
7 to 14	8.0%	3.6%	6.0%
15 to 18	5.0%	2.6%	3.9%
19 to 24	3.2%	1.9%	2.6%
25 to 44	1.5%	1.1%	1.3%
45 to 64	2.0%	1.7%	1.8%
Total (aged 0 to 64)	3.3%	1.9%	2.6%

⁶⁶ 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

Note: In Tables F.16 to F.21 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5, R6 and R7 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment, sixth reassessment and seventh reassessment respectively.

Table F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,243), 'participant social and community engagement rate' (n=13,356), 'parent and carer employment rate' (n=15,325) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=8,894) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - New South Wales⁶⁷

Age group	Baseline	R1	R2	2023-24 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	13%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	21%	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%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	37%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	39%	46%
Participant social and community engagement rate - Aged 65+ years	32%	36%	37%	46%
Participant social and community engagement rate - Aged 25+ years	31%	38%	38%	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	63%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	74%	75%

⁶⁷ 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 September 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=12,364), 'participant social and community engagement rate' (n=12,496), 'parent and carer employment rate' (n=10,392) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,303) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - New South Wales ⁶⁸

Age group	Baseline	R1	R2	R3	2023-24 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%	32%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	15%	26%
Participant employment rate - Aged 65+ years	14%	13%	10%	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%	42%	46%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	46%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	42%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	39%	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	33%	40%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	54%	52%	50%
Parent and carer employment rate - All ages	48%	51%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	76%	75%

⁶⁸ 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 September 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=10,682), 'participant social and community engagement rate' (n=10,808), 'parent and carer employment rate' (n=6,495) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=8,862) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - New South Wales

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	17%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	33%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	32%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	33%	28%	30%	26%
Participant employment rate - Aged 55 to 64 years	23%	24%	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	13%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	26%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	40%	45%	48%	46%	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	36%	40%	46%	48%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	47%	52%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	44%	42%	44%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	42%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	46%	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	50%	53%	55%	56%	53%	50%
Parent and carer employment rate - All ages	49%	52%	52%	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	67%	74%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	77%	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 September 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=8,236), 'participant social and community engagement rate' (n=8,388), 'parent and carer employment rate' (n=3,487) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=7,058) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - New South Wales ⁷⁰

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	13%	16%	22%	22%	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	33%	32%	29%	32%	27%	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%	12%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	29%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	26%	28%	26%	28%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	43%	46%	47%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	48%	52%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	42%	48%	50%	49%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	47%	47%	47%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	43%	45%	45%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	42%	42%	42%	45%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	48%	47%	50%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	45%	47%	47%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	45%	48%	48%	50%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	54%	57%	57%	56%	50%
Parent and carer employment rate - All ages	46%	48%	50%	52%	53%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	69%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	74%	78%	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 September 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=4,170), ‘participant social and community engagement rate’ (n=4,271), ‘parent and carer employment rate’ (n=1,315) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=3,379) 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 September 2017 - New South Wales ⁷¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	17%	26%	19%	27%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	22%	21%	25%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	32%	34%	32%	29%	33%	28%	30%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	31%	30%	25%	26%	25%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	22%	19%	19%	17%	18%	26%
Participant employment rate - Aged 65+ years	19%	19%	14%	11%	9%	9%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	28%	26%	24%	25%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	25%	23%	25%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	38%	43%	46%	48%	47%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	39%	49%	55%	53%	53%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	50%	49%	54%	54%	54%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	46%	55%	53%	53%	54%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	43%	42%	41%	48%	47%	46%
Participant social and community engagement rate - Aged 65+ years	38%	44%	49%	49%	49%	45%	50%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	47%	50%	50%	51%	52%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	47%	50%	50%	51%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	50%	52%	52%	58%	58%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	52%	57%	55%	55%	50%
Parent and carer employment rate - All ages	45%	49%	50%	52%	55%	57%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	63%	63%	66%	67%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	78%	79%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	70%	72%	74%	74%	78%	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 September 2017 and have had a sixth plan reassessment to date.

Table F.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=615), 'participant social and community engagement rate' (n=641), 'parent and carer employment rate' (n=110) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment, and 'participant choice and control' (n=347) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 September 2016- New South Wales ⁷²

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	16%	23%	25%	24%	21%	24%	16%	20%	26%
Participant employment rate - Aged 35 to 44 years	26%	28%	23%	22%	20%	31%	24%	25%	26%
Participant employment rate - Aged 45 to 54 years	27%	31%	28%	29%	25%	21%	25%	21%	26%
Participant employment rate - Aged 55 to 64 years	24%	22%	21%	23%	20%	24%	14%	18%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	23%	26%	25%	24%	21%	25%	20%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	25%	24%	24%	22%	25%	20%	21%	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	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	37%	44%	44%	61%	60%	48%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	42%	44%	41%	53%	63%	59%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	45%	49%	59%	46%	62%	46%	62%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	47%	51%	58%	50%	53%	49%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	46%	50%	52%	57%	53%	56%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	47%	50%	52%	56%	53%	56%	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	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	n/a	50%
Parent and carer employment rate - All ages	39%	40%	51%	49%	64%	50%	33%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	55%	63%	69%	77%	75%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	74%	79%	78%	83%	83%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	75%	75%	81%	80%	81%	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 September 2016 and have had a seventh plan reassessment to date.

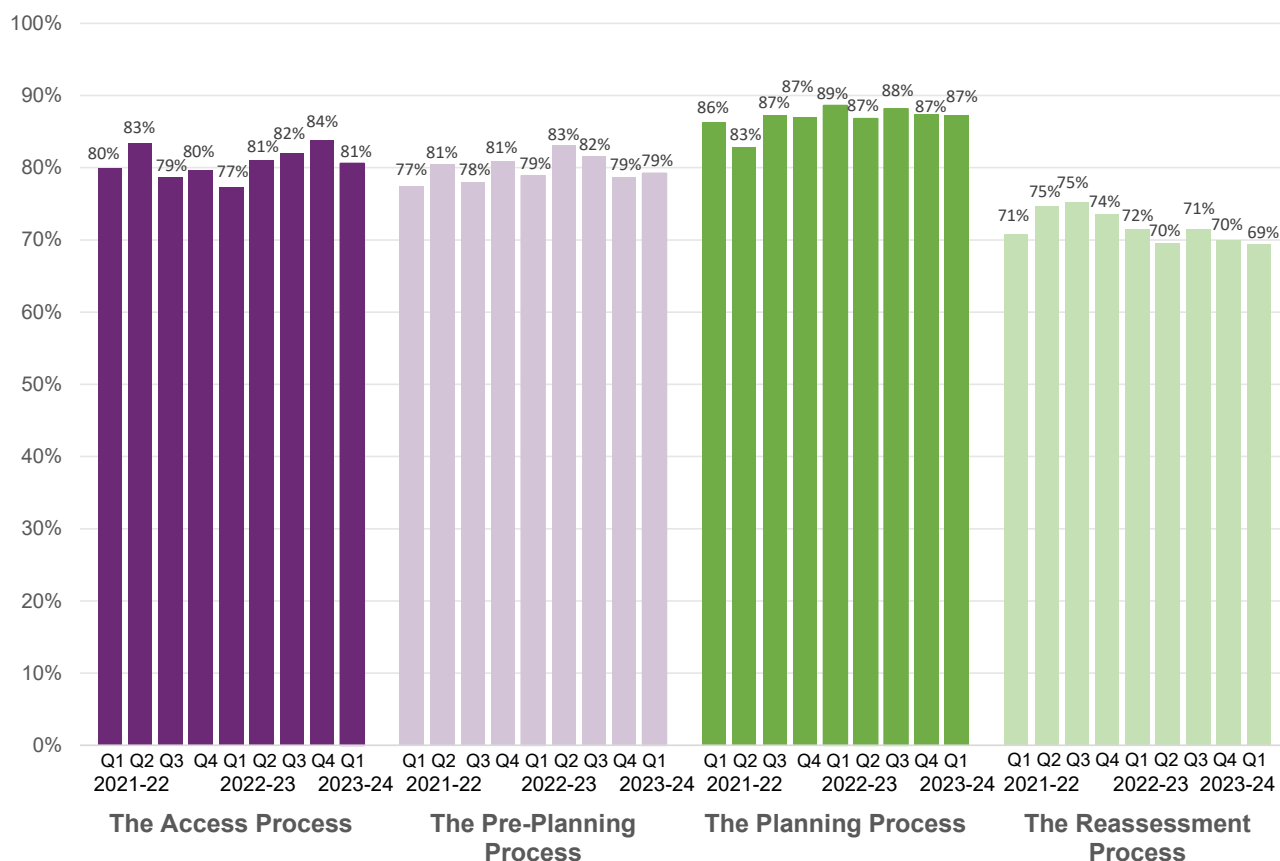
Part Three: Participant experience

Table F.22 Proportion of participants who agreed with statements about 'Access' (n = 2,961 in Prior Quarters, n = 319 in 2023-24 Q1), 'Pre-planning' (n = 2,721 in Prior Quarters, n = 284 in 2023-24 Q1), 'Planning' (n = 14,175 in Prior Quarters, n = 1,632 in 2023-24 Q1) and 'Plan reassessment' (n = 36,745 in Prior Quarters, n = 2,761 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ⁷³

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	89%
Access - Was the person from the NDIS respectful?	98%	98%
Access - Do you understand what will happen next with your plan?	81%	83%
Access - % of participants rating their overall experience as Very Good or Good.	80%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
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%	82%
Pre-planning - Are you clear on what happens next with your plan?	69%	71%
Pre-planning - Do you know where to go for more help with your plan?	75%	73%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	93%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	90%	92%
Planning - Are you clear on what happens next with your plan?	85%	85%
Planning - Do you know where to go for more help with your plan?	90%	91%
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%	85%
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.	73%	69%

⁷³ 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 ⁷⁴



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q1. 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 '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.23 shows the number of complaints in 2023-24 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q1 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.24 shows the number of complaints by type as well as by source and subject of complaint based on records.

⁷⁴ Participant satisfaction results for prior quarters have been restated using data as at 30 September 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table F.23 Complaints and PCIs by quarter – New South Wales ^{75 76}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	94	<11	99	88
People who have submitted an access request: Complaints about LAC Partner	700	71	771	684
People who have submitted an access request: Complaints about service providers	2,957	178	3,135	2,422
People who have submitted an access request: Complaints about the Agency	38,900	2,204	41,104	21,350
People who have submitted an access request: Unclassified	1,520	<11	1,522	1,332
People who have submitted an access request: Total	44,171	2,460	46,631	23,550
Percentage of the number of active participants	5.8%	5.3%	5.8%	n/a
Total PCIs	6,644	1,119	7,763	n/a

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

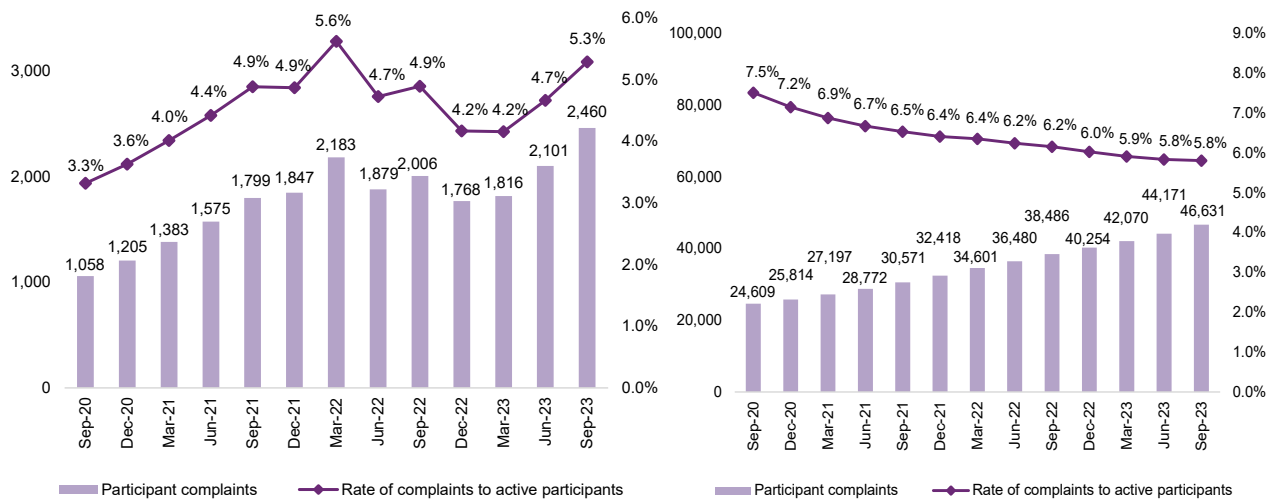
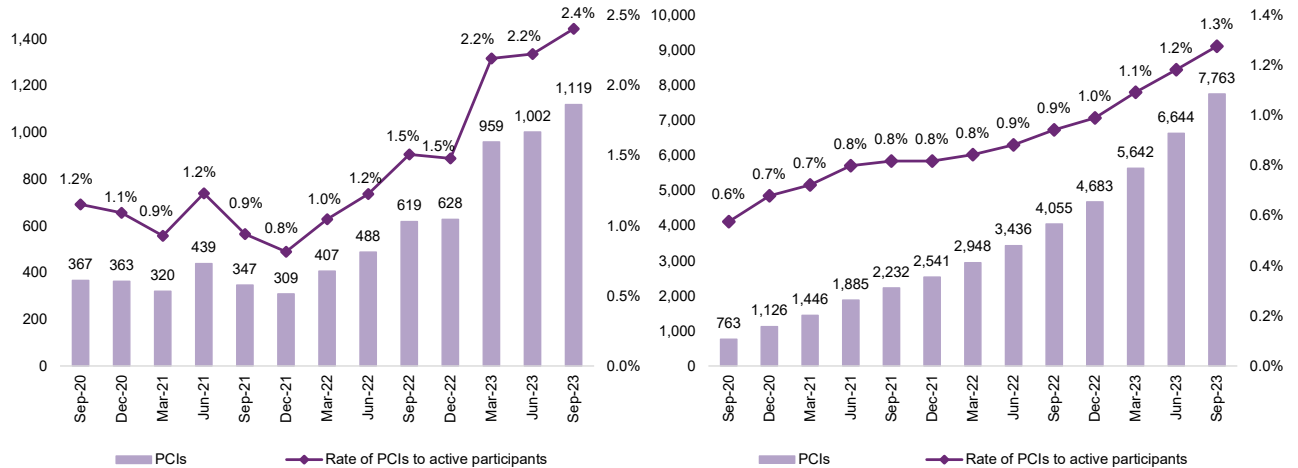


Figure F.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – New South Wales



⁷⁵ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁷⁶ 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.24 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁷⁷

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,384	6%	<11	n/a	2,384	6%
Complaints about the Agency - Information unclear	746	2%	<11	n/a	746	2%
Complaints about the Agency - NDIA Access	811	2%	95	4%	906	2%
Complaints about the Agency - NDIA Engagement	39	0%	<11	n/a	43	0%
Complaints about the Agency - NDIA Finance	2,173	6%	138	6%	2,311	6%
Complaints about the Agency - NDIA Fraud and Compliance	143	0%	15	1%	158	0%
Complaints about the Agency - NDIA Plan	7,779	20%	723	33%	8,502	21%
Complaints about the Agency - NDIA Process	2,502	6%	270	12%	2,772	7%
Complaints about the Agency - NDIA Resources	228	1%	20	1%	248	1%
Complaints about the Agency - NDIA Staff	1,698	4%	216	10%	1,914	5%
Complaints about the Agency - NDIA Timeliness	5,296	14%	700	32%	5,996	15%
Complaints about the Agency - Participation, engagement and inclusion	180	0%	<11	n/a	180	0%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	20	0%	<11	n/a	23	0%
Complaints about the Agency - Reasonable and necessary supports	2,266	6%	<11	n/a	2,266	6%
Complaints about the Agency - Staff conduct - Agency	683	2%	<11	n/a	683	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,269	3%	<11	n/a	1,274	3%
Complaints about the Agency - Timeliness	5,959	15%	<11	n/a	5,960	14%
Complaints about the Agency - Other	4,680	12%	14	1%	4,694	11%
Complaints about the Agency - Total	38,900	100%	2,204	100%	41,104	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	12	13%	<11	n/a	14	14%
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	52	55%	<11	n/a	55	56%
Complaints about ECA Partner - ECA Timeliness	19	20%	<11	n/a	19	19%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	94	100%	<11	n/a	99	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	122	17%	<11	n/a	130	17%
Complaints about LAC Partner - LAC Process	77	11%	<11	n/a	86	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	434	62%	46	65%	480	62%
Complaints about LAC Partner - LAC Timeliness	57	8%	<11	n/a	62	8%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	700	100%	71	100%	771	100%
Complaints about service providers - Provider Costs	146	5%	<11	n/a	146	5%
Complaints about service providers - Provider Finance	165	6%	18	10%	183	6%

⁷⁷ There are 44,171 total participant complaints in Prior Quarters, 2,460 total participant complaints in 2023-24 Q1, and 46,631 total participant complaints as at 30 September 2023, including 1,522 unclassified participant complaints as at 30 September 2023.
September 2023 | NDIS Quarterly Report to disability ministers

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	216	7%	27	15%	243	8%
Complaints about service providers - Provider Process	141	5%	<11	n/a	142	5%
Complaints about service providers - Provider Service	811	27%	72	40%	883	28%
Complaints about service providers - Provider Staff	378	13%	50	28%	428	14%
Complaints about service providers - Service Delivery	237	8%	<11	n/a	237	8%
Complaints about service providers - Staff Conduct	215	7%	<11	n/a	218	7%
Complaints about service providers - Supports being provided	255	9%	<11	n/a	255	8%
Complaints about service providers - Other	393	13%	<11	n/a	400	13%
Complaints about service providers - Total	2,957	100%	178	100%	3,135	100%

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

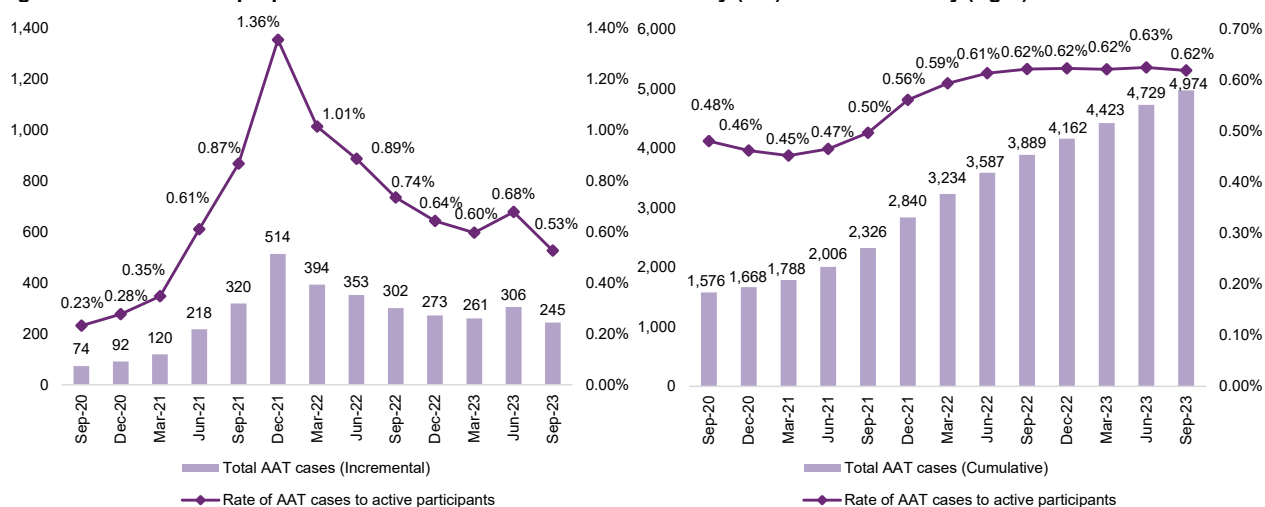


Table F.25 AAT Cases by category at 30 September 2023 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	1,024	22%	38	16%	1,062	21%
Plan	3,249	69%	178	73%	3,427	69%
Plan Reassessment	194	4%	<11	n/a	194	4%
Other	262	6%	29	12%	291	6%
Total cases	4,729	100%	245	100%	4,974	100%
Percentage of the number of active participants	n/a	0.63%	n/a	0.53%	n/a	0.62%

Table F.26 AAT cases by open/closed and decision – New South Wales ^{78 79}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,974	4,477
Open AAT Cases	729	702
Closed AAT Cases	4,245	3,853
<i>Resolved before hearing</i>	4,123	3,744
<i>Gone to hearing and received a substantive decision</i>	122	109

⁷⁸ Of the 122 cases which went to hearing and received a substantive decision: 57 affirmed the Agency's decision, 27 varied the Agency's decision and 38 set aside the Agency's decision.

⁷⁹ 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.27 Key markets indicators by quarter – New South Wales ^{80 81}

Market indicators	Previous Quarter	2023-24 Q1
Average number of active providers per active participant	1.24	1.22
Number of providers delivering new types of supports	686	729
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	87%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	91%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	90%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	90%

Table F.28 Cumulative number of providers that have ever been active as at 30 September 2023 by quarter of activity – New South Wales ⁸²

Activity	Number of providers
Active for the first time in 2023-24 Q1	189
Active in 2023-24 Q1 and also in previous quarters	4,197
Active in 2023-24 Q1	4,386
Inactive in 2023-24 Q1	6,247
Active ever	10,633

Table F.29 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – New South Wales ⁸³

Amount paid in 2023-24 Q1	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	504	105	58	667
\$2,001-\$10,000	766	57	57	880
\$10,001-\$100,000	1,335	18	61	1,414
\$100,001-\$250,000	473	7	8	488
\$250,000+	932	<5	5	937
Total	4,010	187	189	4,386

Table F.30 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ⁸⁴

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	13%	13%	13%
Health & Wellbeing	75%	77%	75%
Lifelong Learning	33%	30%	32%
Other	24%	27%	24%
Non-categorised	10%	9%	9%
Any mainstream service	97%	97%	97%

⁸⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁸¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁸² Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁸³ 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.

⁸⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures F.5 to F.13 and in Tables F.31, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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.31 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q1 – New South Wales

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.8%	3.0%
\$5,001-\$10,000	6.3%	6.7%
\$10,001-\$15,000	11.3%	12.0%
\$15,001-\$20,000	14.7%	15.6%
\$20,001-\$25,000	11.1%	11.8%
\$25,001-\$30,000	4.4%	4.7%
\$30,001-\$50,000	12.7%	13.5%
\$50,001-\$100,000	16.6%	17.6%
\$100,001-\$150,000	6.5%	6.9%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.1%	1.9%
\$250,001+	8.1%	2.8%

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

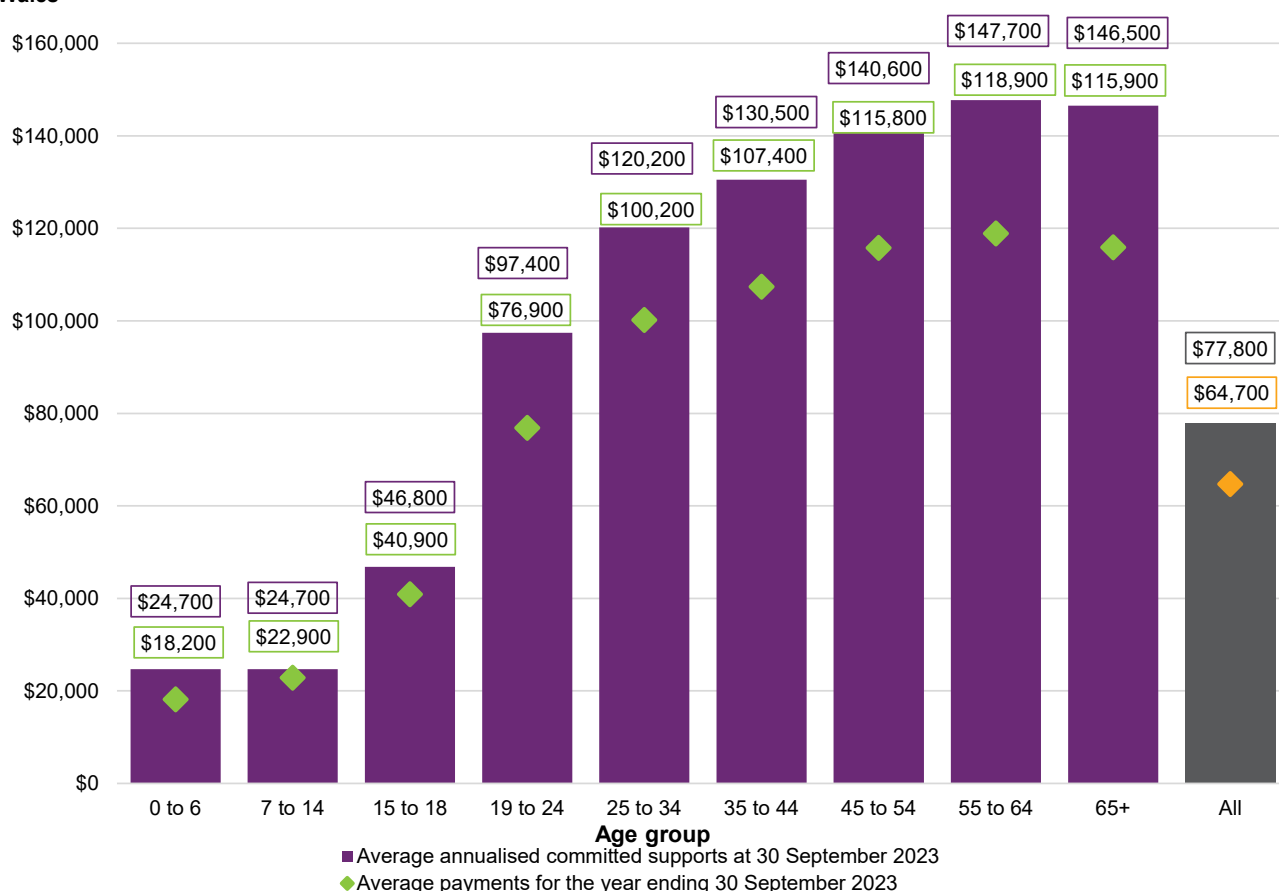


Figure F.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – New South Wales



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

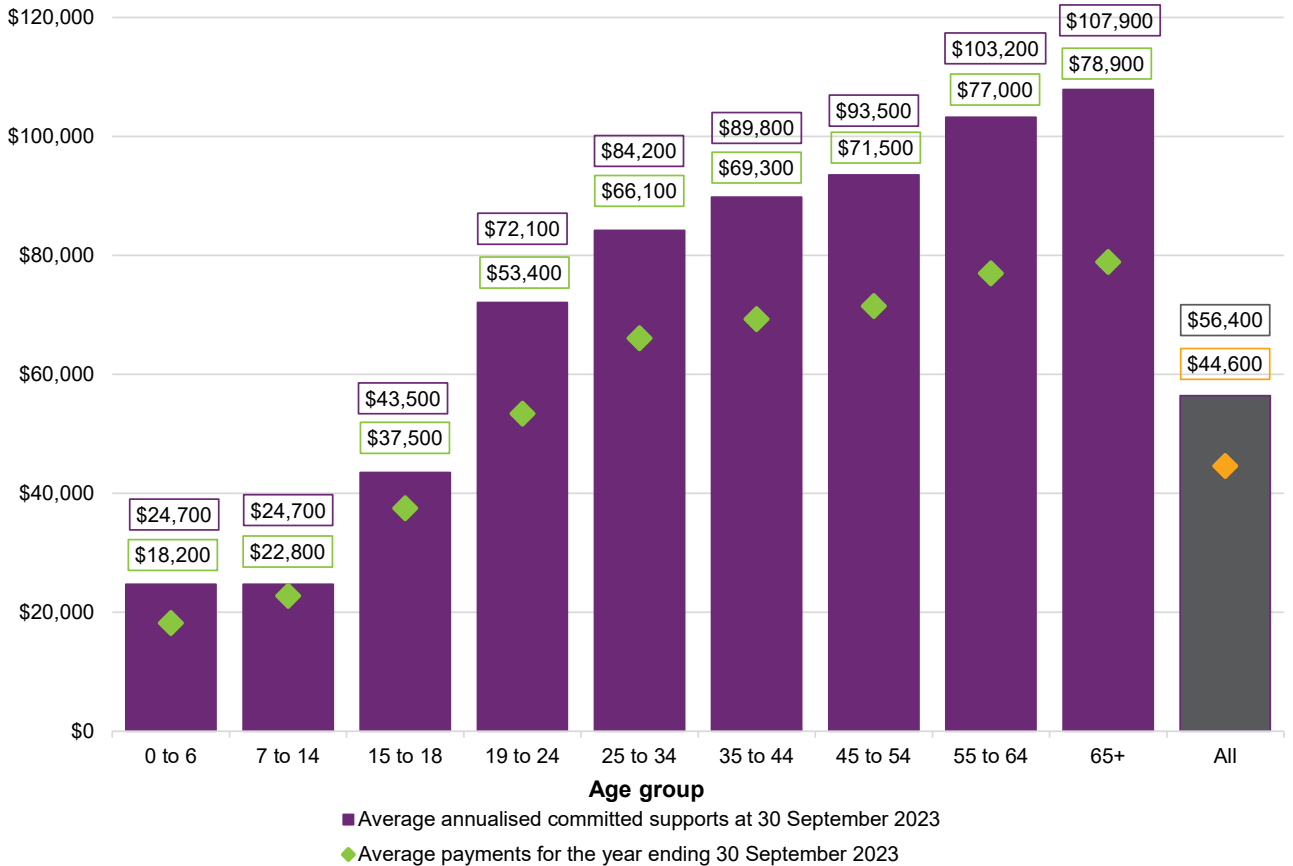


Figure F.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – New South Wales

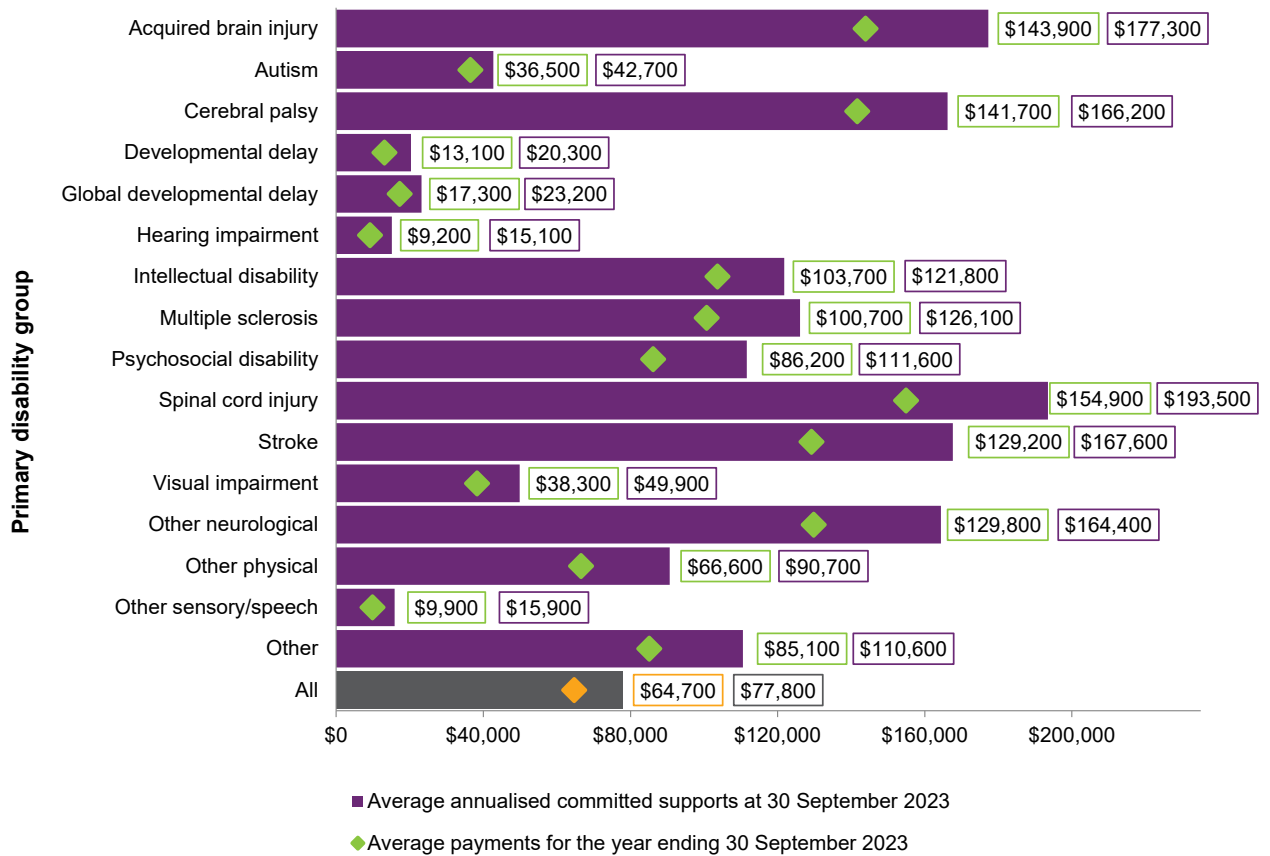


Figure F.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – New South Wales

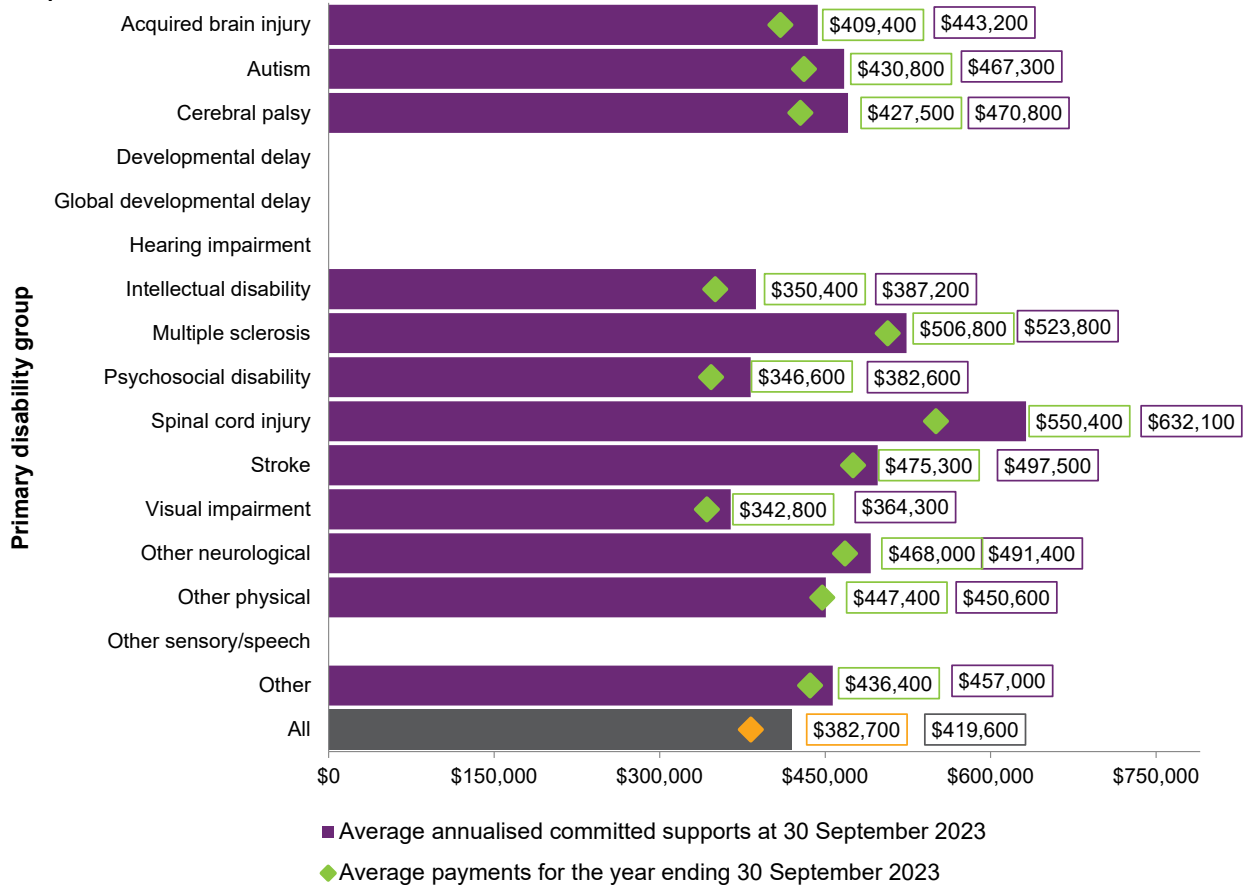


Figure F.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – New South Wales

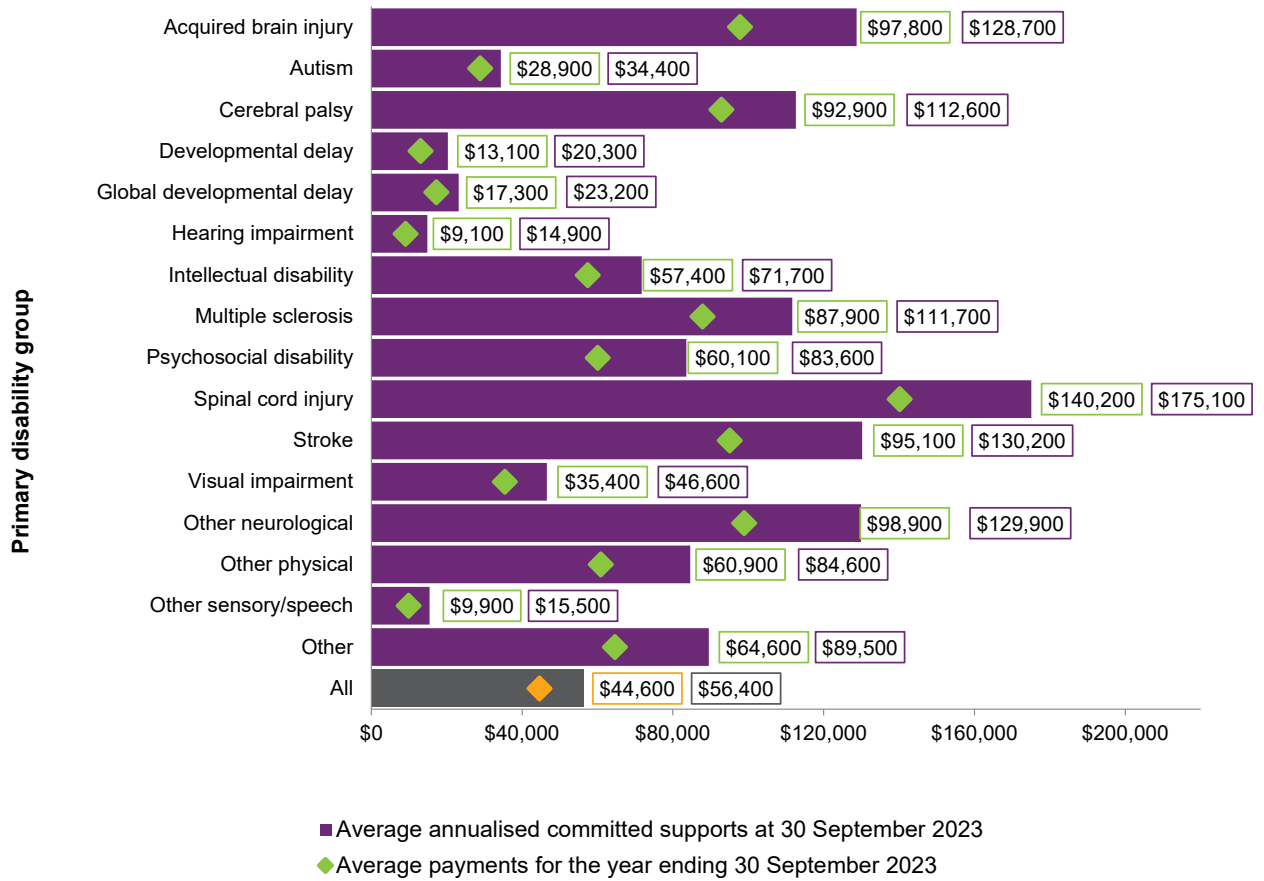


Figure F.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – New South Wales

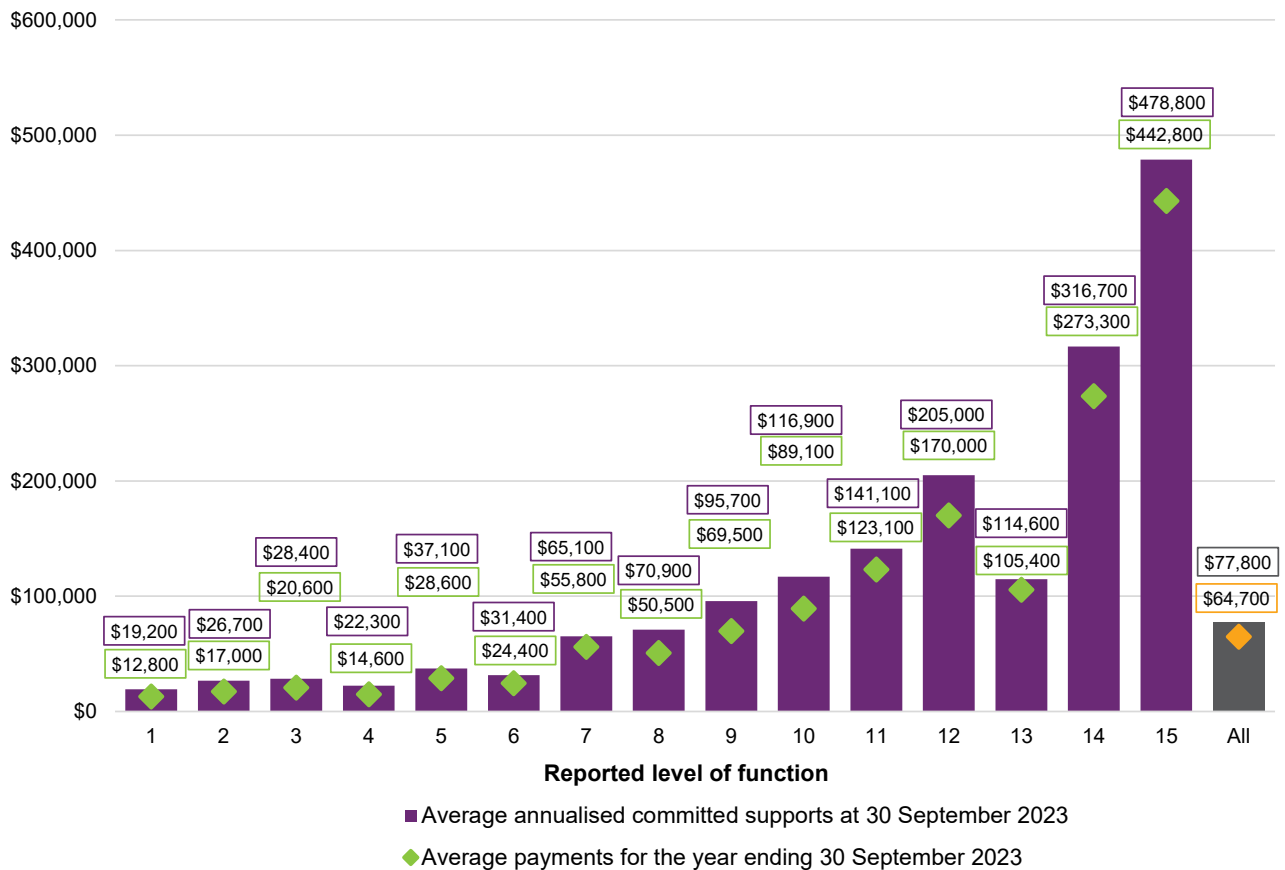


Figure F.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – New South Wales

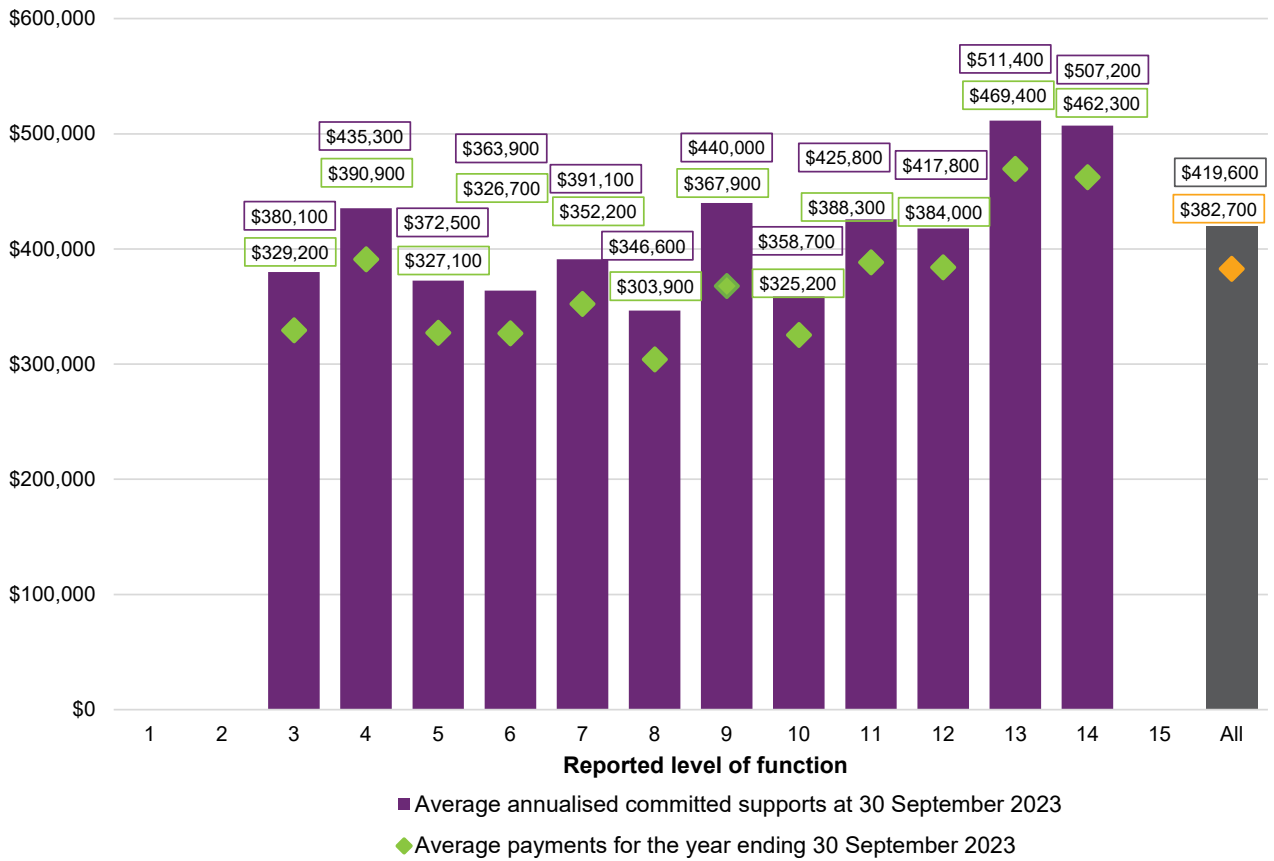


Figure F.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – New South Wales

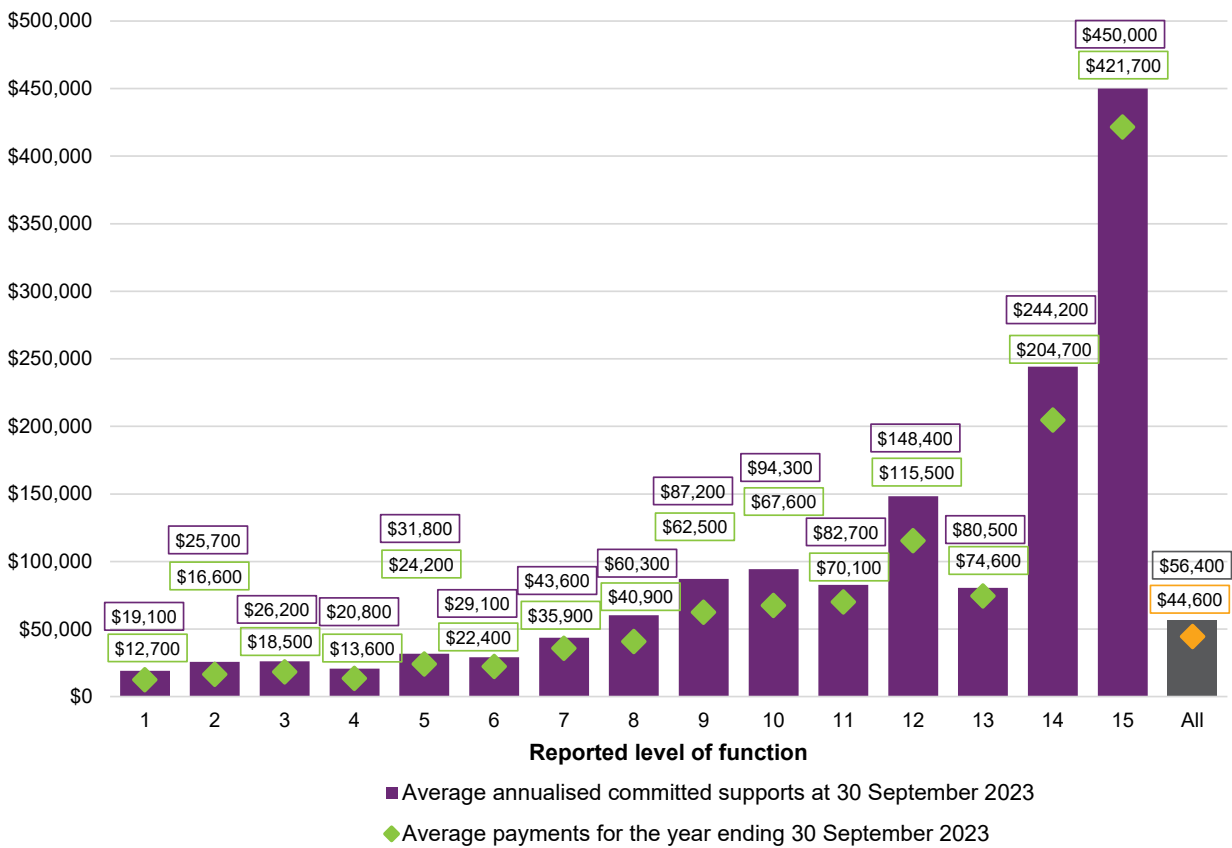


Table F.32 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – New South Wales ^{85 86}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	5,997.41	7,095.64
Core: Consumables	183.54	241.45
Core: Social and Civic	2,583.45	3,212.82
Core: Transport	324.29	159.26
Capacity Building: Choice and Control	138.02	160.42
Capacity Building: Daily Activities	1,377.47	2,286.86
Capacity Building: Employment	42.53	105.49
Capacity Building: Health and Wellbeing	16.89	29.45
Capacity Building: Home Living	0.13	0.79
Capacity Building: Lifelong learning	0.003	0.03
Capacity Building: Relationships	175.48	339.57
Capacity Building: Social and Civic	52.73	126.66
Capacity Building: Support Coordination	267.05	358.81
Capital: Assistive Technology	205.30	418.32
Capital: Home Modifications	117.95	179.85
All	11,482.24	14,715.42

Table F.33 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – New South Wales ^{87 88}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	3,107.98	3,400.28
Core: Consumables	27.91	35.22
Core: Social and Civic	560.82	738.48
Core: Transport	22.86	27.11
Capacity Building: Choice and Control	9.09	10.14
Capacity Building: Daily Activities	81.05	126.11
Capacity Building: Employment	1.07	2.89
Capacity Building: Health and Wellbeing	2.23	3.47
Capacity Building: Home Living	0.00	0.01
Capacity Building: Lifelong learning	0.00	0.00
Capacity Building: Relationships	74.25	122.33
Capacity Building: Social and Civic	0.96	2.14
Capacity Building: Support Coordination	51.21	63.17
Capital: Assistive Technology	30.31	53.89
Capital: Home Modifications	63.13	95.54
All	4,032.87	4,680.78

⁸⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

⁸⁶ Total payments for home modifications in New South Wales were \$118.0m. Of which, \$81.6m (69%) has been paid for specialised disability accommodation (SDA) supports, and \$36.3m (31%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$179.8m. Of which, \$123.1m (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.7m (32%) has been allocated for non-SDA supports.

⁸⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

⁸⁸ Total payments for home modifications in New South Wales were \$63.1m. Of which, \$62.7m (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4m (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$95.5m. Of which, \$94.2m (98.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3m (1.4%) has been allocated for non-SDA supports.

Table F.34 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2023 (\$m) – New South Wales^{89 90}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	2,889.43	3,695.36
Core: Consumables	155.63	206.23
Core: Social and Civic	2,022.63	2,474.34
Core: Transport	301.43	132.15
Capacity Building: Choice and Control	128.93	150.28
Capacity Building: Daily Activities	1,296.42	2,160.75
Capacity Building: Employment	41.46	102.60
Capacity Building: Health and Wellbeing	14.66	25.97
Capacity Building: Home Living	0.13	0.78
Capacity Building: Lifelong learning	0.003	0.03
Capacity Building: Relationships	101.22	217.23
Capacity Building: Social and Civic	51.77	124.53
Capacity Building: Support Coordination	215.84	295.64
Capital: Assistive Technology	174.99	364.43
Capital: Home Modifications	54.82	84.31
All	7,449.37	10,034.64

Table F.35 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales⁹¹

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	50.5	185.0	352.7	1,769.4	4,275.5	5,907.0	8,042.9	10,190.2	11,507.7	59,991.3	3,806.7
Total Paid	37.4	141.7	260.2	1,210.8	3,104.5	4,479.2	5,991.2	7,723.5	8,952.9	45,455.0	2,685.6
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	78%	76%	71%

Table F.36 Percentage change in plan budgets for active participants – New South Wales

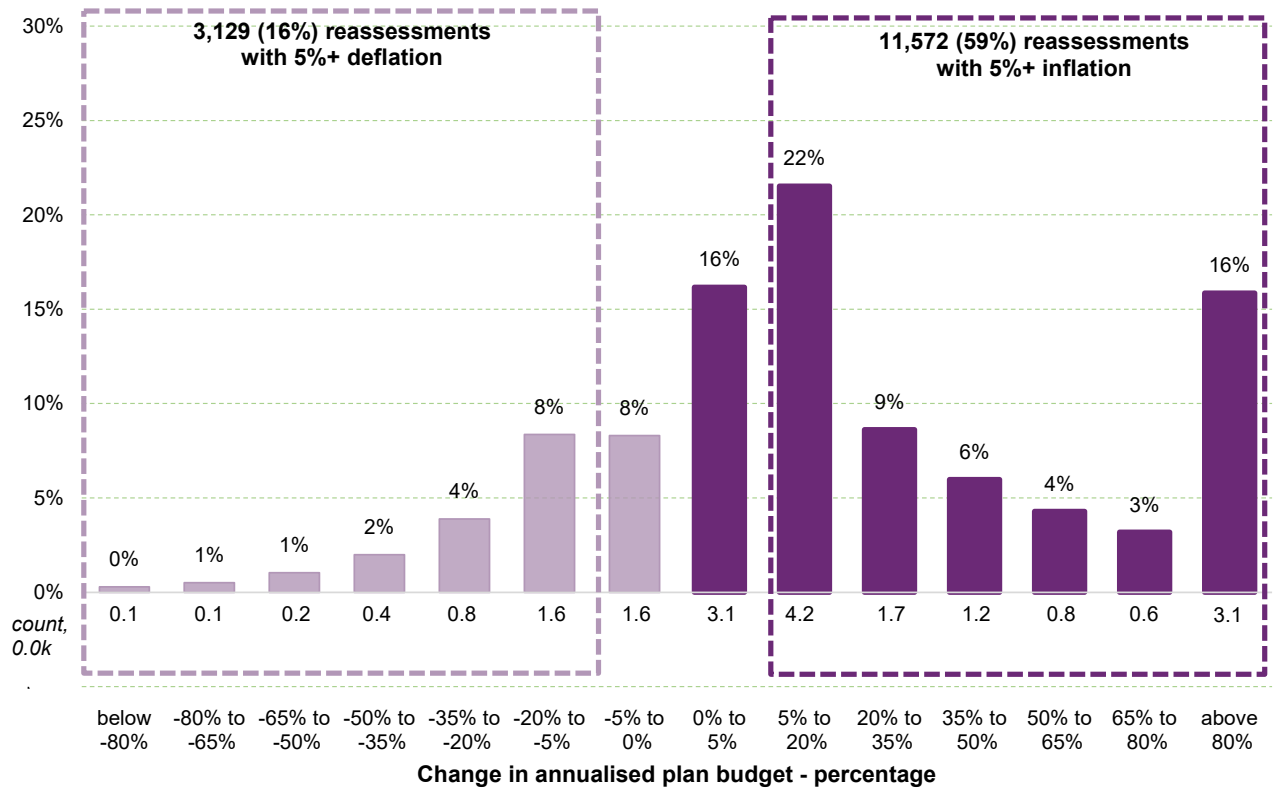
Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	4.9%	5.8%	4.9%	7.2%	10.5%	6.5%	6.8%	6.8%	8.9%
Interplan Inflation	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%	5.4%	4.4%	5.0%
Total Inflation	6.0%	9.7%	6.9%	12.1%	20.2%	16.4%	12.3%	11.2%	13.8%

⁸⁹ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

⁹⁰ Total payments for home modifications in New South Wales were \$54.8m. Of which, \$18.9m (35%) has been paid for specialised disability accommodation (SDA) supports, and \$35.9m (65%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$84.3m. Of which, \$28.9m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$55.4m (66%) has been allocated for non-SDA supports.

⁹¹ The utilisation rate for 2022-23 YTD 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 2023 to 30 September 2023) - all participants – New South Wales ⁹²



⁹² 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 G:

Victoria

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry, plan and entry type – Victoria⁹³

Participant breakdown	Prior Quarters	2023-24 Q1	Total
Access decisions	208,009	8,986	216,995
Active Eligible - Total	165,837	6,436	172,273
<i>Active Eligible - New</i>	97,419	6,257	103,676
<i>Active Eligible - State</i>	58,359	146	58,505
<i>Active Eligible - Commonwealth</i>	10,059	33	10,092
Active Participant Plans (excl ECA) - Total	162,465	6,402	168,867
<i>Active Participant Plans (excl ECA) - New</i>	94,722	6,189	100,911
<i>Active Participant Plans (excl ECA) - State</i>	57,738	171	57,909
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	10,005	42	10,047
Active Participant Plans - Total	166,057	10,241	172,706
<i>Active Participant Plans - Early Intervention (s25)</i>	50,675	3,871	54,546
<i>Active Participant Plans - Permanent Disability (s24)</i>	111,790	2,531	114,321
<i>Active Participant Plans - ECA</i>	3,592	3,839	3,839

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

People leaving the Scheme	Total
Number of people who have left the Scheme	11,639
<i>Early Intervention participants</i>	2,757
<i>Permanent disability participants</i>	8,882

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	43,147	98%	18,435	98%	1,036	98%	62,618	98%
7 to 14	21,467	91%	11,284	91%	616	88%	33,367	91%
15 to 18	6,324	93%	3,964	90%	283	90%	10,571	92%
19 to 24	5,464	91%	3,847	85%	195	80%	9,506	88%
25 to 34	7,378	88%	6,165	81%	245	77%	13,788	85%
35 to 44	7,536	85%	7,292	78%	171	68%	14,999	81%
45 to 54	9,059	82%	9,450	74%	178	66%	18,687	77%
55 to 64	10,501	75%	10,425	65%	168	50%	21,094	70%
65+	392	53%	368	45%	<11	n/a	767	49%
Missing	799	49%	625	35%	<11	n/a	1,430	41%
Total	112,067	90%	71,855	81%	2,905	82%	186,827	86%

⁹³ 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 ⁹⁴

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	3,701	92%	1,826	91%	47	85%	5,574	91%
Autism	38,798	97%	17,518	97%	1,371	95%	57,687	97%
Cerebral palsy	2,429	97%	1,995	97%	45	90%	4,469	97%
Developmental delay	20,415	98%	8,606	99%	569	98%	29,590	98%
Global developmental delay	2,324	99%	1,001	99%	45	92%	3,370	99%
Hearing impairment	3,434	90%	3,703	88%	97	85%	7,234	89%
Intellectual disability	16,945	96%	12,062	95%	170	90%	29,177	96%
Multiple sclerosis	863	91%	2,634	91%	29	83%	3,526	91%
Psychosocial disability	10,348	76%	11,525	70%	276	57%	22,149	72%
Spinal cord injury	776	95%	376	91%	22	88%	1,174	93%
Stroke	1,391	85%	998	82%	23	74%	2,412	84%
Visual impairment	1,686	91%	1,603	89%	26	76%	3,315	90%
Other neurological	3,795	82%	3,334	81%	76	73%	7,205	81%
Other physical	2,634	46%	3,015	36%	60	30%	5,709	40%
Other sensory/speech	493	53%	202	47%	<11	n/a	701	51%
Other	1,352	42%	912	27%	37	30%	2,301	34%
Missing	683	99%	545	97%	<11	n/a	1,234	98%
Total	112,067	90%	71,855	81%	2,905	82%	186,827	86%

In Supplement G, 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,497	3%	275	4%	5,772	3%
Non-First Nations Participants	131,048	81%	5,997	94%	137,045	81%
Not Stated	25,920	16%	130	2%	26,050	15%
Total	162,465	100%	6,402	100%	168,867	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ⁹⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	19,086	12%	702	11%	19,788	12%
Not culturally and linguistically diverse	143,306	88%	5,696	89%	149,002	88%
Not stated	73	0%	<11	n/a	77	0%
Total	162,465	100%	6,402	100%	168,867	100%

⁹⁴ Down syndrome is included in intellectual disability.

⁹⁵ 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 September 2023 – Victoria ⁹⁶

Age group	Total number of active participants
Under 45	17
45 to 54	85
55 to 64	448
Total YPIRAC (under 65)	550

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ⁹⁷

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Sep-23	-49	550

Table G.9 Participant profile per quarter by remoteness – Victoria ⁹⁸

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	118,187	73%	4,740	74%	122,927	73%
Population > 50,000	15,330	9%	595	9%	15,925	9%
Population between 15,000 and 50,000	10,621	7%	430	7%	11,051	7%
Population between 5,000 and 15,000	8,841	5%	283	4%	9,124	5%
Population less than 5,000	9,417	6%	354	6%	9,771	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	162,465	100%	6,402	100%	168,867	100%

⁹⁶ There are a further 532 active participants aged 65 years or over who are currently in residential aged care.

⁹⁷ 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.

⁹⁸ 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 ^{99 100 101}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	54,234	33%	1,983	31%	56,217	33%
Intellectual Disability	26,997	17%	335	5%	27,332	16%
Developmental Delay	22,229	14%	2,618	41%	24,847	15%
Psychosocial disability	19,616	12%	360	6%	19,976	12%
Hearing Impairment	6,752	4%	137	2%	6,889	4%
Other Neurological	5,372	3%	181	3%	5,553	3%
Other Physical	4,508	3%	86	1%	4,594	3%
Acquired brain injury	4,609	3%	126	2%	4,735	3%
Cerebral Palsy	4,173	3%	36	1%	4,209	2%
Global Developmental Delay	2,723	2%	197	3%	2,920	2%
Multiple Sclerosis	3,169	2%	79	1%	3,248	2%
Visual Impairment	2,906	2%	58	1%	2,964	2%
Stroke	1,970	1%	66	1%	2,036	1%
Other	1,776	1%	113	2%	1,889	1%
Spinal Cord Injury	1,002	1%	22	0%	1,024	1%
Other Sensory/Speech	429	0%	<11	n/a	434	0%
Total	162,465	100%	6,402	100%	168,867	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{102 103}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	834	12%	<11	n/a	834	12%
Intellectual Disability	3,522	51%	<11	n/a	3,522	51%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	551	8%	<11	n/a	551	8%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	346	5%	<11	n/a	346	5%
Other Physical	71	1%	<11	n/a	71	1%
Acquired brain injury	547	8%	<11	n/a	551	8%
Cerebral Palsy	645	9%	<11	n/a	645	9%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	129	2%	<11	n/a	129	2%
Visual Impairment	23	0%	<11	n/a	23	0%
Stroke	150	2%	<11	n/a	151	2%
Other	71	1%	<11	n/a	73	1%
Spinal Cord Injury	49	1%	<11	n/a	50	1%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	6,943	100%	<11	n/a	6,951	100%

⁹⁹ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁰⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁰¹ Down syndrome is included in intellectual disability, representing 2% (2,851) of all Scheme participants in Victoria.

¹⁰² 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.

¹⁰³ Down syndrome is included in intellectual disability, representing 8% (542) of participants in SIL.

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹⁰⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	53,400	34%	1,983	31%	55,383	34%
Intellectual Disability	23,475	15%	335	5%	23,810	15%
Developmental Delay	22,229	14%	2,618	41%	24,847	15%
Psychosocial disability	19,065	12%	360	6%	19,425	12%
Hearing Impairment	6,747	4%	137	2%	6,884	4%
Other Neurological	5,026	3%	181	3%	5,207	3%
Other Physical	4,437	3%	86	1%	4,523	3%
Acquired brain injury	4,062	3%	122	2%	4,184	3%
Cerebral Palsy	3,528	2%	36	1%	3,564	2%
Global Developmental Delay	2,723	2%	197	3%	2,920	2%
Multiple Sclerosis	3,040	2%	79	1%	3,119	2%
Visual Impairment	2,883	2%	58	1%	2,941	2%
Stroke	1,820	1%	65	1%	1,885	1%
Other	1,705	1%	111	2%	1,816	1%
Spinal Cord Injury	953	1%	21	0%	974	1%
Other Sensory/Speech	429	0%	<11	n/a	434	0%
Total	155,522	100%	6,394	100%	161,916	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	19,824	12%	1,914	30%	21,738	13%
2 (High Function)	422	0%	23	0%	445	0%
3 (High Function)	8,501	5%	540	8%	9,041	5%
4 (High Function)	8,730	5%	241	4%	8,971	5%
5 (High Function)	13,078	8%	617	10%	13,695	8%
6 (Moderate Function)	36,434	22%	1,688	26%	38,122	23%
7 (Moderate Function)	8,977	6%	259	4%	9,236	5%
8 (Moderate Function)	8,706	5%	187	3%	8,893	5%
9 (Moderate Function)	754	0%	17	0%	771	0%
10 (Moderate Function)	16,174	10%	301	5%	16,475	10%
11 (Low Function)	4,674	3%	44	1%	4,718	3%
12 (Low Function)	23,699	15%	411	6%	24,110	14%
13 (Low Function)	10,208	6%	138	2%	10,346	6%
14 (Low Function)	2,193	1%	22	0%	2,215	1%
15 (Low Function)	40	0%	<11	n/a	40	0%
Missing	51	0%	<11	n/a	51	0%
Total	162,465	100%	6,402	100%	168,867	100%

¹⁰⁴ Down syndrome is included in intellectual disability, representing 1% (2,309) of participants not in SIL.
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Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	26,974	17%	3,083	48%	30,057	18%
7 to 14	43,982	27%	1,209	19%	45,191	27%
15 to 18	13,096	8%	390	6%	13,486	8%
19 to 24	12,201	8%	240	4%	12,441	7%
25 to 34	13,777	8%	294	5%	14,071	8%
35 to 44	13,032	8%	344	5%	13,376	8%
45 to 54	15,065	9%	335	5%	15,400	9%
55 to 64	17,024	10%	462	7%	17,486	10%
65+	7,314	5%	45	1%	7,359	4%
Total	162,465	100%	6,402	100%	168,867	100%

Table G.15 Participation rates by age group and gender at 30 September 2023 – Victoria ¹⁰⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.2%	3.4%	5.5%
7 to 14	9.0%	4.4%	6.9%
15 to 18	5.1%	3.0%	4.2%
19 to 24	3.0%	1.8%	2.5%
25 to 44	1.5%	1.2%	1.4%
45 to 64	2.0%	2.0%	2.1%
Total (aged 0 to 64)	3.5%	2.2%	2.9%

¹⁰⁵ 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

Note: In Tables G.16 to G.21 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5, R6 and R7 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment, sixth reassessment and seventh reassessment respectively.

Table G.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,282), 'participant social and community engagement rate' (n=14,324), 'parent and carer employment rate' (n=14,288) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=9,774) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Victoria ¹⁰⁶

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	20%	26%
Participant employment rate - Aged 55 to 64 years	16%	15%	14%	26%
Participant employment rate - Aged 65+ years	10%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	21%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	35%	34%	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	32%	36%	36%	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%	35%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	35%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	47%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	46%	50%
Parent and carer employment rate - All ages	46%	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%

¹⁰⁶ 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 September 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=11,692), 'participant social and community engagement rate' (n=11,758), 'parent and carer employment rate' (n=8,750) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,282) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Victoria ¹⁰⁷

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	23%	27%	26%
Participant employment rate - Aged 35 to 44 years	26%	27%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	24%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	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	36%	40%	43%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	36%	35%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	43%	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	44%	48%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	49%	48%	50%
Parent and carer employment rate - All ages	45%	48%	48%	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%

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 September 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=7,618), 'participant social and community engagement rate' (n=7,661), 'parent and carer employment rate' (n=4,464) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=6,335) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Victoria ¹⁰⁸

Age group	Baseline	R1	R2	R3	R4	2023-24 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	26%	26%	30%	22%	26%	26%
Participant employment rate - Aged 45 to 54 years	25%	25%	25%	19%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	16%	14%	13%	26%
Participant employment rate - Aged 65+ years	11%	12%	10%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	24%	19%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	22%	19%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	40%	39%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	41%	42%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	39%	41%	39%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	35%	38%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	41%	45%	40%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	45%	46%	44%	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	41%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	41%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	48%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	51%	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	56%	66%	65%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	72%	77%	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 September 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=3,940), 'participant social and community engagement rate' (n=3,966), 'parent and carer employment rate' (n=1,743) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=3,319) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - Victoria ¹⁰⁹

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	17%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	20%	23%	24%	27%	23%	24%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	21%	23%	19%	22%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	24%	29%	24%	23%	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	16%	17%	13%	16%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	10%	6%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	21%	24%	20%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	20%	23%	19%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	39%	40%	40%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	41%	44%	47%	45%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	41%	45%	47%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	44%	44%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	45%	45%	39%	45%	46%
Participant social and community engagement rate - Aged 65+ years	40%	44%	48%	46%	42%	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	44%	45%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	43%	45%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	43%	44%	53%	42%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	47%	51%	50%	39%	48%	50%
Parent and carer employment rate - All ages	43%	45%	47%	52%	41%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	63%	67%	67%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	77%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	69%	73%	76%	78%	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 September 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=1,147), 'participant social and community engagement rate' (n=1,165), 'parent and carer employment rate' (n=419) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=948) 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 September 2017 - Victoria ¹¹⁰

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	9%	13%	22%	13%	0%	18%	26%
Participant employment rate - Aged 25 to 34 years	20%	22%	24%	20%	18%	21%	22%	26%
Participant employment rate - Aged 35 to 44 years	24%	24%	25%	25%	25%	26%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	24%	24%	19%	24%	16%	17%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	19%	18%	14%	11%	15%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	8%	4%	10%	7%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	23%	20%	20%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	22%	20%	19%	16%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	28%	31%	31%	49%	27%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	45%	43%	41%	44%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	39%	41%	45%	45%	36%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	32%	38%	38%	40%	42%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	36%	37%	38%	35%	42%	40%	46%
Participant social and community engagement rate - Aged 65+ years	39%	43%	51%	42%	37%	45%	51%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	41%	41%	39%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	40%	40%	40%	40%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	44%	48%	51%	48%	44%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	48%	54%	49%	53%	51%	50%
Parent and carer employment rate - All ages	43%	45%	48%	52%	48%	48%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	59%	63%	64%	63%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	74%	80%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	68%	70%	74%	73%	77%	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 September 2017 and have had a sixth plan reassessment to date.

Table G.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=114), 'participant social and community engagement rate' (n=116), 'parent and carer employment rate' (n=31) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment, and 'participant choice and control' (n=64) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 September 2016 - Victoria ¹¹¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	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	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	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	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	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	12%	17%	19%	18%	18%	14%	14%	17%	26%
Participant employment rate - Aged 15 to 64 years	12%	16%	18%	21%	17%	13%	13%	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	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	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	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	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	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	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	39%	45%	44%	50%	40%	48%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	38%	45%	44%	50%	39%	44%	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	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	n/a	50%
Parent and carer employment rate - All ages	n/a	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	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	70%	67%	75%	75%	88%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	71%	68%	75%	76%	86%	80%	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 September 2016 and have had a seventh plan reassessment to date.

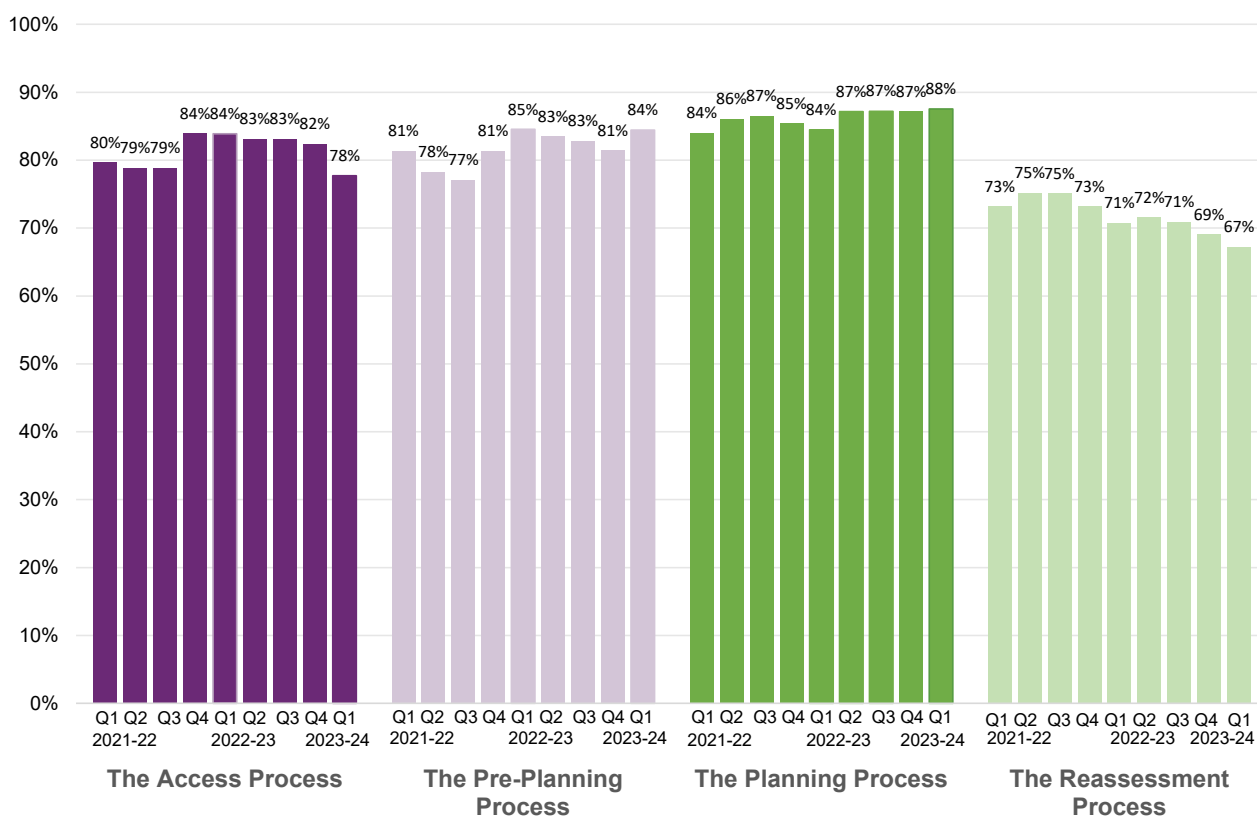
Part Three: Participant experience

Table G.22 Proportion of participants who agreed with statements about 'Access' (n = 2,855 in Prior Quarters, n = 296 in 2023-24 Q1), 'Pre-planning' (n = 2,691 in Prior Quarters, n = 276 in 2023-24 Q1), 'Planning' (n = 12,820 in Prior Quarters, n = 1,492 in 2023-24 Q1) and 'Plan reassessment' (n = 26,946 in Prior Quarters, n = 2,128 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	87%	88%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	79%	80%
Access - % of participants rating their overall experience as Very Good or Good.	82%	78%
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?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	80%	86%
Pre-planning - Are you clear on what happens next with your plan?	69%	75%
Pre-planning - Do you know where to go for more help with your plan?	75%	76%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	84%
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%	85%
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%	88%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	85%	83%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	67%

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



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q1. 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 '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.23 shows the number of complaints in 2023-24 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q1 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.24 show the number of complaints by type as well as by source and subject of complaint based on records.

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

Table G.23 Complaints by quarter – Victoria ^{114 115}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	140	12	152	143
People who have submitted an access request: Complaint about LAC Partner	625	72	697	624
People who have submitted an access request: Complaints about service providers	2,347	151	2,498	1,954
People who have submitted an access request: Complaints about the Agency	32,241	2,051	34,292	17,731
People who have submitted an access request: Unclassified	634	<11	634	588
People who have submitted an access request: Total	35,987	2,286	38,273	19,367
<i>Percentage of the number of active participants</i>	<i>6.2%</i>	<i>5.5%</i>	<i>6.1%</i>	<i>n/a</i>
Total PCIs	7,560	1,368	8,928	n/a

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

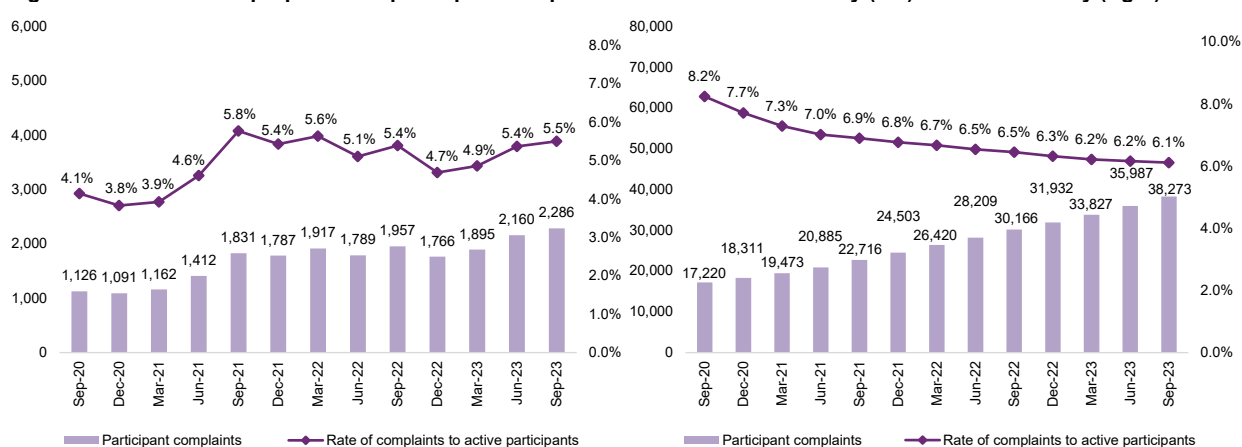
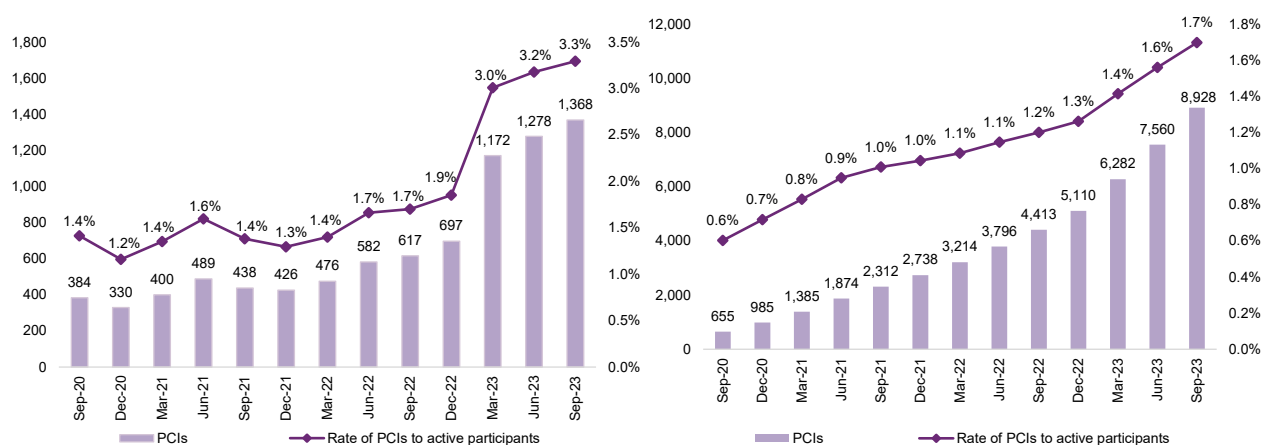


Figure G.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Victoria



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.

Table G.24 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹¹⁶

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,132	4%	<11	n/a	1,132	3%
Complaints about the Agency - Information unclear	482	1%	<11	n/a	482	1%
Complaints about the Agency - NDIA Access	802	2%	72	4%	874	3%
Complaints about the Agency - NDIA Engagement	32	0%	<11	n/a	36	0%
Complaints about the Agency - NDIA Finance	2,202	7%	142	7%	2,344	7%
Complaints about the Agency - NDIA Fraud and Compliance	140	0%	20	1%	160	0%
Complaints about the Agency - NDIA Plan	7,220	22%	680	33%	7,900	23%
Complaints about the Agency - NDIA Process	2,340	7%	245	12%	2,585	8%
Complaints about the Agency - NDIA Resources	222	1%	37	2%	259	1%
Complaints about the Agency - NDIA Staff	1,798	6%	220	11%	2,018	6%
Complaints about the Agency - NDIA Timeliness	5,260	16%	602	29%	5,862	17%
Complaints about the Agency - Participation, engagement and inclusion	100	0%	<11	n/a	100	0%
Complaints about the Agency - Provider Portal	28	0%	<11	n/a	28	0%
Complaints about the Agency - Quality & Safeguards Commission	24	0%	<11	n/a	25	0%
Complaints about the Agency - Reasonable and necessary supports	1,559	5%	<11	n/a	1,561	5%
Complaints about the Agency - Staff conduct - Agency	449	1%	<11	n/a	449	1%
Complaints about the Agency - The way the NDIA carried out its decision making	776	2%	<11	n/a	781	2%
Complaints about the Agency - Timeliness	4,488	14%	<11	n/a	4,494	13%
Complaints about the Agency - Other	3,187	10%	15	1%	3,202	9%
Complaints about the Agency - Total	32,241	100%	2,051	100%	34,292	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	18	13%	<11	n/a	20	13%
Complaints about ECA Partner - ECA Process	11	8%	<11	n/a	12	8%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	38	27%	<11	n/a	47	31%
Complaints about ECA Partner - ECA Timeliness	69	49%	<11	n/a	69	45%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	140	100%	12	100%	152	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	97	16%	<11	n/a	104	15%
Complaints about LAC Partner - LAC Process	68	11%	<11	n/a	72	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	398	64%	48	67%	446	64%
Complaints about LAC Partner - LAC Timeliness	55	9%	<11	n/a	65	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	625	100%	72	100%	697	100%
Complaints about service providers - Provider Costs	51	2%	<11	n/a	51	2%
Complaints about service providers - Provider Finance	140	6%	20	13%	160	6%

¹¹⁶ There are 35,987 total participant complaints in Prior Quarters, 2,286 total participant complaints in 2023-24 Q1, and 38,273 total participant complaints as at 30 September 2023, including 634 unclassified participant complaints as at 30 September 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	202	9%	22	15%	224	9%
Complaints about service providers - Provider Process	89	4%	<11	n/a	89	4%
Complaints about service providers - Provider Service	878	37%	69	46%	947	38%
Complaints about service providers - Provider Staff	396	17%	34	23%	430	17%
Complaints about service providers - Service Delivery	120	5%	<11	n/a	122	5%
Complaints about service providers - Staff Conduct	124	5%	<11	n/a	124	5%
Complaints about service providers - Supports being provided	136	6%	<11	n/a	137	5%
Complaints about service providers - Other	211	9%	<11	n/a	214	9%
Complaints about service providers - Total	2,347	100%	151	100%	2,498	100%

Table G.25 AAT Cases by category at 30 September 2023 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	796	19%	44	15%	840	19%
Plan	2,949	71%	217	74%	3,166	71%
Plan Reassessment	103	2%	<11	n/a	105	2%
Other	300	7%	29	10%	329	7%
Total cases	4,148	100%	292	100%	4,440	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.71%</i>	<i>n/a</i>	<i>0.70%</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

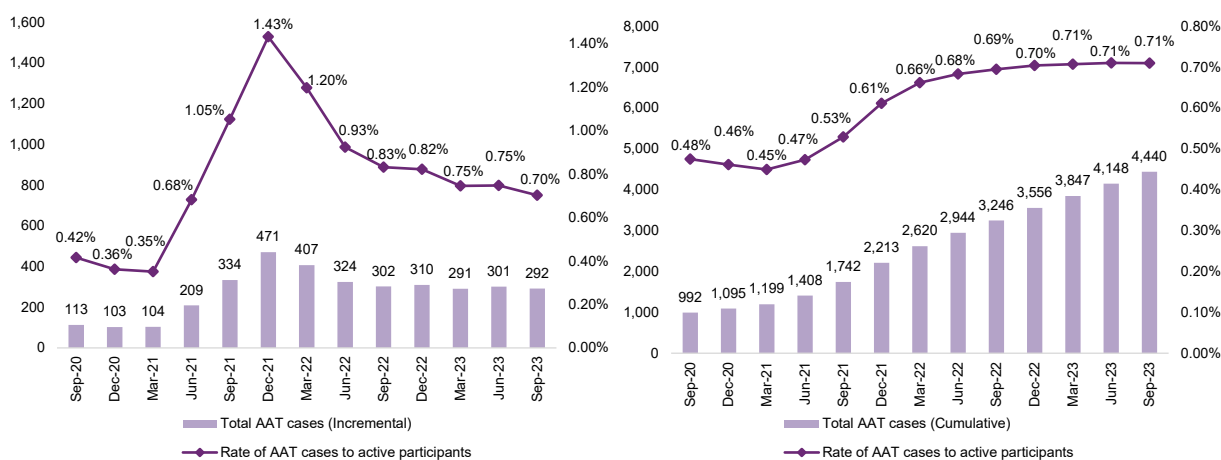


Table G.26 AAT cases by open/closed and decision – Victoria ^{117 118}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,440	4,002
Open AAT Cases	807	793
Closed AAT Cases	3,633	3,283
<i>Resolved before hearing</i>	<i>3,549</i>	<i>3,212</i>
<i>Gone to hearing and received a substantive decision</i>	<i>84</i>	<i>71</i>

¹¹⁷ Of the 84 cases which went to hearing and received a substantive decision: 26 affirmed the Agency's decision, 21 varied the Agency's decision and 37 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.27 Key markets indicators by quarter – Victoria ^{119 120}

Market indicators	Previous Quarter	2023-24 Q1
Average number of active providers per active participant	1.04	1.05
Number of providers delivering new types of supports	485	503
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.28 Cumulative number of providers that have ever been active as at 30 September 2023 by quarter of activity – Victoria

Activity	Number of providers
Active for the first time in 2023-24 Q1	135
Active in 2023-24 Q1 and also in previous quarters	2,706
Active in 2023-24 Q1	2,841
Inactive in 2023-24 Q1	4,999
Active ever	7,840

Table G.29 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Victoria ¹²²

Amount paid in 2023-24 Q1	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	382	88	45	515
\$2,001-\$10,000	489	41	44	574
\$10,001-\$100,000	849	23	34	906
\$100,001-\$250,000	304	<5	9	314
\$250,000+	528	<5	<5	532
Total	2,552	154	135	2,841

Table G.30 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹²³

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	16%	17%	16%
Health & Wellbeing	62%	65%	62%
Lifelong Learning	27%	25%	27%
Other	21%	23%	21%
Non-categorised	17%	14%	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 Figures G.5 to G.13 and Table G.31, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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.31 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2023-24 Q1 – Victoria

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	4.8%	5.0%
\$10,001-\$15,000	10.2%	10.6%
\$15,001-\$20,000	14.2%	14.8%
\$20,001-\$25,000	12.8%	13.4%
\$25,001-\$30,000	5.5%	5.7%
\$30,001-\$50,000	14.9%	15.6%
\$50,001-\$100,000	18.2%	19.0%
\$100,001-\$150,000	6.3%	6.5%
\$150,001-\$200,000	3.0%	3.0%
\$200,001-\$250,000	1.8%	1.7%
\$250,001+	6.4%	2.6%

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

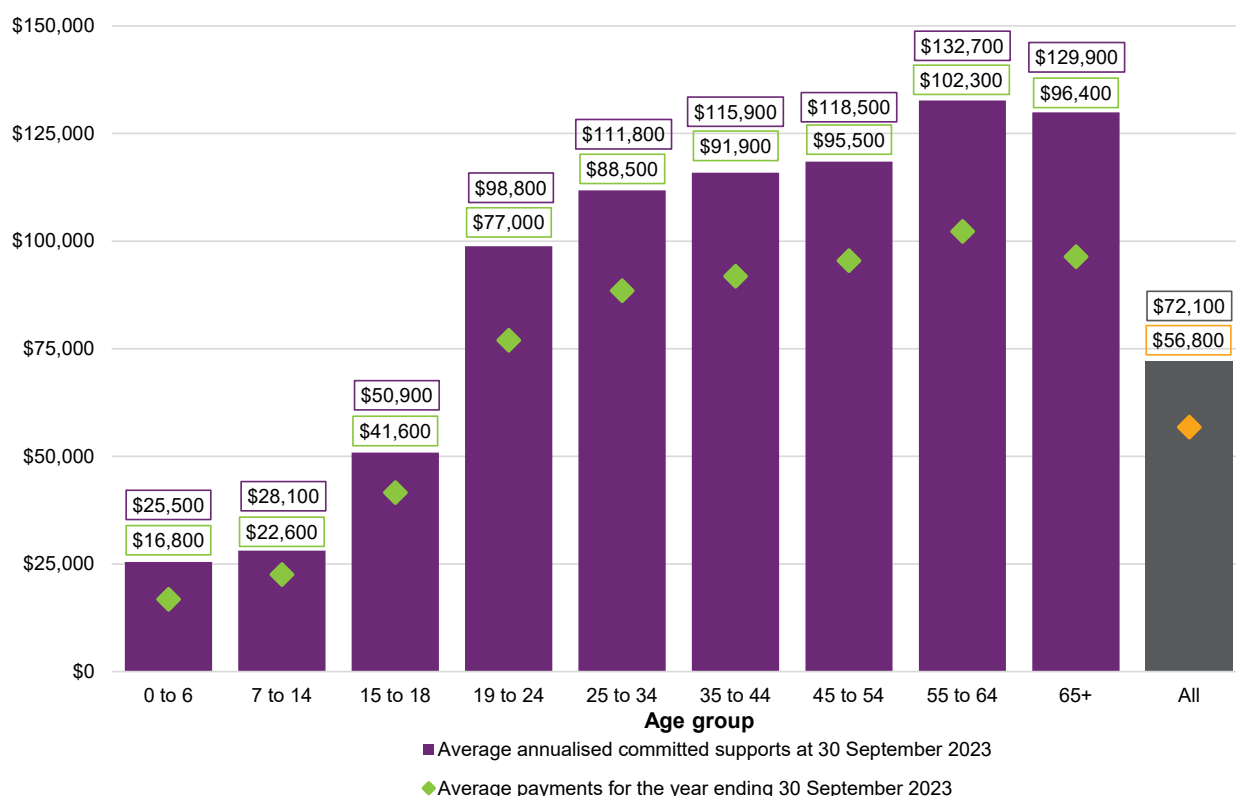


Figure G.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Victoria

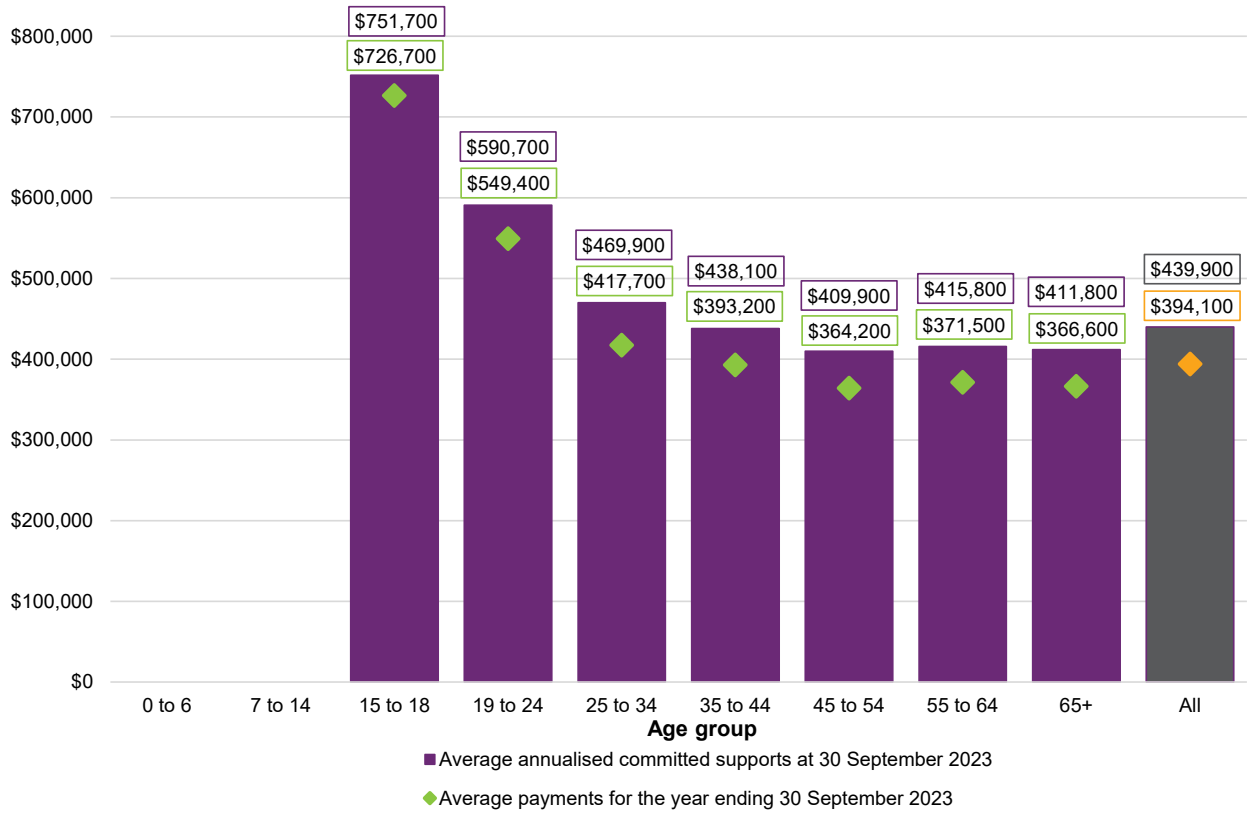


Figure G.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Victoria

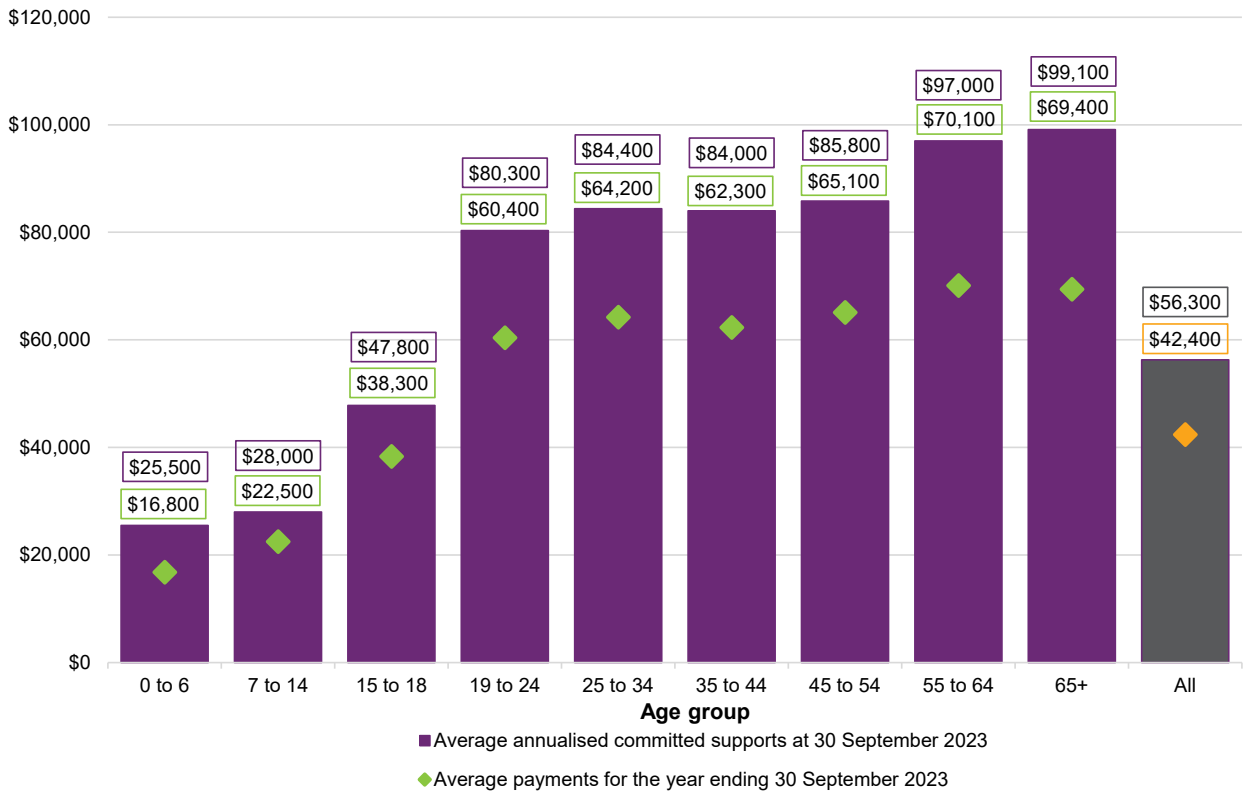


Figure G.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Victoria

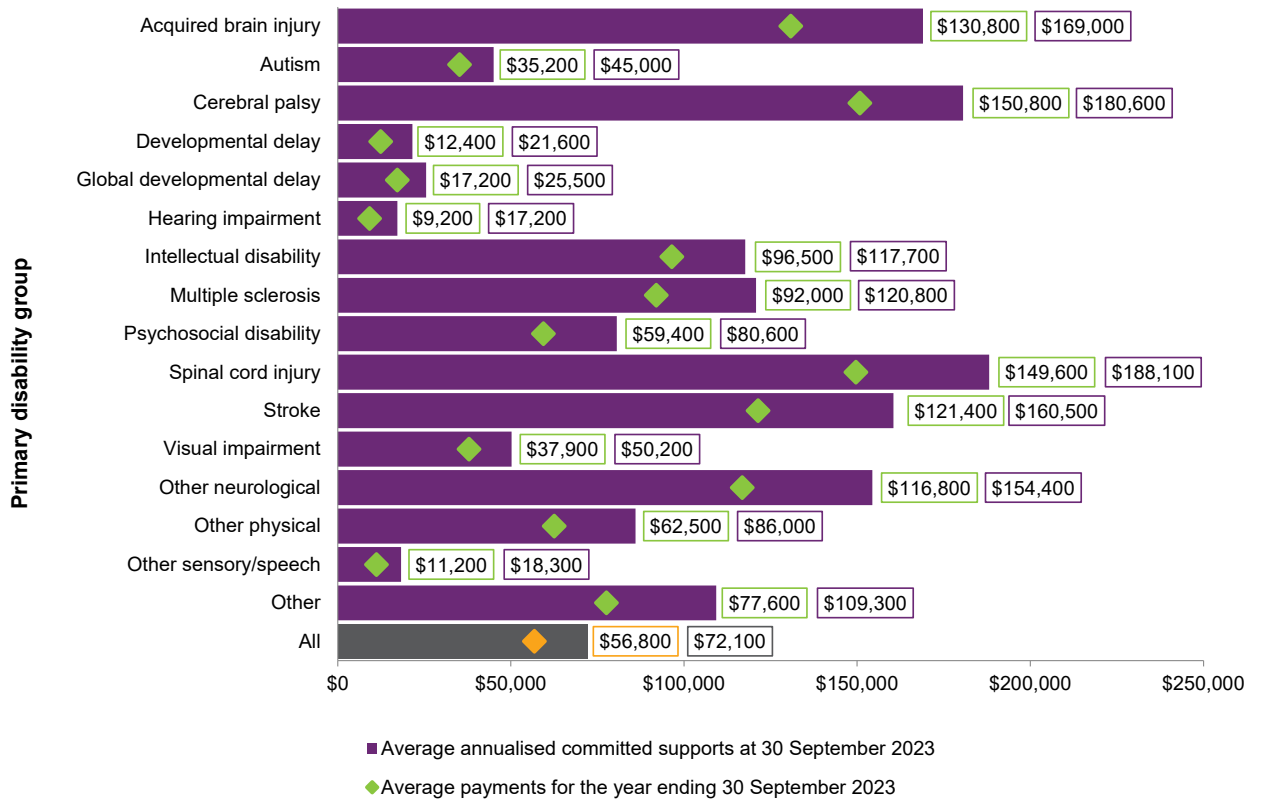


Figure G.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Victoria

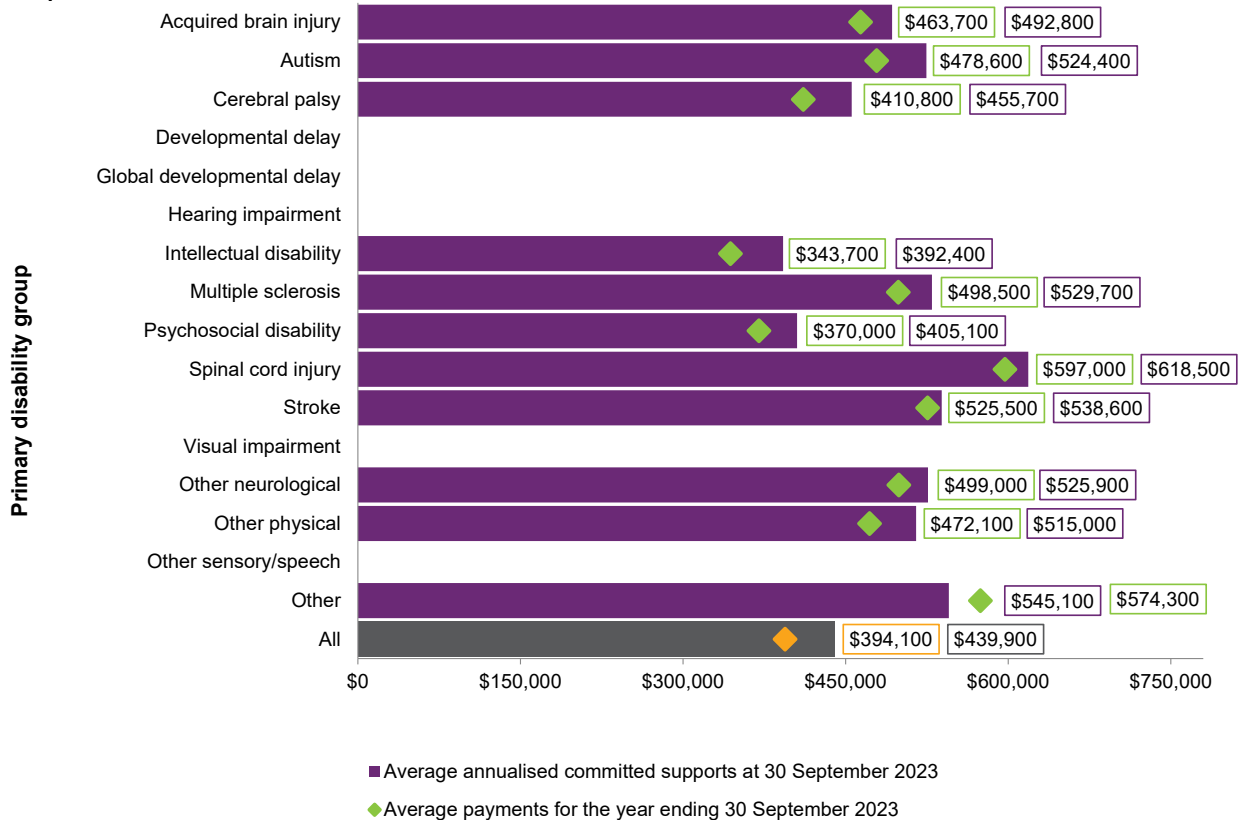


Figure G.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Victoria

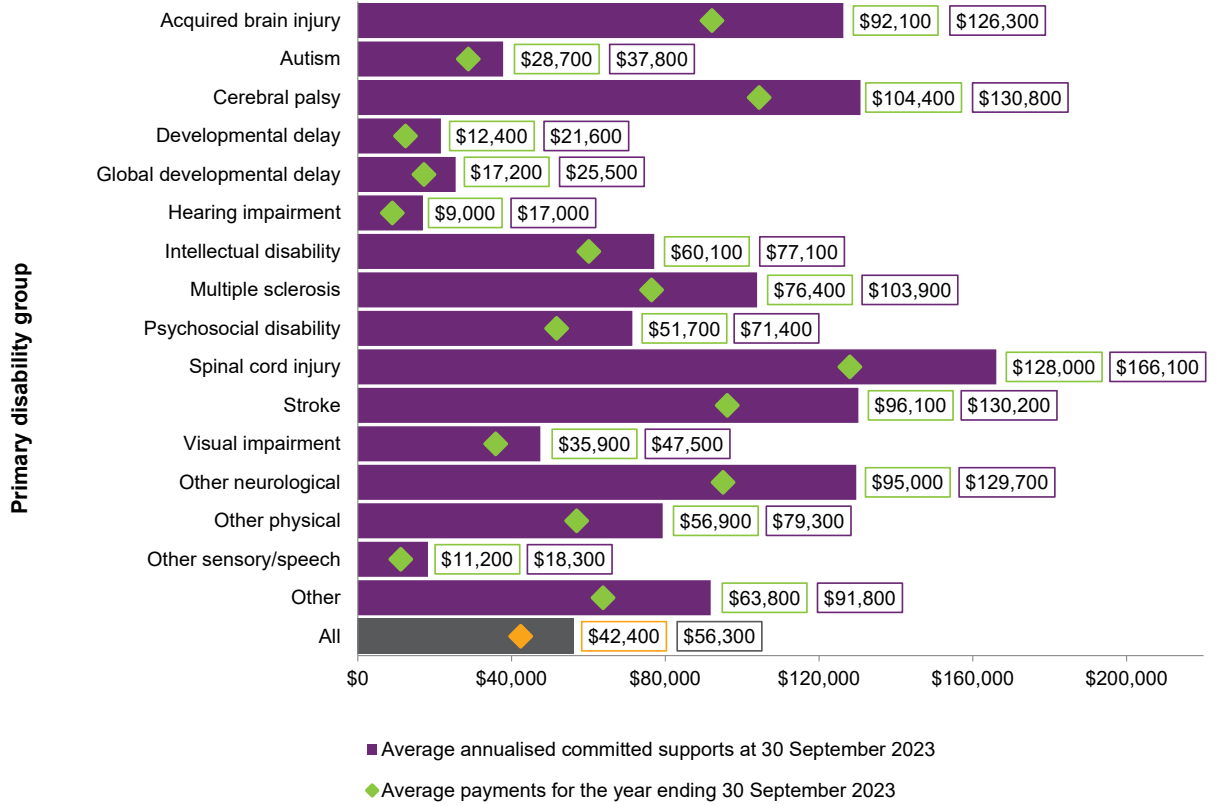


Figure G.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – Victoria

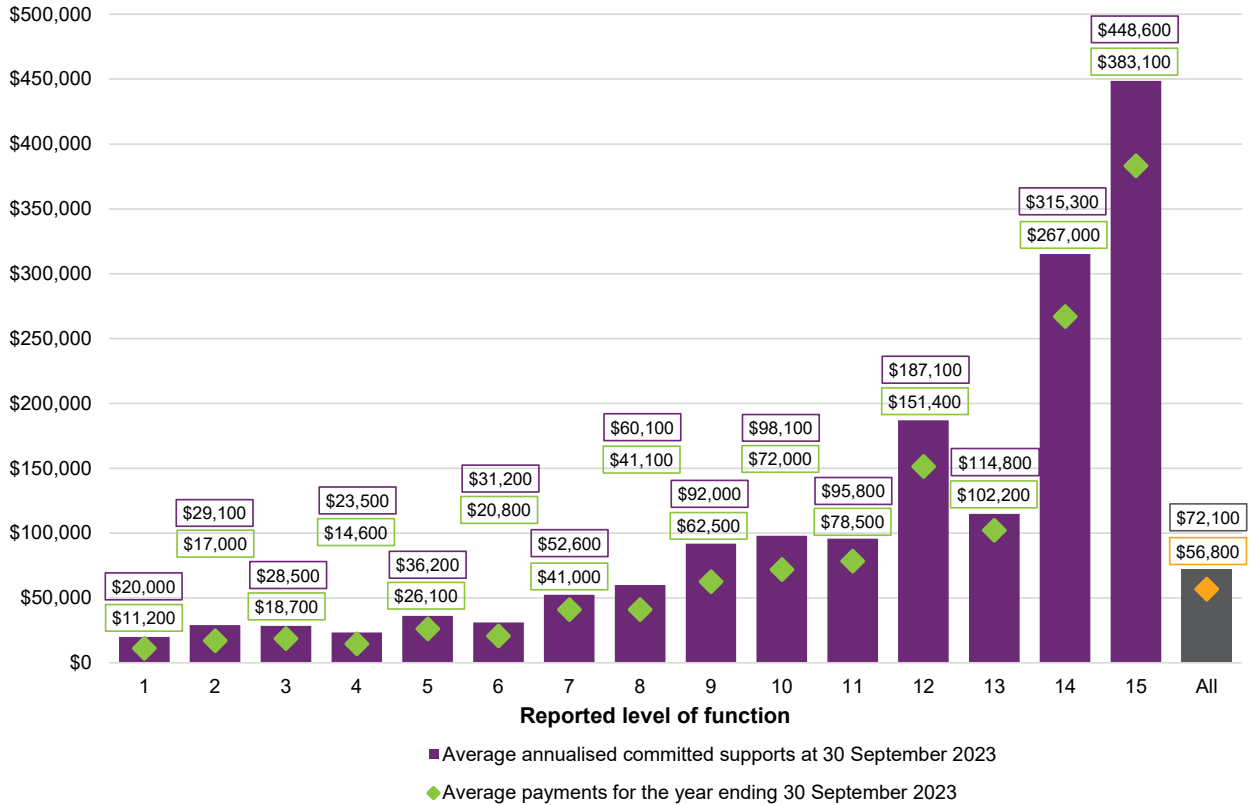


Figure G.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Victoria



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

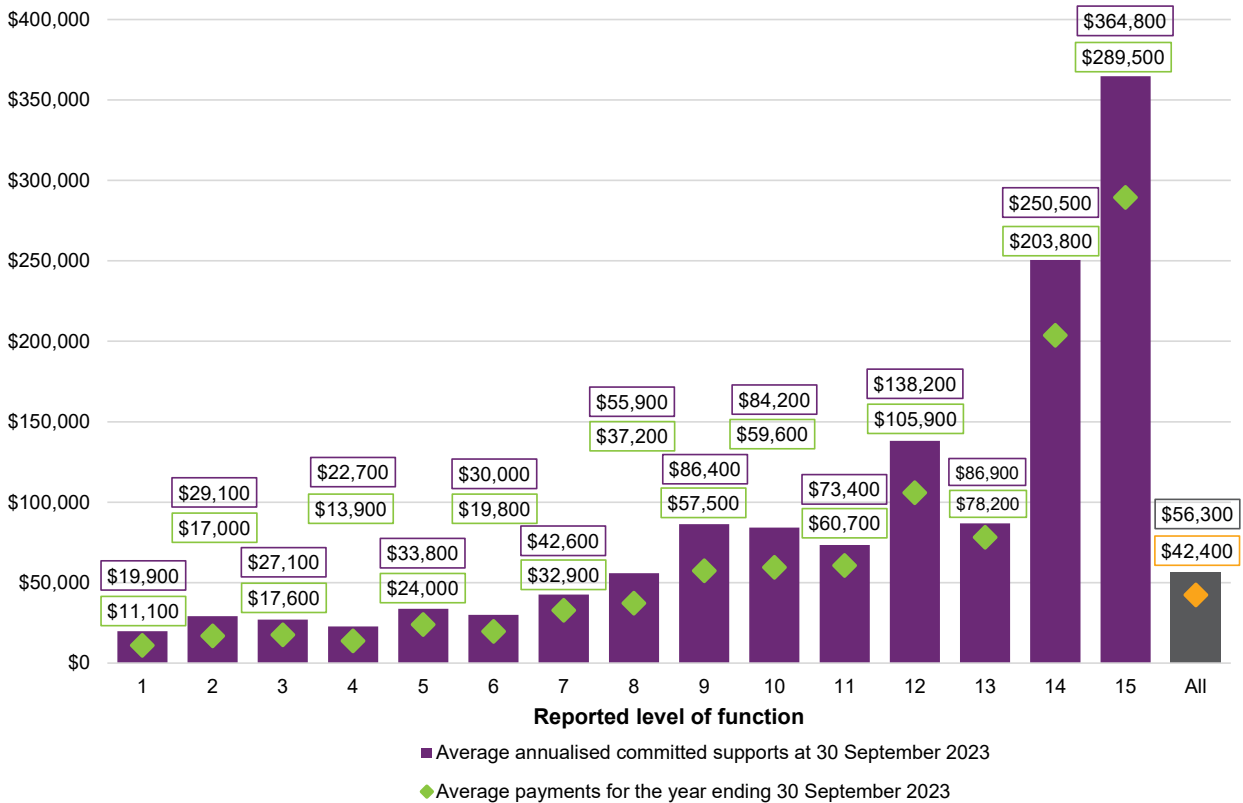


Table G.32 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Victoria ^{124 125}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	4,340.6	5,258.3
Core: Consumables	163.8	235.2
Core: Social and Civic	2,109.2	2,863.7
Core: Transport	216.5	142.5
Capacity Building: Choice and Control	137.7	156.6
Capacity Building: Daily Activities	1,251.4	2,179.0
Capacity Building: Employment	26.9	70.5
Capacity Building: Health and Wellbeing	7.4	16.8
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.03	0.1
Capacity Building: Relationships	123.7	260.3
Capacity Building: Social and Civic	40.5	110.6
Capacity Building: Support Coordination	304.9	397.3
Capital: Assistive Technology	145.5	319.5
Capital: Home Modifications	108.8	161.7
All	8,977.4	12,174.5

Table G.33 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – Victoria ^{126 127}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	1,847.0	2,083.9
Core: Consumables	18.2	23.5
Core: Social and Civic	420.7	573.8
Core: Transport	15.2	19.3
Capacity Building: Choice and Control	8.4	9.0
Capacity Building: Daily Activities	68.2	102.0
Capacity Building: Employment	0.5	1.3
Capacity Building: Health and Wellbeing	0.4	1.2
Capacity Building: Home Living	0.001	0.01
Capacity Building: Lifelong learning	0.001	0.00
Capacity Building: Relationships	40.6	76.2
Capacity Building: Social and Civic	0.5	1.0
Capacity Building: Support Coordination	40.5	47.7
Capital: Assistive Technology	19.8	36.4
Capital: Home Modifications	63.7	82.2
All	2,543.7	3,057.4

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

¹²⁵ Total payments for home modifications in Victoria were \$108.8m. Of which, \$74.0m (68%) has been paid for specialised disability accommodation (SDA) supports, and \$34.8m (32%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$161.7m. Of which, \$105.2m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.5m (35%) has been allocated for non-SDA supports.

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

¹²⁷ Total payments for home modifications in Victoria were \$63.7m. Of which, \$63.1m (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6m (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$82.2m. Of which, \$80.7m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5m (2%) has been allocated for non-SDA supports.

Table G.34 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2023 (\$m) – Victoria ^{128 129}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	2,493.6	3,174.4
Core: Consumables	145.5	211.6
Core: Social and Civic	1,688.6	2,289.9
Core: Transport	201.3	123.3
Capacity Building: Choice and Control	129.3	147.6
Capacity Building: Daily Activities	1,183.2	2,077.0
Capacity Building: Employment	26.4	69.2
Capacity Building: Health and Wellbeing	7.0	15.6
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.02	0.1
Capacity Building: Relationships	83.1	184.2
Capacity Building: Social and Civic	40.0	109.6
Capacity Building: Support Coordination	264.4	349.6
Capital: Assistive Technology	125.7	283.1
Capital: Home Modifications	45.1	79.5
All	6,433.7	9,117.1

Table G.35 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	2023-24 YTD
Total Committed	53.9	162.7	204.9	498.3	1,440.0	3,456.4	6,019.8	7,925.3	9,260.9	11,436.9	3,113.2
Total Paid	32.4	128.0	161.3	339.0	957.1	2,368.7	4,129.6	5,457.9	6,811.1	8,495.1	2,079.9
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	74%	67%

Table G.36 Percentage change in plan budgets for active participants – Victoria

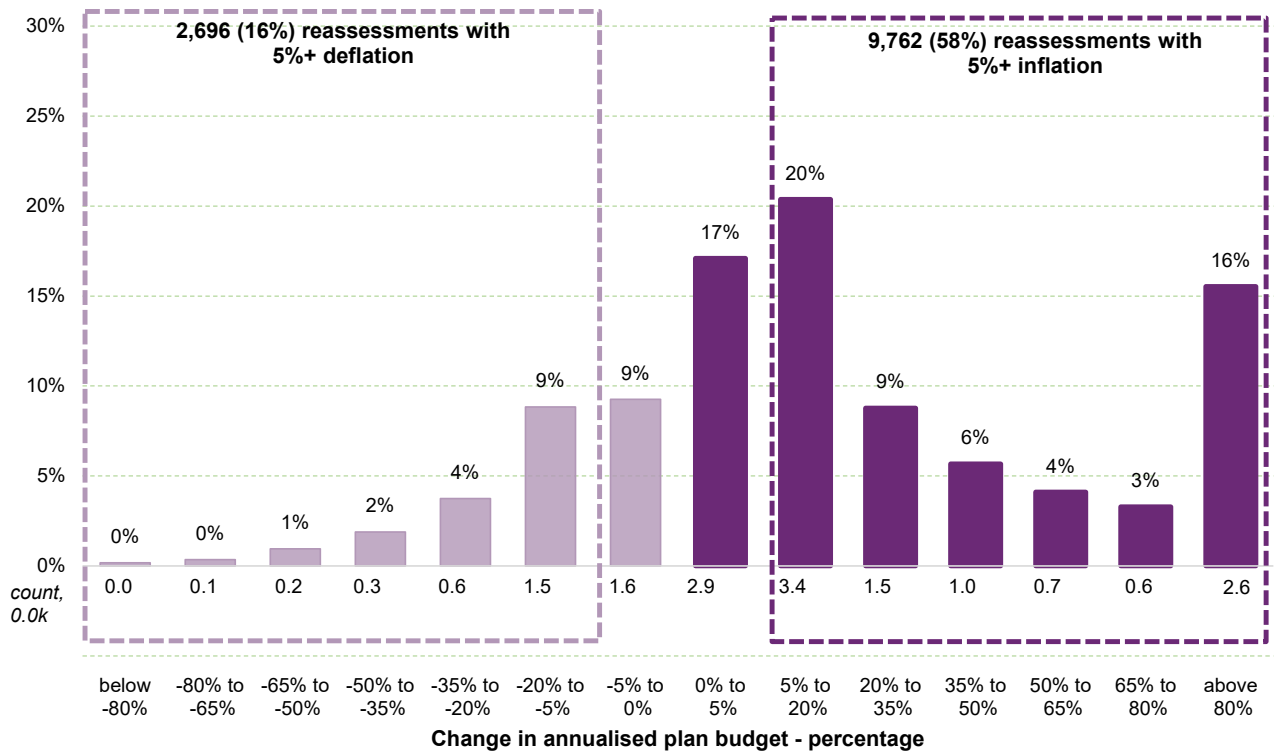
Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	5.7%	6.5%	7.0%	9.3%	13.1%	8.4%	8.5%	8.9%	11.0%
Interplan Inflation	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%	3.6%	2.5%	3.4%
Total Inflation	8.9%	9.3%	9.0%	12.7%	19.5%	15.1%	12.1%	11.4%	14.4%

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

¹²⁹ Total payments for home modifications in Victoria were \$45.1m. Of which, \$10.9m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$34.2m (76%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$79.5m. Of which, \$24.5m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$55.0m (69%) has been allocated for non-SDA supports.

¹³⁰ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 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

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

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	2023-24 Q1	Total
Access decisions	166,857	7,163	174,020
Active Eligible - Total	132,544	5,278	137,822
<i>Active Eligible - New</i>	88,900	5,148	94,048
<i>Active Eligible - State</i>	33,569	72	33,641
<i>Active Eligible - Commonwealth</i>	10,075	58	10,133
Active Participant Plans (excl ECA) - Total	129,527	5,437	134,964
<i>Active Participant Plans (excl ECA) - New</i>	86,022	5,313	91,335
<i>Active Participant Plans (excl ECA) - State</i>	33,484	65	33,549
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	10,021	59	10,080
Active Participant Plans - Total	134,500	11,313	140,840
<i>Active Participant Plans - Early Intervention (s25)</i>	40,455	3,170	43,625
<i>Active Participant Plans - Permanent Disability (s24)</i>	89,072	2,267	91,339
<i>Active Participant Plans - ECA</i>	4,973	5,876	5,876

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

People leaving the Scheme	Total
Number of people who have left the Scheme	8,335
<i>Early Intervention participants</i>	2,790
<i>Permanent disability participants</i>	5,545

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	31,670	98%	14,020	98%	219	96%	45,909	98%
7 to 14	19,823	91%	10,348	91%	363	84%	30,534	91%
15 to 18	5,862	92%	3,715	90%	234	91%	9,811	91%
19 to 24	4,591	91%	3,004	86%	159	81%	7,754	89%
25 to 34	5,572	89%	4,565	82%	175	78%	10,312	85%
35 to 44	5,652	84%	5,072	76%	100	65%	10,824	80%
45 to 54	7,076	80%	6,627	70%	124	59%	13,827	75%
55 to 64	9,023	73%	8,124	62%	147	48%	17,294	67%
65+	278	51%	279	45%	<11	n/a	558	47%
Missing	718	49%	553	34%	<11	n/a	1,281	41%
Total	90,265	89%	56,307	80%	1,532	74%	148,104	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	3,098	92%	1,615	91%	27	82%	4,740	92%
Autism	34,914	97%	15,882	97%	834	95%	51,630	97%
Cerebral palsy	2,223	96%	1,748	95%	15	79%	3,986	96%
Developmental delay	14,321	99%	6,176	99%	91	98%	20,588	99%
Global developmental delay	2,210	99%	1,012	99%	19	95%	3,241	99%
Hearing impairment	3,155	90%	3,351	89%	59	80%	6,565	89%
Intellectual disability	10,974	95%	9,115	95%	90	78%	20,179	95%
Multiple sclerosis	458	91%	1,451	89%	13	87%	1,922	89%
Psychosocial disability	6,588	73%	6,311	64%	202	58%	13,101	68%
Spinal cord injury	1,250	94%	488	91%	13	81%	1,751	93%
Stroke	1,328	85%	1,038	83%	16	70%	2,382	84%
Visual impairment	1,053	85%	973	82%	<11	n/a	2,035	83%
Other neurological	3,407	81%	2,732	76%	51	64%	6,190	79%
Other physical	3,014	50%	2,781	37%	55	26%	5,850	43%
Other sensory/speech	268	37%	98	33%	<11	n/a	368	36%
Other	1,376	44%	1,035	31%	28	28%	2,439	37%
Missing	628	99%	501	99%	<11	n/a	1,137	99%
Total	90,265	89%	56,307	80%	1,532	74%	148,104	85%

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

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	13,292	10%	685	13%	13,977	10%
Non-First Nations Participants	102,928	79%	4,659	86%	107,587	80%
Not Stated	13,307	10%	93	2%	13,400	10%
Total	129,527	100%	5,437	100%	134,964	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,924	5%	236	4%	7,160	5%
Not culturally and linguistically diverse	122,541	95%	5,200	96%	127,741	95%
Not stated	62	0%	<11	n/a	63	0%
Total	129,527	100%	5,437	100%	134,964	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 September 2023 – Queensland ¹³⁵

Age group	Total number of active participants
Under 45	<11
45 to 54	32
55 to 64	194
Total YPIRAC (under 65)	230

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
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
Sep-23	-31	230

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	78,584	61%	3,582	66%	82,166	61%
Population > 50,000	29,711	23%	1,066	20%	30,777	23%
Population between 15,000 and 50,000	5,009	4%	134	2%	5,143	4%
Population between 5,000 and 15,000	5,393	4%	209	4%	5,602	4%
Population less than 5,000	8,602	7%	362	7%	8,964	7%
Remote	1,154	1%	53	1%	1,207	1%
Very Remote	1,066	1%	31	1%	1,097	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	129,527	100%	5,437	100%	134,964	100%

¹³⁵ There are a further 377 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	48,417	37%	1,757	32%	50,174	37%
Intellectual Disability	18,804	15%	279	5%	19,083	14%
Developmental Delay	15,017	12%	2,139	39%	17,156	13%
Psychosocial disability	11,815	9%	306	6%	12,121	9%
Hearing Impairment	6,146	5%	128	2%	6,274	5%
Other Neurological	4,733	4%	139	3%	4,872	4%
Other Physical	4,763	4%	70	1%	4,833	4%
Acquired brain injury	4,036	3%	96	2%	4,132	3%
Cerebral Palsy	3,786	3%	18	0%	3,804	3%
Global Developmental Delay	2,746	2%	209	4%	2,955	2%
Multiple Sclerosis	1,756	1%	55	1%	1,811	1%
Visual Impairment	1,845	1%	35	1%	1,880	1%
Stroke	1,992	2%	69	1%	2,061	2%
Other	1,884	1%	110	2%	1,994	1%
Spinal Cord Injury	1,557	1%	25	0%	1,582	1%
Other Sensory/Speech	230	0%	<11	n/a	232	0%
Total	129,527	100%	5,437	100%	134,964	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	769	12%	<11	n/a	769	12%
Intellectual Disability	2,876	44%	<11	n/a	2,877	43%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	674	10%	<11	n/a	674	10%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	516	8%	<11	n/a	518	8%
Other Physical	87	1%	<11	n/a	87	1%
Acquired brain injury	618	9%	<11	n/a	620	9%
Cerebral Palsy	537	8%	<11	n/a	537	8%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	79	1%	<11	n/a	79	1%
Visual Impairment	23	0%	<11	n/a	23	0%
Stroke	226	3%	<11	n/a	228	3%
Other	136	2%	<11	n/a	138	2%
Spinal Cord Injury	63	1%	<11	n/a	63	1%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	6,610	100%	<11	n/a	6,619	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% (2,460) 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% (443) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	47,648	39%	1,757	32%	49,405	38%
Intellectual Disability	15,928	13%	278	5%	16,206	13%
Developmental Delay	15,017	12%	2,139	39%	17,156	13%
Psychosocial disability	11,141	9%	306	6%	11,447	9%
Hearing Impairment	6,141	5%	128	2%	6,269	5%
Other Neurological	4,217	3%	137	3%	4,354	3%
Other Physical	4,676	4%	70	1%	4,746	4%
Acquired brain injury	3,418	3%	94	2%	3,512	3%
Cerebral Palsy	3,249	3%	18	0%	3,267	3%
Global Developmental Delay	2,746	2%	209	4%	2,955	2%
Multiple Sclerosis	1,677	1%	55	1%	1,732	1%
Visual Impairment	1,822	1%	35	1%	1,857	1%
Stroke	1,766	1%	67	1%	1,833	1%
Other	1,748	1%	108	2%	1,856	1%
Spinal Cord Injury	1,494	1%	25	0%	1,519	1%
Other Sensory/Speech	229	0%	<11	n/a	231	0%
Total	122,917	100%	5,428	100%	128,345	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	16,990	13%	1,824	34%	18,814	14%
2 (High Function)	166	0%	12	0%	178	0%
3 (High Function)	6,439	5%	383	7%	6,822	5%
4 (High Function)	8,086	6%	260	5%	8,346	6%
5 (High Function)	7,354	6%	388	7%	7,742	6%
6 (Moderate Function)	35,840	28%	1,503	28%	37,343	28%
7 (Moderate Function)	5,691	4%	197	4%	5,888	4%
8 (Moderate Function)	8,068	6%	186	3%	8,254	6%
9 (Moderate Function)	741	1%	22	0%	763	1%
10 (Moderate Function)	13,166	10%	250	5%	13,416	10%
11 (Low Function)	3,305	3%	38	1%	3,343	2%
12 (Low Function)	13,516	10%	252	5%	13,768	10%
13 (Low Function)	7,840	6%	109	2%	7,949	6%
14 (Low Function)	2,273	2%	12	0%	2,285	2%
15 (Low Function)	46	0%	<11	n/a	47	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	129,527	100%	5,437	100%	134,964	100%

¹⁴³ Down syndrome is included in intellectual disability, representing 2% (2,017) of participants not in SIL.

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

Age group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	20,221	16%	2,631	48%	22,852	17%
7 to 14	36,018	28%	984	18%	37,002	27%
15 to 18	12,204	9%	383	7%	12,587	9%
19 to 24	10,326	8%	202	4%	10,528	8%
25 to 34	10,840	8%	265	5%	11,105	8%
35 to 44	9,661	7%	267	5%	9,928	7%
45 to 54	11,202	9%	295	5%	11,497	9%
55 to 64	13,312	10%	364	7%	13,676	10%
65+	5,743	4%	46	1%	5,789	4%
Total	129,527	100%	5,437	100%	134,964	100%

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

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.9%	3.4%	5.2%
7 to 14	8.7%	4.3%	6.6%
15 to 18	5.4%	3.3%	4.5%
19 to 24	3.1%	1.9%	2.6%
25 to 44	1.6%	1.2%	1.4%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.5%	2.2%	2.9%

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

Note: In Tables H.16 to H.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,161), 'participant social and community engagement rate' (n=10,228), 'parent and carer employment rate' (n=9,393) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,325) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Queensland¹⁴⁵

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	22%	22%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	20%	26%
Participant employment rate - Aged 45 to 54 years	18%	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	33%	40%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	44%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	43%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	37%	46%
Participant social and community engagement rate - Aged 65+ years	31%	36%	36%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	40%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	39%	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%	45%	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	76%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	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 September 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=8,100), 'participant social and community engagement rate' (n=8,152), 'parent and carer employment rate' (n=5,264) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=5,841) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Queensland ¹⁴⁶

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	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%	15%	16%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	10%	12%	26%
Participant employment rate - Aged 65+ years	12%	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	16%	18%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	44%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	47%	46%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	45%	41%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	41%	42%	41%	46%
Participant social and community engagement rate - Aged 65+ years	37%	41%	44%	39%	46%
Participant social and community engagement rate - Aged 25+ years	37%	43%	43%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	43%	43%	42%	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 September 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=5,529), 'participant social and community engagement rate' (n=5,576), 'parent and carer employment rate' (n=2,976) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=4,496) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Queensland ¹⁴⁷

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	17%	18%	23%	26%
Participant employment rate - Aged 25 to 34 years	24%	24%	23%	18%	25%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	25%	21%	25%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	14%	15%	17%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	13%	14%	26%
Participant employment rate - Aged 65+ years	8%	7%	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%	20%	19%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	40%	42%	46%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	48%	48%	45%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	49%	47%	42%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	44%	49%	52%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	37%	39%	41%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	40%	36%	41%	46%
Participant social and community engagement rate - Aged 25+ years	40%	45%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	44%	44%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	45%	45%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	44%	47%	47%	46%	50%
Parent and carer employment rate - All ages	42%	45%	46%	46%	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	76%	81%	82%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	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 September 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=2,621), 'participant social and community engagement rate' (n=2,630), 'parent and carer employment rate' (n=1,080) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=2,241) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - Queensland¹⁴⁸

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	15%	17%	19%	19%	22%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	22%	28%	14%	24%	26%
Participant employment rate - Aged 35 to 44 years	21%	23%	19%	17%	16%	19%	26%
Participant employment rate - Aged 45 to 54 years	26%	26%	21%	26%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	15%	14%	9%	15%	26%
Participant employment rate - Aged 65+ years	8%	10%	5%	8%	5%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	19%	21%	15%	20%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	19%	21%	16%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	44%	46%	47%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	49%	49%	51%	51%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	49%	58%	53%	52%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	49%	51%	53%	49%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	42%	42%	40%	43%	46%
Participant social and community engagement rate - Aged 65+ years	30%	36%	39%	45%	40%	42%	46%
Participant social and community engagement rate - Aged 25+ years	38%	46%	48%	49%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	37%	45%	48%	48%	47%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	34%	37%	37%	42%	48%	47%	50%
Parent and carer employment rate - Aged 15+ years	41%	47%	52%	51%	48%	46%	50%
Parent and carer employment rate - All ages	38%	42%	44%	46%	48%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	68%	69%	72%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	80%	82%	83%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	79%	82%	75%

¹⁴⁸ 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 September 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=948), 'participant social and community engagement rate' (n=971), 'parent and carer employment rate' (n=268) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=865) 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 September 2017 - Queensland ¹⁴⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 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	23%	26%	27%	22%	23%	19%	26%	26%
Participant employment rate - Aged 35 to 44 years	24%	24%	28%	22%	20%	27%	20%	26%
Participant employment rate - Aged 45 to 54 years	20%	20%	20%	18%	12%	21%	17%	26%
Participant employment rate - Aged 55 to 64 years	19%	18%	19%	15%	13%	14%	12%	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%	22%	24%	19%	17%	20%	19%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	24%	20%	18%	19%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	47%	45%	52%	45%	45%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	46%	55%	51%	56%	54%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	51%	56%	59%	56%	50%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	48%	54%	64%	55%	45%	61%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	45%	47%	45%	54%	49%	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	40%	49%	55%	51%	52%	54%	48%	46%
Participant social and community engagement rate - Aged 15+ years	39%	49%	54%	51%	52%	53%	47%	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	47%	49%	57%	54%	73%	59%	56%	50%
Parent and carer employment rate - All ages	43%	48%	53%	48%	63%	59%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	71%	71%	74%	78%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	78%	81%	83%	85%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	75%	77%	80%	82%	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 September 2017 and have had a sixth plan reassessment to date.

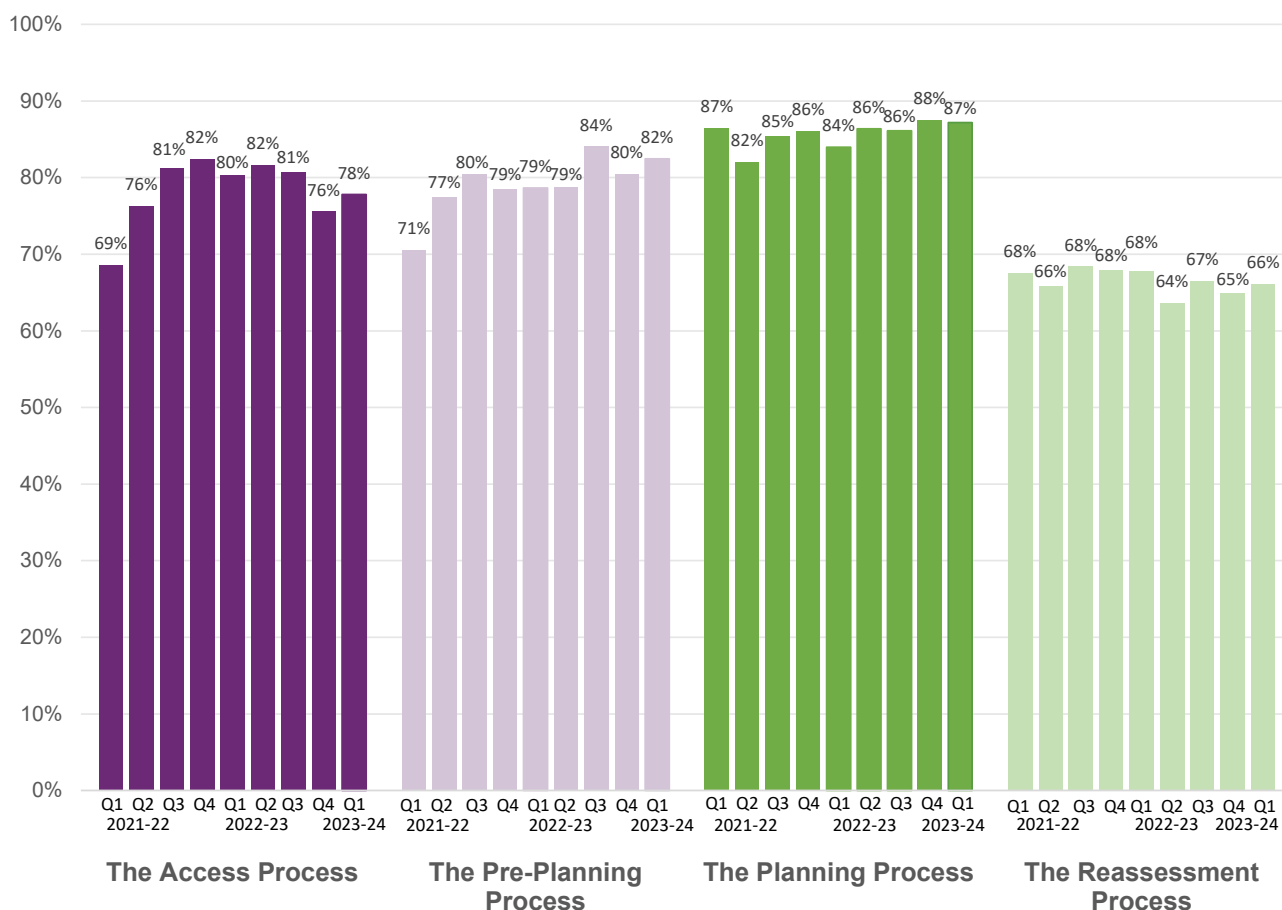
Part Three: Participant experience

Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,856 in Prior Quarters, n = 270 in 2023-24 Q1), 'Pre-planning' (n = 2,263 in Prior Quarters, n = 171 in 2023-24 Q1), 'Planning' (n = 11,320 in Prior Quarters, n = 1,224 in 2023-24 Q1) and 'Plan reassessment' (n = 25,315 in Prior Quarters, n = 2,066 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	97%	98%
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%	78%
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?	94%	95%
Pre-planning - Were decisions about your plan clearly explained?	77%	81%
Pre-planning - Are you clear on what happens next with your plan?	68%	73%
Pre-planning - Do you know where to go for more help with your plan?	71%	75%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	78%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	94%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	85%
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%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	81%
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.	68%	66%

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 2023-24 Q1. 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 '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 2023-24 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q1 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 September 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	2023-24 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	232	<11	242	221
People who have submitted an access request: Complaint about LAC Partner	667	79	746	656
People who have submitted an access request: Complaints about service providers	1,940	119	2,059	1,563
People who have submitted an access request: Complaints about the Agency	21,178	1,801	22,979	12,160
People who have submitted an access request: Unclassified	236	<11	239	217
People who have submitted an access request: Total	24,253	2,012	26,265	13,564
Percentage of the number of active participants	5.8%	6.1%	5.8%	n/a
Total PCIs	5,079	806	5,885	n/a

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

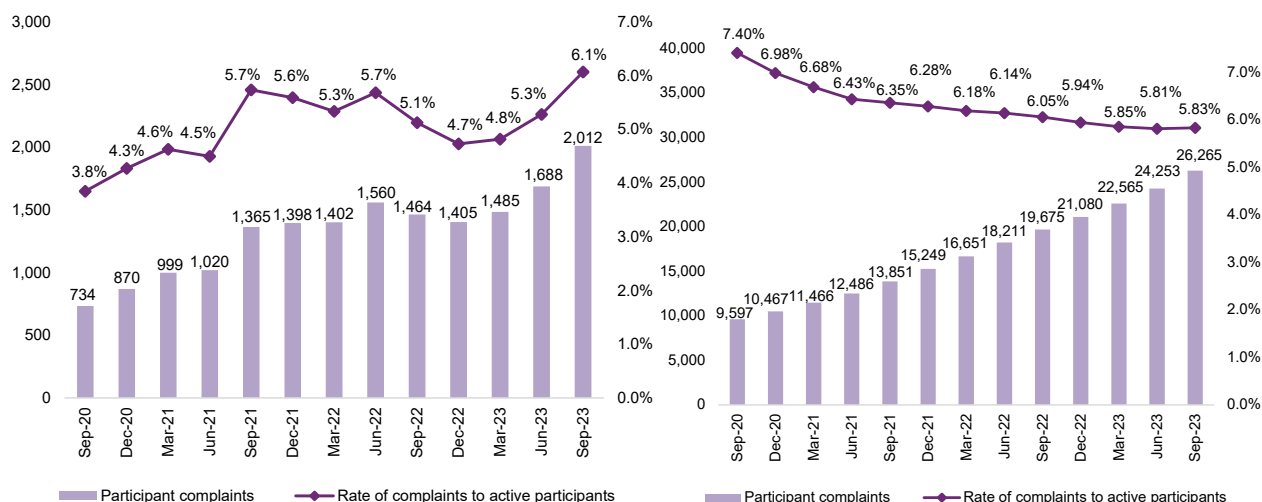
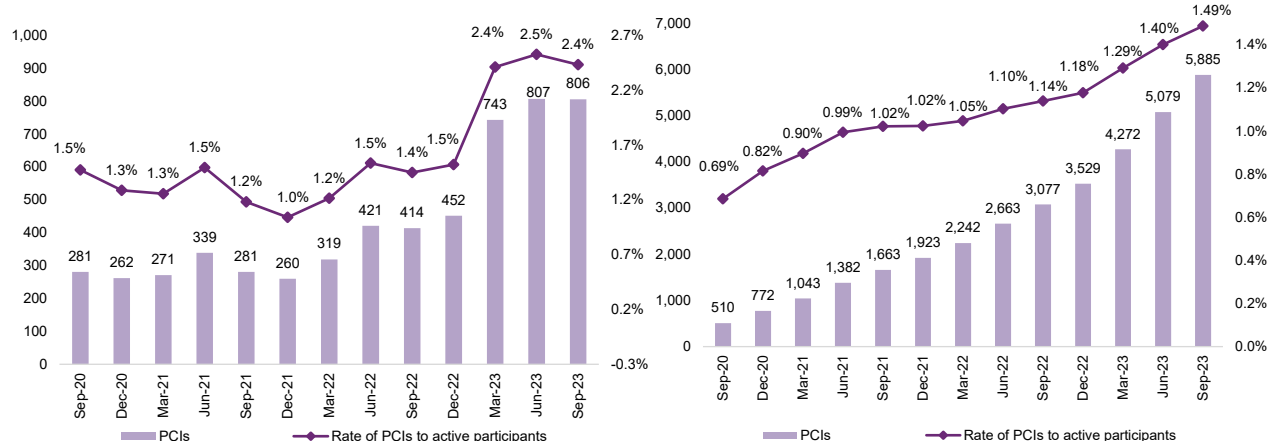


Figure H.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Queensland



¹⁵² Note that 62% of all complainants made only one complaint, 19% made two complaints and 19% 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	746	4%	<11	n/a	747	3%
Complaints about the Agency - Information unclear	280	1%	<11	n/a	281	1%
Complaints about the Agency - NDIA Access	705	3%	85	5%	790	3%
Complaints about the Agency - NDIA Engagement	23	0%	<11	n/a	24	0%
Complaints about the Agency - NDIA Finance	1,421	7%	164	9%	1,585	7%
Complaints about the Agency - NDIA Fraud and Compliance	115	1%	12	1%	127	1%
Complaints about the Agency - NDIA Plan	5,890	28%	594	33%	6,484	28%
Complaints about the Agency - NDIA Process	1,844	9%	221	12%	2,065	9%
Complaints about the Agency - NDIA Resources	164	1%	19	1%	183	1%
Complaints about the Agency - NDIA Staff	1,236	6%	131	7%	1,367	6%
Complaints about the Agency - NDIA Timeliness	3,666	17%	550	31%	4,216	18%
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	15	0%	<11	n/a	15	0%
Complaints about the Agency - Reasonable and necessary supports	765	4%	<11	n/a	765	3%
Complaints about the Agency - Staff conduct - Agency	254	1%	<11	n/a	255	1%
Complaints about the Agency - The way the NDIA carried out its decision making	492	2%	<11	n/a	495	2%
Complaints about the Agency - Timeliness	1,667	8%	<11	n/a	1,669	7%
Complaints about the Agency - Other	1,793	8%	16	1%	1,809	8%
Complaints about the Agency - Total	21,178	100%	1,801	100%	22,979	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	28	12%	<11	n/a	28	12%
Complaints about ECA Partner - ECA Process	35	15%	<11	n/a	36	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	114	49%	<11	n/a	121	50%
Complaints about ECA Partner - ECA Timeliness	53	23%	<11	n/a	55	23%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	232	100%	<11	n/a	242	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	1%
Complaints about LAC Partner - LAC Plan	117	18%	<11	n/a	122	16%
Complaints about LAC Partner - LAC Process	67	10%	<11	n/a	75	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	370	55%	59	75%	429	58%
Complaints about LAC Partner - LAC Timeliness	103	15%	<11	n/a	108	14%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	667	100%	79	100%	746	100%

¹⁵⁴ There are 24,253 total participant complaints in Prior Quarters, 2,012 total participant complaints in 2023-24 Q1, and 26,265 total participant complaints as at 30 September 2023, including 239 unclassified participant complaints as at 30 September 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	71	4%	<11	n/a	71	3%
Complaints about service providers - Provider Finance	97	5%	14	12%	111	5%
Complaints about service providers - Provider Fraud and Compliance	159	8%	23	19%	182	9%
Complaints about service providers - Provider Process	67	3%	<11	n/a	68	3%
Complaints about service providers - Provider Service	680	35%	47	39%	727	35%
Complaints about service providers - Provider Staff	321	17%	33	28%	354	17%
Complaints about service providers - Service Delivery	104	5%	<11	n/a	104	5%
Complaints about service providers - Staff Conduct	125	6%	<11	n/a	126	6%
Complaints about service providers - Supports being provided	119	6%	<11	n/a	119	6%
Complaints about service providers - Other	197	10%	<11	n/a	197	10%
Complaints about service providers - Total	1,940	100%	119	100%	2,059	100%

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

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	564	18%	40	15%	604	18%
Plan	2,256	74%	187	71%	2,443	74%
Plan Reassessment	67	2%	<11	n/a	73	2%
Other	173	6%	30	11%	203	6%
Total cases	3,060	100%	263	100%	3,323	100%
Percentage of the number of active participants	n/a	0.73%	n/a	0.79%	n/a	0.74%

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

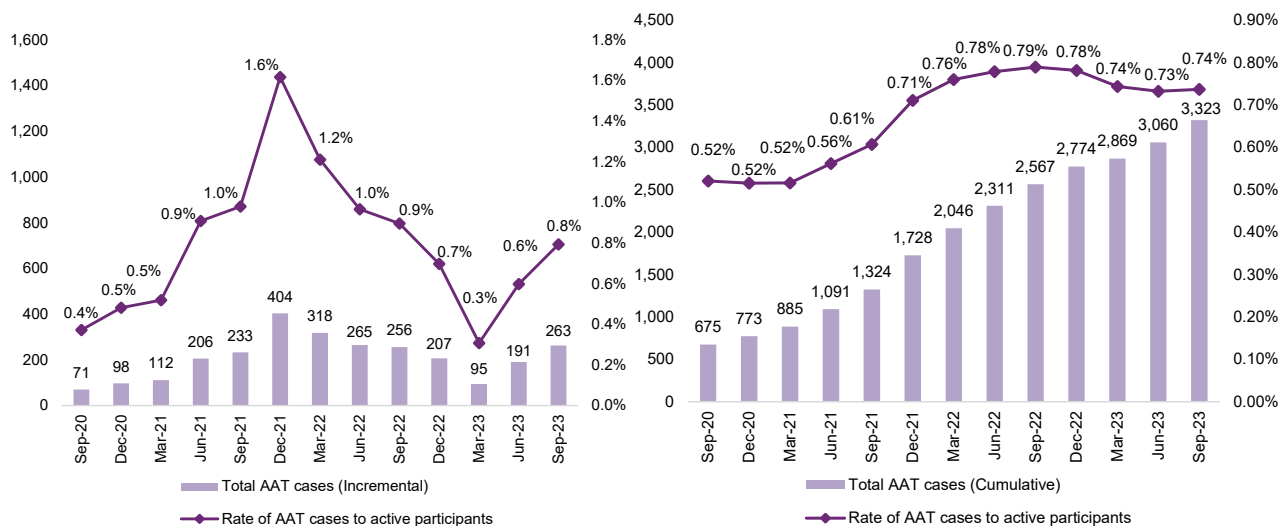


Table H.25 AAT cases by open/closed and decision – Queensland ¹⁵⁵ ¹⁵⁶

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,323	3,067
Open AAT Cases	589	580
Closed AAT Cases	2,734	2,532
<i>Resolved before hearing</i>	2,685	2,491
<i>Gone to hearing and received a substantive decision</i>	49	41

¹⁵⁵ Of the 49 cases which went to hearing and received a substantive decision: 19 affirmed the Agency's decision, 12 varied the Agency's decision and 18 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	2023-24 Q1
Average number of active providers per active participant	1.05	1.06
Number of providers delivering new types of supports	469	478
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)	93%	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 September 2023 by quarter of activity – Queensland ¹⁵⁹

Activity	Number of providers
Active for the first time in 2023-24 Q1	139
Active in 2023-24 Q1 and also in previous quarters	2,706
Active in 2023-24 Q1	2,845
Inactive in 2023-24 Q1	5,436
Active ever	8,281

Table H.28 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Queensland ¹⁶⁰

Amount paid in 2023-24 Q1	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	427	88	39	554
\$2,001-\$10,000	479	41	43	563
\$10,001-\$100,000	771	21	43	835
\$100,001-\$250,000	290	<5	6	299
\$250,000+	585	<5	5	594
Total	2,552	154	139	2,845

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

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	18%	16%	17%
Health & Wellbeing	67%	70%	67%
Lifelong Learning	28%	25%	27%
Other	20%	22%	20%
Non-categorised	14%	12%	14%
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 Figure H.5 to H.13 and in Table H.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 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 2023-24 Q1 – Queensland

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.6%	1.7%
\$5,001-\$10,000	6.0%	6.3%
\$10,001-\$15,000	12.4%	13.0%
\$15,001-\$20,000	14.6%	15.4%
\$20,001-\$25,000	10.3%	10.8%
\$25,001-\$30,000	4.8%	5.0%
\$30,001-\$50,000	12.6%	13.2%
\$50,001-\$100,000	16.9%	17.7%
\$100,001-\$150,000	7.7%	8.0%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.2%	2.0%
\$250,001+	7.2%	3.0%

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

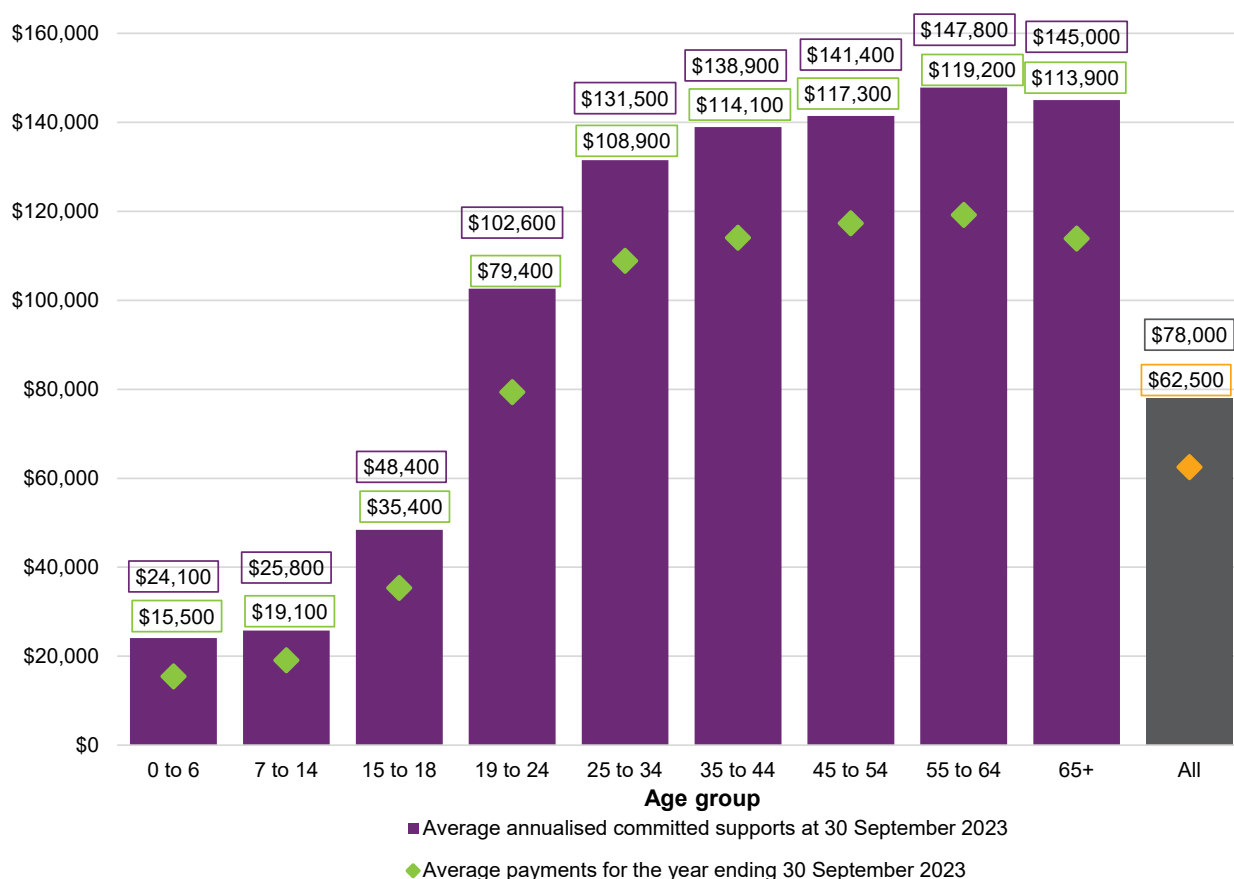


Figure H.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Queensland

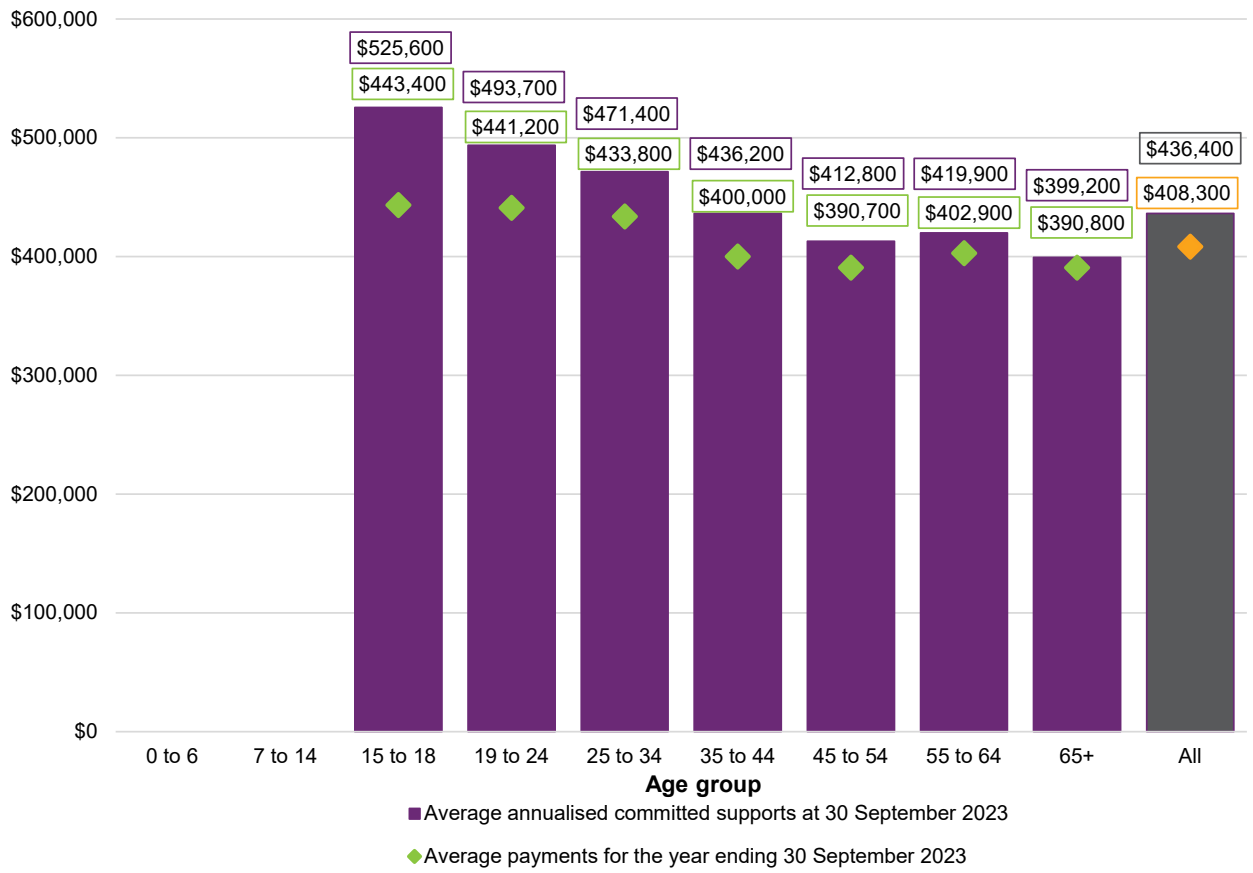


Figure H.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Queensland

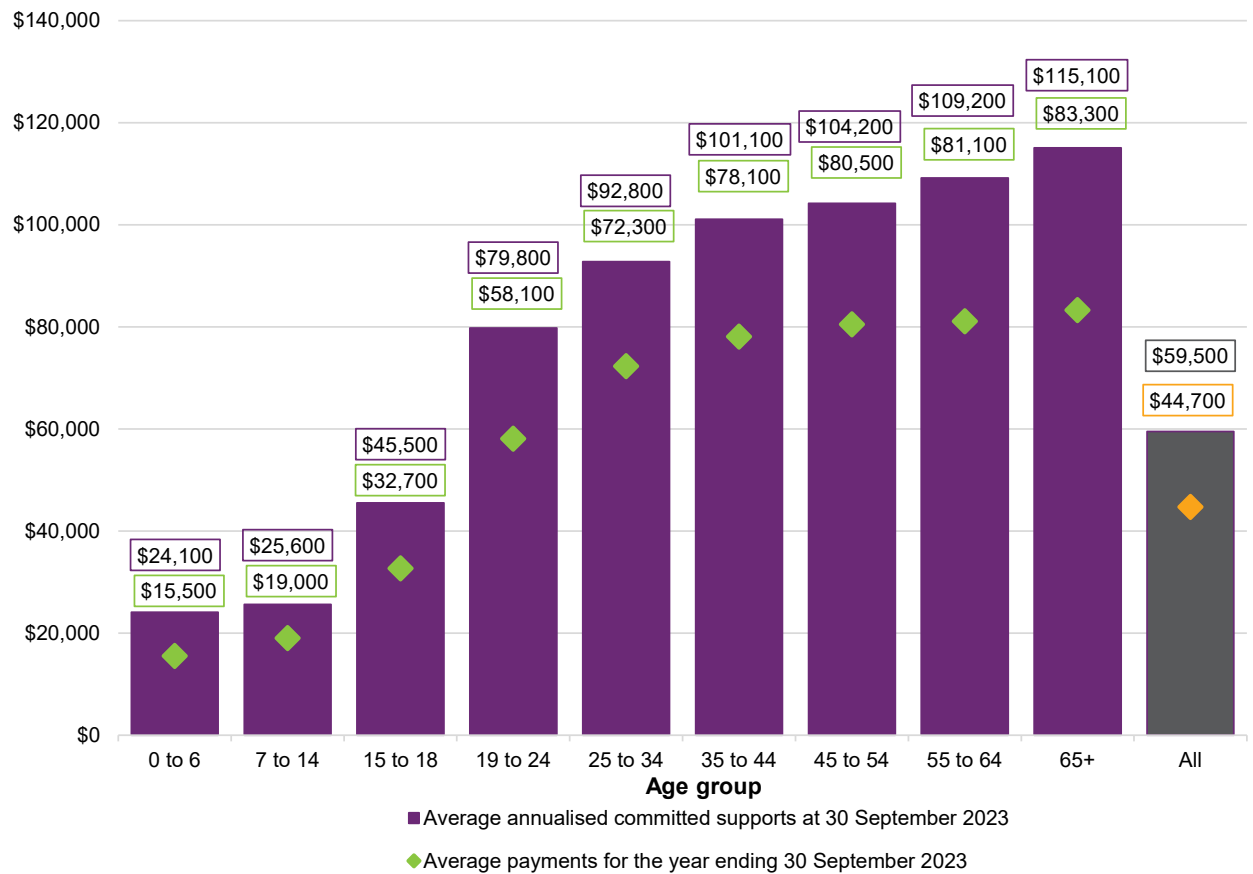


Figure H.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Queensland

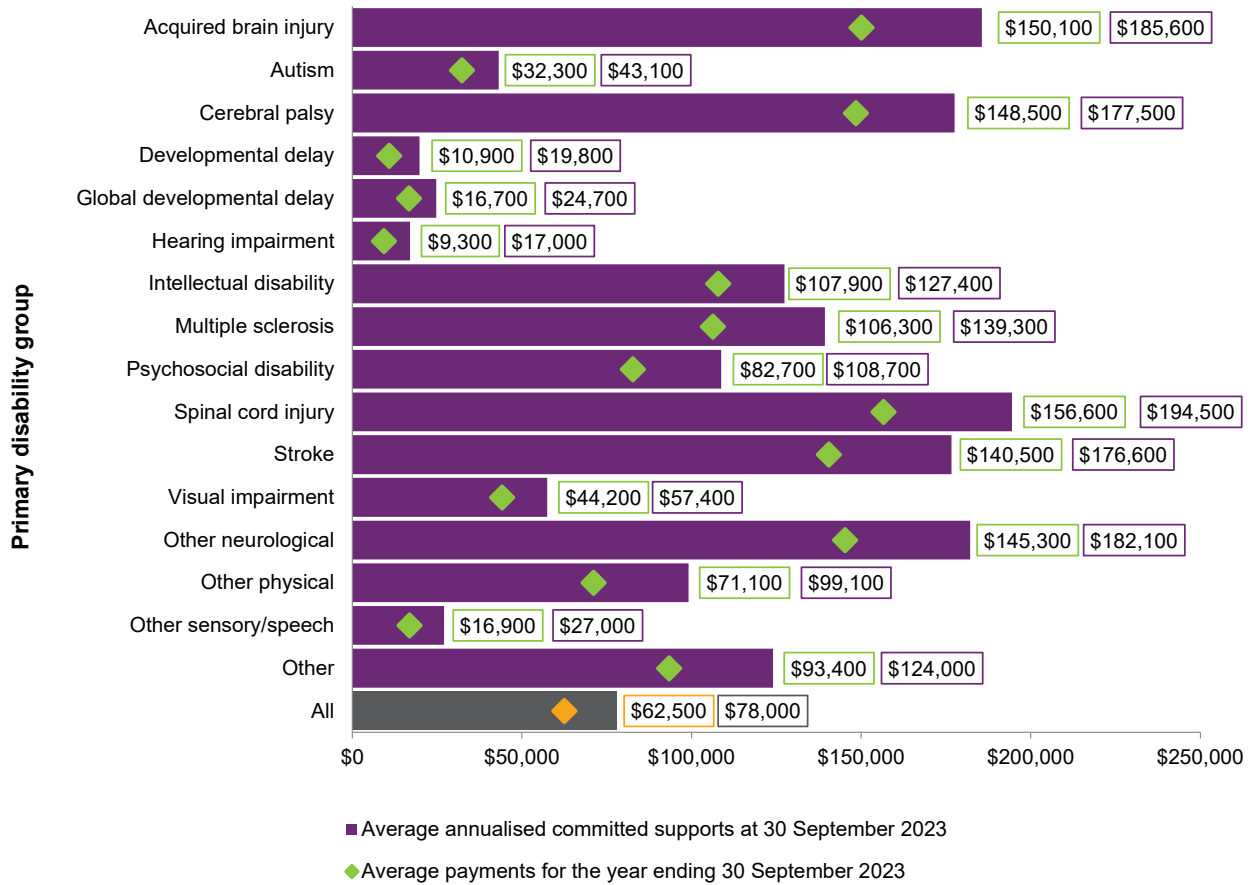


Figure H.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Queensland

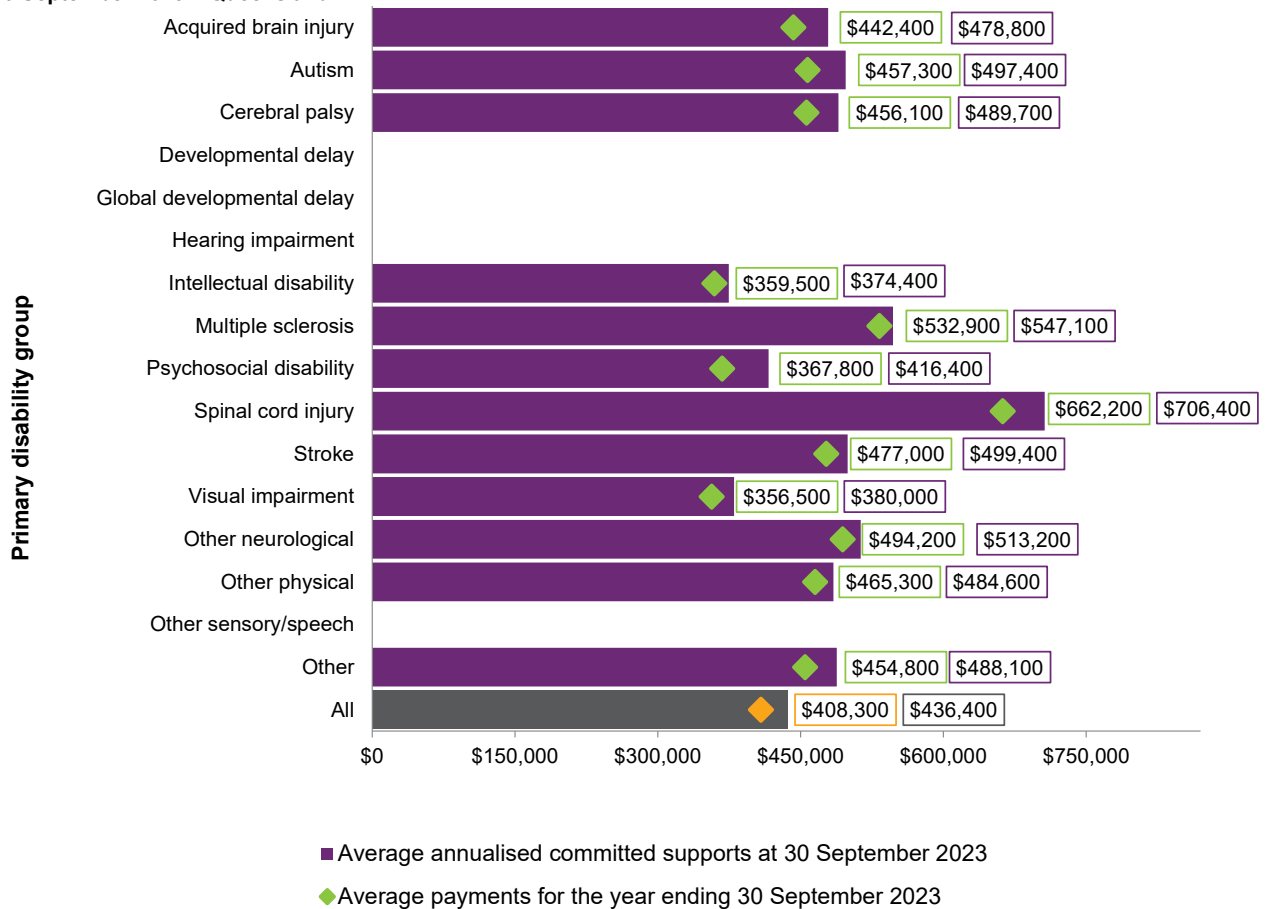


Figure H.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Queensland

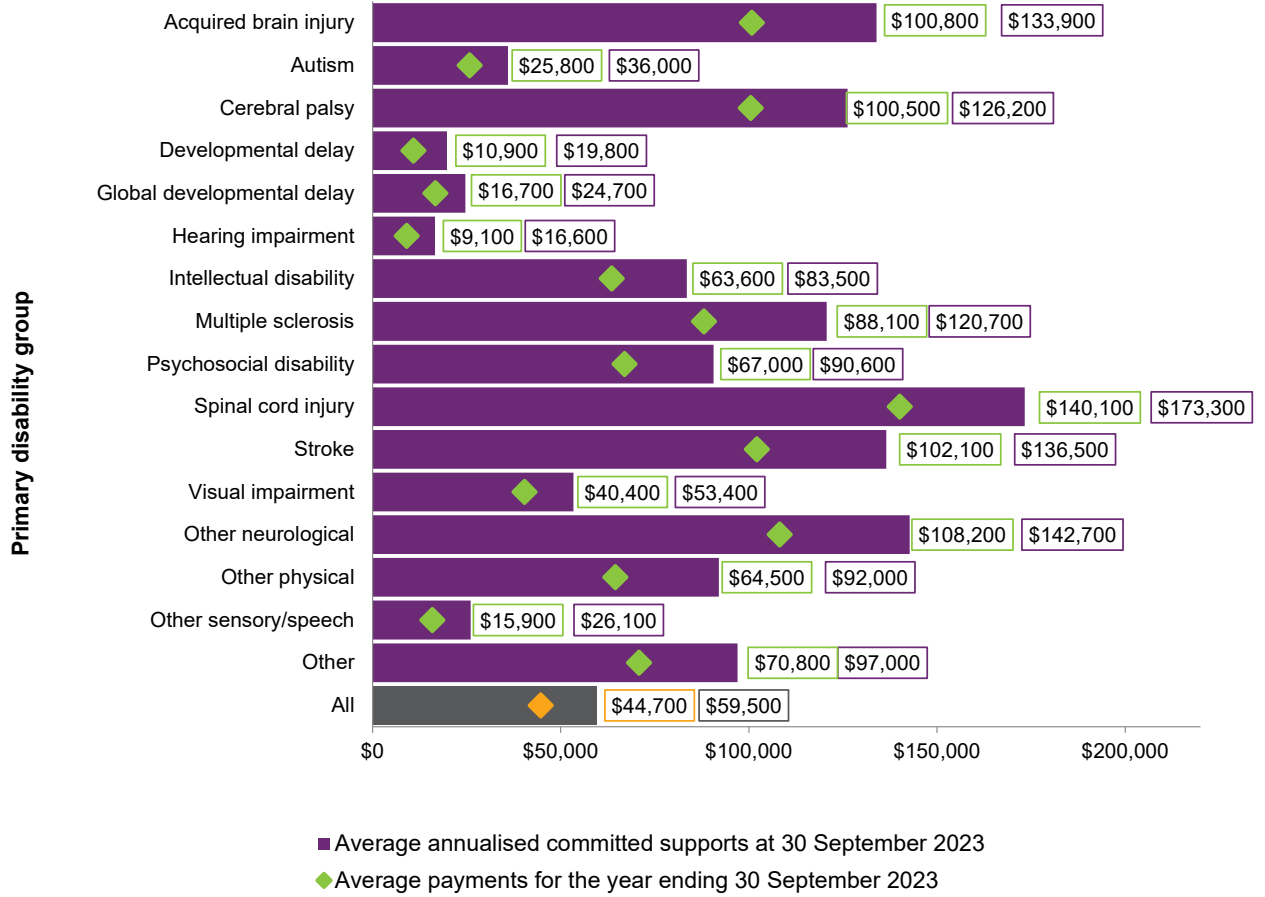


Figure H.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – Queensland

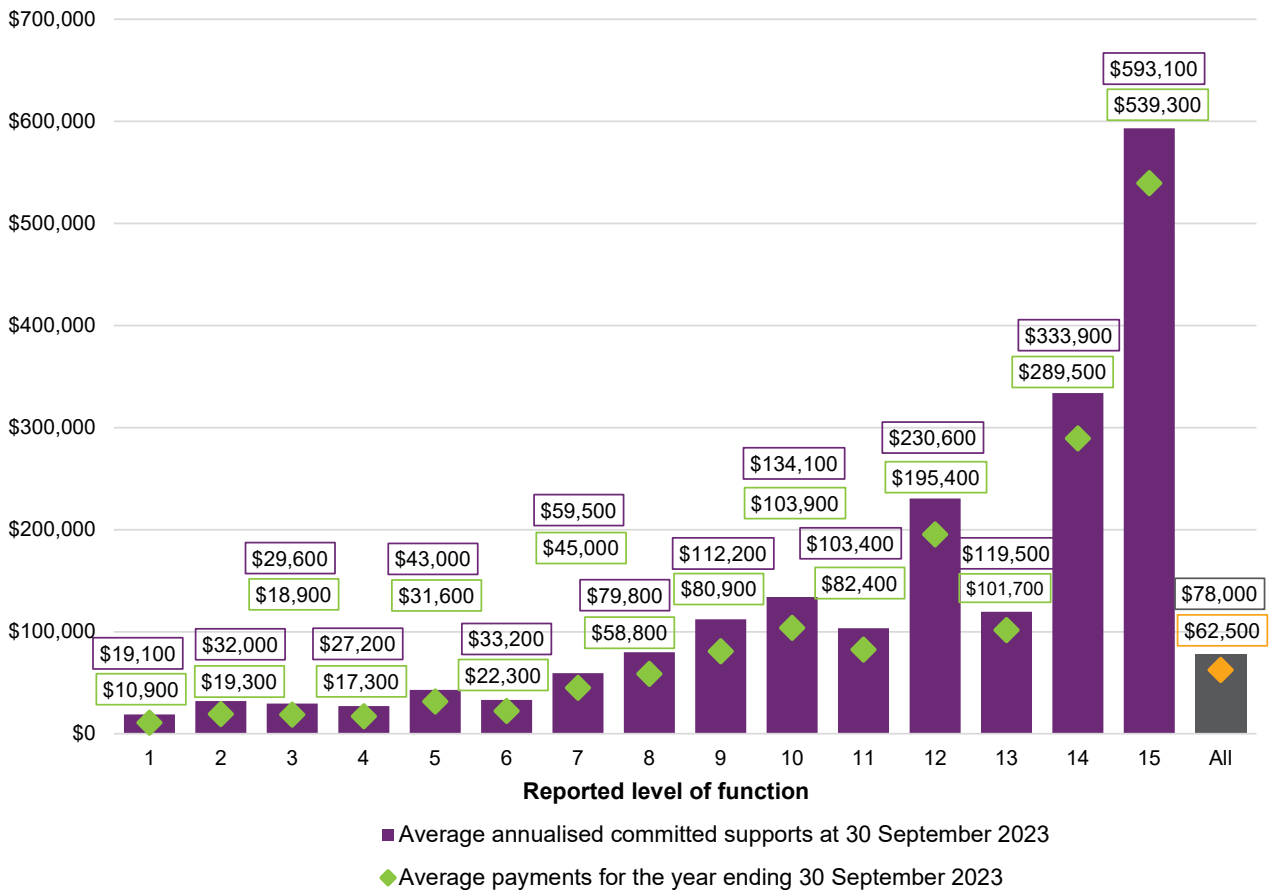


Figure H.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Queensland

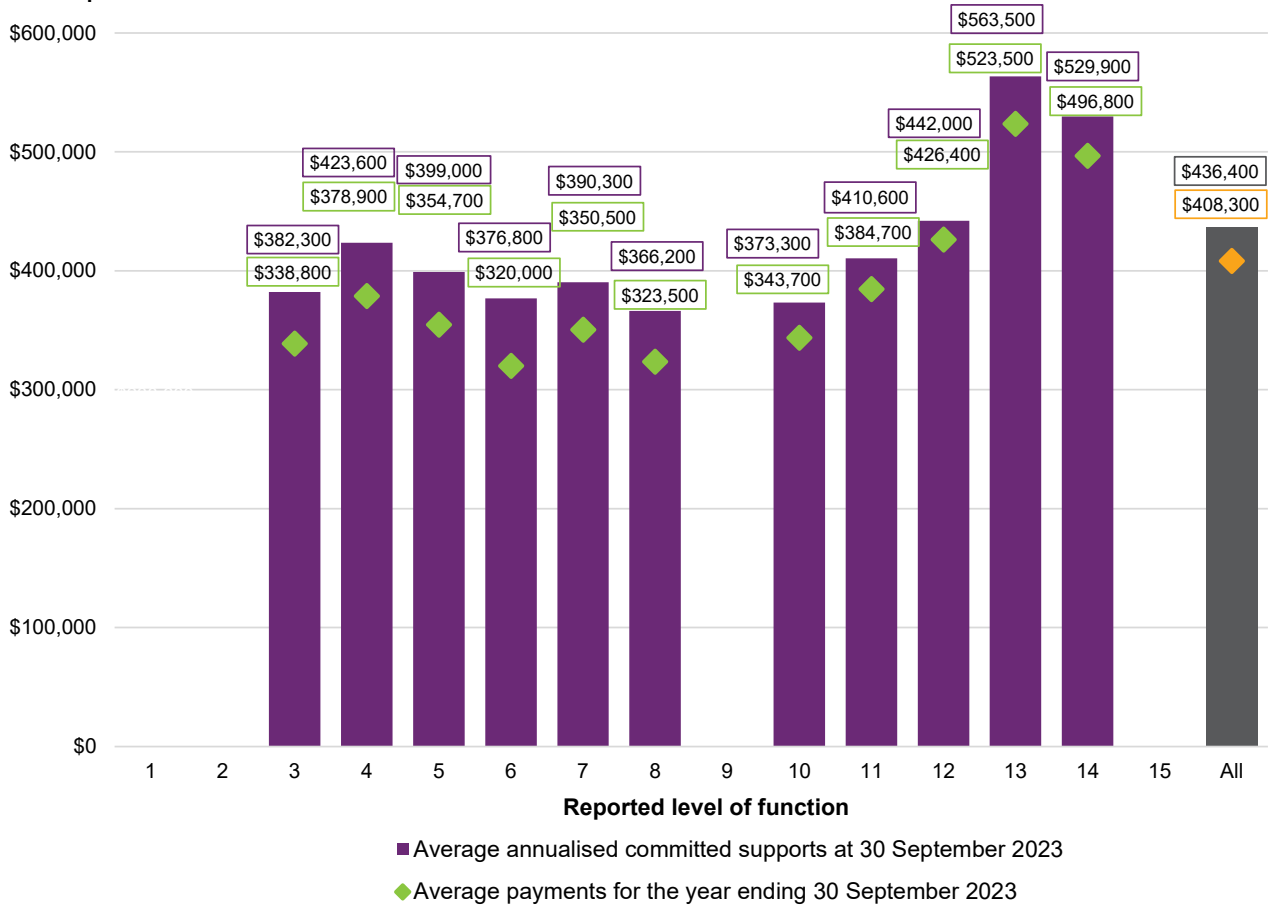


Figure H.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – Queensland

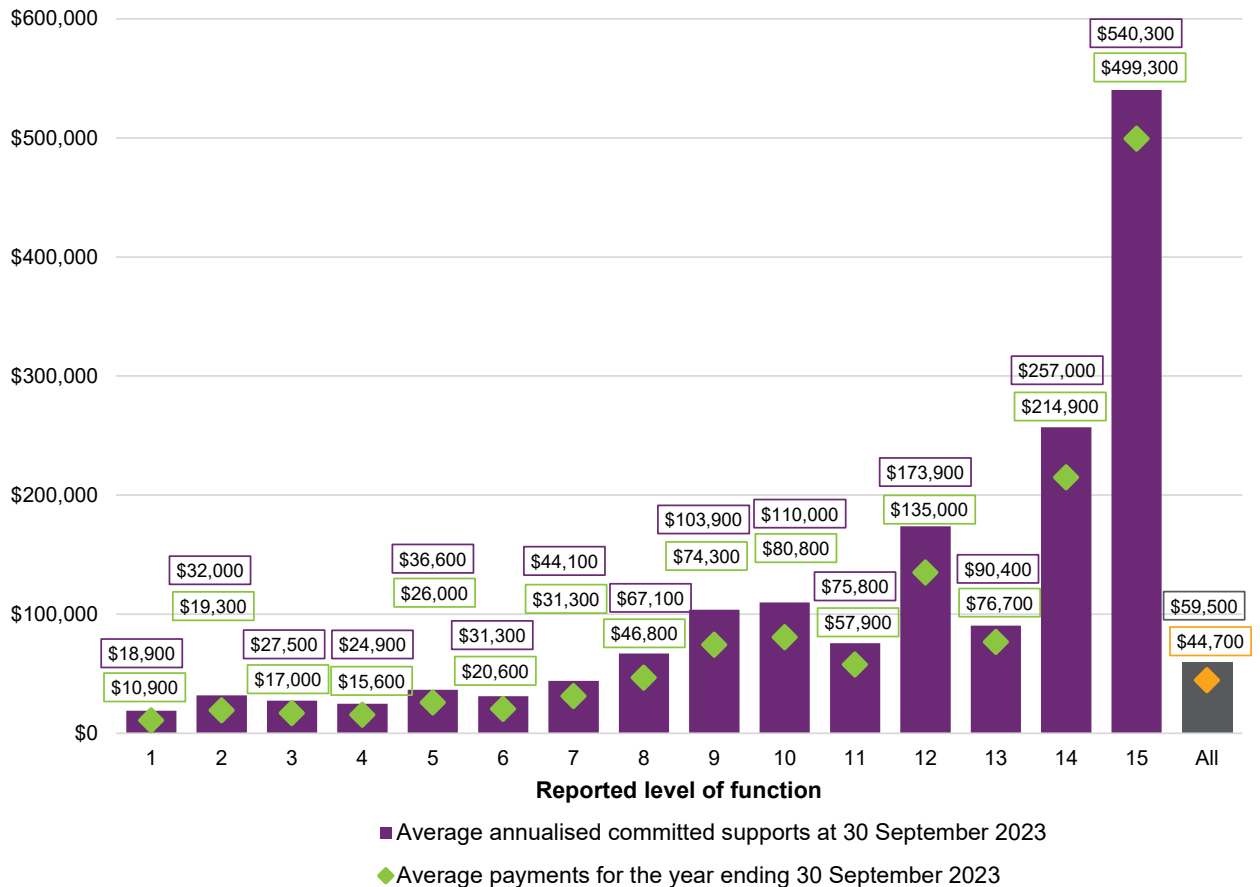


Table H.31 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Queensland ^{162 163}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	4,096.5	5,128.9
Core: Consumables	153.8	209.1
Core: Social and Civic	1,814.6	2,246.2
Core: Transport	125.6	101.1
Capacity Building: Choice and Control	113.5	131.2
Capacity Building: Daily Activities	976.3	1,673.8
Capacity Building: Employment	18.5	65.0
Capacity Building: Health and Wellbeing	6.3	13.4
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.01	0.05
Capacity Building: Relationships	72.7	160.6
Capacity Building: Social and Civic	26.6	66.1
Capacity Building: Support Coordination	201.5	278.7
Capital: Assistive Technology	149.0	317.8
Capital: Home Modifications	81.4	129.0
All	7,836.3	10,521.4

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

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	1,928.4	2,085.0
Core: Consumables	20.0	23.8
Core: Social and Civic	369.7	484.9
Core: Transport	10.6	15.5
Capacity Building: Choice and Control	6.3	6.9
Capacity Building: Daily Activities	51.4	79.3
Capacity Building: Employment	0.5	2.0
Capacity Building: Health and Wellbeing	0.5	1.1
Capacity Building: Home Living	0.0	0.01
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	29.6	53.8
Capacity Building: Social and Civic	0.4	0.9
Capacity Building: Support Coordination	35.3	42.7
Capital: Assistive Technology	17.3	35.7
Capital: Home Modifications	36.1	57.0
All	2,506.1	2,888.3

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

¹⁶³ Total payments for home modifications in Queensland were \$81.4m. Of which, \$51.0m (63%) has been paid for specialised disability accommodation (SDA) supports, and \$30.4m (37%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$129.0m. Of which, \$81.4m (63%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.5m (37%) has been allocated for non-SDA supports.

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

¹⁶⁵ Total payments for home modifications in Queensland were \$36.1m. Of which, \$35.5m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6m (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$57.0m. Of which, \$55.4m (97.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6m (2.8%) 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 September 2023 (\$m) – Queensland ^{166 167}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	2,168.0	3,043.9
Core: Consumables	133.7	185.3
Core: Social and Civic	1,444.9	1,761.3
Core: Transport	115.0	85.6
Capacity Building: Choice and Control	107.2	124.3
Capacity Building: Daily Activities	924.9	1,594.4
Capacity Building: Employment	18.0	63.0
Capacity Building: Health and Wellbeing	5.8	12.4
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.01	0.05
Capacity Building: Relationships	43.0	106.8
Capacity Building: Social and Civic	26.3	65.3
Capacity Building: Support Coordination	166.2	236.0
Capital: Assistive Technology	131.7	282.1
Capital: Home Modifications	45.3	72.0
All	5,330.3	7,633.1

Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ^{168 169}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	1.3	4.6	12.7	229.5	866.2	2,524.5	5,134.6	6,817.7	7,920.8	9,761.9	2,666.5
Total Paid	0.6	2.4	5.9	129.3	551.5	1,658.4	3,595.0	4,996.3	6,117.5	7,455.7	1,859.5
% utilised to date	45%	52%	47%	56%	64%	66%	70%	73%	77%	76%	70%

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

Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	6.8%	7.5%	8.3%	9.1%	11.9%	7.2%	8.1%	8.4%	10.1%
Interplan Inflation	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%	4.5%	3.8%	6.3%
Total Inflation	5.9%	7.2%	9.9%	13.0%	20.5%	14.4%	12.6%	12.1%	16.4%

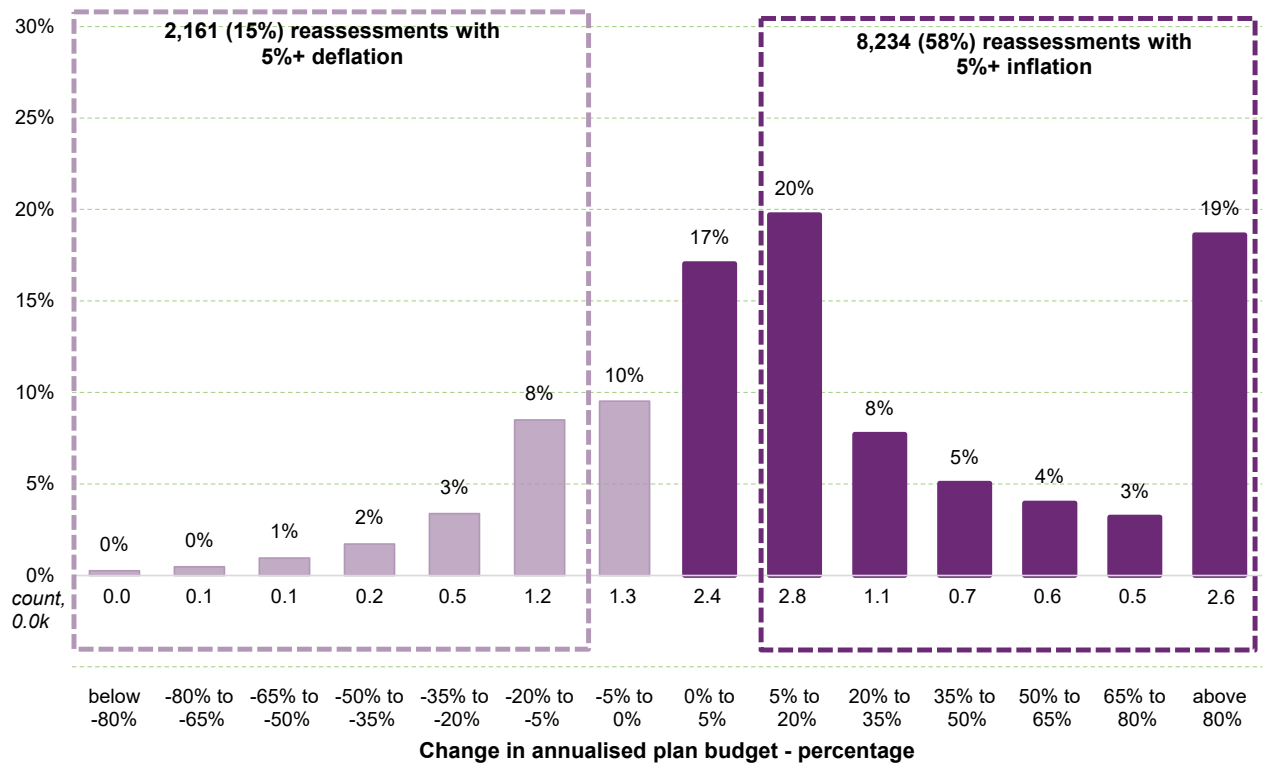
¹⁶⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

¹⁶⁷ Total payments for home modifications in Queensland were \$45.3m. Of which, \$15.5m (34%) has been paid for specialised disability accommodation (SDA) supports, and \$29.8m (66%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$72.0m. Of which, \$26.1m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.0m (64%) has been allocated for non-SDA supports.

¹⁶⁸ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 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

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

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	2023-24 Q1	Total
Access decisions	65,267	2,562	67,829
Active Eligible - Total	53,568	1,850	55,418
<i>Active Eligible - New</i>	34,749	1,819	36,568
<i>Active Eligible - State</i>	16,044	15	16,059
<i>Active Eligible - Commonwealth</i>	2,775	16	2,791
Active Participant Plans (excl ECA) - Total	52,319	1,846	54,165
<i>Active Participant Plans (excl ECA) - New</i>	33,576	1,812	35,388
<i>Active Participant Plans (excl ECA) - State</i>	15,989	17	16,006
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,754	17	2,771
Active Participant Plans - Total	53,491	3,146	55,465
<i>Active Participant Plans - Early Intervention (s25)</i>	10,989	939	11,928
<i>Active Participant Plans - Permanent Disability (s24)</i>	41,330	907	42,237
<i>Active Participant Plans - ECA</i>	1,172	1,300	1,300

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

People leaving the Scheme	Total
Number of people who have left the Scheme	2,630
<i>Early Intervention participants</i>	398
<i>Permanent disability participants</i>	2,232

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	10,078	97%	4,135	97%	78	98%	14,291	97%
7 to 14	8,654	93%	4,112	93%	168	89%	12,934	93%
15 to 18	2,547	94%	1,478	92%	86	88%	4,111	93%
19 to 24	2,294	94%	1,406	87%	62	82%	3,762	91%
25 to 34	2,796	91%	2,205	85%	69	76%	5,070	88%
35 to 44	2,427	87%	2,207	78%	45	63%	4,679	83%
45 to 54	3,042	84%	2,778	74%	46	58%	5,866	79%
55 to 64	3,760	77%	3,536	67%	54	52%	7,350	71%
65+	178	64%	168	60%	<11	n/a	347	62%
Missing	230	52%	164	32%	16	73%	410	42%
Total	36,006	90%	22,189	82%	625	77%	58,820	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	1,209	92%	673	93%	<11	n/a	1,892	92%
Autism	14,580	98%	5,943	98%	335	97%	20,858	98%
Cerebral palsy	1,047	97%	848	97%	<11	n/a	1,905	97%
Developmental delay	3,237	97%	1,206	97%	28	100%	4,471	97%
Global developmental delay	1,153	98%	423	98%	11	100%	1,587	98%
Hearing impairment	1,089	91%	1,264	88%	27	96%	2,380	90%
Intellectual disability	5,364	97%	4,146	96%	37	80%	9,547	97%
Multiple sclerosis	273	92%	805	92%	<11	n/a	1,087	92%
Psychosocial disability	2,976	78%	2,803	66%	52	46%	5,831	72%
Spinal cord injury	545	95%	210	95%	<11	n/a	760	95%
Stroke	490	86%	347	81%	<11	n/a	843	83%
Visual impairment	476	87%	479	89%	<11	n/a	964	88%
Other neurological	1,572	84%	1,270	82%	22	79%	2,864	83%
Other physical	1,033	53%	1,143	43%	22	31%	2,198	47%
Other sensory/speech	105	40%	37	33%	<11	n/a	145	38%
Other	653	50%	451	34%	24	42%	1,128	42%
Missing	204	92%	141	87%	15	100%	360	90%
Total	36,006	90%	22,189	82%	625	77%	58,820	87%

In Supplement I, 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,173	8%	188	10%	4,361	8%
Non-First Nations Participants	42,383	81%	1,617	88%	44,000	81%
Not Stated	5,763	11%	41	2%	5,804	11%
Total	52,319	100%	1,846	100%	54,165	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,188	8%	132	7%	4,320	8%
Not culturally and linguistically diverse	43,433	83%	1,713	93%	45,146	83%
Not stated	4,698	9%	<11	n/a	4,699	9%
Total	52,319	100%	1,846	100%	54,165	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 September 2023 – Western Australia ¹⁷⁴

Age group	Total number of active participants
Under 45	<11
45 to 54	13
55 to 64	131
Total YPIRAC (under 65)	144

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
Sep-20	47	249
Dec-20	16	265
Mar-21	<11	263
Jun-21	<11	267
Sep-21	<11	258
Dec-21	<11	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	<11	176
Jun-23	-14	162
Sep-23	-18	144

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	41,204	79%	1,461	79%	42,665	79%
Population > 50,000	2,594	5%	97	5%	2,691	5%
Population between 15,000 and 50,000	3,239	6%	97	5%	3,336	6%
Population between 5,000 and 15,000	602	1%	24	1%	626	1%
Population less than 5,000	2,290	4%	93	5%	2,383	4%
Remote	1,490	3%	39	2%	1,529	3%
Very Remote	894	2%	35	2%	929	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	52,319	100%	1,846	100%	54,165	100%

¹⁷⁴ There are a further 132 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	19,589	37%	664	36%	20,253	37%
Intellectual Disability	8,960	17%	82	4%	9,042	17%
Developmental Delay	3,248	6%	529	29%	3,777	7%
Psychosocial disability	5,287	10%	109	6%	5,396	10%
Hearing Impairment	2,237	4%	57	3%	2,294	4%
Other Neurological	2,223	4%	94	5%	2,317	4%
Other Physical	1,814	3%	42	2%	1,856	3%
Acquired brain injury	1,568	3%	45	2%	1,613	3%
Cerebral Palsy	1,833	4%	13	1%	1,846	3%
Global Developmental Delay	1,301	2%	72	4%	1,373	3%
Multiple Sclerosis	1,001	2%	33	2%	1,034	2%
Visual Impairment	880	2%	20	1%	900	2%
Stroke	701	1%	18	1%	719	1%
Other	888	2%	59	3%	947	2%
Spinal Cord Injury	680	1%	<11	n/a	689	1%
Other Sensory/Speech	109	0%	<11	n/a	109	0%
Total	52,319	100%	1,846	100%	54,165	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	367	12%	<11	n/a	367	12%
Intellectual Disability	1,249	42%	<11	n/a	1,249	42%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	271	9%	<11	n/a	271	9%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	243	8%	<11	n/a	245	8%
Other Physical	29	1%	<11	n/a	29	1%
Acquired brain injury	310	10%	<11	n/a	311	10%
Cerebral Palsy	277	9%	<11	n/a	277	9%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	40	1%	<11	n/a	40	1%
Visual Impairment	11	0%	<11	n/a	11	0%
Stroke	87	3%	<11	n/a	87	3%
Other	49	2%	<11	n/a	51	2%
Spinal Cord Injury	48	2%	<11	n/a	48	2%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	2,983	100%	<11	n/a	2,988	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% (1,111) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	19,222	39%	664	36%	19,886	39%
Intellectual Disability	7,711	16%	82	4%	7,793	15%
Developmental Delay	3,248	7%	529	29%	3,777	7%
Psychosocial disability	5,016	10%	109	6%	5,125	10%
Hearing Impairment	2,236	5%	57	3%	2,293	4%
Other Neurological	1,980	4%	92	5%	2,072	4%
Other Physical	1,785	4%	42	2%	1,827	4%
Acquired brain injury	1,258	3%	44	2%	1,302	3%
Cerebral Palsy	1,556	3%	13	1%	1,569	3%
Global Developmental Delay	1,301	3%	72	4%	1,373	3%
Multiple Sclerosis	961	2%	33	2%	994	2%
Visual Impairment	869	2%	20	1%	889	2%
Stroke	614	1%	18	1%	632	1%
Other	839	2%	57	3%	896	2%
Spinal Cord Injury	632	1%	<11	n/a	641	1%
Other Sensory/Speech	108	0%	<11	n/a	108	0%
Total	49,336	100%	1,841	100%	51,177	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,375	8%	428	23%	4,803	9%
2 (High Function)	190	0%	13	1%	203	0%
3 (High Function)	2,532	5%	113	6%	2,645	5%
4 (High Function)	2,656	5%	98	5%	2,754	5%
5 (High Function)	2,888	6%	134	7%	3,022	6%
6 (Moderate Function)	12,324	24%	585	32%	12,909	24%
7 (Moderate Function)	2,388	5%	59	3%	2,447	5%
8 (Moderate Function)	3,485	7%	64	3%	3,549	7%
9 (Moderate Function)	293	1%	<11	n/a	301	1%
10 (Moderate Function)	5,602	11%	117	6%	5,719	11%
11 (Low Function)	1,844	4%	18	1%	1,862	3%
12 (Low Function)	8,320	16%	128	7%	8,448	16%
13 (Low Function)	4,477	9%	71	4%	4,548	8%
14 (Low Function)	905	2%	<11	n/a	915	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	26	0%	<11	n/a	26	0%
Total	52,319	100%	1,846	100%	54,165	100%

¹⁸² Down syndrome is included in intellectual disability, representing 2% (931) of participants not in SIL.
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Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	5,957	11%	723	39%	6,680	12%
7 to 14	13,250	25%	380	21%	13,630	25%
15 to 18	5,226	10%	118	6%	5,344	10%
19 to 24	5,133	10%	73	4%	5,206	10%
25 to 34	5,358	10%	114	6%	5,472	10%
35 to 44	4,429	8%	95	5%	4,524	8%
45 to 54	4,782	9%	129	7%	4,911	9%
55 to 64	5,739	11%	197	11%	5,936	11%
65+	2,445	5%	17	1%	2,462	5%
Total	52,319	100%	1,846	100%	54,165	100%

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

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.7%	1.8%	2.8%
7 to 14	6.3%	2.9%	4.7%
15 to 18	4.8%	2.6%	3.8%
19 to 24	3.2%	1.8%	2.6%
25 to 44	1.4%	1.1%	1.2%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.7%	1.6%	2.2%

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

Note: In Tables I.16 to I.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table I.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,963), 'participant social and community engagement rate' (n=4,976), 'parent and carer employment rate' (n=3,722) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,633) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Western Australia¹⁸⁴

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	35%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	19%	26%
Participant employment rate - Aged 65+ years	14%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	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%	42%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	34%	35%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	38%	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	47%	50%	50%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	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 September 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=3,484), 'participant social and community engagement rate' (n=3,486), 'parent and carer employment rate' (n=2,059) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,137) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Western Australia ¹⁸⁵

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	14%	16%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	34%	34%	27%	34%	26%
Participant employment rate - Aged 35 to 44 years	26%	29%	26%	23%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	22%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	15%	17%	14%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	22%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	42%	46%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	42%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	42%	44%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	35%	35%	35%	46%
Participant social and community engagement rate - Aged 65+ years	34%	37%	36%	37%	46%
Participant social and community engagement rate - Aged 25+ years	38%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	43%	51%	50%
Parent and carer employment rate - Aged 15+ years	49%	53%	49%	50%	50%
Parent and carer employment rate - All ages	46%	49%	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 September 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=1,574), 'participant social and community engagement rate' (n=1,561), 'parent and carer employment rate' (n=907) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,193) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Western Australia ¹⁸⁶

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	21%	25%	26%	29%	26%
Participant employment rate - Aged 25 to 34 years	29%	29%	27%	26%	32%	26%
Participant employment rate - Aged 35 to 44 years	32%	34%	27%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	26%	25%	28%	21%	21%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	20%	8%	15%	26%
Participant employment rate - Aged 65+ years	8%	8%	7%	5%	3%	26%
Participant employment rate - Aged 25 to 64 years	27%	26%	25%	20%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	25%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	43%	43%	35%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	44%	44%	49%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	50%	52%	45%	61%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	44%	42%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	47%	50%	44%	46%	46%
Participant social and community engagement rate - Aged 65+ years	38%	39%	38%	35%	46%	46%
Participant social and community engagement rate - Aged 25+ years	43%	45%	45%	47%	46%	46%
Participant social and community engagement rate - Aged 15+ years	42%	45%	44%	45%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	42%	48%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	49%	49%	52%	49%	50%	50%
Parent and carer employment rate - All ages	46%	45%	50%	48%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	70%	71%	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%	73%	76%	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 September 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=327), 'participant social and community engagement rate' (n=330), 'parent and carer employment rate' (n=218) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=276) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - Western Australia¹⁸⁷

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 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	35%	34%	35%	33%	23%	29%	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	20%	18%	18%	14%	5%	12%	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	30%	27%	28%	31%	17%	26%	26%
Participant employment rate - Aged 15 to 64 years	27%	26%	28%	31%	18%	26%	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	47%	45%	59%	53%	52%	54%	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	37%	38%	43%	41%	39%	46%	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%	44%	45%	35%	47%	46%
Participant social and community engagement rate - Aged 15+ years	42%	42%	41%	43%	34%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	34%	46%	53%	49%	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	43%	46%	40%	56%	53%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	63%	67%	70%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	79%	82%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	74%	77%	76%	77%	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 September 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=109), 'participant social and community engagement rate' (n=105), 'parent and carer employment rate' (n=49) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=98) 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 September 2017 - Western Australia ¹⁸⁸

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 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	34%	33%	32%	35%	37%	18%	28%	26%
Participant employment rate - Aged 15 to 64 years	32%	32%	32%	35%	34%	19%	30%	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	34%	35%	46%	40%	56%	46%	46%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	46%	41%	54%	40%	44%	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	75%	77%	86%	94%	92%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	73%	84%	88%	75%	81%	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 September 2017 and have had a sixth plan reassessment to date.

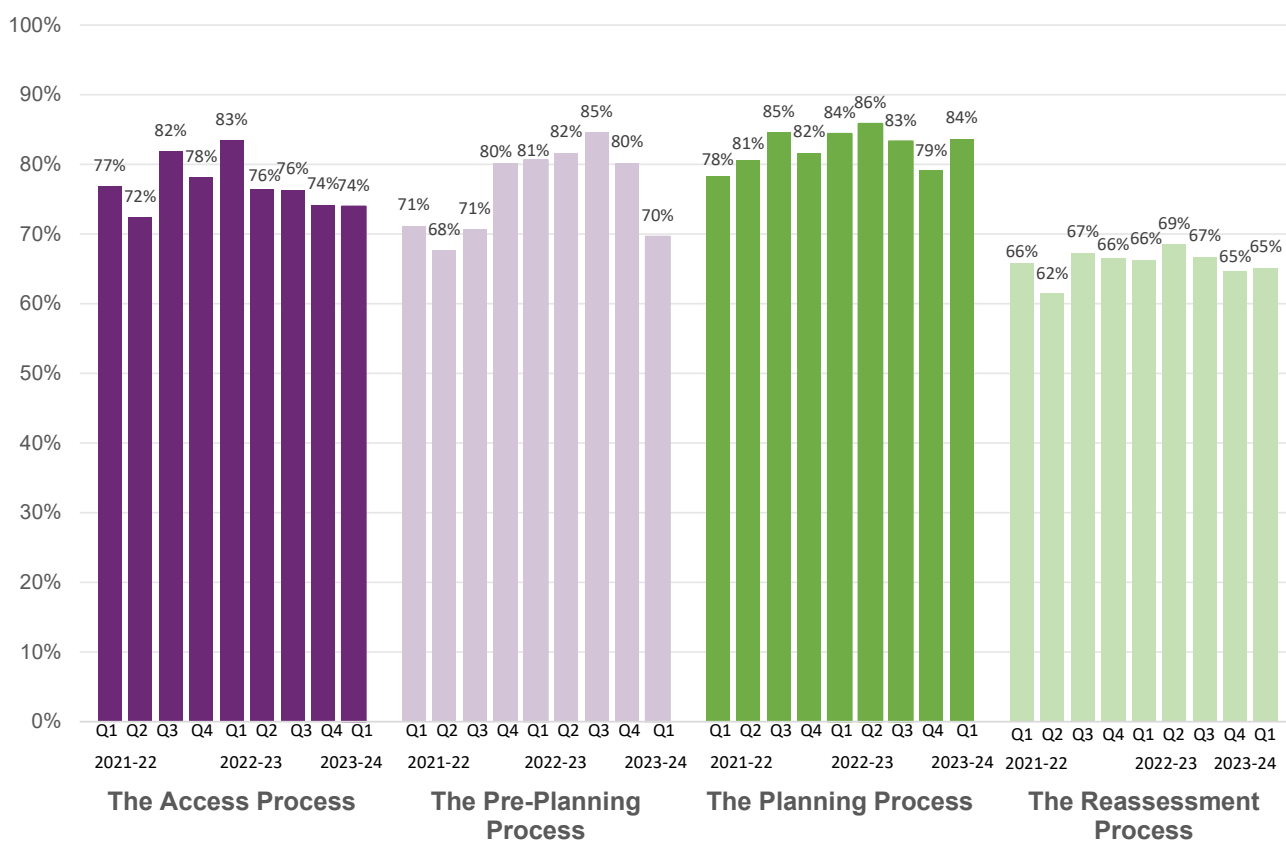
Part Three: Participant experience

Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,653 in Prior Quarters, n = 165 in 2023-24 Q1), 'Pre-planning' (n = 1,120 in Prior Quarters, n = 79 in 2023-24 Q1), 'Planning' (n = 5,202 in Prior Quarters, n = 533 in 2023-24 Q1) and 'Plan reassessment' (n = 12,138 in Prior Quarters, n = 1,042 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	82%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	74%	74%
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%	81%
Pre-planning - Did you understand why you needed to give the information you did?	93%	96%
Pre-planning - Were decisions about your plan clearly explained?	72%	70%
Pre-planning - Are you clear on what happens next with your plan?	61%	66%
Pre-planning - Do you know where to go for more help with your plan?	67%	68%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	76%	70%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	92%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	85%	90%
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%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	84%
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 2023-24 Q1. 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 '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 2024-24 Q1 compared with previous quarters by the source of complaint, and by the complaint subject. 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 September 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	2023-24 Q1	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	370	27	397	356
People who have submitted an access request: Complaints about service providers	655	27	682	548
People who have submitted an access request: Complaints about the Agency	8,506	665	9,171	5,159
People who have submitted an access request:Unclassified	87	<11	87	82
People who have submitted an access request: Total	9,637	719	10,356	5,733
<i>Percentage of the number of active participants</i>	<i>5.7%</i>	<i>5.4%</i>	<i>5.6%</i>	<i>n/a</i>
Total PCIs	2,956	517	3,473	n/a

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

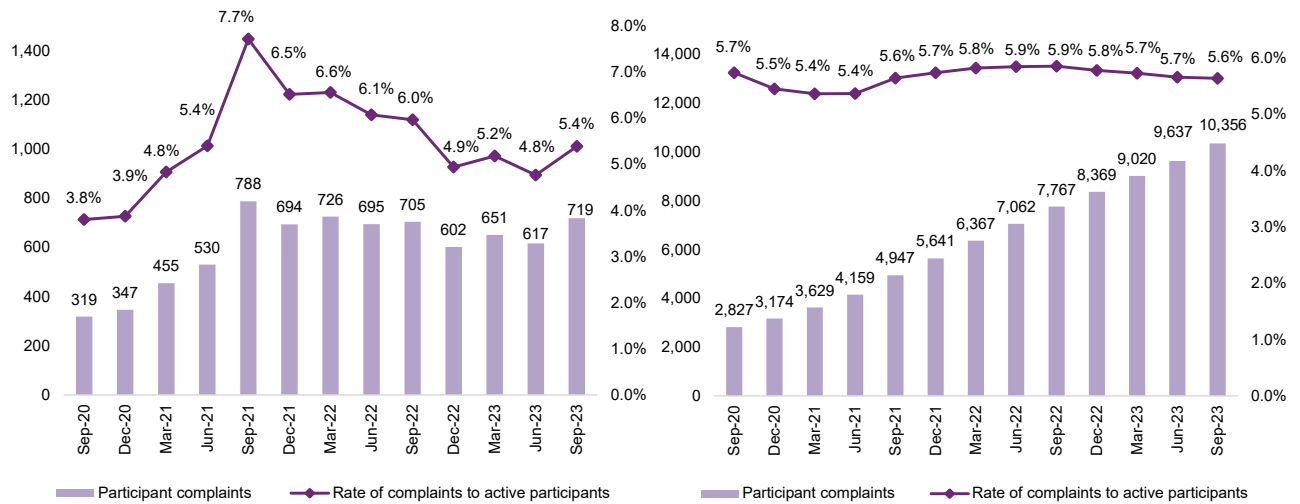
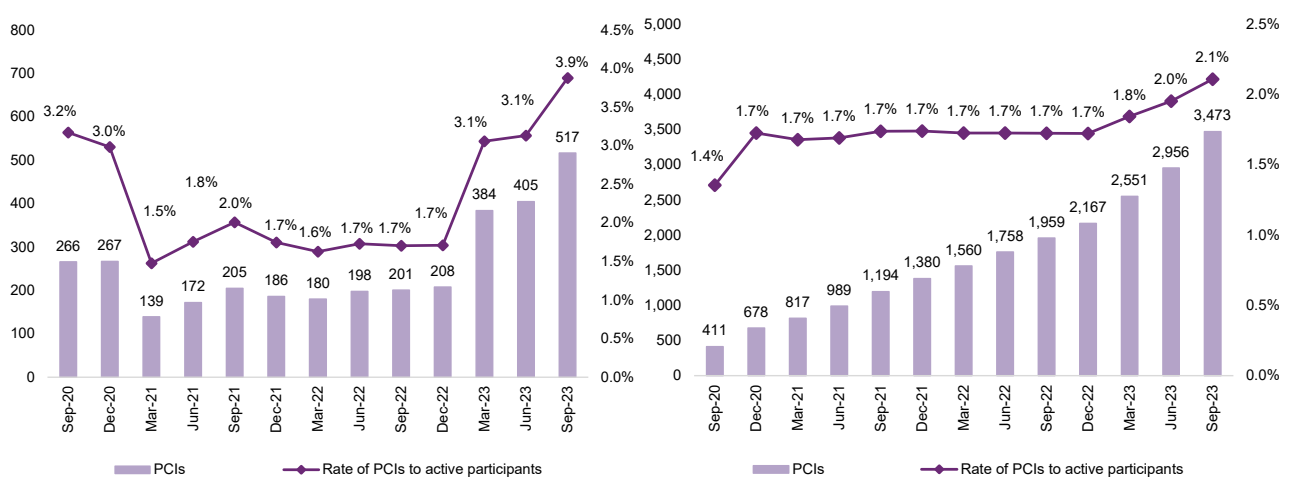


Figure I.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Western Australia



¹⁹¹ Note that 64% of all complainants made only one complaint, 19% 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.

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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	144	2%	<11	n/a	144	2%
Complaints about the Agency - Information unclear	76	1%	<11	n/a	76	1%
Complaints about the Agency - NDIA Access	242	3%	22	3%	264	3%
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	13	0%
Complaints about the Agency - NDIA Finance	607	7%	39	6%	646	7%
Complaints about the Agency - NDIA Fraud and Compliance	43	1%	<11	n/a	52	1%
Complaints about the Agency - NDIA Plan	2,361	28%	215	32%	2,576	28%
Complaints about the Agency - NDIA Process	892	10%	85	13%	977	11%
Complaints about the Agency - NDIA Resources	95	1%	<11	n/a	105	1%
Complaints about the Agency - NDIA Staff	591	7%	72	11%	663	7%
Complaints about the Agency - NDIA Timeliness	2,015	24%	200	30%	2,215	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
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	143	2%	<11	n/a	144	2%
Complaints about the Agency - Timeliness	529	6%	<11	n/a	530	6%
Complaints about the Agency - Other	493	6%	<11	n/a	501	5%
Complaints about the Agency - Total	8,506	100%	665	100%	9,171	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	55	15%	<11	n/a	56	14%
Complaints about LAC Partner - LAC Process	45	12%	<11	n/a	47	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	220	59%	20	74%	240	60%
Complaints about LAC Partner - LAC Timeliness	42	11%	<11	n/a	46	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	370	100%	27	100%	397	100%
Complaints about service providers - Provider Costs	16	2%	<11	n/a	16	2%
Complaints about service providers - Provider Finance	46	7%	<11	n/a	51	7%
Complaints about service providers - Provider Fraud and Compliance	52	8%	<11	n/a	55	8%

¹⁹³ There are 9,637 total participant complaints in Prior Quarters, 719 total participant complaints in 2023-24 Q1, and 10,356 total participant complaints as at 30 September 2023, including 87 unclassified participant complaints as at 30 September 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	15	2%	<11	n/a	16	2%
Complaints about service providers - Provider Service	300	46%	13	48%	313	46%
Complaints about service providers - Provider Staff	114	17%	<11	n/a	118	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	25	4%
Complaints about service providers - Other	45	7%	<11	n/a	45	7%
Complaints about service providers - Total	655	100%	27	100%	682	100%

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

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	200	16%	19	22%	219	16%
Plan	974	78%	61	69%	1,035	77%
Plan Reassessment	30	2%	<11	n/a	31	2%
Other	51	4%	<11	n/a	58	4%
Total cases	1,255	100%	88	100%	1,343	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.74%</i>	<i>n/a</i>	<i>0.66%</i>	<i>n/a</i>	<i>0.73%</i>

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

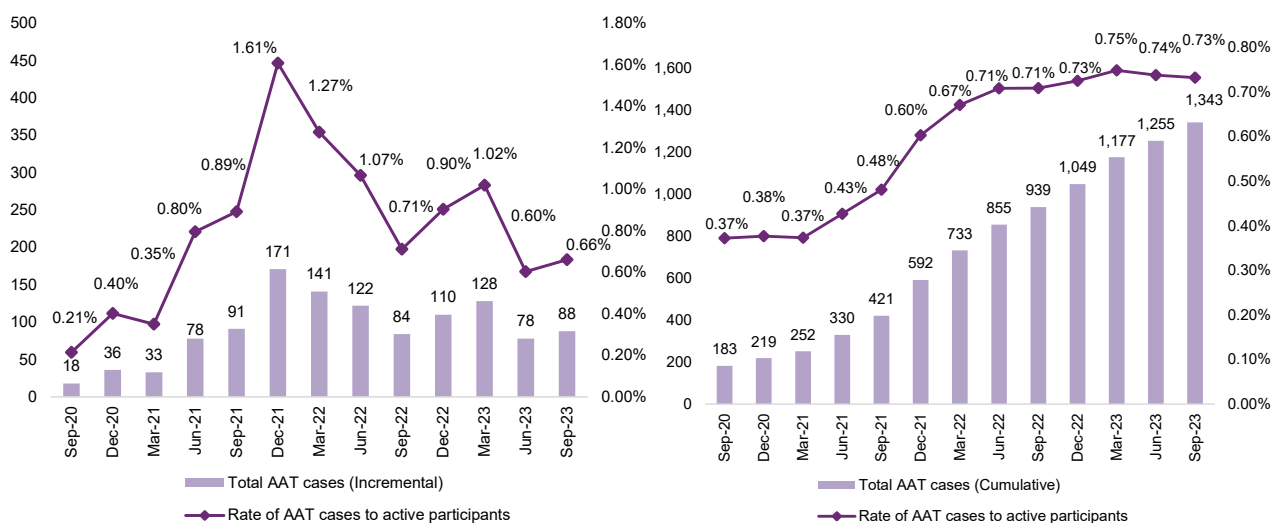


Table I.25 AAT cases by open/closed and decision – Western Australia ¹⁹⁴ ¹⁹⁵

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,343	1,255
Open AAT Cases	267	262
Closed AAT Cases	1,076	1,022
<i>Resolved before hearing</i>	<i>1,067</i>	<i>1,014</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

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	2023-24 Q1
Average number of active providers per active participant	1.20	1.21
Number of providers delivering new types of supports	244	237
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	90%	89%
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)	91%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	94%

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

Activity	Number of providers
Active for the first time in 2023-24 Q1	69
Active in 2023-24 Q1 and also in previous quarters	1,238
Active in 2023-24 Q1	1,307
Inactive in 2023-24 Q1	1,941
Active ever	3,248

Table I.28 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Western Australia ¹⁹⁹

Amount paid in 2023-24 Q1	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	162	52	22	236
\$2,001-\$10,000	239	18	18	275
\$10,001-\$100,000	403	5	25	433
\$100,001-\$250,000	126	<5	<5	130
\$250,000+	230	<5	<5	233
Total	1,160	78	69	1,307

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

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	72%	76%	72%
Lifelong Learning	33%	28%	32%
Other	29%	31%	29%
Non-categorised	11%	9%	10%
Any mainstream service	96%	96%	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 Figures I.5 to I.13 and in Tables I.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 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 2023-24 Q1 – Western Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.4%	2.6%
\$5,001-\$10,000	5.1%	5.4%
\$10,001-\$15,000	8.7%	9.2%
\$15,001-\$20,000	9.6%	10.2%
\$20,001-\$25,000	11.7%	12.4%
\$25,001-\$30,000	6.8%	7.2%
\$30,001-\$50,000	17.1%	18.1%
\$50,001-\$100,000	17.9%	18.9%
\$100,001-\$150,000	6.6%	6.9%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.3%	2.0%
\$250,001+	8.2%	3.4%

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

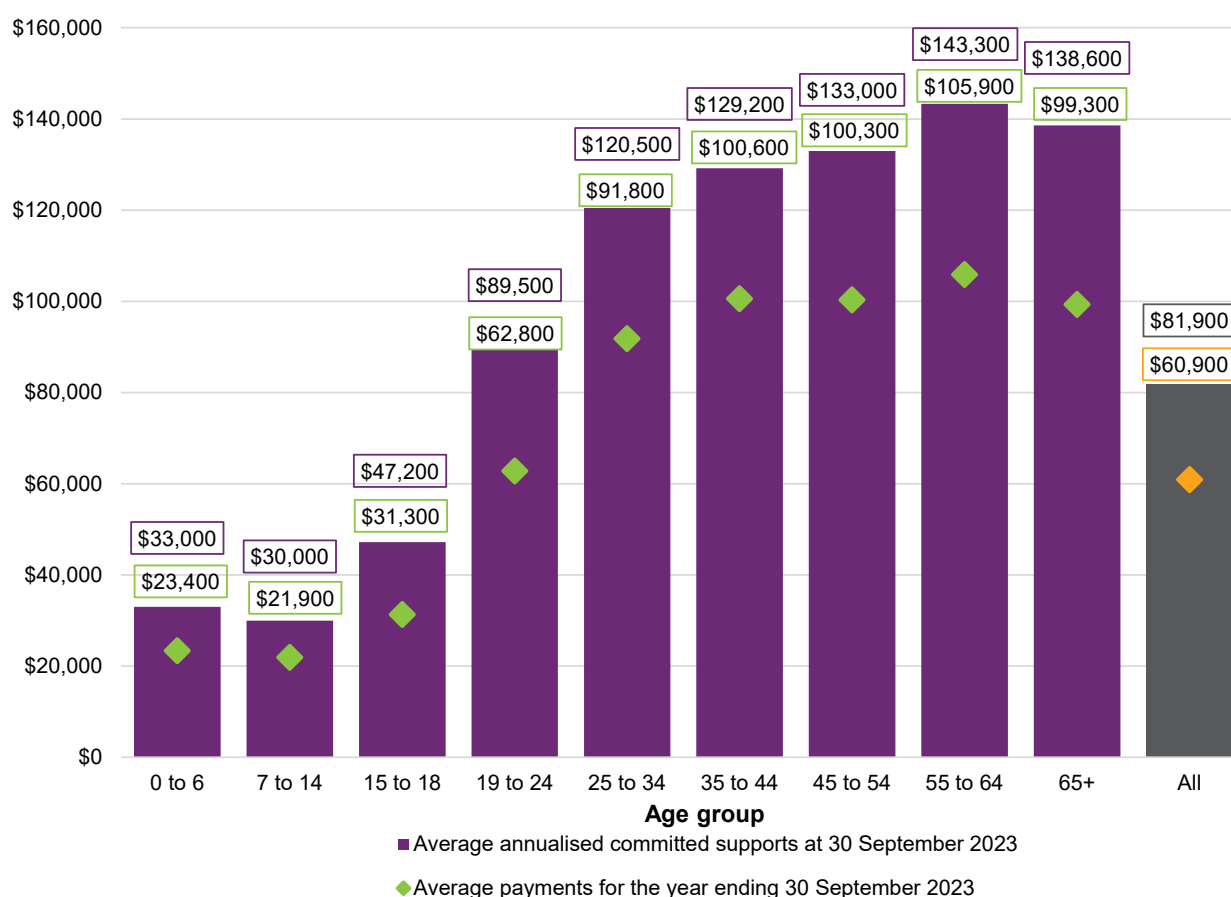


Figure I.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Western Australia

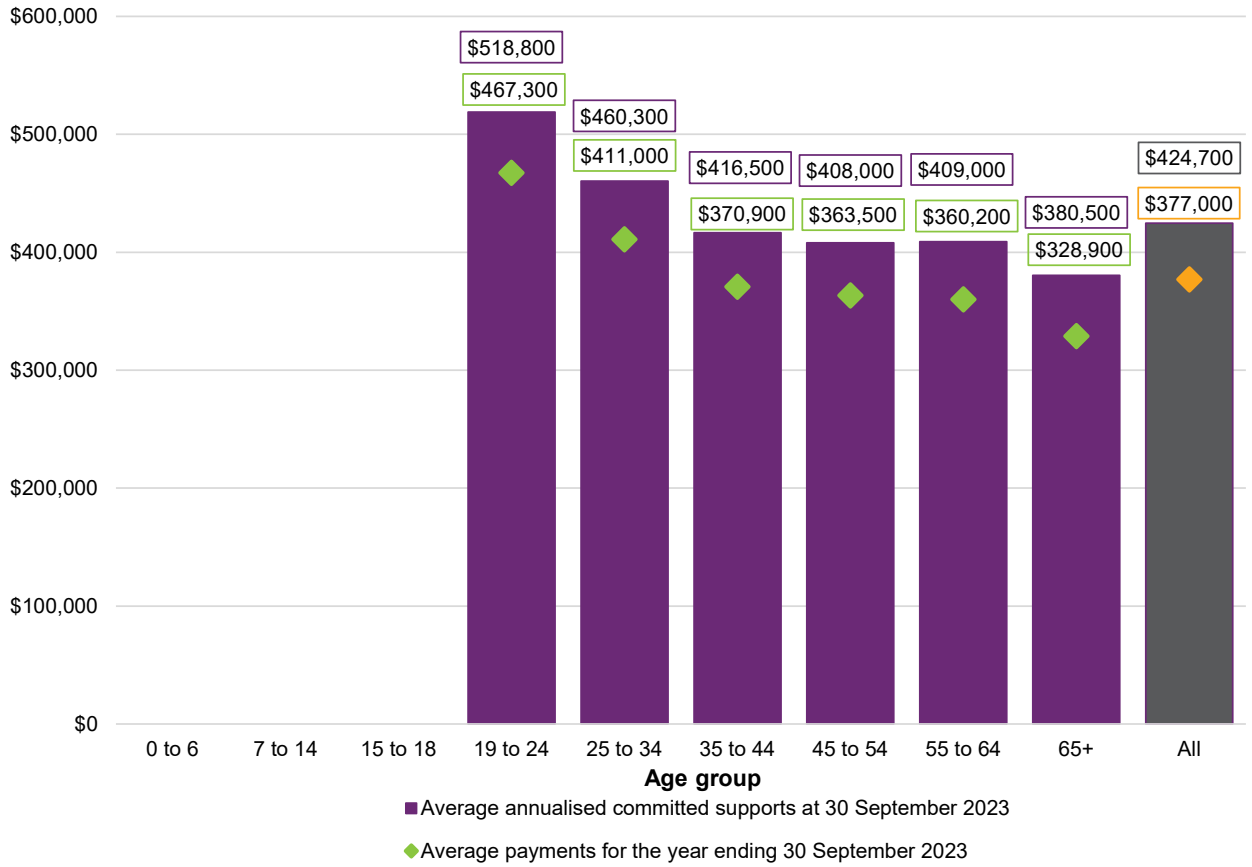


Figure I.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Western Australia

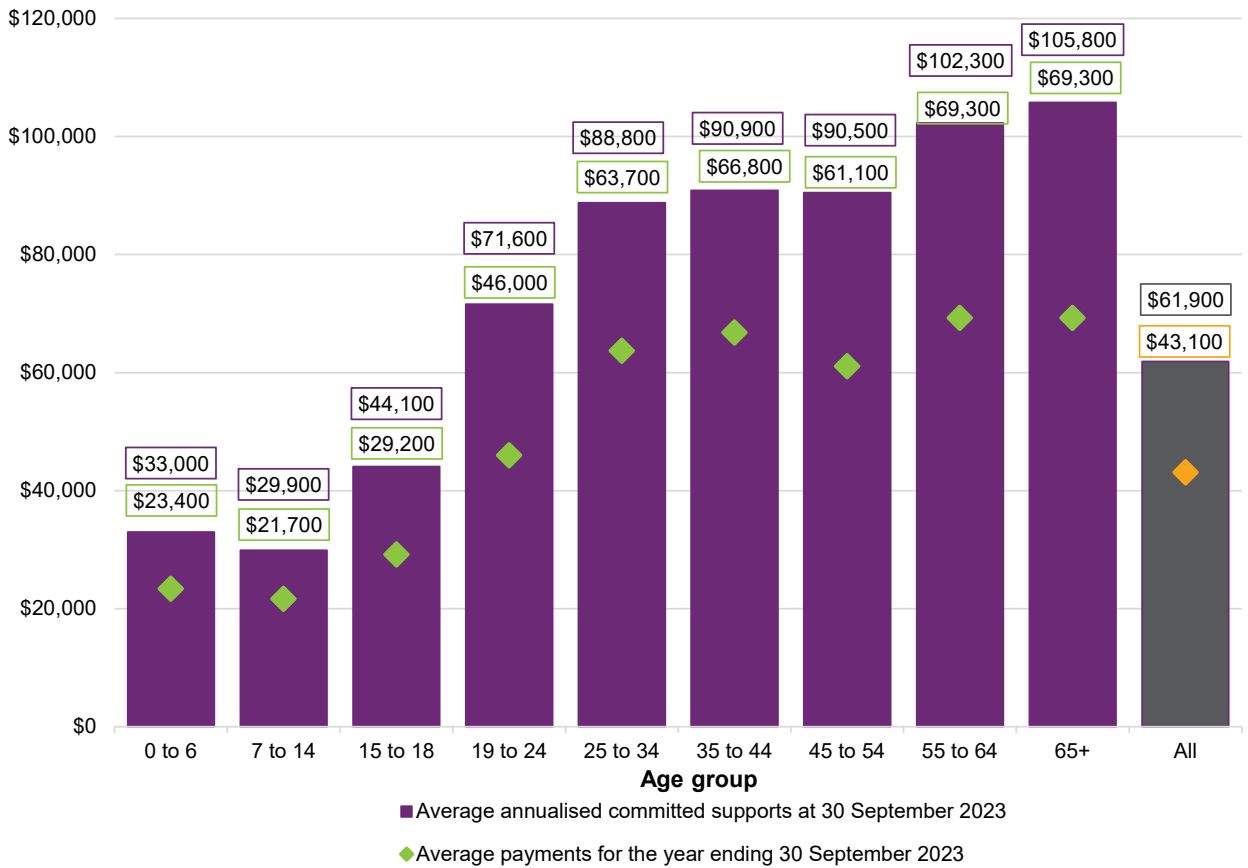


Figure I.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Western Australia

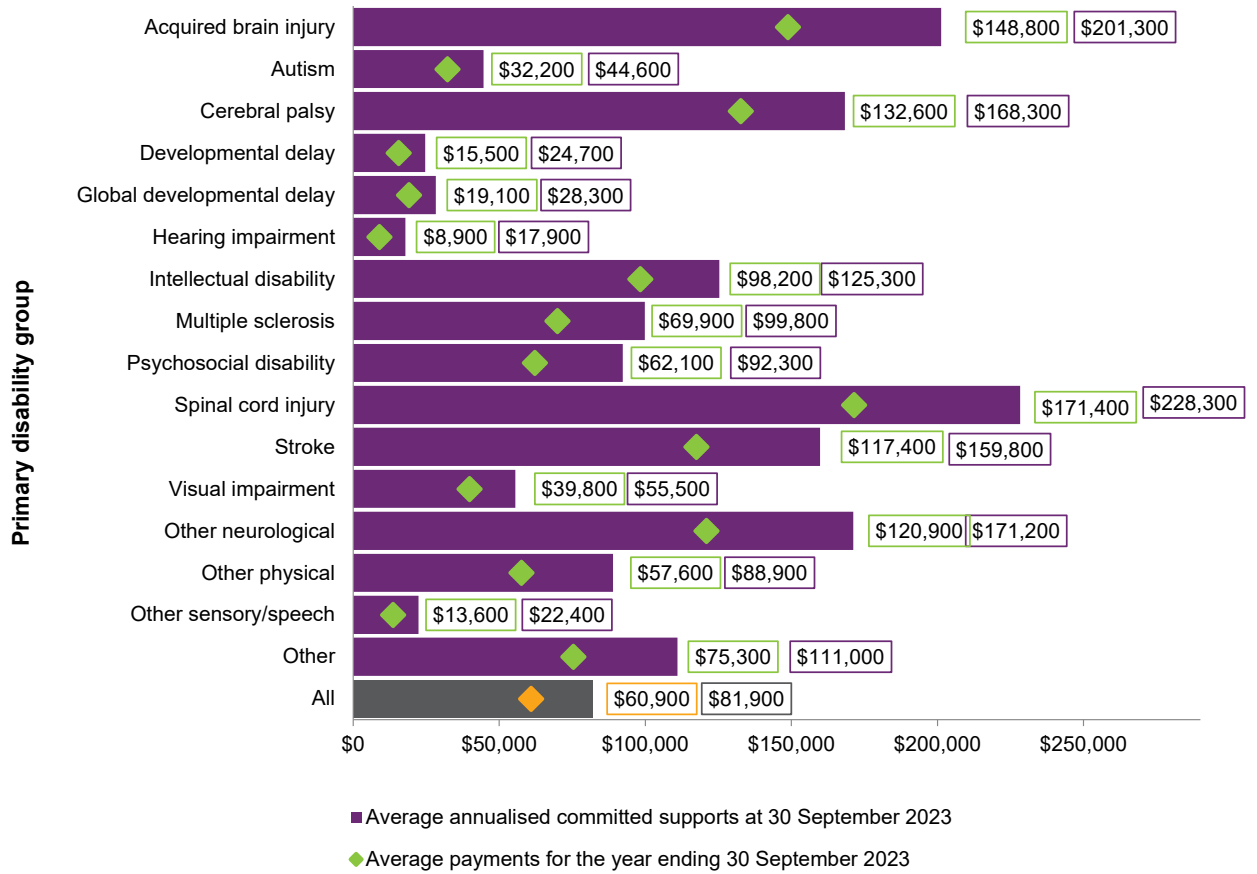


Figure I.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Western Australia

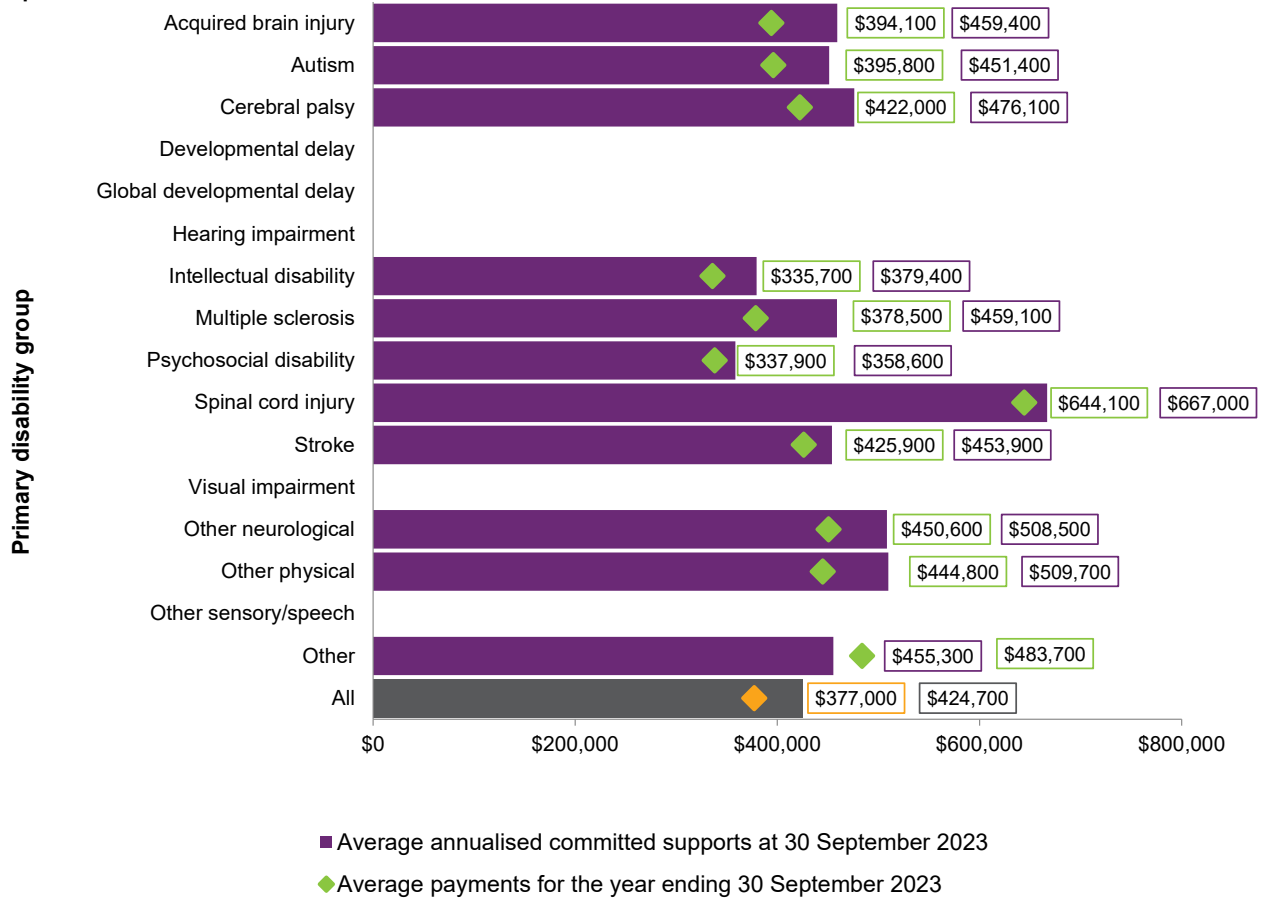


Figure I.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Western Australia



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

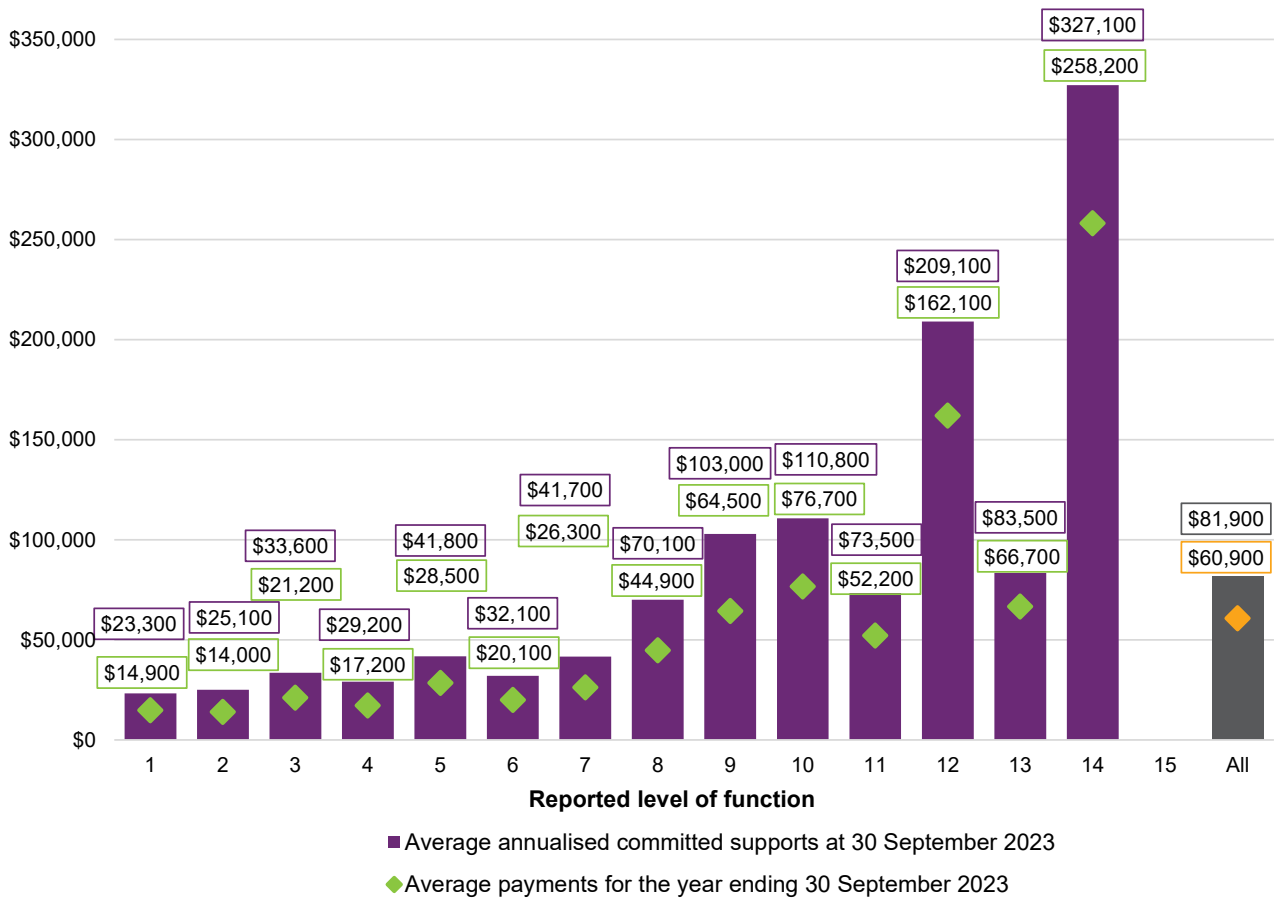


Figure I.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Western Australia

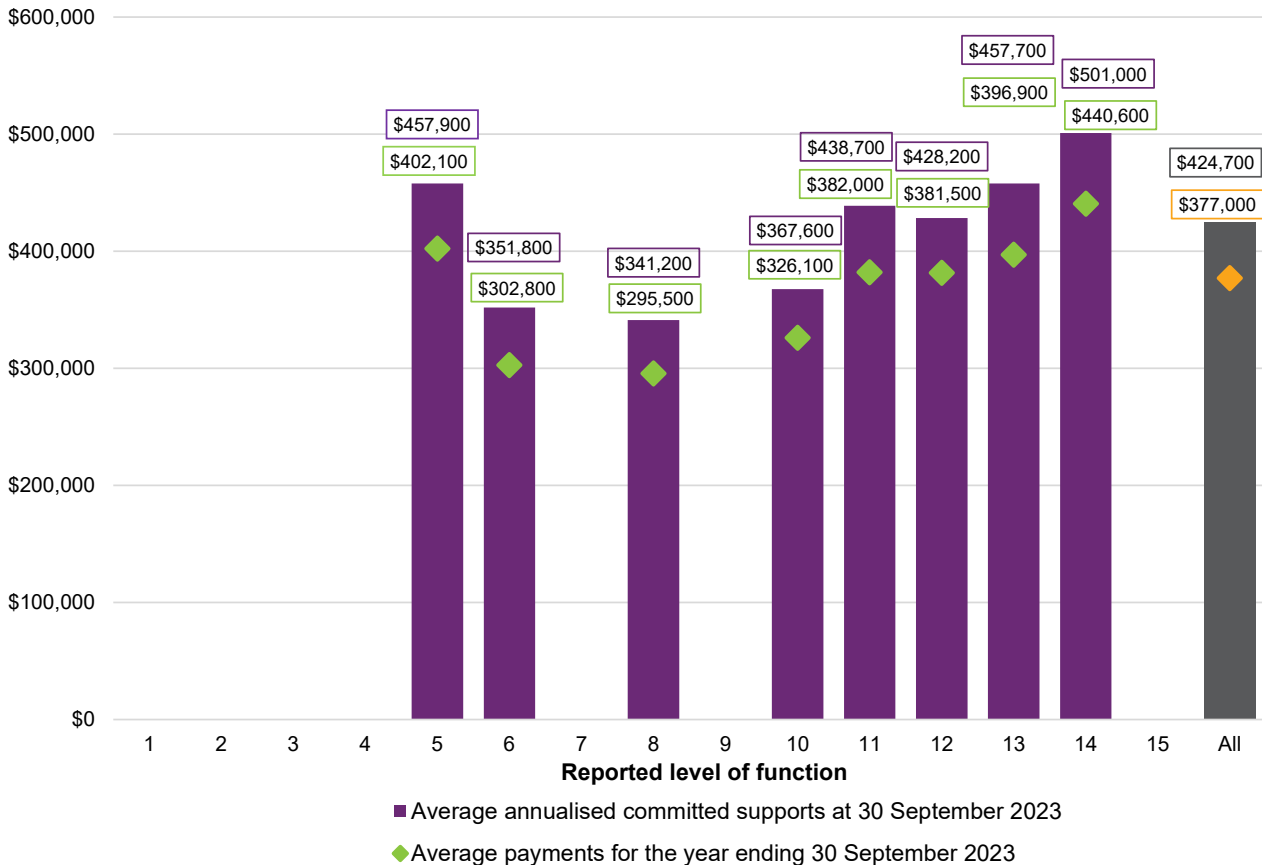


Figure I.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – Western Australia

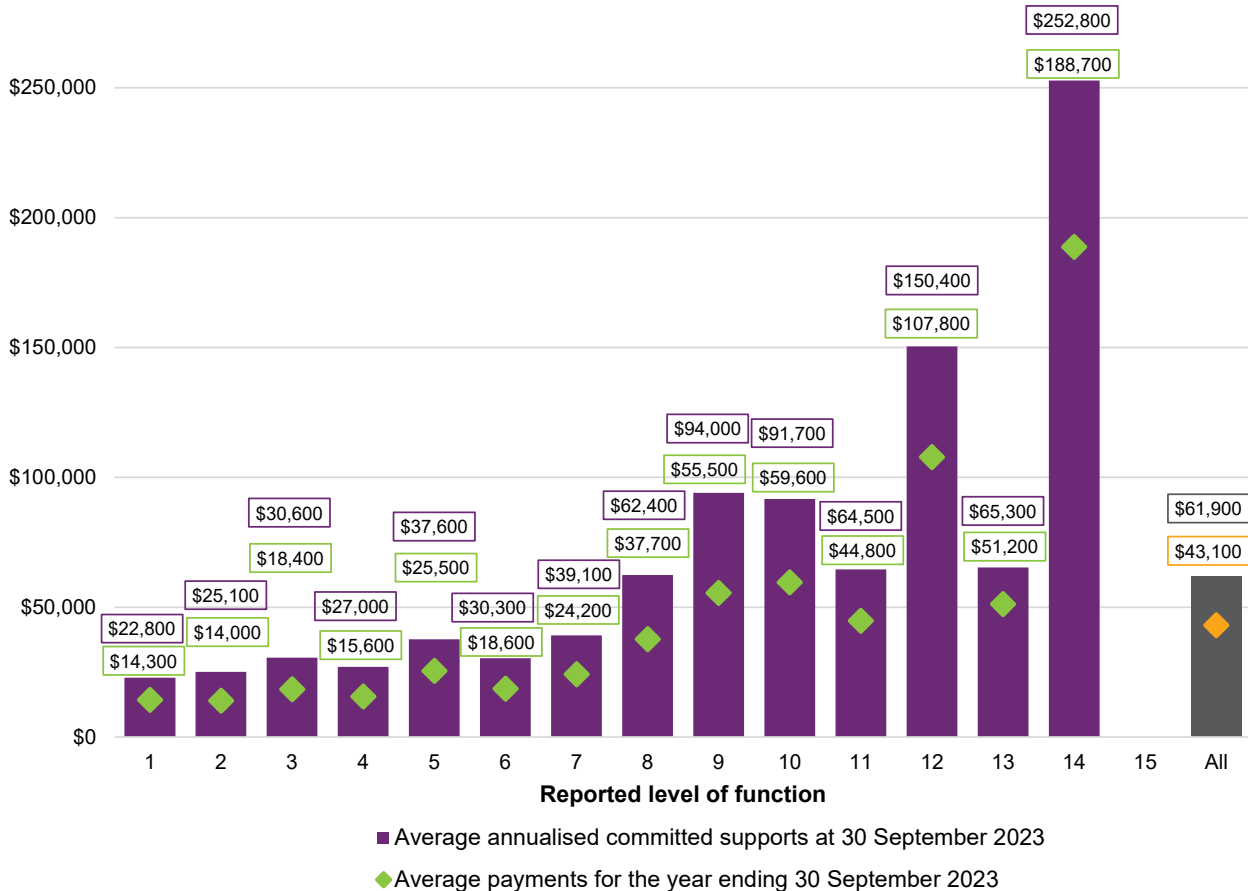


Table I.31 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Western Australia ^{201 202}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	1,610.1	2,084.4
Core: Consumables	56.2	87.1
Core: Social and Civic	637.6	880.0
Core: Transport	51.1	43.6
Capacity Building: Choice and Control	39.8	47.1
Capacity Building: Daily Activities	426.9	715.4
Capacity Building: Employment	10.2	43.1
Capacity Building: Health and Wellbeing	2.1	4.5
Capacity Building: Home Living	0.05	0.3
Capacity Building: Lifelong learning	0.01	0.04
Capacity Building: Relationships	57.6	117.7
Capacity Building: Social and Civic	25.1	60.4
Capacity Building: Support Coordination	83.5	126.8
Capital: Assistive Technology	70.9	178.7
Capital: Home Modifications	20.1	47.5
All	3,099.2	4,436.8

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

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	789.6	912.7
Core: Consumables	8.2	12.0
Core: Social and Civic	132.3	188.7
Core: Transport	3.6	6.9
Capacity Building: Choice and Control	1.8	2.3
Capacity Building: Daily Activities	28.9	43.5
Capacity Building: Employment	0.2	1.3
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	19.7	36.0
Capacity Building: Social and Civic	0.3	0.7
Capacity Building: Support Coordination	13.6	18.7
Capital: Assistive Technology	11.1	24.8
Capital: Home Modifications	5.7	20.7
All	1,023.2	1,269.1

²⁰¹ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 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 \$20.1m. Of which, \$7.7m (38%) has been paid for specialised disability accommodation (SDA) supports, and \$12.4m (62%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$47.5m. Of which, \$27.8m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$19.7m (41%) has been allocated for non-SDA supports.

²⁰³ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁰⁴ Total payments for home modifications in Western Australia were \$5.7m. Of which, \$5.3m (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 \$20.7m. Of which, \$20.4m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (1%) 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 September 2023 (\$m) – Western Australia ^{205 206}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	820.5	1,171.7
Core: Consumables	48.0	75.1
Core: Social and Civic	505.3	691.3
Core: Transport	47.5	36.7
Capacity Building: Choice and Control	37.9	44.9
Capacity Building: Daily Activities	398.0	672.0
Capacity Building: Employment	10.0	41.8
Capacity Building: Health and Wellbeing	1.7	3.8
Capacity Building: Home Living	0.05	0.3
Capacity Building: Lifelong learning	0.01	0.04
Capacity Building: Relationships	37.9	81.6
Capacity Building: Social and Civic	24.8	59.6
Capacity Building: Support Coordination	69.9	108.1
Capital: Assistive Technology	59.7	153.8
Capital: Home Modifications	14.5	26.9
All	2,076.0	3,167.6

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	2023-24 YTD
Total Committed	0.2	19.6	70.5	173.3	226.1	548.9	1,537.5	2,731.3	3,190.4	4,039.3	1,120.1
Total Paid	0.1	11.2	51.8	133.3	167.6	394.4	1,024.8	1,934.1	2,356.0	9,716.7	720.1
% utilised to date	22%	57%	73%	77%	74%	72%	67%	71%	74%	71%	64%

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

Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	3.3%	4.9%	5.2%	5.8%	9.1%	5.2%	6.6%	5.0%	7.9%
Interplan Inflation	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%	8.7%	7.8%	8.2%
Total Inflation	4.3%	11.0%	10.5%	16.2%	25.0%	17.6%	15.3%	12.8%	16.1%

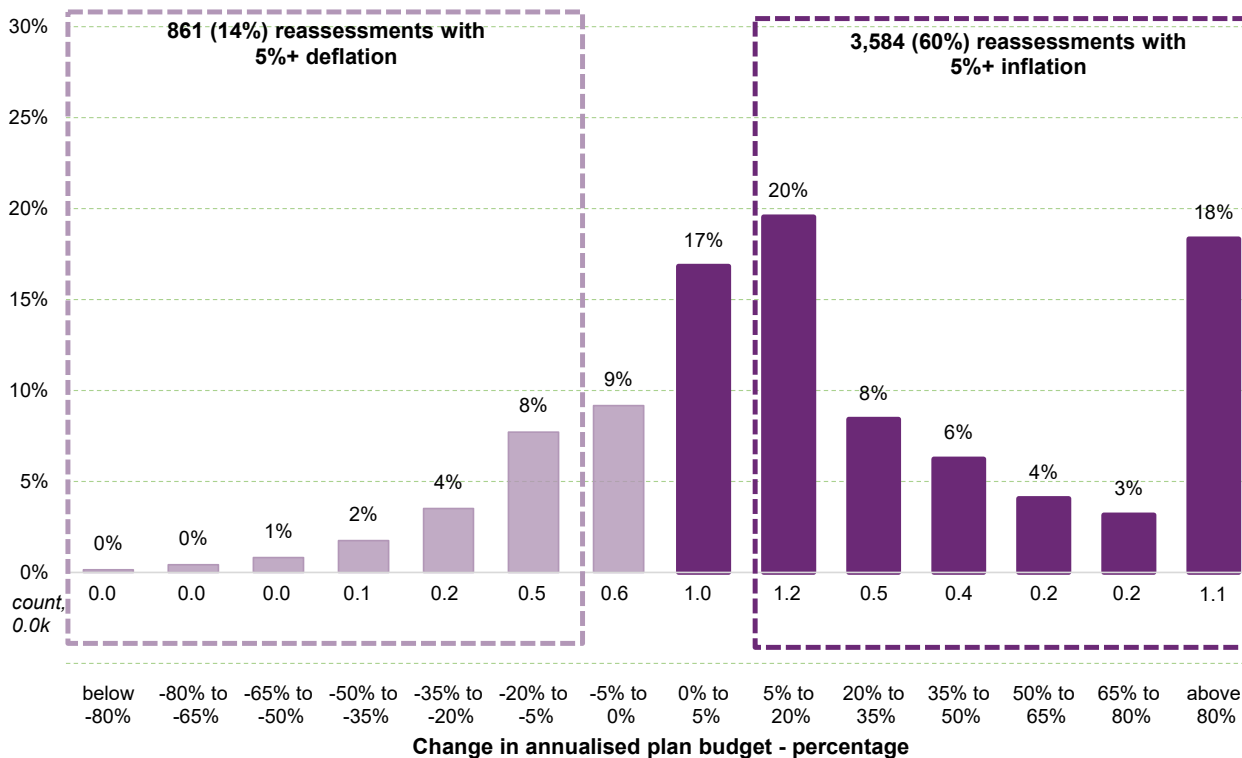
²⁰⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁰⁶ Total payments for home modifications in Western Australia were \$14.5m. Of which, \$2.5m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$12.0m (83%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$26.9m. Of which, \$7.5m (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$19.4m (72%) 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 2023-24 YTD 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 2023 to 30 September 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.

Supplement J:

South Australia

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

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	2023-24 Q1	Total
Access decisions	67,268	2,560	69,828
Active Eligible - Total	53,207	1,938	55,145
<i>Active Eligible - New</i>	37,768	1,905	39,673
<i>Active Eligible - State</i>	12,554	15	12,569
<i>Active Eligible - Commonwealth</i>	2,885	18	2,903
Active Participant Plans (excl ECA) - Total	52,291	2,020	54,311
<i>Active Participant Plans (excl ECA) - New</i>	36,922	1,989	38,911
<i>Active Participant Plans (excl ECA) - State</i>	12,494	16	12,510
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,875	15	2,890
Active Participant Plans - Total	53,649	3,612	55,903
<i>Active Participant Plans - Early Intervention (s25)</i>	17,824	987	18,811
<i>Active Participant Plans - Permanent Disability (s24)</i>	34,467	1,033	35,500
<i>Active Participant Plans - ECA</i>	1,358	1,592	1,592

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

People leaving the Scheme	Total
Number of people who have left the Scheme	4,043
<i>Early Intervention participants</i>	1,710
<i>Permanent disability participants</i>	2,333

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	14,164	97%	5,797	97%	109	90%	20,070	97%
7 to 14	8,187	91%	4,207	90%	212	91%	12,606	91%
15 to 18	1,627	91%	1,132	89%	112	93%	2,871	90%
19 to 24	1,594	90%	1,063	86%	111	88%	2,768	88%
25 to 34	2,278	88%	1,712	82%	112	90%	4,102	85%
35 to 44	2,254	85%	1,832	76%	106	87%	4,192	81%
45 to 54	2,936	82%	2,557	72%	138	78%	5,631	77%
55 to 64	3,751	77%	3,201	65%	153	68%	7,105	71%
65+	136	57%	132	53%	12	60%	280	55%
Missing	229	45%	161	29%	40	77%	430	39%
Total	37,156	89%	21,794	81%	1,105	84%	60,055	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	1,369	94%	727	92%	47	90%	2,143	93%
Autism	15,639	98%	6,867	99%	430	98%	22,936	98%
Cerebral palsy	735	97%	618	97%	26	93%	1,379	97%
Developmental delay	4,163	97%	1,736	97%	31	91%	5,930	97%
Global developmental delay	1,554	99%	702	99%	12	100%	2,268	99%
Hearing impairment	1,016	91%	1,045	89%	39	87%	2,100	90%
Intellectual disability	5,142	96%	3,932	95%	243	95%	9,317	95%
Multiple sclerosis	294	92%	745	88%	19	79%	1,058	89%
Psychosocial disability	2,303	69%	1,804	57%	62	55%	4,169	63%
Spinal cord injury	353	96%	172	97%	20	100%	545	96%
Stroke	450	86%	325	83%	21	84%	796	85%
Visual impairment	444	86%	423	83%	20	91%	887	85%
Other neurological	1,263	82%	1,021	79%	26	84%	2,310	80%
Other physical	1,166	54%	1,026	40%	54	46%	2,246	46%
Other sensory/speech	592	54%	211	45%	<11	n/a	808	51%
Other	497	47%	302	27%	<11	n/a	809	37%
Missing	176	91%	138	95%	40	100%	354	93%
Total	37,156	89%	21,794	81%	1,105	84%	60,055	86%

In Supplement J, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,348	6%	170	8%	3,518	6%
Non-First Nations Participants	42,066	80%	1,819	90%	43,885	81%
Not Stated	6,877	13%	31	2%	6,908	13%
Total	52,291	100%	2,020	100%	54,311	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,730	7%	150	7%	3,880	7%
Not culturally and linguistically diverse	48,520	93%	1,870	93%	50,390	93%
Not stated	41	0%	<11	n/a	41	0%
Total	52,291	100%	2,020	100%	54,311	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 September 2023 – South Australia ²¹³

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	73
Total YPIRAC (under 65)	85

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
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
Sep-23	-8	85

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	39,527	76%	1,568	78%	41,095	76%
Population > 50,000	928	2%	40	2%	968	2%
Population between 15,000 and 50,000	4,667	9%	175	9%	4,842	9%
Population between 5,000 and 15,000	1,802	3%	72	4%	1,874	3%
Population less than 5,000	4,043	8%	122	6%	4,165	8%
Remote	941	2%	27	1%	968	2%
Very Remote	381	1%	15	1%	396	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	52,291	100%	2,020	100%	54,311	100%

²¹³ There are a further 126 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. Quarterly results are reported based on a rolling 3 year period.

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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	21,420	41%	824	41%	22,244	41%
Intellectual Disability	8,607	16%	102	5%	8,709	16%
Developmental Delay	4,342	8%	529	26%	4,871	9%
Psychosocial disability	3,744	7%	94	5%	3,838	7%
Hearing Impairment	1,937	4%	35	2%	1,972	4%
Other Neurological	1,723	3%	61	3%	1,784	3%
Other Physical	1,785	3%	33	2%	1,818	3%
Acquired brain injury	1,751	3%	47	2%	1,798	3%
Cerebral Palsy	1,286	2%	11	1%	1,297	2%
Global Developmental Delay	1,828	3%	172	9%	2,000	4%
Multiple Sclerosis	956	2%	31	2%	987	2%
Visual Impairment	815	2%	<11	n/a	824	2%
Stroke	661	1%	29	1%	690	1%
Other	619	1%	37	2%	656	1%
Spinal Cord Injury	470	1%	<11	n/a	475	1%
Other Sensory/Speech	347	1%	<11	n/a	348	1%
Total	52,291	100%	2,020	100%	54,311	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	405	13%	<11	n/a	405	13%
Intellectual Disability	1,499	49%	<11	n/a	1,499	49%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	249	8%	<11	n/a	249	8%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	192	6%	<11	n/a	193	6%
Other Physical	33	1%	<11	n/a	33	1%
Acquired brain injury	276	9%	<11	n/a	278	9%
Cerebral Palsy	200	7%	<11	n/a	200	7%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	55	2%	<11	n/a	55	2%
Visual Impairment	12	0%	<11	n/a	12	0%
Stroke	65	2%	<11	n/a	67	2%
Other	34	1%	<11	n/a	34	1%
Spinal Cord Injury	19	1%	<11	n/a	19	1%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	3,039	100%	<11	n/a	3,044	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 1% (805) 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% (205) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	21,015	43%	824	41%	21,839	43%
Intellectual Disability	7,108	14%	102	5%	7,210	14%
Developmental Delay	4,342	9%	529	26%	4,871	10%
Psychosocial disability	3,495	7%	94	5%	3,589	7%
Hearing Impairment	1,937	4%	35	2%	1,972	4%
Other Neurological	1,531	3%	60	3%	1,591	3%
Other Physical	1,752	4%	33	2%	1,785	3%
Acquired brain injury	1,475	3%	45	2%	1,520	3%
Cerebral Palsy	1,086	2%	11	1%	1,097	2%
Global Developmental Delay	1,828	4%	172	9%	2,000	4%
Multiple Sclerosis	901	2%	31	2%	932	2%
Visual Impairment	803	2%	<11	n/a	812	2%
Stroke	596	1%	27	1%	623	1%
Other	585	1%	37	2%	622	1%
Spinal Cord Injury	451	1%	<11	n/a	456	1%
Other Sensory/Speech	347	1%	<11	n/a	348	1%
Total	49,252	100%	2,015	100%	51,267	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,889	9%	475	24%	5,364	10%
2 (High Function)	96	0%	<11	n/a	105	0%
3 (High Function)	2,668	5%	144	7%	2,812	5%
4 (High Function)	2,378	5%	57	3%	2,435	4%
5 (High Function)	3,398	6%	145	7%	3,543	7%
6 (Moderate Function)	14,974	29%	685	34%	15,659	29%
7 (Moderate Function)	2,545	5%	90	4%	2,635	5%
8 (Moderate Function)	3,238	6%	69	3%	3,307	6%
9 (Moderate Function)	266	1%	<11	n/a	272	1%
10 (Moderate Function)	5,009	10%	120	6%	5,129	9%
11 (Low Function)	1,637	3%	<11	n/a	1,646	3%
12 (Low Function)	5,813	11%	91	5%	5,904	11%
13 (Low Function)	4,737	9%	115	6%	4,852	9%
14 (Low Function)	590	1%	<11	n/a	595	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	47	0%	<11	n/a	47	0%
Total	52,291	100%	2,020	100%	54,311	100%

²²¹ Down syndrome is included in intellectual disability, representing 1% (600) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	6,792	13%	864	43%	7,656	14%
7 to 14	14,969	29%	459	23%	15,428	28%
15 to 18	5,631	11%	124	6%	5,755	11%
19 to 24	4,662	9%	63	3%	4,725	9%
25 to 34	4,104	8%	105	5%	4,209	8%
35 to 44	3,796	7%	113	6%	3,909	7%
45 to 54	4,373	8%	112	6%	4,485	8%
55 to 64	5,448	10%	172	9%	5,620	10%
65+	2,516	5%	<11	n/a	2,524	5%
Total	52,291	100%	2,020	100%	54,311	100%

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

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	7.4%	3.5%	5.5%
7-14	11.9%	5.6%	8.9%
15-18	8.3%	4.6%	6.6%
19-24	4.3%	2.5%	3.5%
25-44	1.8%	1.4%	1.7%
45-64	2.3%	2.0%	2.2%
Total (aged 0 to 64)	4.4%	2.5%	3.5%

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

Note: In Tables J.16 to J.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table J.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,059), 'participant social and community engagement rate' (n=4,080), 'parent and carer employment rate' (n=3,382) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,282) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - South Australia ²²³

Age group	Baseline	R1	R2	2023-24 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%	34%	32%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	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	33%	36%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	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	40%	40%	42%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	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 September 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=3,518), 'participant social and community engagement rate' (n=3,530), 'parent and carer employment rate' (n=2,397) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,131) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - South Australia ²²⁴

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	22%	27%	26%
Participant employment rate - Aged 25 to 34 years	34%	36%	35%	33%	26%
Participant employment rate - Aged 35 to 44 years	32%	32%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	16%	26%
Participant employment rate - Aged 65+ years	14%	12%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	26%	25%	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%	33%	34%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	43%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	35%	40%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	40%	33%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	35%	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%	39%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	37%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	51%	45%	50%
Parent and carer employment rate - All ages	45%	49%	50%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	68%	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%	74%	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 September 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=2,725), 'participant social and community engagement rate' (n=2,740), 'parent and carer employment rate' (n=1,285) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,786) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - South Australia ²²⁵

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	16%	22%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	37%	37%	33%	28%	35%	26%
Participant employment rate - Aged 35 to 44 years	34%	33%	31%	26%	28%	26%
Participant employment rate - Aged 45 to 54 years	30%	24%	25%	26%	24%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	17%	18%	26%
Participant employment rate - Aged 65+ years	16%	13%	12%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	29%	27%	24%	25%	26%
Participant employment rate - Aged 15 to 64 years	27%	27%	26%	23%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	39%	33%	32%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	40%	43%	51%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	39%	41%	43%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	47%	43%	39%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	35%	41%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	29%	22%	26%	33%	46%
Participant social and community engagement rate - Aged 25+ years	39%	40%	38%	41%	40%	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%	54%	50%	50%
Parent and carer employment rate - Aged 15+ years	44%	46%	49%	45%	42%	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	56%	63%	67%	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%	75%	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 September 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=1,142), 'participant social and community engagement rate' (n=1,140), 'parent and carer employment rate' (n=680) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=834) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - South Australia ²²⁶

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	9%	17%	25%	26%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	34%	42%	22%	38%	30%	26%
Participant employment rate - Aged 35 to 44 years	34%	29%	27%	37%	20%	29%	26%
Participant employment rate - Aged 45 to 54 years	34%	33%	34%	33%	34%	27%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	19%	15%	11%	15%	26%
Participant employment rate - Aged 65+ years	19%	21%	16%	10%	13%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	30%	25%	24%	24%	26%
Participant employment rate - Aged 15 to 64 years	24%	23%	26%	25%	24%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	32%	37%	42%	33%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	50%	49%	52%	46%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	49%	51%	51%	42%	47%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	42%	41%	45%	42%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	41%	45%	41%	38%	44%	46%
Participant social and community engagement rate - Aged 65+ years	42%	38%	38%	36%	29%	39%	46%
Participant social and community engagement rate - Aged 25+ years	43%	44%	45%	43%	40%	45%	46%
Participant social and community engagement rate - Aged 15+ years	40%	41%	43%	43%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	56%	56%	50%	43%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	48%	58%	66%	49%	48%	50%
Parent and carer employment rate - All ages	47%	52%	57%	57%	45%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	62%	67%	70%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	80%	77%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	67%	73%	73%	74%	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 September 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=169), 'participant social and community engagement rate' (n=172), 'parent and carer employment rate' (n=265) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=153) 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 September 2017 - South Australia ²²⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 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	24%	25%	23%	32%	28%	33%	31%	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	31%	42%	39%	39%	37%	19%	37%	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%	44%	51%	55%	58%	45%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	47%	59%	66%	64%	69%	71%	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	52%	63%	65%	64%	70%	72%	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 September 2017 and have had a sixth plan reassessment to date.

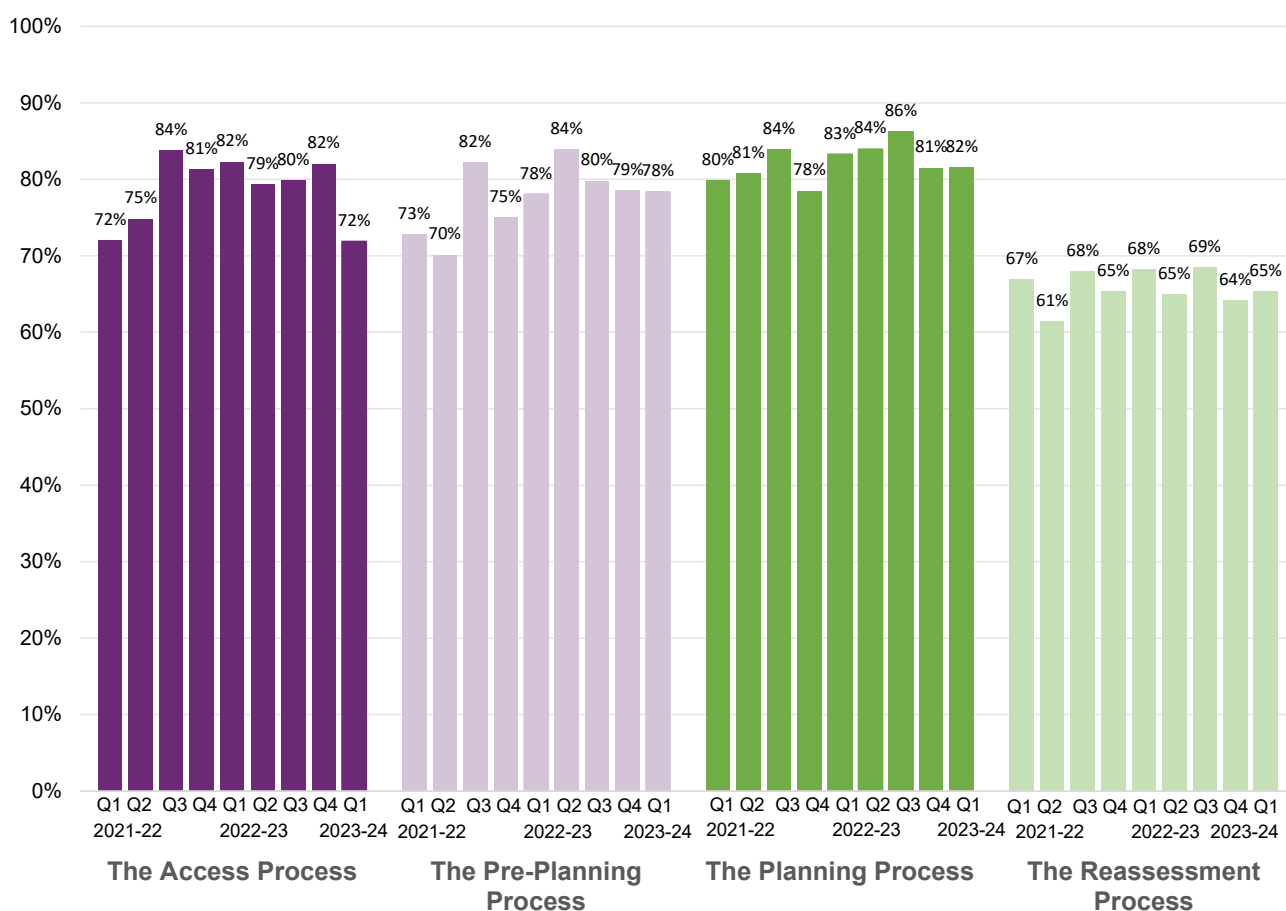
Part Three: Participant experience

Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 1,280 in Prior Quarters, n = 128 in 2023-24 Q1), 'Pre-planning' (n = 1,105 in Prior Quarters, n = 97 in 2023-24 Q1), 'Planning' (n = 4,612 in Prior Quarters, n = 519 in 2023-24 Q1) and 'Plan reassessment' (n = 13,000 in Prior Quarters, n = 1,123 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	86%	83%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	76%	74%
Access - % of participants rating their overall experience as Very Good or Good.	78%	72%
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?	93%	96%
Pre-planning - Were decisions about your plan clearly explained?	78%	77%
Pre-planning - Are you clear on what happens next with your plan?	68%	63%
Pre-planning - Do you know where to go for more help with your plan?	70%	70%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	78%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	87%	88%
Planning - Are you clear on what happens next with your plan?	82%	80%
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.	82%	82%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	75%
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%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	65%

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 2023-24 Q1. 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 '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 2023-24 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q1 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 September 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	2023-24 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	35	<11	36	31
People who have submitted an access request: Complaint about LAC Partner	379	27	406	354
People who have submitted an access request: Complaints about service providers	759	52	811	660
People who have submitted an access request: Complaints about the Agency	14,092	691	14,783	7,267
People who have submitted an access request: Unclassified	505	<11	505	468
People who have submitted an access request: Total	15,770	771	16,541	7,916
<i>Percentage of the number of active participants</i>	7.5%	5.8%	7.4%	n/a
Total PCIs	3,281	403	3,684	n/a

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

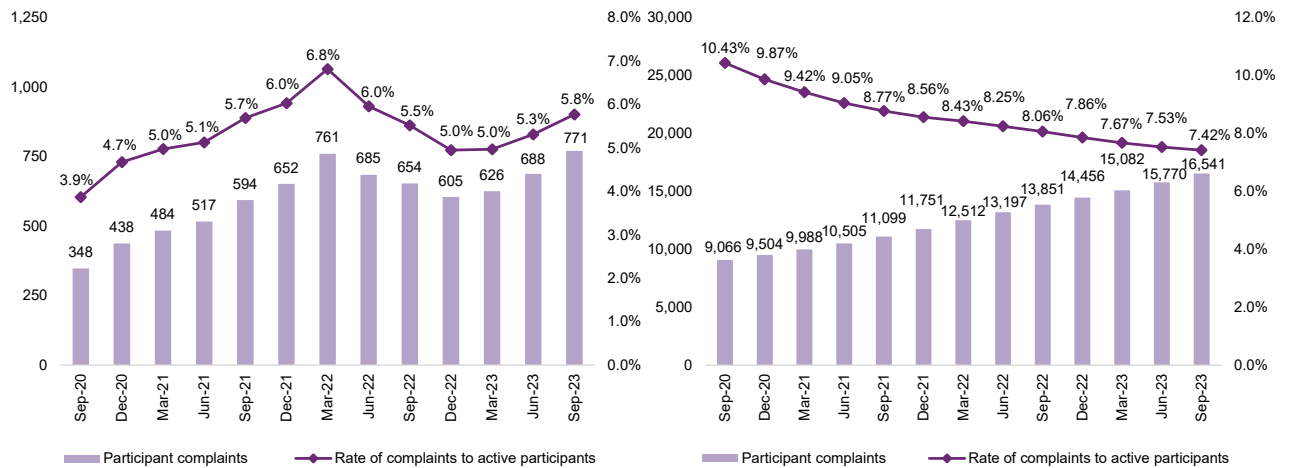
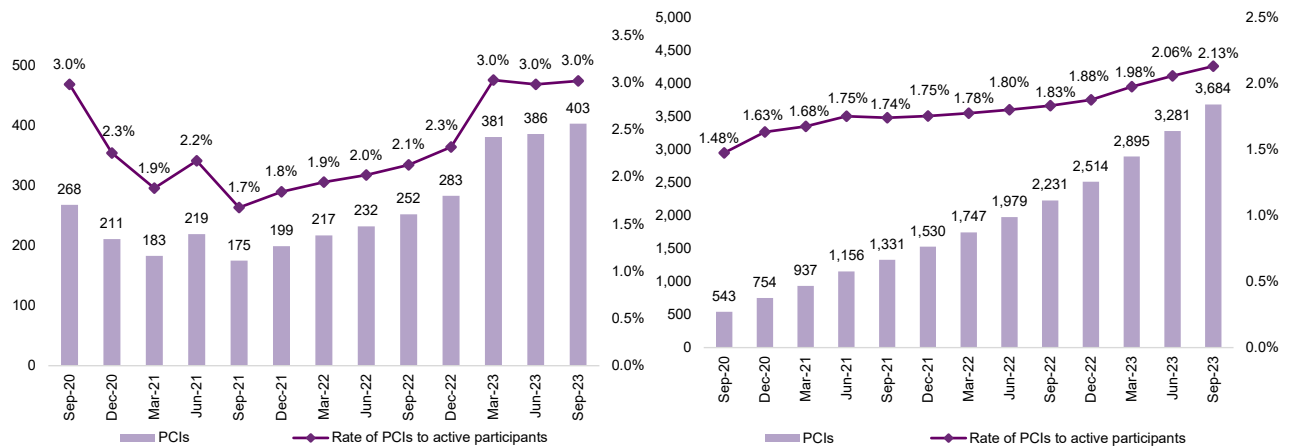


Figure J.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – South Australia



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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	557	4%	<11	n/a	557	4%
Complaints about the Agency - Information unclear	291	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	291	2%	36	5%	327	2%
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	668	5%	64	9%	732	5%
Complaints about the Agency - NDIA Fraud and Compliance	42	0%	<11	n/a	48	0%
Complaints about the Agency - NDIA Plan	2,631	19%	243	35%	2,874	19%
Complaints about the Agency - NDIA Process	940	7%	71	10%	1,011	7%
Complaints about the Agency - NDIA Resources	80	1%	<11	n/a	89	1%
Complaints about the Agency - NDIA Staff	549	4%	55	8%	604	4%
Complaints about the Agency - NDIA Timeliness	1,941	14%	196	28%	2,137	14%
Complaints about the Agency - Participation, engagement and inclusion	52	0%	<11	n/a	52	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	1,164	8%	<11	n/a	1,165	8%
Complaints about the Agency - Staff conduct - Agency	140	1%	<11	n/a	140	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	21%	<11	n/a	2,950	20%
Complaints about the Agency - Other	1,474	10%	<11	n/a	1,478	10%
Complaints about the Agency - Total	14,092	100%	691	100%	14,783	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	15	43%	<11	n/a	15	42%
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	35	100%	<11	n/a	36	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	77	20%	<11	n/a	81	20%
Complaints about LAC Partner - LAC Process	45	12%	<11	n/a	47	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	198	52%	20	74%	218	54%
Complaints about LAC Partner - LAC Timeliness	52	14%	<11	n/a	52	13%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	379	100%	27	100%	406	100%
Complaints about service providers - Provider Costs	31	4%	<11	n/a	31	4%
Complaints about service providers - Provider Finance	56	7%	<11	n/a	64	8%
Complaints about service providers - Provider Fraud and Compliance	58	8%	<11	n/a	66	8%

²³² There are 15,770 total participant complaints in Prior Quarters, 771 total participant complaints in 2023-24 Q1, and 16,541 total participant complaints as at 30 September 2023, including 505 unclassified participant complaints as at 30 September 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	36	5%	<11	n/a	36	4%
Complaints about service providers - Provider Service	255	34%	18	35%	273	34%
Complaints about service providers - Provider Staff	118	16%	17	33%	135	17%
Complaints about service providers - Service Delivery	35	5%	<11	n/a	35	4%
Complaints about service providers - Staff Conduct	40	5%	<11	n/a	40	5%
Complaints about service providers - Supports being provided	47	6%	<11	n/a	48	6%
Complaints about service providers - Other	83	11%	<11	n/a	83	10%
Complaints about service providers - Total	759	100%	52	100%	811	100%

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

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	290	15%	17	17%	307	15%
Plan	1,482	77%	73	72%	1,555	77%
Plan Reassessment	48	2%	<11	n/a	49	2%
Other	102	5%	<11	n/a	112	6%
Total cases	1,922	100%	101	100%	2,023	100%
Percentage of the number of active participants	n/a	0.92%	n/a	0.76%	n/a	0.91%

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

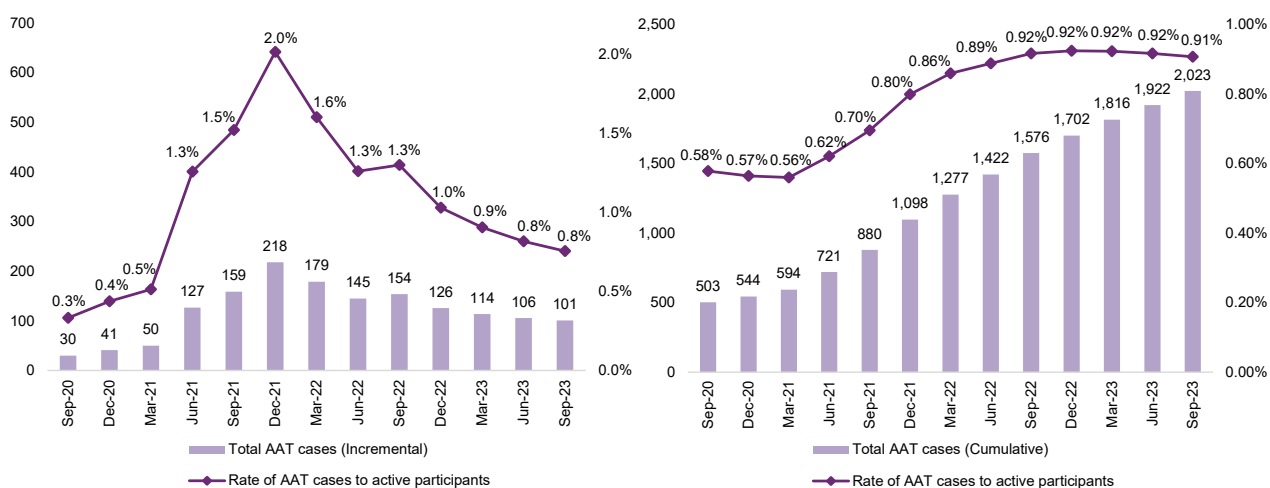


Table J.25 AAT cases by open/closed and decision – South Australia ²³³ ²³⁴

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,023	1,832
Open AAT Cases	309	301
Closed AAT Cases	1,714	1,556
<i>Resolved before hearing</i>	1,689	1,534
<i>Gone to hearing and received a substantive decision</i>	25	22

²³³ Of the 25 cases which went to hearing and received a substantive decision: 12 affirmed the Agency's decision, 5 varied the Agency's decision and 8 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	2023-24 Q1
Average number of active providers per active participant	0.99	1.01
Number of providers delivering new types of supports	188	192
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	85%	85%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	98%
Share of payments - top 25%: Participate Community (Percentage)	96%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	94%	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 September 2023 by quarter of activity – South Australia ²³⁷

Activity	Number of providers
Active for the first time in 2023-24 Q1	57
Active in 2023-24 Q1 and also in previous quarters	980
Active in 2023-24 Q1	1,037
Inactive in 2023-24 Q1	2,215
Active ever	3,252

Table J.28 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – South Australia ²³⁸

Amount paid in 2023-24 Q1	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	155	40	23	218
\$2,001-\$10,000	186	14	14	214
\$10,001-\$100,000	255	7	17	279
\$100,001-\$250,000	116	<5	<5	121
\$250,000+	203	<5	<5	205
Total	915	65	57	1,037

Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia ²³⁹

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	12%	15%	12%
Health & Wellbeing	63%	67%	64%
Lifelong Learning	31%	27%	30%
Other	18%	20%	19%
Non-categorised	15%	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 Figure J.5 to J.13 and in Table J.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 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 2023-24 Q1 – South Australia

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	7.8%	8.3%
\$10,001-\$15,000	11.9%	12.6%
\$15,001-\$20,000	12.1%	12.8%
\$20,001-\$25,000	12.2%	12.9%
\$25,001-\$30,000	5.9%	6.3%
\$30,001-\$50,000	13.7%	14.5%
\$50,001-\$100,000	15.6%	16.5%
\$100,001-\$150,000	6.0%	6.3%
\$150,001-\$200,000	3.1%	3.1%
\$200,001-\$250,000	1.9%	1.6%
\$250,001+	7.4%	2.6%

Figure J.5 Average annualised committed supports and average payments by age group as at 30 September 2023 – South Australia

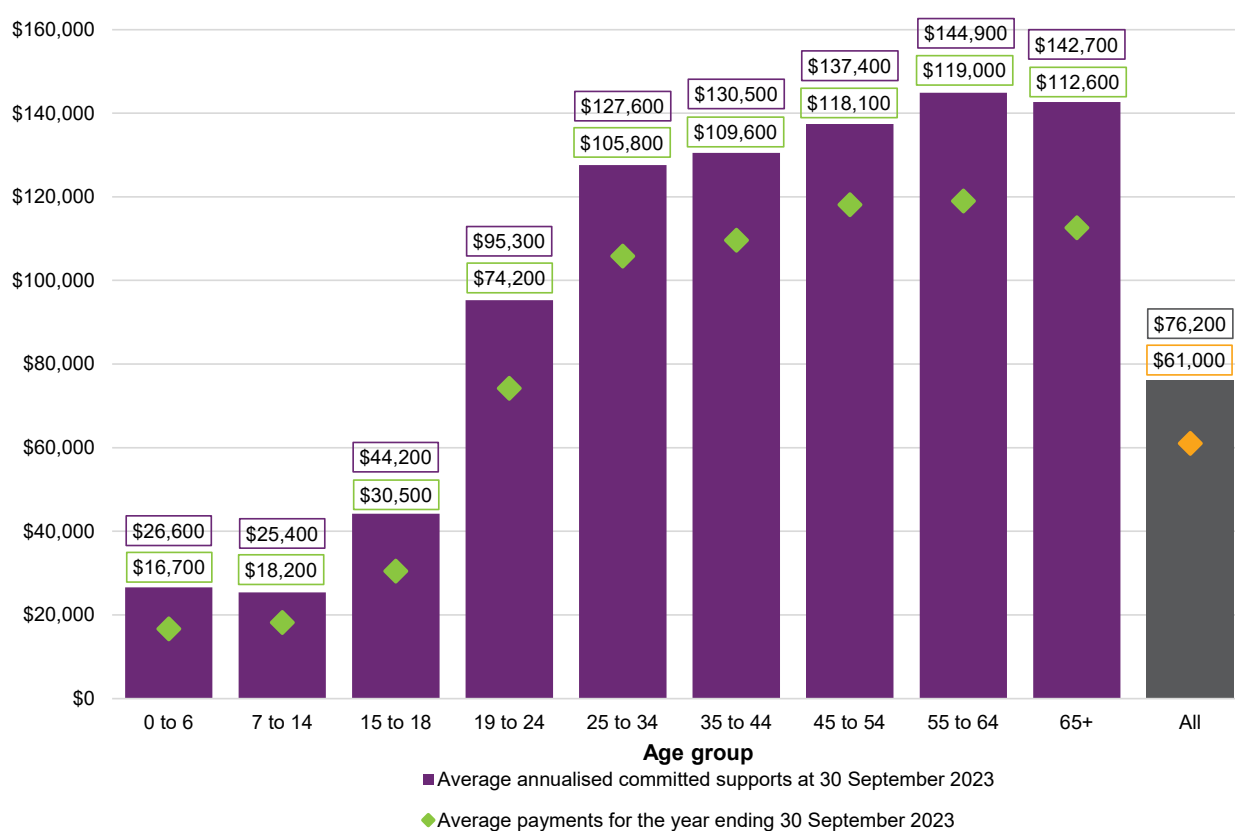


Figure J.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – South Australia

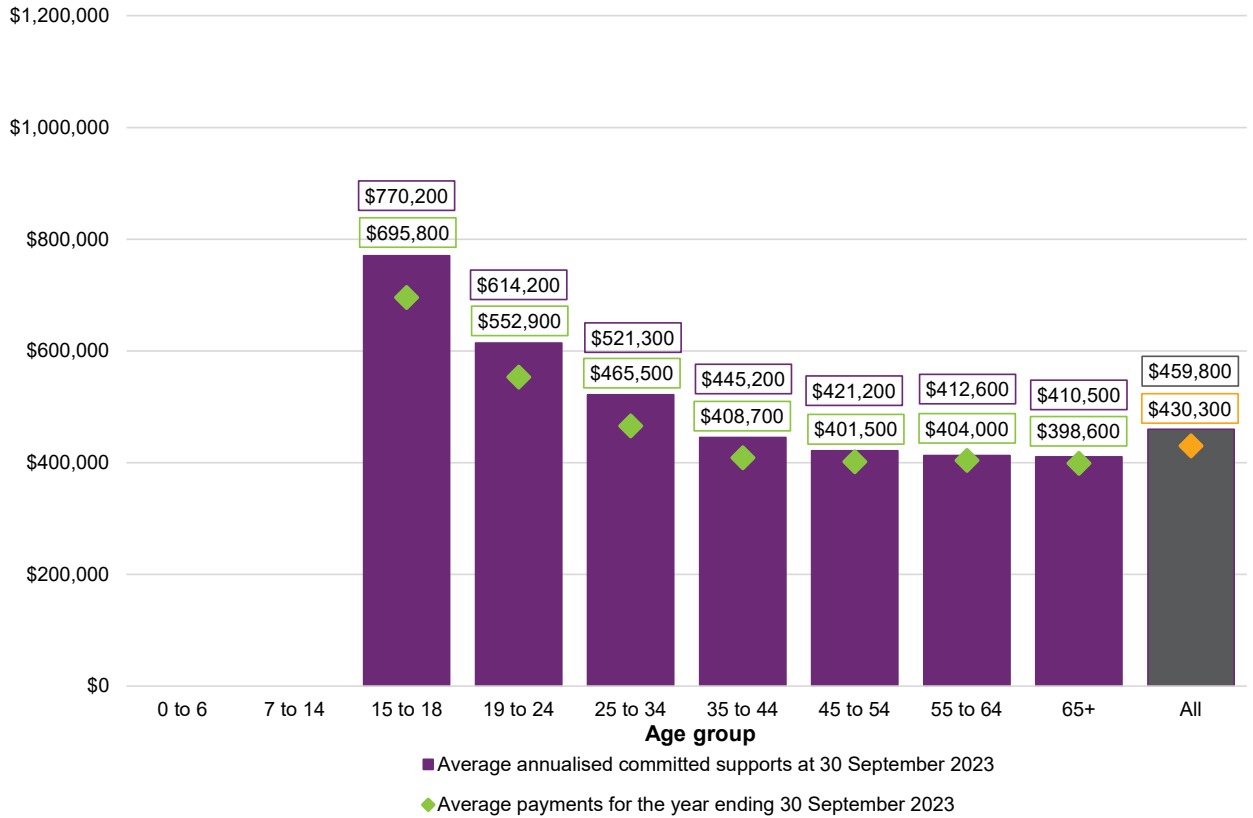


Figure J.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – South Australia

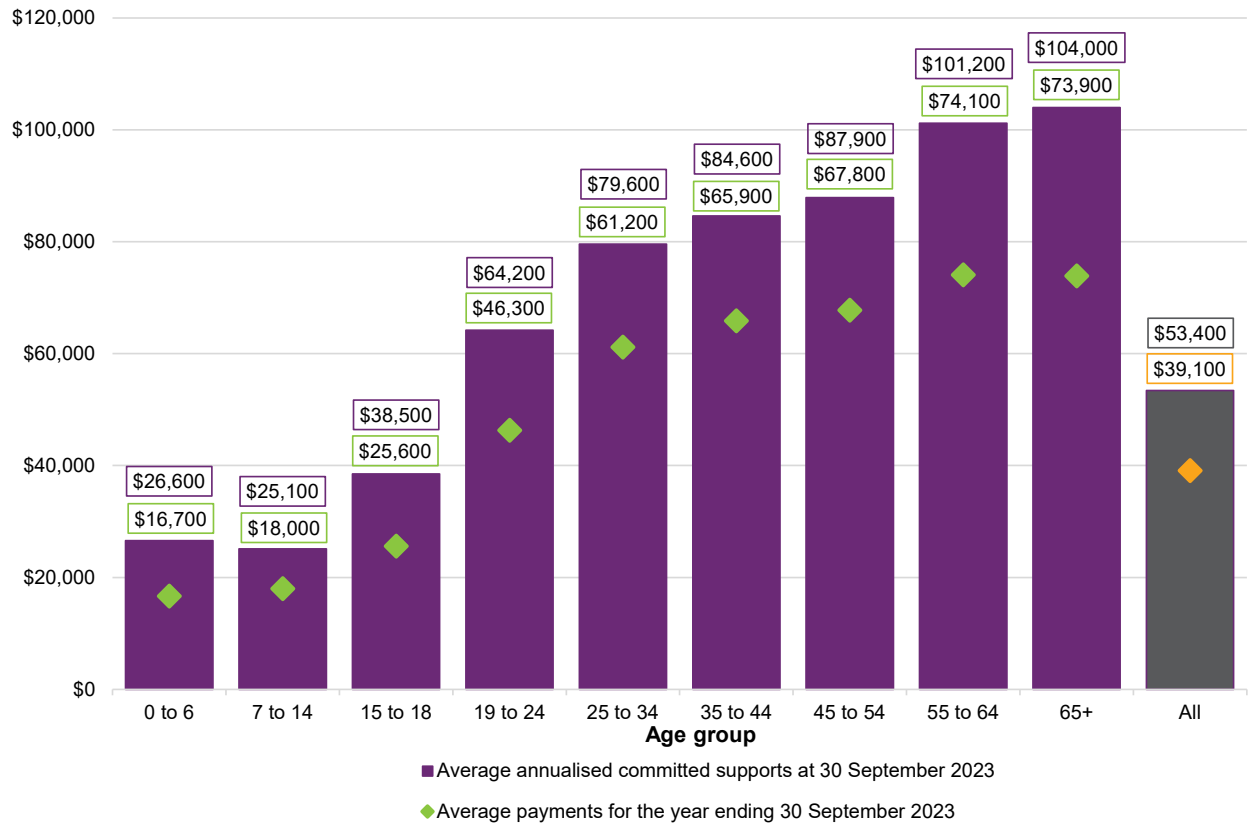


Figure J.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – South Australia

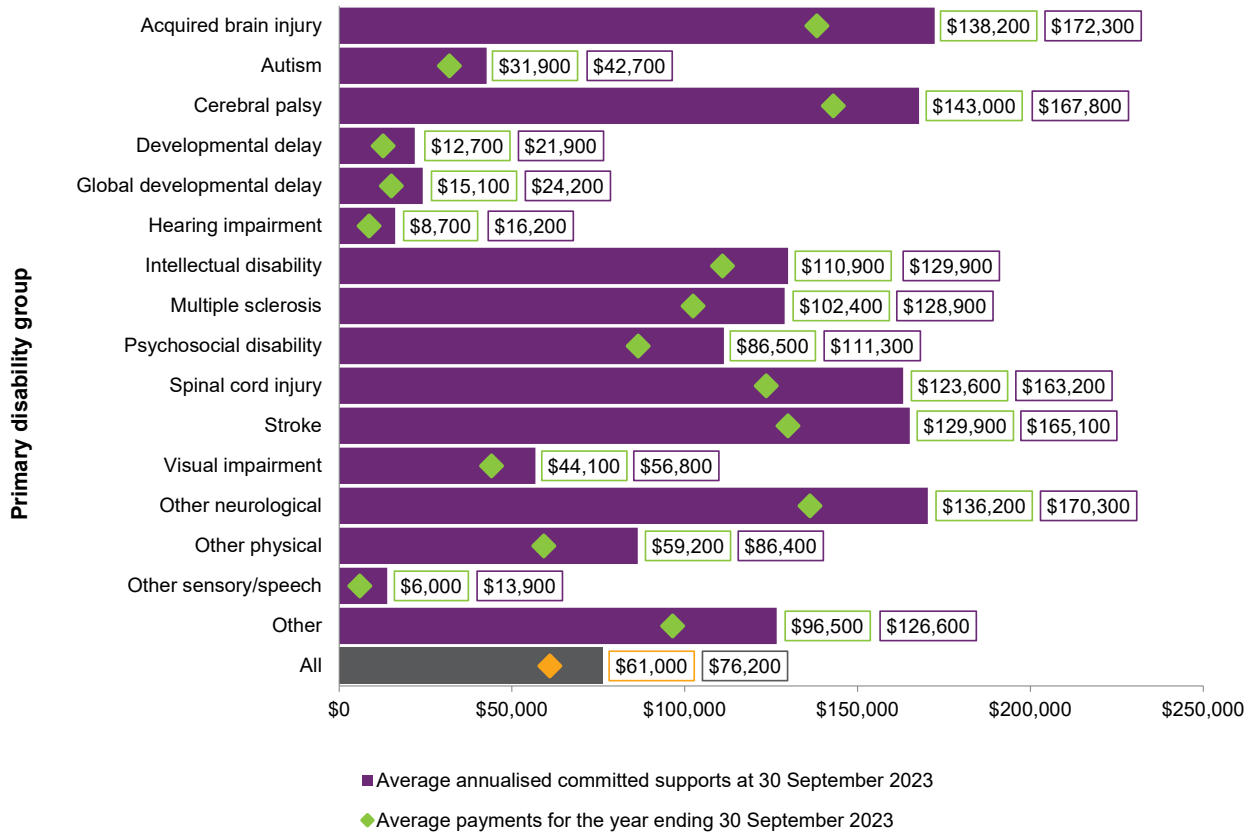


Figure J.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – South Australia

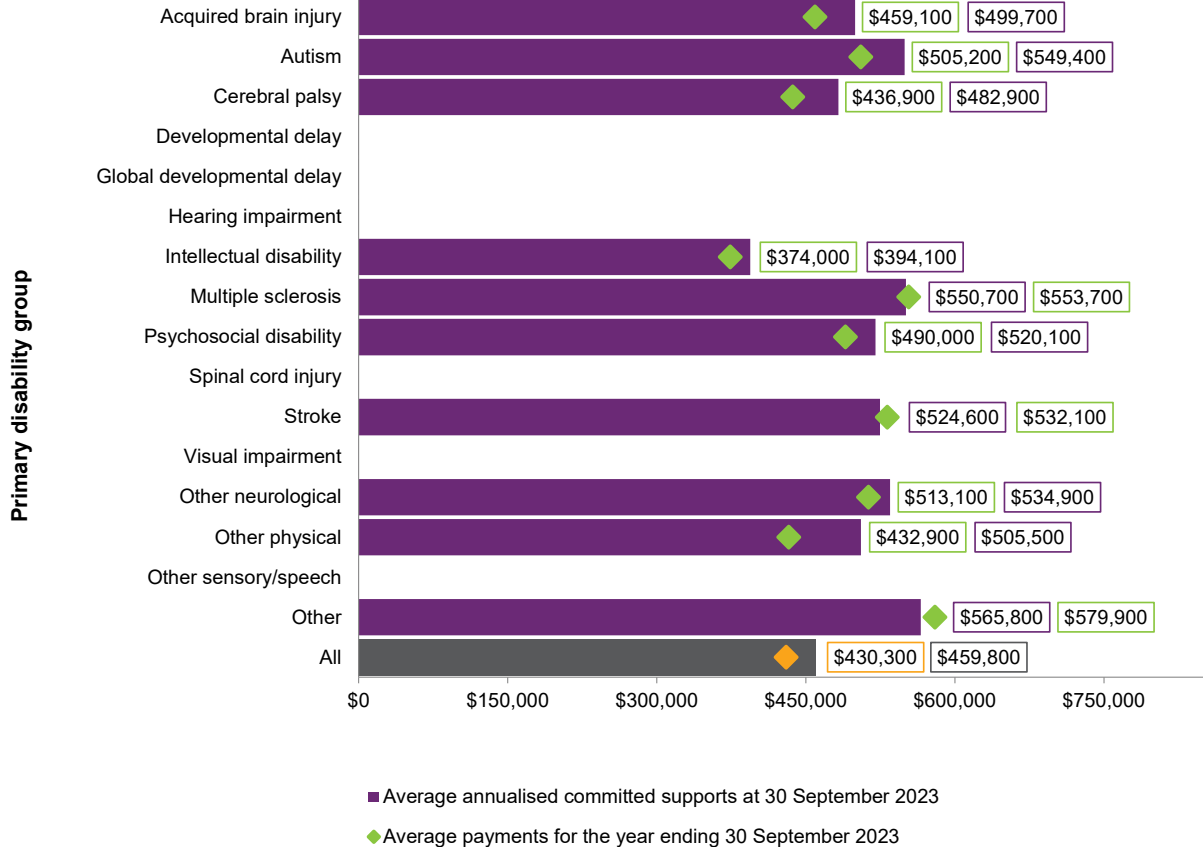


Figure J.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – South Australia

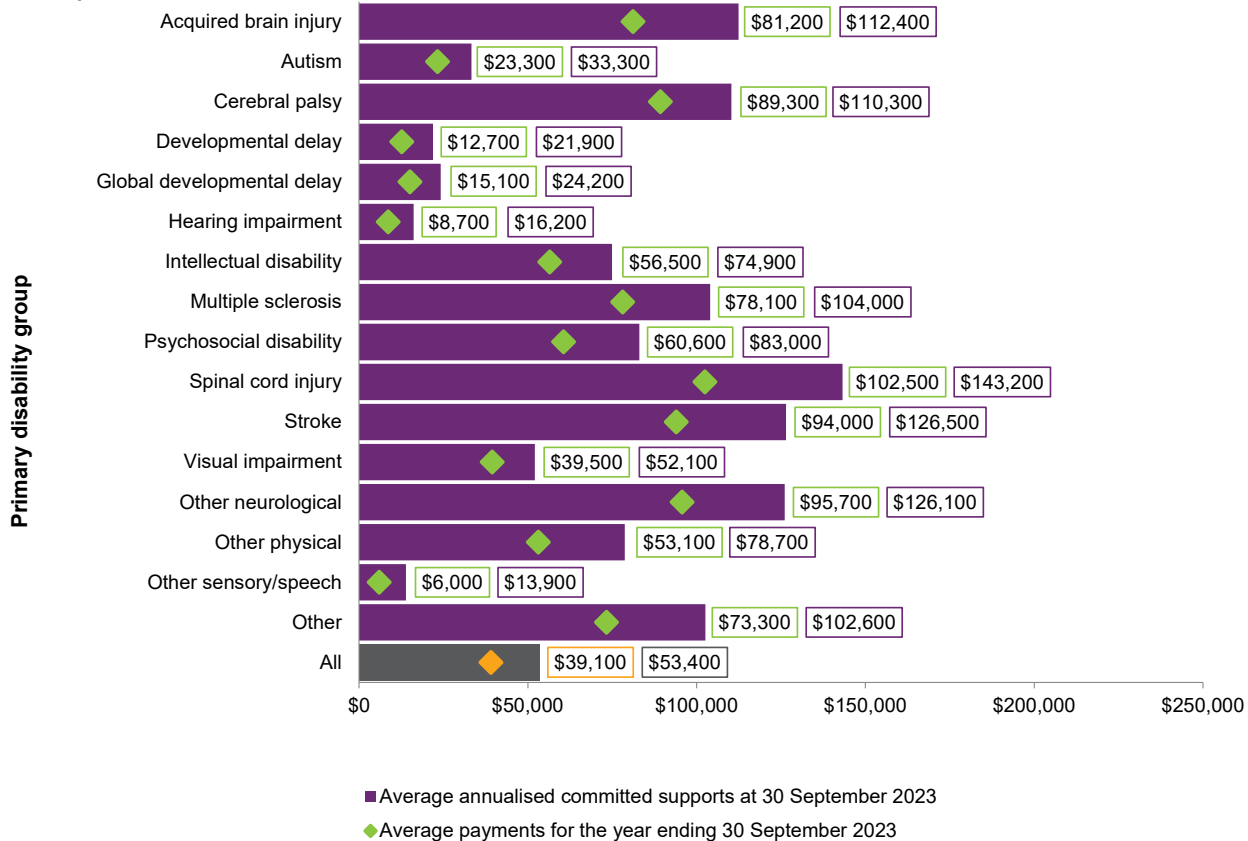


Figure J.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – South Australia

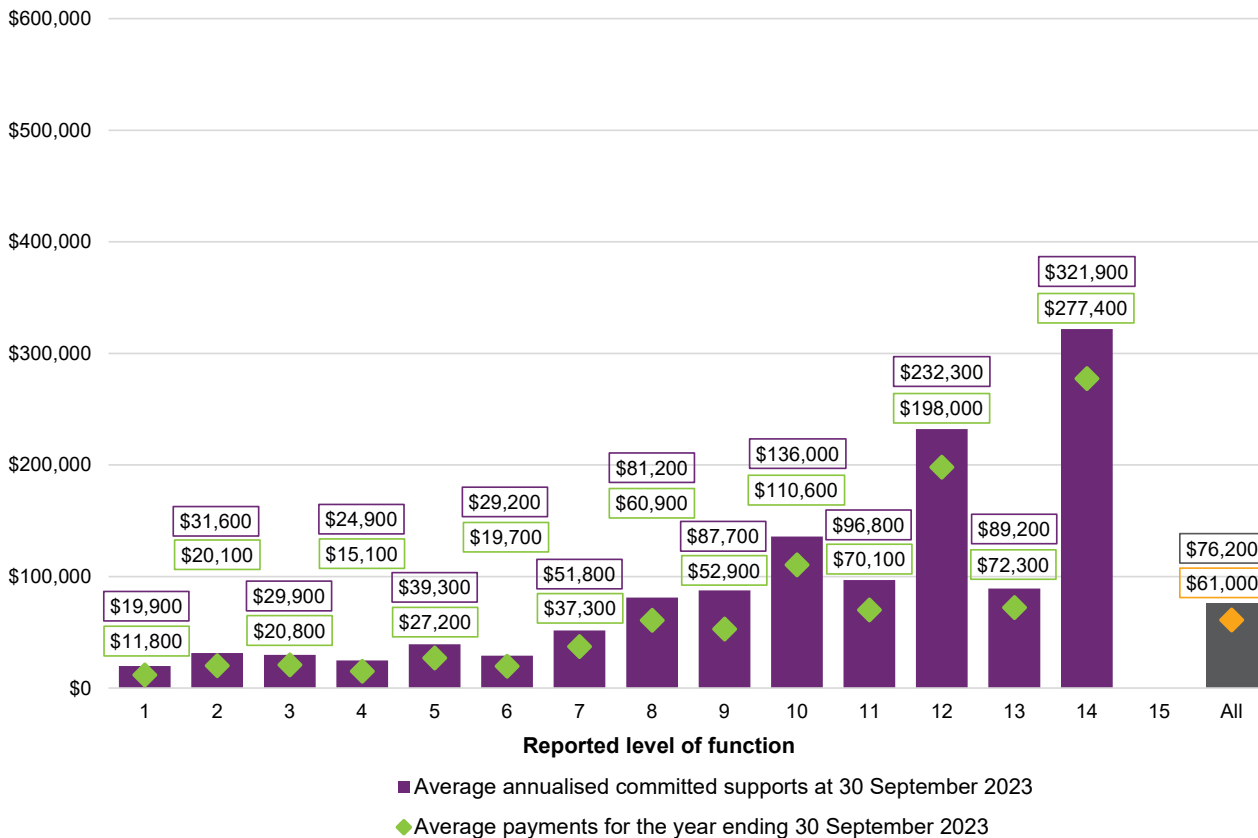


Figure J.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – South Australia



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

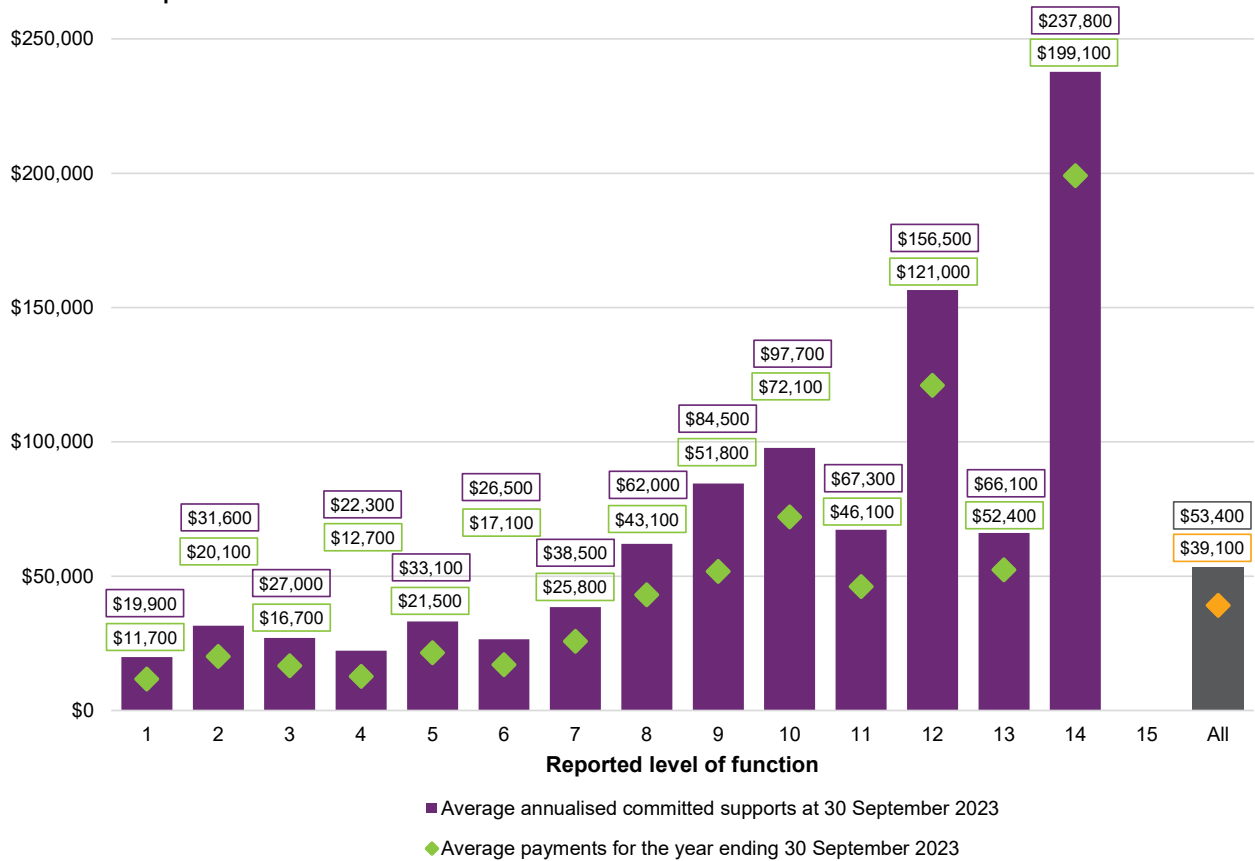


Table J.31 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – South Australia ^{240 241}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	1,787.9	2,134.6
Core: Consumables	55.1	74.0
Core: Social and Civic	558.0	772.8
Core: Transport	43.6	40.5
Capacity Building: Choice and Control	50.5	57.4
Capacity Building: Daily Activities	398.3	632.2
Capacity Building: Employment	10.1	29.3
Capacity Building: Health and Wellbeing	1.9	4.2
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	46.3	98.8
Capacity Building: Social and Civic	6.3	21.0
Capacity Building: Support Coordination	76.7	106.6
Capital: Assistive Technology	50.6	117.0
Capital: Home Modifications	28.6	48.3
All	3,113.8	4,137.0

Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – South Australia ^{242 243}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	1,001.4	1,043.7
Core: Consumables	9.4	11.6
Core: Social and Civic	121.7	187.0
Core: Transport	4.1	7.1
Capacity Building: Choice and Control	4.1	4.2
Capacity Building: Daily Activities	30.4	38.0
Capacity Building: Employment	0.2	1.0
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	20.7	41.6
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	15.1	20.2
Capital: Assistive Technology	8.0	15.9
Capital: Home Modifications	16.8	28.1
All	1,232.2	1,399.6

²⁴⁰ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

²⁴¹ Total payments for home modifications in South Australia were \$28.6m. Of which, \$20.7m (72%) has been paid for specialised disability accommodation (SDA) supports, and \$7.9m (28%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$48.3m. Of which, \$35.4m (73%) has been allocated for specialised disability accommodation (SDA) supports, and \$12.9m (27%) has been allocated for non-SDA supports.

²⁴² Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

²⁴³ Total payments for home modifications in South Australia were \$16.8m. Of which, \$16.36m (97.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.41m (2.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$28.1m. Of which, \$27.4m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8m (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 September 2023 (\$m) – South Australia ^{244 245}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	786.5	1,090.8
Core: Consumables	45.8	62.4
Core: Social and Civic	436.3	585.9
Core: Transport	39.4	33.4
Capacity Building: Choice and Control	46.4	53.2
Capacity Building: Daily Activities	367.9	594.2
Capacity Building: Employment	9.9	28.3
Capacity Building: Health and Wellbeing	1.6	3.6
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	25.6	57.2
Capacity Building: Social and Civic	6.1	20.4
Capacity Building: Support Coordination	61.6	86.4
Capital: Assistive Technology	42.6	101.1
Capital: Home Modifications	11.8	20.1
All	1,881.6	2,737.4

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	2023-24 YTD
Total Committed	10.5	48.2	101.8	186.4	370.0	1,158.1	2,123.7	2,770.3	3,169.1	3,891.5	1,079.8
Total Paid	5.6	29.5	62.8	104.5	221.1	793.4	1,490.2	1,998.3	2,415.8	2,942.1	732.1
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	76%	76%	68%

Table J.35 Percentage change in plan budgets for active participants – South Australia

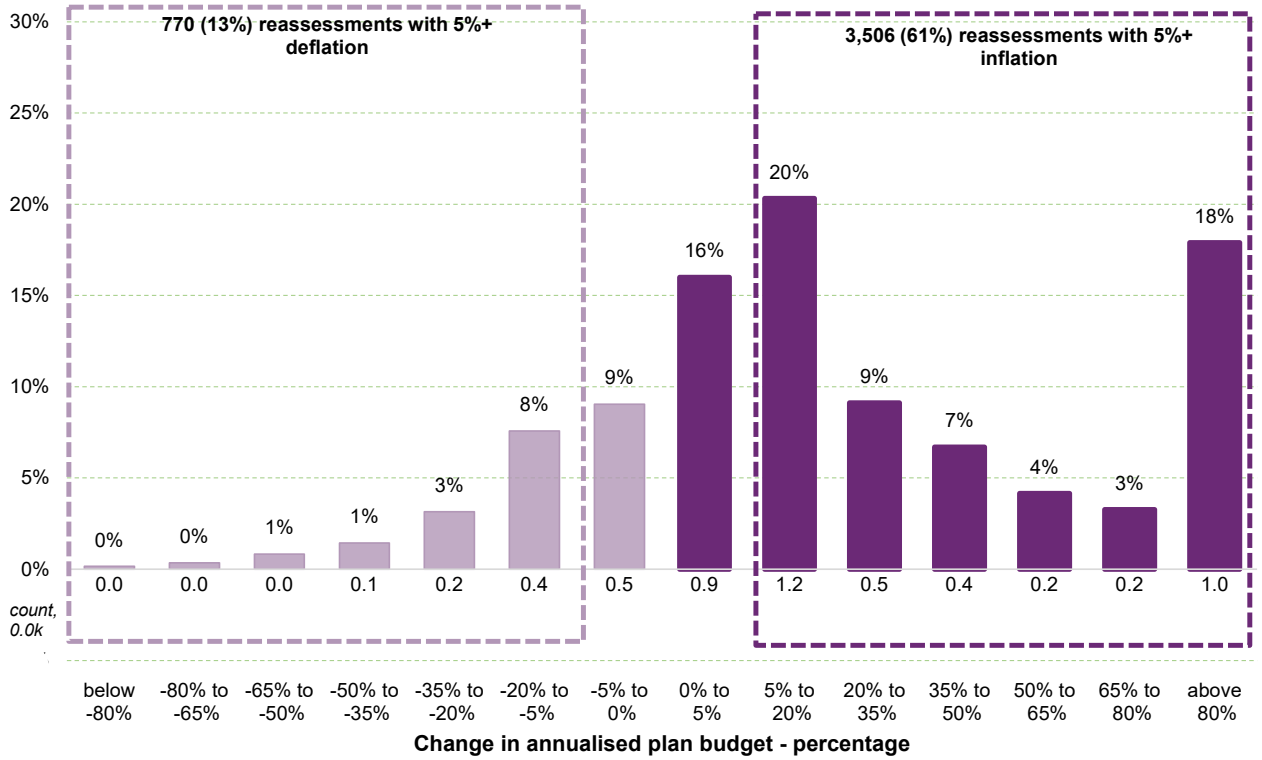
Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	4.7%	6.3%	6.7%	9.3%	13.2%	8.8%	10.2%	10.1%	11.0%
Interplan Inflation	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%	8.1%	9.3%	6.0%
Total Inflation	2.6%	4.6%	6.1%	12.8%	21.9%	18.0%	18.3%	19.3%	17.1%

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 \$11.8m. Of which, \$4.4m (37%) has been paid for specialised disability accommodation (SDA) supports, and \$7.5m (63%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$20.1m. Of which, \$8.0m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$12.1m (60%) has been allocated for non-SDA supports.

²⁴⁶ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 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.

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

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	2023-24 Q1	Total
Access decisions	16,779	587	17,366
Active Eligible - Total	13,475	435	13,910
<i>Active Eligible - New</i>	9,105	425	9,530
<i>Active Eligible - State</i>	2,909	<11	2,911
<i>Active Eligible - Commonwealth</i>	1,461	<11	1,469
Active Participant Plans (excl ECA) - Total	13,230	472	13,702
<i>Active Participant Plans (excl ECA) - New</i>	8,880	464	9,344
<i>Active Participant Plans (excl ECA) - State</i>	2,898	<11	2,899
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,452	<11	1,459
Active Participant Plans - Total	13,346	556	13,786
<i>Active Participant Plans - Early Intervention (s25)</i>	3,417	18	3,435
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,813	454	10,267
<i>Active Participant Plans - ECA</i>	116	84	84

Table K.2 People who have left the Scheme since 1 July 2013 as at 30 September 2023 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	941
<i>Early Intervention participants</i>	306
<i>Permanent disability participants</i>	635

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	2,467	97%	1,125	97%	138	100%	3,730	97%
7 to 14	1,981	90%	983	89%	119	89%	3,083	90%
15 to 18	985	92%	585	90%	42	93%	1,612	91%
19 to 24	543	86%	357	82%	31	97%	931	85%
25 to 34	453	84%	394	77%	19	70%	866	80%
35 to 44	585	84%	548	78%	<11	n/a	1,142	81%
45 to 54	773	84%	752	75%	28	85%	1,553	79%
55 to 64	985	82%	892	72%	37	82%	1,914	77%
65+	30	61%	29	49%	<11	n/a	60	55%
Missing	45	46%	40	51%	<11	n/a	86	49%
Total	8,847	89%	5,705	82%	425	91%	14,977	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	354	94%	173	89%	<11	n/a	537	92%
Autism	3,245	96%	1,416	97%	207	95%	4,868	96%
Cerebral palsy	244	96%	213	97%	15	100%	472	96%
Developmental delay	872	97%	394	96%	51	100%	1,317	97%
Global developmental delay	187	99%	74	100%	<11	n/a	265	99%
Hearing impairment	256	90%	245	88%	11	92%	512	89%
Intellectual disability	1,750	94%	1,387	94%	53	96%	3,190	94%
Multiple sclerosis	88	89%	305	92%	<11	n/a	399	91%
Psychosocial disability	646	71%	562	61%	26	67%	1,234	66%
Spinal cord injury	100	94%	42	93%	<11	n/a	144	94%
Stroke	107	84%	98	82%	<11	n/a	210	83%
Visual impairment	118	91%	108	84%	<11	n/a	231	88%
Other neurological	358	84%	285	83%	13	93%	656	84%
Other physical	264	58%	233	43%	<11	n/a	501	50%
Other sensory/speech	32	42%	15	48%	<11	n/a	47	44%
Other	168	52%	108	33%	<11	n/a	286	43%
Missing	58	87%	47	82%	<11	n/a	108	85%
Total	8,847	89%	5,705	82%	425	91%	14,977	86%

In Supplement K, 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.
September 2023 | NDIS Quarterly Report to disability ministers

Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,279	10%	75	16%	1,354	10%
Non-First Nations Participants	9,715	73%	348	74%	10,063	73%
Not Stated	2,236	17%	49	10%	2,285	17%
Total	13,230	100%	472	100%	13,702	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	338	3%	<11	n/a	346	3%
Not culturally and linguistically diverse	9,318	70%	233	49%	9,551	70%
Not stated	3,574	27%	231	49%	3,805	28%
Total	13,230	100%	472	100%	13,702	100%

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 September 2023 – Tasmania ²⁵¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	26
Total YPIRAC (under 65)	35

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
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
Sep-23	-6	35

²⁵⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

²⁵¹ There are a further 45 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. Quarterly results are reported based on a rolling 3 year period.

Table K.9 Participant profile per quarter by remoteness – Tasmania ²⁵³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,665	65%	330	70%	8,995	66%
Population between 15,000 and 50,000	2,381	18%	49	10%	2,430	18%
Population between 5,000 and 15,000	63	0%	<11	n/a	64	0%
Population less than 5,000	1,956	15%	86	18%	2,042	15%
Remote	139	1%	<11	n/a	143	1%
Very Remote	26	0%	<11	n/a	28	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	13,230	100%	472	100%	13,702	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{254 255 256}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	4,553	34%	170	36%	4,723	34%
Intellectual Disability	2,953	22%	44	9%	2,997	22%
Developmental Delay	935	7%	135	29%	1,070	8%
Psychosocial disability	1,129	9%	23	5%	1,152	8%
Hearing Impairment	485	4%	12	3%	497	4%
Other Neurological	489	4%	13	3%	502	4%
Other Physical	396	3%	13	3%	409	3%
Acquired brain injury	466	4%	<11	n/a	476	3%
Cerebral Palsy	431	3%	<11	n/a	435	3%
Global Developmental Delay	224	2%	<11	n/a	233	2%
Multiple Sclerosis	368	3%	11	2%	379	3%
Visual Impairment	212	2%	<11	n/a	215	2%
Stroke	173	1%	<11	n/a	179	1%
Other	245	2%	16	3%	261	2%
Spinal Cord Injury	132	1%	<11	n/a	134	1%
Other Sensory/Speech	39	0%	<11	n/a	40	0%
Total	13,230	100%	472	100%	13,702	100%

²⁵³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

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% (305) of all Scheme participants in Tasmania.

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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	160	16%	<11	n/a	160	15%
Intellectual Disability	453	44%	<11	n/a	454	44%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	144	14%	<11	n/a	144	14%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	58	6%	<11	n/a	59	6%
Other Physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	93	9%	<11	n/a	94	9%
Cerebral Palsy	66	6%	<11	n/a	66	6%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	12	1%	<11	n/a	12	1%
Visual Impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	18	2%	<11	n/a	18	2%
Other	<11	n/a	<11	n/a	<11	n/a
Spinal Cord Injury	<11	n/a	<11	n/a	<11	n/a
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	1,032	100%	<11	n/a	1,036	100%

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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	4,393	36%	170	36%	4,563	36%
Intellectual Disability	2,500	20%	43	9%	2,543	20%
Developmental Delay	935	8%	135	29%	1,070	8%
Psychosocial disability	985	8%	23	5%	1,008	8%
Hearing Impairment	485	4%	12	3%	497	4%
Other Neurological	431	4%	12	3%	443	3%
Other Physical	389	3%	12	3%	401	3%
Acquired brain injury	373	3%	<11	n/a	382	3%
Cerebral Palsy	365	3%	<11	n/a	369	3%
Global Developmental Delay	224	2%	<11	n/a	233	2%
Multiple Sclerosis	356	3%	11	2%	367	3%
Visual Impairment	204	2%	<11	n/a	207	2%
Stroke	155	1%	<11	n/a	161	1%
Other	238	2%	16	3%	254	2%
Spinal Cord Injury	126	1%	<11	n/a	128	1%
Other Sensory/Speech	39	0%	<11	n/a	40	0%
Total	12,198	100%	468	100%	12,666	100%

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% (69) of participants in SIL.

²⁵⁹ Down syndrome is included in intellectual disability, representing 2% (236) of participants not in SIL.

Table K.13 Participant profile per quarter by reported level of function – Tasmania

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,215	9.2%	106	22%	1,321	10%
2 (High Function)	31	0.2%	<11	n/a	31	0%
3 (High Function)	572	4.3%	34	7%	606	4%
4 (High Function)	766	5.8%	16	3%	782	6%
5 (High Function)	899	6.8%	36	8%	935	7%
6 (Moderate Function)	2,938	22.2%	76	16%	3,014	22%
7 (Moderate Function)	858	6.5%	26	6%	884	6%
8 (Moderate Function)	778	5.9%	18	4%	796	6%
9 (Moderate Function)	96	0.7%	<11	n/a	96	1%
10 (Moderate Function)	1,249	9.4%	30	6%	1,279	9%
11 (Low Function)	385	2.9%	11	2%	396	3%
12 (Low Function)	1,930	14.6%	29	6%	1,959	14%
13 (Low Function)	846	6.4%	<11	n/a	850	6%
14 (Low Function)	218	1.6%	<11	n/a	218	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	440	3.3%	86	18%	526	4%
Total	13,230	100%	472	100%	13,702	100%

Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,601	12%	183	39%	1,784	13%
7 to 14	3,044	23%	106	22%	3,150	23%
15 to 18	1,255	9%	36	8%	1,291	9%
19 to 24	1,393	11%	19	4%	1,412	10%
25 to 34	1,510	11%	26	6%	1,536	11%
35 to 44	1,046	8%	23	5%	1,069	8%
45 to 54	1,263	10%	33	7%	1,296	9%
55 to 64	1,500	11%	42	9%	1,542	11%
65+	618	5%	<11	n/a	622	5%
Total	13,230	100%	472	100%	13,702	100%

Table K.15 Participation rates by age group and gender at 30 September 2023 – Tasmania ²⁶⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.8%	4.2%
7 to 14	7.5%	3.7%	5.9%
15 to 18	5.8%	3.2%	4.7%
19 to 24	4.5%	2.9%	3.8%
25 to 44	1.9%	1.4%	1.7%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.4%	2.2%	2.9%

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

Note: In Tables K.16 to K.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table K.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,104), 'participant social and community engagement rate' (n=1,119), 'parent and carer employment rate' (n=1,054) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=658) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Tasmania ²⁶¹

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	12%	15%	26%
Participant employment rate - Aged 25 to 34 years	26%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	23%	23%	19%	26%
Participant employment rate - Aged 45 to 54 years	19%	17%	19%	26%
Participant employment rate - Aged 55 to 64 years	17%	13%	14%	26%
Participant employment rate - Aged 65+ years	14%	11%	11%	26%
Participant employment rate - Aged 25 to 64 years	20%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	24%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	31%	31%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	31%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	33%	34%	46%
Participant social and community engagement rate - Aged 65+ years	25%	34%	31%	46%
Participant social and community engagement rate - Aged 25+ years	30%	32%	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%	44%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	50%
Parent and carer employment rate - All ages	39%	43%	42%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	57%	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 September 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=783), 'participant social and community engagement rate' (n=793), 'parent and carer employment rate' (n=621) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=528) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Tasmania ²⁶²

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	13%	26%
Participant employment rate - Aged 25 to 34 years	23%	26%	12%	23%	26%
Participant employment rate - Aged 35 to 44 years	30%	33%	19%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	30%	25%	21%	26%
Participant employment rate - Aged 55 to 64 years	17%	22%	16%	13%	26%
Participant employment rate - Aged 65+ years	8%	0%	5%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	28%	18%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	22%	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	26%	34%	26%	32%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	45%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	37%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	46%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	31%	30%	38%	37%	46%
Participant social and community engagement rate - Aged 25+ years	33%	40%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	36%	38%	37%	41%	50%
Parent and carer employment rate - Aged 15+ years	39%	43%	38%	41%	50%
Parent and carer employment rate - All ages	37%	40%	38%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	61%	60%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	73%	77%	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 September 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=419), 'participant social and community engagement rate' (n=419), 'parent and carer employment rate' (n=291) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=325) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Tasmania ²⁶³

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	3%	7%	8%	13%	17%	26%
Participant employment rate - Aged 25 to 34 years	33%	32%	32%	21%	24%	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%	20%	17%	11%	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%	25%	23%	22%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	22%	25%	27%	28%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	37%	34%	30%	35%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	27%	41%	41%	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%	44%	50%	47%	41%	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	31%	34%	33%	33%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	46%	51%	47%	45%	50%
Parent and carer employment rate - Aged 15+ years	52%	52%	50%	64%	52%	50%
Parent and carer employment rate - All ages	49%	49%	51%	56%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	65%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	78%	86%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	74%	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 September 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=160), 'participant social and community engagement rate' (n=159), 'parent and carer employment rate' (n=105) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=158) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - Tasmania ²⁶⁴

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	7%	6%	20%	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%	29%	31%	28%	10%	26%	26%
Participant employment rate - Aged 15 to 64 years	19%	18%	17%	24%	20%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	39%	38%	32%	33%	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	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	31%	29%	37%	40%	36%	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	44%	49%	58%	53%	42%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	52%	54%	56%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	72%	78%	95%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	57%	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 September 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=50), 'participant social and community engagement rate' (n=51), 'parent and carer employment rate' (n=25) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=46) 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 September 2017 - Tasmania ²⁶⁵

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 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	63%	63%	67%	74%	65%	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	72%	68%	66%	72%	68%	73%	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 September 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

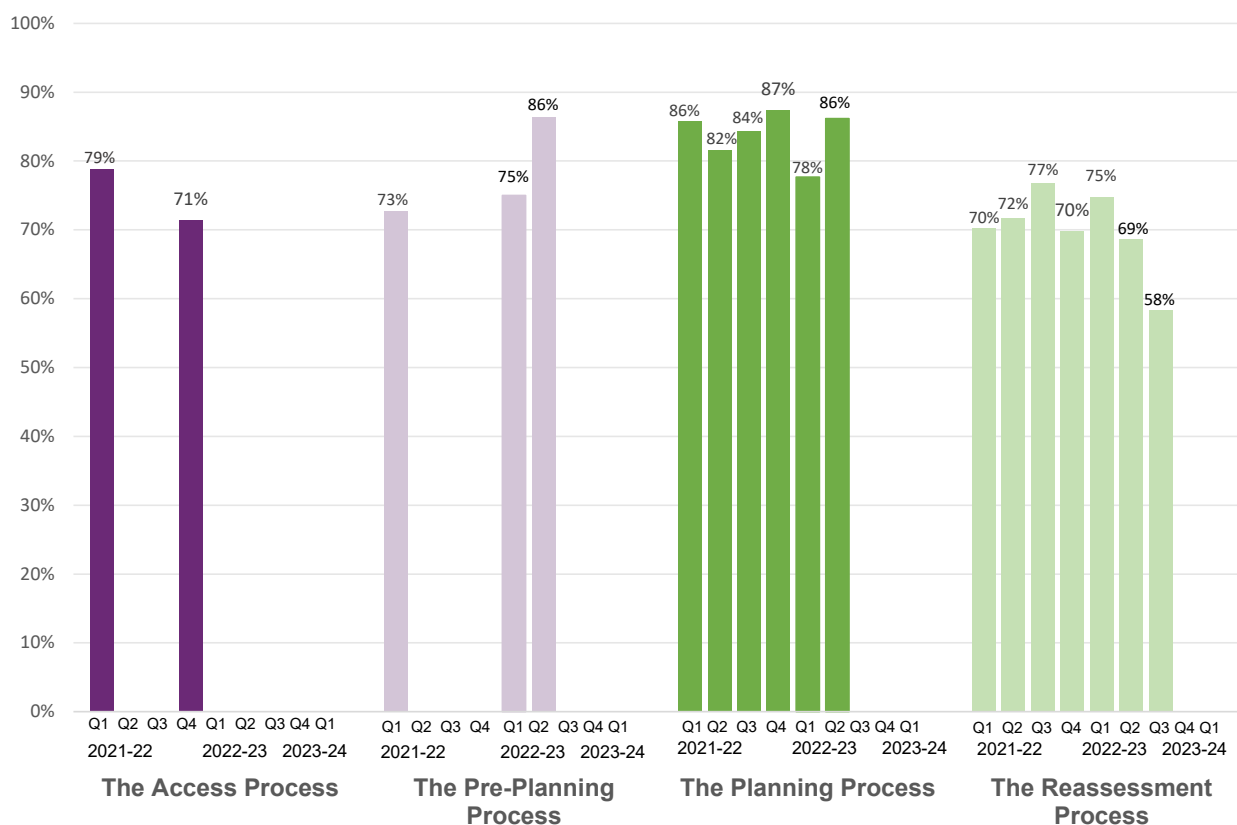
Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 172 in Prior Quarters, n = 1 in 2023-24 Q1), 'Pre-planning' (n = 203 in Prior Quarters, n = 4 in 2023-24 Q1), 'Planning' (n = 1,124 in Prior Quarters, n = 6 in 2023-24 Q1) and 'Plan reassessment' (n = 3,758 in Prior Quarters, n = 15 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
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 2023-24 Q1. 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 '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 2023-24 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q1 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 K.23 show the number of complaints by type as well as by source and subject of complaint based on records.

²⁶⁸ Participant satisfaction results for prior quarters have been restated using data as at 30 September 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.

Table K.22 Complaints and PCIs by quarter – Tasmania ^{271 272}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	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	30	<11	30	28
People who have submitted an access request: Complaints about service providers	173	<11	175	147
People who have submitted an access request: Complaints about the Agency	2,347	43	2,390	1,341
People who have submitted an access request: Unclassified	40	<11	40	36
People who have submitted an access request: Total	2,600	45	2,645	1,456
<i>Percentage of the number of active participants</i>	<i>5.1%</i>	<i>1.3%</i>	<i>4.8%</i>	<i>n/a</i>
Total PCIs	468	75	543	n/a

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

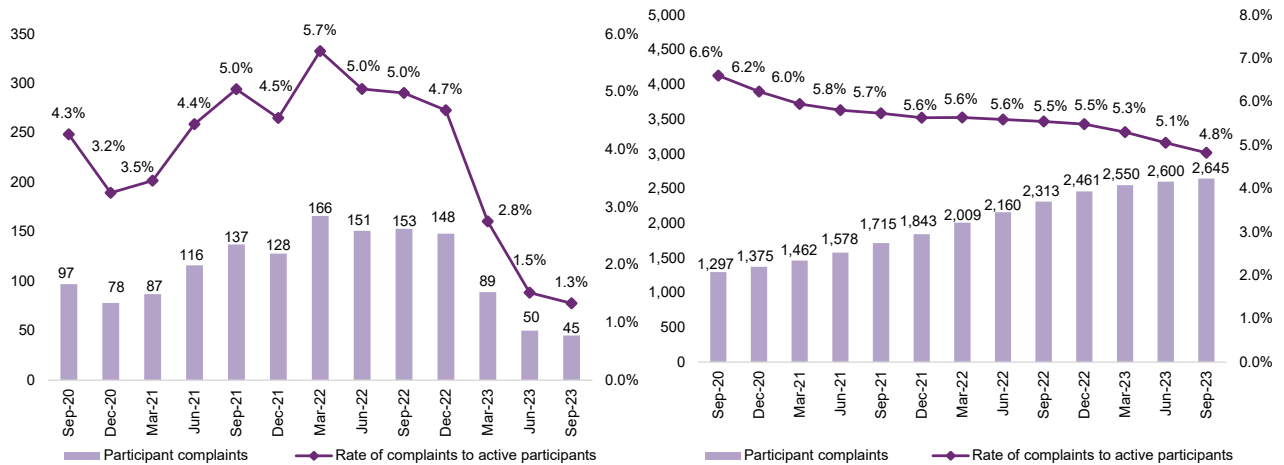
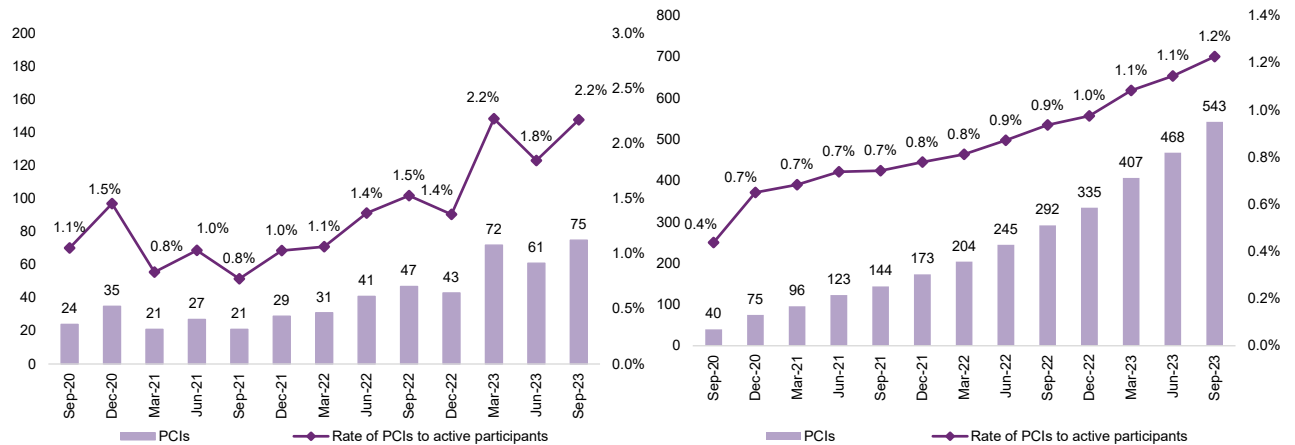


Figure K.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Tasmania



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	2023-24 Q1 - Count	2023-24 Q1 - 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	99	4%	<11	n/a	101	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	136	6%	<11	n/a	143	6%
Complaints about the Agency - NDIA Fraud and Compliance	12	1%	<11	n/a	16	1%
Complaints about the Agency - NDIA Plan	513	22%	13	30%	526	22%
Complaints about the Agency - NDIA Process	167	7%	<11	n/a	168	7%
Complaints about the Agency - NDIA Resources	23	1%	<11	n/a	23	1%
Complaints about the Agency - NDIA Staff	106	5%	<11	n/a	111	5%
Complaints about the Agency - NDIA Timeliness	342	15%	<11	n/a	352	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	80	3%	<11	n/a	80	3%
Complaints about the Agency - Staff conduct - Agency	43	2%	<11	n/a	43	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	3%	<11	n/a	74	3%
Complaints about the Agency - Timeliness	292	12%	<11	n/a	292	12%
Complaints about the Agency - Other	322	14%	<11	n/a	322	13%
Complaints about the Agency - Total	2,347	100%	43	100%	2,390	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	16	53%	<11	n/a	16	53%
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	30	100%	<11	n/a	30	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

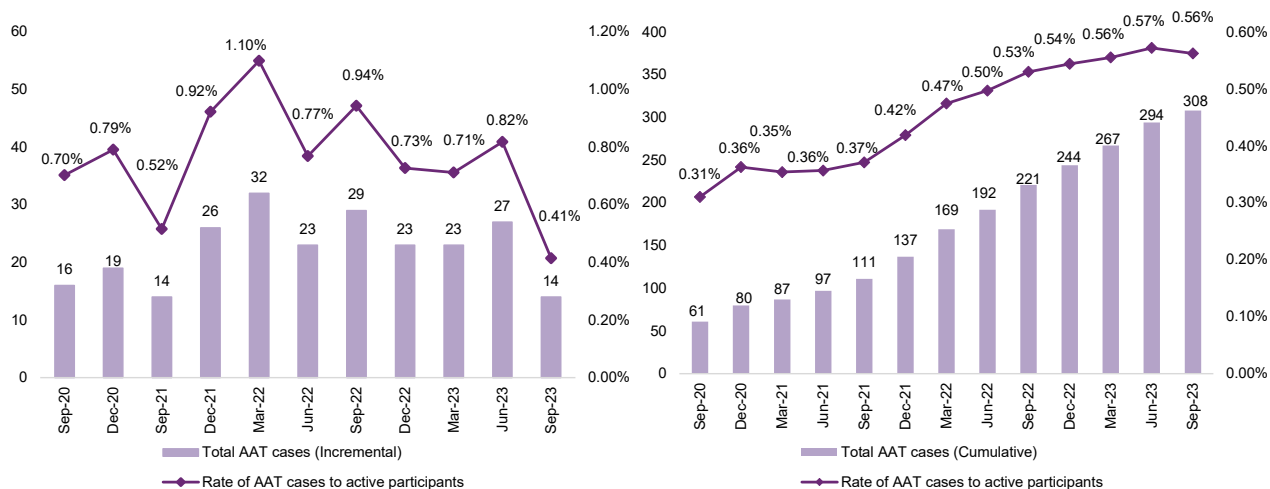
²⁷³ There are 2,600 total participant complaints in Prior Quarters, 45 total participant complaints in 2023-24 Q1, and 2,645 total participant complaints as at 30 September 2023, including 40 unclassified participant complaints as at 30 September 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	13	8%	<11	n/a	13	7%
Complaints about service providers - Provider Process	13	8%	<11	n/a	13	7%
Complaints about service providers - Provider Service	46	27%	<11	n/a	46	26%
Complaints about service providers - Provider Staff	15	9%	<11	n/a	16	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	22	13%
Complaints about service providers - Total	173	100%	<11	n/a	175	100%

Table K.24 AAT Cases by category at 30 September 2023 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	55	19%	<11	n/a	57	19%
Plan	210	71%	11	79%	221	72%
Plan Reassessment	13	4%	<11	n/a	13	4%
Other	16	5%	<11	n/a	17	6%
Total cases	294	100%	14	100%	308	100%
Percentage of the number of active participants	n/a	0.57%	n/a	0.41%	n/a	0.56%

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.
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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	308	292
Open AAT Cases	61	58
Closed AAT Cases	247	239
<i>Resolved before hearing</i>	242	234
<i>Gone to hearing and received a substantive decision</i>	<11	<11

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	2023-24 Q1
Average number of active providers per active participant	1.33	1.29
Number of providers delivering new types of supports	101	98
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	87%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	91%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	94%	94%
Share of payments - top 25%: Assist Personal Activities (Percentage)	91%	92%

Table K.27 Cumulative number of providers that have ever been active as at 30 September 2023 by quarter of activity – Tasmania ²⁷⁹

Activity	Number of providers
Active for the first time in 2023-24 Q1	27
Active in 2023-24 Q1 and also in previous quarters	474
Active in 2023-24 Q1	501
Inactive in 2023-24 Q1	1,304
Active ever	1,805

Table K.28 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Tasmania ²⁸⁰

Amount paid in 2023-24 Q1	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	85	20	16	121
\$2,001-\$10,000	97	6	<5	107
\$10,001-\$100,000	143	<5	6	152
\$100,001-\$250,000	42	<5	<5	43
\$250,000+	78	<5	<5	78
Total	445	29	27	501

Table K.29 Proportion of active participants (in the old ICT system) with approved plans accessing mainstream supports – Tasmania ²⁸¹

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	9%	17%	9%
Health & Wellbeing	32%	54%	33%
Lifelong Learning	13%	19%	13%
Other	17%	31%	18%
Non-categorised	14%	22%	14%
Any mainstream service	54%	88%	57%

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.

²⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table K.30 Proportion of active participants (in the new ICT system) with approved plans accessing mainstream supports – Tasmania ²⁸²

Mainstream service	Prior Quarters	2023-24 Q1	Total
Choice and control over my life	6%	7%	6%
Daily life	18%	19%	19%
Health and wellbeing	73%	79%	74%
Learning	28%	33%	29%
Relationships	4%	3%	4%
Social and community activities	11%	10%	10%
Unknown	12%	2%	10%
Where I live	2%	3%	2%
Work	4%	3%	4%
Any mainstream service	98%	95%	97%

²⁸² Ibid.

Part Five: Financial sustainability

Note: In Figures K.5 to K.13 and in Tables K.31, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are derived from total payments paid over the 12 months to 30 September 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 2023-24 Q1 – Tasmania

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.5%	3.8%
\$5,001-\$10,000	5.9%	6.4%
\$10,001-\$15,000	8.9%	9.6%
\$15,001-\$20,000	11.3%	12.2%
\$20,001-\$25,000	9.5%	10.3%
\$25,001-\$30,000	5.6%	6.1%
\$30,001-\$50,000	15.1%	16.3%
\$50,001-\$100,000	18.4%	19.9%
\$100,001-\$150,000	6.8%	7.4%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	2.2%	1.9%
\$250,001+	9.7%	3.0%

Figure K.5 Average annualised committed supports and average payments by age group as at 30 September 2023 – Tasmania

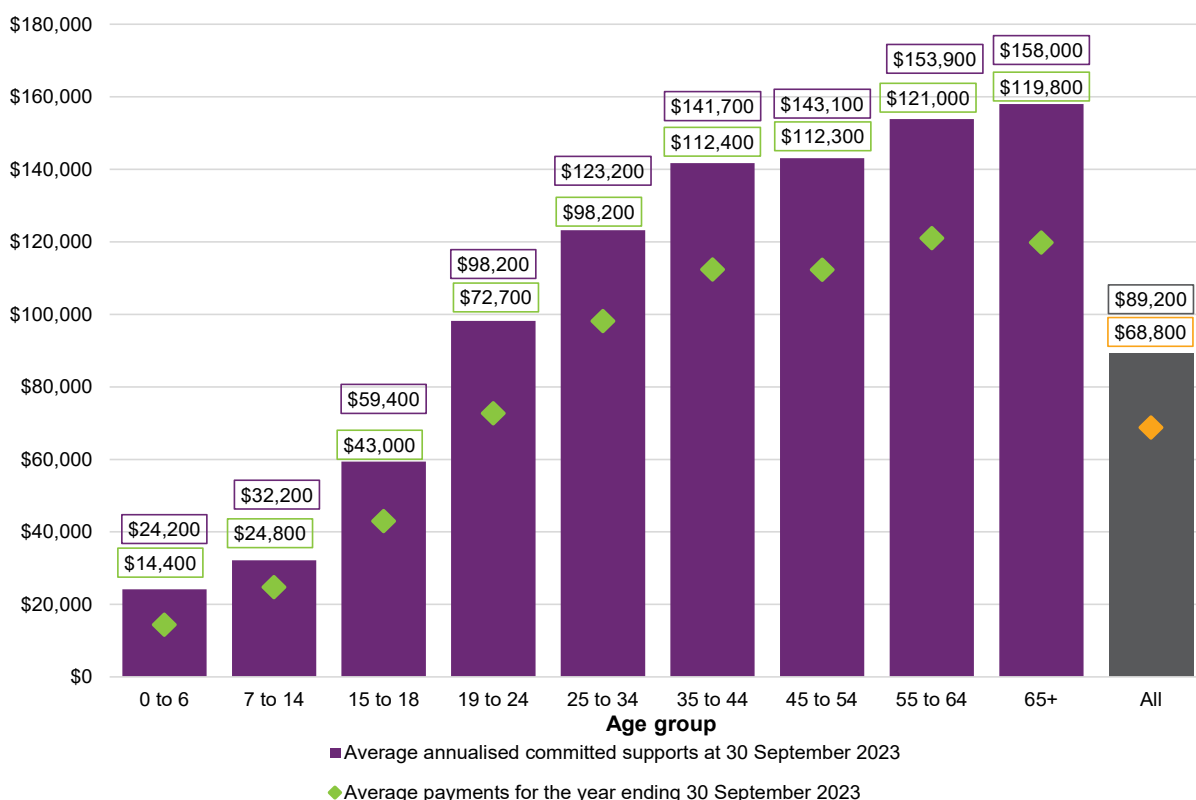


Figure K.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Tasmania

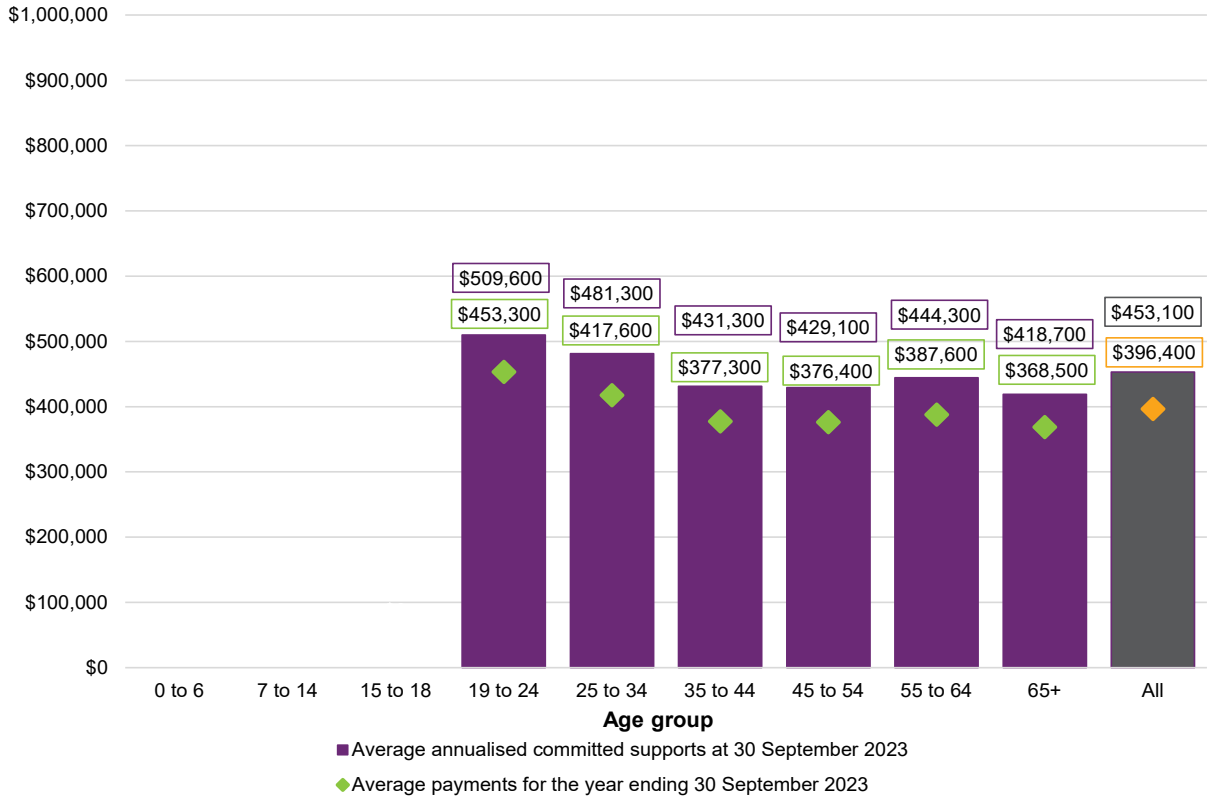


Figure K.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Tasmania

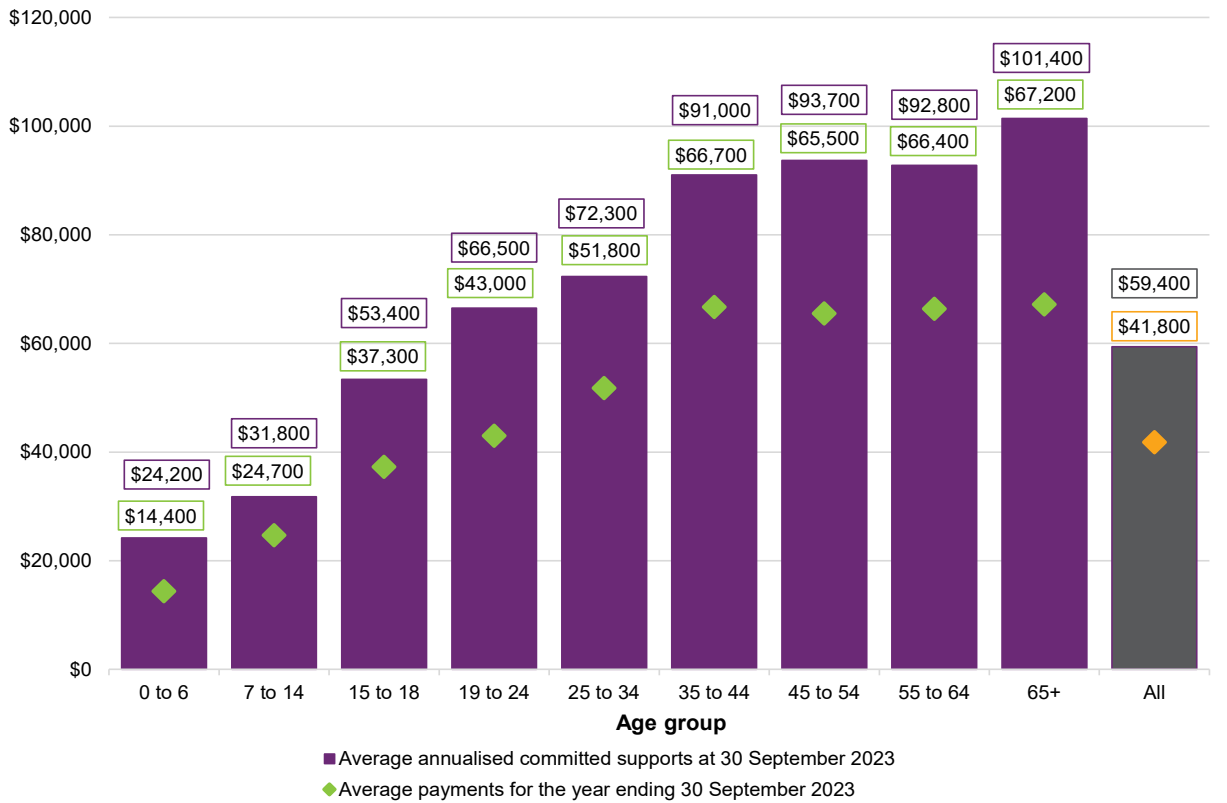


Figure K.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Tasmania

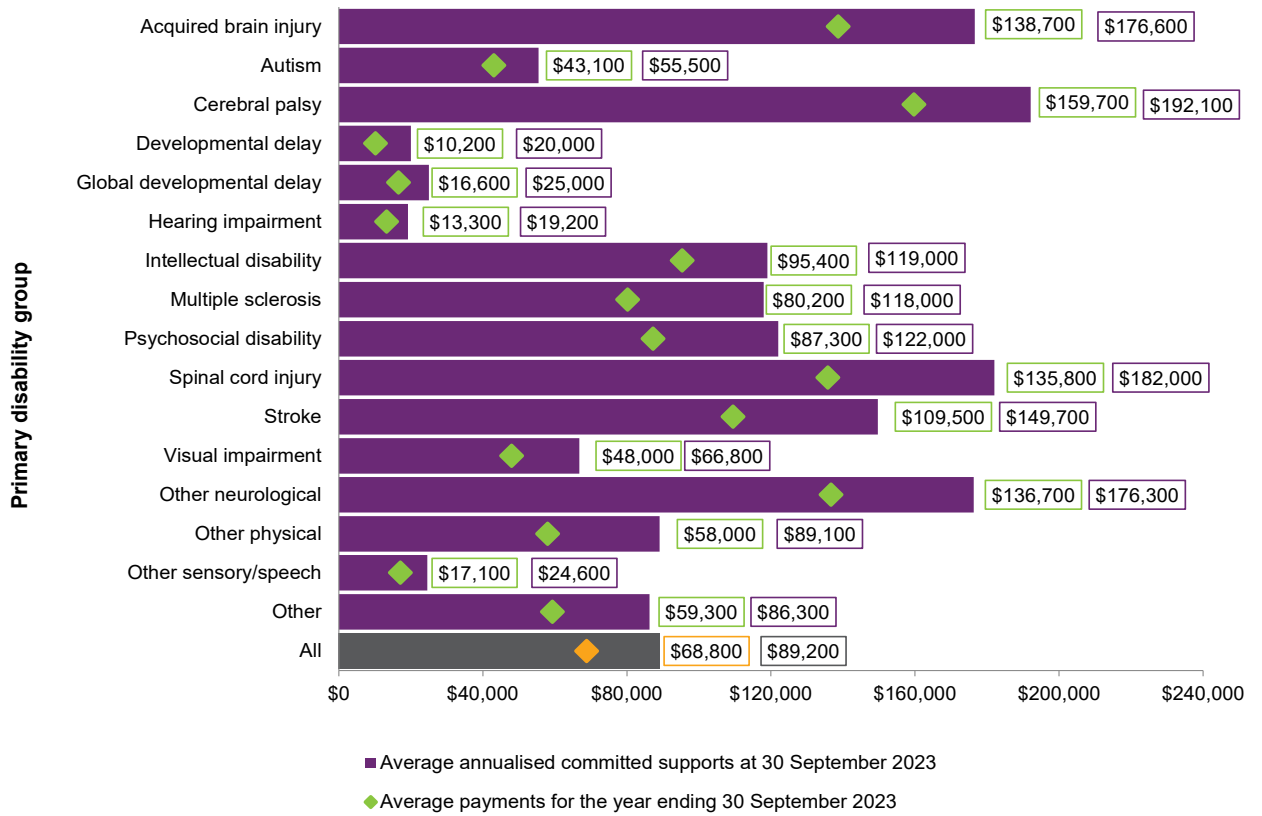


Figure K.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Tasmania

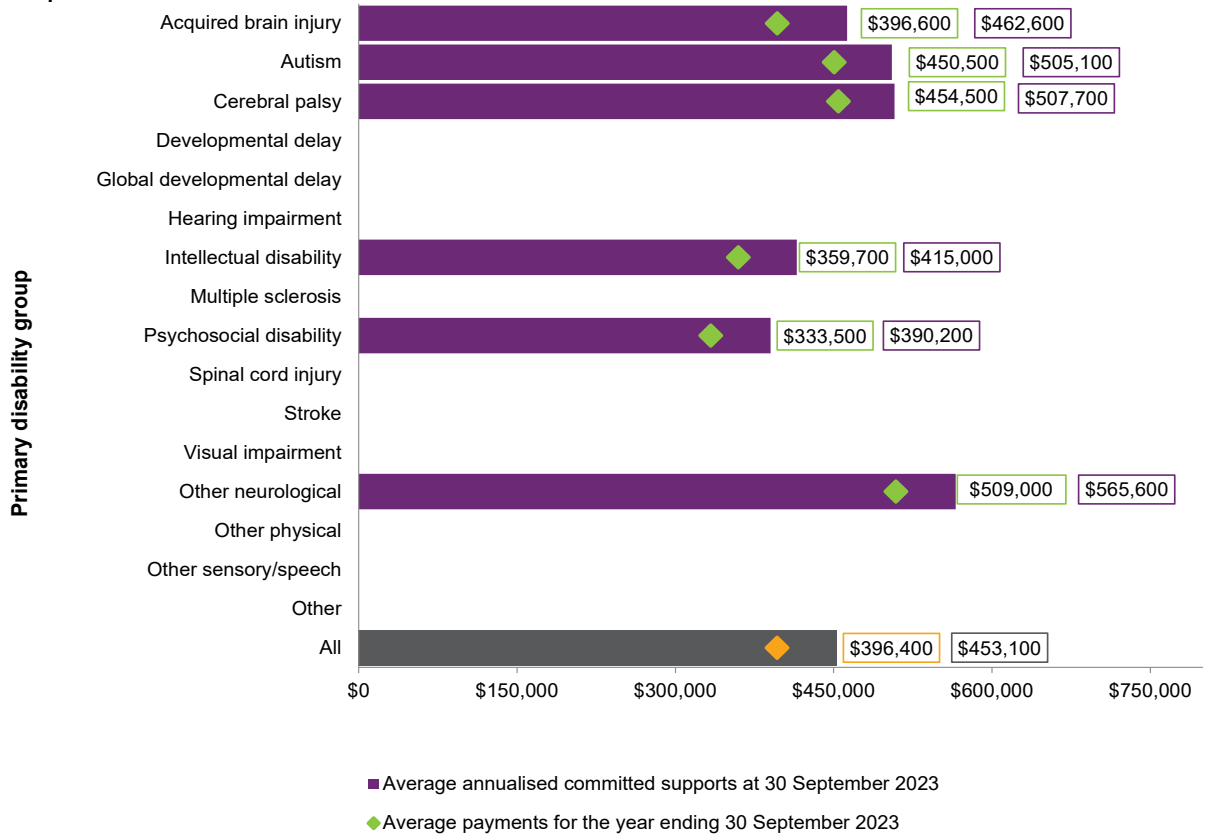


Figure K.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Tasmania

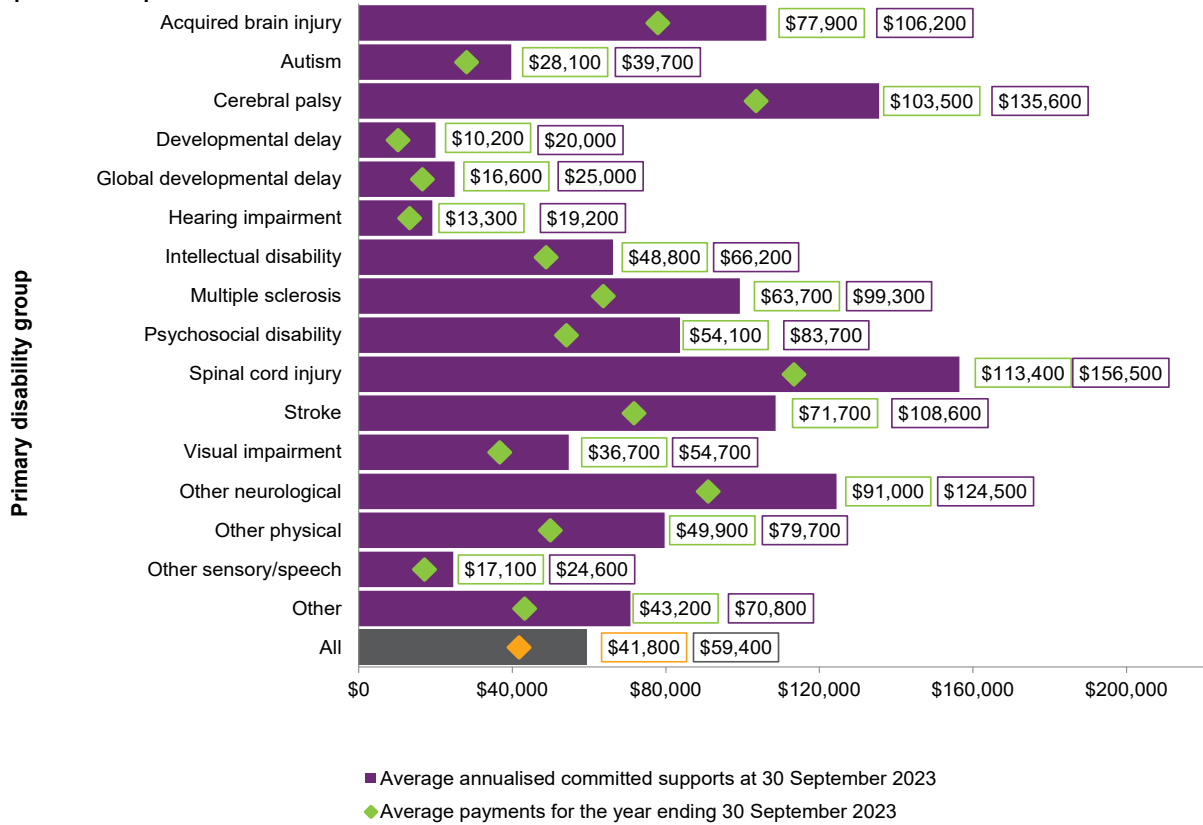


Figure K.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – Tasmania

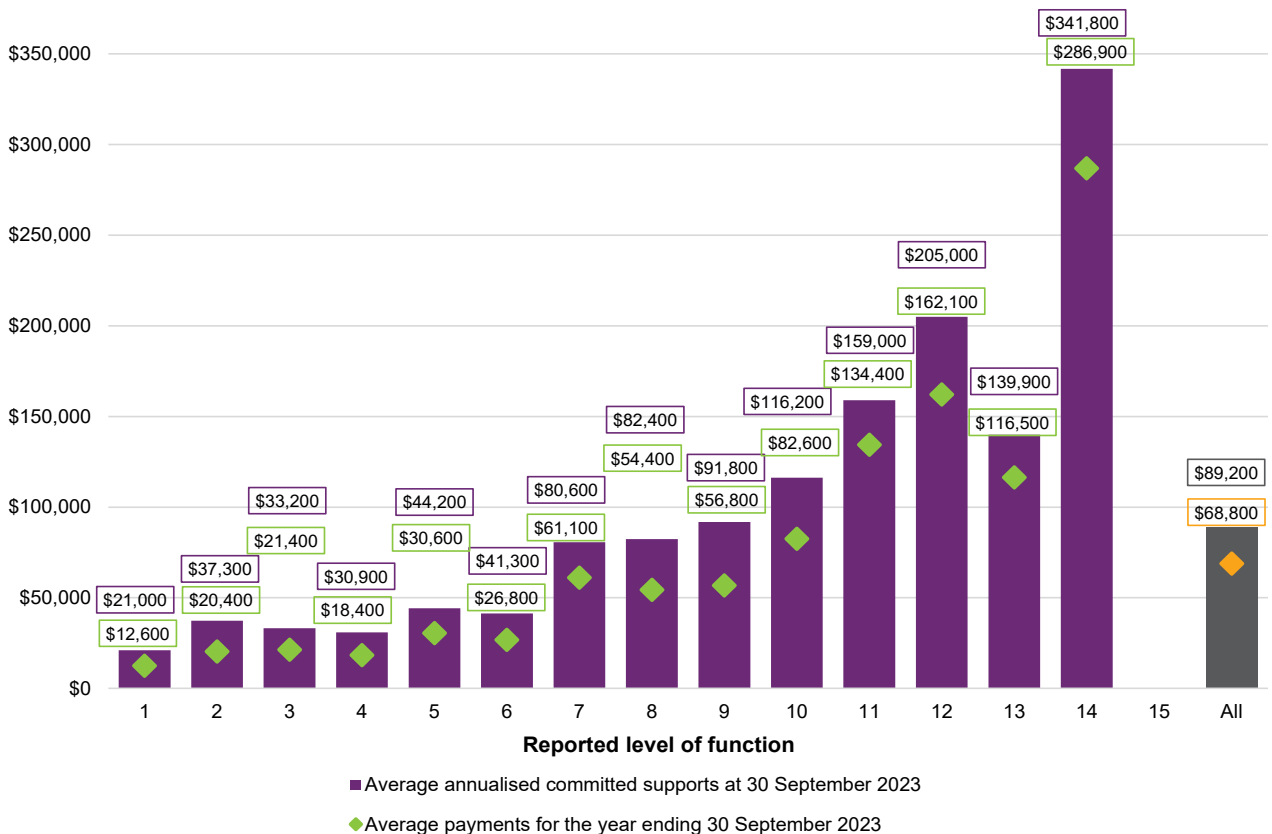


Figure K.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Tasmania

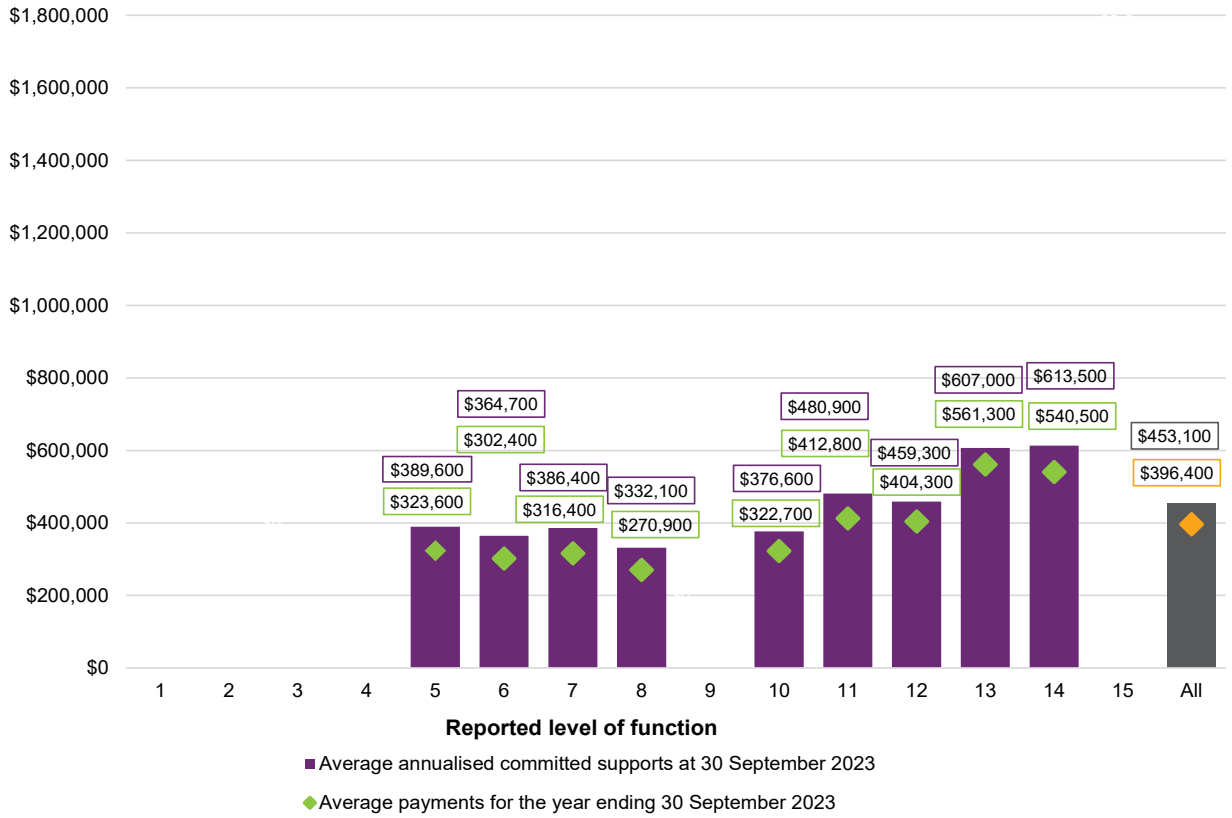


Figure K.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – Tasmania

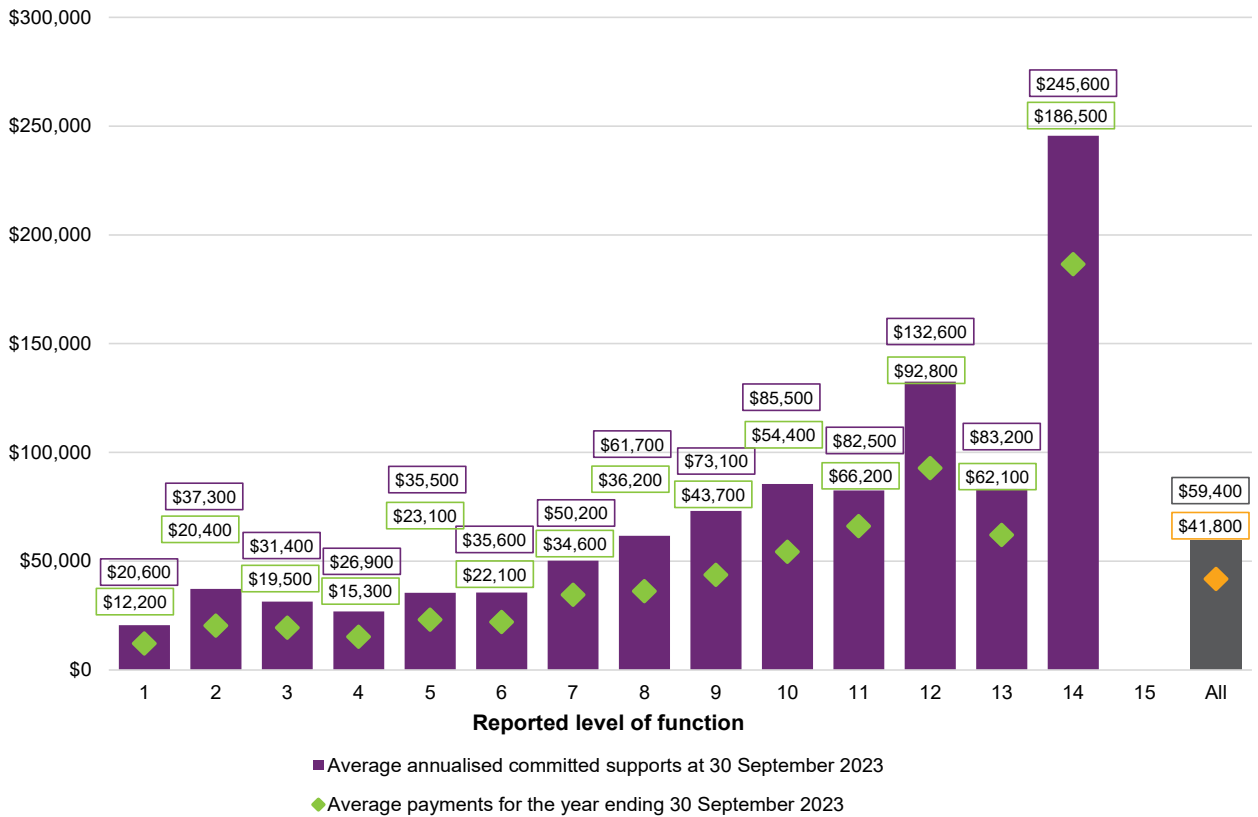


Table K.32 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Tasmania ^{283 284}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	509.9	610.1
Core: Consumables	13.9	19.4
Core: Social and Civic	210.9	286.2
Core: Transport	13.3	13.3
Capacity Building: Choice and Control	12.3	13.9
Capacity Building: Daily Activities	72.5	147.1
Capacity Building: Employment	2.8	8.6
Capacity Building: Health and Wellbeing	1.0	2.4
Capacity Building: Home Living	0.05	0.1
Capacity Building: Lifelong learning	0.004	0.01
Capacity Building: Relationships	12.4	25.9
Capacity Building: Social and Civic	6.3	16.4
Capacity Building: Support Coordination	22.6	30.4
Capital: Assistive Technology	14.1	30.4
Capital: Home Modifications	6.9	17.5
All	899.1	1,221.8

Table K.33 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – Tasmania ^{285 286}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	293.9	328.7
Core: Consumables	2.2	2.9
Core: Social and Civic	72.1	90.9
Core: Transport	1.9	2.6
Capacity Building: Choice and Control	1.1	1.2
Capacity Building: Daily Activities	6.5	11.8
Capacity Building: Employment	0.2	0.4
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.0	10.9
Capacity Building: Social and Civic	0.4	0.6
Capacity Building: Support Coordination	4.9	5.9
Capital: Assistive Technology	1.9	3.7
Capital: Home Modifications	2.5	9.4
All	393.6	469.4

²⁸³ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

²⁸⁴ Total payments for home modifications in Tasmania were \$6.9m. Of which, \$2.7m (40%) has been paid for specialised disability accommodation (SDA) supports, and \$4.2m (60%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$17.5m. Of which, \$11.4m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0m (35%) has been allocated for non-SDA supports.

²⁸⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

²⁸⁶ Total payments for home modifications in Tasmania were \$2.46m. Of which, \$2.33m (95%) has been paid for specialised disability accommodation (SDA) supports, and \$0.14m (5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$9.4m. Of which, \$9.3m (98.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2m (1.8%) 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 September 2023 (\$m) – Tasmania ^{287 288}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	216.0	281.5
Core: Consumables	11.7	16.4
Core: Social and Civic	138.8	195.4
Core: Transport	11.5	10.6
Capacity Building: Choice and Control	11.2	12.7
Capacity Building: Daily Activities	66.0	135.2
Capacity Building: Employment	2.7	8.3
Capacity Building: Health and Wellbeing	0.9	2.2
Capacity Building: Home Living	0.05	0.1
Capacity Building: Lifelong learning	0.004	0.01
Capacity Building: Relationships	6.4	15.0
Capacity Building: Social and Civic	5.9	15.7
Capacity Building: Support Coordination	17.7	24.5
Capital: Assistive Technology	12.1	26.7
Capital: Home Modifications	4.4	8.1
All	505.4	752.4

Table K.35 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ²⁸⁹

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	17.2	50.0	65.2	100.2	189.9	401.2	661.2	845.9	962.4	1,132.6	327.0
Total Paid	9.6	35.6	47.9	77.6	153.8	296.7	477.5	632.3	757.8	870.3	200.3
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	79%	77%	61%

Table K.36 Percentage change in plan budgets for active participants – Tasmania

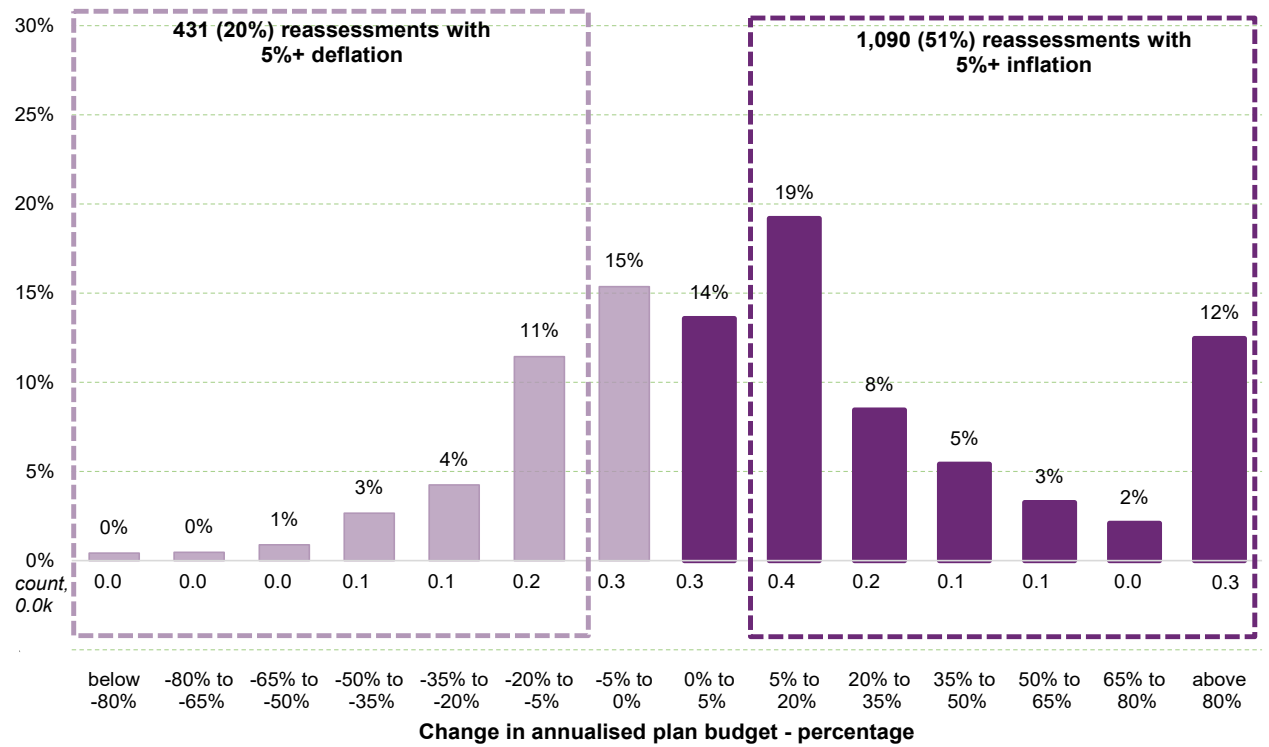
Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	5.5%	7.1%	5.7%	7.8%	9.9%	6.6%	n/a	n/a	n/a
Interplan Inflation	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%	n/a	n/a	n/a
Total Inflation	9.1%	11.4%	6.8%	10.4%	21.6%	14.9%	n/a	n/a	n/a

²⁸⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

²⁸⁸ Total payments for home modifications in Tasmania were \$4.4m. Of which, \$0.4m (9%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0m (91%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$8.1m. Of which, \$2.2m (27%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.9m (73%) has been allocated for non-SDA supports.

²⁸⁹ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 2023) - all participants – Tasmania ²⁹⁰



²⁹⁰ 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

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ²⁹¹

Participant breakdown	Prior Quarters	2023-24 Q1	Total
Access decisions	14,464	432	14,896
Active Eligible - Total	10,403	306	10,709
<i>Active Eligible - New</i>	7,668	303	7,971
<i>Active Eligible - State</i>	2,413	<11	2,416
<i>Active Eligible - Commonwealth</i>	322	<11	322
Active Participant Plans (excl ECA) - Total	10,279	316	10,595
<i>Active Participant Plans (excl ECA) - New</i>	7,548	315	7,863
<i>Active Participant Plans (excl ECA) - State</i>	2,410	<11	2,411
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	321	<11	321
Active Participant Plans - Total	10,454	504	10,783
<i>Active Participant Plans - Early Intervention (s25)</i>	3,826	187	4,013
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,453	129	6,582
<i>Active Participant Plans - ECA</i>	175	188	188

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 September 2023 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,564
<i>Early Intervention participants</i>	855
<i>Permanent disability participants</i>	709

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	2,916	96%	1,152	94%	36	95%	4,104	95%
7 to 14	1,553	86%	794	84%	39	85%	2,386	85%
15 to 18	441	89%	277	83%	22	100%	740	87%
19 to 24	294	89%	251	78%	27	93%	572	84%
25 to 34	449	86%	424	78%	21	72%	894	81%
35 to 44	510	79%	498	73%	12	75%	1,020	76%
45 to 54	568	82%	562	71%	16	70%	1,146	76%
55 to 64	659	77%	770	70%	<11	n/a	1,438	73%
65+	35	59%	32	47%	<11	n/a	68	53%
Missing	29	34%	27	27%	<11	n/a	57	30%
Total	7,454	87%	4,787	78%	184	82%	12,425	83%

²⁹¹ 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 ²⁹²

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	192	92%	86	96%	<11	n/a	281	93%
Autism	2,610	97%	1,172	96%	101	98%	3,883	97%
Cerebral palsy	184	95%	148	94%	<11	n/a	332	95%
Developmental delay	1,234	95%	502	94%	15	94%	1,751	95%
Global developmental delay	183	98%	67	97%	<11	n/a	252	98%
Hearing impairment	226	87%	267	83%	<11	n/a	500	85%
Intellectual disability	941	97%	698	95%	<11	n/a	1,649	96%
Multiple sclerosis	59	92%	192	91%	<11	n/a	256	92%
Psychosocial disability	701	72%	608	61%	23	68%	1,332	67%
Spinal cord injury	70	95%	24	92%	<11	n/a	95	93%
Stroke	90	89%	75	89%	<11	n/a	167	89%
Visual impairment	104	90%	100	92%	<11	n/a	204	91%
Other neurological	310	80%	247	77%	<11	n/a	561	78%
Other physical	261	54%	418	50%	<11	n/a	689	52%
Other sensory/speech	186	58%	71	54%	<11	n/a	257	57%
Other	83	46%	94	37%	<11	n/a	177	40%
Missing	20	35%	18	44%	<11	n/a	39	39%
Total	7,454	87%	4,787	78%	184	82%	12,425	83%

In Supplement L, 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	458	4%	16	5%	474	4%
Non-First Nations Participants	8,529	83%	297	94%	8,826	83%
Not Stated	1,292	13%	<11	n/a	1,295	12%
Total	10,279	100%	316	100%	10,595	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ²⁹³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,025	10%	25	8%	1,050	10%
Not culturally and linguistically diverse	9,185	89%	291	92%	9,476	89%
Not stated	69	1%	<11	n/a	69	1%
Total	10,279	100%	316	100%	10,595	100%

²⁹² Down syndrome is included in intellectual disability.

²⁹³ 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 September 2023 – Australian Capital Territory ^{294 295}

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 ²⁹⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-20	<11	12
Dec-20	<11	<11
Mar-21	<11	11
Jun-21	<11	11
Sep-21	<11	<11
Dec-21	<11	<11
Mar-22	<11	<11
Jun-22	<11	<11
Sep-22	<11	<11
Dec-22	<11	<11
Mar-23	<11	<11
Jun-23	<11	<11
Sep-23	<11	<11

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ²⁹⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	10,267	100%	316	100%	10,583	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	10,279	100%	316	100%	10,595	100%

²⁹⁴ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers.

²⁹⁵ There are a further 27 active participants aged 65 years or over who are currently in residential aged care.

²⁹⁶ 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. Quarterly results are reported based on a rolling 3 year period.

²⁹⁷ 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 ^{298 299 300}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,635	35%	126	40%	3,761	35%
Intellectual Disability	1,515	15%	14	4%	1,529	14%
Developmental Delay	1,042	10%	108	34%	1,150	11%
Psychosocial disability	1,173	11%	<11	n/a	1,178	11%
Hearing Impairment	448	4%	<11	n/a	454	4%
Other Neurological	403	4%	13	4%	416	4%
Other Physical	521	5%	<11	n/a	524	5%
Acquired brain injury	230	2%	<11	n/a	234	2%
Cerebral Palsy	301	3%	<11	n/a	305	3%
Global Developmental Delay	188	2%	14	4%	202	2%
Multiple Sclerosis	227	2%	<11	n/a	231	2%
Visual Impairment	181	2%	<11	n/a	183	2%
Stroke	145	1%	<11	n/a	146	1%
Other	128	1%	<11	n/a	138	1%
Spinal Cord Injury	80	1%	<11	n/a	81	1%
Other Sensory/Speech	62	1%	<11	n/a	63	1%
Total	10,279	100%	316	100%	10,595	100%

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{301 302}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	80	13%	<11	n/a	80	13%
Intellectual Disability	232	38%	<11	n/a	232	38%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	110	18%	<11	n/a	110	18%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	51	8%	<11	n/a	51	8%
Other Physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	44	7%	<11	n/a	44	7%
Cerebral Palsy	46	7%	<11	n/a	46	7%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	12	2%	<11	n/a	12	2%
Visual Impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	15	2%	<11	n/a	15	2%
Other	<11	n/a	<11	n/a	<11	n/a
Spinal Cord Injury	<11	n/a	<11	n/a	<11	n/a
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	614	100%	<11	n/a	614	100%

²⁹⁸ Table order based on national proportions in Table E.10 (highest to lowest).

²⁹⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁰⁰ Down syndrome is included in intellectual disability, representing 2% (228) of all Scheme participants in Australian Capital Territory.

³⁰¹ 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.

³⁰² Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³⁰³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,555	37%	126	40%	3,681	37%
Intellectual Disability	1,283	13%	14	4%	1,297	13%
Developmental Delay	1,042	11%	108	34%	1,150	12%
Psychosocial disability	1,063	11%	<11	n/a	1,068	11%
Hearing Impairment	448	5%	<11	n/a	454	5%
Other Neurological	352	4%	13	4%	365	4%
Other Physical	512	5%	<11	n/a	515	5%
Acquired brain injury	186	2%	<11	n/a	190	2%
Cerebral Palsy	255	3%	<11	n/a	259	3%
Global Developmental Delay	188	2%	14	4%	202	2%
Multiple Sclerosis	215	2%	<11	n/a	219	2%
Visual Impairment	181	2%	<11	n/a	183	2%
Stroke	130	1%	<11	n/a	131	1%
Other	119	1%	<11	n/a	129	1%
Spinal Cord Injury	74	1%	<11	n/a	75	1%
Other Sensory/Speech	62	1%	<11	n/a	63	1%
Total	9,665	100%	316	100%	9,981	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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,180	11%	87	28%	1,267	12%
2 (High Function)	23	0%	<11	n/a	24	0%
3 (High Function)	529	5%	23	7%	552	5%
4 (High Function)	957	9%	24	8%	981	9%
5 (High Function)	631	6%	31	10%	662	6%
6 (Moderate Function)	2,513	24%	98	31%	2,611	25%
7 (Moderate Function)	527	5%	<11	n/a	536	5%
8 (Moderate Function)	677	7%	<11	n/a	681	6%
9 (Moderate Function)	59	1%	<11	n/a	60	1%
10 (Moderate Function)	937	9%	<11	n/a	947	9%
11 (Low Function)	292	3%	<11	n/a	294	3%
12 (Low Function)	1,097	11%	16	5%	1,113	11%
13 (Low Function)	684	7%	<11	n/a	693	7%
14 (Low Function)	157	2%	<11	n/a	158	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	16	22%	<11	n/a	16	21%
Total	10,279	100%	316	100%	10,595	100%

³⁰³ Down syndrome is included in intellectual disability, representing 2% (184) 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,261	12%	145	46%	1,406	13%
7 to 14	2,727	27%	60	19%	2,787	26%
15 to 18	904	9%	19	6%	923	9%
19 to 24	999	10%	14	4%	1,013	10%
25 to 34	968	9%	23	7%	991	9%
35 to 44	829	8%	12	4%	841	8%
45 to 54	953	9%	20	6%	973	9%
55 to 64	979	10%	21	7%	1,000	9%
65+	659	6%	<11	n/a	661	6%
Total	10,279	100%	316	100%	10,595	100%

Table L.15 Participation rates by age group and gender at 30 September 2023 – Australian Capital Territory ³⁰⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.0%	2.1%	3.6%
7 to 14	8.1%	3.6%	6.0%
15 to 18	5.2%	3.1%	4.3%
19 to 24	3.0%	1.8%	2.5%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0 to 64)	3.0%	1.8%	2.5%

³⁰⁴ 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

Note: In Tables L.16 to L.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=487), 'participant social and community engagement rate' (n=486), 'parent and carer employment rate' (n=599) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=286) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Australian Capital Territory ³⁰⁵

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	18%	14%	25%	26%
Participant employment rate - Aged 25 to 34 years	37%	44%	41%	26%
Participant employment rate - Aged 35 to 44 years	39%	33%	37%	26%
Participant employment rate - Aged 45 to 54 years	32%	34%	33%	26%
Participant employment rate - Aged 55 to 64 years	23%	21%	17%	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	30%	29%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	35%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	41%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	42%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	25%	32%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	49%	42%	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	34%	42%	38%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	61%	64%	50%
Parent and carer employment rate - Aged 15+ years	57%	62%	59%	50%
Parent and carer employment rate - All ages	56%	61%	63%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	76%	75%

³⁰⁵ 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 September 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=471), 'participant social and community engagement rate' (n=470), 'parent and carer employment rate' (n=304) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=380) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Australian Capital Territory ³⁰⁶

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	17%	21%	23%	24%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	33%	39%	26%
Participant employment rate - Aged 35 to 44 years	41%	41%	28%	36%	26%
Participant employment rate - Aged 45 to 54 years	33%	32%	29%	32%	26%
Participant employment rate - Aged 55 to 64 years	19%	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	33%	28%	31%	26%
Participant employment rate - Aged 15 to 64 years	29%	30%	27%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	35%	35%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	32%	35%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	44%	44%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	45%	45%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	46%	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%	41%	43%	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	51%	53%	60%	57%	50%
Parent and carer employment rate - Aged 15+ years	65%	70%	73%	62%	50%
Parent and carer employment rate - All ages	54%	57%	63%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	72%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%

³⁰⁶ 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 September 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=316), 'participant social and community engagement rate' (n=316), 'parent and carer employment rate' (n=150) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=287) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Australian Capital Territory ³⁰⁷

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	20%	23%	22%	35%	26%
Participant employment rate - Aged 25 to 34 years	33%	33%	34%	34%	34%	26%
Participant employment rate - Aged 35 to 44 years	34%	33%	38%	45%	34%	26%
Participant employment rate - Aged 45 to 54 years	36%	44%	39%	38%	29%	26%
Participant employment rate - Aged 55 to 64 years	29%	23%	32%	20%	19%	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%	33%	36%	35%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	33%	33%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	38%	40%	33%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	45%	50%	59%	57%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	35%	47%	53%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	38%	45%	59%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	44%	45%	47%	49%	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%	39%	45%	51%	47%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	44%	49%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	54%	54%	56%	55%	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%	57%	63%	58%	61%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	66%	62%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	77%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	74%	76%	77%	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 September 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=253), 'participant social and community engagement rate' (n=248), 'parent and carer employment rate' (n=65) 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 September 2018 - Australian Capital Territory ³⁰⁸

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 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	33%	34%	30%	30%	31%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	29%	30%	32%	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	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	36%	39%	41%	41%	46%	42%	46%
Participant social and community engagement rate - Aged 15+ years	35%	37%	39%	42%	46%	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	66%	66%	64%	65%	76%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	85%	82%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	80%	77%	80%	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 September 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=150), 'participant social and community engagement rate' (n=155), 'parent and carer employment rate' (n=21) 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 September 2017 - Australian Capital Territory ³⁰⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 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%	33%	23%	28%	26%
Participant employment rate - Aged 15 to 64 years	31%	32%	28%	36%	31%	25%	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%	43%	49%	45%	50%	58%	47%	46%
Participant social and community engagement rate - Aged 15+ years	37%	43%	48%	44%	50%	62%	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%	71%	74%	79%	88%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	71%	78%	88%	82%	75%

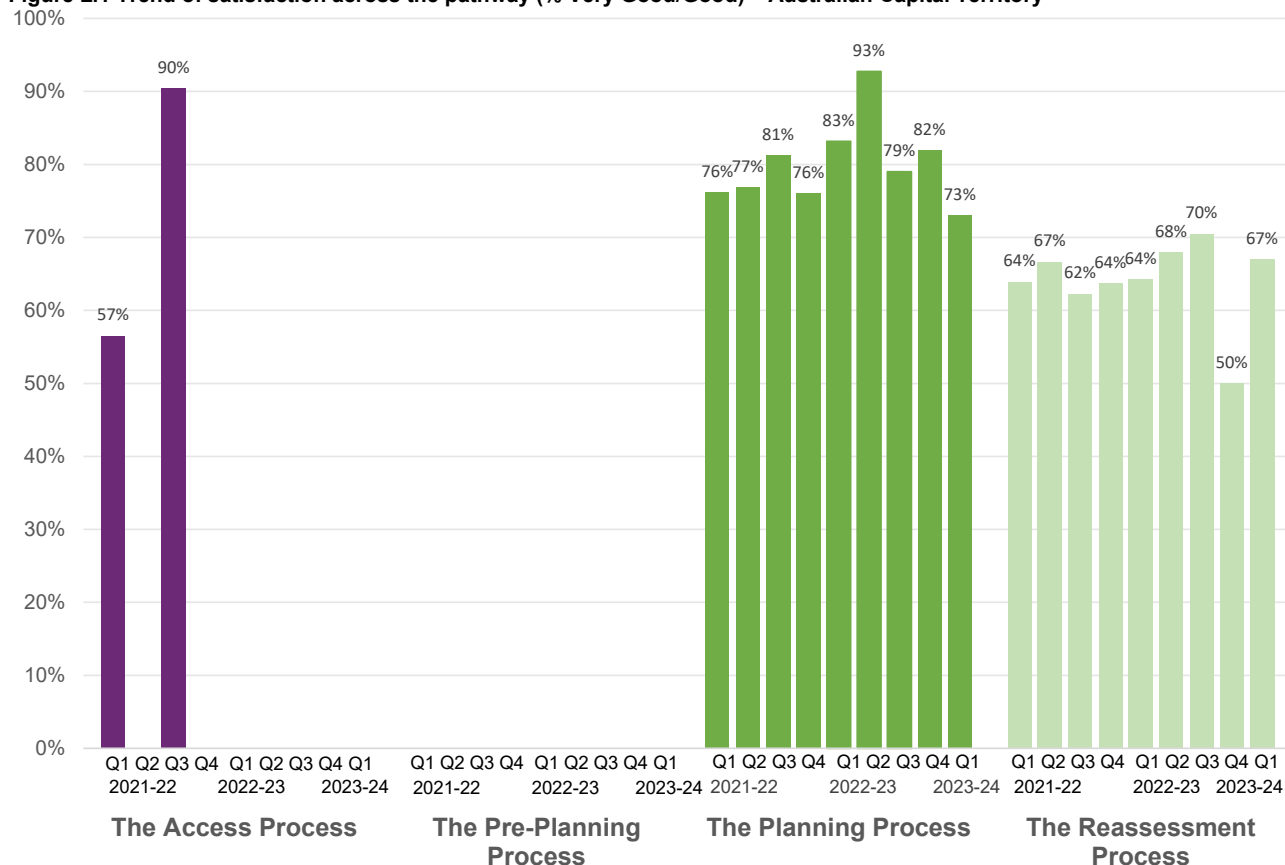
³⁰⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 180 in Prior Quarters, n = 12 in 2023-24 Q1), 'Pre-planning' (n = 151 in Prior Quarters, n = 13 in 2023-24 Q1), 'Planning' (n = 948 in Prior Quarters, n = 78 in 2023-24 Q1) and 'Plan reassessment' (n = 3,721 in Prior Quarters, n = 209 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 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' - 2023-24 Q1
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?	83%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	74%	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?	90%	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?	62%	n/a
Pre-planning - Do you know where to go for more help with your plan?	67%	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?	88%	85%
Planning - Did you understand why you needed to give the information you did?	96%	94%
Planning - Were decisions about your plan clearly explained?	83%	82%
Planning - Are you clear on what happens next with your plan?	83%	77%
Planning - Do you know where to go for more help with your plan?	87%	87%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	73%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	73%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	80%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	67%

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{310 311}



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q1. 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 '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 2023-24 Q1 compared with previous quarters by the source of complaint subject, and PCIs in 2023-24 Q1 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.

³¹⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 September 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³¹¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.22 Complaints by quarter – Australian Capital Territory ^{312 313}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	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	63	<11	68	62
People who have submitted an access request: Complaints about service providers	138	<11	145	129
People who have submitted an access request: Complaints about the Agency	2,854	126	2,980	1,503
People who have submitted an access request: Unclassified	171	<11	171	147
People who have submitted an access request: Total	3,230	138	3,368	1,672
<i>Percentage of the number of active participants</i>	6.2%	5.3%	6.2%	n/a
Total PCIs	275	51	326	n/a

Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

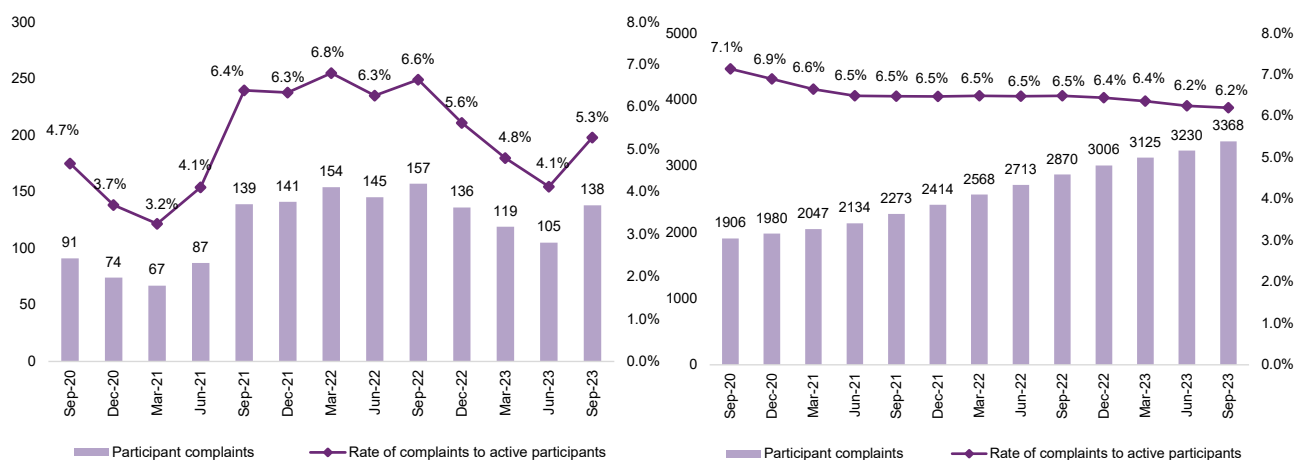
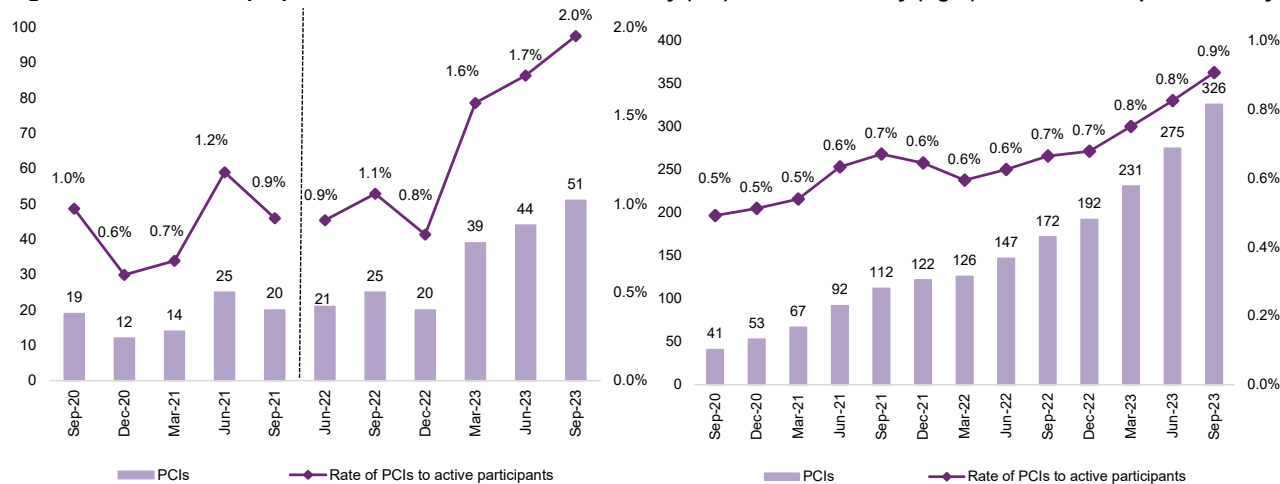


Figure L.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Australian Capital Territory



³¹² Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

³¹³ 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 ³¹⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	7%	<11	n/a	190	6%
Complaints about the Agency - Information unclear	44	2%	<11	n/a	44	1%
Complaints about the Agency - NDIA Access	67	2%	<11	n/a	73	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	140	5%	<11	n/a	144	5%
Complaints about the Agency - NDIA Fraud and Compliance	11	0%	<11	n/a	12	0%
Complaints about the Agency - NDIA Plan	552	19%	40	32%	592	20%
Complaints about the Agency - NDIA Process	212	7%	19	15%	231	8%
Complaints about the Agency - NDIA Resources	29	1%	<11	n/a	31	1%
Complaints about the Agency - NDIA Staff	130	5%	14	11%	144	5%
Complaints about the Agency - NDIA Timeliness	319	11%	37	29%	356	12%
Complaints about the Agency - Participation, engagement and inclusion	25	1%	<11	n/a	25	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	4%
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	69	2%	<11	n/a	69	2%
Complaints about the Agency - Timeliness	421	15%	<11	n/a	421	14%
Complaints about the Agency - Other	470	16%	<11	n/a	472	16%
Complaints about the Agency - Total	2854	100%	126	100%	2980	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	17%	<11	n/a	11	16%
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	32	51%	<11	n/a	36	53%
Complaints about LAC Partner - LAC Timeliness	13	21%	<11	n/a	13	19%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	63	100%	<11	n/a	68	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

³¹⁴ There are 3,230 total participant complaints in Prior Quarters, 138 total participant complaints in 2023-24 Q1, and 3,368 total participant complaints as at 30 September 2023, including 171 unclassified participant complaints as at 30 September 2023.
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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - 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	10%
Complaints about service providers - Provider Service	24	17%	<11	n/a	25	17%
Complaints about service providers - Provider Staff	14	10%	<11	n/a	17	12%
Complaints about service providers - Service Delivery	20	14%	<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	20	14%	<11	n/a	20	14%
Complaints about service providers - Total	138	100%	<11	n/a	145	100%

Table L.24 AAT Cases by category at 30 September 2023 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Access	239	26%	<11	n/a	244	26%
Plan	585	65%	24	62%	609	65%
Plan Reassessment	30	3%	<11	n/a	31	3%
Other	50	6%	<11	n/a	59	6%
Total cases	904	100%	39	100%	943	100%
Percentage of the number of active participants	n/a	2%	n/a	1%	n/a	2%

Figure L.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

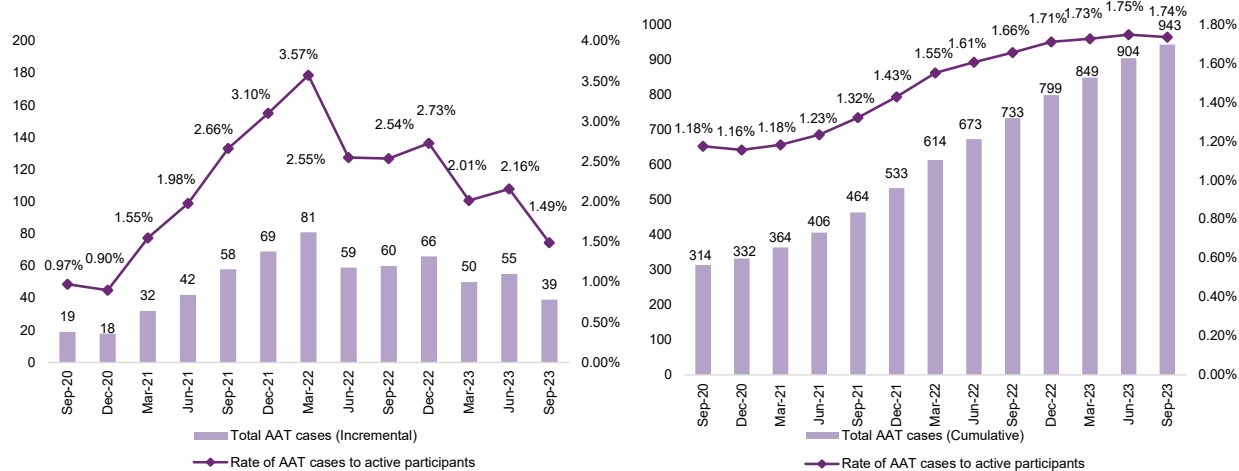


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory ^{315 316}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	943	852
Open AAT Cases	135	133
Closed AAT Cases	808	734
<i>Resolved before hearing</i>	779	709
<i>Gone to hearing and received a substantive decision</i>	29	25

³¹⁵ 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.

³¹⁶ 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 ^{317 318}

Market indicators	Previous Quarter	2023-24 Q1
Average number of active providers per active participant	0.87	0.87
Number of providers delivering new types of supports	105	98
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	81%	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%	86%
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 September 2023 by quarter of activity – Australian Capital Territory ³¹⁹

Activity	Number of providers
Active for the first time in 2023-24 Q1	29
Active in 2023-24 Q1 and also in previous quarters	451
Active in 2023-24 Q1	480
Inactive in 2023-24 Q1	1,267
Active ever	1,747

Table L.28 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Australian Capital Territory ³²⁰

Amount paid in 2023-24 Q1	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	84	22	19	125
\$2,001-\$10,000	111	5	8	124
\$10,001-\$100,000	126	<5	<5	132
\$100,001-\$250,000	43	<5	<5	44
\$250,000+	55	<5	<5	55
Total	419	32	29	480

Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ³²¹

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	9%	8%	9%
Health & Wellbeing	70%	68%	70%
Lifelong Learning	36%	33%	36%
Other	28%	28%	28%
Non-categorised	6%	5%	6%
Any mainstream service	95%	93%	95%

³¹⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³¹⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³¹⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³²⁰ 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.

³²¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures L.5 to L.13 and in Tables L.30, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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 2023-24 Q1 – Australian Capital Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.5%	3.8%
\$5,001-\$10,000	8.1%	8.6%
\$10,001-\$15,000	13.3%	14.1%
\$15,001-\$20,000	15.2%	16.1%
\$20,001-\$25,000	10.1%	10.8%
\$25,001-\$30,000	5.4%	5.8%
\$30,001-\$50,000	14.1%	15.0%
\$50,001-\$100,000	13.3%	14.1%
\$100,001-\$150,000	5.3%	5.6%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.6%	1.4%
\$250,001+	7.5%	2.3%

Figure L.5 Average annualised committed supports and average payments by age group as at 30 September 2023 – Australian Capital Territory



Figure L.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Australian Capital Territory

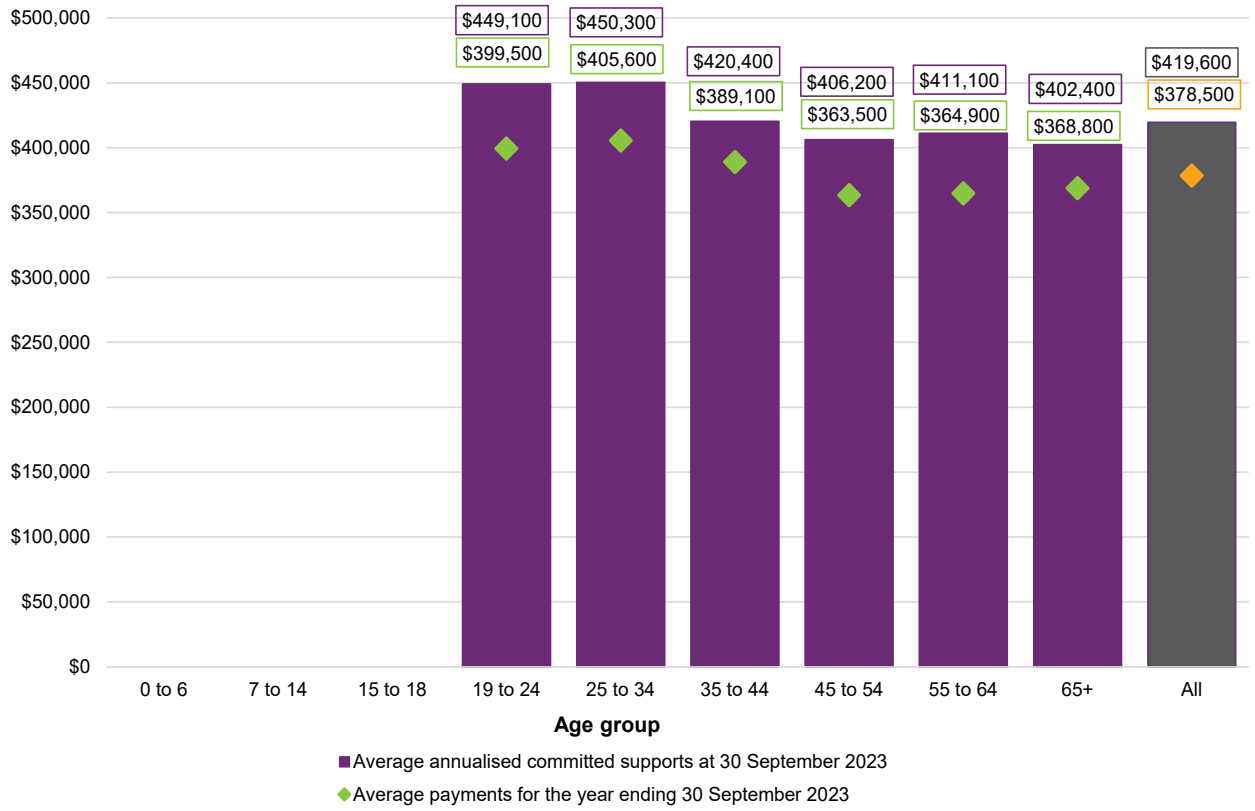


Figure L.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Australian Capital Territory

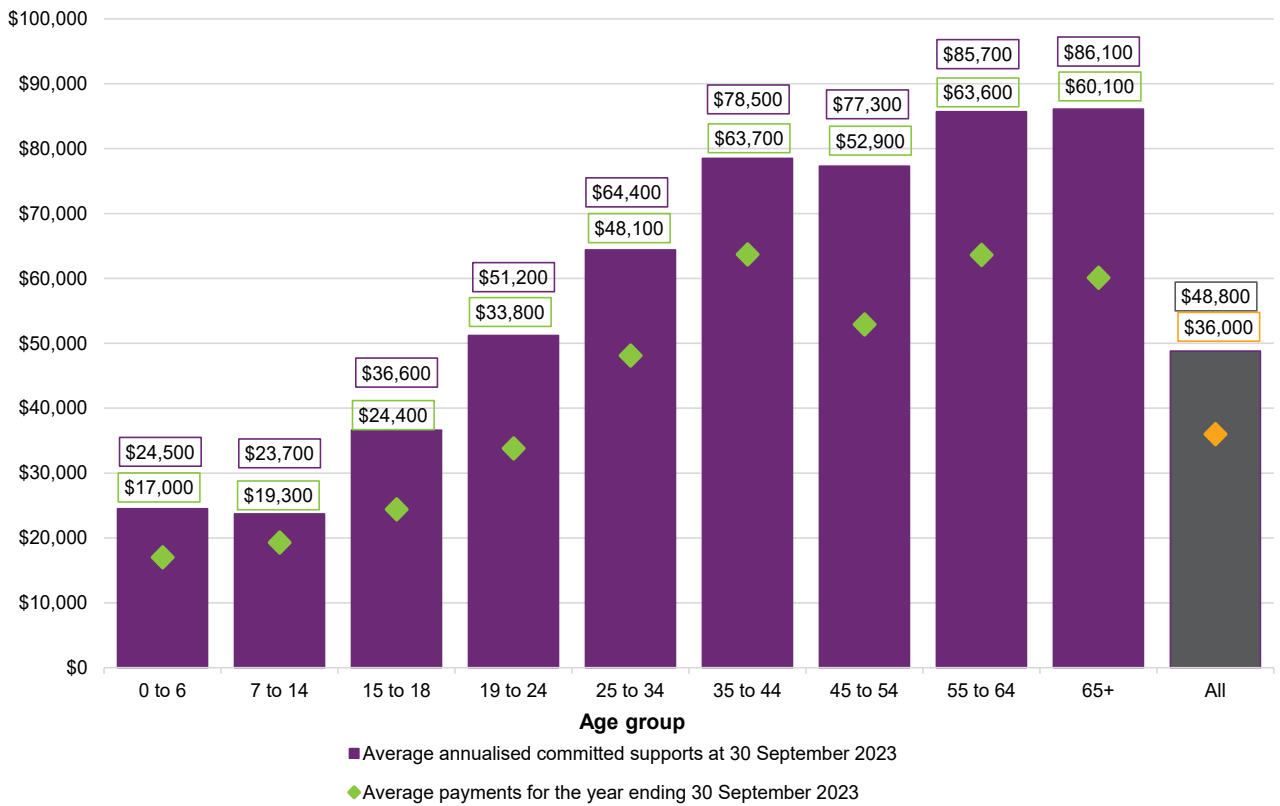


Figure L.8 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Australian Capital Territory

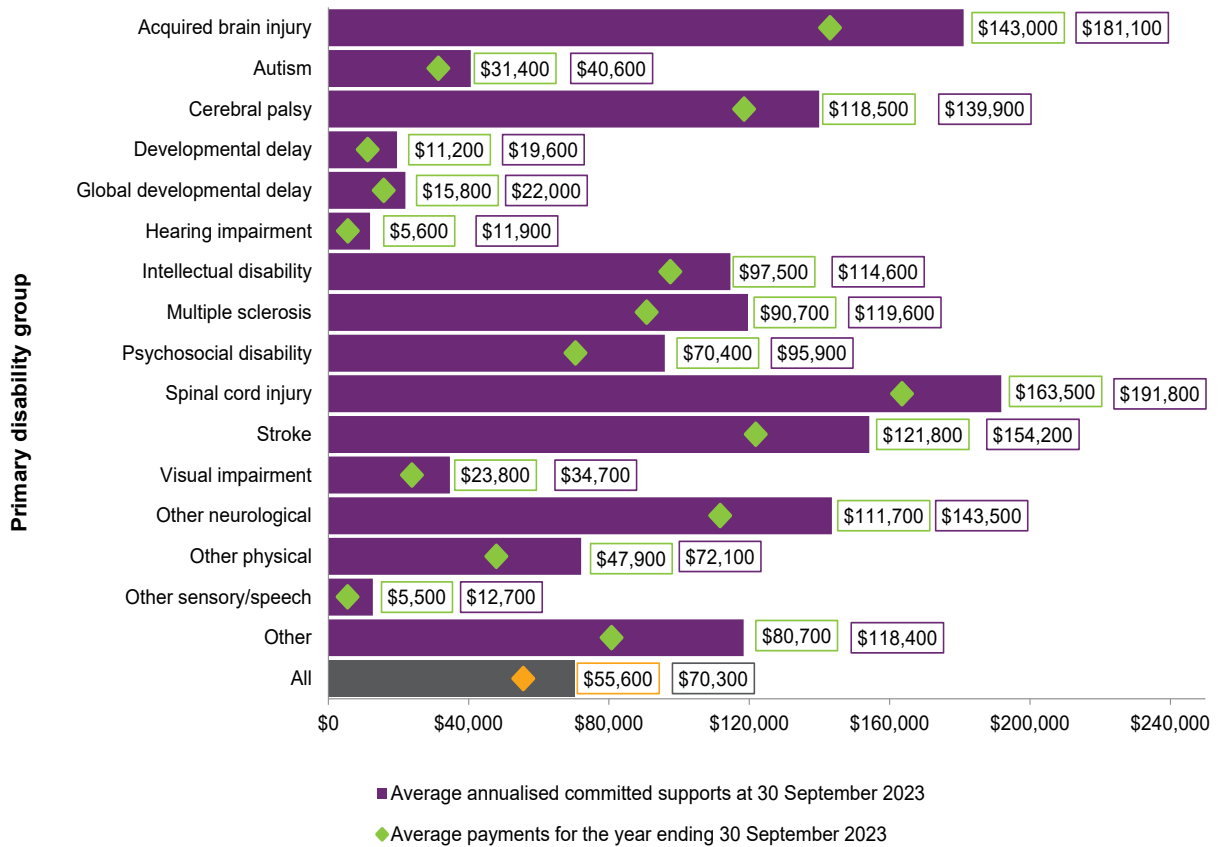


Figure L.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Australian Capital Territory

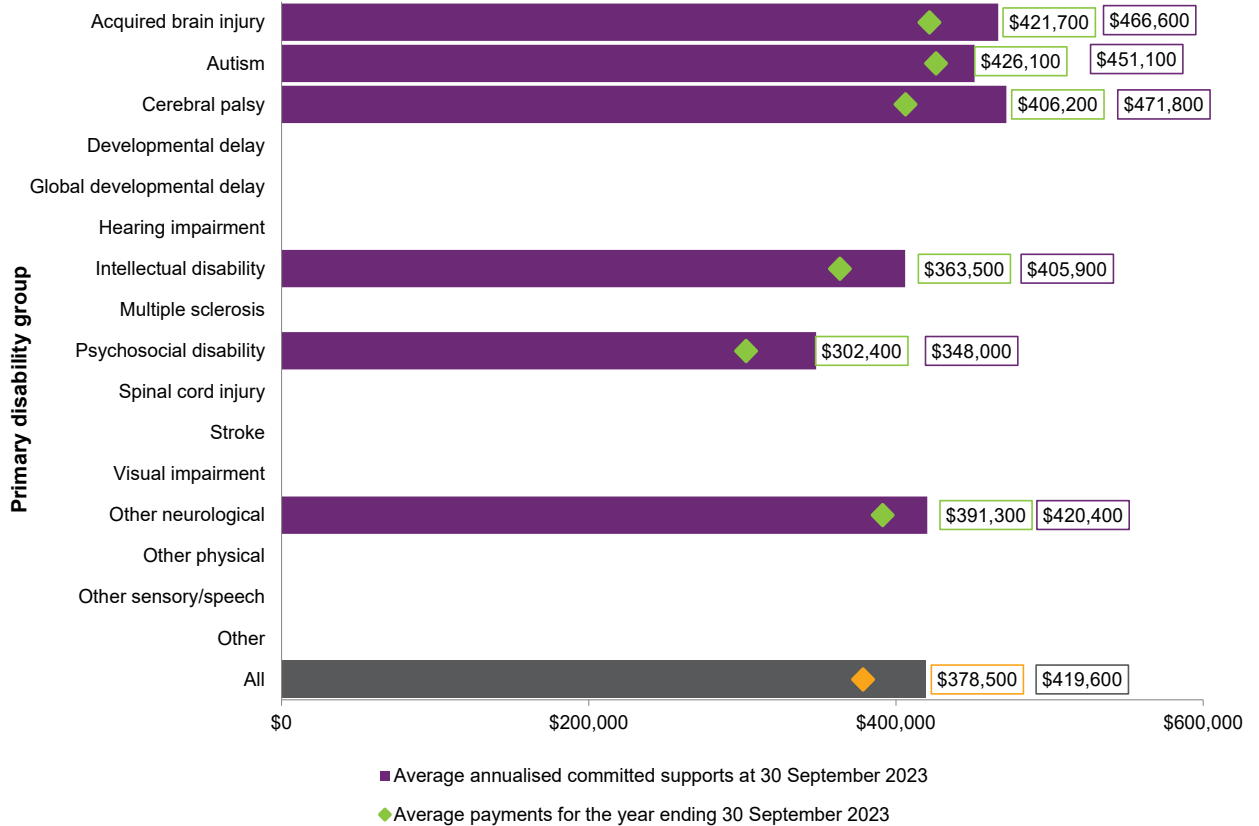


Figure L.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Australian Capital Territory



Figure L.11 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – Australian Capital Territory

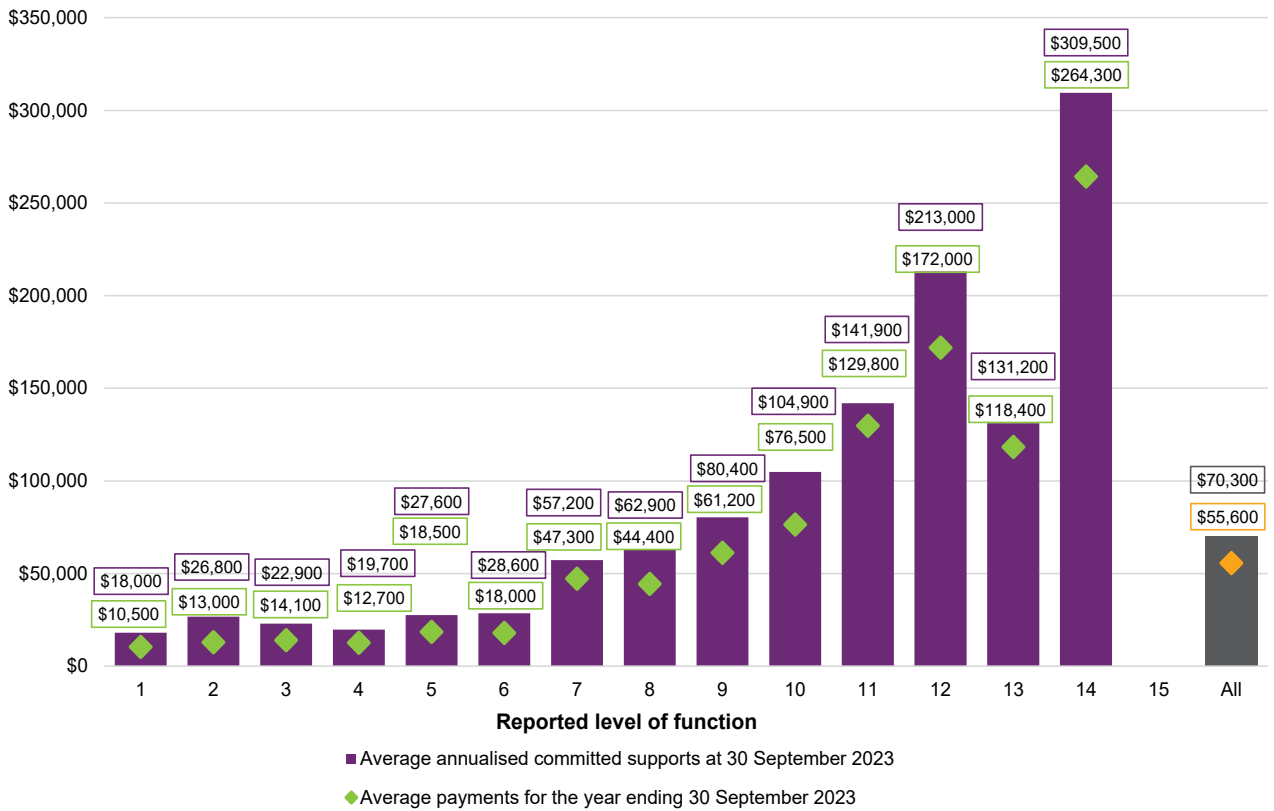


Figure L.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Australian Capital Territory

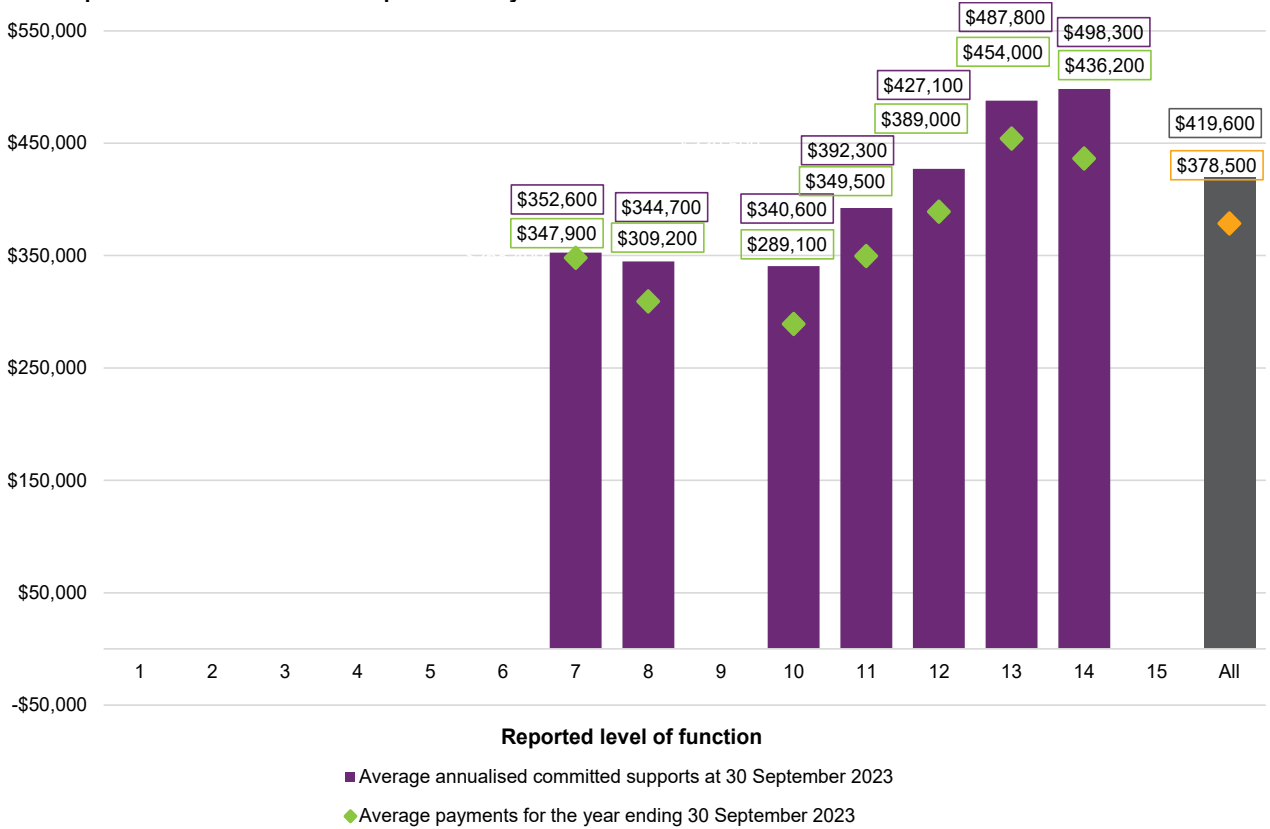


Figure L.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – Australian Capital Territory

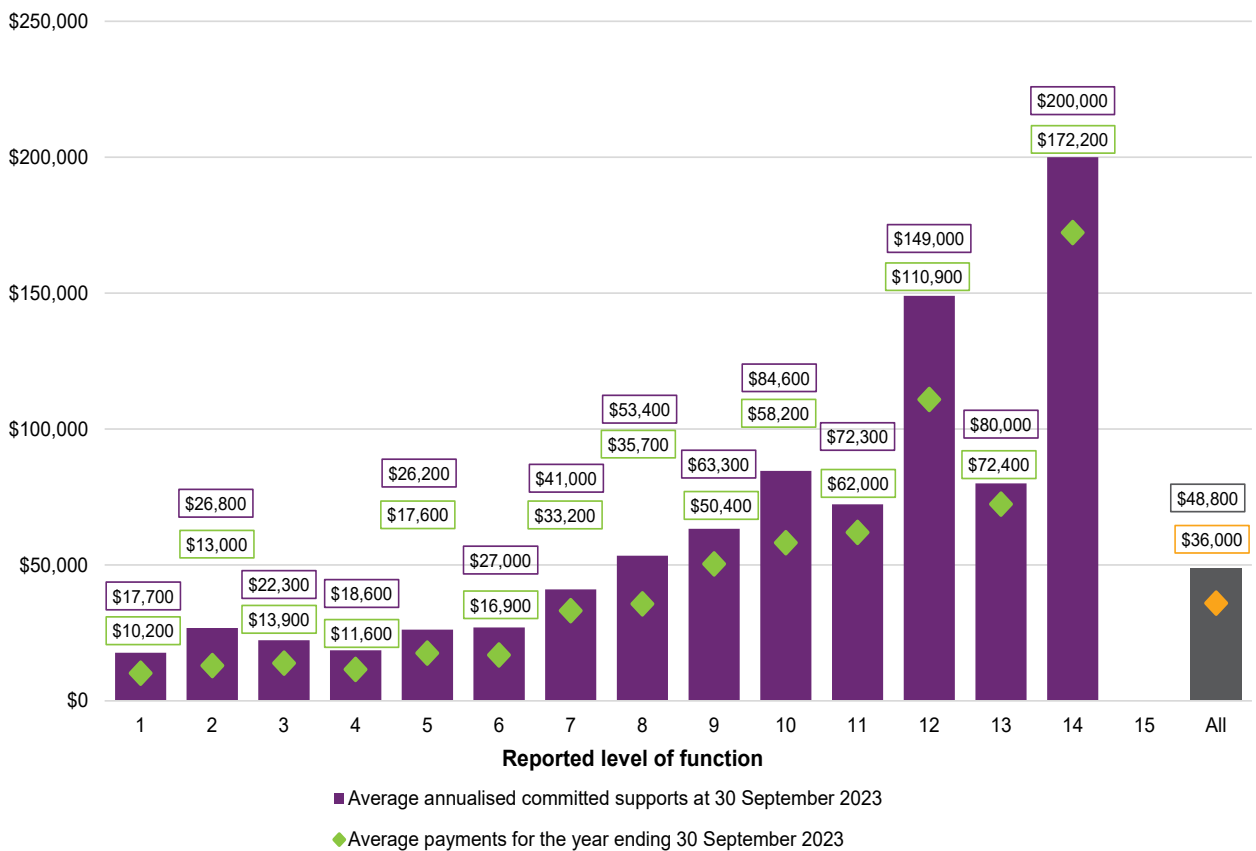


Table L.31 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Australian Capital Territory ^{322 323}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	317.5	376.5
Core: Consumables	8.8	12.9
Core: Social and Civic	100.8	137.3
Core: Transport	13.7	8.6
Capacity Building: Choice and Control	6.7	7.6
Capacity Building: Daily Activities	67.8	117.1
Capacity Building: Employment	2.1	6.0
Capacity Building: Health and Wellbeing	1.8	2.9
Capacity Building: Home Living	0.01	0.02
Capacity Building: Lifelong learning	0.0	0.002
Capacity Building: Relationships	7.0	14.8
Capacity Building: Social and Civic	5.2	11.9
Capacity Building: Support Coordination	12.2	17.1
Capital: Assistive Technology	10.8	22.6
Capital: Home Modifications	4.7	9.4
All	559.1	744.9

Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – Australian Capital Territory ^{324 325}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	174.9	193.1
Core: Consumables	1.6	2.1
Core: Social and Civic	27.1	36.9
Core: Transport	1.1	1.4
Capacity Building: Choice and Control	0.7	0.7
Capacity Building: Daily Activities	4.1	7.1
Capacity Building: Employment	0.1	0.2
Capacity Building: Health and Wellbeing	0.2	0.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	2.7	5.3
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.5	3.2
Capital: Assistive Technology	1.7	3.3
Capital: Home Modifications	1.1	3.9
All	217.8	257.7

³²² Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³²³ Total payments for home modifications in Australian Capital Territory were \$4.7m. Of which, \$2.8m (60.5%) has been paid for specialised disability accommodation (SDA) supports, and \$1.9m (39.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$9.4m. Of which, \$6.5m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.9m (31%) has been allocated for non-SDA supports.

³²⁴ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³²⁵ Total payments for home modifications in Australian Capital Territory were \$1.06m. Of which, \$1.03m (96.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.038m (3.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.94m. Of which, \$3.83m (97.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.10m (2.7%) 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 September 2023 (\$m) – Australian Capital Territory ^{326 327}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	142.7	183.4
Core: Consumables	7.2	10.8
Core: Social and Civic	73.7	100.4
Core: Transport	12.6	7.2
Capacity Building: Choice and Control	6.1	6.9
Capacity Building: Daily Activities	63.7	110.
Capacity Building: Employment	2.1	5.8
Capacity Building: Health and Wellbeing	1.6	2.6
Capacity Building: Home Living	0.01	0.02
Capacity Building: Lifelong learning	0.0	0.002
Capacity Building: Relationships	4.3	9.5
Capacity Building: Social and Civic	5.1	11.6
Capacity Building: Support Coordination	9.7	13.9
Capital: Assistive Technology	9.1	19.3
Capital: Home Modifications	3.6	5.5
All	341.4	487.2

Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{328 329}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	0.3	25.2	126.9	266.0	305.2	366.8	461.9	556.4	609.0	708.0	191.6
Total Paid	0.2	20.8	110.2	180.9	220.6	276.6	338.8	417.5	476.3	537.7	124.4
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	76%	65%

Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory

Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%	4.4%	4.9%	7.7%
Interplan Inflation	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%	4.7%	5.3%	4.8%
Total Inflation	5.2%	8.5%	5.9%	10.0%	16.6%	13.7%	9.1%	10.2%	12.5%

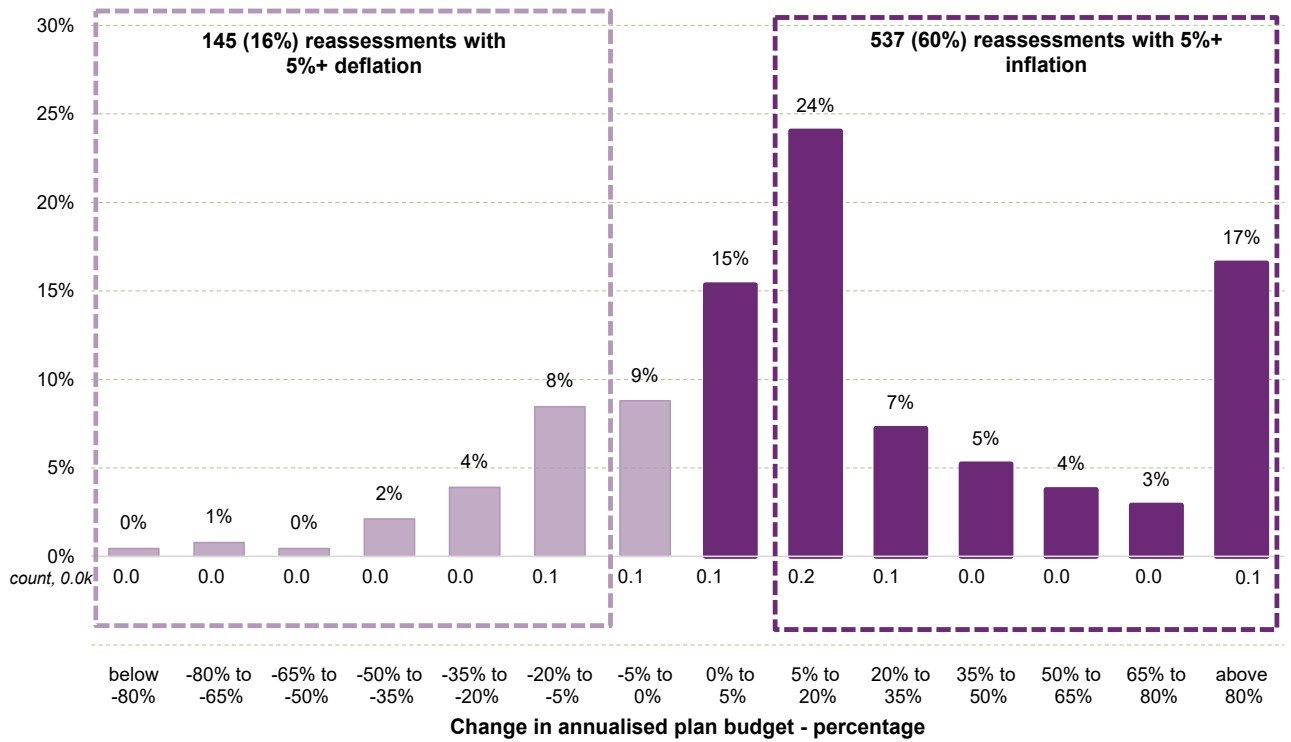
³²⁶ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³²⁷ Total payments for home modifications in Australian Capital Territory were \$3.6m. Of which, \$1.8m (49.9%) has been paid for specialised disability accommodation (SDA) supports, and \$1.8m (50.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$5.5m. Of which, \$2.7m (49%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.8m (51%) has been allocated for non-SDA supports.

³²⁸ 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.

³²⁹ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 2023) - all participants – Australian Capital Territory ³³⁰



³³⁰ 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

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry, plan and entry type – Northern Territory ³³¹

Participant breakdown	Prior Quarters	2023-24 Q1	Total
Access decisions	7,290	309	7,599
Active Eligible - Total	5,757	242	5,999
<i>Active Eligible - New</i>	3,711	239	3,950
<i>Active Eligible - State</i>	1,640	<11	1,641
<i>Active Eligible - Commonwealth</i>	406	<11	408
Active Participant Plans (excl ECA) - Total	5,597	241	5,838
<i>Active Participant Plans (excl ECA) - New</i>	3,563	235	3,798
<i>Active Participant Plans (excl ECA) - State</i>	1,631	<11	1,634
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	403	<11	406
Active Participant Plans - Total	5,729	346	5,943
<i>Active Participant Plans - Early Intervention (s25)</i>	1,924	149	2,073
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,673	92	3,765
<i>Active Participant Plans - ECA</i>	132	105	105

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 September 2023 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	512
<i>Early Intervention participants</i>	116
<i>Permanent disability participants</i>	396

³³¹ 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 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	1,481	97%	591	97%	<11	n/a	2,082	97%
7 to 14	820	88%	362	87%	<11	n/a	1,192	88%
15 to 18	253	88%	123	83%	<11	n/a	383	86%
19 to 24	201	90%	105	84%	<11	n/a	309	87%
25 to 34	324	89%	192	80%	<11	n/a	521	85%
35 to 44	383	88%	251	82%	<11	n/a	640	86%
45 to 54	395	83%	313	78%	<11	n/a	709	81%
55 to 64	396	81%	307	75%	<11	n/a	704	78%
65+	<11	n/a	16	59%	<11	n/a	25	50%
Missing	17	35%	22	41%	<11	n/a	43	40%
Total	4,279	89%	2,282	83%	47	77%	6,608	87%

Table M.4 Assessment of access by primary disability group and gender – Northern Territory³³²

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	271	94%	100	94%	<11	n/a	372	94%
Autism	1,006	98%	345	98%	20	95%	1,371	98%
Cerebral palsy	118	98%	93	96%	<11	n/a	211	97%
Developmental delay	727	98%	275	99%	<11	n/a	1,007	98%
Global developmental delay	142	99%	68	96%	<11	n/a	210	98%
Hearing impairment	118	89%	123	82%	<11	n/a	243	85%
Intellectual disability	728	95%	475	94%	<11	n/a	1,211	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	29	94%
Psychosocial disability	454	79%	180	63%	<11	n/a	639	74%
Spinal cord injury	78	96%	27	96%	<11	n/a	105	96%
Stroke	121	89%	120	88%	<11	n/a	242	88%
Visual impairment	41	82%	49	84%	<11	n/a	90	83%
Other neurological	156	80%	131	76%	<11	n/a	288	78%
Other physical	151	59%	155	61%	<11	n/a	306	60%
Other sensory/speech	28	46%	<11	n/a	<11	n/a	33	43%
Other	119	55%	99	54%	<11	n/a	218	54%
Missing	14	100%	15	94%	<11	n/a	33	97%
Total	4,279	89%	2,282	83%	47	77%	6,608	87%

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

³³² Down syndrome is included in intellectual disability.
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Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,835	51%	115	48%	2,950	51%
Non-First Nations Participants	2,295	41%	124	51%	2,419	41%
Not Stated	467	8%	<11	1%	469	8%
Total	5,597	100%	241	100%	5,838	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory ³³³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	343	6%	11	5%	354	6%
Not culturally and linguistically diverse	5,241	94%	230	95%	5,471	94%
Not stated	13	0%	<11	n/a	13	0%
Total	5,597	100%	241	100%	5,838	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 September 2023 – Northern Territory ^{334 335}

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 ³³⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-20	<11	36
Dec-20	<11	36
Mar-21	<11	36
Jun-21	<11	35
Sep-21	<11	32
Dec-21	<11	28
Mar-22	<11	26
Jun-22	<11	25
Sep-22	<11	23
Dec-22	<11	20
Mar-23	<11	13
Jun-23	<11	<11
Sep-23	<11	<11

³³³ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

³³⁴ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers.

³³⁵ There are a further 14 active participants aged 65 years or over who are currently in residential aged care.

³³⁶ 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 M.9 Participant profile per quarter by remoteness – Northern Territory ³³⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,251	58%	145	60%	3,396	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	69	1%	<11	n/a	73	1%
Remote	1,146	20%	46	19%	1,192	20%
Very Remote	1,126	20%	45	19%	1,171	20%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,597	100%	241	100%	5,838	100%

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ^{338 339 340}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,290	23%	43	18%	1,333	23%
Intellectual Disability	1,097	20%	27	11%	1,124	19%
Developmental Delay	794	14%	84	35%	878	15%
Psychosocial disability	561	10%	15	6%	576	10%
Hearing Impairment	224	4%	<11	n/a	227	4%
Other Neurological	213	4%	<11	n/a	222	4%
Other Physical	204	4%	<11	n/a	209	4%
Acquired brain injury	308	6%	<11	n/a	318	5%
Cerebral Palsy	198	4%	<11	n/a	198	3%
Global Developmental Delay	168	3%	19	8%	187	3%
Multiple Sclerosis	25	0%	<11	n/a	25	0%
Visual Impairment	63	1%	<11	n/a	69	1%
Stroke	184	3%	<11	n/a	191	3%
Other	157	3%	13	5%	170	3%
Spinal Cord Injury	84	2%	<11	n/a	84	1%
Other Sensory/Speech	27	0%	<11	n/a	27	0%
Total	5,597	100%	241	100%	5,838	100%

³³⁷ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³³⁸ Table order based on national proportions in Table E.10 (highest to lowest).

³³⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁴⁰ 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 ^{341 342}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	33	6%	<11	n/a	33	6%
Intellectual Disability	157	28%	<11	n/a	157	28%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	81	14%	<11	n/a	81	14%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	38	7%	<11	n/a	38	7%
Other Physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	89	16%	<11	n/a	89	16%
Cerebral Palsy	62	11%	<11	n/a	62	11%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	<11	n/a	<11	n/a	<11	n/a
Visual Impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	50	9%	<11	n/a	50	9%
Other	23	4%	<11	n/a	23	4%
Spinal Cord Injury	17	3%	<11	n/a	17	3%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	565	100%	<11	n/a	565	100%

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ³⁴³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,257	25%	43	18%	1,300	25%
Intellectual Disability	940	19%	27	11%	967	18%
Developmental Delay	794	16%	84	35%	878	17%
Psychosocial disability	480	10%	15	6%	495	9%
Hearing Impairment	224	4%	<11	n/a	227	4%
Other Neurological	175	3%	<11	n/a	184	3%
Other Physical	194	4%	<11	n/a	199	4%
Acquired brain injury	219	4%	<11	n/a	229	4%
Cerebral Palsy	136	3%	<11	n/a	136	3%
Global Developmental Delay	168	3%	19	8%	187	4%
Multiple Sclerosis	24	0%	<11	n/a	24	0%
Visual Impairment	59	1%	<11	n/a	65	1%
Stroke	134	3%	<11	n/a	141	3%
Other	134	3%	13	5%	147	3%
Spinal Cord Injury	67	1%	<11	n/a	67	1%
Other Sensory/Speech	27	1%	<11	n/a	27	1%
Total	5,032	100%	241	100%	5,273	100%

³⁴¹ 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.

³⁴² Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

³⁴³ 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	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	955	17%	64	27%	1,019	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	374	7%	18	7%	392	7%
4 (High Function)	283	5%	<11	n/a	293	5%
5 (High Function)	407	7%	38	16%	445	8%
6 (Moderate Function)	1,060	19%	50	21%	1,110	19%
7 (Moderate Function)	318	6%	13	5%	331	6%
8 (Moderate Function)	428	8%	15	6%	443	8%
9 (Moderate Function)	34	1%	<11	n/a	34	1%
10 (Moderate Function)	598	11%	15	6%	613	11%
11 (Low Function)	121	2%	<11	n/a	127	2%
12 (Low Function)	532	10%	<11	n/a	537	9%
13 (Low Function)	360	6%	<11	n/a	365	6%
14 (Low Function)	117	2%	<11	n/a	119	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,597	100%	241	100%	5,838	100%

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	954	17%	115	48%	1,069	18%
7 to 14	1,491	27%	40	17%	1,531	26%
15 to 18	458	8%	11	5%	469	8%
19 to 24	396	7%	11	5%	407	7%
25 to 34	466	8%	<11	n/a	475	8%
35 to 44	547	10%	14	6%	561	10%
45 to 54	555	10%	16	7%	571	10%
55 to 64	542	10%	22	9%	564	10%
65+	188	3%	<11	n/a	191	3%
Total	5,597	100%	241	100%	5,838	100%

Table M.15 Participation rates by age group and gender at 30 September 2023 – Northern Territory³⁴⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.7%	2.6%	4.2%
7 to 14	7.5%	3.3%	5.5%
15 to 18	4.8%	2.2%	3.6%
19 to 24	2.5%	1.1%	1.9%
25 to 44	1.4%	0.9%	1.2%
45 to 64	2.1%	1.6%	1.9%
Total (aged 0 to 64)	3.1%	1.6%	2.4%

³⁴⁴ 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

Note: In Tables M.16 to M.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=431), 'participant social and community engagement rate' (n=427), 'parent and carer employment rate' (n=266) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=187) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 September 2021 - Northern Territory ³⁴⁵

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	10%	19%	26%
Participant employment rate - Aged 25 to 34 years	16%	18%	18%	26%
Participant employment rate - Aged 35 to 44 years	9%	9%	7%	26%
Participant employment rate - Aged 45 to 54 years	16%	9%	17%	26%
Participant employment rate - Aged 55 to 64 years	8%	17%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	13%	13%	26%
Participant employment rate - Aged 15 to 64 years	12%	13%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	42%	55%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	44%	57%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	46%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	41%	47%	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	42%	49%	44%	46%
Participant social and community engagement rate - Aged 15+ years	42%	50%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	56%	53%	50%
Parent and carer employment rate - Aged 15+ years	49%	57%	58%	50%
Parent and carer employment rate - All ages	49%	57%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	51%	65%	75%
Participant Choice and Control - Aged 15+ years	n/a	53%	63%	75%

³⁴⁵ 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 September 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=316), 'participant social and community engagement rate' (n=319), 'parent and carer employment rate' (n=211) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=174) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 September 2020 - Northern Territory³⁴⁶

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	16%	0%	13%	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	20%	24%	11%	17%	26%
Participant employment rate - Aged 55 to 64 years	11%	3%	5%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	16%	8%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	16%	6%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	38%	48%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	35%	35%	37%	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%	27%	37%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	34%	32%	44%	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	36%	36%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	36%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	64%	60%	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%	59%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	78%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	67%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	74%	75%

³⁴⁶ 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 September 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=245), 'participant social and community engagement rate' (n=246), 'parent and carer employment rate' (n=104) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=165) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 September 2019 - Northern Territory ³⁴⁷

Age group	Baseline	R1	R2	R3	R4	2023-24 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	13%	9%	15%	7%	16%	26%
Participant employment rate - Aged 15 to 64 years	11%	9%	13%	7%	14%	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	48%	45%	52%	49%	47%	46%
Participant social and community engagement rate - Aged 15+ years	47%	45%	50%	45%	47%	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	51%	69%	65%	58%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	67%	77%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	58%	68%	73%	73%	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 September 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=127), 'participant social and community engagement rate' (n=129), 'parent and carer employment rate' (n=33) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=100) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 September 2018 - Northern Territory³⁴⁸

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 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%	13%	17%	22%	16%	26%
Participant employment rate - Aged 15 to 64 years	16%	12%	13%	17%	19%	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	43%	46%	43%	46%	49%	50%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	43%	42%	49%	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	45%	68%	64%	69%	74%	75%
Participant Choice and Control - Aged 15+ years	n/a	48%	68%	63%	67%	70%	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 September 2018 and have had a fifth plan reassessment to date.

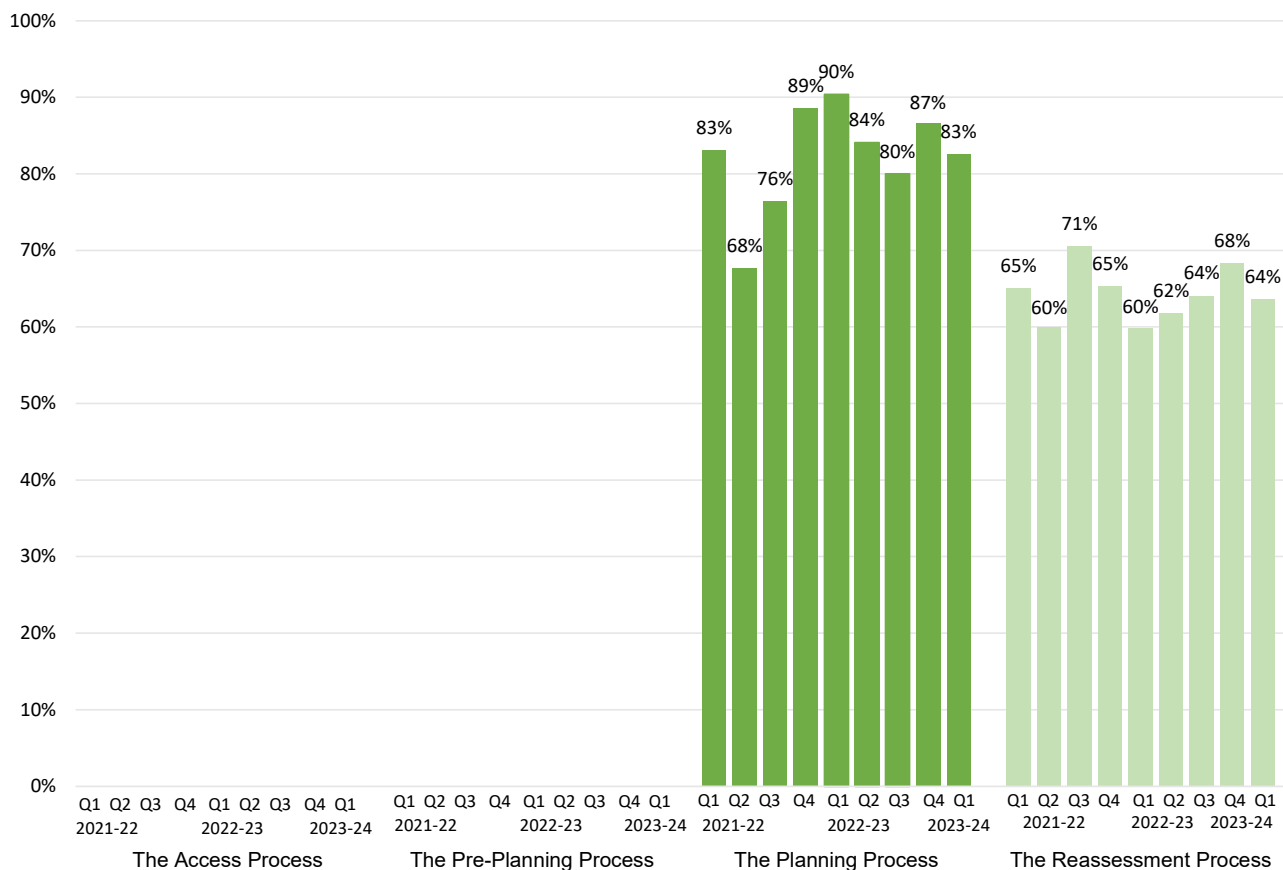
Part Three: Participant Experience

Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 143 in Prior Quarters, n = 8 in 2023-24 Q1), 'Pre-planning' (n = 136 in Prior Quarters, n = 6 in 2023-24 Q1), 'Planning' (n = 449 in Prior Quarters, n = 46 in 2023-24 Q1) and 'Plan reassessment' (n = 1,060 in Prior Quarters, n = 99 in 2023-24 Q1) of NDIS journey in 2023-24 Q1 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Northern Territory ³⁴⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q1
Access - Are you happy with how coming into the NDIS has gone?	80%	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?	83%	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?	66%	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.	72%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	89%	87%
Planning - Did you understand why you needed to give the information you did?	97%	93%
Planning - Were decisions about your plan clearly explained?	85%	85%
Planning - Are you clear on what happens next with your plan?	81%	80%
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%	83%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	73%	69%
Plan reassessment - Did you feel prepared for your plan reassessment?	79%	77%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	82%	77%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	64%

³⁴⁹ 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 M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{350 351}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q1. 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 ‘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.21 shows the number of complaints in 2023-24 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q1 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.22 shows the number of complaints by type as well as by source and subject of complaint based on records.

³⁵⁰ Participant satisfaction results for prior quarters have been restated using data as at 30 September 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints and PCIs by quarter – Northern Territory ^{352 353}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q1	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	18	<11	22	21
People who have submitted an access request: Complaints about service providers	70	<11	73	56
People who have submitted an access request: Complaints about the Agency	819	45	864	540
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	926	52	978	596
<i>Percentage of the number of active participants</i>	<i>4.9%</i>	<i>3.6%</i>	<i>4.8%</i>	<i>n/a</i>
Total PCIs	464	59	523	n/a

Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ³⁵⁴

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	12	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	111	14%	<11	n/a	115	13%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	214	26%	11	24%	225	26%
Complaints about the Agency - NDIA Process	110	13%	<11	n/a	116	13%
Complaints about the Agency - NDIA Resources	15	2%	<11	n/a	15	2%
Complaints about the Agency - NDIA Staff	47	6%	<11	n/a	52	6%
Complaints about the Agency - NDIA Timeliness	177	22%	13	29%	190	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	55	7%	<11	n/a	58	7%
Complaints about the Agency - Total	819	100%	45	100%	864	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

³⁵² Note that 68% of all complainants made only one complaint, 17% made two complaints and 15% made three or more complaints.

³⁵³ 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.

³⁵⁴ There are 926 total participant complaints in Prior Quarters, 52 total participant complaints in 2023-24 Q1, and 978 total participant complaints as at 30 September 2023, including 18 unclassified participant complaints as at 30 September 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - Percentage	Total - Count	Total - Percentage
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	61%	<11	n/a	13	59%
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	18	100%	<11	n/a	22	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	17	24%	<11	n/a	18	25%
Complaints about service providers - Provider Staff	14	20%	<11	n/a	14	19%
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	20%	<11	n/a	14	19%
Complaints about service providers - Total	70	100%	<11	n/a	73	100%

Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory

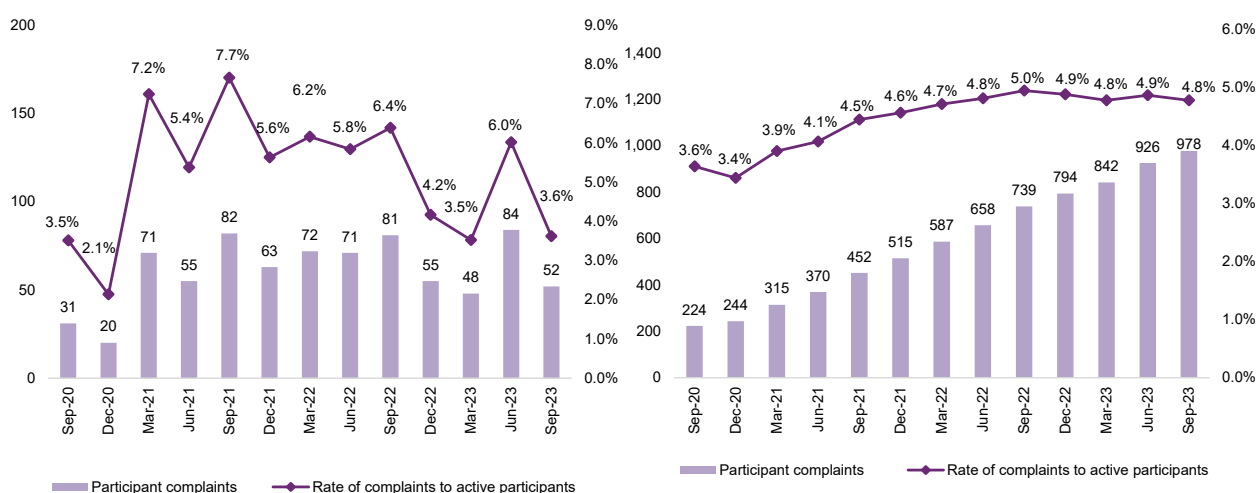


Figure M.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Northern Territory

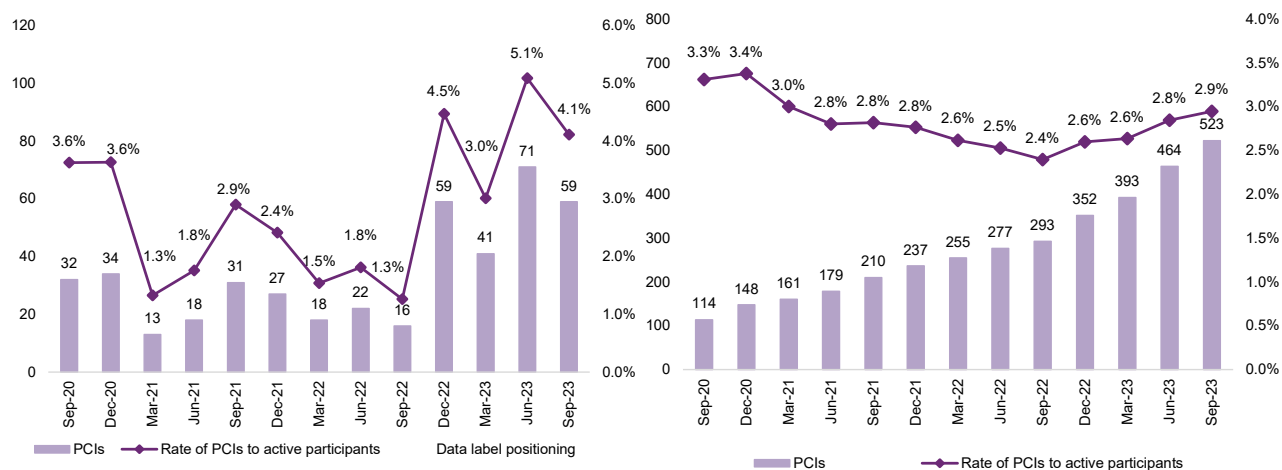


Table M.23 AAT Cases by category at 30 September 2023 – Northern Territory³⁵⁵

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q1 - Count	2023-24 Q1 - 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	0.05%

Table M.24 AAT cases by open/closed and decision – Northern Territory^{356 357}

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

³⁵⁵ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁵⁶ Ibid.

³⁵⁷ 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 M.25 Key markets indicators by quarter – Northern Territory ^{358 359}

Market indicators	Previous Quarter	2023-24 Q1
Average number of active providers per active participant	1.62	1.60
Number of providers delivering new types of supports	65	90
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	76%	77%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	94%
Share of payments - top 25%: Participate Community (Percentage)	88%	88%
Share of payments - top 25%: Early Childhood Supports (Percentage)	87%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	89%	90%

Table M.26 Cumulative number of providers that have ever been active as at 30 September 2023 by quarter of activity – Northern Territory ³⁶⁰

Activity	Number of providers
Active for the first time in 2023-24 Q1	34
Active in 2023-24 Q1 and also in previous quarters	315
Active in 2023-24 Q1	349
Inactive in 2023-24 Q1	729
Active ever	1,078

Table M.27 Distribution of active providers in 2023-24 Q1 by their status in 2022-23 Q4 and payment band in 2023-24 Q1 – Northern Territory ³⁶¹

Amount paid in 2023-24 Q1	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	56	15	20	91
\$2,001-\$10,000	64	<5	5	72
\$10,001-\$100,000	78	<5	8	87
\$100,001-\$250,000	19	<5	<5	21
\$250,000+	78	<5	<5	78
Total	295	20	34	349

Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ³⁶²

Mainstream service	Prior Quarters	2023-24 Q1	Total
Daily Activities	16%	13%	15%
Health & Wellbeing	61%	65%	62%
Lifelong Learning	25%	22%	24%
Other	25%	24%	25%
Non-categorised	12%	11%	11%
Any mainstream service	96%	95%	95%

³⁵⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁵⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁶⁰ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁶¹ 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.

³⁶² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures M.4 to M.12 and in Tables M.29 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 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 2023-24 Q1 – Northern Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.0%	1.1%
\$5,001-\$10,000	3.9%	4.3%
\$10,001-\$15,000	6.4%	7.1%
\$15,001-\$20,000	9.3%	10.3%
\$20,001-\$25,000	13.5%	14.9%
\$25,001-\$30,000	6.9%	7.6%
\$30,001-\$50,000	16.6%	18.4%
\$50,001-\$100,000	17.1%	18.9%
\$100,001-\$150,000	6.5%	7.2%
\$150,001-\$200,000	3.5%	3.9%
\$200,001-\$250,000	1.7%	1.8%
\$250,001+	13.5%	4.5%

Figure M.4 Average annualised committed supports and average payments by age group as at 30 September 2023 – Northern Territory

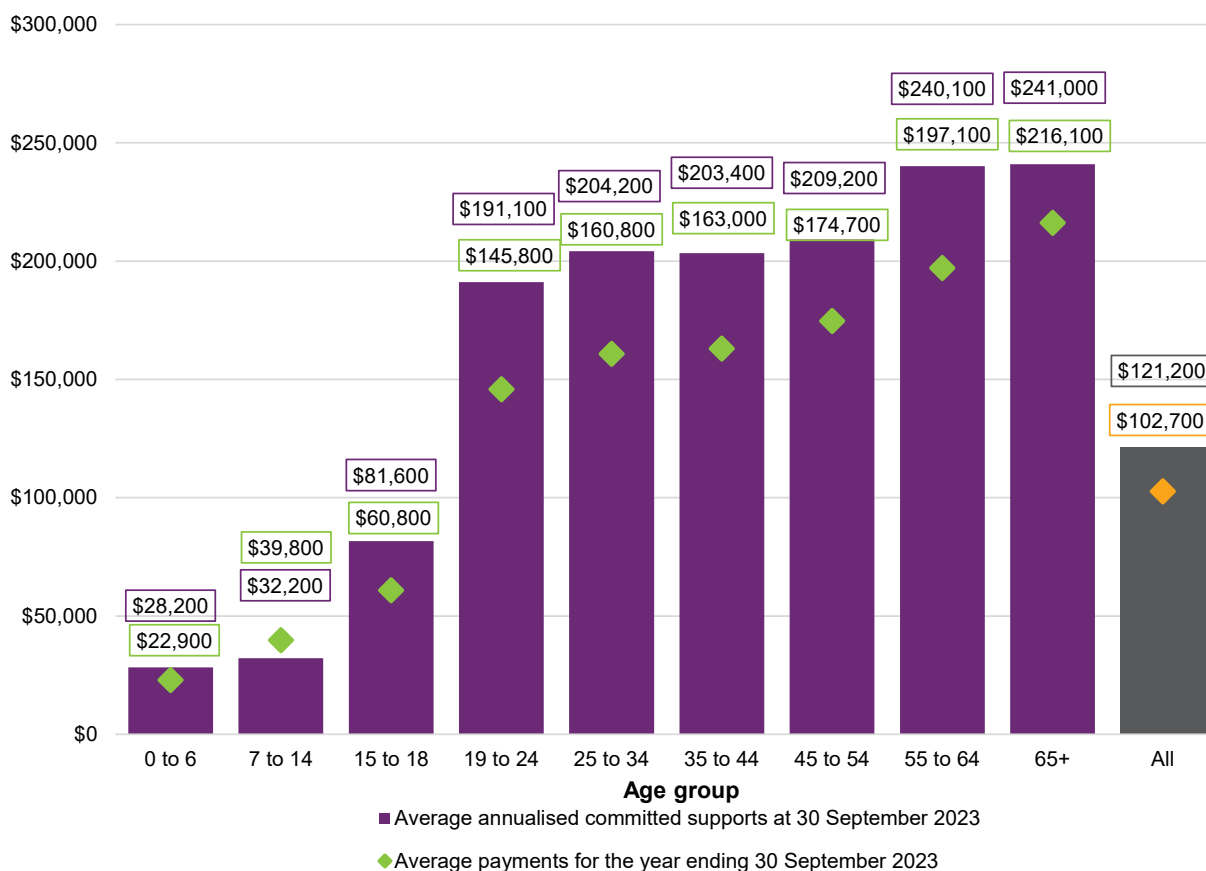


Figure M.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 30 September 2023 – Northern Territory

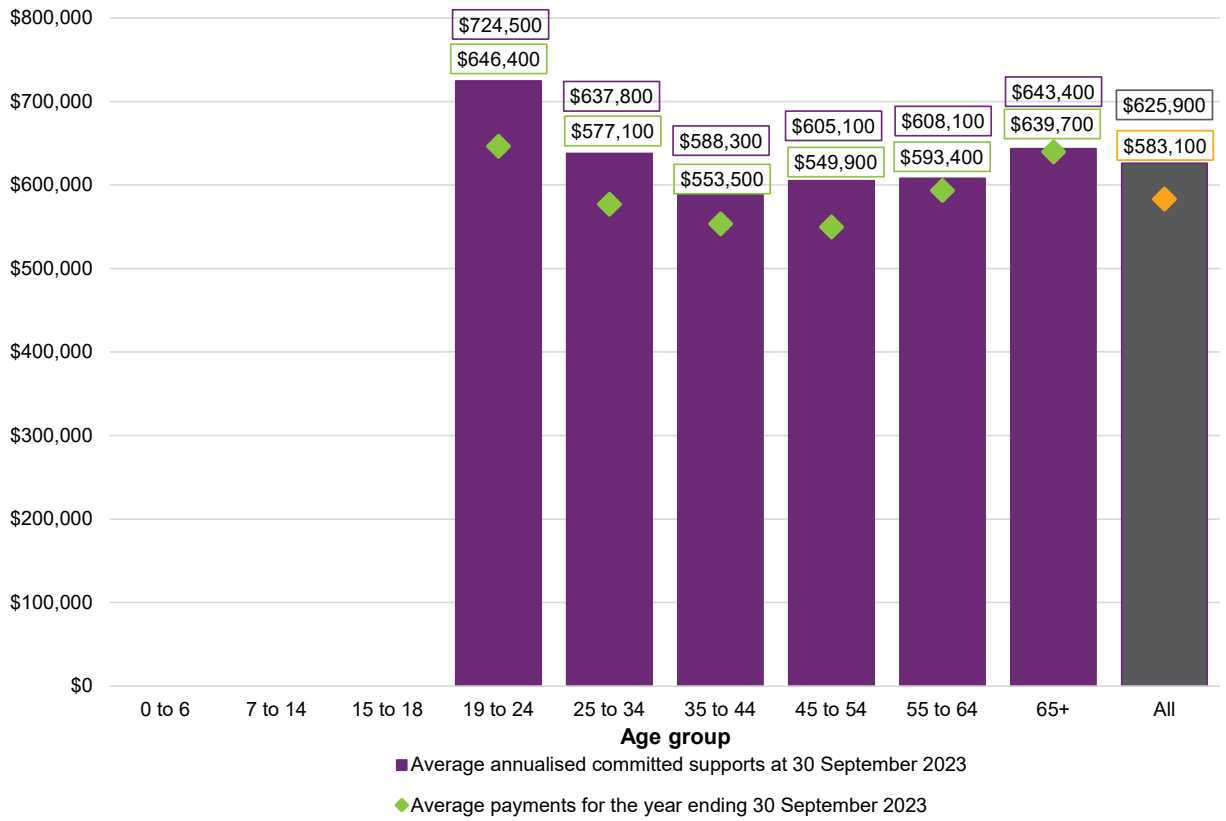


Figure M.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 30 September 2023 – Northern Territory

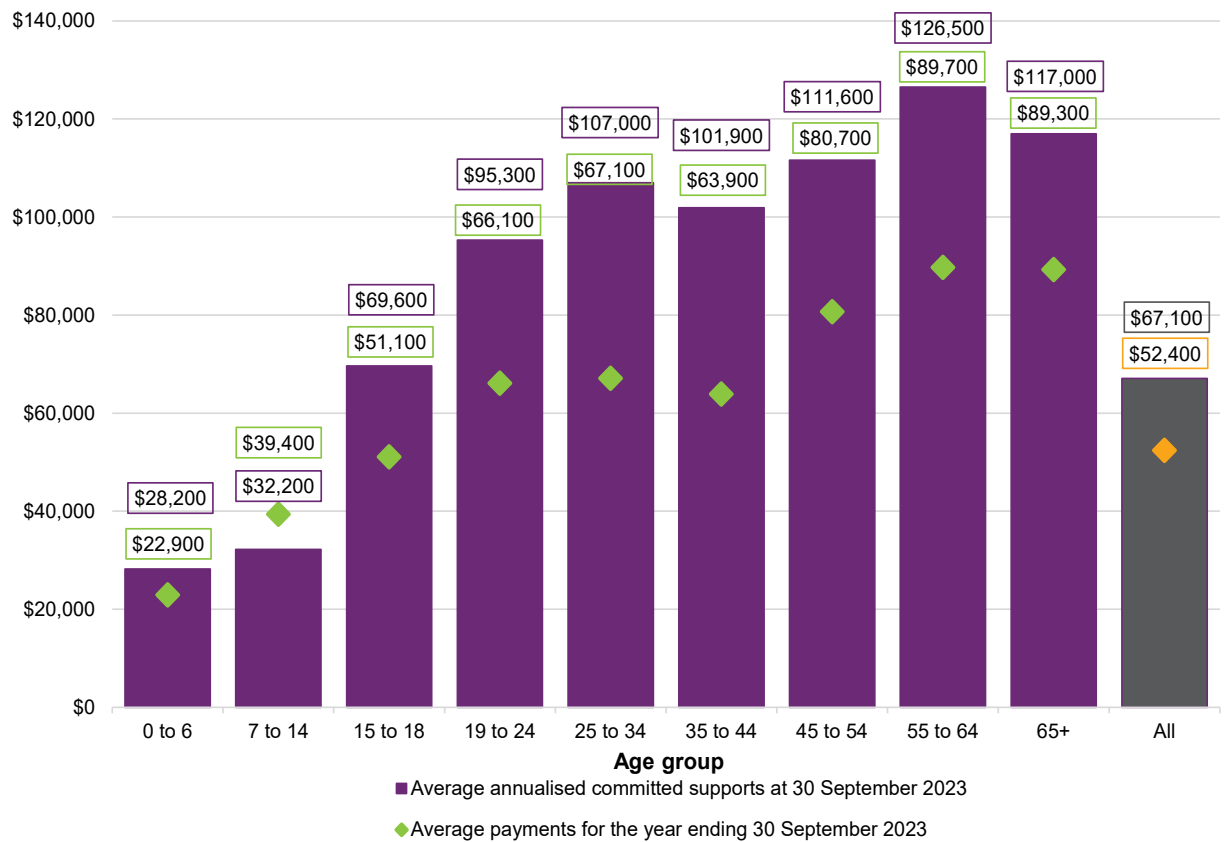


Figure M.7 Average annualised committed supports and average payments by primary disability group as at 30 September 2023 – Northern Territory

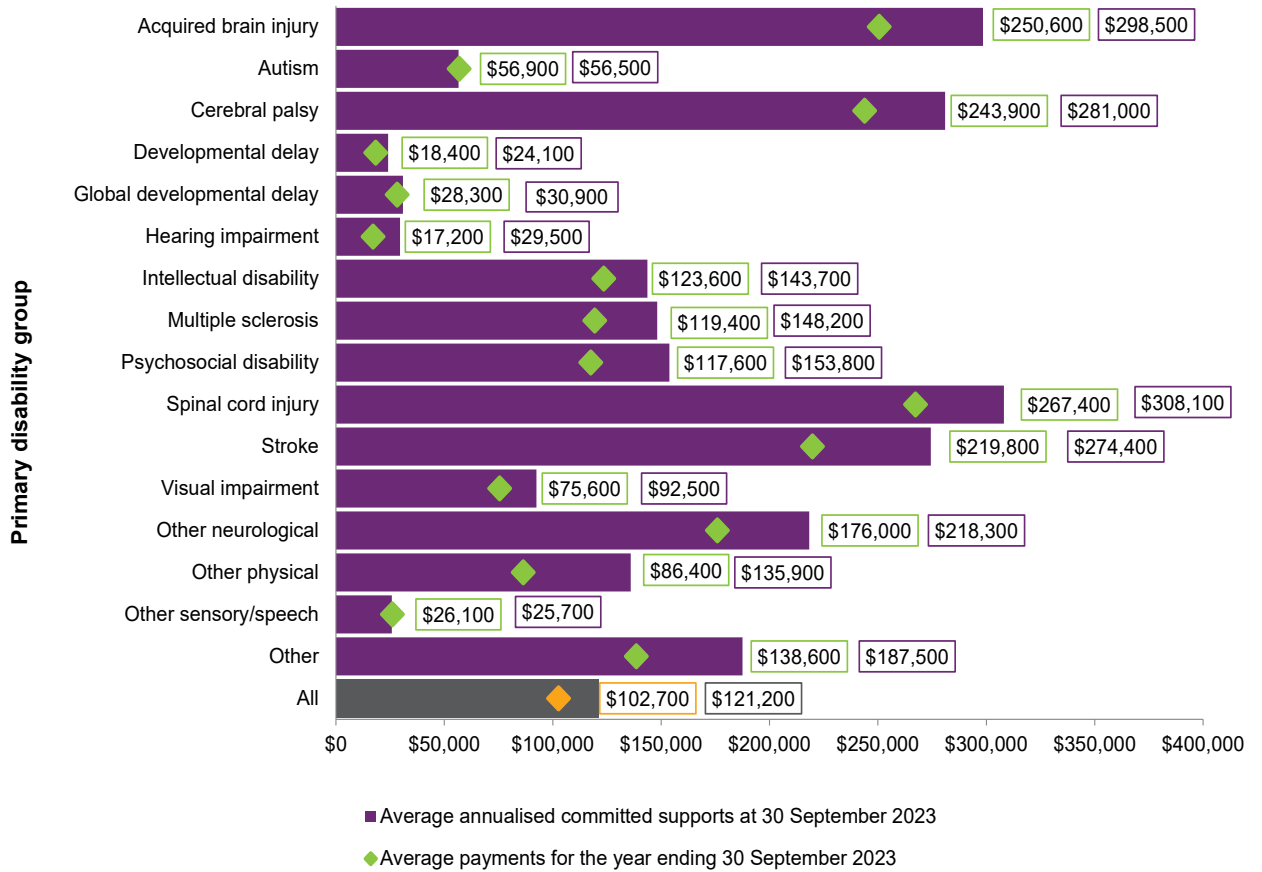


Figure M.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 30 September 2023 – Northern Territory

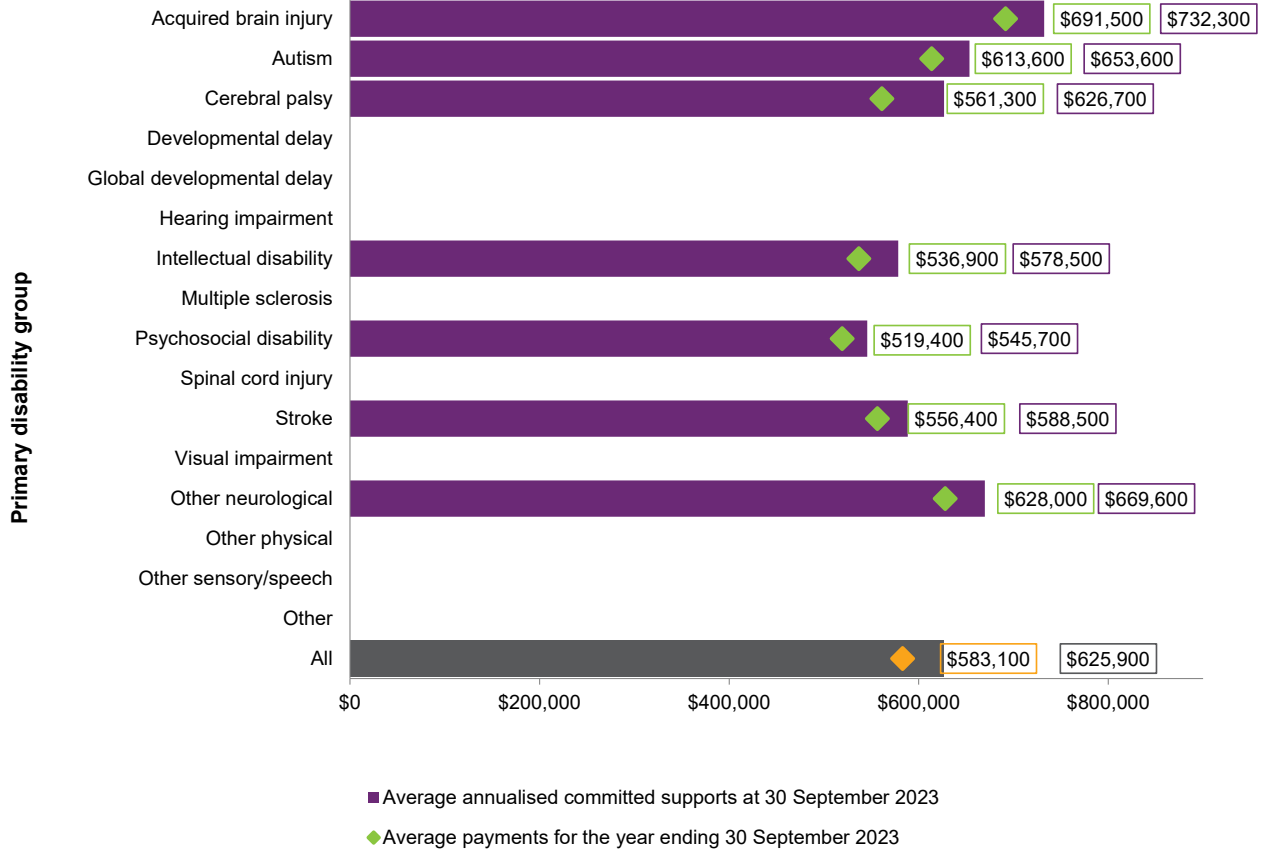


Figure M.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 30 September 2023 – Northern Territory

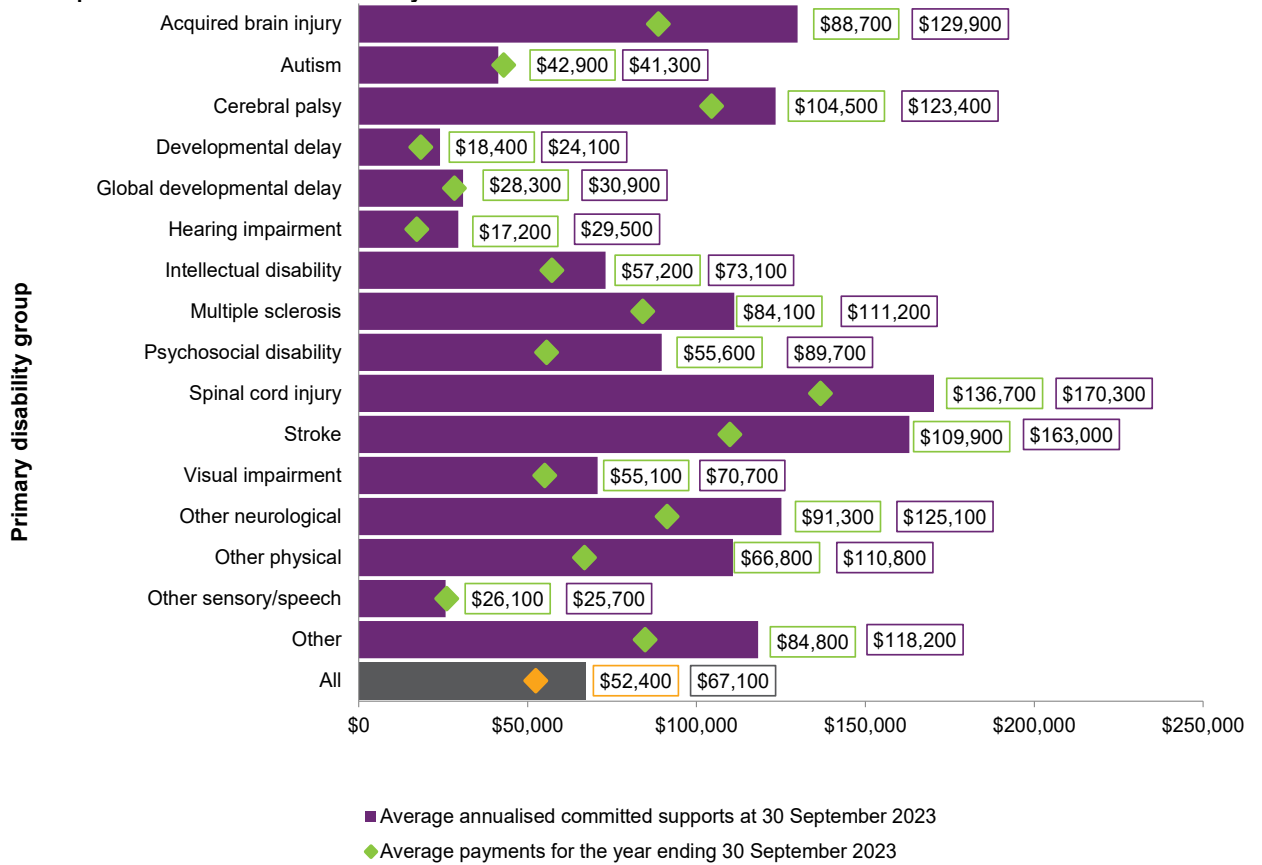


Figure M.10 Average annualised committed supports and average payments by reported level of function as at 30 September 2023 – Northern Territory

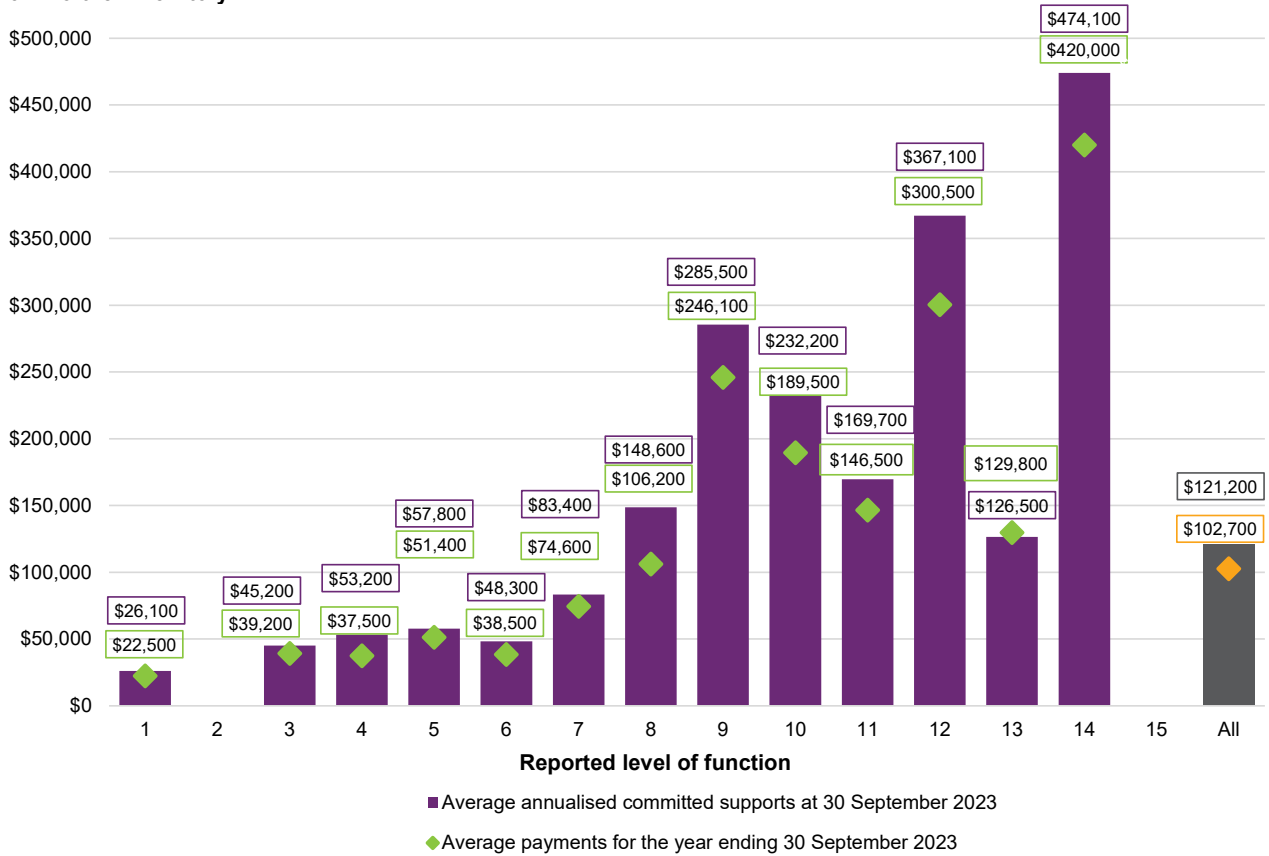


Figure M.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 30 September 2023 – Northern Territory

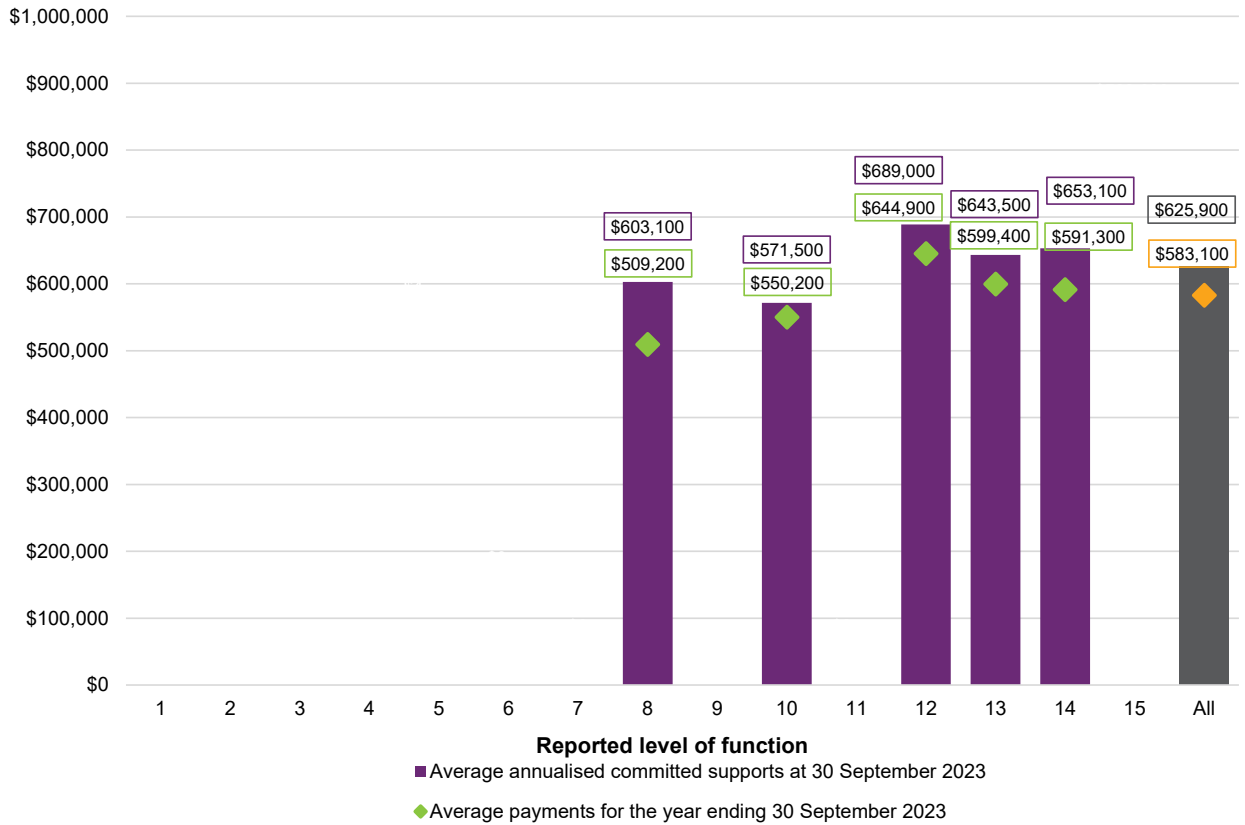


Figure M.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 30 September 2023 – Northern Territory

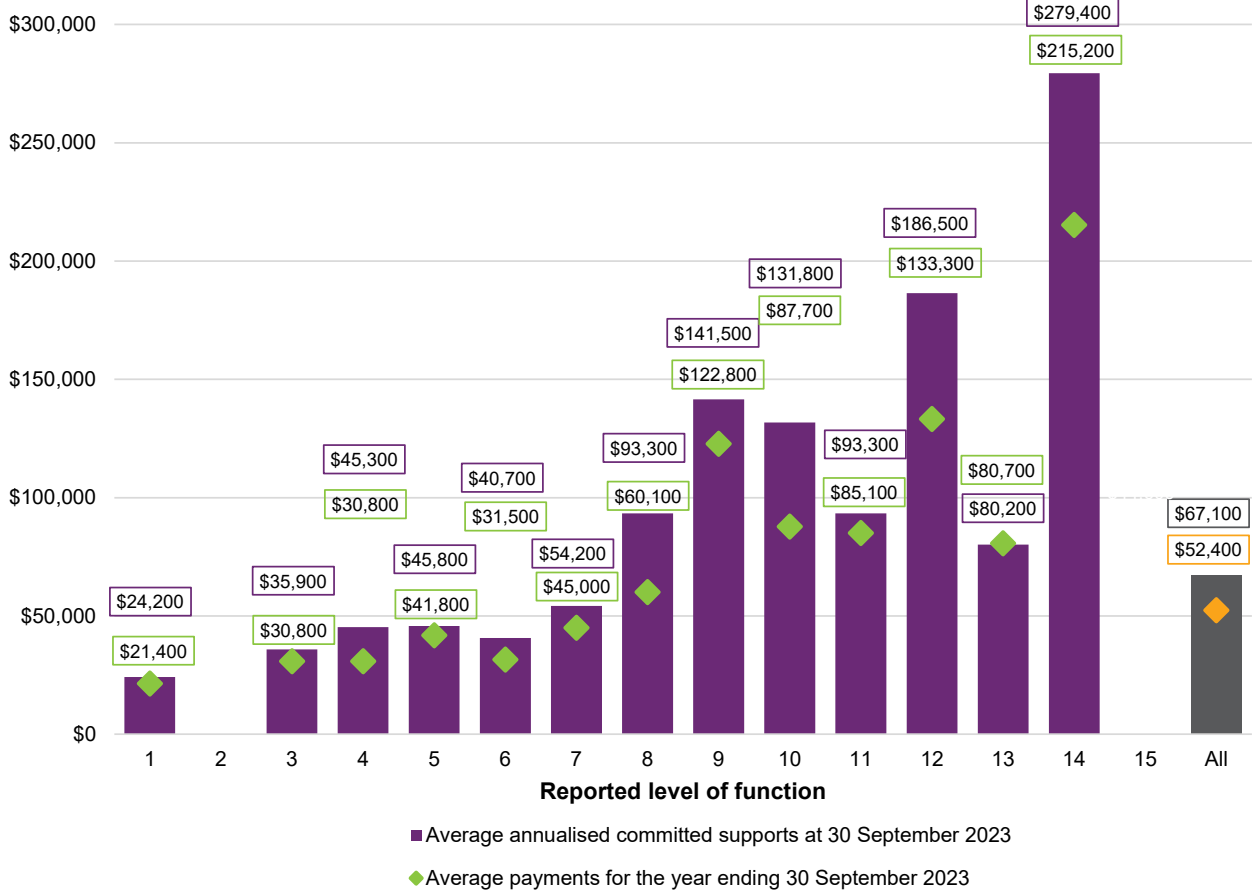


Table M.30 Total annualised committed supports and total payments by support category as at 30 September 2023 (\$m) – Northern Territory^{363 364}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	373.1	394.2
Core: Consumables	5.6	7.9
Core: Social and Civic	87.5	122.5
Core: Transport	7.3	4.6
Capacity Building: Choice and Control	7.1	8.3
Capacity Building: Daily Activities	40.2	87.1
Capacity Building: Employment	0.8	4.6
Capacity Building: Health and Wellbeing	0.1	0.3
Capacity Building: Home Living	0.01	0.03
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	8.6	16.8
Capacity Building: Social and Civic	4.9	11.0
Capacity Building: Support Coordination	21.5	29.5
Capital: Assistive Technology	6.7	15.0
Capital: Home Modifications	2.1	5.4
All	565.5	707.4

Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2023 (\$m) – Northern Territory^{365 366}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	245.9	267.1
Core: Consumables	1.7	1.8
Core: Social and Civic	37.8	51.9
Core: Transport	0.4	1.2
Capacity Building: Choice and Control	0.7	0.9
Capacity Building: Daily Activities	5.0	8.8
Capacity Building: Employment	0.1	0.6
Capacity Building: Health and Wellbeing	0.01	0.05
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	4.7	7.6
Capacity Building: Social and Civic	0.4	0.6
Capacity Building: Support Coordination	5.1	5.9
Capital: Assistive Technology	1.7	3.5
Capital: Home Modifications	1.1	3.6
All	304.7	353.7

³⁶³ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³⁶⁴ Total payments for home modifications in Northern Territory were \$2.1m. Of which, \$1.2m (56%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (44%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$5.4m. Of which, \$4.1m (76%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3m (24%) has been allocated for non-SDA supports.

³⁶⁵ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³⁶⁶ Total payments for home modifications in Northern Territory were \$1.1m. Of which, \$1.1m (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$3.6m. Of which, \$3.56m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.05m (1%) 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 September 2023 (\$m) – Northern Territory ^{367 368}

Support Category	Total payments for the year ending 30 September 2023	Total annualised committed supports at 30 September 2023
Core: Daily Activities	127.2	127.1
Core: Consumables	3.9	6.1
Core: Social and Civic	49.7	70.6
Core: Transport	6.9	3.4
Capacity Building: Choice and Control	6.3	7.5
Capacity Building: Daily Activities	35.2	78.3
Capacity Building: Employment	0.7	4.0
Capacity Building: Health and Wellbeing	0.1	0.3
Capacity Building: Home Living	0.01	0.03
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	4.0	9.2
Capacity Building: Social and Civic	4.4	10.4
Capacity Building: Support Coordination	16.4	23.6
Capital: Assistive Technology	4.9	11.5
Capital: Home Modifications	1.0	1.8
All	260.8	353.7

Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{369 370}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24 YTD
Total Committed	0.0	2.0	5.8	20.4	100.3	201.9	390.6	515.8	546.0	690.9	187.2
Total Paid	0.0	1.7	4.2	11.8	66.9	136.9	266.2	375.8	421.1	525.9	123.8
% utilised to date	39%	82%	72%	58%	67%	68%	68%	73%	77%	76%	66%

Table M.34 Percentage change in plan budgets for active participants – Northern Territory

Inflation type	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23
Intraplan Inflation	5.6%	4.9%	6.6%	4.3%	8.0%	8.9%	6.5%	5.5%	8.4%
Interplan Inflation	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%	9.4%	7.4%	7.7%
Total Inflation	-4.5%	7.0%	9.2%	6.3%	18.4%	23.2%	15.9%	12.9%	16.1%

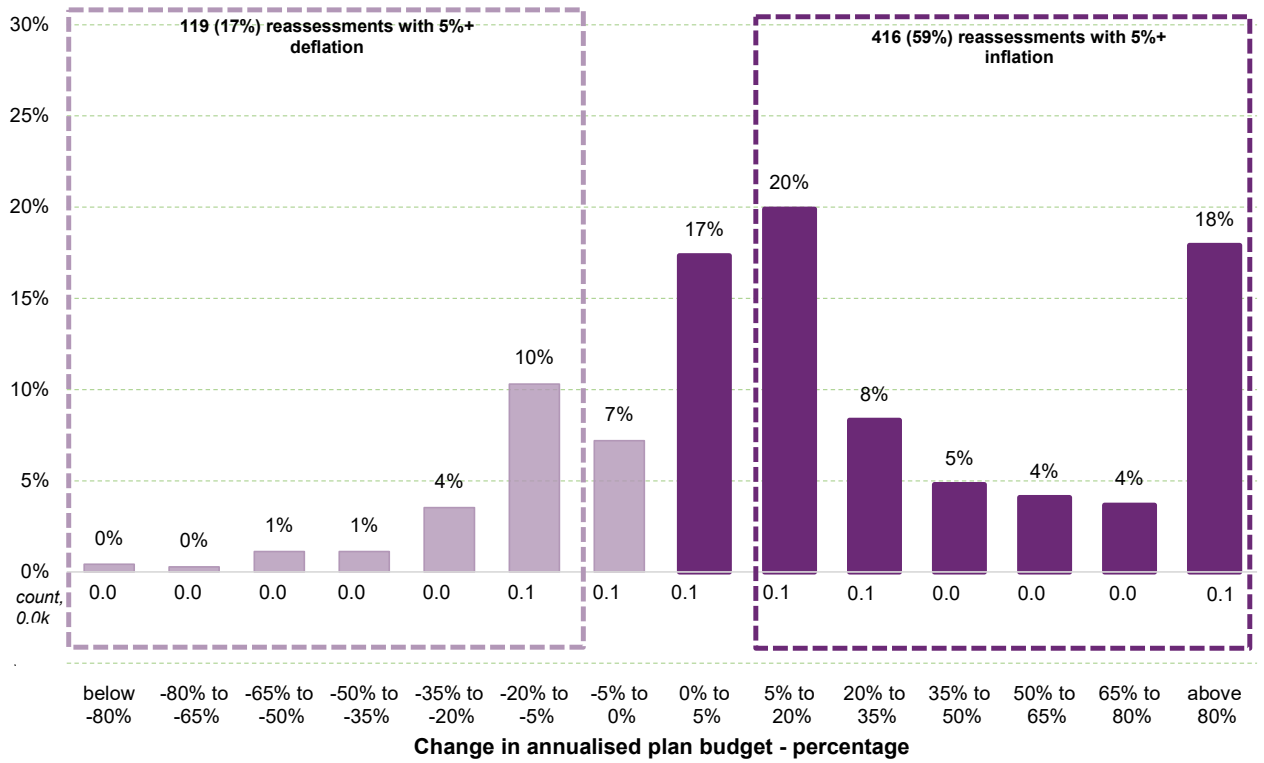
³⁶⁷ Total annualised committed supports refer to those in the current plans of active participants at 30 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023.

³⁶⁸ Total payments for home modifications in Northern Territory were \$0.98m. Of which, \$0.08m (9%) has been paid for specialised disability accommodation (SDA) supports, and \$0.89m (91%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$1.80m. Of which, \$0.53m (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.27m (70%) has been allocated for non-SDA supports.

³⁶⁹ 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.

³⁷⁰ The utilisation rate for 2023-24 YTD 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 2023 to 30 September 2023) - all participants – Northern Territory ³⁷¹



³⁷¹ 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 N:

Comparison of key metrics by State/Territory



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 September 2023 ^{372 373 374 375 376 377 378}
379

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	149,030	79%	186,335	99%	35,604	19%	189,033
NSW - Hunter New England	Jul-13	24,774	78%	30,988	98%	5,810	18%	31,678
NSW - Central Coast	Jul-16	8,202	77%	10,551	99%	1,831	17%	10,666
NSW - Far West	Jul-17	736	83%	884	100%	167	19%	886
NSW - Illawarra Shoalhaven	Jul-17	9,093	83%	10,700	98%	2,271	21%	10,905
NSW - Mid North Coast	Jul-17	6,808	87%	7,782	99%	1,371	18%	7,829
NSW - Murrumbidgee	Jul-17	7,476	90%	8,301	100%	1,762	21%	8,328
NSW - Nepean Blue Mountains	Jul-15	8,070	73%	10,892	98%	1,926	17%	11,112
NSW - North Sydney	Jul-16	9,975	78%	12,582	98%	2,732	21%	12,783
NSW - Northern NSW	Jul-17	8,599	95%	9,029	100%	1,694	19%	9,067
NSW - South Eastern Sydney	Jul-17	10,738	84%	12,729	99%	2,499	19%	12,840
NSW - South Western Sydney	Jul-16	21,450	73%	28,899	99%	5,237	18%	29,312
NSW - Southern NSW	Jul-16	4,317	83%	5,107	98%	1,043	20%	5,198
NSW - Sydney	Jul-17	6,551	88%	7,349	99%	1,447	19%	7,431
NSW - Western NSW	Jul-17	6,485	83%	7,774	99%	1,727	22%	7,852
NSW - Western Sydney	Jul-16	15,731	68%	22,737	98%	4,081	18%	23,114
NSW - Other	n/a	25	78%	31	97%	<11	n/a	32
VIC	Jan-19	162,598	96%	167,344	99%	29,079	17%	168,867
VIC - Barwon	Jul-13	10,687	94%	11,272	99%	2,021	18%	11,413
VIC - Central Highlands	Jan-17	6,034	91%	6,521	99%	1,210	18%	6,613
VIC - Loddon	May-17	8,523	96%	8,811	99%	1,427	16%	8,887
VIC - North East Melbourne	Jul-16	15,257	95%	15,883	99%	2,897	18%	16,097
VIC - Inner Gippsland	Oct-17	6,208	98%	6,302	99%	1,072	17%	6,362
VIC - Ovens Murray	Oct-17	3,842	92%	4,142	99%	757	18%	4,184

³⁷² Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁷³ 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).

³⁷⁴ 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.

³⁷⁵ 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.

³⁷⁶ The phasing date shown for Hunter New England is for the Hunter Trial Site.

³⁷⁷ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

³⁷⁸ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

³⁷⁹ 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 - Western District	Oct-17	4,282	95%	4,463	99%	918	20%	4,513
VIC - Inner East Melbourne	Nov-17	11,035	95%	11,420	99%	2,424	21%	11,579
VIC - Outer East Melbourne	Nov-17	11,501	97%	11,691	99%	2,204	19%	11,821
VIC - Hume Moreland	Mar-18	11,672	98%	11,848	99%	1,764	15%	11,948
VIC - Bayside Peninsula	Apr-18	20,084	98%	20,276	99%	3,833	19%	20,416
VIC - Southern Melbourne	Sep-18	15,664	97%	16,027	99%	2,777	17%	16,150
VIC - Brimbank Melton	Oct-18	11,247	97%	11,477	99%	1,528	13%	11,538
VIC - Western Melbourne	Oct-18	16,286	98%	16,570	99%	2,296	14%	16,677
VIC - Goulburn	Jan-19	4,768	95%	5,003	100%	898	18%	5,020
VIC - Mallee	Jan-19	2,857	98%	2,926	100%	510	17%	2,929
VIC - Outer Gippsland	Jan-19	2,636	97%	2,697	100%	541	20%	2,705
VIC - Other	n/a	15	100%	15	100%	<11	n/a	15
QLD	Jan-19	129,378	96%	134,428	100%	24,836	18%	134,964
QLD - Bundaberg	Sep-17	3,574	94%	3,762	99%	767	20%	3,787
QLD - Ipswich	Jul-17	10,403	95%	10,911	100%	1,943	18%	10,949
QLD - Mackay	Nov-16	3,993	93%	4,261	100%	849	20%	4,281
QLD - Toowoomba	Jan-17	7,864	97%	8,104	100%	1,728	21%	8,126
QLD - Townsville	Apr-16	7,301	94%	7,763	100%	1,517	19%	7,802
QLD - Rockhampton	Nov-17	6,708	90%	7,387	99%	1,244	17%	7,456
QLD - Beenleigh	Jul-18	14,774	98%	15,105	100%	2,476	16%	15,135
QLD - Brisbane	Jul-18	24,185	97%	24,747	100%	4,586	18%	24,842
QLD - Cairns	Jul-18	6,566	98%	6,693	100%	1,422	21%	6,712
QLD - Maryborough	Jul-18	5,027	94%	5,300	99%	1,021	19%	5,327
QLD - Robina	Jul-18	13,568	97%	13,854	99%	2,379	17%	13,928
QLD - Caboolture/Strathpine	Jan-19	13,815	93%	14,772	100%	2,615	18%	14,816
QLD - Maroochydore	Jan-19	11,585	98%	11,754	100%	2,286	19%	11,787
QLD - Other	n/a	15	94%	15	94%	<11	n/a	16
WA	Jul-19	47,750	88%	53,391	99%	13,053	24%	54,165
WA - North East Metro	Jul-14	7,065	87%	7,989	98%	2,151	26%	8,120
WA - Wheat Belt	Jan-17	1,132	87%	1,285	99%	314	24%	1,297
WA - South Metro	Jul-18	7,353	85%	8,546	98%	1,953	22%	8,701
WA - Central South Metro	Jul-18	5,979	88%	6,653	98%	1,577	23%	6,779
WA - South West	Sep-18	3,975	90%	4,307	98%	952	22%	4,397
WA - Goldfields-Esperance	Oct-18	752	83%	901	100%	193	21%	904
WA - North Metro	Oct-18	6,381	87%	7,253	99%	1,799	25%	7,331
WA - Kimberley-Pilbara	Oct-18	1,468	88%	1,662	100%	351	21%	1,664
WA - South East Metro	Jul-19	5,664	93%	6,022	99%	1,695	28%	6,096
WA - Central North Metro	Jul-19	5,719	93%	6,110	99%	1,559	25%	6,178
WA - Great Southern	Jul-19	1,113	88%	1,248	98%	244	19%	1,271
WA - Midwest-Gascoyne	Jul-19	1,123	80%	1,388	99%	258	18%	1,400
WA - Other	n/a	26	96%	27	100%	<11	n/a	27
SA	Jul-13	51,019	94%	53,835	99%	10,006	18%	54,311
SA - Adelaide Hills	Jul-13	1,987	93%	2,100	98%	341	16%	2,140

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	2,525	93%	2,705	100%	378	14%	2,718
SA - Eastern Adelaide	Jul-13	4,276	92%	4,601	99%	902	19%	4,629
SA - Eyre and Western	Jul-13	1,564	95%	1,625	98%	329	20%	1,655
SA - Far North (SA)	Jul-13	579	96%	597	99%	112	19%	604
SA - Fleurieu and Kangaroo Island	Jul-13	1,429	94%	1,502	99%	302	20%	1,516
SA - Limestone Coast	Jul-13	1,629	93%	1,722	98%	327	19%	1,755
SA - Murray and Mallee	Jul-13	1,999	92%	2,129	98%	390	18%	2,179
SA - Northern Adelaide	Jul-13	17,412	94%	18,395	99%	3,299	18%	18,571
SA - Southern Adelaide	Jul-13	11,125	95%	11,634	100%	2,305	20%	11,680
SA - Western Adelaide	Jul-13	4,490	95%	4,720	99%	930	20%	4,747
SA - Yorke and Mid North	Jul-13	1,965	95%	2,063	99%	389	19%	2,074
SA - Other	n/a	39	91%	42	98%	<11	n/a	43
TAS	Jul-13	12,803	93%	13,372	98%	2,798	20%	13,702
TAS - North	Jul-13	3,824	96%	3,930	99%	828	21%	3,981
TAS - North West	Jul-13	2,735	91%	2,922	97%	640	21%	2,997
TAS - South East	Jul-13	2,760	90%	2,951	96%	614	20%	3,065
TAS - South West	Jul-13	3,484	95%	3,569	98%	716	20%	3,659
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	9,236	87%	10,468	99%	1,817	17%	10,595
ACT	Jul-14	9,235	87%	10,467	99%	1,816	17%	10,594
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,545	95%	5,816	100%	1,133	19%	5,838
NT - Barkly	Jul-14	141	95%	148	99%	31	21%	149
NT - Central Australia	Jul-17	894	94%	947	100%	268	28%	948
NT - Darwin Remote	Jul-17	496	97%	510	100%	80	16%	510
NT - Darwin Urban	Jan-17	3,284	95%	3,448	99%	583	17%	3,466
NT - East Arnhem	Jan-17	229	98%	233	100%	46	20%	233
NT - Katherine	Jul-17	270	95%	284	100%	80	28%	285
NT - Other	n/a	231	94%	246	100%	45	18%	247
OT	n/a	50	98%	51	100%	<11	n/a	51
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
Total	n/a	567,412	90%	625,043	99%	118,337	19%	631,529

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 September 2023 ^{380 381 382}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$77,800	\$29,500	\$64,700	\$19,400	189,033
NSW - Hunter New England	\$77,000	\$27,900	\$63,000	\$16,800	31,678
NSW - Central Coast	\$70,200	\$24,700	\$58,500	\$16,600	10,666
NSW - Far West	\$82,300	\$41,000	\$54,600	\$15,600	886
NSW - Illawarra Shoalhaven	\$81,400	\$36,400	\$68,000	\$22,900	10,905
NSW - Mid North Coast	\$72,800	\$25,500	\$58,400	\$16,200	7,829
NSW - Murrumbidgee	\$74,100	\$30,500	\$58,000	\$16,400	8,328
NSW - Nepean Blue Mountains	\$76,600	\$25,600	\$62,300	\$16,500	11,112
NSW - North Sydney	\$87,400	\$29,900	\$73,300	\$20,100	12,783
NSW - Northern NSW	\$78,400	\$36,100	\$63,100	\$20,400	9,067
NSW - South Eastern Sydney	\$84,000	\$32,700	\$70,300	\$21,200	12,840
NSW - South Western Sydney	\$75,200	\$27,500	\$67,100	\$21,900	29,312
NSW - Southern NSW	\$67,000	\$29,700	\$51,200	\$16,600	5,198
NSW - Sydney	\$82,500	\$42,800	\$66,400	\$23,500	7,431
NSW - Western NSW	\$83,700	\$36,000	\$59,800	\$16,200	7,852
NSW - Western Sydney	\$77,700	\$25,600	\$68,400	\$19,700	23,114
NSW - Other	\$86,800	\$30,700	\$50,600	\$10,100	32
VIC	\$72,100	\$30,800	\$56,800	\$17,400	168,867
VIC - Barwon	\$75,000	\$34,600	\$56,900	\$16,700	11,413
VIC - Central Highlands	\$72,300	\$28,200	\$54,600	\$13,600	6,613
VIC - Loddon	\$63,800	\$24,900	\$46,700	\$12,300	8,887
VIC - North East Melbourne	\$77,700	\$31,300	\$62,800	\$17,400	16,097
VIC - Inner Gippsland	\$67,100	\$31,800	\$51,300	\$16,200	6,362
VIC - Ovens Murray	\$64,000	\$29,200	\$48,100	\$15,500	4,184
VIC - Western District	\$71,600	\$32,200	\$53,000	\$16,000	4,513
VIC - Inner East Melbourne	\$85,900	\$36,500	\$68,400	\$19,400	11,579
VIC - Outer East Melbourne	\$72,600	\$32,300	\$57,200	\$17,900	11,821
VIC - Hume Moreland	\$64,800	\$26,900	\$54,400	\$17,300	11,948
VIC - Bayside Peninsula	\$79,300	\$39,100	\$62,500	\$20,200	20,416
VIC - Southern Melbourne	\$70,800	\$29,200	\$58,400	\$18,300	16,150
VIC - Brimbank Melton	\$66,200	\$25,000	\$53,700	\$15,200	11,538
VIC - Western Melbourne	\$68,100	\$27,900	\$54,400	\$16,100	16,677
VIC - Goulburn	\$62,200	\$27,700	\$45,100	\$13,400	5,020
VIC - Mallee	\$68,300	\$29,600	\$46,500	\$14,200	2,929
VIC - Outer Gippsland	\$74,400	\$37,900	\$55,800	\$19,200	2,705
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$78,000	\$30,500	\$62,500	\$16,900	134,964
QLD - Bundaberg	\$75,900	\$32,900	\$59,600	\$15,000	3,787

³⁸⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁸¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁸² Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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	\$74,100	\$30,000	\$61,400	\$15,400	10,949
QLD - Mackay	\$68,700	\$24,500	\$51,400	\$11,700	4,281
QLD - Toowoomba	\$83,800	\$34,000	\$64,900	\$16,000	8,126
QLD - Townsville	\$79,700	\$28,300	\$60,700	\$13,700	7,802
QLD - Rockhampton	\$66,800	\$25,500	\$48,600	\$11,900	7,456
QLD - Beenleigh	\$74,500	\$24,900	\$61,200	\$15,100	15,135
QLD - Brisbane	\$80,000	\$34,400	\$65,900	\$18,500	24,842
QLD - Cairns	\$91,600	\$40,300	\$70,500	\$19,600	6,712
QLD - Maryborough	\$76,700	\$33,100	\$61,500	\$16,200	5,327
QLD - Robina	\$78,400	\$30,800	\$64,200	\$18,500	13,928
QLD - Caboolture/Strathpine	\$76,400	\$26,700	\$62,100	\$16,000	14,816
QLD - Maroochydore	\$81,700	\$35,600	\$65,400	\$19,300	11,787
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$81,900	\$35,800	\$60,900	\$19,700	54,165
WA - North East Metro	\$85,900	\$35,600	\$66,700	\$18,600	8,120
WA - Wheat Belt	\$65,000	\$35,800	\$38,900	\$13,500	1,297
WA - South Metro	\$72,800	\$29,500	\$55,400	\$17,200	8,701
WA - Central South Metro	\$82,200	\$35,600	\$59,200	\$19,500	6,779
WA - South West	\$71,700	\$34,400	\$52,300	\$18,000	4,397
WA - Goldfields-Esperance	\$92,700	\$37,400	\$56,400	\$16,000	904
WA - North Metro	\$74,700	\$31,400	\$56,800	\$18,500	7,331
WA - Kimberley-Pilbara	\$88,500	\$43,300	\$56,200	\$18,600	1,664
WA - South East Metro	\$93,200	\$40,800	\$72,300	\$23,200	6,096
WA - Central North Metro	\$97,500	\$44,700	\$73,700	\$23,600	6,178
WA - Great Southern	\$75,500	\$33,900	\$50,100	\$15,100	1,271
WA - Midwest-Gascoyne	\$72,200	\$35,600	\$47,900	\$16,800	1,400
WA - Other	n/a	n/a	n/a	n/a	27
SA	\$76,200	\$27,900	\$61,000	\$15,400	54,311
SA - Adelaide Hills	\$59,300	\$23,300	\$46,600	\$12,200	2,140
SA - Barossa, Light and Lower North	\$56,900	\$22,600	\$42,700	\$11,700	2,718
SA - Eastern Adelaide	\$87,200	\$32,600	\$71,100	\$16,300	4,629
SA - Eyre and Western	\$75,600	\$36,400	\$51,000	\$15,500	1,655
SA - Far North (SA)	\$80,400	\$40,400	\$53,000	\$12,800	604
SA - Fleurieu and Kangaroo Island	\$75,500	\$31,200	\$57,600	\$15,000	1,516
SA - Limestone Coast	\$71,400	\$25,200	\$51,900	\$10,100	1,755
SA - Murray and Mallee	\$66,300	\$26,100	\$49,100	\$11,500	2,179
SA - Northern Adelaide	\$76,400	\$25,800	\$64,100	\$15,000	18,571
SA - Southern Adelaide	\$81,900	\$31,000	\$66,000	\$16,500	11,680
SA - Western Adelaide	\$79,900	\$32,500	\$64,500	\$17,200	4,747
SA - Yorke and Mid North	\$65,700	\$29,100	\$46,600	\$13,600	2,074
SA - Other	\$52,300	\$36,700	\$28,000	\$8,700	43
TAS	\$89,200	\$36,300	\$68,800	\$18,700	13,702
TAS - North	\$86,000	\$38,200	\$67,000	\$18,700	3,981
TAS - North West	\$95,800	\$40,000	\$75,500	\$19,600	2,997

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	\$77,700	\$29,000	\$57,500	\$15,000	3,065
TAS - South West	\$96,800	\$39,600	\$74,800	\$20,100	3,659
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$70,300	\$25,000	\$55,600	\$13,300	10,595
ACT	\$70,300	\$25,000	\$55,600	\$13,300	10,594
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$121,200	\$38,800	\$102,700	\$26,900	5,838
NT - Barkly	\$122,500	\$43,400	\$85,000	\$13,100	149
NT - Central Australia	\$205,100	\$65,100	\$168,800	\$39,700	948
NT - Darwin Remote	\$70,100	\$49,400	\$42,600	\$20,400	510
NT - Darwin Urban	\$104,900	\$26,500	\$96,600	\$24,400	3,466
NT - East Arnhem	\$114,500	\$68,100	\$56,600	\$24,900	233
NT - Katherine	\$157,200	\$46,100	\$146,100	\$39,700	285
NT - Other	\$95,900	\$46,900	\$62,000	\$16,800	247
OT	\$110,700	\$71,600	\$54,200	\$30,300	51
Missing	n/a	n/a	n/a	n/a	<11
Total	\$77,100	\$30,700	\$61,800	\$18,100	631,529

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 September 2023 ^{383 384 385}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$56,400	\$26,100	\$44,600	\$17,800	177,878
NSW - Hunter New England	\$53,400	\$24,600	\$40,400	\$15,400	29,687
NSW - Central Coast	\$49,800	\$22,700	\$39,500	\$15,600	10,076
NSW - Far West	\$65,700	\$38,400	\$39,500	\$14,900	856
NSW - Illawarra Shoalhaven	\$59,400	\$32,200	\$47,700	\$20,800	10,225
NSW - Mid North Coast	\$58,200	\$23,800	\$45,100	\$15,400	7,517
NSW - Murrumbidgee	\$54,000	\$27,300	\$39,300	\$15,300	7,860
NSW - Nepean Blue Mountains	\$52,700	\$23,600	\$39,500	\$15,000	10,397
NSW - North Sydney	\$58,300	\$25,000	\$46,000	\$17,700	11,754
NSW - Northern NSW	\$63,200	\$33,600	\$48,600	\$19,100	8,682
NSW - South Eastern Sydney	\$62,800	\$28,800	\$50,600	\$19,100	12,075
NSW - South Western Sydney	\$55,700	\$24,600	\$49,200	\$20,200	27,772
NSW - Southern NSW	\$52,800	\$27,200	\$37,800	\$15,400	4,965
NSW - Sydney	\$66,300	\$39,600	\$50,800	\$21,500	7,057
NSW - Western NSW	\$57,900	\$31,200	\$36,900	\$14,600	7,255
NSW - Western Sydney	\$54,500	\$22,900	\$46,400	\$17,800	21,669
NSW - Other	\$76,400	\$28,500	\$44,000	\$10,100	31
VIC	\$56,300	\$28,600	\$42,400	\$16,300	161,916
VIC - Barwon	\$57,400	\$32,200	\$40,900	\$15,900	10,911
VIC - Central Highlands	\$51,300	\$25,500	\$36,300	\$12,700	6,238
VIC - Loddon	\$50,300	\$23,500	\$34,300	\$11,600	8,571
VIC - North East Melbourne	\$57,200	\$28,400	\$43,100	\$15,800	15,242
VIC - Inner Gippsland	\$55,100	\$30,500	\$40,000	\$15,500	6,167
VIC - Ovens Murray	\$50,500	\$27,000	\$36,300	\$14,600	4,018
VIC - Western District	\$50,700	\$29,200	\$34,700	\$14,500	4,222
VIC - Inner East Melbourne	\$61,300	\$32,100	\$45,800	\$17,400	10,795
VIC - Outer East Melbourne	\$55,500	\$29,700	\$41,800	\$16,600	11,306
VIC - Hume Moreland	\$55,300	\$25,700	\$45,100	\$16,600	11,656
VIC - Bayside Peninsula	\$63,100	\$36,000	\$47,500	\$18,700	19,457
VIC - Southern Melbourne	\$56,000	\$27,500	\$45,300	\$17,200	15,575
VIC - Brimbank Melton	\$53,900	\$24,400	\$42,500	\$14,700	11,225
VIC - Western Melbourne	\$55,600	\$26,700	\$43,400	\$15,400	16,216
VIC - Goulburn	\$52,200	\$26,400	\$36,800	\$12,800	4,872
VIC - Mallee	\$55,100	\$27,800	\$35,400	\$13,400	2,825
VIC - Outer Gippsland	\$62,200	\$35,600	\$45,800	\$18,100	2,605
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$59,500	\$27,600	\$44,700	\$15,700	128,345
QLD - Bundaberg	\$58,200	\$29,400	\$43,000	\$13,700	3,603

³⁸³ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁸⁴ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁸⁵ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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	\$56,000	\$27,400	\$42,000	\$14,300	10,433
QLD - Mackay	\$53,300	\$23,400	\$37,400	\$11,200	4,110
QLD - Toowoomba	\$61,100	\$30,200	\$42,900	\$14,300	7,581
QLD - Townsville	\$57,800	\$25,800	\$40,300	\$12,600	7,368
QLD - Rockhampton	\$53,000	\$24,100	\$34,700	\$11,300	7,191
QLD - Beenleigh	\$55,600	\$23,400	\$43,500	\$14,100	14,445
QLD - Brisbane	\$63,400	\$31,200	\$49,000	\$16,900	23,649
QLD - Cairns	\$69,800	\$36,100	\$50,300	\$18,000	6,339
QLD - Maryborough	\$59,400	\$30,100	\$45,000	\$14,900	5,074
QLD - Robina	\$59,700	\$27,800	\$46,500	\$17,100	13,242
QLD - Caboolture/Strathpine	\$56,600	\$24,300	\$44,100	\$15,000	14,075
QLD - Maroochydore	\$63,700	\$32,500	\$48,700	\$18,000	11,219
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$61,900	\$32,900	\$43,100	\$18,300	51,177
WA - North East Metro	\$59,600	\$31,400	\$42,400	\$16,400	7,496
WA - Wheat Belt	\$58,500	\$34,800	\$33,100	\$13,000	1,272
WA - South Metro	\$55,000	\$27,100	\$39,400	\$16,100	8,280
WA - Central South Metro	\$63,900	\$32,700	\$43,700	\$18,000	6,436
WA - South West	\$57,700	\$32,200	\$40,300	\$16,900	4,228
WA - Goldfields-Esperance	\$67,500	\$35,400	\$38,400	\$15,400	861
WA - North Metro	\$59,200	\$29,600	\$43,200	\$17,400	7,044
WA - Kimberley-Pilbara	\$71,100	\$42,300	\$40,000	\$17,900	1,618
WA - South East Metro	\$65,500	\$36,500	\$47,500	\$20,700	5,592
WA - Central North Metro	\$72,700	\$40,200	\$51,600	\$21,000	5,738
WA - Great Southern	\$60,500	\$32,000	\$38,100	\$14,300	1,219
WA - Midwest-Gascoyne	\$62,400	\$34,400	\$39,700	\$16,200	1,366
WA - Other	\$94,500	\$68,000	\$40,200	\$7,900	27
SA	\$53,400	\$25,600	\$39,100	\$14,200	51,267
SA - Adelaide Hills	\$45,500	\$22,300	\$33,100	\$11,600	2,063
SA - Barossa, Light and Lower North	\$45,200	\$22,100	\$32,300	\$11,400	2,649
SA - Eastern Adelaide	\$61,200	\$28,900	\$45,500	\$14,600	4,349
SA - Eyre and Western	\$62,000	\$34,200	\$37,900	\$14,900	1,604
SA - Far North (SA)	\$58,700	\$38,000	\$33,200	\$11,500	570
SA - Fleurieu and Kangaroo Island	\$60,300	\$29,500	\$44,300	\$14,300	1,456
SA - Limestone Coast	\$49,400	\$23,700	\$30,600	\$9,200	1,659
SA - Murray and Mallee	\$49,000	\$24,500	\$32,800	\$10,500	2,075
SA - Northern Adelaide	\$50,000	\$24,300	\$38,400	\$13,900	17,458
SA - Southern Adelaide	\$54,800	\$27,300	\$40,400	\$14,800	10,830
SA - Western Adelaide	\$60,500	\$29,000	\$45,800	\$16,100	4,507
SA - Yorke and Mid North	\$55,500	\$28,100	\$36,200	\$13,100	2,004
SA - Other	\$52,300	\$36,700	\$27,300	\$8,000	43
TAS	\$59,400	\$31,900	\$41,800	\$16,800	12,666
TAS - North	\$62,600	\$34,300	\$45,200	\$17,300	3,749
TAS - North West	\$61,400	\$34,700	\$43,800	\$17,500	2,759

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South East	\$52,600	\$25,800	\$36,300	\$14,000	2,879
TAS - South West	\$60,000	\$32,600	\$41,300	\$16,800	3,279
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$48,800	\$23,200	\$36,000	\$12,300	9,981
ACT	\$48,800	\$23,200	\$36,000	\$12,300	9,980
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$67,100	\$33,800	\$52,400	\$22,400	5,273
NT - Barkly	\$80,600	\$41,200	\$46,100	\$11,800	137
NT - Central Australia	\$95,300	\$47,400	\$69,000	\$30,700	788
NT - Darwin Remote	\$65,800	\$48,700	\$38,800	\$19,500	504
NT - Darwin Urban	\$56,400	\$24,400	\$50,700	\$21,000	3,144
NT - East Arnhem	\$99,900	\$67,600	\$50,400	\$22,300	225
NT - Katherine	\$74,200	\$40,100	\$64,500	\$30,500	240
NT - Other	\$72,000	\$43,900	\$41,700	\$16,000	235
OT	\$107,700	\$70,400	\$54,000	\$29,800	50
Missing	n/a	n/a	n/a	n/a	<11
Total	\$57,300	\$27,900	\$43,300	\$16,700	598,556

Table O.4 Participation rates for all participants by service district and age group as at 30 September 2023 ³⁸⁶

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	4.8%	6.0%	3.9%	2.6%	1.4%	1.2%	1.6%	2.1%	2.6%
NSW - Hunter New England	6.8%	8.1%	5.9%	4.1%	2.3%	2.0%	2.1%	2.6%	3.9%
NSW - Central Coast	5.0%	8.8%	6.0%	4.1%	2.4%	1.7%	1.9%	2.4%	3.7%
NSW - Far West	5.3%	8.2%	5.1%	3.4%	2.4%	2.5%	2.1%	2.5%	3.6%
NSW - Illawarra Shoalhaven	3.9%	6.3%	4.5%	3.3%	2.2%	1.8%	2.1%	2.3%	3.0%
NSW - Mid North Coast	8.5%	9.8%	6.1%	4.8%	2.7%	2.1%	2.0%	2.4%	4.3%
NSW - Murrumbidgee	6.2%	6.5%	4.2%	3.3%	2.1%	1.5%	2.0%	2.2%	3.3%
NSW - Nepean Blue Mountains	5.4%	7.8%	5.1%	3.3%	1.8%	1.4%	1.7%	2.1%	3.2%
NSW - North Sydney	2.9%	3.3%	2.3%	1.6%	1.0%	0.7%	1.0%	1.5%	1.6%
NSW - Northern NSW	5.6%	7.7%	5.8%	4.8%	2.6%	1.8%	2.0%	2.2%	3.6%
NSW - South Eastern Sydney	3.5%	4.3%	2.6%	1.6%	0.8%	0.8%	1.2%	1.6%	1.8%
NSW - South Western Sydney	4.8%	5.9%	3.3%	2.5%	1.4%	1.1%	1.5%	2.0%	2.7%
NSW - Southern NSW	4.3%	6.2%	4.6%	3.6%	1.9%	1.5%	1.6%	1.9%	2.8%
NSW - Sydney	2.9%	4.2%	2.5%	1.0%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	4.9%	6.3%	4.4%	3.7%	1.9%	1.8%	2.0%	2.5%	3.2%
NSW - Western Sydney	5.2%	4.7%	2.9%	2.0%	1.1%	0.9%	1.4%	2.0%	2.3%
VIC	5.5%	6.9%	4.2%	2.5%	1.4%	1.4%	1.8%	2.3%	2.9%
VIC - Barwon	5.5%	8.8%	6.6%	4.5%	2.3%	2.0%	2.4%	2.8%	3.9%
VIC - Central Highlands	4.7%	7.9%	5.2%	4.0%	2.3%	1.9%	2.1%	2.7%	3.6%
VIC - Loddon	7.0%	9.5%	6.7%	4.4%	2.6%	2.2%	2.2%	2.4%	4.2%
VIC - North East Melbourne	5.1%	6.3%	3.9%	2.1%	1.1%	1.3%	1.9%	2.6%	2.6%
VIC - Inner Gippsland	5.8%	8.1%	4.7%	3.9%	2.5%	2.2%	2.4%	2.6%	3.7%
VIC - Ovens Murray	5.8%	8.3%	5.7%	4.1%	2.3%	2.0%	2.2%	2.4%	3.7%
VIC - Western District	4.8%	7.0%	5.1%	4.2%	2.5%	2.2%	2.5%	2.3%	3.5%
VIC - Inner East Melbourne	3.9%	4.4%	2.6%	1.6%	1.1%	1.0%	1.4%	1.9%	2.0%
VIC - Outer East Melbourne	4.6%	8.0%	5.1%	2.7%	1.9%	1.6%	1.8%	2.2%	3.1%
VIC - Hume Moreland	6.9%	7.5%	4.4%	2.2%	1.1%	1.2%	1.9%	2.7%	3.0%
VIC - Bayside Peninsula	4.8%	5.8%	3.4%	2.0%	1.2%	1.3%	1.7%	2.2%	2.5%
VIC - Southern Melbourne	5.4%	5.9%	3.4%	2.3%	1.2%	1.1%	1.7%	2.2%	2.7%
VIC - Brimbank Melton	7.5%	8.2%	4.3%	2.7%	1.5%	1.3%	1.6%	2.1%	3.3%
VIC - Western Melbourne	5.5%	6.8%	3.8%	1.5%	0.9%	0.9%	1.7%	2.1%	2.3%
VIC - Goulburn	5.7%	7.2%	5.1%	3.3%	2.0%	1.7%	2.0%	2.4%	3.4%
VIC - Mallee	7.1%	8.0%	5.6%	3.4%	2.1%	1.8%	2.1%	2.2%	3.6%
VIC - Outer Gippsland	4.9%	7.2%	5.2%	4.4%	2.6%	2.5%	2.6%	2.5%	3.6%
QLD	5.2%	6.6%	4.5%	2.6%	1.5%	1.4%	1.7%	2.2%	2.9%
QLD - Bundaberg	8.4%	9.2%	7.1%	6.1%	3.1%	2.6%	2.5%	3.0%	4.7%
QLD - Ipswich	5.2%	7.6%	5.4%	3.4%	1.8%	1.6%	1.9%	2.6%	3.4%
QLD - Mackay	5.3%	6.1%	4.4%	2.3%	1.1%	0.9%	1.2%	1.7%	2.5%
QLD - Toowoomba	4.7%	6.2%	5.4%	3.3%	1.8%	1.8%	2.2%	2.7%	3.3%
QLD - Townsville	6.9%	6.9%	3.9%	2.4%	1.6%	1.4%	1.9%	2.2%	3.1%
QLD - Rockhampton	5.8%	8.6%	5.8%	3.2%	1.6%	1.4%	1.5%	2.0%	3.4%

³⁸⁶ 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	6.3%	7.8%	5.8%	2.5%	1.7%	1.4%	1.7%	2.0%	3.3%
QLD - Brisbane	4.1%	4.7%	2.8%	1.7%	1.1%	1.1%	1.5%	2.2%	2.1%
QLD - Cairns	4.0%	5.0%	3.9%	2.7%	1.6%	1.5%	1.7%	2.0%	2.6%
QLD - Maryborough	7.0%	8.6%	7.1%	5.1%	3.1%	2.5%	2.8%	2.8%	4.4%
QLD - Robina	4.8%	6.2%	3.9%	2.4%	1.2%	1.1%	1.3%	1.8%	2.5%
QLD - Caboolture/Strathpine	6.1%	8.1%	5.5%	3.2%	1.9%	1.5%	1.7%	2.3%	3.5%
QLD - Maroochydore	5.0%	7.2%	5.0%	3.1%	1.9%	1.6%	1.6%	2.0%	3.1%
WA	2.8%	4.7%	3.8%	2.6%	1.4%	1.1%	1.4%	1.8%	2.2%
WA - North East Metro	2.9%	5.1%	4.7%	3.0%	1.6%	1.3%	1.6%	2.2%	2.5%
WA - Wheat Belt	1.7%	4.3%	4.5%	2.9%	1.6%	1.2%	1.0%	1.4%	2.0%
WA - South Metro	3.1%	5.4%	5.1%	2.8%	1.5%	1.1%	1.4%	1.9%	2.5%
WA - Central South Metro	2.2%	5.2%	3.7%	2.5%	1.5%	1.0%	1.3%	1.7%	2.1%
WA - South West	2.6%	5.0%	4.5%	3.6%	2.1%	1.3%	1.5%	1.9%	2.5%
WA - Goldfields-Esperance	2.4%	3.8%	3.2%	2.1%	1.1%	1.0%	0.9%	1.0%	1.7%
WA - North Metro	3.2%	5.0%	3.8%	2.8%	1.6%	1.0%	1.1%	1.3%	2.2%
WA - Kimberley-Pilbara	2.1%	3.6%	2.8%	2.5%	0.9%	0.9%	1.2%	1.5%	1.7%
WA - South East Metro	2.9%	4.3%	3.4%	1.9%	1.2%	1.1%	1.6%	2.2%	2.1%
WA - Central North Metro	2.7%	3.1%	2.1%	1.8%	1.0%	1.0%	1.5%	2.1%	1.7%
WA - Great Southern	2.2%	4.5%	3.9%	3.4%	2.2%	1.3%	1.3%	1.6%	2.3%
WA - Midwest-Gascoyne	4.2%	5.6%	3.5%	2.8%	1.5%	1.0%	1.0%	1.4%	2.4%
SA	5.5%	8.9%	6.6%	3.5%	1.7%	1.6%	2.0%	2.5%	3.5%
SA - Adelaide Hills	5.4%	8.1%	6.2%	3.4%	1.5%	1.3%	1.0%	1.3%	3.1%
SA - Barossa, Light and Lower North	8.3%	10.0%	9.7%	4.6%	1.9%	1.3%	1.5%	1.9%	4.1%
SA - Eastern Adelaide	3.4%	5.5%	3.6%	2.0%	1.1%	1.2%	1.7%	2.3%	2.3%
SA - Eyre and Western	5.4%	7.7%	6.7%	3.3%	1.8%	1.8%	1.6%	2.1%	3.3%
SA - Far North (SA)	3.5%	5.3%	4.5%	2.8%	1.5%	1.8%	2.6%	1.9%	2.7%
SA - Fleurieu and Kangaroo Island	5.4%	8.8%	7.6%	6.3%	2.4%	1.8%	1.9%	2.0%	3.8%
SA - Limestone Coast	4.2%	6.6%	5.4%	4.0%	2.0%	1.5%	1.8%	2.0%	3.1%
SA - Murray and Mallee	6.1%	8.5%	6.7%	4.2%	2.1%	1.8%	2.1%	2.2%	3.7%
SA - Northern Adelaide	6.9%	11.3%	8.0%	3.9%	1.8%	1.9%	2.4%	3.0%	4.3%
SA - Southern Adelaide	5.0%	8.7%	7.1%	4.0%	1.8%	1.8%	2.1%	2.6%	3.6%
SA - Western Adelaide	4.4%	8.8%	5.4%	2.5%	1.4%	1.5%	2.0%	2.9%	3.0%
SA - Yorke and Mid North	4.9%	7.7%	7.0%	4.7%	2.2%	1.7%	1.9%	1.8%	3.4%
TAS	4.2%	5.9%	4.7%	3.8%	1.9%	1.5%	1.9%	2.0%	2.9%
TAS - North	5.3%	6.1%	4.8%	3.7%	2.3%	1.5%	2.0%	2.0%	3.1%
TAS - North West	2.9%	6.3%	5.2%	4.8%	2.4%	1.6%	1.9%	2.2%	3.0%
TAS - South East	4.6%	6.5%	5.4%	4.0%	1.7%	1.3%	1.7%	1.7%	2.9%
TAS - South West	3.7%	5.1%	4.0%	3.1%	1.5%	1.5%	1.9%	2.1%	2.5%
ACT	3.6%	6.0%	4.3%	2.5%	1.2%	1.1%	1.7%	2.2%	2.5%
ACT	3.6%	6.0%	4.3%	2.5%	1.2%	1.1%	1.7%	2.2%	2.5%
NT	4.2%	5.5%	3.6%	1.9%	1.0%	1.4%	1.7%	2.1%	2.4%
NT - Barkly	1.1%	2.7%	2.5%	1.5%	1.2%	1.7%	2.5%	3.7%	2.0%
NT - Central Australia	2.5%	5.3%	2.9%	2.2%	1.0%	1.7%	2.0%	3.1%	2.4%
NT - Darwin Remote	2.2%	2.7%	1.7%	1.1%	1.5%	2.3%	2.9%	2.3%	2.1%

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	5.7%	6.5%	4.9%	2.0%	0.9%	1.0%	1.3%	1.6%	2.4%
NT - East Arnhem	1.9%	2.3%	0.9%	2.2%	1.8%	2.5%	3.5%	3.0%	2.2%
NT - Katherine	4.3%	6.0%	4.3%	1.5%	0.6%	1.8%	1.9%	3.0%	2.6%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.8%	6.4%	4.3%	2.6%	1.5%	1.3%	1.7%	2.2%	2.8%

Table O.5 Participation rates for male participants by service district and age group as at 30 September 2023 ³⁸⁷

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	6.6%	8.0%	5.0%	3.2%	1.7%	1.3%	1.7%	2.2%	3.3%
NSW - Hunter New England	9.1%	11.0%	7.6%	5.1%	2.7%	2.1%	2.3%	2.8%	4.9%
NSW - Central Coast	6.8%	11.7%	7.4%	5.0%	2.8%	1.9%	2.0%	2.4%	4.6%
NSW - Far West	6.9%	11.5%	6.7%	4.1%	3.3%	3.0%	2.5%	3.0%	4.8%
NSW - Illawarra Shoalhaven	5.4%	8.3%	5.7%	4.1%	2.5%	2.0%	2.2%	2.3%	3.7%
NSW - Mid North Coast	11.1%	12.7%	7.5%	6.0%	3.4%	2.5%	2.3%	2.7%	5.5%
NSW - Murrumbidgee	8.1%	8.4%	5.4%	3.9%	2.6%	1.6%	2.1%	2.2%	4.0%
NSW - Nepean Blue Mountains	7.5%	10.6%	6.5%	4.0%	2.2%	1.5%	1.8%	2.3%	4.2%
NSW - North Sydney	4.0%	4.6%	2.8%	1.9%	1.2%	0.7%	1.1%	1.6%	2.0%
NSW - Northern NSW	7.4%	10.2%	7.2%	5.8%	3.3%	2.0%	2.3%	2.5%	4.5%
NSW - South Eastern Sydney	4.8%	5.7%	3.2%	2.1%	1.0%	0.9%	1.3%	1.7%	2.2%
NSW - South Western Sydney	6.6%	8.2%	4.3%	3.1%	1.8%	1.3%	1.6%	2.2%	3.4%
NSW - Southern NSW	5.8%	8.0%	5.3%	4.4%	2.2%	1.7%	1.6%	1.9%	3.4%
NSW - Sydney	4.0%	5.7%	3.3%	1.2%	0.5%	0.8%	1.6%	2.4%	1.7%
NSW - Western NSW	6.5%	8.4%	5.4%	4.5%	2.2%	2.0%	2.2%	2.8%	4.0%
NSW - Western Sydney	7.1%	6.5%	3.7%	2.4%	1.3%	0.9%	1.5%	2.2%	2.9%
VIC	7.2%	9.0%	5.1%	3.0%	1.6%	1.4%	1.8%	2.3%	3.5%
VIC - Barwon	7.0%	11.1%	8.2%	5.5%	2.7%	2.2%	2.4%	2.7%	4.7%
VIC - Central Highlands	6.3%	10.2%	6.2%	4.6%	2.6%	2.1%	1.9%	2.6%	4.2%
VIC - Loddon	8.9%	12.1%	7.8%	5.1%	3.0%	2.3%	2.1%	2.6%	5.0%
VIC - North East Melbourne	6.8%	8.2%	4.6%	2.6%	1.3%	1.4%	2.1%	2.7%	3.2%
VIC - Inner Gippsland	7.8%	10.2%	6.0%	4.6%	2.9%	2.2%	2.2%	2.6%	4.5%
VIC - Ovens Murray	7.7%	10.7%	6.6%	5.5%	2.6%	2.2%	2.3%	2.5%	4.6%
VIC - Western District	6.3%	9.1%	6.5%	4.9%	2.7%	2.4%	2.7%	2.4%	4.2%
VIC - Inner East Melbourne	5.4%	5.6%	3.1%	1.9%	1.2%	1.1%	1.4%	1.9%	2.4%
VIC - Outer East Melbourne	6.1%	9.7%	7.0%	3.1%	2.1%	1.5%	1.7%	2.1%	3.6%
VIC - Hume Moreland	9.1%	9.8%	5.2%	2.6%	1.2%	1.2%	1.9%	2.6%	3.7%
VIC - Bayside Peninsula	6.3%	7.7%	3.8%	2.4%	1.3%	1.4%	1.7%	2.2%	3.0%
VIC - Southern Melbourne	7.4%	8.0%	3.9%	2.7%	1.4%	1.1%	1.5%	2.1%	3.3%
VIC - Brimbank Melton	9.9%	11.2%	5.3%	3.3%	1.8%	1.4%	1.7%	2.1%	4.2%
VIC - Western Melbourne	7.3%	9.1%	4.9%	1.8%	1.0%	0.9%	1.7%	2.1%	2.9%
VIC - Goulburn	7.3%	9.3%	6.4%	4.0%	2.3%	1.8%	1.9%	2.2%	4.0%
VIC - Mallee	9.3%	10.5%	6.8%	4.2%	2.4%	1.8%	2.0%	2.2%	4.4%
VIC - Outer Gippsland	6.6%	9.9%	6.6%	5.2%	2.7%	2.5%	2.5%	2.2%	4.3%
QLD	6.9%	8.7%	5.4%	3.1%	1.7%	1.5%	1.7%	2.3%	3.5%
QLD - Bundaberg	11.8%	11.6%	8.9%	7.4%	3.4%	3.0%	2.5%	3.1%	5.7%
QLD - Ipswich	6.8%	9.9%	6.4%	4.1%	2.1%	1.7%	1.9%	2.8%	4.2%
QLD - Mackay	7.4%	8.1%	5.0%	2.9%	1.3%	1.0%	1.3%	1.7%	3.1%
QLD - Toowoomba	6.2%	8.0%	6.4%	3.9%	2.1%	2.1%	2.5%	2.9%	4.0%
QLD - Townsville	8.9%	9.4%	5.0%	2.8%	1.8%	1.6%	2.1%	2.3%	3.9%
QLD - Rockhampton	7.7%	11.4%	6.7%	4.2%	2.0%	1.5%	1.4%	2.1%	4.2%

³⁸⁷ 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	7.8%	10.6%	8.5%	2.8%	1.9%	1.4%	1.6%	2.0%	4.1%
QLD - Brisbane	5.5%	6.1%	3.4%	2.0%	1.2%	1.2%	1.6%	2.3%	2.5%
QLD - Cairns	5.3%	6.7%	4.8%	3.1%	1.9%	1.8%	2.0%	2.1%	3.2%
QLD - Maryborough	8.9%	11.2%	7.8%	6.4%	3.8%	2.8%	2.9%	3.1%	5.4%
QLD - Robina	6.3%	8.1%	4.5%	2.9%	1.4%	1.1%	1.5%	1.8%	3.1%
QLD - Caboolture/Strathpine	8.2%	10.3%	6.1%	3.9%	2.2%	1.5%	1.6%	2.3%	4.2%
QLD - Maroochydore	6.7%	9.3%	6.2%	3.7%	2.1%	1.7%	1.6%	2.1%	3.7%
WA	3.7%	6.3%	4.8%	3.2%	1.7%	1.1%	1.4%	1.8%	2.7%
WA - North East Metro	4.1%	7.1%	6.5%	3.9%	1.9%	1.3%	1.6%	2.3%	3.1%
WA - Wheat Belt	2.0%	5.9%	5.5%	3.1%	2.0%	1.2%	1.1%	1.3%	2.3%
WA - South Metro	3.8%	7.6%	6.2%	3.7%	1.9%	1.1%	1.3%	1.8%	3.1%
WA - Central South Metro	3.0%	6.6%	4.3%	3.2%	1.8%	1.1%	1.3%	1.8%	2.5%
WA - South West	3.5%	6.4%	5.6%	4.4%	2.5%	1.2%	1.5%	1.8%	3.0%
WA - Goldfields-Esperance	3.3%	4.9%	3.7%	2.5%	1.1%	0.9%	0.9%	1.1%	2.0%
WA - North Metro	4.1%	6.6%	4.7%	3.0%	1.8%	1.0%	1.0%	1.2%	2.7%
WA - Kimberley-Pilbara	2.6%	5.3%	3.8%	3.3%	1.0%	0.9%	1.2%	1.4%	2.1%
WA - South East Metro	3.9%	6.0%	4.3%	2.5%	1.4%	1.2%	1.8%	2.3%	2.6%
WA - Central North Metro	3.9%	4.0%	2.8%	2.2%	1.2%	1.1%	1.7%	2.3%	2.1%
WA - Great Southern	2.8%	6.0%	5.2%	4.0%	2.4%	1.3%	1.1%	1.7%	2.7%
WA - Midwest-Gascoyne	5.5%	8.0%	4.2%	3.4%	1.7%	1.2%	0.9%	1.4%	2.9%
SA	7.4%	11.9%	8.3%	4.3%	1.9%	1.8%	2.1%	2.6%	4.4%
SA - Adelaide Hills	7.3%	10.6%	7.8%	3.9%	1.4%	1.4%	1.0%	1.3%	3.8%
SA - Barossa, Light and Lower North	11.1%	13.0%	12.6%	5.2%	2.2%	1.4%	1.4%	1.9%	5.2%
SA - Eastern Adelaide	4.5%	7.6%	4.7%	2.3%	1.3%	1.4%	2.0%	2.4%	2.8%
SA - Eyre and Western	6.9%	10.6%	8.2%	3.5%	2.0%	1.8%	1.7%	1.9%	4.0%
SA - Far North (SA)	4.5%	7.0%	5.2%	4.1%	1.9%	1.9%	2.9%	2.0%	3.3%
SA - Fleurieu and Kangaroo Island	6.8%	11.3%	9.6%	7.6%	2.7%	1.9%	1.9%	2.3%	4.6%
SA - Limestone Coast	5.8%	8.6%	6.6%	4.9%	2.3%	1.9%	1.9%	2.2%	3.8%
SA - Murray and Mallee	8.2%	11.6%	8.2%	4.7%	2.3%	2.1%	2.2%	2.2%	4.5%
SA - Northern Adelaide	9.5%	15.1%	10.1%	4.8%	2.0%	2.0%	2.4%	3.2%	5.3%
SA - Southern Adelaide	6.6%	11.5%	8.9%	5.0%	2.0%	1.9%	2.3%	2.8%	4.4%
SA - Western Adelaide	5.7%	12.5%	6.3%	3.1%	1.6%	1.7%	2.3%	3.0%	3.7%
SA - Yorke and Mid North	6.4%	10.1%	8.3%	6.1%	2.4%	2.0%	2.2%	1.8%	4.2%
TAS	5.2%	7.5%	5.8%	4.5%	2.3%	1.6%	1.8%	2.1%	3.4%
TAS - North	6.4%	7.5%	6.1%	4.2%	2.7%	1.4%	1.9%	1.9%	3.5%
TAS - North West	3.7%	8.1%	6.5%	5.6%	2.8%	1.5%	2.0%	2.5%	3.6%
TAS - South East	5.7%	8.3%	6.2%	4.9%	2.2%	1.5%	1.5%	1.9%	3.5%
TAS - South West	4.7%	6.4%	4.7%	3.6%	1.8%	1.7%	1.9%	2.1%	2.9%
ACT	5.0%	8.1%	5.2%	3.0%	1.4%	1.2%	1.7%	2.2%	3.0%
ACT	5.0%	8.1%	5.2%	3.0%	1.4%	1.2%	1.7%	2.2%	3.0%
NT	5.7%	7.5%	4.8%	2.5%	1.2%	1.6%	1.9%	2.4%	3.1%
NT - Barkly	1.0%	4.3%	3.0%	1.8%	1.2%	1.2%	1.8%	5.6%	2.4%
NT - Central Australia	3.5%	7.7%	4.5%	3.3%	1.3%	1.8%	2.4%	3.5%	3.1%
NT - Darwin Remote	3.4%	4.6%	2.6%	1.7%	2.3%	3.4%	3.7%	2.8%	3.1%

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	7.4%	8.4%	6.6%	2.5%	1.0%	1.2%	1.5%	1.8%	3.1%
NT - East Arnhem	2.1%	3.7%	1.2%	3.3%	2.8%	3.9%	4.5%	3.7%	3.1%
NT - Katherine	6.4%	8.5%	5.2%	2.1%	0.8%	1.3%	1.7%	3.2%	3.3%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	6.5%	8.5%	5.3%	3.2%	1.7%	1.4%	1.7%	2.2%	3.4%

Table O.6 Participation rates for female participants by service district and age group as at 30 September 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	3.0%	3.6%	2.6%	1.9%	1.1%	1.1%	1.4%	1.9%	1.9%
NSW - Hunter New England	4.3%	4.8%	3.9%	2.9%	1.9%	1.8%	2.0%	2.4%	2.8%
NSW - Central Coast	3.1%	5.5%	4.1%	2.9%	1.9%	1.5%	1.8%	2.3%	2.7%
NSW - Far West	3.5%	4.7%	3.1%	2.5%	1.6%	2.0%	1.8%	1.9%	2.5%
NSW - Illawarra Shoalhaven	2.3%	3.8%	3.1%	2.3%	1.8%	1.5%	2.0%	2.2%	2.3%
NSW - Mid North Coast	5.7%	6.5%	4.3%	3.3%	2.0%	1.7%	1.7%	2.1%	3.1%
NSW - Murrumbidgee	3.9%	4.1%	2.9%	2.6%	1.7%	1.4%	1.8%	2.2%	2.4%
NSW - Nepean Blue Mountains	3.2%	4.6%	3.4%	2.4%	1.4%	1.2%	1.6%	1.8%	2.2%
NSW - North Sydney	1.8%	1.9%	1.7%	1.2%	0.7%	0.6%	0.9%	1.3%	1.1%
NSW - Northern NSW	3.6%	4.8%	4.0%	3.7%	1.9%	1.6%	1.8%	2.0%	2.6%
NSW - South Eastern Sydney	2.0%	2.5%	1.7%	1.1%	0.6%	0.7%	1.1%	1.5%	1.2%
NSW - South Western Sydney	2.8%	3.4%	2.1%	1.8%	1.1%	0.9%	1.3%	1.9%	1.8%
NSW - Southern NSW	2.6%	4.0%	3.5%	2.5%	1.5%	1.3%	1.5%	1.8%	2.1%
NSW - Sydney	1.7%	2.4%	1.6%	0.6%	0.4%	0.6%	1.0%	1.6%	1.0%
NSW - Western NSW	3.1%	3.7%	3.2%	2.7%	1.6%	1.5%	1.8%	2.2%	2.3%
NSW - Western Sydney	3.2%	2.8%	1.9%	1.4%	0.9%	0.8%	1.3%	1.8%	1.6%
VIC	3.4%	4.4%	3.0%	1.8%	1.2%	1.3%	1.8%	2.3%	2.2%
VIC - Barwon	3.6%	6.1%	4.7%	3.3%	1.9%	1.8%	2.3%	2.9%	3.0%
VIC - Central Highlands	3.0%	5.1%	3.8%	3.1%	1.9%	1.7%	2.2%	2.7%	2.8%
VIC - Loddon	4.4%	6.3%	5.0%	3.3%	2.1%	2.1%	2.3%	2.2%	3.2%
VIC - North East Melbourne	3.0%	4.0%	2.8%	1.6%	0.9%	1.1%	1.8%	2.4%	1.9%
VIC - Inner Gippsland	3.6%	5.5%	3.1%	3.1%	2.1%	2.2%	2.5%	2.5%	3.0%
VIC - Ovens Murray	3.9%	5.3%	4.4%	2.5%	1.9%	1.8%	2.1%	2.2%	2.8%
VIC - Western District	3.2%	4.6%	3.3%	3.4%	2.2%	2.1%	2.4%	2.3%	2.8%
VIC - Inner East Melbourne	2.3%	2.7%	1.9%	1.2%	0.9%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	3.0%	5.4%	3.4%	2.2%	1.6%	1.6%	1.9%	2.2%	2.4%
VIC - Hume Moreland	4.2%	5.0%	3.2%	1.7%	1.0%	1.1%	1.9%	2.8%	2.3%
VIC - Bayside Peninsula	3.1%	3.8%	2.7%	1.5%	1.0%	1.3%	1.7%	2.3%	2.0%
VIC - Southern Melbourne	3.3%	3.5%	2.6%	1.8%	1.0%	1.1%	1.8%	2.2%	2.0%
VIC - Brimbank Melton	4.6%	4.9%	3.0%	2.0%	1.1%	1.2%	1.5%	2.1%	2.3%
VIC - Western Melbourne	3.2%	4.1%	2.5%	1.1%	0.7%	0.9%	1.6%	1.9%	1.7%
VIC - Goulburn	3.6%	4.6%	3.6%	2.3%	1.6%	1.6%	2.0%	2.5%	2.6%
VIC - Mallee	4.6%	5.2%	4.1%	2.5%	1.8%	1.7%	2.0%	2.2%	2.8%
VIC - Outer Gippsland	3.0%	4.3%	3.6%	3.5%	2.4%	2.4%	2.8%	2.6%	2.9%
QLD	3.4%	4.3%	3.3%	1.9%	1.3%	1.2%	1.6%	2.0%	2.2%
QLD - Bundaberg	4.8%	6.3%	5.0%	4.7%	2.7%	2.2%	2.4%	2.8%	3.5%
QLD - Ipswich	3.3%	4.9%	4.1%	2.5%	1.4%	1.4%	2.0%	2.3%	2.5%
QLD - Mackay	3.2%	4.0%	3.6%	1.7%	1.0%	0.8%	1.2%	1.6%	1.9%
QLD - Toowoomba	3.2%	4.2%	4.2%	2.6%	1.5%	1.6%	2.0%	2.4%	2.5%
QLD - Townsville	4.6%	4.2%	2.6%	1.9%	1.4%	1.2%	1.7%	2.1%	2.3%

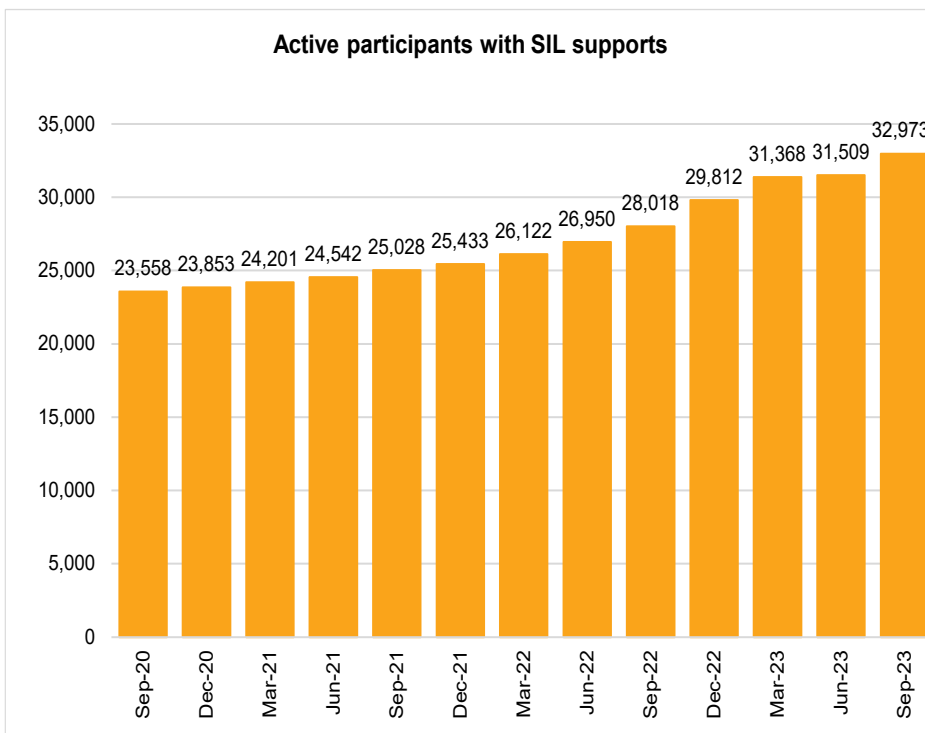
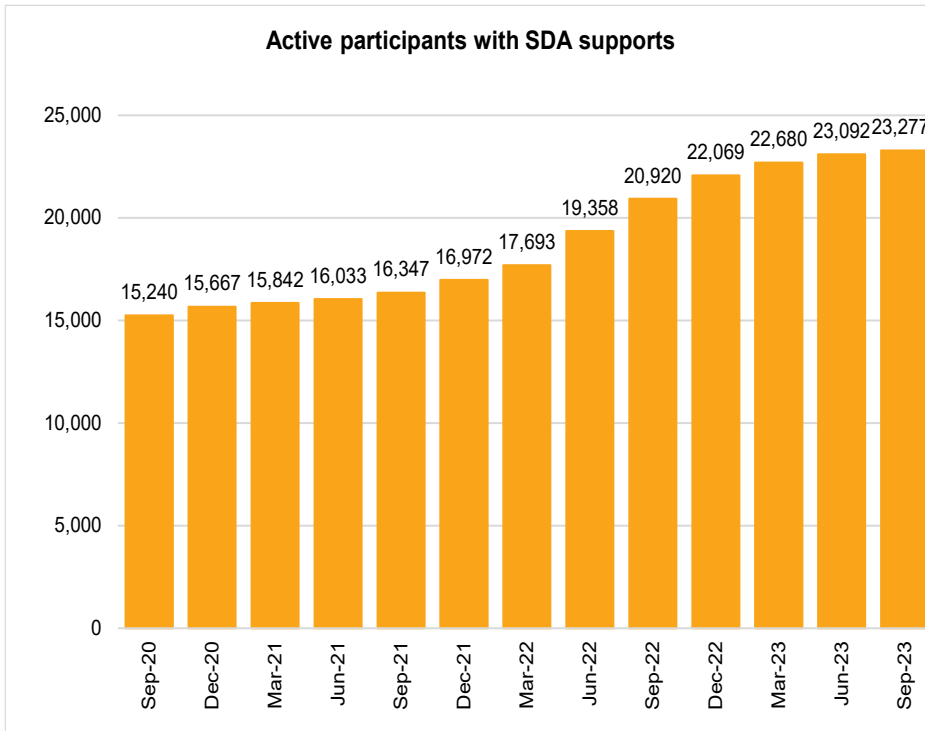
³⁸⁸ Participation rate refers to the proportion of general population that are NDIS participants.
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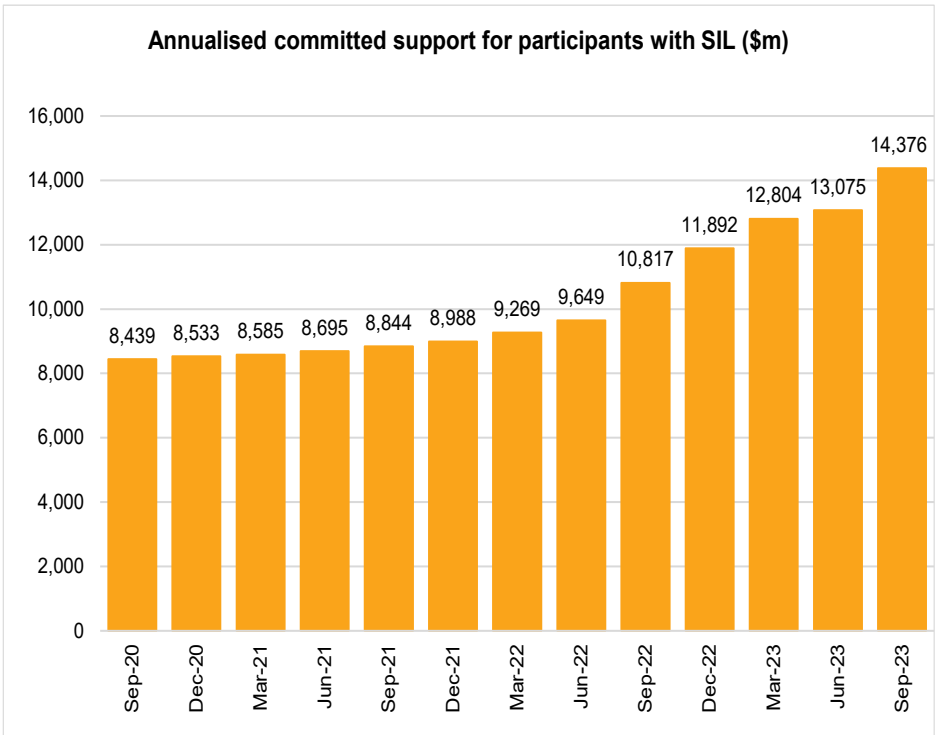
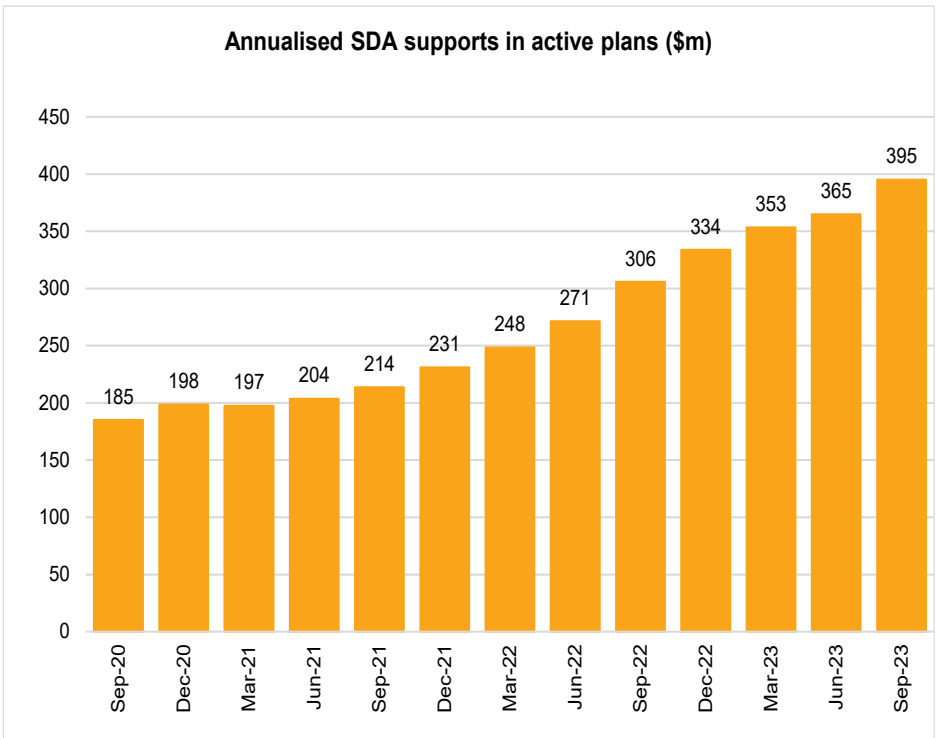
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	3.7%	5.7%	4.5%	2.2%	1.3%	1.3%	1.6%	1.8%	2.5%
QLD - Beenleigh	4.5%	4.9%	3.4%	2.0%	1.4%	1.3%	1.7%	2.0%	2.5%
QLD - Brisbane	2.5%	3.1%	2.1%	1.2%	0.9%	0.9%	1.4%	2.0%	1.6%
QLD - Cairns	2.5%	3.1%	2.8%	2.0%	1.2%	1.2%	1.4%	1.7%	1.8%
QLD - Maryborough	5.1%	5.7%	5.9%	3.5%	2.3%	2.2%	2.6%	2.4%	3.3%
QLD - Robina	3.1%	4.0%	2.8%	1.7%	1.0%	1.0%	1.2%	1.7%	1.8%
QLD - Caboolture/Strathpine	3.9%	5.6%	4.5%	2.3%	1.5%	1.5%	1.7%	2.3%	2.6%
QLD - Maroochydore	3.2%	4.9%	3.6%	2.5%	1.7%	1.5%	1.6%	1.9%	2.4%
WA	1.8%	2.9%	2.6%	1.8%	1.1%	1.0%	1.3%	1.8%	1.6%
WA - North East Metro	1.7%	3.0%	2.6%	2.0%	1.2%	1.2%	1.5%	2.0%	1.8%
WA - Wheat Belt	1.4%	2.6%	3.2%	2.6%	1.2%	1.1%	0.8%	1.5%	1.6%
WA - South Metro	2.2%	3.2%	3.7%	1.9%	1.2%	1.1%	1.4%	1.9%	1.9%
WA - Central South Metro	1.3%	3.6%	2.9%	1.7%	1.1%	1.0%	1.3%	1.5%	1.6%
WA - South West	1.7%	3.3%	3.2%	2.6%	1.6%	1.4%	1.5%	1.9%	2.0%
WA - Goldfields-Esperance	1.4%	2.6%	2.6%	1.6%	1.0%	1.0%	1.0%	0.9%	1.4%
WA - North Metro	2.1%	3.1%	2.6%	2.4%	1.3%	0.9%	1.1%	1.4%	1.7%
WA - Kimberley-Pilbara	1.5%	2.0%	1.8%	1.6%	0.6%	0.9%	1.1%	1.8%	1.3%
WA - South East Metro	1.8%	2.4%	2.4%	1.3%	1.0%	1.0%	1.4%	2.0%	1.5%
WA - Central North Metro	1.5%	2.1%	1.3%	1.3%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.4%	2.9%	2.4%	2.4%	2.0%	1.3%	1.5%	1.5%	1.8%
WA - Midwest-Gascoyne	2.7%	3.1%	2.6%	2.0%	1.3%	0.8%	1.2%	1.3%	1.7%
SA	3.5%	5.6%	4.6%	2.5%	1.4%	1.4%	1.8%	2.2%	2.5%
SA - Adelaide Hills	3.3%	5.3%	4.4%	2.8%	1.5%	1.2%	0.9%	1.3%	2.3%
SA - Barossa, Light and Lower North	5.2%	6.6%	6.0%	3.4%	1.4%	1.1%	1.4%	1.7%	2.9%
SA - Eastern Adelaide	2.2%	3.1%	2.4%	1.6%	0.9%	0.9%	1.4%	2.0%	1.7%
SA - Eyre and Western	3.5%	4.3%	4.6%	3.1%	1.6%	1.7%	1.5%	2.3%	2.5%
SA - Far North (SA)	2.6%	3.4%	3.2%	1.1%	0.9%	1.6%	2.3%	1.8%	2.0%
SA - Fleurieu and Kangaroo Island	3.6%	6.0%	5.4%	4.7%	2.0%	1.6%	2.0%	1.6%	2.8%
SA - Limestone Coast	2.5%	4.2%	3.8%	2.8%	1.6%	1.1%	1.6%	1.8%	2.2%
SA - Murray and Mallee	3.9%	5.0%	4.7%	3.5%	1.8%	1.2%	1.8%	2.1%	2.7%
SA - Northern Adelaide	4.2%	7.1%	5.5%	2.6%	1.4%	1.6%	2.2%	2.5%	3.0%
SA - Southern Adelaide	3.2%	5.7%	4.9%	2.7%	1.5%	1.6%	1.9%	2.5%	2.7%
SA - Western Adelaide	3.0%	4.8%	4.0%	1.8%	1.1%	1.2%	1.7%	2.7%	2.2%
SA - Yorke and Mid North	3.3%	5.0%	5.1%	3.1%	2.0%	1.4%	1.6%	1.8%	2.5%
TAS	2.8%	3.7%	3.2%	2.9%	1.5%	1.4%	1.8%	1.9%	2.2%
TAS - North	3.7%	4.0%	3.1%	2.9%	1.8%	1.5%	2.0%	2.0%	2.4%
TAS - North West	1.9%	3.9%	3.5%	3.9%	1.9%	1.7%	1.7%	1.9%	2.3%
TAS - South East	3.1%	3.8%	3.6%	2.8%	1.2%	1.1%	1.7%	1.5%	2.0%
TAS - South West	2.3%	3.2%	2.8%	2.2%	1.2%	1.3%	1.8%	2.0%	1.9%
ACT	2.1%	3.6%	3.1%	1.8%	1.1%	1.1%	1.6%	2.1%	1.8%
ACT	2.1%	3.6%	3.1%	1.8%	1.1%	1.1%	1.6%	2.1%	1.8%
NT	2.6%	3.3%	2.2%	1.1%	0.7%	1.1%	1.5%	1.8%	1.6%
NT - Barkly	1.2%	1.1%	1.8%	1.2%	1.3%	2.1%	3.2%	1.7%	1.6%
NT - Central Australia	1.5%	3.0%	1.1%	1.1%	0.8%	1.6%	1.7%	2.7%	1.7%

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	0.8%	1.1%	0.7%	0.6%	0.8%	1.2%	2.1%	1.8%	1.1%
NT - Darwin Urban	3.6%	4.2%	3.2%	1.3%	0.7%	0.8%	1.2%	1.3%	1.7%
NT - East Arnhem	1.7%	1.1%	0.6%	1.2%	0.8%	1.3%	2.7%	2.4%	1.4%
NT - Katherine	2.2%	3.3%	2.4%	0.9%	0.5%	2.2%	2.1%	2.9%	1.9%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	3.0%	4.0%	3.0%	1.9%	1.2%	1.2%	1.6%	2.0%	2.0%

Supplement P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National





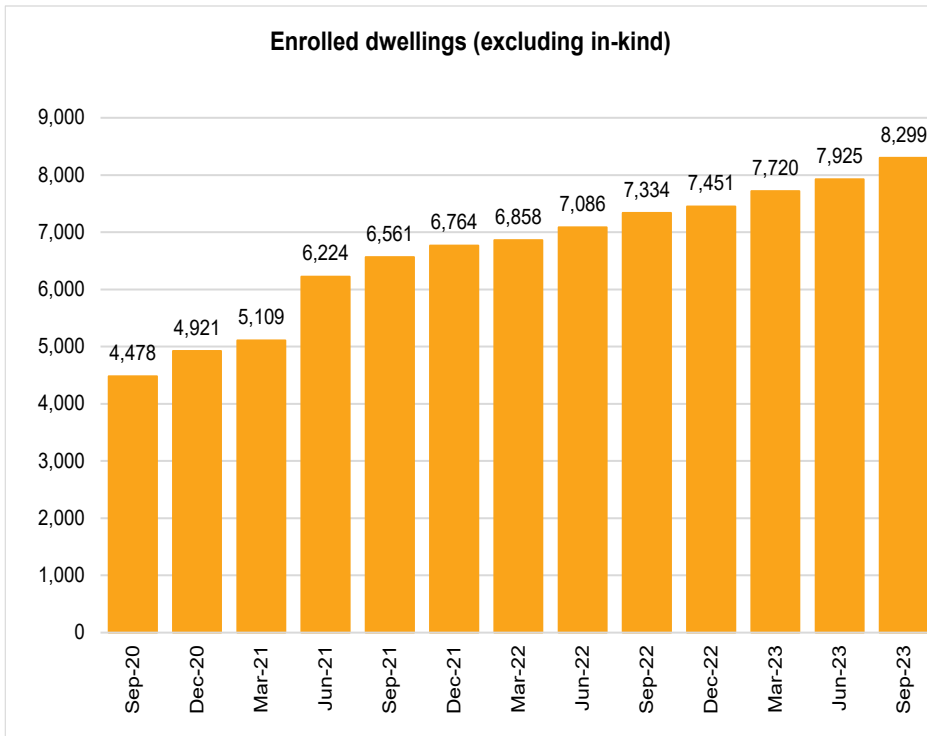


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2023 ^{389 390}

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	7,558	4.0%	11,155	5.9%	189,033
NSW - Hunter New England	1,033	3.3%	1,991	6.3%	31,678
NSW - Central Coast	396	3.7%	590	5.5%	10,666
NSW - Far West	18	2.0%	30	3.4%	886
NSW - Illawarra Shoalhaven	467	4.3%	680	6.2%	10,905
NSW - Mid North Coast	221	2.8%	312	4.0%	7,829
NSW - Murrumbidgee	336	4.0%	468	5.6%	8,328
NSW - Nepean Blue Mountains	530	4.8%	715	6.4%	11,112
NSW - North Sydney	899	7.0%	1,029	8.0%	12,783
NSW - Northern NSW	302	3.3%	385	4.2%	9,067
NSW - South Eastern Sydney	616	4.8%	765	6.0%	12,840
NSW - South Western Sydney	893	3.0%	1,540	5.3%	29,312
NSW - Southern NSW	165	3.2%	233	4.5%	5,198
NSW - Sydney	246	3.3%	374	5.0%	7,431
NSW - Western NSW	398	5.1%	597	7.6%	7,852
NSW - Western Sydney	1,038	4.5%	1,445	6.3%	23,114
NSW - Other	<11	n/a	<11	n/a	32
VIC	6,822	4.0%	6,951	4.1%	168,867
VIC - Barwon	470	4.1%	502	4.4%	11,413
VIC - Central Highlands	361	5.5%	375	5.7%	6,613
VIC - Loddon	297	3.3%	316	3.6%	8,887
VIC - North East Melbourne	831	5.2%	855	5.3%	16,097
VIC - Inner Gippsland	186	2.9%	195	3.1%	6,362

³⁸⁹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

³⁹⁰ 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
VIC - Ovens Murray	153	3.7%	166	4.0%	4,184
VIC - Western District	297	6.6%	291	6.4%	4,513
VIC - Inner East Melbourne	816	7.0%	784	6.8%	11,579
VIC - Outer East Melbourne	535	4.5%	515	4.4%	11,821
VIC - Hume Moreland	293	2.5%	292	2.4%	11,948
VIC - Bayside Peninsula	945	4.6%	959	4.7%	20,416
VIC - Southern Melbourne	476	2.9%	575	3.6%	16,150
VIC - Brimbank Melton	313	2.7%	313	2.7%	11,538
VIC - Western Melbourne	499	3.0%	461	2.8%	16,677
VIC - Goulburn	144	2.9%	148	2.9%	5,020
VIC - Mallee	105	3.6%	104	3.6%	2,929
VIC - Outer Gippsland	100	3.7%	100	3.7%	2,705
VIC - Other	<11	n/a	<11	n/a	15
QLD	3,588	2.7%	6,619	4.9%	134,964
QLD - Bundaberg	110	2.9%	184	4.9%	3,787
QLD - Ipswich	323	3.0%	516	4.7%	10,949
QLD - Mackay	72	1.7%	171	4.0%	4,281
QLD - Toowoomba	296	3.6%	545	6.7%	8,126
QLD - Townsville	180	2.3%	434	5.6%	7,802
QLD - Rockhampton	158	2.1%	265	3.6%	7,456
QLD - Beenleigh	404	2.7%	690	4.6%	15,135
QLD - Brisbane	670	2.7%	1,193	4.8%	24,842
QLD - Cairns	168	2.5%	373	5.6%	6,712
QLD - Maryborough	149	2.8%	253	4.7%	5,327
QLD - Robina	367	2.6%	686	4.9%	13,928
QLD - Caboolture/Strathpine	408	2.8%	741	5.0%	14,816
QLD - Maroochydore	283	2.4%	568	4.8%	11,787
QLD - Other	<11	n/a	<11	n/a	16
WA	1,745	3.2%	2,988	5.5%	54,165
WA - North East Metro	339	4.2%	624	7.7%	8,120
WA - Wheat Belt	13	1.0%	25	1.9%	1,297
WA - South Metro	221	2.5%	421	4.8%	8,701
WA - Central South Metro	190	2.8%	343	5.1%	6,779
WA - South West	79	1.8%	169	3.8%	4,397
WA - Goldfields-Esperance	27	3.0%	43	4.8%	904
WA - North Metro	198	2.7%	287	3.9%	7,331
WA - Kimberley-Pilbara	23	1.4%	46	2.8%	1,664
WA - South East Metro	301	4.9%	504	8.3%	6,096
WA - Central North Metro	297	4.8%	440	7.1%	6,178
WA - Great Southern	29	2.3%	52	4.1%	1,271
WA - Midwest-Gascoyne	28	2.0%	34	2.4%	1,400
WA - Other	<11	n/a	<11	n/a	27
SA	2,367	4.4%	3,044	5.6%	54,311
SA - Adelaide Hills	46	2.1%	77	3.6%	2,140
SA - Barossa, Light and Lower North	53	1.9%	69	2.5%	2,718

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
SA - Eastern Adelaide	260	5.6%	280	6.0%	4,629
SA - Eyre and Western	43	2.6%	51	3.1%	1,655
SA - Far North (SA)	20	3.3%	34	5.6%	604
SA - Fleurieu and Kangaroo Island	48	3.2%	60	4.0%	1,516
SA - Limestone Coast	67	3.8%	96	5.5%	1,755
SA - Murray and Mallee	76	3.5%	104	4.8%	2,179
SA - Northern Adelaide	830	4.5%	1,113	6.0%	18,571
SA - Southern Adelaide	679	5.8%	850	7.3%	11,680
SA - Western Adelaide	202	4.3%	240	5.1%	4,747
SA - Yorke and Mid North	43	2.1%	70	3.4%	2,074
SA - Other	<11	n/a	<11	n/a	43
TAS	587	4.3%	1,036	7.6%	13,702
TAS - North	157	3.9%	232	5.8%	3,981
TAS - North West	148	4.9%	238	7.9%	2,997
TAS - South East	109	3.6%	186	6.1%	3,065
TAS - South West	173	4.7%	380	10.4%	3,659
TAS - Other	<11	n/a	<11	n/a	<11
ACT	338	3.2%	614	5.8%	10,595
ACT	338	3.2%	614	5.8%	10,594
ACT - Other	<11	n/a	<11	n/a	<11
NT	272	4.7%	565	9.7%	5,838
NT - Barkly	<11	n/a	12	8.1%	149
NT - Central Australia	76	8.0%	160	16.9%	948
NT - Darwin Remote	<11	n/a	<11	n/a	510
NT - Darwin Urban	151	4.4%	322	9.3%	3,466
NT - East Arnhem	<11	n/a	<11	n/a	233
NT - Katherine	29	10.2%	45	15.8%	285
NT - Other	<11	n/a	12	4.9%	247
OT	<11	n/a	<11	n/a	51
Missing	<11	n/a	<11	n/a	<11
Total	23,277	3.7%	32,973	5.2%	631,529

Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2023 ^{391 392 393}

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	\$123,141,624	0.84%	\$4,680,782,982	32%	\$14,715,422,679
VIC	\$105,185,477	0.86%	\$3,057,415,740	25%	\$12,174,474,110
QLD	\$81,443,205	0.77%	\$2,888,333,439	27%	\$10,521,383,851
WA	\$27,843,943	0.63%	\$1,269,133,574	29%	\$4,436,763,261
SA	\$35,362,206	0.85%	\$1,399,609,920	34%	\$4,136,968,342
TAS	\$11,448,250	0.94%	\$469,378,140	38%	\$1,221,771,299
ACT	\$6,491,104	0.87%	\$257,664,851	35%	\$744,892,822
NT	\$4,094,141	0.58%	\$353,655,444	50%	\$707,390,626
OT	n/a	n/a	\$260,488	5%	\$5,646,054
Missing	n/a	n/a	n/a	n/a	\$212,387
Total	\$395,009,952	0.81%	\$14,376,234,577	30%	\$48,664,925,430

Table P.3 Active SDA providers by State/Territory as at 30 September 2023 ^{394 395 396}

State/Territory	Providers of SDA supports that have ever been active	Providers of SDA supports active in 2022-23 Q4
NSW	209	153
VIC	147	108
QLD	139	92
WA	49	35
SA	56	38
TAS	22	8
ACT	18	8
NT	8	5
OT	<5	<5
National	497	381

³⁹¹ State/Territory is defined by the current residing address of the participant.

³⁹² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁹³ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 September 2023.

³⁹⁴ 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.

³⁹⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

³⁹⁶ 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.

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.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 September 2023 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	114	0	62	0	176
ACT - Australian Capital Territory	114	0	62	0	176
NSW	1,289	53	1,212	22	2,576
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	61	2	66	1	130
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	25	2	63
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	118	2	194
NSW - Richmond - Tweed	44	1	24	0	69
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	15	0	25	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	43	6	19	1	69
NSW - Sydney - Blacktown	69	4	49	2	124
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	31	1	35	0	67
NSW - Sydney - Outer South West	41	0	22	1	64
NSW - Sydney - Outer West and Blue Mountains	81	3	151	3	238
NSW - Sydney - Parramatta	99	0	139	1	239
NSW - Sydney - Ryde	73	1	63	0	137
NSW - Sydney - South West	39	1	102	2	144
NSW - Sydney - Sutherland	57	4	38	0	99

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NT	17	0	32	2	51
NT - Darwin	10	0	30	2	42
NT - Northern Territory - Outback	7	0	2	0	9
QLD	357	22	1,241	17	1,637
QLD - Brisbane - East	11	0	59	0	70
QLD - Brisbane - North	20	0	39	0	59
QLD - Brisbane - South	13	2	46	0	61
QLD - Brisbane - West	45	2	7	0	54
QLD - Brisbane Inner City	8	0	52	1	61
QLD - Cairns	11	1	58	0	70
QLD - Central Queensland	23	2	18	1	44
QLD - Darling Downs - Maranoa	2	1	9	1	13
QLD - Gold Coast	29	1	173	1	204
QLD - Ipswich	34	1	163	1	199
QLD - Logan - Beaudesert	12	1	178	1	192
QLD - Mackay - Isaac - Whitsunday	5	0	18	0	23
QLD - Moreton Bay - North	18	2	129	2	151
QLD - Moreton Bay - South	16	0	43	0	59
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	70	1	88
QLD - Toowoomba	14	5	58	2	79
QLD - Townsville	24	2	38	4	68
QLD - Wide Bay	56	1	83	2	142
SA	928	5	371	3	1,307
SA - Adelaide - Central and Hills	79	1	100	2	182
SA - Adelaide - North	305	1	129	0	435
SA - Adelaide - South	283	1	54	1	339
SA - Adelaide - West	148	0	69	0	217
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	17	3	52	1	73
TAS - Hobart	7	0	2	0	9
TAS - Launceston and North East	5	2	20	1	28
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	30	0	36
VIC	1,157	104	941	58	2,260
VIC - Ballarat	38	7	108	1	154
VIC - Bendigo	28	3	31	0	62
VIC - Geelong	52	4	72	9	137
VIC - Hume	52	1	3	2	58
VIC - Latrobe - Gippsland	61	9	11	0	81
VIC - Melbourne - Inner	43	6	127	11	187
VIC - Melbourne - Inner East	82	9	24	0	115
VIC - Melbourne - Inner South	110	11	47	8	176
VIC - Melbourne - North East	143	9	63	6	221

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
VIC - Melbourne - North West	43	4	18	1	66
VIC - Melbourne - Outer East	126	4	49	4	183
VIC - Melbourne - South East	120	6	90	4	220
VIC - Melbourne - West	70	11	225	5	311
VIC - Mornington Peninsula	53	6	32	1	92
VIC - North West	69	8	14	6	97
VIC - Shepparton	31	3	8	0	42
VIC - Warrnambool and South West	36	3	19	0	58
WA	10	1	208	0	219
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	15	0	15
WA - Perth - Inner	5	0	21	0	26
WA - Perth - North East	1	1	10	0	12
WA - Perth - North West	1	0	43	0	44
WA - Perth - South East	3	0	68	0	71
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	3,889	188	4,119	103	8,299

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 September 2023 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	32	59	63	15	6	1	176
ACT - Australian Capital Territory	32	59	63	15	6	1	176
NSW	1,064	418	751	124	208	11	2,576
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	55	13	45	5	12	0	130
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	3	18	4	9	0	63
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	106	2	8	1	194
NSW - Richmond - Tweed	34	14	11	4	6	0	69
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	33	16	11	2	7	0	69
NSW - Sydney - Blacktown	62	10	38	1	13	0	124
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

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - North Sydney and Hornsby	31	10	28	7	4	0	80
NSW - Sydney - Northern Beaches	30	6	20	0	11	0	67
NSW - Sydney - Outer South West	35	3	20	4	2	0	64
NSW - Sydney - Outer West and Blue Mountains	60	74	57	18	29	0	238
NSW - Sydney - Parramatta	66	50	98	1	24	0	239
NSW - Sydney - Ryde	42	14	51	5	25	0	137
NSW - Sydney - South West	32	28	64	7	13	0	144
NSW - Sydney - Sutherland	53	22	18	2	2	2	99
NT	7	3	11	15	15	0	51
NT - Darwin	3	2	9	15	13	0	42
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	99	210	897	208	220	3	1,637
QLD - Brisbane - East	4	6	50	7	3	0	70
QLD - Brisbane - North	12	7	36	1	2	1	59
QLD - Brisbane - South	9	5	31	4	12	0	61
QLD - Brisbane - West	1	22	31	0	0	0	54
QLD - Brisbane Inner City	5	2	44	0	10	0	61
QLD - Cairns	2	2	40	8	18	0	70
QLD - Central Queensland	3	9	14	0	18	0	44
QLD - Darling Downs - Maranoa	1	3	3	3	3	0	13
QLD - Gold Coast	8	16	148	8	24	0	204
QLD - Ipswich	6	23	95	59	16	0	199
QLD - Logan - Beaudesert	5	19	121	30	17	0	192
QLD - Mackay - Isaac - Whitsunday	0	5	11	4	2	1	23
QLD - Moreton Bay - North	0	13	93	29	16	0	151
QLD - Moreton Bay - South	2	13	34	4	6	0	59
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	39	25	12	0	88
QLD - Toowoomba	11	15	35	9	9	0	79
QLD - Townsville	6	11	29	4	18	0	68
QLD - Wide Bay	20	31	43	13	34	1	142
SA	532	307	290	60	117	1	1,307
SA - Adelaide - Central and Hills	57	19	89	7	10	0	182
SA - Adelaide - North	139	139	109	17	30	1	435
SA - Adelaide - South	175	49	59	13	43	0	339
SA - Adelaide - West	94	60	30	13	20	0	217
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	4	30	15	7	17	0	73
TAS - Hobart	3	3	0	2	1	0	9
TAS - Launceston and North East	1	10	9	2	6	0	28
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	6	3	10	0	36
VIC	320	483	741	324	389	3	2,260
VIC - Ballarat	9	73	36	24	10	2	154

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	28	69	20	7	0	137
VIC - Hume	24	10	11	4	9	0	58
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	19	30	131	2	5	0	187
VIC - Melbourne - Inner East	16	22	29	14	34	0	115
VIC - Melbourne - Inner South	43	24	52	14	43	0	176
VIC - Melbourne - North East	29	53	59	28	52	0	221
VIC - Melbourne - North West	7	15	13	11	20	0	66
VIC - Melbourne - Outer East	32	30	37	16	67	1	183
VIC - Melbourne - South East	33	43	73	47	24	0	220
VIC - Melbourne - West	8	33	145	86	39	0	311
VIC - Mornington Peninsula	12	21	26	7	26	0	92
VIC - North West	22	25	8	9	33	0	97
VIC - Shepparton	10	13	7	7	5	0	42
VIC - Warrnambool and South West	22	11	15	6	4	0	58
WA	3	15	157	5	30	9	219
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	1	6	0	7	1	15
WA - Perth - Inner	0	0	21	0	0	5	26
WA - Perth - North East	1	0	7	0	3	1	12
WA - Perth - North West	1	2	37	2	2	0	44
WA - Perth - South East	1	12	52	2	4	0	71
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	2,061	1,525	2,925	758	1,002	28	8,299

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2023 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	55	56	31	24	10	0	176
ACT - Australian Capital Territory	55	56	31	24	10	0	176
NSW	1,008	335	240	308	632	53	2,576
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	48	15	10	18	37	2	130
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	15	3	13	13	18	1	63
NSW - Illawarra	53	3	11	10	28	1	106
NSW - Mid North Coast	20	12	8	1	16	2	59
NSW - Murray	40	14	7	7	16	1	85
NSW - New England and North West	4	6	7	3	21	2	43
NSW - Newcastle and Lake Macquarie	78	31	26	19	39	1	194
NSW - Richmond - Tweed	26	8	7	7	20	1	69

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	5	14	6	4	11	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	11	4	2	19	27	6	69
NSW - Sydney - Blacktown	38	6	14	16	46	4	124
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	30	1	67
NSW - Sydney - Outer South West	21	7	7	15	14	0	64
NSW - Sydney - Outer West and Blue Mountains	99	38	41	25	32	3	238
NSW - Sydney - Parramatta	158	16	10	15	40	0	239
NSW - Sydney - Ryde	54	33	7	16	26	1	137
NSW - Sydney - South West	69	32	9	13	20	1	144
NSW - Sydney - Sutherland	39	15	8	10	23	4	99
NT	2	36	3	3	7	0	51
NT - Darwin	1	31	2	2	6	0	42
NT - Northern Territory - Outback	1	5	1	1	1	0	9
QLD	774	321	366	113	41	22	1,637
QLD - Brisbane - East	46	9	13	1	1	0	70
QLD - Brisbane - North	35	7	9	4	4	0	59
QLD - Brisbane - South	35	11	9	2	2	2	61
QLD - Brisbane - West	29	16	2	3	2	2	54
QLD - Brisbane Inner City	55	0	3	2	1	0	61
QLD - Cairns	35	6	21	7	0	1	70
QLD - Central Queensland	11	14	8	8	1	2	44
QLD - Darling Downs - Maranoa	2	5	3	1	1	1	13
QLD - Gold Coast	155	7	36	3	2	1	204
QLD - Ipswich	73	47	65	12	1	1	199
QLD - Logan - Beaudesert	89	36	51	13	2	1	192
QLD - Mackay - Isaac - Whitsunday	5	9	1	7	1	0	23
QLD - Moreton Bay - North	53	33	45	11	7	2	151
QLD - Moreton Bay - South	25	15	11	6	2	0	59
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	50	9	19	5	4	1	88
QLD - Toowoomba	24	25	14	9	2	5	79
QLD - Townsville	7	33	13	9	4	2	68
QLD - Wide Bay	45	39	43	10	4	1	142
SA	415	491	197	119	80	5	1,307
SA - Adelaide - Central and Hills	95	41	23	16	6	1	182
SA - Adelaide - North	112	166	80	49	27	1	435
SA - Adelaide - South	112	132	35	26	33	1	339
SA - Adelaide - West	78	81	33	14	11	0	217
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

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
TAS	38	16	1	15	0	3	73
TAS - Hobart	3	3	1	2	0	0	9
TAS - Launceston and North East	12	5	0	9	0	2	28
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	23	8	0	4	0	1	36
VIC	790	315	273	158	620	104	2,260
VIC - Ballarat	83	27	16	5	16	7	154
VIC - Bendigo	31	4	5	7	12	3	62
VIC - Geelong	61	26	15	5	26	4	137
VIC - Hume	7	22	6	6	16	1	58
VIC - Latrobe - Gippsland	31	12	5	3	21	9	81
VIC - Melbourne - Inner	147	6	7	5	16	6	187
VIC - Melbourne - Inner East	25	5	6	12	58	9	115
VIC - Melbourne - Inner South	75	9	18	9	54	11	176
VIC - Melbourne - North East	51	29	34	16	82	9	221
VIC - Melbourne - North West	4	14	10	4	30	4	66
VIC - Melbourne - Outer East	39	17	27	23	73	4	183
VIC - Melbourne - South East	74	18	36	23	63	6	220
VIC - Melbourne - West	102	87	54	10	47	11	311
VIC - Mornington Peninsula	19	14	13	7	33	6	92
VIC - North West	22	16	8	11	32	8	97
VIC - Shepparton	12	1	4	6	16	3	42
VIC - Warrnambool and South West	7	8	9	6	25	3	58
WA	113	38	52	10	5	1	219
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	2	2	10	1	0	0	15
WA - Perth - Inner	16	10	0	0	0	0	26
WA - Perth - North East	0	5	3	2	1	1	12
WA - Perth - North West	25	5	9	3	2	0	44
WA - Perth - South East	42	9	15	3	2	0	71
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	3,195	1,608	1,163	750	1,395	188	8,299

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 September 2023 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	66	8	0	3	99
ACT - Australian Capital Territory	22	66	8	0	3	99
NSW	654	1,164	177	327	34	2,356
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	25	89	3	37	0	154
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	6	55	12	10	0	83
NSW - Illawarra	40	65	3	0	0	108
NSW - Mid North Coast	16	0	6	9	0	31
NSW - Murray	10	20	10	5	8	53
NSW - New England and North West	0	5	0	17	0	22
NSW - Newcastle and Lake Macquarie	34	226	3	10	3	276
NSW - Richmond - Tweed	15	21	4	7	0	47
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	17	56	0	35	0	108
NSW - Sydney - City and Inner South	36	5	0	0	0	41
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	53	0	36	0	104
NSW - Sydney - Outer South West	4	27	9	2	0	42
NSW - Sydney - Outer West and Blue Mountains	133	67	28	43	0	271
NSW - Sydney - Parramatta	72	99	2	12	0	185
NSW - Sydney - Ryde	39	28	7	40	0	114
NSW - Sydney - South West	39	98	15	22	0	174
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	23	30	15	0	68
NT - Darwin	0	20	30	15	0	65
NT - Northern Territory - Outback	0	3	0	0	0	3
QLD	135	1,593	257	291	11	2,287
QLD - Brisbane - East	5	67	5	6	0	83
QLD - Brisbane - North	3	40	3	3	2	51
QLD - Brisbane - South	0	48	8	19	0	75
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	45	0	16	0	61
QLD - Cairns	0	82	8	13	0	103
QLD - Central Queensland	0	34	0	9	0	43
QLD - Darling Downs - Maranoa	5	8	6	4	0	23
QLD - Gold Coast	12	197	9	32	0	250
QLD - Ipswich	18	214	74	31	0	337

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Logan - Beaudesert	24	241	40	29	0	334
QLD - Mackay - Isaac - Whitsunday	0	22	4	8	4	38
QLD - Moreton Bay - North	11	208	29	20	0	268
QLD - Moreton Bay - South	5	62	7	2	0	76
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	4	78	23	20	0	125
QLD - Toowoomba	16	70	16	23	0	125
QLD - Townsville	7	62	10	21	0	100
QLD - Wide Bay	23	98	15	35	5	176
SA	177	329	131	47	4	688
SA - Adelaide - Central and Hills	30	98	17	2	0	147
SA - Adelaide - North	72	164	34	9	4	283
SA - Adelaide - South	17	44	27	19	0	107
SA - Adelaide - West	49	19	31	12	0	111
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	23	20	7	34	0	84
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	8	12	1	20	0	41
TAS - South East	0	0	0	0	0	0
TAS - West and North West	15	8	4	14	0	41
VIC	269	938	322	121	9	1,659
VIC - Ballarat	95	50	10	7	6	168
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	10	109	22	5	0	146
VIC - Hume	2	7	1	0	0	10
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	15	122	0	3	0	140
VIC - Melbourne - Inner East	2	17	6	2	0	27
VIC - Melbourne - Inner South	3	49	16	0	0	68
VIC - Melbourne - North East	21	77	27	4	0	129
VIC - Melbourne - North West	7	26	9	4	0	46
VIC - Melbourne - Outer East	14	51	2	15	3	85
VIC - Melbourne - South East	22	93	43	3	0	161
VIC - Melbourne - West	32	209	154	18	0	413
VIC - Mornington Peninsula	3	45	6	20	0	74
VIC - North West	12	0	0	28	0	40
VIC - Shepparton	3	6	4	0	0	13
VIC - Warrnambool and South West	6	37	10	10	0	63
WA	22	241	13	81	20	377
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	3	13	0	22	2	40
WA - Perth - Inner	0	16	0	0	10	26
WA - Perth - North East	0	20	0	5	2	27
WA - Perth - North West	6	63	5	5	0	79

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - South East	13	84	7	10	0	114
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	1,302	4,374	945	916	81	7,618

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 September 2023 ³⁹⁷

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	24	2	0	2	28
ACT - Australian Capital Territory	0	0	24	2	0	2	28
NSW	0	86	531	119	44	7	787
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	0	1	44	8	1	0	54
NSW - Central West	0	6	19	17	5	0	47
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	0	19	0	0	0	19
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	2	6	2	0	0	10
NSW - Newcastle and Lake Macquarie	0	0	14	7	8	0	29
NSW - Richmond - Tweed	0	0	4	0	1	0	5
NSW - Riverina	0	1	12	1	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	4	0	0	1	5
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	11	3	2	0	21
NSW - Sydney - Blacktown	0	10	46	19	1	1	77
NSW - Sydney - City and Inner South	0	4	17	1	0	0	22
NSW - Sydney - Eastern Suburbs	0	0	4	1	0	0	5
NSW - Sydney - Inner South West	0	1	41	3	1	0	46
NSW - Sydney - Inner West	0	15	2	0	1	0	18
NSW - Sydney - North Sydney and Hornsby	0	0	12	1	0	2	15
NSW - Sydney - Northern Beaches	0	1	15	1	1	0	18
NSW - Sydney - Outer South West	0	3	22	1	1	2	29
NSW - Sydney - Outer West and Blue Mountains	0	25	52	4	1	0	82
NSW - Sydney - Parramatta	0	3	77	19	5	0	104
NSW - Sydney - Ryde	0	2	25	2	0	0	29
NSW - Sydney - South West	0	5	40	18	8	0	71
NSW - Sydney - Sutherland	0	0	14	3	0	0	17
NT	0	1	16	14	4	0	35
NT - Darwin	0	1	11	14	1	0	27
NT - Northern Territory - Outback	0	0	5	0	3	0	8
QLD	0	66	770	220	50	5	1,111
QLD - Brisbane - East	0	2	28	2	0	0	32
QLD - Brisbane - North	0	21	13	0	1	0	35
QLD - Brisbane - South	0	1	32	0	25	3	61
QLD - Brisbane - West	0	0	9	0	0	0	9

³⁹⁷ 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
QLD - Brisbane Inner City	0	0	34	0	0	0	34
QLD - Cairns	0	0	23	9	2	0	34
QLD - Central Queensland	0	0	46	10	1	1	58
QLD - Darling Downs - Maranoa	0	0	2	1	0	0	3
QLD - Gold Coast	0	1	47	0	0	0	48
QLD - Ipswich	0	6	58	60	5	0	129
QLD - Logan - Beaudesert	0	12	67	39	8	0	126
QLD - Mackay - Isaac - Whitsunday	0	0	50	11	0	1	62
QLD - Moreton Bay - North	0	0	57	9	0	0	66
QLD - Moreton Bay - South	0	0	31	4	1	0	36
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	19	1	0	0	20
QLD - Toowoomba	0	3	56	24	3	0	86
QLD - Townsville	0	4	139	20	1	0	164
QLD - Wide Bay	0	16	53	30	3	0	102
SA	0	69	194	43	17	6	329
SA - Adelaide - Central and Hills	0	3	29	1	0	0	33
SA - Adelaide - North	0	36	90	26	9	0	161
SA - Adelaide - South	0	14	30	12	3	5	64
SA - Adelaide - West	0	16	8	0	0	1	25
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	32	4	5	0	41
TAS	0	17	42	6	0	0	65
TAS - Hobart	0	0	39	3	0	0	42
TAS - Launceston and North East	0	1	3	2	0	0	6
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	16	0	1	0	0	17
VIC	0	93	699	417	23	9	1,241
VIC - Ballarat	0	5	18	21	0	1	45
VIC - Bendigo	0	0	12	10	0	0	22
VIC - Geelong	0	10	60	14	0	0	84
VIC - Hume	0	1	4	0	1	0	6
VIC - Latrobe - Gippsland	0	8	21	5	9	0	43
VIC - Melbourne - Inner	0	5	52	0	1	0	58
VIC - Melbourne - Inner East	0	7	29	0	0	0	36
VIC - Melbourne - Inner South	0	2	42	1	0	4	49
VIC - Melbourne - North East	0	4	49	28	5	0	86
VIC - Melbourne - North West	0	2	25	21	0	0	48
VIC - Melbourne - Outer East	0	3	3	1	0	0	7
VIC - Melbourne - South East	0	17	86	77	1	0	181
VIC - Melbourne - West	0	6	256	205	5	1	473
VIC - Mornington Peninsula	0	2	15	21	0	3	41
VIC - North West	0	0	3	0	0	0	3
VIC - Shepparton	0	20	8	5	0	0	33
VIC - Warrnambool and South West	0	1	16	8	1	0	26

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA	0	13	343	19	50	7	432
WA - Bunbury	0	1	14	0	0	0	15
WA - Mandurah	0	1	45	2	9	0	57
WA - Perth - Inner	0	1	14	0	0	5	20
WA - Perth - North East	0	2	63	0	2	0	67
WA - Perth - North West	0	3	55	7	2	0	67
WA - Perth - South East	0	4	81	5	16	1	107
WA - Perth - South West	0	1	64	5	18	1	89
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	345	2,619	840	188	36	4,028

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2023 ³⁹⁸

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	279	59	338	10	348
ACT - Australian Capital Territory	279	59	338	10	348
NSW	6,029	1,529	7,558	326	7,884
NSW - Capital Region	148	28	176	6	182
NSW - Central Coast	328	68	396	20	416
NSW - Central West	228	42	270	16	286
NSW - Coffs Harbour - Grafton	124	18	142	7	149
NSW - Far West and Orana	128	32	160	10	170
NSW - Hunter Valley exc Newcastle	203	38	241	15	256
NSW - Illawarra	272	71	343	11	354
NSW - Mid North Coast	202	26	228	13	241
NSW - Murray	122	42	164	5	169
NSW - New England and North West	136	30	166	5	171
NSW - Newcastle and Lake Macquarie	434	97	531	23	554
NSW - Richmond - Tweed	201	47	248	17	265
NSW - Riverina	130	31	161	9	170
NSW - Southern Highlands and Shoalhaven	128	29	157	2	159
NSW - Sydney - Baulkham Hills and Hawkesbury	202	65	267	7	274
NSW - Sydney - Blacktown	345	65	410	10	420
NSW - Sydney - City and Inner South	120	16	136	6	142
NSW - Sydney - Eastern Suburbs	89	15	104	3	107
NSW - Sydney - Inner South West	352	82	434	19	453
NSW - Sydney - Inner West	154	18	172	10	182

³⁹⁸ 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 - Sydney - North Sydney and Hornsby	193	38	231	8	239
NSW - Sydney - Northern Beaches	161	92	253	7	260
NSW - Sydney - Outer South West	205	45	250	16	266
NSW - Sydney - Outer West and Blue Mountains	366	132	498	28	526
NSW - Sydney - Parramatta	364	132	496	23	519
NSW - Sydney - Ryde	232	107	339	10	349
NSW - Sydney - South West	269	55	324	17	341
NSW - Sydney - Sutherland	193	68	261	3	264
NT	254	18	272	12	284
NT - Darwin	138	13	151	6	157
NT - Northern Territory - Outback	114	5	119	6	125
NT - Other	2	0	2	0	2
QLD	2,630	958	3,588	300	3,888
QLD - Brisbane - East	115	39	154	16	170
QLD - Brisbane - North	124	40	164	16	180
QLD - Brisbane - South	127	25	152	22	174
QLD - Brisbane - West	87	31	118	14	132
QLD - Brisbane Inner City	74	35	109	12	121
QLD - Cairns	121	44	165	9	174
QLD - Central Queensland	132	25	157	8	165
QLD - Darling Downs - Maranoa	49	9	58	7	65
QLD - Gold Coast	240	129	369	42	411
QLD - Ipswich	289	91	380	40	420
QLD - Logan - Beaudesert	192	114	306	19	325
QLD - Mackay - Isaac - Whitsunday	65	7	72	6	78
QLD - Moreton Bay - North	188	102	290	21	311
QLD - Moreton Bay - South	79	41	120	10	130
QLD - Queensland - Outback	8	0	8	2	10
QLD - Sunshine Coast	174	72	246	12	258
QLD - Toowoomba	208	40	248	14	262
QLD - Townsville	140	36	176	15	191
QLD - Wide Bay	218	78	296	15	311
QLD - Other	0	0	0	0	0
SA	1,762	605	2,367	129	2,496
SA - Adelaide - Central and Hills	207	99	306	21	327
SA - Adelaide - North	547	231	778	34	812
SA - Adelaide - South	519	159	678	39	717
SA - Adelaide - West	217	76	293	16	309
SA - Barossa - Yorke - Mid North	56	2	58	4	62
SA - South Australia - Outback	57	6	63	5	68
SA - South Australia - South East	159	32	191	10	201
TAS	567	20	587	28	615
TAS - Hobart	268	5	273	16	289

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
TAS - Launceston and North East	149	8	157	5	162
TAS - South East	9	0	9	0	9
TAS - West and North West	141	7	148	7	155
VIC	5,349	1,473	6,822	350	7,172
VIC - Ballarat	194	96	290	16	306
VIC - Bendigo	159	44	203	17	220
VIC - Geelong	281	113	394	25	419
VIC - Hume	156	20	176	4	180
VIC - Latrobe - Gippsland	228	58	286	19	305
VIC - Melbourne - Inner	237	108	345	28	373
VIC - Melbourne - Inner East	371	78	449	13	462
VIC - Melbourne - Inner South	394	92	486	21	507
VIC - Melbourne - North East	591	136	727	31	758
VIC - Melbourne - North West	243	48	291	22	313
VIC - Melbourne - Outer East	511	142	653	29	682
VIC - Melbourne - South East	615	159	774	45	819
VIC - Melbourne - West	508	166	674	32	706
VIC - Mornington Peninsula	275	78	353	24	377
VIC - North West	237	53	290	9	299
VIC - Shepparton	154	30	184	9	193
VIC - Warrnambool and South West	194	52	246	6	252
VIC - Other	1	0	1	0	1
WA	1,561	184	1,745	99	1,844
WA - Bunbury	71	8	79	4	83
WA - Mandurah	60	14	74	7	81
WA - Perth - Inner	78	12	90	6	96
WA - Perth - North East	262	21	283	12	295
WA - Perth - North West	365	40	405	16	421
WA - Perth - South East	396	50	446	26	472
WA - Perth - South West	213	35	248	17	265
WA - Western Australia - Outback (North)	23	0	23	4	27
WA - Western Australia - Outback (South)	51	4	55	3	58
WA - Western Australia - Wheat Belt	42	0	42	4	46
Missing	0	0	0	0	0
Total	18,431	4,846	23,277	1,254	24,531

Table P.10 Number of Participants seeking SDA dwelling by SA4 Region and Design Category as at 30 September 2023 ³⁹⁹

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	8	15	27	3	16	69	20%
ACT - Australian Capital Territory	8	15	27	3	16	69	20%
NSW	243	687	461	93	371	1,855	24%
NSW - Capital Region	6	13	6	0	9	34	19%
NSW - Central Coast	14	31	27	1	15	88	21%
NSW - Central West	16	20	12	1	9	58	20%
NSW - Coffs Harbour - Grafton	2	12	4	2	5	25	17%
NSW - Far West and Orana	6	19	8	3	6	42	25%
NSW - Hunter Valley exc Newcastle	11	12	13	3	14	53	21%
NSW - Illawarra	9	21	27	1	24	82	23%
NSW - Mid North Coast	6	15	7	4	7	39	16%
NSW - Murray	6	20	10	5	6	47	28%
NSW - New England and North West	6	13	8	0	8	35	20%
NSW - Newcastle and Lake Macquarie	15	31	36	15	23	120	22%
NSW - Richmond - Tweed	7	25	12	4	16	64	24%
NSW - Riverina	7	18	8	2	5	40	24%
NSW - Southern Highlands and Shoalhaven	2	16	9	0	4	31	19%
NSW - Sydney - Baukham Hills and Hawkesbury	4	36	13	5	14	72	26%
NSW - Sydney - Blacktown	15	26	11	6	17	75	18%
NSW - Sydney - City and Inner South	7	7	4	1	3	22	15%
NSW - Sydney - Eastern Suburbs	1	12	4	1	0	18	17%
NSW - Sydney - Inner South West	17	35	32	0	17	101	22%
NSW - Sydney - Inner West	5	13	3	1	6	28	15%
NSW - Sydney - North Sydney and Hornsby	5	16	12	5	8	46	19%
NSW - Sydney - Northern Beaches	6	47	25	0	21	99	38%
NSW - Sydney - Outer South West	9	26	15	2	9	61	23%
NSW - Sydney - Outer West and Blue Mountains	17	60	36	8	39	160	30%
NSW - Sydney - Parramatta	17	44	59	4	31	155	30%
NSW - Sydney - Ryde	7	57	21	7	25	117	34%
NSW - Sydney - South West	10	18	22	8	14	72	21%
NSW - Sydney - Sutherland	10	24	17	4	16	71	27%
NT	5	8	10	0	7	30	11%
NT - Darwin	1	7	7	0	4	19	12%
NT - Northern Territory - Outback	4	1	3	0	3	11	9%
QLD	146	246	429	103	334	1,258	32%
QLD - Brisbane - East	4	11	19	3	18	55	32%
QLD - Brisbane - North	2	20	24	3	7	56	31%
QLD - Brisbane - South	5	13	13	4	12	47	27%
QLD - Brisbane - West	3	6	29	0	7	45	34%

³⁹⁹ 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
QLD - Brisbane Inner City	6	6	24	0	11	47	39%
QLD - Cairns	2	6	22	4	19	53	30%
QLD - Central Queensland	4	8	13	3	5	33	20%
QLD - Darling Downs - Maranoa	2	7	3	0	4	16	25%
QLD - Gold Coast	22	17	63	8	61	171	42%
QLD - Ipswich	12	29	38	18	34	131	31%
QLD - Logan - Beaudesert	13	20	36	21	43	133	41%
QLD - Mackay - Isaac - Whitsunday	5	5	2	0	1	13	17%
QLD - Moreton Bay - North	21	29	34	11	28	123	40%
QLD - Moreton Bay - South	6	4	21	5	15	51	39%
QLD - Queensland - Outback	1	0	0	0	1	2	20%
QLD - Sunshine Coast	10	10	30	10	24	84	33%
QLD - Toowoomba	8	17	14	2	13	54	21%
QLD - Townsville	5	12	17	3	14	51	27%
QLD - Wide Bay	15	26	27	8	17	93	30%
SA	75	277	190	25	167	734	29%
SA - Adelaide - Central and Hills	13	38	46	2	21	120	37%
SA - Adelaide - North	30	96	58	12	69	265	33%
SA - Adelaide - South	13	76	62	6	41	198	28%
SA - Adelaide - West	9	37	18	5	23	92	30%
SA - Barossa - Yorke - Mid North	2	2	1	0	1	6	10%
SA - South Australia - Outback	3	7	1	0	0	11	16%
SA - South Australia - South East	5	21	4	0	12	42	21%
TAS	10	19	9	0	10	48	8%
TAS - Hobart	6	6	3	0	6	21	7%
TAS - Launceston and North East	3	6	3	0	1	13	8%
TAS - South East	0	0	0	0	0	0	0%
TAS - West and North West	1	7	3	0	3	14	9%
VIC	282	696	409	126	310	1,823	25%
VIC - Ballarat	18	56	13	8	17	112	37%
VIC - Bendigo	7	27	8	9	10	61	28%
VIC - Geelong	18	43	33	12	32	138	33%
VIC - Hume	5	11	2	0	6	24	13%
VIC - Latrobe - Gippsland	13	39	8	5	12	77	25%
VIC - Melbourne - Inner	19	24	64	0	29	136	36%
VIC - Melbourne - Inner East	13	38	19	6	15	91	20%
VIC - Melbourne - Inner South	16	44	30	6	17	113	22%
VIC - Melbourne - North East	26	54	40	13	34	167	22%
VIC - Melbourne - North West	13	21	18	8	10	70	22%
VIC - Melbourne - Outer East	26	80	25	11	29	171	25%
VIC - Melbourne - South East	36	64	55	22	27	204	25%
VIC - Melbourne - West	37	53	58	17	33	198	28%
VIC - Mornington Peninsula	11	51	15	3	22	102	27%
VIC - North West	15	30	7	2	8	62	21%

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 - Shepparton	3	27	5	2	2	39	20%
VIC - Warrnambool and South West	6	34	9	2	7	58	23%
WA	43	43	108	11	78	283	15%
WA - Bunbury	2	3	4	1	2	12	14%
WA - Mandurah	5	4	5	0	7	21	26%
WA - Perth - Inner	4	2	8	0	4	18	19%
WA - Perth - North East	4	5	16	1	7	33	11%
WA - Perth - North West	8	6	24	4	14	56	13%
WA - Perth - South East	12	12	28	4	20	76	16%
WA - Perth - South West	5	9	19	0	19	52	20%
WA - Western Australia - Outback (North)	0	0	1	0	3	4	15%
WA - Western Australia - Outback (South)	2	2	2	0	1	7	12%
WA - Western Australia - Wheat Belt	1	0	1	1	1	4	9%
Missing	0	0	0	0	0	0	0%
Total	812	1,991	1,643	361	1,293	6,100	25%