

Supplement E:

National

This supplement shows the data for National. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	815,817	19,832	835,649
Active Eligible - Total	640,425	14,764	655,189
<i>Active Eligible - New</i>	420,945	14,501	435,446
<i>Active Eligible - State</i>	177,877	175	178,052
<i>Active Eligible - Commonwealth</i>	41,603	88	41,691
Active Participant Plans - Total	628,844	17,605	646,449
<i>Active Participant Plans - New</i>	410,731	17,320	428,051
<i>Active Participant Plans - State</i>	176,714	173	176,887
<i>Active Participant Plans - Commonwealth</i>	41,399	112	41,511
Active Participant Plans - Total	628,844	17,605	646,449
<i>Active Participant Plans - Early Intervention (s25)</i>	198,847	10,044	208,891
<i>Active Participant Plans - Permanent Disability (s24)</i>	429,997	7,561	437,558

Table E.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – National

People leaving the Scheme	Total
Number of people who have left the Scheme	46,952
<i>Early Intervention participants</i>	13,960
<i>Permanent disability participants</i>	32,992

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	160,342	98%	67,443	98%	2,375	96%	230,160	98%
7 to 14	88,383	89%	44,540	89%	2,369	85%	135,292	89%
15 to 18	26,980	91%	16,664	89%	1,176	90%	44,820	90%
19 to 24	21,824	90%	14,415	85%	846	82%	37,085	88%
25 to 34	27,673	87%	22,031	80%	895	75%	50,599	84%
35 to 44	28,194	84%	25,040	75%	692	69%	53,926	79%
45 to 54	34,922	80%	32,644	70%	802	63%	68,368	74%
55 to 64	43,709	74%	39,930	62%	888	53%	84,527	68%
65+	1,537	52%	1,416	45%	32	38%	2,985	48%
Missing	2,573	100%	2,088	100%	108	98%	4,769	100%
Total	436,137	89%	266,211	80%	10,183	79%	712,531	85%

Table E.4 Assessment of access by primary disability group and gender – National ¹

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	14,279	92%	7,188	91%	202	83%	21,669	92%
Autism	161,957	97%	69,032	98%	4,994	95%	235,983	97%
Cerebral palsy	10,344	97%	8,353	96%	148	91%	18,845	97%
Developmental delay	64,863	98%	27,300	98%	1,015	98%	93,178	98%
Global developmental delay	12,964	99%	5,398	99%	156	96%	18,518	99%
Hearing impairment	13,684	90%	14,447	87%	391	85%	28,522	88%
Intellectual disability	61,829	96%	46,865	95%	907	89%	109,601	95%
Multiple sclerosis	2,929	91%	8,525	90%	131	82%	11,585	90%
Psychosocial disability	35,550	74%	33,275	64%	957	54%	69,782	69%
Spinal cord injury	4,748	94%	1,956	91%	95	90%	6,799	93%
Stroke	6,313	87%	4,623	83%	119	80%	11,055	85%
Visual impairment	5,815	87%	5,503	86%	116	74%	11,434	86%
Other neurological	16,437	81%	13,391	79%	322	72%	30,150	80%
Other physical	12,526	49%	12,622	38%	308	30%	25,456	42%
Other sensory/speech	2,635	49%	1,031	44%	29	26%	3,695	47%
Other	6,510	45%	4,510	31%	170	30%	11,190	38%
Missing	2,754	90%	2,192	89%	123	90%	5,069	89%
Total	436,137	89%	266,211	80%	10,183	79%	712,531	85%

¹ 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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	48,795	8%	1,835	10%	50,630	8%
Non-First Nations Participants	485,951	77%	15,211	86%	501,162	78%
Not Stated	94,098	15%	559	3%	94,657	15%
Total	628,844	100%	17,605	100%	646,449	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ^{2 3}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	56,944	9%	1,350	8%	58,294	9%
Not culturally and linguistically diverse	553,430	88%	15,964	91%	569,394	88%
Not stated	18,470	3%	291	2%	18,761	3%
Total	628,844	100%	17,605	100%	646,449	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 31 December 2023 – National ⁴

Age group	Total number of active participants
Under 45	29
45 to 54	186
55 to 64	1,218
Total YPIRAC (under 65)	1,433

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
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
Dec-23	-132	1,433

² The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

³ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴ There are a further 1,907 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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	430,202	68%	12,436	71%	442,638	68%
Population > 50,000	67,939	11%	1,813	10%	69,752	11%
Population between 15,000 and 50,000	52,009	8%	1,259	7%	53,268	8%
Population between 5,000 and 15,000	28,570	5%	742	4%	29,312	5%
Population less than 5,000	40,495	6%	1,051	6%	41,546	6%
Remote	5,746	1%	185	1%	5,931	1%
Very Remote	3,733	1%	114	1%	3,847	1%
Missing	150	0%	<11	n/a	155	0%
Total	628,844	100%	17,605	100%	646,449	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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	224,513	36%	5,606	32%	230,119	36%
Intellectual disability	101,543	16%	852	5%	102,395	16%
Developmental delay	72,208	11%	7,022	40%	79,230	12%
Psychosocial disability	62,713	10%	795	5%	63,508	10%
Hearing impairment	26,872	4%	330	2%	27,202	4%
Other neurological	22,666	4%	423	2%	23,089	4%
Other physical	19,923	3%	243	1%	20,166	3%
Acquired brain injury	18,231	3%	271	2%	18,502	3%
Cerebral palsy	17,734	3%	76	0%	17,810	3%
Global developmental delay	15,722	3%	1,053	6%	16,775	3%
Multiple sclerosis	10,571	2%	157	1%	10,728	2%
Visual impairment	10,255	2%	115	1%	10,370	2%
Stroke	9,124	1%	210	1%	9,334	1%
Other	8,822	1%	364	2%	9,186	1%
Spinal cord Injury	5,920	1%	73	0%	5,993	1%
Other sensory/speech	2,027	0%	15	0%	2,042	0%
Total	628,844	100%	17,605	100%	646,449	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% (11,649) 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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,010	12%	<11	n/a	4,010	12%
Intellectual disability	15,129	45%	<11	n/a	15,133	45%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	3,889	12%	<11	n/a	3,891	12%
Hearing impairment	13	0%	<11	n/a	13	0%
Other neurological	2,221	7%	11	25%	2,232	7%
Other physical	348	1%	<11	n/a	350	1%
Acquired brain injury	2,863	9%	<11	n/a	2,872	9%
Cerebral palsy	2,685	8%	<11	n/a	2,685	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	451	1%	<11	n/a	451	1%
Visual impairment	114	0%	<11	n/a	114	0%
Stroke	981	3%	<11	n/a	990	3%
Other	533	2%	<11	n/a	539	2%
Spinal cord Injury	297	1%	<11	n/a	298	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	33,537	100%	44	100%	33,581	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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	220,503	37%	5,606	32%	226,109	37%
Intellectual disability	86,414	15%	848	5%	87,262	14%
Developmental delay	72,208	12%	7,022	40%	79,230	13%
Psychosocial disability	58,824	10%	793	5%	59,617	10%
Hearing impairment	26,859	5%	330	2%	27,189	4%
Other neurological	20,445	3%	412	2%	20,857	3%
Other physical	19,575	3%	241	1%	19,816	3%
Acquired brain injury	15,368	3%	262	1%	15,630	3%
Cerebral palsy	15,049	3%	76	0%	15,125	2%
Global developmental delay	15,722	3%	1,053	6%	16,775	3%
Multiple sclerosis	10,120	2%	157	1%	10,277	2%
Visual impairment	10,141	2%	115	1%	10,256	2%
Stroke	8,143	1%	201	1%	8,344	1%
Other	8,289	1%	358	2%	8,647	1%
Spinal cord Injury	5,623	1%	72	0%	5,695	1%
Other sensory/speech	2,024	0%	15	0%	2,039	0%
Total	595,307	100%	17,561	100%	612,868	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% (2,183) of participants in SIL.

¹¹ Down syndrome is included in intellectual disability, representing 2% (9,466) of participants not in SIL.

Table E.13 Participant profile per quarter by reported level of function – National ¹²

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	75,629	12%	4,634	26%	80,263	12%
2 (High Function)	1,348	0%	45	0%	1,393	0%
3 (High Function)	32,031	5%	1,107	6%	33,138	5%
4 (High Function)	38,465	6%	631	4%	39,096	6%
5 (High Function)	43,299	7%	1,286	7%	44,585	7%
6 (Moderate Function)	154,376	25%	4,254	24%	158,630	25%
7 (Moderate Function)	33,091	5%	623	4%	33,714	5%
8 (Moderate Function)	35,349	6%	466	3%	35,815	6%
9 (Moderate Function)	3,264	1%	53	0%	3,317	1%
10 (Moderate Function)	60,548	10%	735	4%	61,283	9%
11 (Low Function)	18,016	3%	117	1%	18,133	3%
12 (Low Function)	80,280	13%	842	5%	81,122	13%
13 (Low Function)	42,570	7%	448	3%	43,018	7%
14 (Low Function)	9,602	2%	20	0%	9,622	1%
15 (Low Function)	171	0%	<11	n/a	172	0%
Missing	805	0%	2,343	13%	3,148	0%
Total	628,844	100%	17,605	100%	646,449	100%

Table E.14 Participant profile per quarter by age group – National ¹³

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	96,953	15%	9,361	53%	106,314	16%
7 to 14	169,163	27%	3,239	18%	172,402	27%
15 to 18	56,983	9%	955	5%	57,938	9%
19 to 24	52,475	8%	498	3%	52,973	8%
25 to 34	55,074	9%	759	4%	55,833	9%
35 to 44	47,920	8%	759	4%	48,679	8%
45 to 54	54,916	9%	795	5%	55,711	9%
55 to 64	64,867	10%	1,136	6%	66,003	10%
65+	30,492	5%	103	1%	30,595	5%
Total	628,844	100%	17,605	100%	646,449	100%

Table E.15 Number and proportion of active participants by gender and age group at 31 December 2023 – National ¹⁴

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	72,762	11%	32,403	5%	1,149	0%	106,314	16%	2.2
7 to 14	117,471	18%	52,566	8%	2,365	0%	172,402	27%	2.2
15 to 18	36,896	6%	19,810	3%	1,232	0%	57,938	9%	1.9
19 to 24	33,270	5%	18,651	3%	1,052	0%	52,973	8%	1.8
25 to 34	32,320	5%	22,568	3%	945	0%	55,833	9%	1.4
35 to 44	25,818	4%	22,215	3%	646	0%	48,679	8%	1.2
45 to 54	28,445	4%	26,649	4%	617	0%	55,711	9%	1.1
55 to 64	33,444	5%	31,862	5%	697	0%	66,003	10%	1.0
65+	15,488	2%	14,848	2%	259	0%	30,595	5%	1.0
Total	395,915	61%	241,572	37%	8,962	1%	646,449	100%	1.6

¹² The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹³ Total include a small number of participants with missing age information.

¹⁴ Ibid.

Table E.16 Number and proportion of active participants by gender and primary disability group at 31 December 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	158,222	24%	67,310	10%	4,587	1%	230,119	36%	2.4
Intellectual disability	57,780	9%	43,819	7%	796	0%	102,395	16%	1.3
Psychosocial disability	31,958	5%	30,668	5%	882	0%	63,508	10%	1.0
Developmental delay	54,995	9%	23,339	4%	896	0%	79,230	12%	2.4
Hearing impairment	13,020	2%	13,826	2%	356	0%	27,202	4%	0.9
Other neurological	12,413	2%	10,443	2%	233	0%	23,089	4%	1.2
Other physical	9,718	2%	10,203	2%	245	0%	20,166	3%	1.0
Cerebral palsy	9,770	2%	7,904	1%	136	0%	17,810	3%	1.2
Acquired brain injury	12,159	2%	6,189	1%	154	0%	18,502	3%	2.0
Global developmental delay	11,697	2%	4,935	1%	143	0%	16,775	3%	2.4
Visual impairment	5,229	1%	5,037	1%	104	0%	10,370	2%	1.0
Multiple sclerosis	2,662	0%	7,960	1%	106	0%	10,728	2%	0.3
Stroke	5,281	1%	3,967	1%	86	0%	9,334	1%	1.3
Spinal cord injury	4,182	1%	1,733	0%	78	0%	5,993	1%	2.4
Other	5,380	1%	3,668	1%	138	0%	9,186	1%	1.5
Other sensory/speech	1,449	0%	571	0%	22	0%	2,042	0%	2.5
Total	395,915	61%	241,572	37%	8,962	1%	646,449	100%	1.6

Table E.17 Participation rates by age group and gender at 31 December 2023 – National ^{15 16}

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.1%	4.9%
7 to 14	8.7%	4.1%	6.6%
15 to 18	5.5%	3.1%	4.5%
19 to 24	3.3%	2.0%	2.7%
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%	2.1%	2.8%

¹⁵ 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.

¹⁶ Total include a small number of participants with missing age information.

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=48,445), 'participant social and community engagement rate' (n=48,677), 'parent and carer employment rate' (n=48,264) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=30,111) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - National ¹⁷

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	26%	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%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	40%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	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%	39%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	37%	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	47%	49%	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	71%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	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 31 December 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=40,584), 'participant social and community engagement rate' (n=40,858), 'parent and carer employment rate' (n=30,342) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=29,249) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - National¹⁸

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	21%	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%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	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%	21%	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	35%	42%	45%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	43%	42%	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%	40%	39%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	40%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	41%	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	45%	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	68%	73%	77%	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 31 December 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=29,482), 'participant social and community engagement rate' (n=29,718), 'parent and carer employment rate' (n=17,476) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=23,412) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - National ¹⁹

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	17%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	28%	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%	26%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	18%	16%	15%	26%
Participant employment rate - Aged 65+ years	12%	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%	23%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	42%	43%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	44%	47%	48%	47%	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%	40%	44%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	40%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	43%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	52%	50%	50%
Parent and carer employment rate - All ages	46%	49%	50%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	68%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	77%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	74%	78%	75%

¹⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=18,065), 'participant social and community engagement rate' (n=18,244), 'parent and carer employment rate' (n=8,273) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=15,164) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - National²⁰

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	15%	21%	22%	25%	26%
Participant employment rate - Aged 25 to 34 years	26%	28%	28%	30%	25%	28%	26%
Participant employment rate - Aged 35 to 44 years	30%	30%	28%	29%	25%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	25%	29%	25%	24%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	19%	19%	15%	17%	26%
Participant employment rate - Aged 65+ years	14%	14%	11%	11%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	25%	27%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	25%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	42%	44%	45%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	48%	49%	49%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	44%	47%	48%	48%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	45%	47%	47%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	43%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	43%	43%	41%	44%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	46%	47%	46%	47%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	45%	46%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	45%	48%	47%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	51%	53%	56%	51%	51%	50%
Parent and carer employment rate - All ages	45%	47%	48%	52%	49%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	68%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	74%	75%	78%	75%

²⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=8,138), 'participant social and community engagement rate' (n=8,282), 'parent and carer employment rate' (n=2,977) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=6,755) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - National ²¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	11%	14%	18%	24%	16%	25%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	25%	23%	26%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	31%	32%	30%	31%	29%	25%	27%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	29%	27%	25%	22%	22%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	21%	19%	19%	16%	17%	26%
Participant employment rate - Aged 65+ years	16%	16%	12%	11%	9%	7%	8%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	24%	25%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	24%	24%	21%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	39%	40%	43%	45%	43%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	48%	51%	51%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	47%	49%	53%	50%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	47%	51%	49%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	42%	41%	42%	46%	45%	46%
Participant social and community engagement rate - Aged 65+ years	36%	43%	48%	45%	42%	43%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	46%	48%	48%	49%	48%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	46%	47%	48%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	45%	49%	47%	51%	52%	55%	50%
Parent and carer employment rate - Aged 15+ years	47%	48%	50%	53%	56%	56%	53%	50%
Parent and carer employment rate - All ages	44%	46%	49%	50%	54%	54%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	63%	66%	68%	67%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	80%	81%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	73%	75%	75%	78%	75%

²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,873), 'participant social and community engagement rate' (n=1,932), 'parent and carer employment rate' (n=571) 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=1,412) 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 31 December 2016 - National ²²

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	16%	17%	20%	21%	25%	24%	25%	26%
Participant employment rate - Aged 25 to 34 years	16%	20%	22%	25%	23%	25%	17%	24%	26%
Participant employment rate - Aged 35 to 44 years	26%	26%	24%	25%	21%	28%	29%	26%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	31%	31%	29%	31%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	22%	20%	21%	17%	20%	18%	26%
Participant employment rate - Aged 65+ years	14%	14%	12%	8%	6%	6%	5%	5%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	25%	26%	23%	25%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	24%	24%	25%	23%	25%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	43%	46%	46%	47%	37%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	48%	49%	57%	50%	56%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	49%	45%	49%	46%	61%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	43%	50%	53%	47%	50%	48%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	40%	49%	49%	52%	52%	56%	50%	46%
Participant social and community engagement rate - Aged 65+ years	38%	37%	46%	47%	51%	50%	44%	50%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	49%	49%	52%	50%	54%	53%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	48%	49%	51%	49%	52%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	45%	48%	49%	51%	60%	57%	55%	50%
Parent and carer employment rate - Aged 15+ years	41%	47%	53%	49%	54%	52%	51%	50%	50%
Parent and carer employment rate - All ages	40%	46%	51%	49%	53%	55%	53%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	66%	65%	72%	74%	72%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	83%	82%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	73%	77%	79%	78%	79%	75%

²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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 ²³

PSG 1	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	252	250	354	314	350	352	396	450	0
Within timeframe	250	246	352	311	347	350	392	438	0
Percentage within timeframe	99%	98%	99%	99%	99%	99%	99%	97%	0%

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 – National ^{24 25}

PSG 2	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	28,528	24,038	27,036	29,409	28,870	29,687	32,117	32,654	0
Within timeframe	28,522	24,030	26,996	29,392	28,854	28,564	32,051	32,494	0
Percentage within timeframe	100%	100%	100%	100%	100%	96%	100%	100%	0%

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 – National ^{26 27}

PSG 3	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	1,471	3,136	691	336	205	24	22	54	0
Within timeframe	1,467	3,113	684	336	202	23	21	54	0
Percentage within timeframe	100%	99%	99%	100%	99%	96%	95%	100%	0%

Table E.27 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National ^{28 29}

PSG 4	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	4,181	3,022	2,839	2,476	2,635	2,736	3,344	3,286	0
Within timeframe	4,131	2,988	2,808	2,456	2,599	2,629	3,248	2,986	0
Percentage within timeframe	99%	99%	99%	99%	99%	96%	97%	91%	0%

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 ³⁰

PSG 5	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	21,458	18,182	19,817	21,686	21,069	21,405	22,823	23,039	0
Within timeframe	19,128	16,304	18,992	21,040	20,323	20,073	21,904	21,796	0
Percentage within timeframe	89%	90%	96%	97%	96%	94%	96%	95%	0%

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 ³¹

PSG 6	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	12,495	10,816	10,865	11,605	10,674	11,145	11,066	12,143	0
Within timeframe	10,750	8,986	9,783	10,811	10,102	10,329	10,454	11,328	0
Percentage within timeframe (56 days)	86%	83%	90%	93%	95%	93%	94%	93%	0%

²³ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

²⁴ Ibid.

²⁵ The results for prior quarters have been restated using data as at 31 December 2023.

²⁶ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

²⁷ The results for prior quarters have been restated using data as at 31 December 2023.

²⁸ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

²⁹ The results for prior quarters have been restated using data as at 31 December 2023.

³⁰ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

³¹ 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 ³²

PSG 7	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	7,992	8,872	8,586	11,727	9,895	10,021	10,193	11,459	0
Within timeframe	7,199	8,095	8,233	11,506	9,701	9,783	9,961	11,130	0
Percentage within timeframe	90%	91%	96%	98%	98%	98%	98%	97%	0%

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 ³³

PSG 9	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	69,005	70,298	70,428	60,914	57,982	55,184	51,431	52,915	0
Within timeframe	68,944	70,191	70,284	60,822	57,882	55,067	51,331	52,794	0
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	0%

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 ^{34 35}

PSG 11	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	80,856	74,607	63,093	65,015	40,646	45,512	48,302	50,914	0
Within timeframe	28,554	20,806	36,775	54,941	29,676	31,143	36,606	37,247	0
Percentage within timeframe	35%	28%	58%	85%	73%	68%	76%	73%	0%

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 ^{36 37}

PSG 12	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	24,300	24,189	28,002	28,793	33,293	37,897	35,097	38,238	0
Within timeframe	24,300	24,185	28,002	26,825	27,111	29,797	28,802	27,703	0
Percentage within timeframe	100%	100%	100%	93%	81%	79%	82%	72%	0%

Table E.34 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National ³⁸

PSG 13	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	19,503	18,381	22,821	23,014	25,017	25,989	25,754	28,273	0
Within timeframe	10,224	9,880	13,771	15,527	17,859	17,375	16,610	18,091	0
Percentage within timeframe (28 days)	52%	54%	60%	67%	71%	67%	64%	64%	0%

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 ³⁹

PSG 14	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	16,092	15,691	20,852	19,941	18,173	19,309	17,330	16,312	0
Within timeframe	14,768	14,627	19,178	18,607	17,058	17,908	15,677	15,181	0
Percentage within timeframe	92%	93%	92%	93%	94%	93%	90%	93%	0%

³² Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

³³ Ibid.

³⁴ Ibid.

³⁵ Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

³⁶ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

³⁷ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

³⁸ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The majority of PSGs will again be reportable in the March 2024 quarter.

³⁹ Ibid.

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 ⁴⁰

PSG 15	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	47	40	28	26	29	31	28	17	0
Within timeframe	43	37	27	24	28	30	27	15	0
Percentage within timeframe	91%	93%	96%	92%	97%	97%	96%	88%	0%

Table E.37 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ⁴¹

PSG 17	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	14,299	12,356	10,299	10,550	8,141	8,482	8,488	8,396	0
Within timeframe	11,997	10,693	9,888	9,917	7,767	7,964	8,293	7,889	0
Percentage within timeframe (60 days)	84%	87%	96%	94%	95%	94%	98%	94%	0%

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 ⁴²

PSG 18	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	592	685	1,042	1,469	1,430	1,325	1,051	996	0
Within timeframe	574	661	1,004	1,444	1,407	1,304	1,023	984	0
Percentage within timeframe	97%	96%	96%	98%	98%	98%	97%	99%	0%

Table E.39 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National ⁴³

PSG 19	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	121	193	266	216	232	289	269	243	0
Within timeframe	121	186	264	216	232	289	269	236	0
Percentage within timeframe	100%	96%	99%	100%	100%	100%	100%	97%	0%

Table E.40 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National ⁴⁴

PSG 20	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Number of tasks	12	8	23	22	25	30	20	29	0
Within timeframe	12	8	21	22	25	30	20	28	0
Percentage within timeframe	100%	100%	91%	100%	100%	100%	100%	97%	0%

⁴⁰ Ibid.

⁴¹ Ibid.

⁴² Ibid.

⁴³ Ibid.

⁴⁴ Ibid.

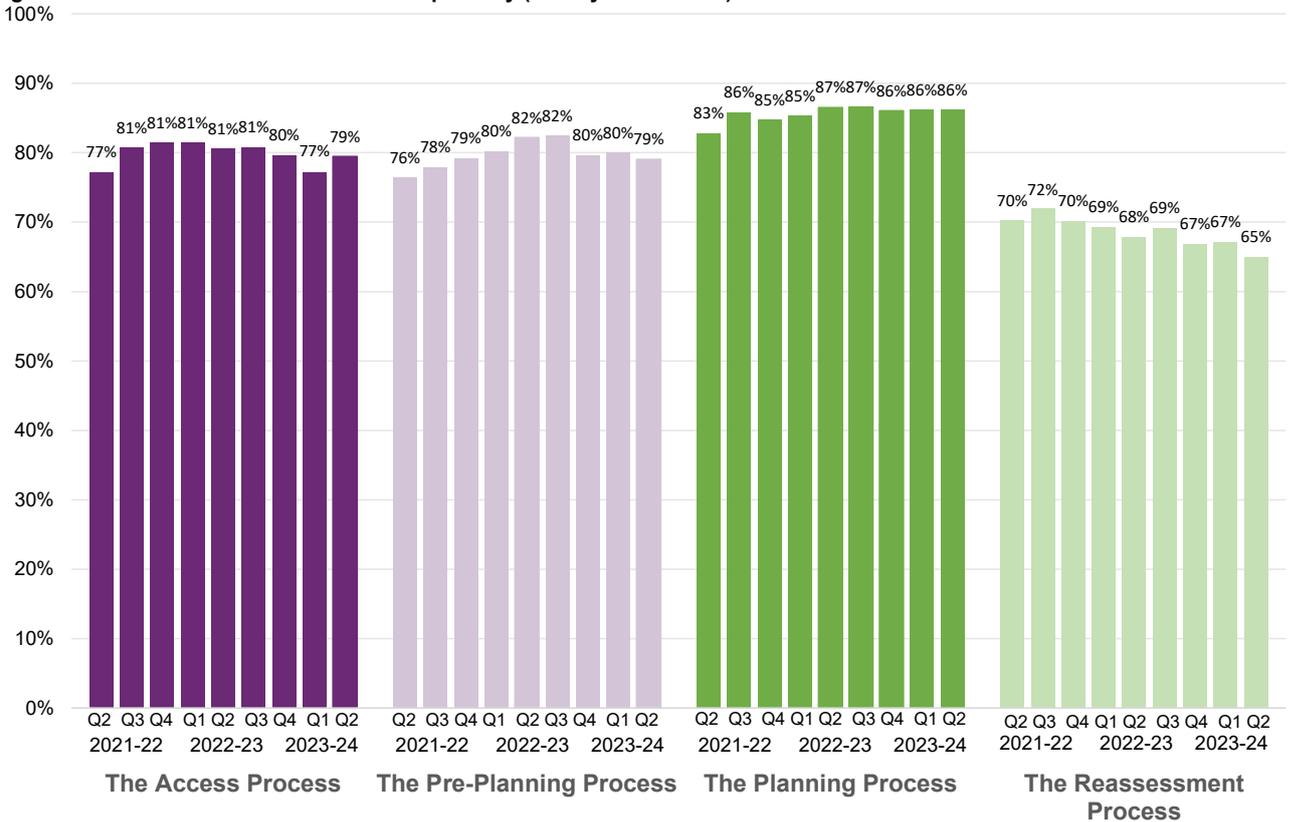
Table E.41 Proportion of participants who agreed with statements about 'Access' (n = 13,300 in Prior Quarters, n = 793 in 2023-24 Q2), 'Pre-planning' (n = 11,325 in Prior Quarters, n = 606 in 2023-24 Q2), 'Planning' (n = 56,181 in Prior Quarters, n = 3,252 in 2023-24 Q2) and 'Plan reassessment' (n = 132,136 in Prior Quarters, n = 6,167 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ^{45 46}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	85%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	78%	79%
Access - Percentage of participants rating their overall experience as Very Good or Good.	79%	79%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	78%	82%
Pre-planning - Are you clear on what happens next with your plan?	68%	70%
Pre-planning - Do you know where to go for more help with your plan?	73%	74%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	79%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	91%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	89%	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%	73%
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%	82%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	70%	65%

⁴⁵ 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.

⁴⁶ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National ⁴⁷



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table E.42 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

⁴⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 December 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

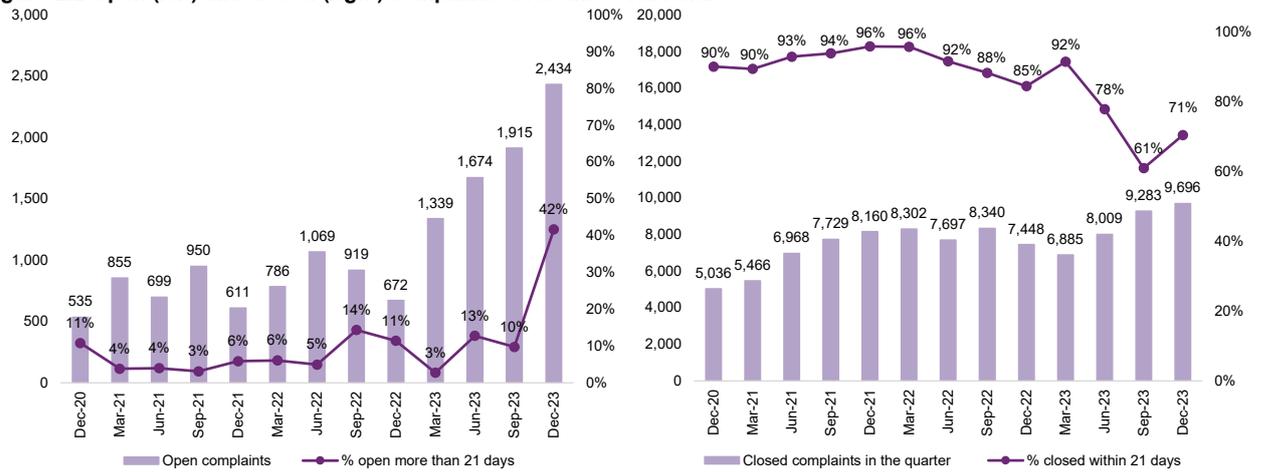


Figure E.3 Open (left) and closed (right) PCI cases over time – National

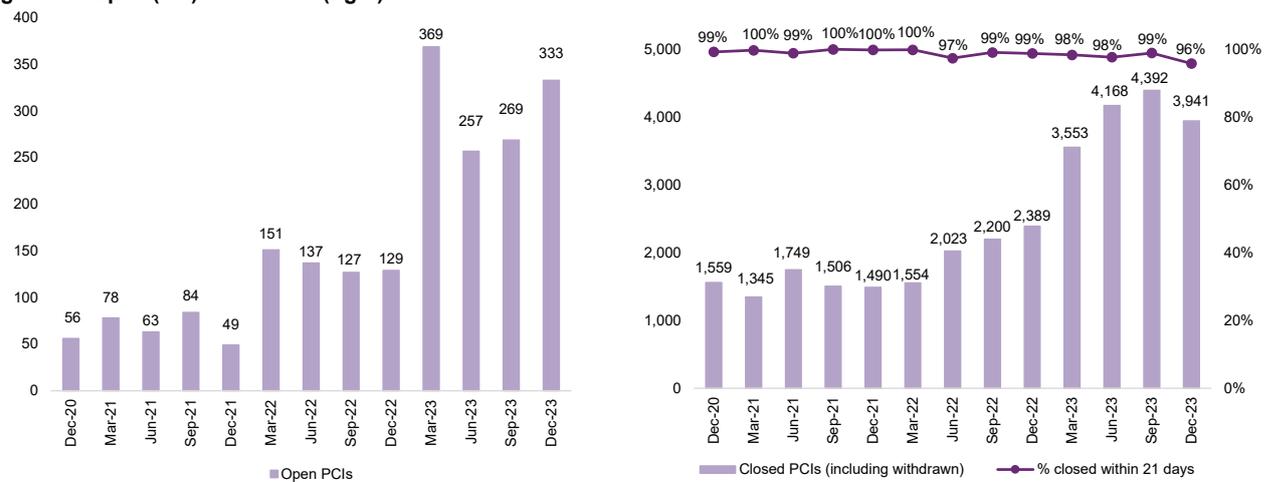


Table E.42 Complaints and PCIs by quarter – National ^{48 49 50 51}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	681	33	714	666
People who have submitted an access request: Complaints about LAC Partner	3,860	294	4,154	3,760
People who have submitted an access request: Complaints about service providers	11,174	501	11,675	9,441
People who have submitted an access request: Complaints about the Agency	137,231	8,707	145,938	80,796
People who have submitted an access request: Unclassified	3,319	<11	3,324	2,990
People who have submitted an access request: Total	156,265	9,540	165,805	90,469
<i>Percentage of the number of active participants</i>	<i>6.5%</i>	<i>6.0%</i>	<i>6.4%</i>	<i>n/a</i>
Providers who have submitted a registration request: Complaints about Early Connections Partner	<5	<5	6	6
Providers who have submitted a registration request: Complaints about LAC Partner	78	7	85	78

⁴⁸ Note that 70% of all complainants made only one complaint, 15% made two complaints and 15% made three or more complaints.

⁴⁹ 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.

⁵⁰ Percent 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.

⁵¹ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
Providers who have submitted a registration request: Complaints about service providers	950	10	960	818
Providers who have submitted a registration request: Complaints about the Agency	7,781	371	8,152	6,184
Providers who have submitted a registration request: Unclassified	240	<5	244	226
Providers who have submitted a registration request: Total	9,053	394	9,447	6,931
<i>Percentage of all registration requests</i>	4.3%	3.7%	4.2%	n/a
Other: Complaints about Early Connections Partner	25	<11	26	26
Other: Complaints about LAC Partner	101	<11	110	108
Other: Complaints about service providers	1,266	45	1,311	1,311
Other: Complaints about the Agency	5,367	259	5,626	5,622
Other: Unclassified	112	<11	112	112
Other: Total	6,871	314	7,185	7,176
Total Complaints	168,351	10,215	178,566	104,576
Total PCIs	31,186	4,125	35,311	n/a

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

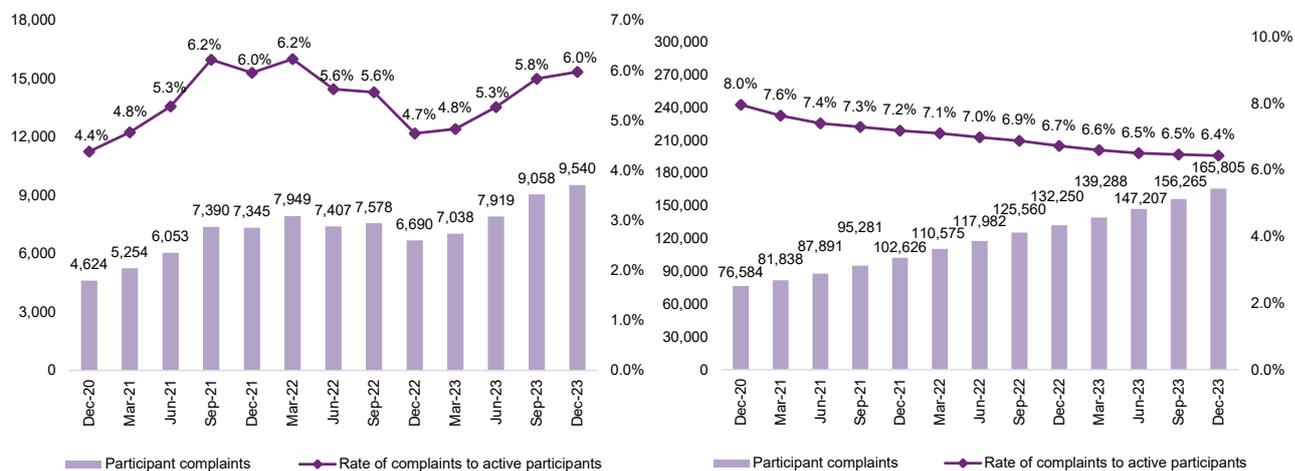
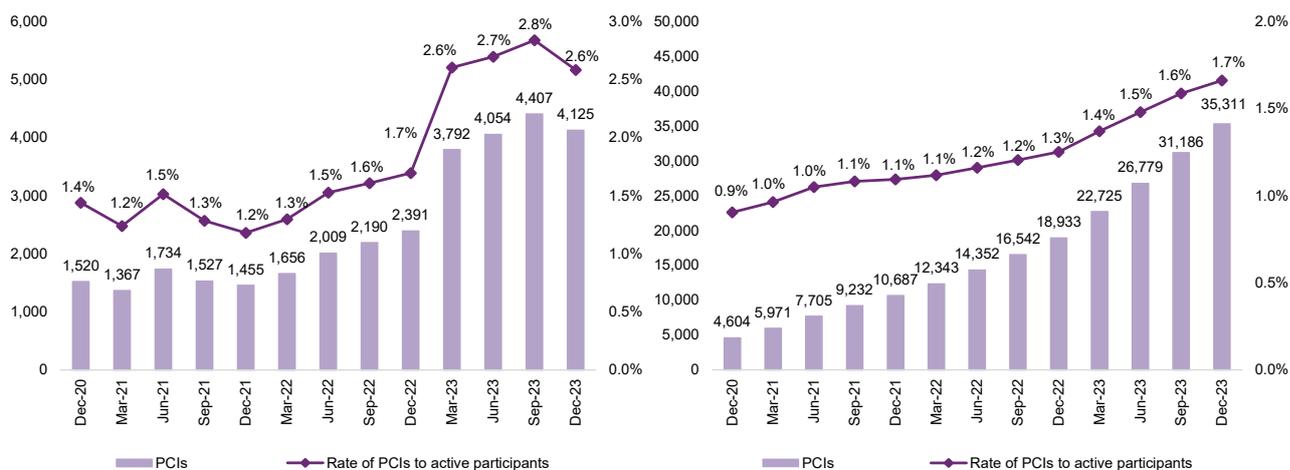


Figure E.5 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – National ⁵²



⁵² November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Figure E.6 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁵³

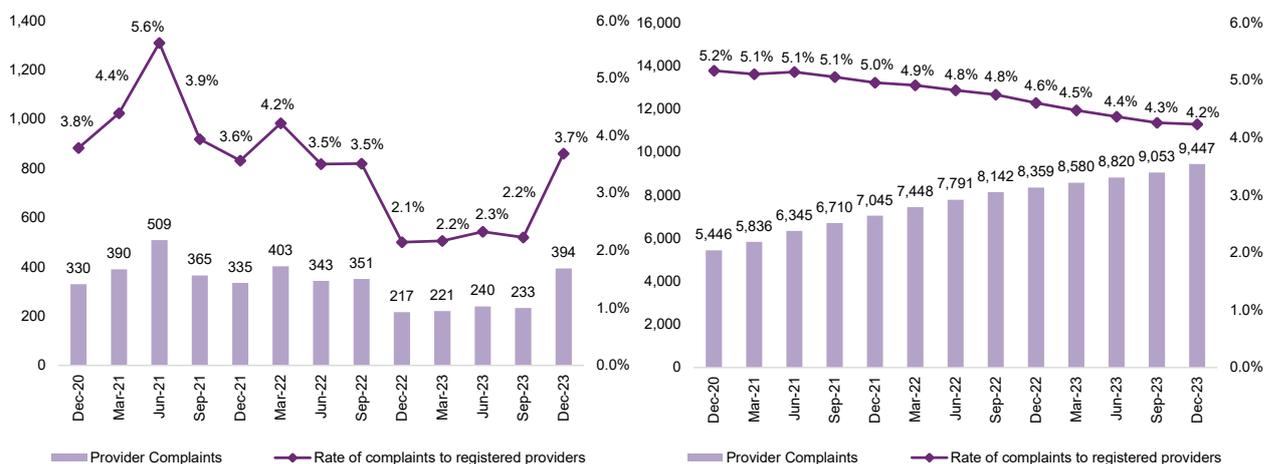


Table E.43 Participant complaints by type. Complaints with a related party who has submitted an access request – National ⁵⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,374	4%	<11	n/a	5,376	4%
Complaints about the Agency - Information unclear	2,054	1%	<11	n/a	2,057	1%
Complaints about the Agency - NDIA Access	3,680	3%	285	3%	3,965	3%
Complaints about the Agency - NDIA Engagement	155	0%	21	0%	176	0%
Complaints about the Agency - NDIA Finance	8,683	6%	694	8%	9,377	6%
Complaints about the Agency - NDIA Fraud and Compliance	654	0%	68	1%	722	0%
Complaints about the Agency - NDIA Plan	31,155	23%	2,448	28%	33,603	23%
Complaints about the Agency - NDIA Process	11,060	8%	940	11%	12,000	8%
Complaints about the Agency - NDIA Resources	1,126	1%	148	2%	1,274	1%
Complaints about the Agency - NDIA Staff	8,247	6%	667	8%	8,914	6%
Complaints about the Agency - NDIA Timeliness	23,289	17%	3,348	38%	26,637	18%
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	97	0%	<11	n/a	105	0%
Complaints about the Agency - Reasonable and necessary supports	6,269	5%	<11	n/a	6,269	4%
Complaints about the Agency - Staff conduct - Agency	1,750	1%	<11	n/a	1,752	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,213	2%	<11	n/a	3,220	2%
Complaints about the Agency - Timeliness	16,686	12%	<11	n/a	16,691	11%
Complaints about the Agency - Other	13,114	10%	61	1%	13,175	9%
Complaints about the Agency - Total	137,231	100%	8,707	100%	145,938	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	85	12%	<11	n/a	86	12%
Complaints about Early Connections Partner - Early Connections Process	82	12%	<11	n/a	86	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a

⁵³ Total includes a small number of participants with missing age information.

⁵⁴ 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.

⁵⁵ There are 156,265 total participant complaints in Prior Quarters, 9,540 total participant complaints in 2023-24 Q2, and 165,805 total participant complaints as at 31 December 2023 (which includes 3,324 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Staff	306	45%	17	52%	323	45%
Complaints about Early Connections Partner - Early Connections Timeliness	195	29%	<11	n/a	205	29%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	681	100%	33	100%	714	100%
Complaints about LAC Partner - LAC Engagement	13	0%	<11	n/a	14	0%
Complaints about LAC Partner - LAC Fraud and Compliance	45	1%	<11	n/a	53	1%
Complaints about LAC Partner - LAC Plan	611	16%	23	8%	634	15%
Complaints about LAC Partner - LAC Process	426	11%	31	11%	457	11%
Complaints about LAC Partner - LAC Resources	21	1%	<11	n/a	23	1%
Complaints about LAC Partner - LAC Staff	2,323	60%	211	72%	2,534	61%
Complaints about LAC Partner - LAC Timeliness	421	11%	18	6%	439	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,860	100%	294	100%	4,154	100%
Complaints about service providers - Provider Costs	342	3%	<11	n/a	342	3%
Complaints about service providers - Provider Finance	692	6%	33	7%	725	6%
Complaints about service providers - Provider Fraud and Compliance	1,021	9%	77	15%	1,098	9%
Complaints about service providers - Provider Process	398	4%	<11	n/a	398	3%
Complaints about service providers - Provider Service	3,844	34%	212	42%	4,056	35%
Complaints about service providers - Provider Staff	2,032	18%	156	31%	2,188	19%
Complaints about service providers - Service Delivery	581	5%	<11	n/a	581	5%
Complaints about service providers - Staff Conduct	574	5%	<11	n/a	574	5%
Complaints about service providers - Supports being provided	637	6%	<11	n/a	638	5%
Complaints about service providers - Other	1,053	9%	22	4%	1,075	9%
Complaints about service providers - Total	11,174	100%	501	100%	11,675	100%

Table E.44 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ⁵⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	349	4%	<11	n/a	349	4%
Complaints about the Agency - Information unclear	227	3%	<11	n/a	227	3%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	13	0%	<11	n/a	13	0%
Complaints about the Agency - NDIA Finance	1,937	25%	76	20%	2,013	25%
Complaints about the Agency - NDIA Fraud and Compliance	43	1%	<11	n/a	46	1%
Complaints about the Agency - NDIA Plan	536	7%	42	11%	578	7%
Complaints about the Agency - NDIA Process	505	6%	41	11%	546	7%
Complaints about the Agency - NDIA Resources	641	8%	60	16%	701	9%
Complaints about the Agency - NDIA Staff	333	4%	44	12%	377	5%
Complaints about the Agency - NDIA Timeliness	500	6%	96	26%	596	7%
Complaints about the Agency - Participation, engagement and inclusion	48	1%	<11	n/a	48	1%
Complaints about the Agency - Provider Portal	424	5%	<11	n/a	424	5%
Complaints about the Agency - Quality & Safeguards Commission	68	1%	<11	n/a	73	1%
Complaints about the Agency - Reasonable and necessary supports	117	2%	<11	n/a	117	1%
Complaints about the Agency - Staff conduct - Agency	125	2%	<11	n/a	126	2%
Complaints about the Agency - The way the NDIA carried out its decision making	74	1%	<11	n/a	74	1%
Complaints about the Agency - Timeliness	819	11%	<11	n/a	820	10%
Complaints about the Agency - Other	1,016	13%	<11	n/a	1,017	12%
Complaints about the Agency - Total	7,781	100%	371	100%	8,152	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections 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	15%	<11	n/a	12	14%
Complaints about LAC Partner - LAC Process	11	14%	<11	n/a	13	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	45	58%	<11	n/a	48	56%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	78	100%	<11	n/a	85	100%
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	2%

⁵⁶ There are 9,053 total provider complaints in Prior Quarters, 394 total provider complaints in 2023-24 Q2, and 9,447 total provider complaints as at 31 December 2023 (which includes 244 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	83	9%	<11	n/a	84	9%
Complaints about service providers - Provider Fraud and Compliance	121	13%	<11	n/a	122	13%
Complaints about service providers - Provider Process	31	3%	<11	n/a	31	3%
Complaints about service providers - Provider Service	270	28%	<11	n/a	275	29%
Complaints about service providers - Provider Staff	218	23%	<11	n/a	221	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	12%	<11	n/a	118	12%
Complaints about service providers - Total	950	100%	<11	n/a	960	100%

Table E.45 Other complaints and PCIs by type – National ^{57 58}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - 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	227	4%	<11	n/a	234	4%
Complaints about the Agency - NDIA Engagement	54	1%	<11	n/a	59	1%
Complaints about the Agency - NDIA Finance	270	5%	13	5%	283	5%
Complaints about the Agency - NDIA Fraud and Compliance	168	3%	11	4%	179	3%
Complaints about the Agency - NDIA Plan	766	14%	29	11%	795	14%
Complaints about the Agency - NDIA Process	689	13%	61	24%	750	13%
Complaints about the Agency - NDIA Resources	358	7%	32	12%	390	7%
Complaints about the Agency - NDIA Staff	436	8%	33	13%	469	8%
Complaints about the Agency - NDIA Timeliness	617	11%	61	24%	678	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	88	2%	<11	n/a	95	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	531	10%	<11	n/a	531	9%
Complaints about the Agency - Total	5,367	100%	259	100%	5,626	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	25	100%	<11	n/a	26	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	10%
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	73	72%	<11	n/a	80	73%
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	101	100%	<11	n/a	110	100%

⁵⁷ There are 6,871 total other complaints in Prior Quarters, 314 total other complaints in 2023-24 Q2, and 7,185 total other complaints as at 31 December 2023 (which includes 112 unclassified other complaints).

⁵⁸ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	73	6%	<11	n/a	75	6%
Complaints about service providers - Provider Fraud and Compliance	183	14%	16	36%	199	15%
Complaints about service providers - Provider Process	12	1%	<11	n/a	12	1%
Complaints about service providers - Provider Service	482	38%	17	38%	499	38%
Complaints about service providers - Provider Staff	327	26%	<11	n/a	337	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	28	2%	<11	n/a	28	2%
Complaints about service providers - Other	81	6%	<11	n/a	81	6%
Complaints about service providers - Total	1,266	100%	45	100%	1,311	100%
New Reportable PCIs	26,334	84%	3,708	90%	30,042	85%
New Non-reportable PCIs	4,852	16%	417	10%	5,269	15%
New PCIs - Total	31,186	100%	4,125	100%	35,311	100%

Table E.46 Unique complaints by type – National ⁵⁹ ⁶⁰

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,101	4%	<11	n/a	6,103	4%
Complaints about the Agency - Information unclear	2,450	2%	<11	n/a	2,453	2%
Complaints about the Agency - NDIA Access	3,855	3%	293	3%	4,148	3%
Complaints about the Agency - NDIA Engagement	217	0%	26	0%	243	0%
Complaints about the Agency - NDIA Finance	10,106	7%	778	8%	10,884	7%
Complaints about the Agency - NDIA Fraud and Compliance	841	1%	82	1%	923	1%
Complaints about the Agency - NDIA Plan	31,752	22%	2,517	27%	34,269	22%
Complaints about the Agency - NDIA Process	11,920	8%	1,036	11%	12,956	8%
Complaints about the Agency - NDIA Resources	2,081	1%	240	3%	2,321	1%
Complaints about the Agency - NDIA Staff	8,700	6%	738	8%	9,438	6%
Complaints about the Agency - NDIA Timeliness	23,601	16%	3,500	38%	27,101	17%
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	250	0%	20	0%	270	0%
Complaints about the Agency - Reasonable and necessary supports	6,473	4%	<11	n/a	6,473	4%
Complaints about the Agency - Staff conduct - Agency	1,943	1%	<11	n/a	1,946	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,334	2%	<11	n/a	3,341	2%
Complaints about the Agency - Timeliness	17,829	12%	<11	n/a	17,835	11%
Complaints about the Agency - Other	14,661	10%	62	1%	14,723	9%
Complaints about the Agency - Total	147,301	100%	9,313	100%	156,614	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	82	12%	<11	n/a	83	12%
Complaints about Early Connections Partner - Early Connections Process	79	12%	<11	n/a	83	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	294	45%	20	56%	314	45%
Complaints about Early Connections Partner - Early Connections Timeliness	190	29%	<11	n/a	200	29%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	660	100%	36	100%	696	100%
Complaints about LAC Partner - LAC Engagement	14	0%	<11	n/a	15	0%
Complaints about LAC Partner - LAC Fraud and Compliance	50	1%	<11	n/a	59	1%
Complaints about LAC Partner - LAC Plan	602	16%	24	8%	626	15%
Complaints about LAC Partner - LAC Process	421	11%	32	11%	453	11%
Complaints about LAC Partner - LAC Resources	21	1%	<11	n/a	23	1%
Complaints about LAC Partner - LAC Staff	2,312	61%	216	71%	2,528	61%
Complaints about LAC Partner - LAC Timeliness	399	10%	20	7%	419	10%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	3,819	100%	304	100%	4,123	100%
Complaints about service providers - Provider costs	366	3%	<11	n/a	366	3%

⁵⁹ 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.

⁶⁰ There are 168,351 total unique complaints in Prior Quarters, 10,215 total unique complaints in 2023-24 Q2, and 178,566 total unique complaints as at 31 December 2023 (which includes 3,680 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	796	6%	36	7%	832	6%
Complaints about service providers - Provider Fraud and Compliance	1,245	10%	94	17%	1,339	10%
Complaints about service providers - Provider process	441	3%	<11	n/a	441	3%
Complaints about service providers - Provider Service	4,376	34%	232	42%	4,608	34%
Complaints about service providers - Provider Staff	2,439	19%	168	30%	2,607	19%
Complaints about service providers - Service Delivery	644	5%	<11	n/a	644	5%
Complaints about service providers - Staff conduct	644	5%	<11	n/a	644	5%
Complaints about service providers - Supports being provided	697	5%	<11	n/a	698	5%
Complaints about service providers - Other	1,252	10%	22	4%	1,274	9%
Complaints about service providers - Total	12,900	100%	553	100%	13,453	100%

Table E.47 Actual outcomes for complaints – National

Actual Outcomes	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaint	8,296	5%	41	0%	8,337	5%
Compliment	56	0%	<11	n/a	57	0%
Deleted - Duplicate	1,074	1%	94	1%	1,168	1%
Desired Action Completed	73,539	42%	8,101	84%	81,640	46%
Determined to not be a Complaint	1,076	1%	46	0%	1,122	1%
Formal Reply Endorsed and Issued	6,624	4%	467	5%	7,091	4%
General	42,875	27%	<11	n/a	42,876	24%
Referred to NDIS Q & S Commission	1,816	1%	69	1%	1,885	1%
Referred to State/Territory Authority	424	0%	<11	n/a	432	0%
Reassessment Completed	3,319	2%	345	4%	3,664	2%
Reassessment Requested	1,156	1%	146	2%	1,302	1%
Unable to contact - Record Closed	1,470	1%	105	1%	1,575	1%
Withdrawn by Participant/Representative	140	0%	12	0%	152	0%
Other	24,383	15%	262	3%	24,645	14%
Total	166,248	100%	9,698	100%	175,946	100%

Table E.48 AAT Cases by category at 31 December 2023 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	3,344	19%	294	26%	3,638	20%
Plan	12,480	72%	751	66%	13,231	71%
Plan Reassessment	496	3%	<11	n/a	502	3%
Other	1,050	6%	95	8%	1,145	6%
Total cases	17,370	100%	1,146	100%	18,516	100%
Percentage of the number of active participants	n/a	0.72%	n/a	0.72%	n/a	0.72%

Figure E.7 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National ⁶¹

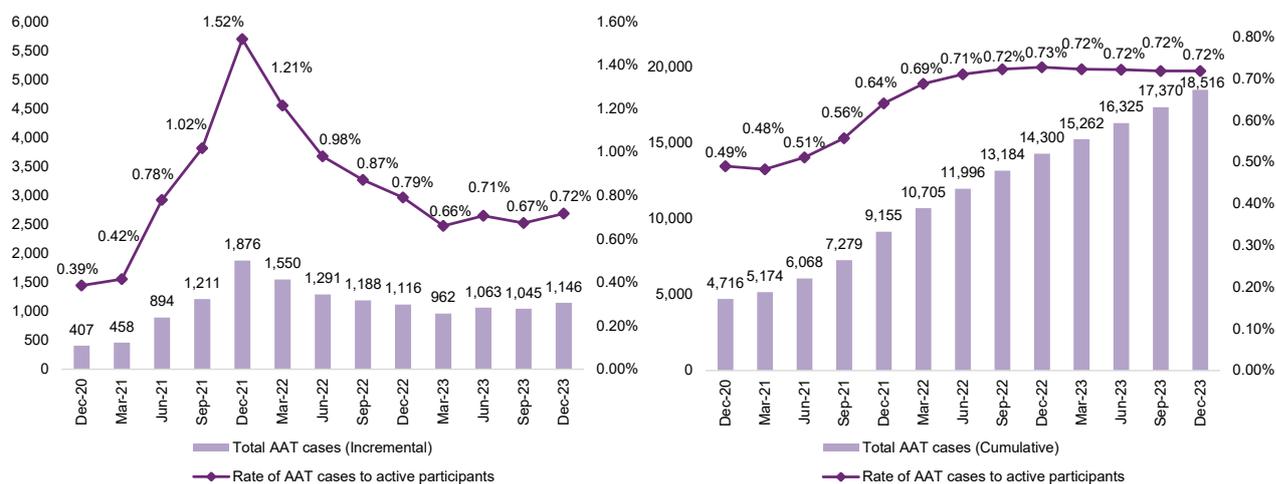


Table E.49 AAT cases by open/closed and decision – National ^{62 63}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	18,516	16,814
Open AAT Cases	3,017	2,993
Closed AAT Cases	15,499	13,238
<i>Resolved before hearing</i>	<i>15,145</i>	<i>12,953</i>
<i>Gone to hearing and received a substantive decision</i>	<i>354</i>	<i>285</i>

Table E.50 AAT Supports in dispute – National ^{64 65 66}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	93	48	27
Core Supports	618	346	203
Capacity Building Support	755	419	281
General Support	122	89	58
Assistive Technology	249	124	73
SDA	112	58	39
Home Modifications	58	32	15
SIL	213	106	90
Everyday Living Costs	67	49	27
Transport	109	49	36
Other	<11	<11	<11
Total	1,335	726	472

⁶¹ Total includes a small number of participants with missing age information.

⁶² Of the 354 cases which went to hearing and received a substantive decision: 154 affirmed the NDIA's decision, 81 varied the NDIA's decision and 119 set aside the NDIA's decision.

⁶³ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

⁶⁴ Supports in dispute data is only available for 2022-23 Q3 onwards

⁶⁵ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023

⁶⁶ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Table E.51 Closed AAT by outcome – National

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	327	2%	27	3%	354	2%
<i>Decided by Tribunal - Affirmed</i>	137	1%	17	2%	154	1%
<i>Decided by Tribunal - Varied</i>	77	1%	<11	n/a	81	1%
<i>Decided by Tribunal - Set Aside</i>	113	1%	<11	n/a	119	1%
Not Decided by Tribunal - Total	14,147	98%	998	97%	15,145	98%
<i>Not Decided by Tribunal - Resolved by consent</i>	9,830	68%	741	72%	10,571	68%
<i>Not Decided by Tribunal - Withdrawn</i>	3,203	22%	152	15%	3,355	22%
<i>Not Decided by Tribunal - No jurisdiction</i>	251	2%	<11	n/a	256	2%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	49	0%	<11	n/a	54	0%
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	71	0%	12	1%	83	1%
<i>Not Decided by Tribunal - Dismissed</i>	741	5%	83	8%	824	5%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	14,474	100%	1,025	100%	15,499	100%

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table E.52 Key markets indicators by quarter – National ^{67 68}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.12	1.10
Number of providers delivering new types of supports	1,427	1,387
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)	94%	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.53 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – National ⁶⁹

Activity	Number of providers
Active for the first time in 2023-24 Q2	352
Active in 2023-24 Q2 and also in previous quarters	9,033
Active in 2023-24 Q2	9,385
Inactive in 2023-24 Q2	11,306
Active ever	20,691

Table E.54 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – National ⁷⁰

Amount paid in 2023-24 Q2	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	852	154	96	1,102
\$2,001-\$10,000	1,480	70	130	1,680
\$10,001-\$100,000	2,875	77	105	3,057
\$100,001-\$250,000	1,121	9	15	1,145
\$250,000+	2,395	<5	6	2,401
Total	8,723	310	352	9,385

⁶⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁶⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁶⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁷⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Table E.55 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – National ^{71 72}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	0%	13%	5%
Health & Wellbeing	2%	53%	18%
Lifelong Learning	1%	30%	10%
Other	1%	22%	8%
Non-categorised	2%	10%	4%
Any mainstream service	5%	78%	28%

Table E.56 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – National ⁷³

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	3%	4%	3%
Daily life	19%	19%	19%
Health and wellbeing	71%	74%	72%
Learning	32%	27%	31%
Relationships	5%	4%	5%
Social and community activities	9%	8%	9%
Unknown	14%	11%	13%
Where I live	1%	2%	1%
Work	4%	4%	4%
Any mainstream service	100%	98%	100%

⁷¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁷² The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

⁷³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures E.8 to E.16 and in Tables E.57, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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.57 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2023-24 Q2 – National

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.2%	2.4%
\$5,001-\$10,000	5.7%	6.0%
\$10,001-\$15,000	10.9%	11.5%
\$15,001-\$20,000	13.9%	14.6%
\$20,001-\$25,000	11.7%	12.3%
\$25,001-\$30,000	5.1%	5.4%
\$30,001-\$50,000	13.8%	14.6%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.6%	7.0%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.0%	1.9%
\$250,001+	7.6%	2.9%

Figure E.8 Average annualised committed supports and average payments by age group as at 31 December 2023 – National ⁷⁴

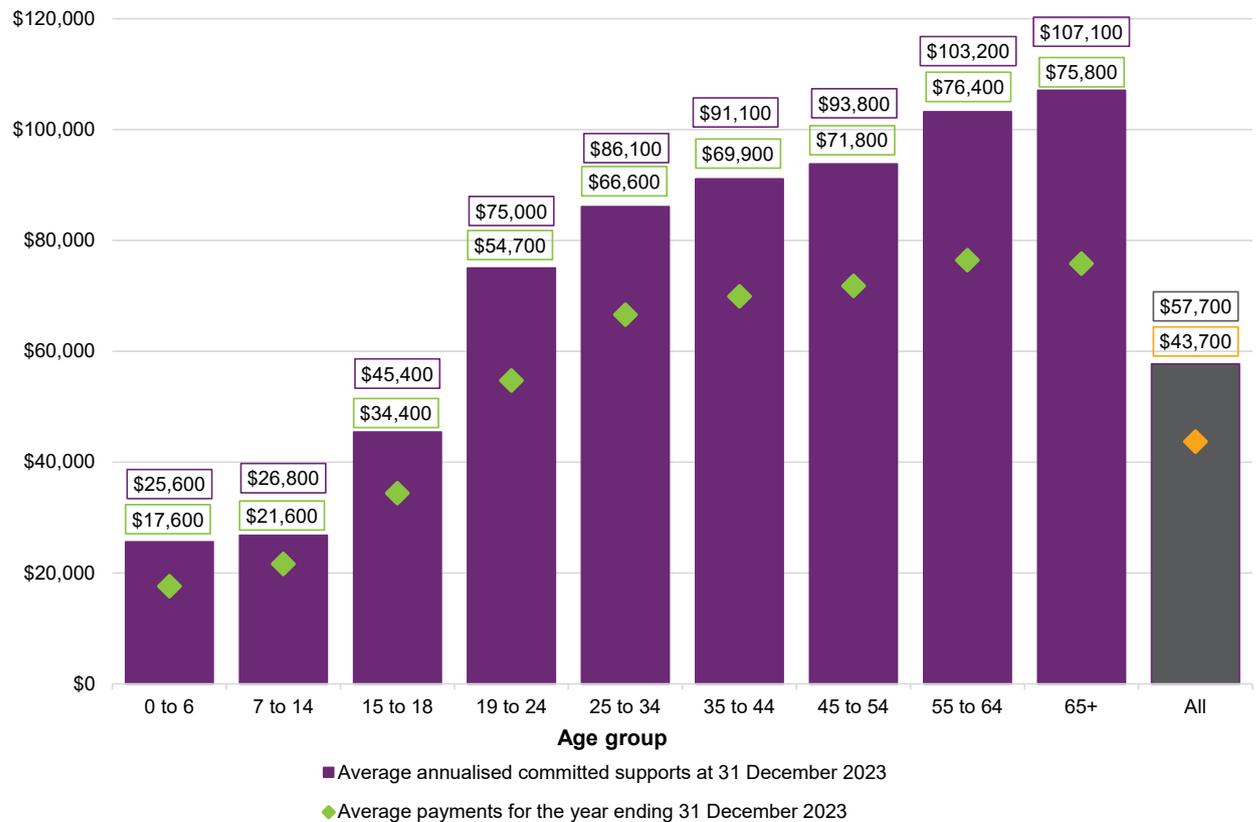


⁷⁴ Total includes a small number of participants with missing age information.

Figure E.9 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – National ⁷⁵



Figure E.10 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – National



⁷⁵ Total includes a small number of participants with missing age information.
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Figure E.11 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – National

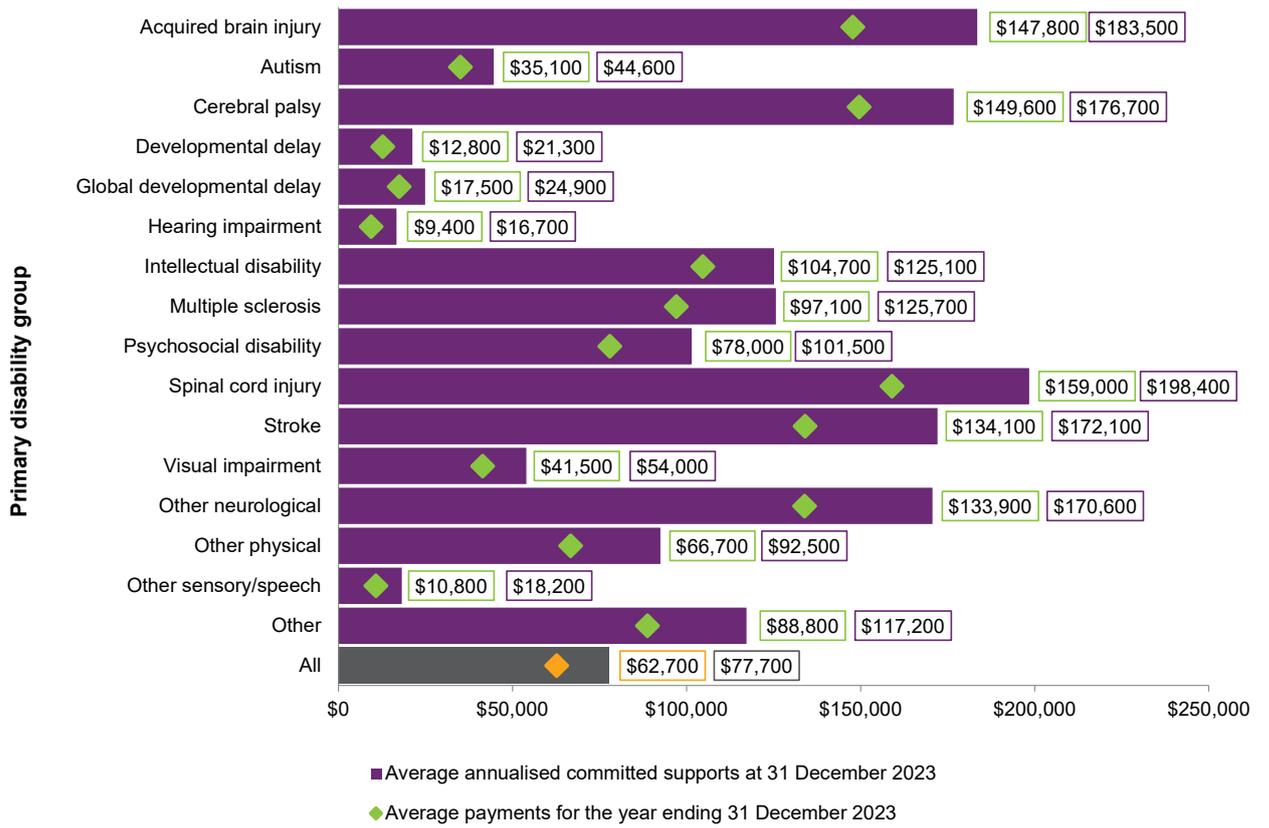


Figure E.12 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – National

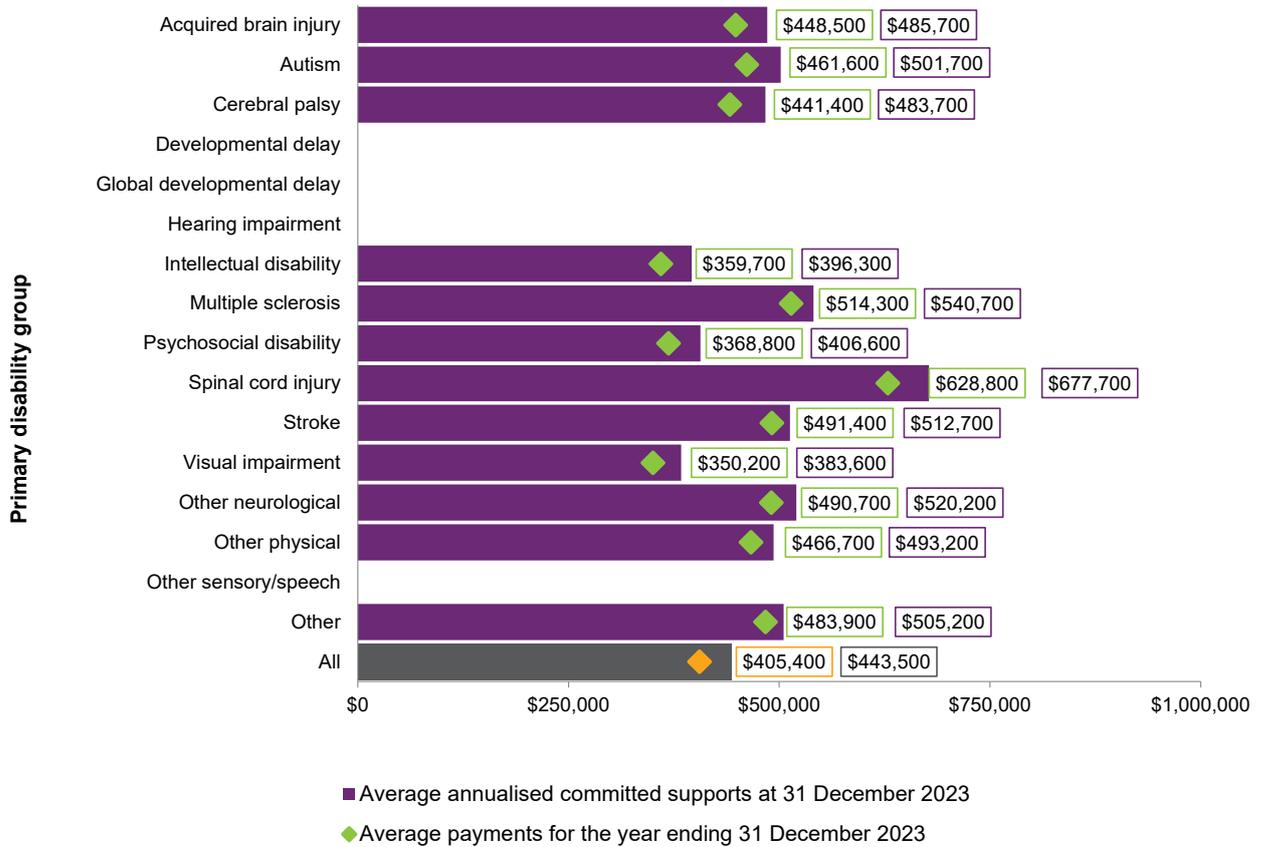


Figure E.13 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – National

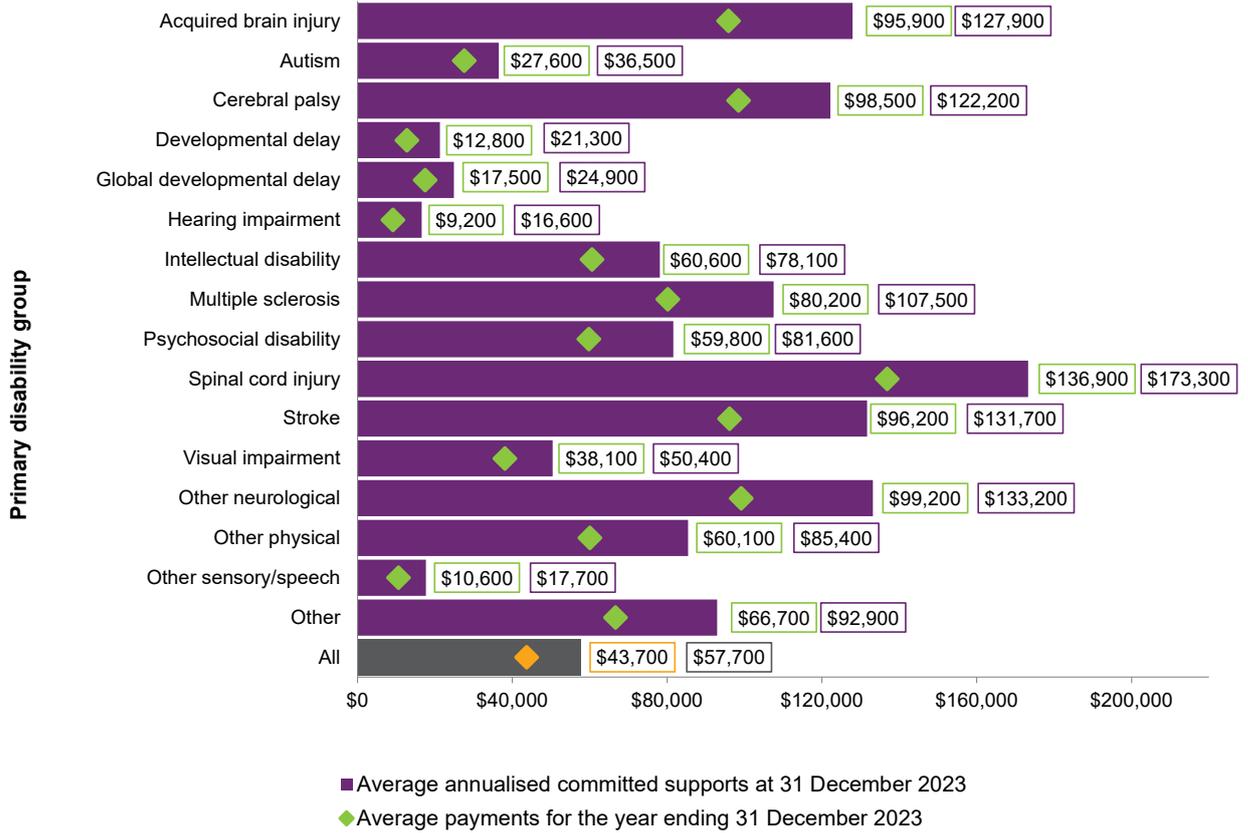


Figure E.14 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – National

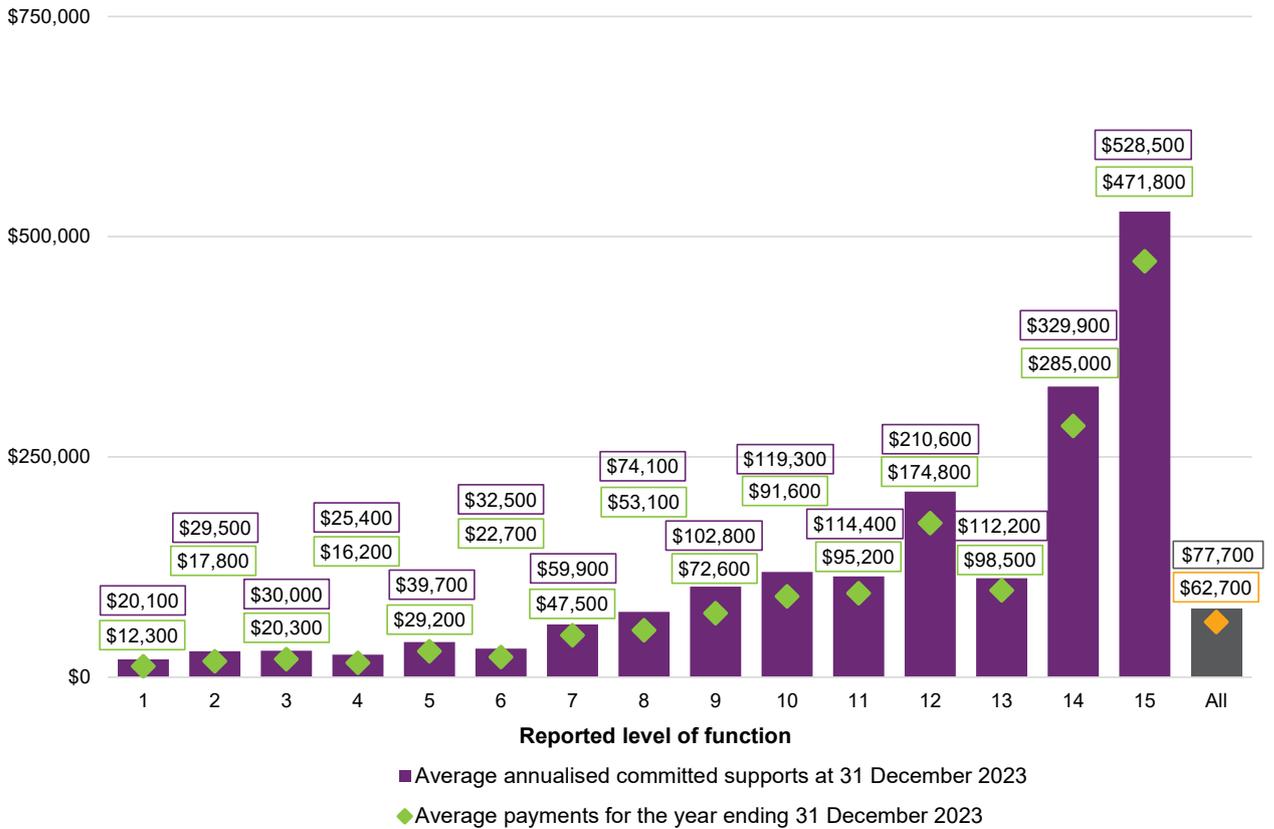


Figure E.15 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – National

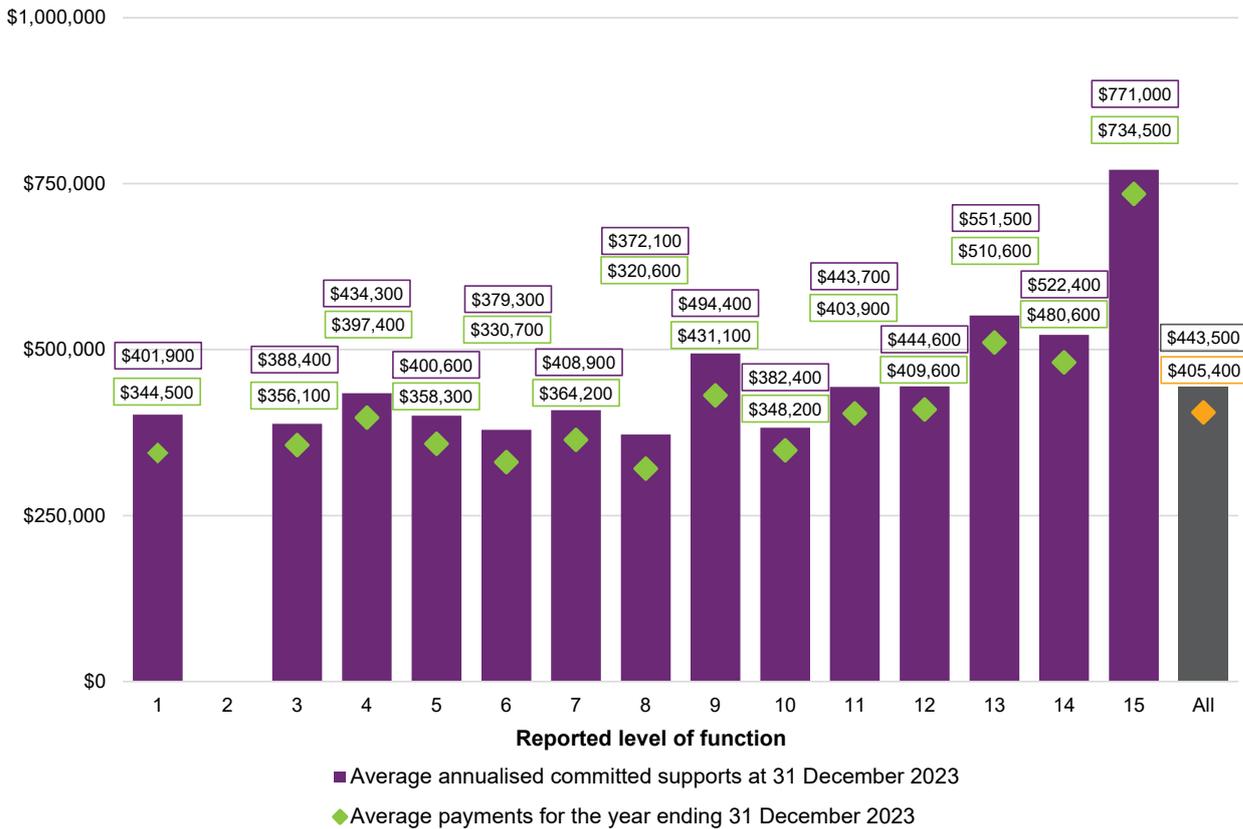


Figure E.16 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – National

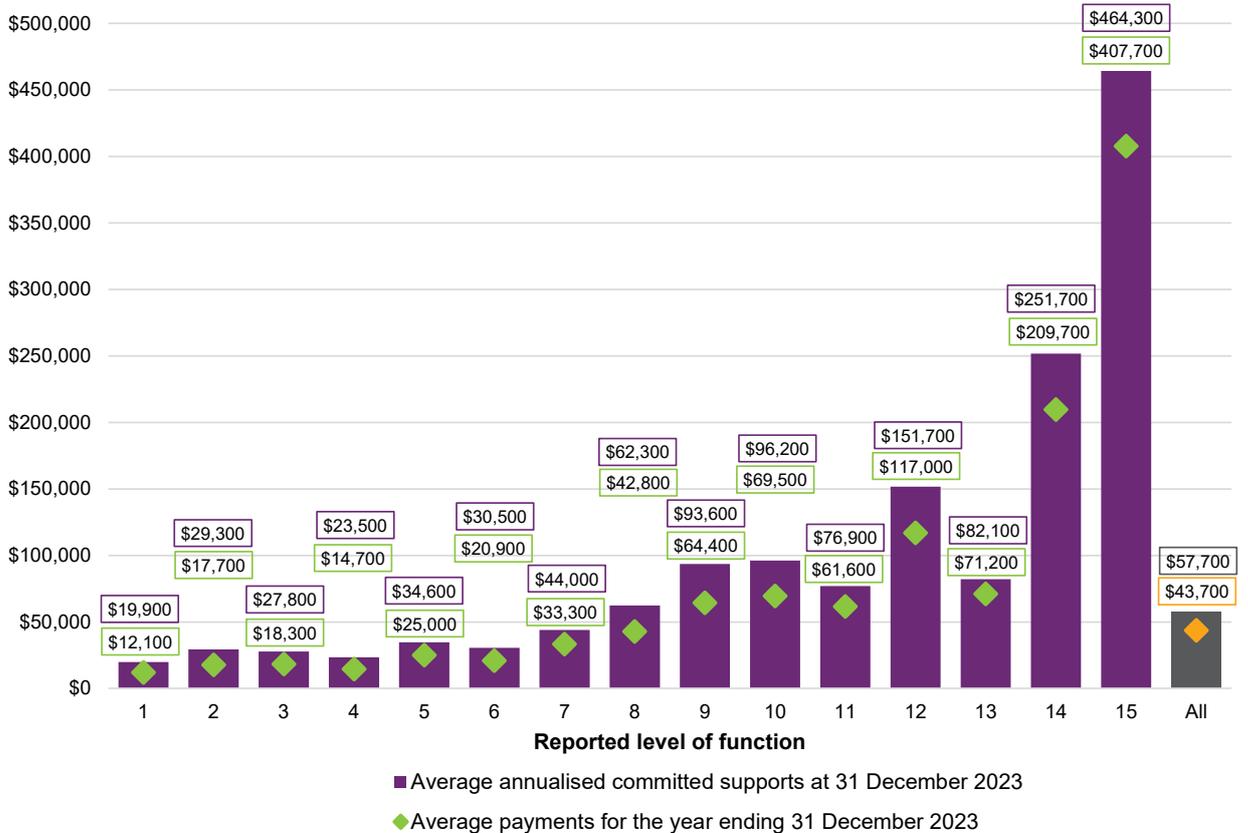


Table E.58 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – National ^{76 77}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	19,826.59	23,835.26
Core: Consumables	662.84	899.39
Core: Social and Civic	8,656.59	10,835.71
Core: Transport	804.37	517.76
Capacity Building: Choice and Control	531.45	604.14
Capacity Building: Daily Activities	4,841.74	8,104.67
Capacity Building: Employment	120.62	358.65
Capacity Building: Health and Wellbeing	36.45	72.57
Capacity Building: Home Living	0.96	5.37
Capacity Building: Lifelong learning	0.11	0.74
Capacity Building: Relationships	548.45	1,102.98
Capacity Building: Social and Civic	179.32	437.56
Capacity Building: Support Coordination	1,028.56	1,389.40
Capital: Assistive Technology	645.02	1,421.44
Capital: Home Modifications	397.22	650.32
All	38,288.36	50,235.96

Table E.59 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – National ^{78 79}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	9,864.80	10,680.92
Core: Consumables	95.95	115.70
Core: Social and Civic	1,870.75	2,423.40
Core: Transport	61.27	81.99
Capacity Building: Choice and Control	34.10	36.68
Capacity Building: Daily Activities	290.94	429.16
Capacity Building: Employment	2.96	10.68
Capacity Building: Health and Wellbeing	3.95	7.18
Capacity Building: Home Living	0.001	0.04
Capacity Building: Lifelong learning	0.002	0.03
Capacity Building: Relationships	215.12	370.37
Capacity Building: Social and Civic	3.29	6.49
Capacity Building: Support Coordination	177.56	216.15
Capital: Assistive Technology	95.76	181.44
Capital: Home Modifications	207.05	333.75
All	12,931.27	14,893.98

⁷⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

⁷⁷ Total payments for home modifications were \$397.2 million. Of which, \$266.9 million (67%) has been paid for specialised disability accommodation (SDA) supports, and \$130.4 million (33%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$650.3 million. Of which, \$439.8 million (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$210.5 million (32%) has been allocated for non-SDA supports.

⁷⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁷⁹ Total payments for home modifications were \$207.1 million. Of which, \$203.8 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.3 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$333.7 million. Of which, \$327.8 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (2%) has been allocated for non-SDA supports.

Table E.60 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – National ^{80 81}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	9,938.91	13,154.34
Core: Consumables	566.90	783.69
Core: Social and Civic	6,785.98	8,412.31
Core: Transport	743.11	435.77
Capacity Building: Choice and Control	497.36	567.45
Capacity Building: Daily Activities	4,550.84	7,675.51
Capacity Building: Employment	117.67	347.97
Capacity Building: Health and Wellbeing	32.50	65.39
Capacity Building: Home Living	0.96	5.34
Capacity Building: Lifelong learning	0.10	0.70
Capacity Building: Relationships	333.34	732.61
Capacity Building: Social and Civic	176.03	431.07
Capacity Building: Support Coordination	851.05	1,173.25
Capital: Assistive Technology	549.25	1,240.0
Capital: Home Modifications	190.16	316.57
All	25,334.46	35,341.98

Table E.61 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁸²

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	7,773.1	14,566.2	24,374.2	32,354.9	37,167.6	45,832.6	25,633.1
Total Paid	85.8	370.9	704.3	2,187.1	5,443.0	10,405.1	17,313.7	23,539.8	28,449.9	34,778.5	18,590.0
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	76%	73%

Table E.62 Percentage change in plan budgets for active participants - National

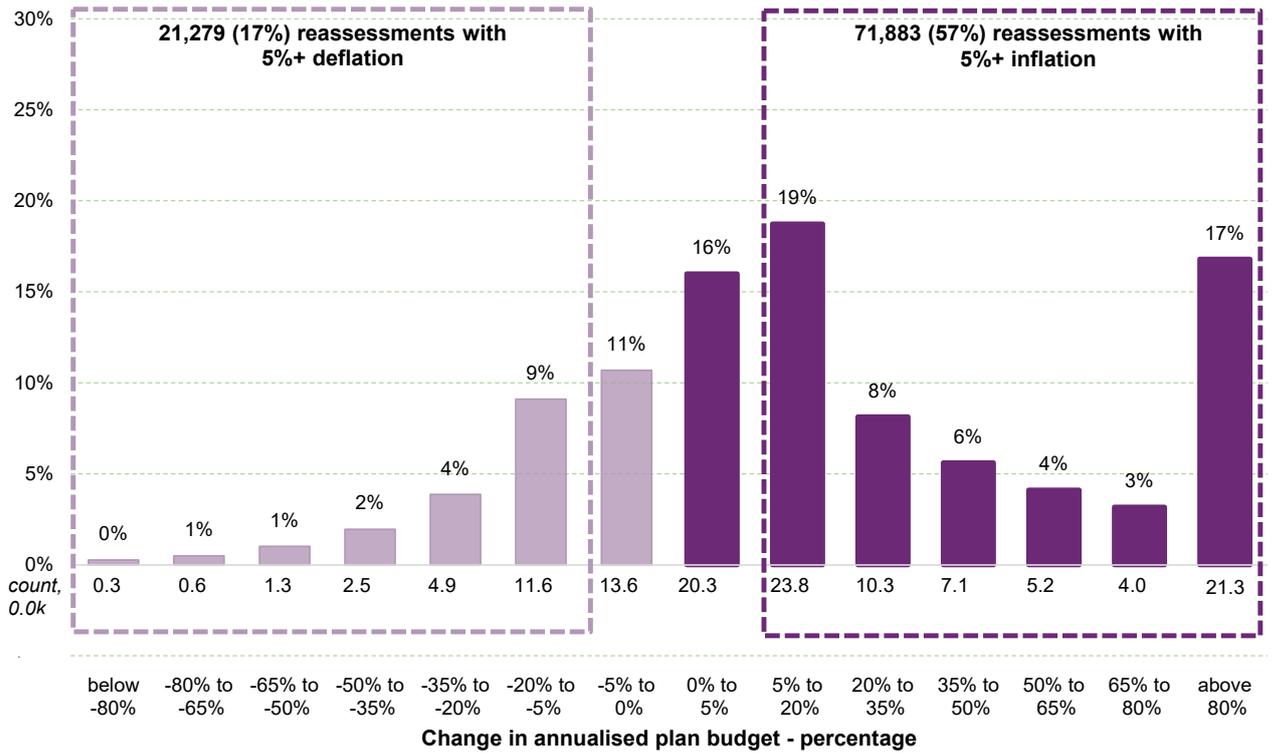
Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	6.3%	6.3%	8.1%	11.4%	7.2%	7.7%	7.7%	9.7%	7.0%
Interplan Inflation	2.4%	2.0%	4.5%	9.1%	8.7%	5.3%	4.6%	5.4%	4.2%
Total Inflation	8.7%	8.3%	12.7%	20.6%	15.9%	13.0%	12.3%	15.1%	11.2%

⁸⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁸¹ Total payments for home modifications were \$190.2 million. Of which, \$63.1 million (33%) has been paid for specialised disability accommodation (SDA) supports, and \$127.1 million (67%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$316.6 million. Of which, \$112.0 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$204.6 million (65%) has been allocated for non-SDA supports.

⁸² The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

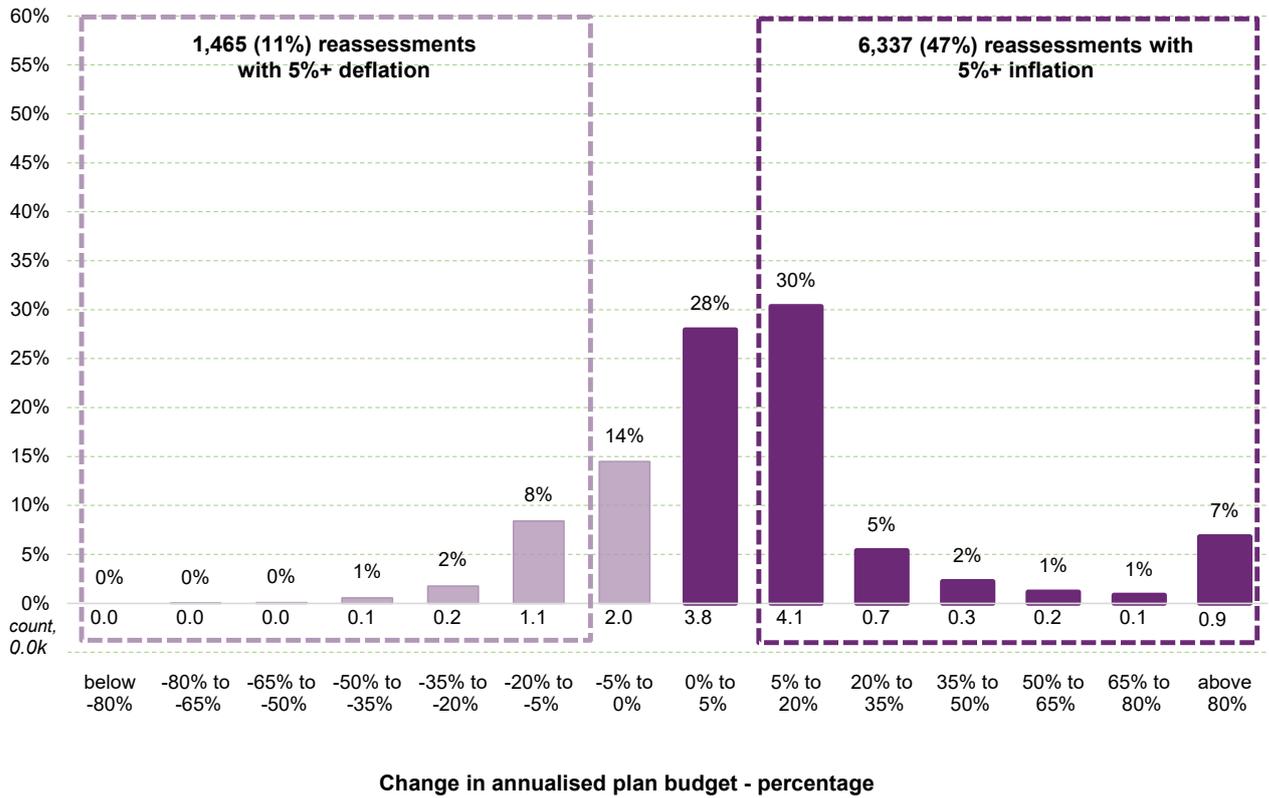
Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 December 2023) - all participants – National ^{83 84}



⁸³ 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.

⁸⁴ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

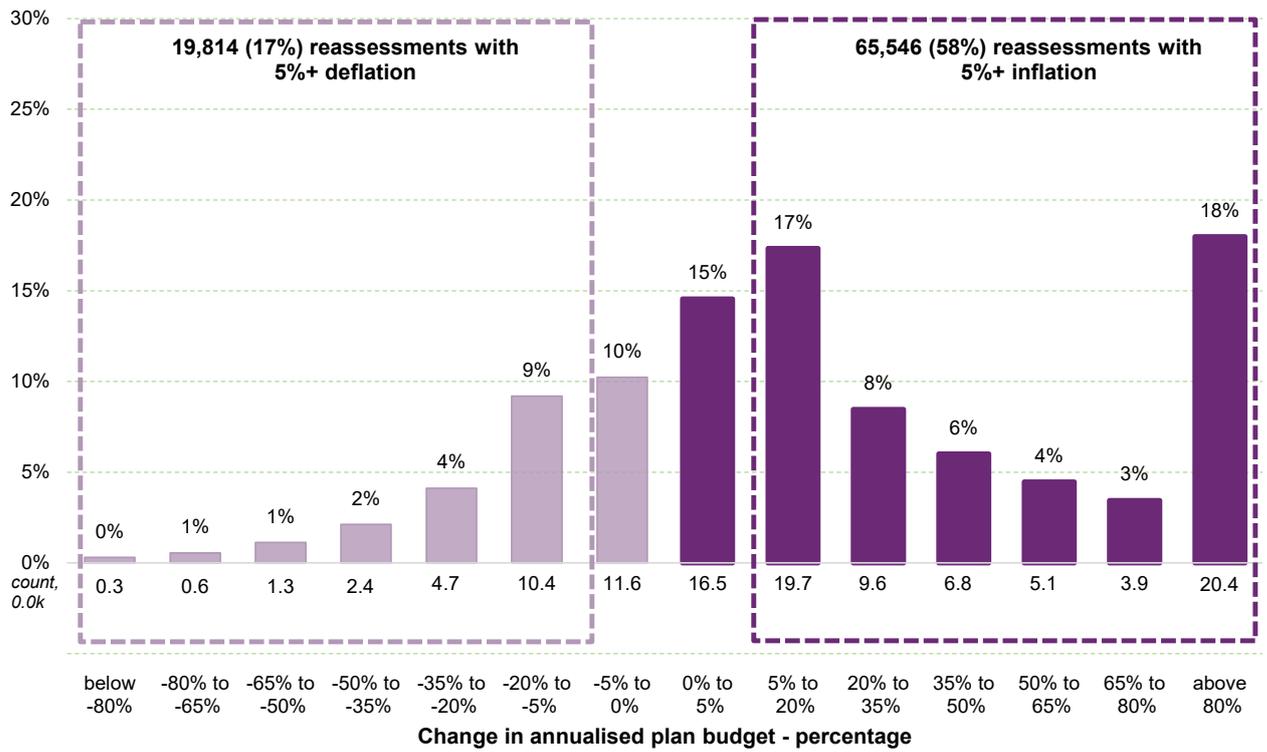
Figure E.18 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 December 2023) - participants in SIL – National ^{85 86}



⁸⁵ 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.

⁸⁶ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

Figure E.19 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 December 2023) - participants not in SIL– National ^{87 88}



⁸⁷ 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.

⁸⁸ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	248,678	5,555	254,233
Active Eligible - Total	190,932	4,031	194,963
<i>Active Eligible - New</i>	126,856	3,979	130,835
<i>Active Eligible - State</i>	50,517	30	50,547
<i>Active Eligible - Commonwealth</i>	13,559	22	13,581
Active Participant Plans - Total	188,154	4,514	192,668
<i>Active Participant Plans - New</i>	124,511	4,455	128,966
<i>Active Participant Plans - State</i>	50,148	31	50,179
<i>Active Participant Plans - Commonwealth</i>	13,495	28	13,523
Active Participant Plans - Total	188,154	4,514	192,668
<i>Active Participant Plans - Early Intervention (s25)</i>	61,697	2,518	64,215
<i>Active Participant Plans - Permanent Disability (s24)</i>	126,457	1,996	128,453

Table F.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – New South Wales

People leaving the Scheme	Total
Number of people who have left the Scheme	15,298
<i>Early Intervention participants</i>	3,914
<i>Permanent disability participants</i>	11,384

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	50,791	98%	20,590	97%	595	95%	71,976	98%
7 to 14	24,654	86%	11,605	86%	642	80%	36,901	86%
15 to 18	8,626	89%	5,106	87%	297	86%	14,029	89%
19 to 24	6,649	90%	4,203	84%	183	78%	11,035	88%
25 to 34	8,175	87%	6,101	78%	200	73%	14,476	83%
35 to 44	8,612	83%	7,051	73%	204	66%	15,867	78%
45 to 54	10,770	80%	9,326	68%	230	58%	20,326	73%
55 to 64	14,133	74%	12,231	60%	284	52%	26,648	67%
65+	457	46%	366	37%	<11	n/a	833	42%
Missing	821	100%	706	100%	33	97%	1,560	100%
Total	133,688	88%	77,285	78%	2,678	75%	213,651	84%

Table F.4 Assessment of access by primary disability group and gender – New South Wales ⁸⁹

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	3,969	92%	1,924	90%	46	75%	5,939	91%
Autism	48,894	97%	18,206	98%	1,303	95%	68,403	97%
Cerebral palsy	3,322	97%	2,663	97%	34	97%	6,019	97%
Developmental delay	17,657	98%	7,437	97%	129	95%	25,223	98%
Global developmental delay	4,957	99%	1,939	99%	47	98%	6,943	99%
Hearing impairment	4,309	89%	4,389	85%	134	83%	8,832	87%
Intellectual disability	19,612	95%	14,753	95%	255	86%	34,620	95%
Multiple sclerosis	870	90%	2,272	89%	38	73%	3,180	89%
Psychosocial disability	11,226	72%	9,295	61%	282	52%	20,803	66%
Spinal cord injury	1,539	94%	603	90%	26	87%	2,168	93%
Stroke	2,244	88%	1,575	84%	38	86%	3,857	86%
Visual impairment	1,863	86%	1,733	86%	46	73%	3,642	85%
Other neurological	5,398	79%	4,238	77%	114	74%	9,750	78%
Other physical	3,948	48%	3,758	35%	96	27%	7,802	41%
Other sensory/speech	934	49%	392	45%	11	23%	1,337	47%
Other	2,084	45%	1,378	31%	39	26%	3,501	38%
Missing	862	88%	730	88%	40	95%	1,632	88%
Total	133,688	88%	77,285	78%	2,678	75%	213,651	84%

⁸⁹ Down syndrome is included in intellectual disability.
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In supplement F, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	16,495	9%	638	14%	17,133	9%
Non-First Nations Participants	133,485	71%	3,782	84%	137,267	71%
Not Stated	38,174	20%	94	2%	38,268	20%
Total	188,154	100%	4,514	100%	192,668	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales^{90 91}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	20,438	11%	457	10%	20,895	11%
Not culturally and linguistically diverse	164,498	87%	3,985	88%	168,483	87%
Not stated	3,218	2%	72	2%	3,290	2%
Total	188,154	100%	4,514	100%	192,668	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 31 December 2023 – New South Wales⁹²

Age group	Total number of active participants
Under 45	<11
45 to 54	55
55 to 64	395
Total YPIRAC (under 65)	456

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales⁹³

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	-50	456

⁹⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

⁹¹ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁹² There are a further 679 active participants aged 65 years or over who are currently in residential aged care.

⁹³ 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 ⁹⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	132,005	70%	3,135	69%	135,140	70%
Population > 50,000	5,519	3%	146	3%	5,665	3%
Population between 15,000 and 50,000	25,292	13%	568	13%	25,860	13%
Population between 5,000 and 15,000	11,344	6%	299	7%	11,643	6%
Population less than 5,000	13,196	7%	352	8%	13,548	7%
Remote	703	0%	12	0%	715	0%
Very Remote	89	0%	<11	n/a	91	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	188,154	100%	4,514	100%	192,668	100%

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{95 96 97}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	65,104	35%	1,471	33%	66,575	35%
Intellectual disability	31,749	17%	235	5%	31,984	17%
Developmental delay	20,066	11%	1,498	33%	21,564	11%
Psychosocial disability	18,654	10%	247	5%	18,901	10%
Hearing impairment	8,325	4%	87	2%	8,412	4%
Other neurological	7,165	4%	112	2%	7,277	4%
Other physical	5,795	3%	76	2%	5,871	3%
Acquired brain injury	5,007	3%	54	1%	5,061	3%
Cerebral palsy	5,655	3%	25	1%	5,680	3%
Global developmental delay	6,021	3%	415	9%	6,436	3%
Multiple sclerosis	2,874	2%	38	1%	2,912	2%
Visual impairment	3,240	2%	40	1%	3,280	2%
Stroke	3,144	2%	79	2%	3,223	2%
Other	2,714	1%	109	2%	2,823	1%
Spinal cord Injury	1,866	1%	25	1%	1,891	1%
Other sensory/speech	775	0%	<11	n/a	778	0%
Total	188,154	100%	4,514	100%	192,668	100%

⁹⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁹⁵ Table order based on national proportions in Table E.15 (highest to lowest).

⁹⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁹⁷ Down syndrome is included in intellectual disability, representing 2% (3,760) 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 ^{98 99}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,277	11%	<11	n/a	1,277	11%
Intellectual disability	5,050	45%	<11	n/a	5,052	45%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	1,758	16%	<11	n/a	1,759	16%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	724	6%	<11	n/a	728	6%
Other physical	101	1%	<11	n/a	102	1%
Acquired brain injury	795	7%	<11	n/a	797	7%
Cerebral palsy	849	8%	<11	n/a	849	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	105	1%	<11	n/a	105	1%
Visual impairment	32	0%	<11	n/a	32	0%
Stroke	331	3%	<11	n/a	333	3%
Other	167	1%	<11	n/a	168	1%
Spinal cord Injury	79	1%	<11	n/a	79	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	11,273	100%	13	100%	11,286	100%

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ¹⁰⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	63,827	36%	1,471	33%	65,298	36%
Intellectual disability	26,699	15%	233	5%	26,932	15%
Developmental delay	20,066	11%	1,498	33%	21,564	12%
Psychosocial disability	16,896	10%	246	5%	17,142	9%
Hearing impairment	8,321	5%	87	2%	8,408	5%
Other neurological	6,441	4%	108	2%	6,549	4%
Other physical	5,694	3%	75	2%	5,769	3%
Acquired brain injury	4,212	2%	52	1%	4,264	2%
Cerebral palsy	4,806	3%	25	1%	4,831	3%
Global developmental delay	6,021	3%	415	9%	6,436	4%
Multiple sclerosis	2,769	2%	38	1%	2,807	2%
Visual impairment	3,208	2%	40	1%	3,248	2%
Stroke	2,813	2%	77	2%	2,890	2%
Other	2,547	1%	108	2%	2,655	1%
Spinal cord Injury	1,787	1%	25	1%	1,812	1%
Other sensory/speech	774	0%	<11	n/a	777	0%
Total	176,881	100%	4,501	100%	181,382	100%

⁹⁸ 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.

⁹⁹ Down syndrome is included in intellectual disability, representing 6% (665) of participants in SIL.

¹⁰⁰ Down syndrome is included in intellectual disability, representing 2% (3,095) of participants not in SIL.

Table F.13 Participant profile per quarter by reported level of function – New South Wales ¹⁰¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	22,580	12%	1,101	24%	23,681	12%
2 (High Function)	351	0%	<11	n/a	360	0%
3 (High Function)	9,468	5%	268	6%	9,736	5%
4 (High Function)	13,997	7%	196	4%	14,193	7%
5 (High Function)	13,463	7%	301	7%	13,764	7%
6 (Moderate Function)	43,345	23%	1,058	23%	44,403	23%
7 (Moderate Function)	11,154	6%	166	4%	11,320	6%
8 (Moderate Function)	9,678	5%	125	3%	9,803	5%
9 (Moderate Function)	959	1%	16	0%	975	1%
10 (Moderate Function)	17,144	9%	221	5%	17,365	9%
11 (Low Function)	5,644	3%	26	1%	5,670	3%
12 (Low Function)	24,518	13%	244	5%	24,762	13%
13 (Low Function)	12,653	7%	126	3%	12,779	7%
14 (Low Function)	3,090	2%	<11	n/a	3,093	2%
15 (Low Function)	53	0%	<11	n/a	53	0%
Missing	57	0%	654	14%	711	0%
Total	188,154	100%	4,514	100%	192,668	100%

Table F.14 Participant profile per quarter by age group – New South Wales ¹⁰²

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	30,506	16%	2,359	52%	32,865	17%
7 to 14	49,267	26%	804	18%	50,071	26%
15 to 18	16,093	9%	247	5%	16,340	8%
19 to 24	15,977	8%	116	3%	16,093	8%
25 to 34	16,904	9%	209	5%	17,113	9%
35 to 44	13,764	7%	198	4%	13,962	7%
45 to 54	16,162	9%	217	5%	16,379	9%
55 to 64	19,614	10%	337	7%	19,951	10%
65+	9,866	5%	27	1%	9,893	5%
Total	188,154	100%	4,514	100%	192,668	100%

Table F.15 Participation rates by age group and gender at 31 December 2023 – New South Wales ^{103 104}

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.0%	4.9%
7 to 14	8.3%	3.7%	6.1%
15 to 18	5.1%	2.8%	4.0%
19 to 24	3.3%	1.9%	2.7%
25 to 44	1.6%	1.1%	1.3%
45 to 64	2.0%	1.7%	1.8%
Total (aged 0 to 64)	3.4%	1.9%	2.7%

¹⁰¹ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁰² Total includes a small number of participants with missing age information.

¹⁰³ 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.

¹⁰⁴ Total includes a small number of participants with missing age information.

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=13,161), 'participant social and community engagement rate' (n=13,274), 'parent and carer employment rate' (n=15,248) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=8,638) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - New South Wales ¹⁰⁵

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%	29%	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	29%	40%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	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%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	48%	49%	49%	50%
Parent and carer employment rate - All ages	48%	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	70%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	75%

¹⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=12,195), 'participant social and community engagement rate' (n=12,319), 'parent and carer employment rate' (n=10,397) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,070) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - New South Wales ¹⁰⁶

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	28%	32%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	28%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	23%	25%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	16%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	26%	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%	39%	42%	42%	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%	45%	45%	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%	38%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	33%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	51%	55%	54%	53%	50%
Parent and carer employment rate - All ages	48%	51%	52%	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	70%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	76%	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 31 December 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=10,539), 'participant social and community engagement rate' (n=10,666), 'parent and carer employment rate' (n=6,669) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=8,639) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - New South Wales

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Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	17%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	33%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	32%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	33%	33%	33%	28%	30%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	20%	18%	18%	26%
Participant employment rate - Aged 65+ years	15%	15%	13%	11%	11%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	29%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	24%	26%	26%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	44%	47%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	52%	52%	52%	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%	46%	51%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	44%	43%	44%	46%
Participant social and community engagement rate - Aged 65+ years	35%	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	35%	41%	46%	48%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	52%	53%	56%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	55%	55%	53%	50%
Parent and carer employment rate - All ages	50%	52%	53%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	73%	77%	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 31 December 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=8,125), 'participant social and community engagement rate' (n=8,275), 'parent and carer employment rate' (n=3,663) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,915) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - New South Wales ¹⁰⁸

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	22%	23%	28%	26%
Participant employment rate - Aged 25 to 34 years	30%	32%	31%	32%	29%	32%	26%
Participant employment rate - Aged 35 to 44 years	36%	37%	34%	34%	31%	35%	26%
Participant employment rate - Aged 45 to 54 years	33%	32%	28%	31%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	26%	26%	22%	22%	19%	19%	26%
Participant employment rate - Aged 65+ years	16%	16%	12%	13%	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%	27%	26%	28%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	39%	44%	46%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	49%	52%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	42%	48%	49%	48%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	45%	47%	47%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	42%	45%	46%	45%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	42%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	45%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	45%	47%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	45%	47%	47%	50%	54%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	53%	57%	57%	55%	50%
Parent and carer employment rate - All ages	46%	48%	50%	51%	53%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	69%	69%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	77%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	74%	78%	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 31 December 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=4,833), 'participant social and community engagement rate' (n=4,931), 'parent and carer employment rate' (n=1,653) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=3,927) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - New South Wales ¹⁰⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	6%	10%	13%	15%	25%	17%	26%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	24%	23%	28%	23%	27%	26%
Participant employment rate - Aged 35 to 44 years	34%	36%	33%	32%	33%	25%	30%	26%
Participant employment rate - Aged 45 to 54 years	32%	34%	33%	31%	27%	24%	25%	26%
Participant employment rate - Aged 55 to 64 years	27%	26%	23%	19%	22%	18%	18%	26%
Participant employment rate - Aged 65+ years	19%	18%	13%	11%	10%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	28%	30%	27%	26%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	26%	24%	27%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	38%	43%	47%	47%	49%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	48%	54%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	47%	50%	54%	53%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	46%	55%	53%	55%	54%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	42%	42%	48%	48%	46%
Participant social and community engagement rate - Aged 65+ years	37%	43%	48%	46%	45%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	50%	50%	51%	51%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	46%	49%	49%	51%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	50%	50%	52%	55%	58%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	51%	57%	56%	55%	50%
Parent and carer employment rate - All ages	46%	48%	50%	51%	55%	55%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	65%	68%	67%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	78%	79%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	70%	73%	75%	75%	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 31 December 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=1,320), 'participant social and community engagement rate' (n=1,374), 'parent and carer employment rate' (n=329) 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=968) 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 31 December 2016 - New South Wales ¹¹⁰

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	17%	22%	24%	27%	32%	29%	26%
Participant employment rate - Aged 25 to 34 years	16%	20%	22%	27%	23%	28%	17%	24%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	24%	24%	24%	31%	30%	27%	26%
Participant employment rate - Aged 45 to 54 years	32%	34%	31%	30%	26%	28%	26%	24%	26%
Participant employment rate - Aged 55 to 64 years	27%	25%	25%	21%	23%	20%	20%	20%	26%
Participant employment rate - Aged 65+ years	15%	18%	15%	10%	9%	5%	8%	5%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	25%	26%	24%	27%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	24%	25%	24%	27%	24%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	44%	47%	50%	45%	51%	50%	50%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	40%	47%	50%	57%	54%	58%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	44%	48%	41%	47%	48%	65%	59%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	40%	50%	56%	52%	57%	51%	60%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	38%	47%	48%	54%	52%	57%	51%	46%
Participant social and community engagement rate - Aged 65+ years	35%	34%	45%	49%	48%	50%	48%	50%	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	47%	49%	52%	53%	57%	55%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	47%	49%	52%	53%	56%	54%	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	37%	43%	50%	45%	49%	44%	45%	49%	50%
Parent and carer employment rate - All ages	38%	43%	50%	46%	53%	49%	41%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	64%	65%	70%	71%	67%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	79%	84%	82%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	74%	75%	79%	75%	79%	75%

¹¹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a seventh plan reassessment to date.

Part Three: Participant experience

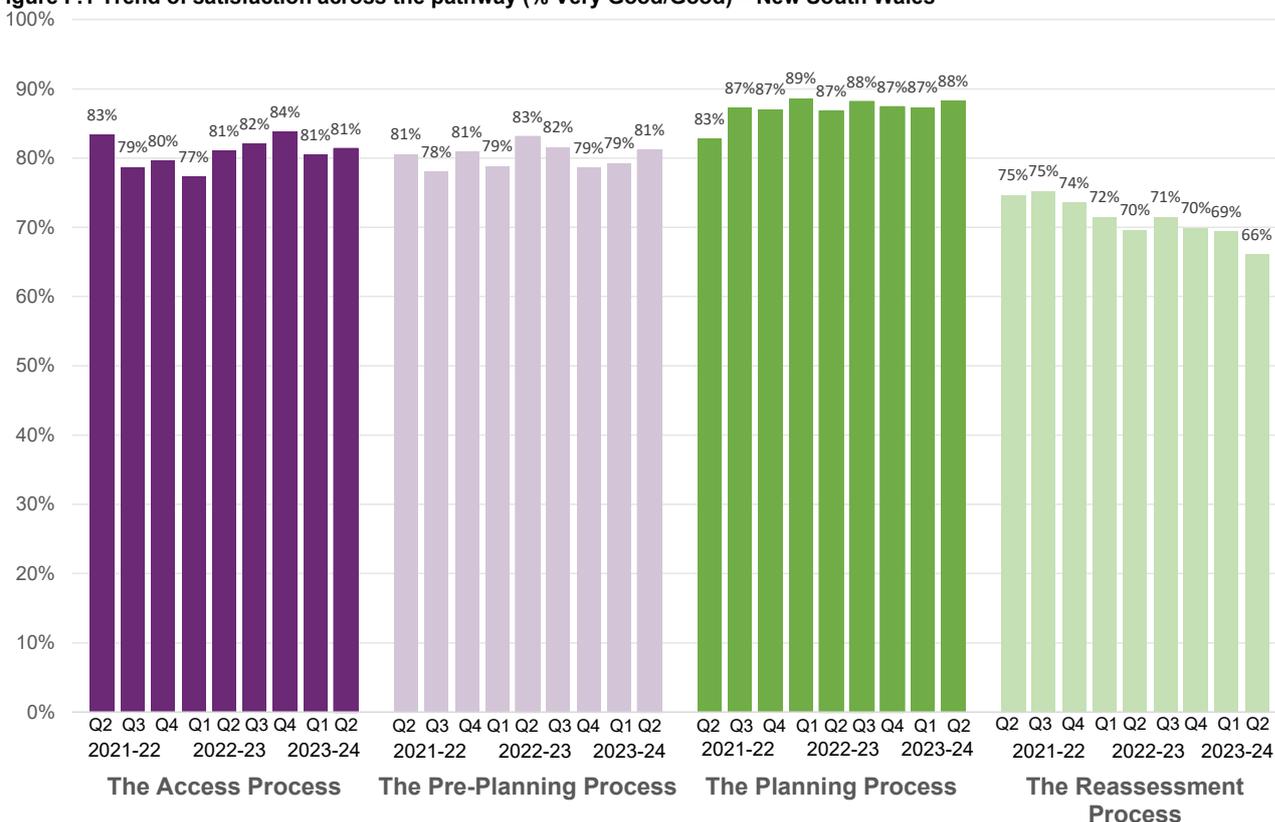
Table F.22 Proportion of participants who agreed with statements about 'Access' (n = 3,280 in Prior Quarters, n = 220 in 2023-24 Q2), 'Pre-planning' (n = 3,005 in Prior Quarters, n = 170 in 2023-24 Q2), 'Planning' (n = 15,807 in Prior Quarters, n = 953 in 2023-24 Q2) and 'Plan reassessment' (n = 39,506 in Prior Quarters, n = 1,878 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ^{111 112}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	86%
Access - Was the person from the NDIS respectful?	98%	98%
Access - Do you understand what will happen next with your plan?	81%	82%
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%	88%
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%	86%
Pre-planning - Are you clear on what happens next with your plan?	69%	72%
Pre-planning - Do you know where to go for more help with your plan?	75%	76%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	81%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	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%	92%
Planning - % of participants rating their overall experience as Very Good or Good.	87%	88%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	79%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	86%
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.	73%	66%

¹¹¹ 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.

¹¹² Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ¹¹³



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table F.23 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

¹¹³ Participant satisfaction results for prior quarters have been restated using data as at 31 December 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 ^{114 115 116}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	100	12	112	101
People who have submitted an access request: Complaints about LAC Partner	774	69	843	754
People who have submitted an access request: Complaints about service providers	3,136	129	3,265	2,522
People who have submitted an access request: Complaints about the Agency	41,081	2,521	43,602	22,983
People who have submitted an access request: Unclassified	1,514	<11	1,515	1,329
People who have submitted an access request: Total	46,605	2,732	49,337	25,309
<i>Percentage of the number of active participants</i>	<i>5.8%</i>	<i>5.7%</i>	<i>5.8%</i>	<i>n/a</i>
Total PCIs	7,764	1,043	8,807	n/a

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

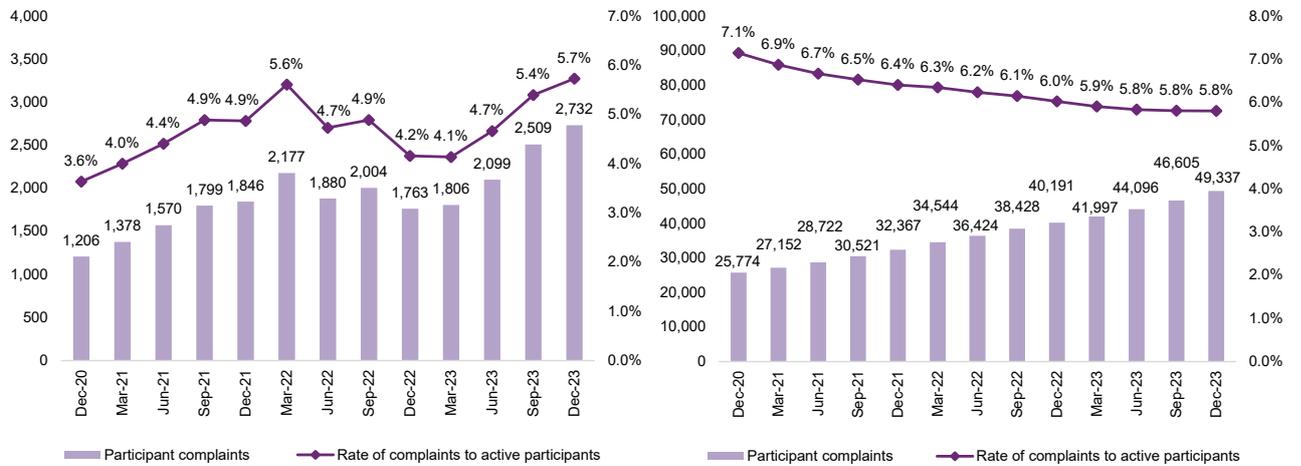
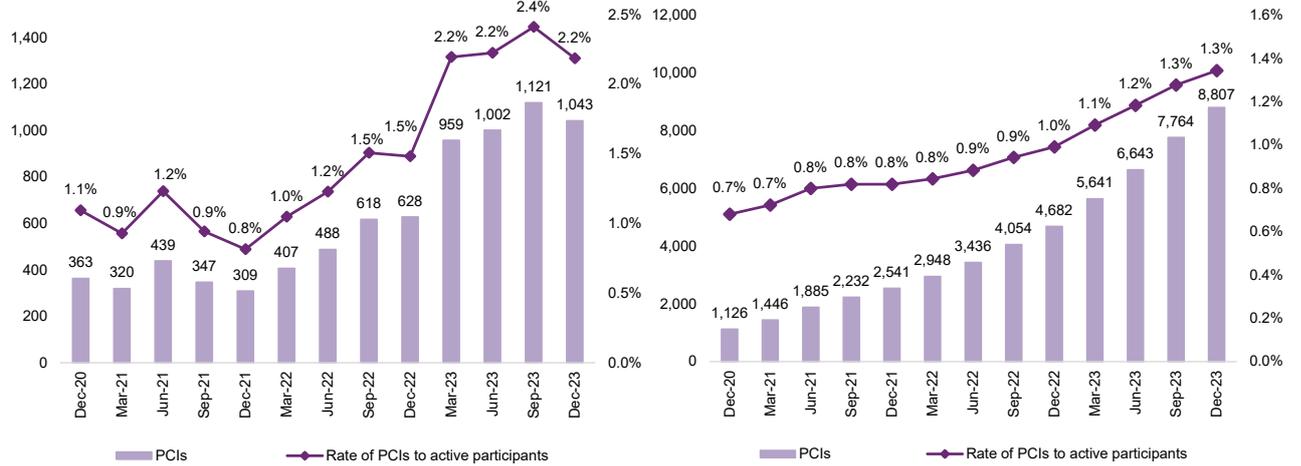


Figure F.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – New South Wales ¹¹⁷



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

¹¹⁶ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

¹¹⁷ Ibid.

Table F.24 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ¹¹⁸

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,380	6%	<11	n/a	2,380	5%
Complaints about the Agency - Information unclear	743	2%	<11	n/a	744	2%
Complaints about the Agency - NDIA Access	903	2%	72	3%	975	2%
Complaints about the Agency - NDIA Engagement	41	0%	<11	n/a	44	0%
Complaints about the Agency - NDIA Finance	2,314	6%	172	7%	2,486	6%
Complaints about the Agency - NDIA Fraud and Compliance	160	0%	19	1%	179	0%
Complaints about the Agency - NDIA Plan	8,485	21%	718	28%	9,203	21%
Complaints about the Agency - NDIA Process	2,779	7%	255	10%	3,034	7%
Complaints about the Agency - NDIA Resources	246	1%	38	2%	284	1%
Complaints about the Agency - NDIA Staff	1,910	5%	173	7%	2,083	5%
Complaints about the Agency - NDIA Timeliness	6,019	15%	1,060	42%	7,079	16%
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	22	0%	<11	n/a	25	0%
Complaints about the Agency - Reasonable and necessary supports	2,266	6%	<11	n/a	2,266	5%
Complaints about the Agency - Staff conduct - Agency	682	2%	<11	n/a	683	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,273	3%	<11	n/a	1,274	3%
Complaints about the Agency - Timeliness	5,955	14%	<11	n/a	5,957	14%
Complaints about the Agency - Other	4,679	11%	<11	n/a	4,682	11%
Complaints about the Agency - Total	41,081	100%	2,521	100%	43,602	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	14	14%	<11	n/a	15	13%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	13	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	56	56%	<11	n/a	62	55%
Complaints about Early Connections Partner - Early Connections Timeliness	19	19%	<11	n/a	21	19%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	100	100%	12	100%	112	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	132	17%	<11	n/a	138	16%
Complaints about LAC Partner - LAC Process	87	11%	<11	n/a	94	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	480	62%	51	74%	531	63%
Complaints about LAC Partner - LAC Timeliness	61	8%	<11	n/a	63	7%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	774	100%	69	100%	843	100%

¹¹⁸ There are 46,605 total participant complaints in Prior Quarters, 2,732 total participant complaints in 2023-24 Q2, and 49,337 total participant complaints as at 31 December 2023, including 1,515 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	145	5%	<11	n/a	145	4%
Complaints about service providers - Provider Finance	184	6%	<11	n/a	194	6%
Complaints about service providers - Provider Fraud and Compliance	244	8%	23	18%	267	8%
Complaints about service providers - Provider Process	142	5%	<11	n/a	142	4%
Complaints about service providers - Provider Service	884	28%	52	40%	936	29%
Complaints about service providers - Provider Staff	428	14%	41	32%	469	14%
Complaints about service providers - Service Delivery	237	8%	<11	n/a	237	7%
Complaints about service providers - Staff Conduct	217	7%	<11	n/a	217	7%
Complaints about service providers - Supports being provided	255	8%	<11	n/a	255	8%
Complaints about service providers - Other	400	13%	<11	n/a	403	12%
Complaints about service providers - Total	3,136	100%	129	100%	3,265	100%

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

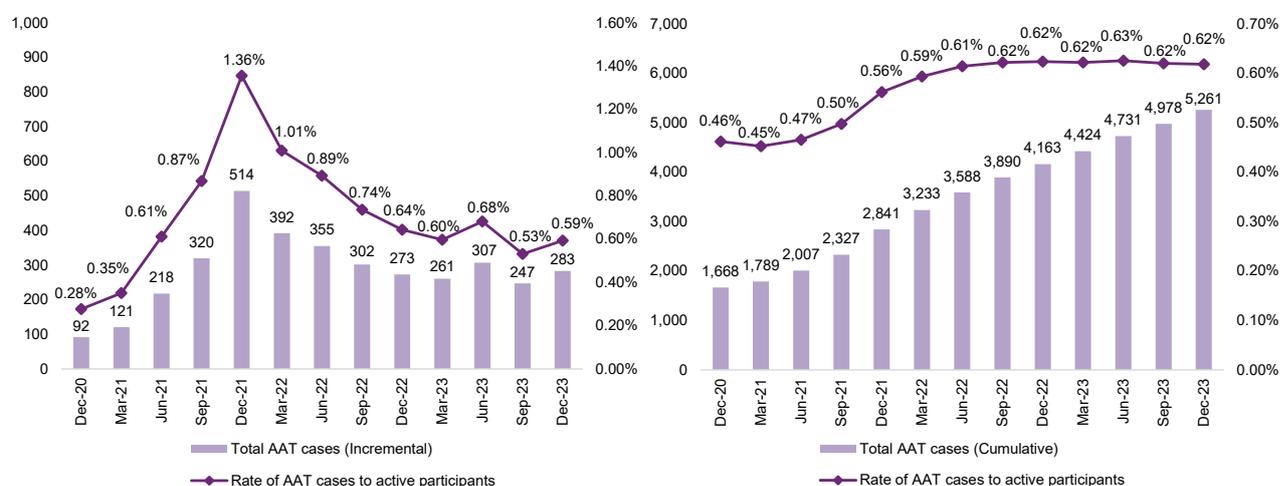


Table F.25 AAT Cases by category at 31 December 2023 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	1,070	21%	67	24%	1,137	22%
Plan	3,425	69%	187	66%	3,612	69%
Plan Reassessment	194	4%	<11	n/a	196	4%
Other	289	6%	27	10%	316	6%
Total cases	4,978	100%	283	100%	5,261	100%
Percentage of the number of active participants	n/a	0.62%	n/a	0.59%	n/a	0.62%

Table F.26 AAT cases by open/closed and decision – New South Wales ^{119 120}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	5,261	4,726
Open AAT Cases	773	761
Closed AAT Cases	4,488	3,854
<i>Resolved before hearing</i>	4,350	3,743
<i>Gone to hearing and received a substantive decision</i>	138	111

Table F.27 AAT Supports in dispute – New South Wales ^{121 122 123}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	23	<11	<11
Core Supports	172	81	53
Capacity Building Support	223	95	74
General Support	36	<11	15
Assistive Technology	63	20	12
SDA	22	<11	<11
Home Modifications	14	<11	<11
SIL	53	32	20
Everyday Living Costs	18	14	<11
Transport	22	<11	<11
Other	<11	<11	<11
Total	360	170	120

Table F.28 Closed AAT by outcome – New South Wales

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	124	3%	14	6%	138	3%
<i>Decided by Tribunal - Affirmed</i>	57	1%	11	5%	68	2%
<i>Decided by Tribunal - Varied</i>	28	1%	<11	n/a	30	1%
<i>Decided by Tribunal - Set Aside</i>	39	1%	<11	n/a	40	1%
Not Decided by Tribunal - Total	4,120	97%	230	94%	4,350	97%
<i>Not Decided by Tribunal - Resolved by consent</i>	2,911	69%	171	70%	3,082	69%
<i>Not Decided by Tribunal - Withdrawn</i>	890	21%	27	11%	917	20%
<i>Not Decided by Tribunal - No jurisdiction</i>	81	2%	<11	n/a	83	2%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	14	0%	<11	n/a	15	0%
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	20	0%	<11	n/a	26	1%
<i>Not Decided by Tribunal - Dismissed</i>	204	5%	23	9%	227	5%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	4,244	100%	244	100%	4,488	100%

¹¹⁹ Of the 138 cases which went to hearing and received a substantive decision: 68 affirmed the NDIA's decision, 30 varied the NDIA's decision and 40 set aside the NDIA's decision.

¹²⁰ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

¹²¹ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹²² Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

¹²³ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table F.29 Key markets indicators by quarter – New South Wales ^{124 125}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.22	1.19
Number of providers delivering new types of supports	729	697
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	87%	87%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	91%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	90%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	91%

Table F.30 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – New South Wales ¹²⁶

Activity	Number of providers
Active for the first time in 2023-24 Q2	161
Active in 2023-24 Q2 and also in previous quarters	4,178
Active in 2023-24 Q2	4,339
Inactive in 2023-24 Q2	6,464
Active ever	10,803

Table F.31 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – New South Wales ¹²⁷

Amount paid in 2023-24 Q2	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	492	98	55	645
\$2,001-\$10,000	769	39	50	858
\$10,001-\$100,000	1,334	32	48	1,414
\$100,001-\$250,000	479	5	5	489
\$250,000+	930	<5	<5	933
Total	4,004	174	161	4,339

Table F.32 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – New South Wales ^{128 129}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	1%	12%	4%
Health & Wellbeing	4%	58%	21%
Lifelong Learning	2%	31%	11%
Other	1%	24%	8%
Non-categorised	3%	8%	5%
Any mainstream service	9%	78%	31%

¹²⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹²⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹²⁶ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹²⁷ 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.

¹²⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹²⁹ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table F.33 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – New South Wales ¹³⁰

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	2%	3%	2%
Daily life	17%	18%	17%
Health and wellbeing	78%	79%	78%
Learning	34%	29%	34%
Relationships	5%	5%	5%
Social and community activities	11%	9%	11%
Unknown	10%	8%	10%
Where I live	1%	2%	1%
Work	5%	4%	5%
Any mainstream service	100%	99%	100%

¹³⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
December 2023 | NDIS Quarterly Report to Disability Ministers

Part Five: Financial sustainability

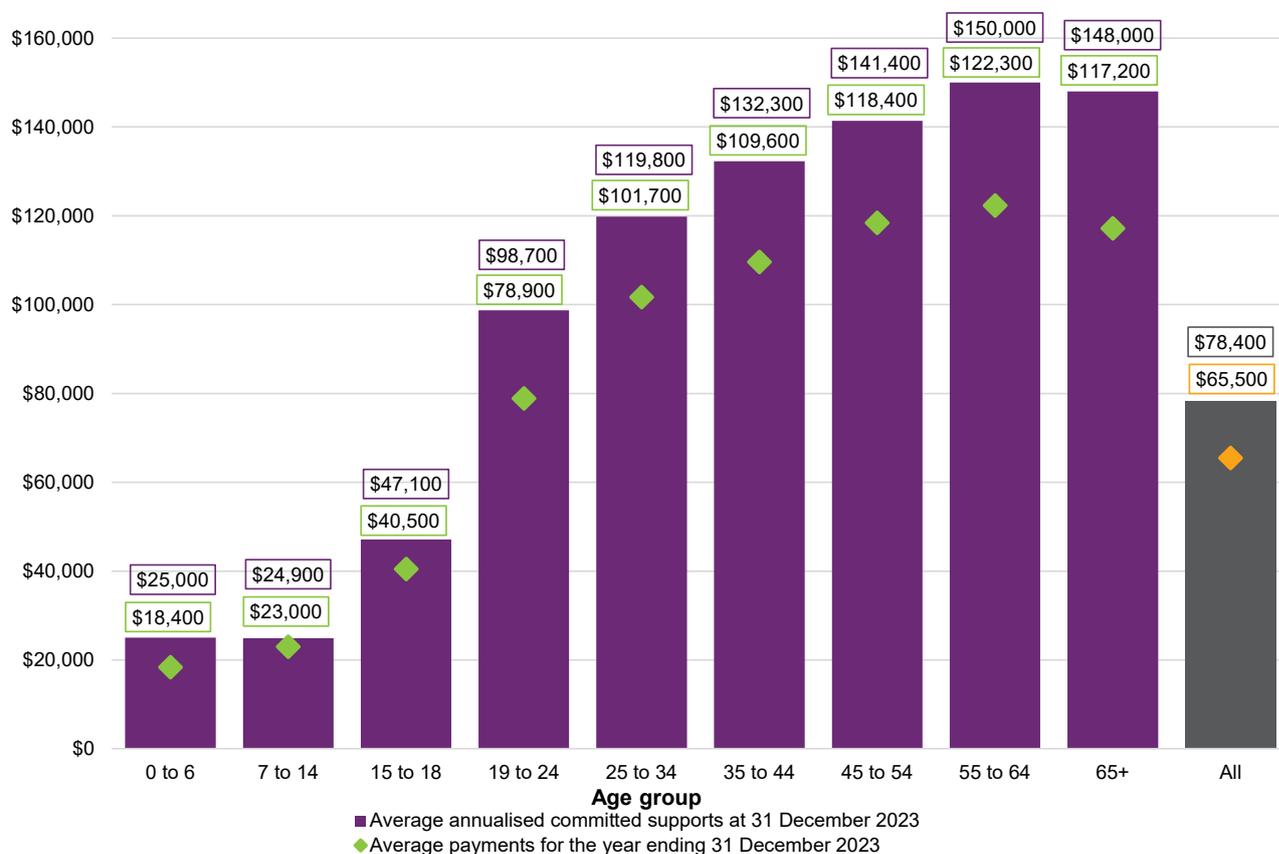
Note: In Figures F.5 to F.13 and in Table F.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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 F.34 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – 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	6.2%	6.5%
\$10,001-\$15,000	11.2%	11.8%
\$15,001-\$20,000	14.7%	15.6%
\$20,001-\$25,000	11.3%	12.0%
\$25,001-\$30,000	4.4%	4.6%
\$30,001-\$50,000	12.8%	13.5%
\$50,001-\$100,000	16.6%	17.7%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.1%	1.9%
\$250,001+	8.2%	2.9%

Figure F.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – New South Wales¹³¹



¹³¹ Total includes a small number of participants with missing age information.

Figure F.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – New South Wales ¹³²

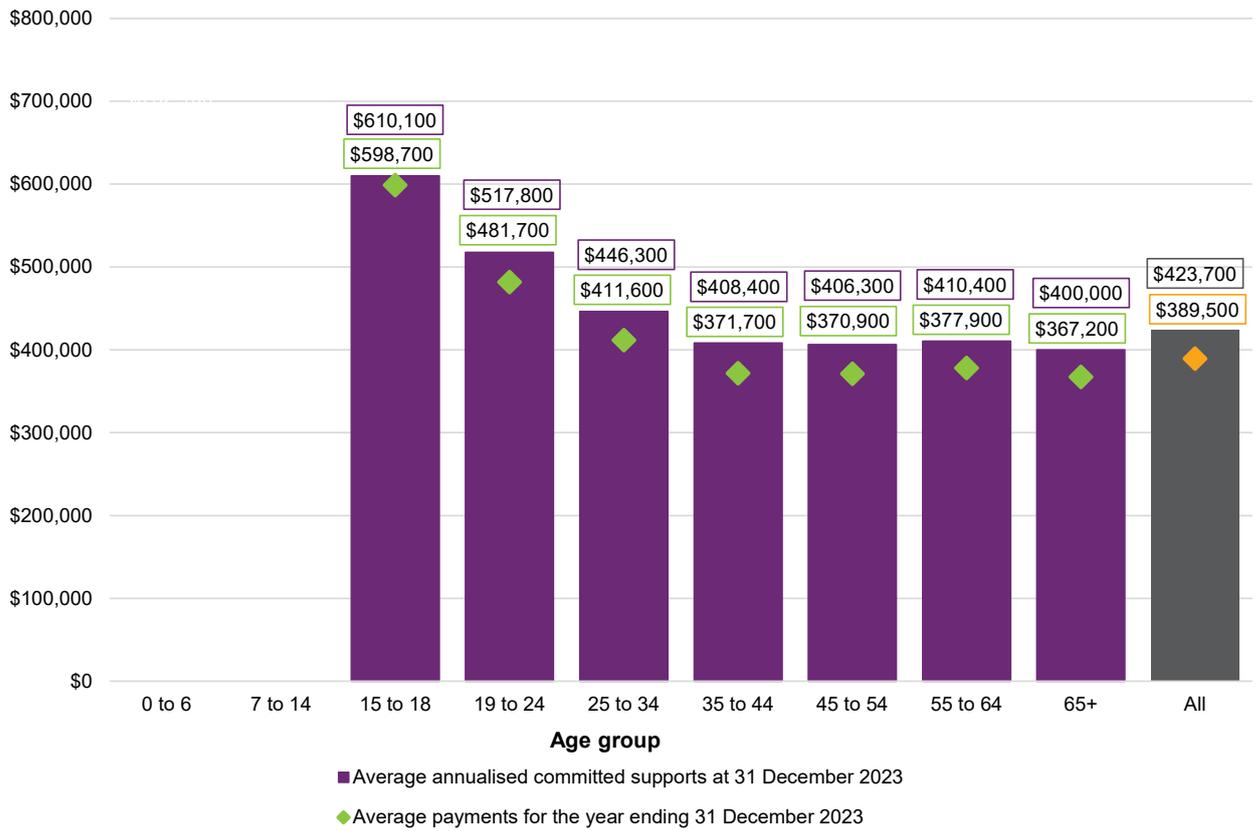
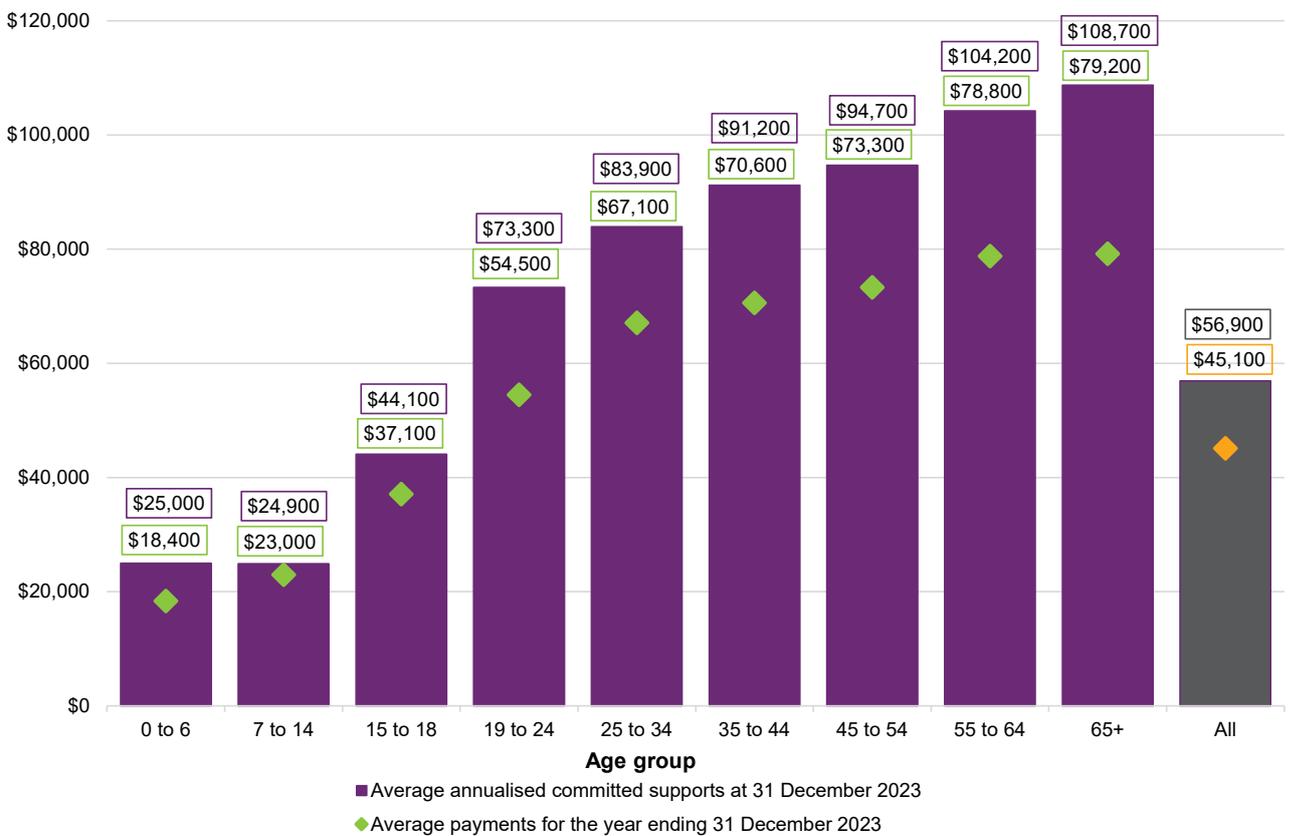


Figure F.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – New South Wales



¹³² Ibid.

Figure F.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – New South Wales

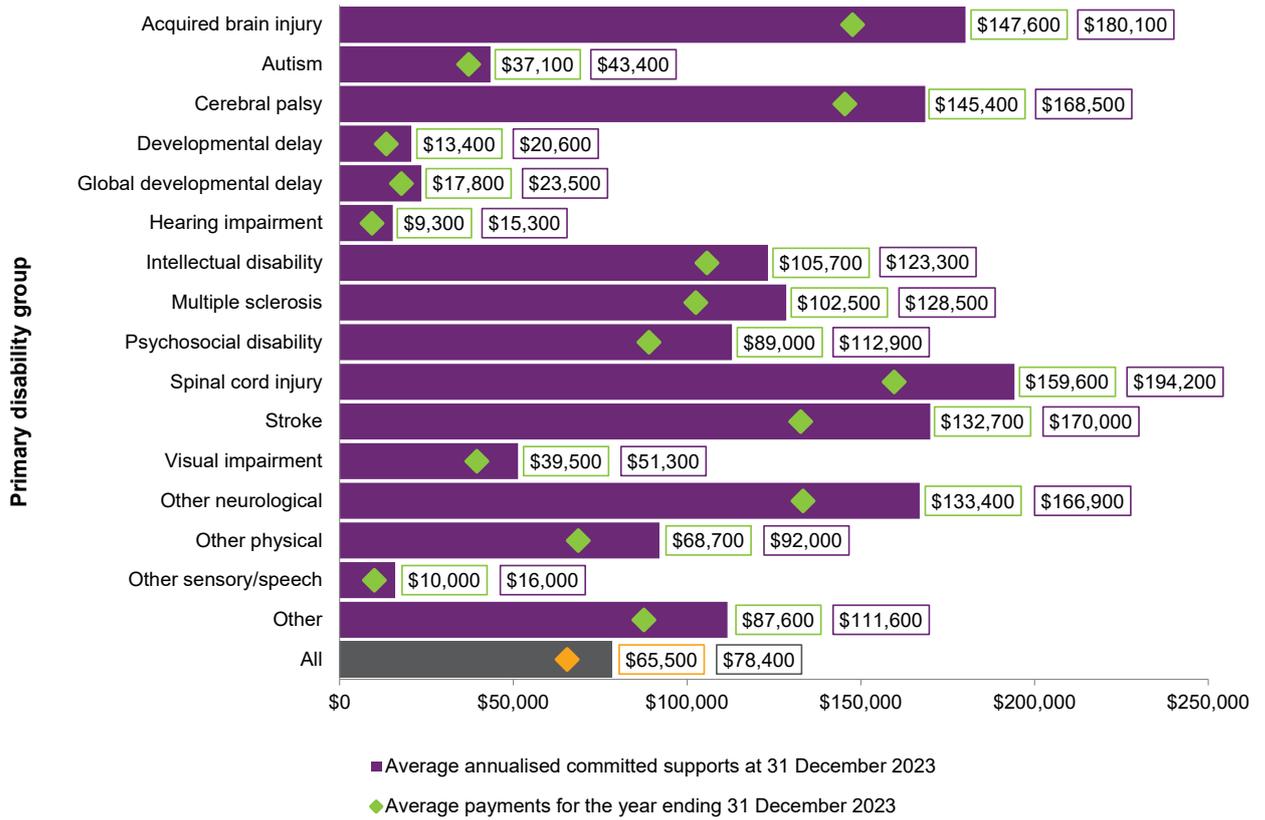


Figure F.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – New South Wales

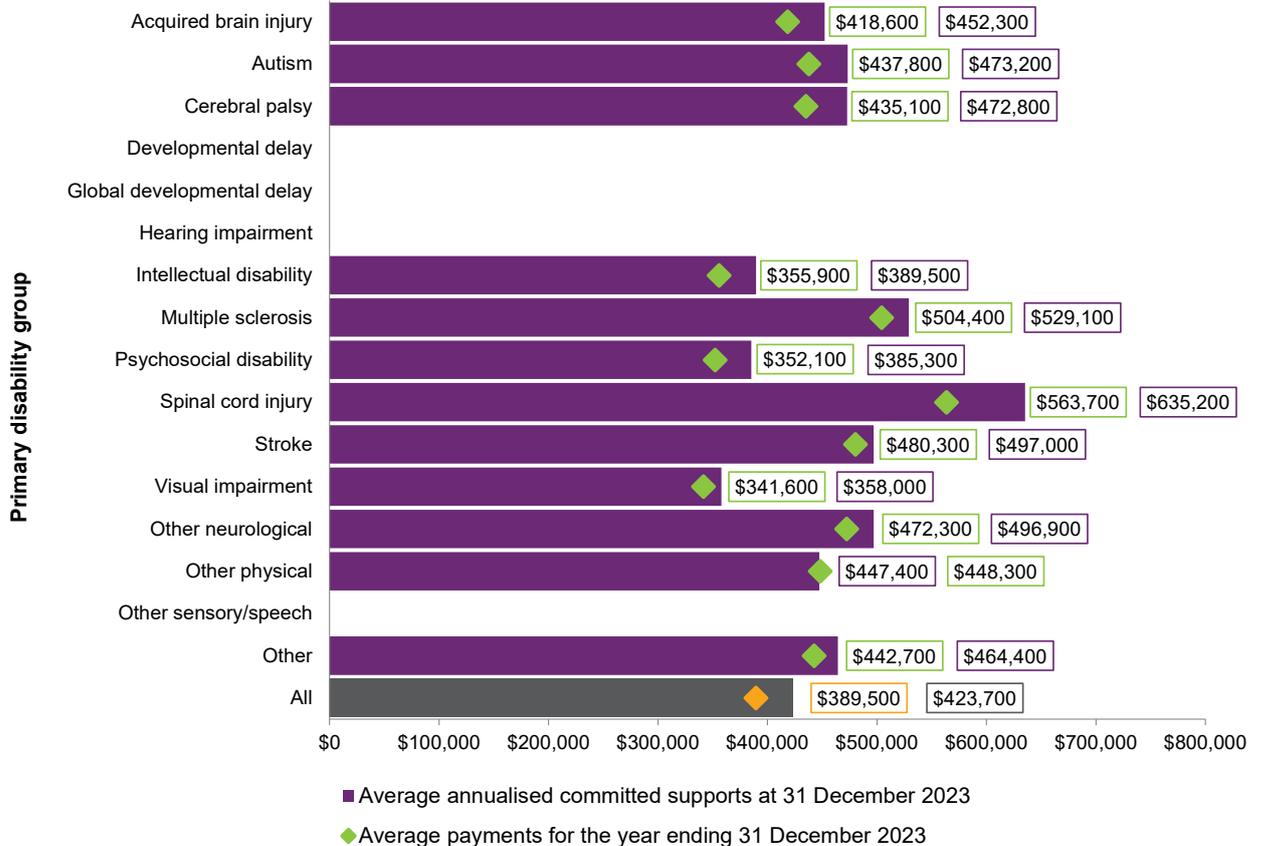


Figure F.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – New South Wales

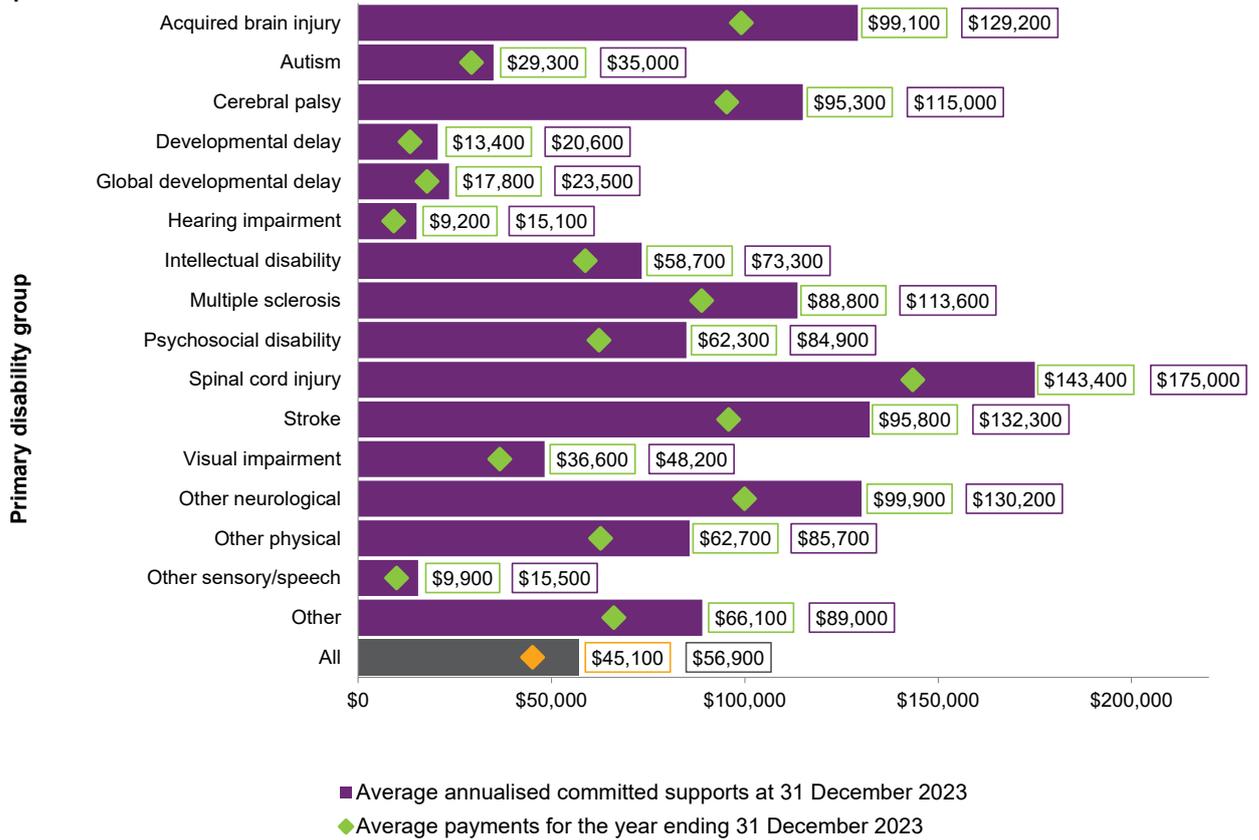


Figure F.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – New South Wales

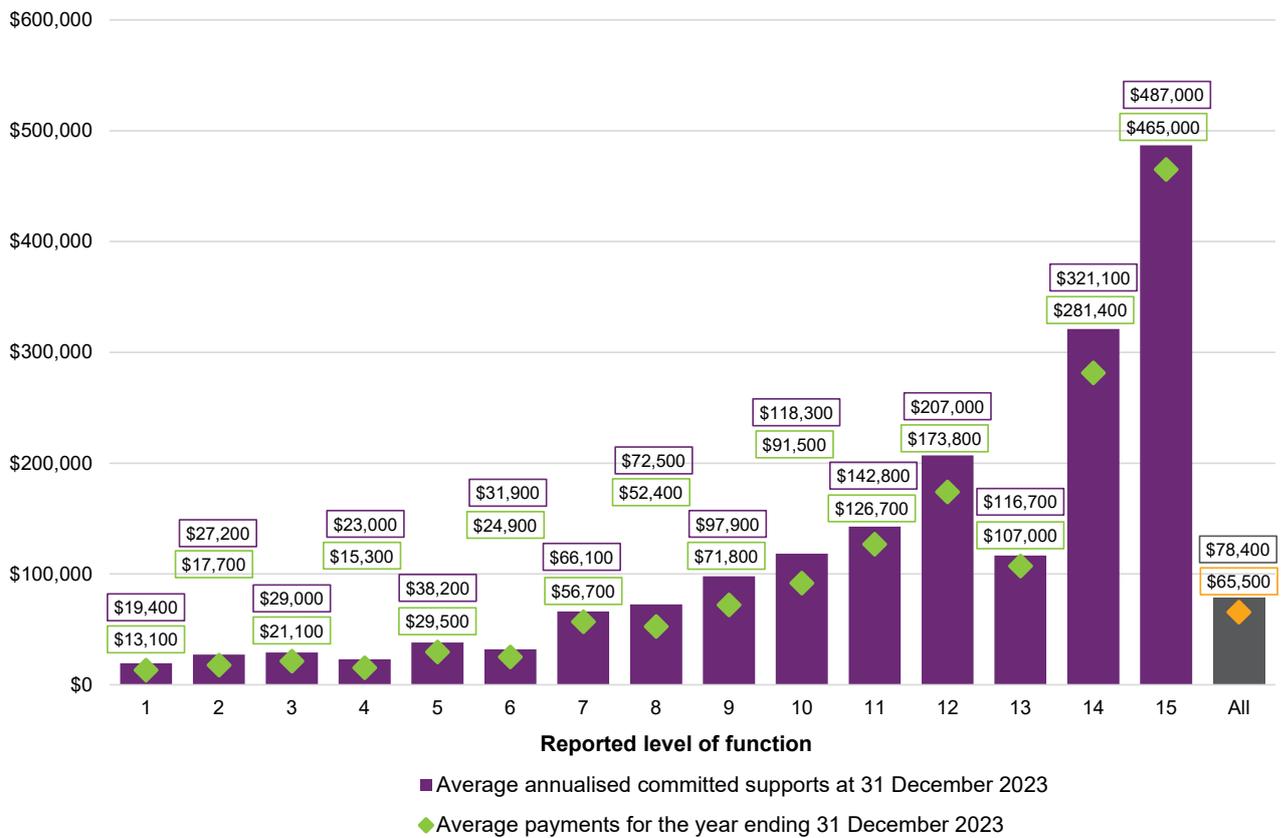


Figure F.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – New South Wales



Figure F.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – New South Wales

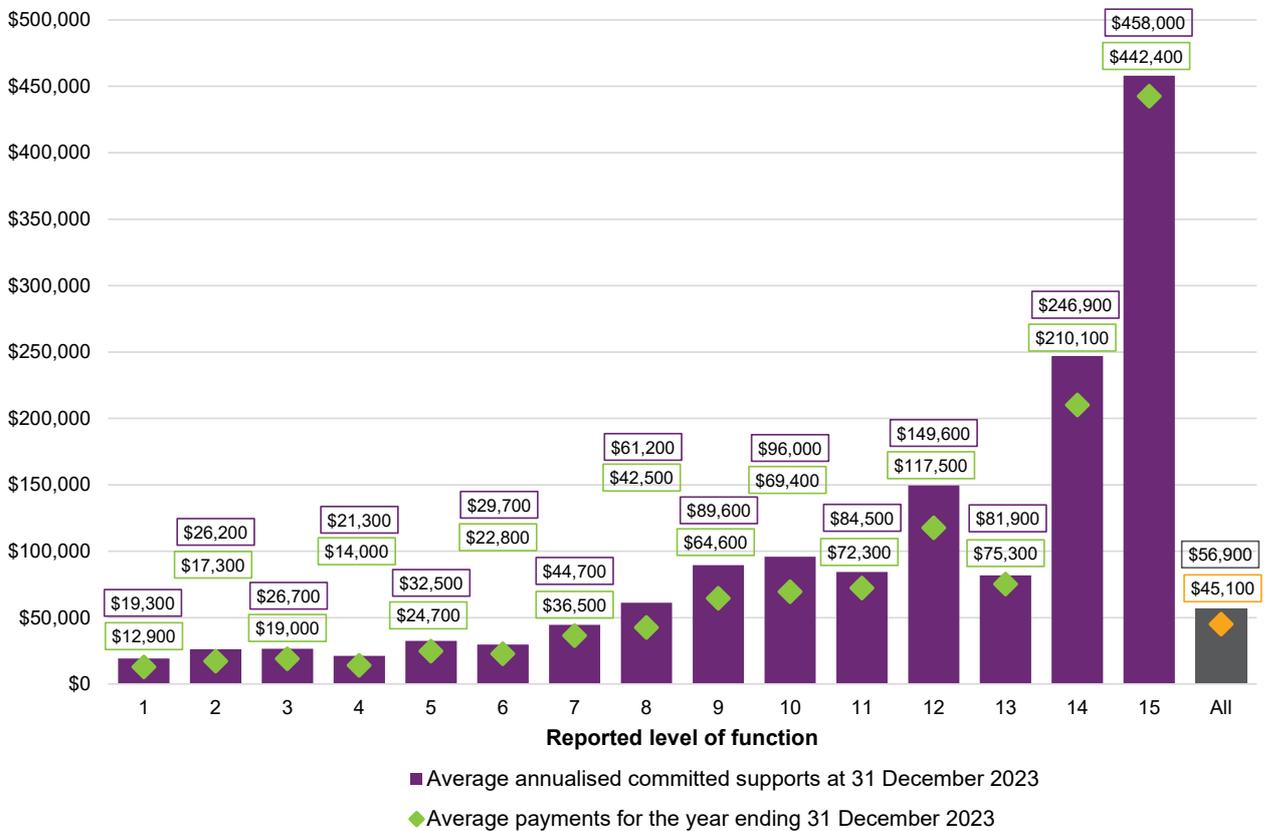


Table F.35 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – New South Wales ^{133 134}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	6,214.48	7,260.32
Core: Consumables	189.73	244.38
Core: Social and Civic	2,740.97	3,299.77
Core: Transport	330.37	160.40
Capacity Building: Choice and Control	146.31	166.29
Capacity Building: Daily Activities	1,448.18	2,349.24
Capacity Building: Employment	44.60	111.73
Capacity Building: Health and Wellbeing	16.25	28.52
Capacity Building: Home Living	0.13	0.78
Capacity Building: Lifelong learning	0.003	0.16
Capacity Building: Relationships	188.91	360.19
Capacity Building: Social and Civic	56.41	129.68
Capacity Building: Support Coordination	276.18	368.81
Capital: Assistive Technology	204.20	422.53
Capital: Home Modifications	123.68	193.10
All	11,980.41	15,095.91

Table F.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – New South Wales ^{135 136}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	3,242.78	3,462.54
Core: Consumables	29.82	35.68
Core: Social and Civic	598.86	757.67
Core: Transport	23.36	27.29
Capacity Building: Choice and Control	9.66	10.51
Capacity Building: Daily Activities	84.08	127.47
Capacity Building: Employment	1.03	3.04
Capacity Building: Health and Wellbeing	2.11	3.17
Capacity Building: Home Living	n/a	0.01
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	79.60	126.61
Capacity Building: Social and Civic	0.91	1.90
Capacity Building: Support Coordination	53.48	64.88
Capital: Assistive Technology	30.81	55.46
Capital: Home Modifications	66.79	105.24
All	4,223.27	4,781.49

¹³³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹³⁴ Total payments for home modifications in New South Wales were \$123.7 million. Of which, \$86.7 million (70%) has been paid for specialised disability accommodation (SDA) supports, and \$37.0 million (30%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$193.1 million. Of which, \$135.7 million (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.4 million (30%) has been allocated for non-SDA supports.

¹³⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹³⁶ Total payments for home modifications in New South Wales were \$66.8 million. Of which, \$66.3 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$105.2 million. Of which, \$104.1 million (99.0%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.1 million (1.0%) has been allocated for non-SDA supports.

Table F.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – New South Wales ^{137 138}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	2,971.70	3,797.78
Core: Consumables	159.92	208.69
Core: Social and Civic	2,142.10	2,542.10
Core: Transport	307.01	133.11
Capacity Building: Choice and Control	136.65	155.78
Capacity Building: Daily Activities	1,364.10	2,221.77
Capacity Building: Employment	43.57	108.68
Capacity Building: Health and Wellbeing	14.15	25.35
Capacity Building: Home Living	0.13	0.77
Capacity Building: Lifelong learning	0.003	0.16
Capacity Building: Relationships	109.32	233.58
Capacity Building: Social and Civic	55.51	127.78
Capacity Building: Support Coordination	222.70	303.93
Capital: Assistive Technology	173.39	367.08
Capital: Home Modifications	56.90	87.86
All	7,757.14	10,314.42

Table F.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹³⁹

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	184.9	352.4	1,767.6	4,270.5	5,900.7	8,033.9	10,178.5	11,495.5	13,963.0	7,761.6
Total Paid	37.4	141.7	260.1	1,209.7	3,101.0	4,474.2	5,984.8	7,715.3	8,946.1	10,895.4	5,793.0
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	78%	78%	75%

Table F.39 Percentage change in plan budgets for active participants – New South Wales

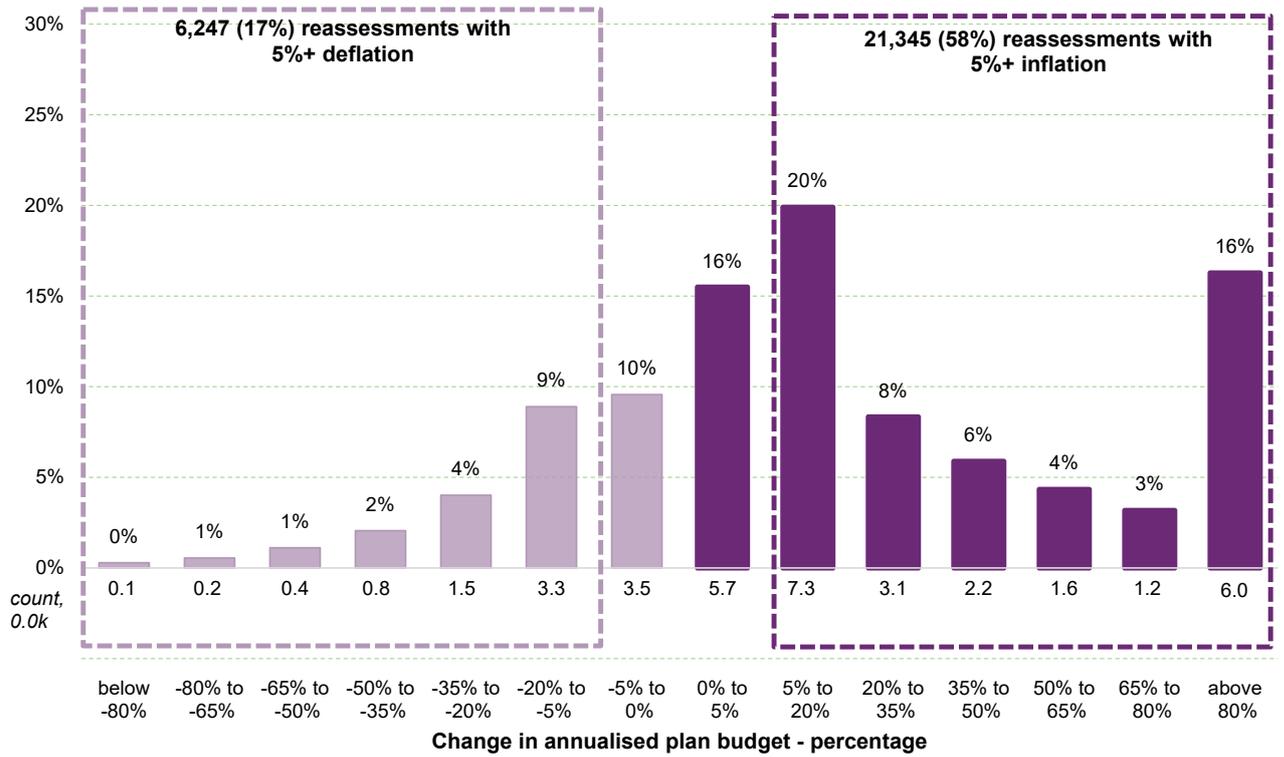
Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	5.8%	4.9%	7.2%	10.5%	6.5%	6.8%	6.8%	8.9%	6.2%
Interplan Inflation	3.9%	2.1%	4.8%	9.7%	9.9%	5.4%	4.4%	5.0%	3.4%
Total Inflation	9.7%	6.9%	12.1%	20.2%	16.4%	12.3%	11.2%	13.8%	9.6%

¹³⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹³⁸ Total payments for home modifications in New South Wales were \$56.9 million. Of which, \$20.4 million (36%) has been paid for specialised disability accommodation (SDA) supports, and \$36.5 million (64%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$87.9 million. Of which, \$31.5 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.3 million (64%) has been allocated for non-SDA supports.

¹³⁹ 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 F.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 December 2023) - all participants – New South Wales ^{140 141}



¹⁴⁰ 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.

¹⁴¹ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement G:

Victoria

This supplement shows the data for Victoria. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	216,353	5,648	222,001
Active Eligible - Total	171,525	4,172	175,697
<i>Active Eligible - New</i>	103,197	4,074	107,271
<i>Active Eligible - State</i>	58,261	76	58,337
<i>Active Eligible - Commonwealth</i>	10,067	22	10,089
Active Participant Plans - Total	168,131	5,083	173,214
<i>Active Participant Plans - New</i>	100,423	4,987	105,410
<i>Active Participant Plans - State</i>	57,687	73	57,760
<i>Active Participant Plans - Commonwealth</i>	10,021	23	10,044
Active Participant Plans - Total	168,131	5,083	173,214
<i>Active Participant Plans - Early Intervention (s25)</i>	54,041	3,184	57,225
<i>Active Participant Plans - Permanent Disability (s24)</i>	114,090	1,899	115,989

Table G.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Victoria

People leaving the Scheme	Total
Number of people who have left the Scheme	12,385
<i>Early Intervention participants</i>	3,140
<i>Permanent disability participants</i>	9,245

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	44,617	98%	19,083	98%	1,117	98%	64,817	98%
7 to 14	21,885	90%	11,592	91%	677	87%	34,154	90%
15 to 18	6,428	92%	4,063	89%	311	91%	10,802	91%
19 to 24	5,535	90%	3,908	84%	219	78%	9,662	87%
25 to 34	7,467	87%	6,267	80%	270	74%	14,004	83%
35 to 44	7,629	84%	7,402	76%	189	69%	15,220	80%
45 to 54	9,167	80%	9,541	72%	193	64%	18,901	75%
55 to 64	10,687	74%	10,588	64%	183	50%	21,458	68%
65+	399	52%	378	45%	<11	n/a	784	48%
Missing	680	100%	543	100%	<11	n/a	1,229	100%
Total	114,494	90%	73,365	81%	3,172	82%	191,031	86%

Table G.4 Assessment of access by primary disability group and gender – Victoria ¹⁴²

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	3,745	92%	1,860	90%	51	85%	5,656	91%
Autism	39,605	97%	18,122	97%	1,504	95%	59,231	97%
Cerebral palsy	2,437	97%	2,000	96%	47	90%	4,484	97%
Developmental delay	21,363	98%	9,039	99%	627	99%	31,029	98%
Global developmental delay	2,409	99%	1,033	99%	52	91%	3,494	99%
Hearing impairment	3,456	90%	3,721	88%	106	85%	7,283	89%
Intellectual disability	17,083	96%	12,156	95%	183	90%	29,422	96%
Multiple sclerosis	870	91%	2,664	91%	36	86%	3,570	91%
Psychosocial disability	10,459	76%	11,602	69%	288	55%	22,349	72%
Spinal cord injury	784	95%	378	90%	22	88%	1,184	93%
Stroke	1,428	86%	1,012	82%	25	76%	2,465	84%
Visual impairment	1,700	91%	1,613	88%	27	75%	3,340	90%
Other neurological	3,866	82%	3,382	81%	82	73%	7,330	82%
Other physical	2,644	46%	3,050	36%	61	29%	5,755	40%
Other sensory/speech	493	52%	204	48%	<11	n/a	703	50%
Other	1,420	42%	955	27%	47	31%	2,422	34%
Missing	732	93%	574	93%	<11	n/a	1,314	93%
Total	114,494	90%	73,365	81%	3,172	82%	191,031	86%

¹⁴² Down syndrome is included in intellectual disability.
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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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,766	3%	218	4%	5,984	3%
Non-First Nations Participants	136,469	81%	4,670	92%	141,139	81%
Not Stated	25,896	15%	195	4%	26,091	15%
Total	168,131	100%	5,083	100%	173,214	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ^{143 144}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	19,560	12%	483	10%	20,043	12%
Not culturally and linguistically diverse	146,059	87%	4,517	89%	150,576	87%
Not stated	2,512	1%	83	2%	2,595	1%
Total	168,131	100%	5,083	100%	173,214	100%

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2023 – Victoria ¹⁴⁵

Age group	Total number of active participants
Under 45	17
45 to 54	73
55 to 64	419
Total YPIRAC (under 65)	509

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ¹⁴⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	-41	509

¹⁴³ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

¹⁴⁴ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁴⁵ There are a further 532 active participants aged 65 years or over who are currently in residential aged care.

¹⁴⁶ 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 G.9 Participant profile per quarter by remoteness – Victoria ¹⁴⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	122,361	73%	3,773	74%	126,134	73%
Population > 50,000	15,869	9%	516	10%	16,385	9%
Population between 15,000 and 50,000	11,011	7%	301	6%	11,312	7%
Population between 5,000 and 15,000	9,080	5%	233	5%	9,313	5%
Population less than 5,000	9,742	6%	259	5%	10,001	6%
Remote	59	0%	<11	n/a	60	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	168,131	100%	5,083	100%	173,214	100%

Table G.10 Participant profile per quarter by primary disability group – Victoria ^{148 149 150}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	56,486	34%	1,420	28%	57,906	33%
Intellectual disability	27,323	16%	217	4%	27,540	16%
Developmental delay	24,155	14%	2,437	48%	26,592	15%
Psychosocial disability	19,896	12%	215	4%	20,111	12%
Hearing impairment	6,867	4%	79	2%	6,946	4%
Other neurological	5,486	3%	107	2%	5,593	3%
Other physical	4,559	3%	65	1%	4,624	3%
Acquired brain injury	4,695	3%	92	2%	4,787	3%
Cerebral palsy	4,197	2%	15	0%	4,212	2%
Global developmental delay	2,880	2%	202	4%	3,082	2%
Multiple sclerosis	3,238	2%	51	1%	3,289	2%
Visual impairment	2,960	2%	19	0%	2,979	2%
Stroke	2,021	1%	49	1%	2,070	1%
Other	1,917	1%	95	2%	2,012	1%
Spinal cord Injury	1,014	1%	16	0%	1,030	1%
Other sensory/speech	437	0%	<11	n/a	441	0%
Total	168,131	100%	5,083	100%	173,214	100%

¹⁴⁷ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

¹⁴⁸ Table order based on national proportions in Table E.15 (highest to lowest).

¹⁴⁹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁵⁰ Down syndrome is included in intellectual disability, representing 2% (2,858) of all Scheme participants in Victoria.

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{151 152}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	862	12%	<11	n/a	862	12%
Intellectual disability	3,559	50%	<11	n/a	3,560	50%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	573	8%	<11	n/a	573	8%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	364	5%	<11	n/a	366	5%
Other physical	72	1%	<11	n/a	72	1%
Acquired brain injury	608	9%	<11	n/a	612	9%
Cerebral palsy	640	9%	<11	n/a	640	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	132	2%	<11	n/a	132	2%
Visual impairment	26	0%	<11	n/a	26	0%
Stroke	157	2%	<11	n/a	158	2%
Other	83	1%	<11	n/a	85	1%
Spinal cord Injury	56	1%	<11	n/a	56	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	7,137	100%	<11	n/a	7,147	100%

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹⁵³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	55,624	35%	1,420	28%	57,044	34%
Intellectual disability	23,764	15%	216	4%	23,980	14%
Developmental delay	24,155	15%	2,437	48%	26,592	16%
Psychosocial disability	19,323	12%	215	4%	19,538	12%
Hearing impairment	6,862	4%	79	2%	6,941	4%
Other neurological	5,122	3%	105	2%	5,227	3%
Other physical	4,487	3%	65	1%	4,552	3%
Acquired brain injury	4,087	3%	88	2%	4,175	3%
Cerebral palsy	3,557	2%	15	0%	3,572	2%
Global developmental delay	2,880	2%	202	4%	3,082	2%
Multiple sclerosis	3,106	2%	51	1%	3,157	2%
Visual impairment	2,934	2%	19	0%	2,953	2%
Stroke	1,864	1%	48	1%	1,912	1%
Other	1,834	1%	93	2%	1,927	1%
Spinal cord Injury	958	1%	16	0%	974	1%
Other sensory/speech	437	0%	<11	n/a	441	0%
Total	160,994	100%	5,073	100%	166,067	100%

¹⁵¹ 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.

¹⁵² Down syndrome is included in intellectual disability, representing 8% (551) of participants in SIL.

¹⁵³ Down syndrome is included in intellectual disability, representing 1% (2,307) of participants not in SIL.

Table G.13 Participant profile per quarter by reported level of function – Victoria ¹⁵⁴

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	21,241	13%	1,376	27%	22,617	13%
2 (High Function)	449	0%	17	0%	466	0%
3 (High Function)	8,904	5%	332	7%	9,236	5%
4 (High Function)	8,949	5%	137	3%	9,086	5%
5 (High Function)	13,626	8%	461	9%	14,087	8%
6 (Moderate Function)	38,212	23%	1,120	22%	39,332	23%
7 (Moderate Function)	9,230	5%	188	4%	9,418	5%
8 (Moderate Function)	8,822	5%	115	2%	8,937	5%
9 (Moderate Function)	772	0%	11	0%	783	0%
10 (Moderate Function)	16,353	10%	205	4%	16,558	10%
11 (Low Function)	4,692	3%	33	1%	4,725	3%
12 (Low Function)	24,085	14%	272	5%	24,357	14%
13 (Low Function)	10,469	6%	88	2%	10,557	6%
14 (Low Function)	2,211	1%	<11	n/a	2,216	1%
15 (Low Function)	40	0%	<11	n/a	40	0%
Missing	76	0%	723	14%	799	0%
Total	168,131	100%	5,083	100%	173,214	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	27,975	17%	2,889	57%	30,864	18%
7 to 14	45,863	27%	827	16%	46,690	27%
15 to 18	13,810	8%	259	5%	14,069	8%
19 to 24	12,658	8%	148	3%	12,806	7%
25 to 34	14,215	8%	210	4%	14,425	8%
35 to 44	13,297	8%	219	4%	13,516	8%
45 to 54	15,246	9%	205	4%	15,451	9%
55 to 64	17,324	10%	296	6%	17,620	10%
65+	7,743	5%	30	1%	7,773	4%
Total	168,131	100%	5,083	100%	173,214	100%

Table G.15 Participation rates by age group and gender at 31 December 2023 – Victoria ¹⁵⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.4%	3.5%	5.6%
7 to 14	9.2%	4.5%	7.1%
15 to 18	5.3%	3.2%	4.3%
19 to 24	3.0%	1.9%	2.5%
25 to 44	1.5%	1.2%	1.4%
45 to 64	2.1%	2.0%	2.1%
Total (aged 0 to 64)	3.5%	2.2%	2.9%

¹⁵⁴ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁵⁵ 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=14,136), 'participant social and community engagement rate' (n=14,172), 'parent and carer employment rate' (n=14,333) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=9,472) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Victoria ¹⁵⁶

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	31%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	36%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	35%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	34%	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	31%	36%	35%	46%
Participant social and community engagement rate - Aged 15+ years	31%	35%	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%	47%	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%

¹⁵⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=11,665), 'participant social and community engagement rate' (n=11,733), 'parent and carer employment rate' (n=8,826) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,153) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Victoria ¹⁵⁷

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%	22%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	24%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	10%	10%	10%	7%	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%	37%	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	35%	39%	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%	37%	40%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	39%	41%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	40%	38%	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%	65%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	76%	75%

¹⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=7,778), 'participant social and community engagement rate' (n=7,828), 'parent and carer employment rate' (n=4,680) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=6,403) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Victoria ¹⁵⁸

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	15%	18%	20%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	26%	22%	28%	26%
Participant employment rate - Aged 35 to 44 years	27%	26%	31%	21%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	25%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	16%	15%	13%	26%
Participant employment rate - Aged 65+ years	11%	11%	10%	11%	8%	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%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	39%	40%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	40%	42%	42%	41%	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%	37%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	40%	44%	39%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	43%	46%	43%	46%
Participant social and community engagement rate - Aged 25+ years	36%	39%	41%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	40%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	48%	51%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	51%	52%	49%	50%
Parent and carer employment rate - All ages	45%	48%	49%	51%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	65%	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%	71%	72%	77%	75%

¹⁵⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=4,393), 'participant social and community engagement rate' (n=4,415), 'parent and carer employment rate' (n=1,956) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=3,713) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Victoria ¹⁵⁹

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	14%	17%	18%	21%	26%
Participant employment rate - Aged 25 to 34 years	20%	23%	24%	27%	23%	25%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	22%	22%	18%	22%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	22%	27%	22%	21%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	16%	17%	12%	15%	26%
Participant employment rate - Aged 65+ years	13%	13%	11%	10%	6%	10%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	21%	23%	18%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	20%	22%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	40%	40%	42%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	41%	44%	46%	45%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	44%	47%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	43%	43%	45%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	45%	44%	41%	45%	46%
Participant social and community engagement rate - Aged 65+ years	41%	45%	49%	44%	41%	44%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	44%	44%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	44%	44%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	43%	44%	54%	41%	50%	50%
Parent and carer employment rate - Aged 15+ years	46%	48%	49%	51%	39%	48%	50%
Parent and carer employment rate - All ages	44%	45%	46%	53%	40%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	64%	67%	65%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	76%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	70%	73%	75%	78%	75%

¹⁵⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,510), 'participant social and community engagement rate' (n=1,522), 'parent and carer employment rate' (n=569) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,240) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Victoria ¹⁶⁰

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	8%	11%	20%	19%	0%	18%	26%
Participant employment rate - Aged 25 to 34 years	20%	21%	23%	22%	19%	20%	22%	26%
Participant employment rate - Aged 35 to 44 years	24%	23%	24%	26%	22%	24%	25%	26%
Participant employment rate - Aged 45 to 54 years	26%	28%	25%	24%	26%	19%	17%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	18%	18%	14%	9%	14%	26%
Participant employment rate - Aged 65+ years	12%	13%	11%	10%	9%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	22%	20%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	21%	22%	20%	16%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	33%	31%	29%	44%	26%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	45%	45%	43%	37%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	42%	45%	46%	39%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	40%	39%	41%	38%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	37%	38%	37%	37%	42%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	48%	43%	38%	38%	47%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	42%	41%	41%	39%	43%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	41%	40%	41%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	44%	46%	46%	47%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	43%	42%	47%	51%	47%	59%	48%	50%
Parent and carer employment rate - All ages	41%	43%	46%	49%	47%	54%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	61%	64%	65%	62%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	82%	80%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	69%	72%	75%	74%	78%	75%

¹⁶⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=232), 'participant social and community engagement rate' (n=233), 'parent and carer employment rate' (n=89) 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=155) 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 31 December 2016 - Victoria ¹⁶¹

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	15%	17%	22%	23%	17%	19%	8%	20%	26%
Participant employment rate - Aged 15 to 64 years	15%	17%	20%	23%	16%	18%	8%	19%	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	39%	39%	45%	45%	45%	39%	49%	51%	46%
Participant social and community engagement rate - Aged 15+ years	37%	38%	43%	44%	44%	38%	46%	49%	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	49%	65%	62%	77%	82%	77%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	71%	77%	77%	86%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	59%	70%	69%	77%	79%	82%	78%	75%

¹⁶¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a seventh plan reassessment to date.

Part Three: Participant experience

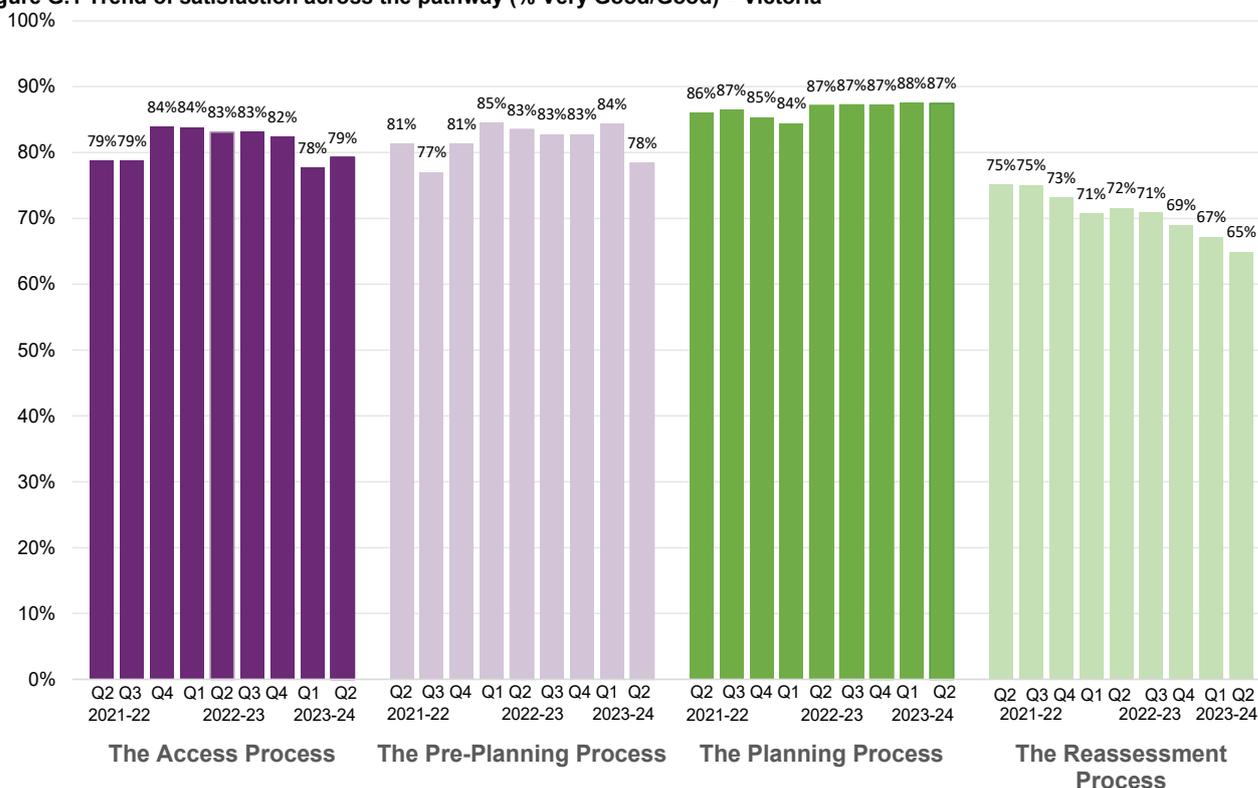
Table G.22 Proportion of participants who agreed with statements about 'Access' (n = 3,151 in Prior Quarters, n = 193 in 2023-24 Q2), 'Pre-planning' (n = 2,967 in Prior Quarters, n = 185 in 2023-24 Q2), 'Planning' (n = 14,312 in Prior Quarters, n = 814 in 2023-24 Q2) and 'Plan reassessment' (n = 29,074 in Prior Quarters, n = 1,342 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria^{162 163}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	87%	84%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	79%	79%
Access - % of participants rating their overall experience as Very Good or Good.	81%	79%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	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?	81%	82%
Pre-planning - Are you clear on what happens next with your plan?	70%	68%
Pre-planning - Do you know where to go for more help with your plan?	75%	72%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	78%
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%	90%
Planning - Are you clear on what happens next with your plan?	84%	83%
Planning - Do you know where to go for more help with your plan?	89%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	85%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	82%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	73%	65%

¹⁶² 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.

¹⁶³ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹⁶⁴



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table G.23 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

¹⁶⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 December 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 ^{165 166 167}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	152	<11	155	146
People who have submitted an access request: Complaint about LAC Partner	699	65	764	689
People who have submitted an access request: Complaints about service providers	2,504	128	2,632	2,060
People who have submitted an access request: Complaints about the Agency	34,339	2,232	36,571	19,174
People who have submitted an access request: Unclassified	634	<11	635	589
People who have submitted an access request: Total	38,328	2,429	40,757	20,931
Percentage of the number of active participants	6.1%	5.7%	6.1%	n/a
Total PCIs	8,928	1,234	10,162	n/a

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

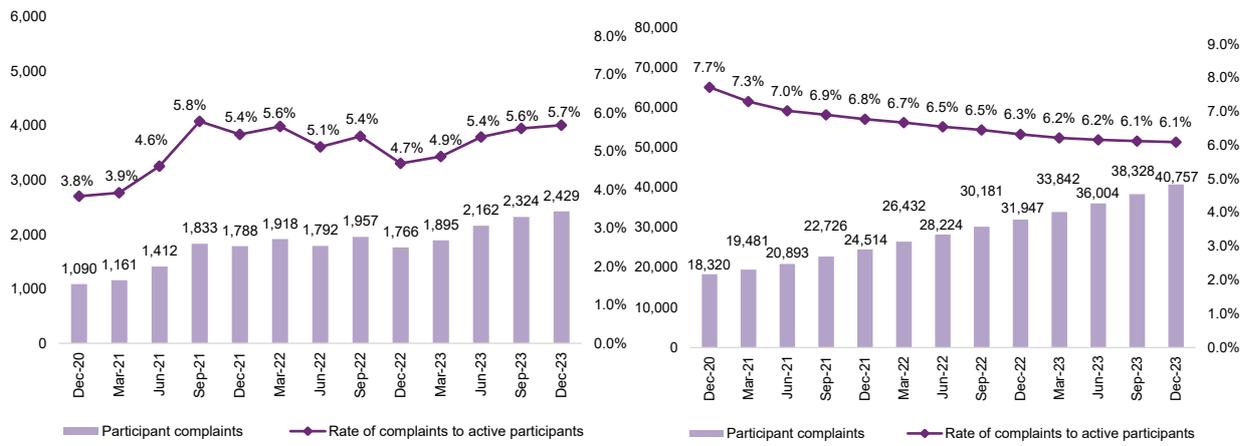
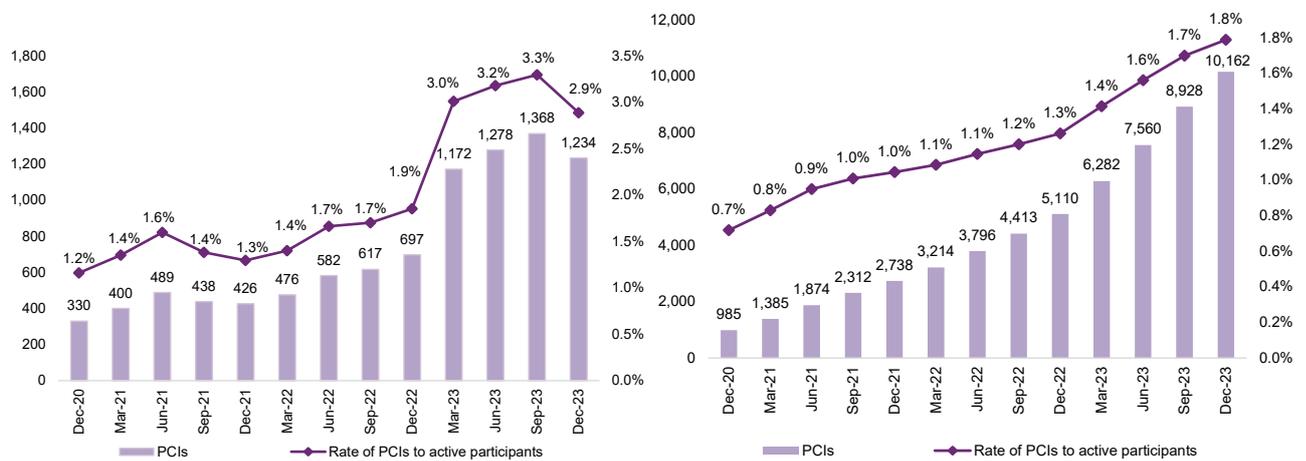


Figure G.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Victoria ¹⁶⁸



¹⁶⁵ Note that 62% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

¹⁶⁶ 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.

¹⁶⁷ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

¹⁶⁸ Ibid.

Table G.24 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹⁶⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,132	3%	<11	n/a	1,132	3%
Complaints about the Agency - Information unclear	483	1%	<11	n/a	484	1%
Complaints about the Agency - NDIA Access	876	3%	59	3%	935	3%
Complaints about the Agency - NDIA Engagement	35	0%	<11	n/a	40	0%
Complaints about the Agency - NDIA Finance	2,346	7%	194	9%	2,540	7%
Complaints about the Agency - NDIA Fraud and Compliance	162	0%	12	1%	174	0%
Complaints about the Agency - NDIA Plan	7,914	23%	654	29%	8,568	23%
Complaints about the Agency - NDIA Process	2,588	8%	251	11%	2,839	8%
Complaints about the Agency - NDIA Resources	260	1%	41	2%	301	1%
Complaints about the Agency - NDIA Staff	2,023	6%	167	7%	2,190	6%
Complaints about the Agency - NDIA Timeliness	5,870	17%	831	37%	6,701	18%
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	26	0%
Complaints about the Agency - Reasonable and necessary supports	1,561	5%	<11	n/a	1,561	4%
Complaints about the Agency - Staff conduct - Agency	449	1%	<11	n/a	450	1%
Complaints about the Agency - The way the NDIA carried out its decision making	784	2%	<11	n/a	787	2%
Complaints about the Agency - Timeliness	4,497	13%	<11	n/a	4,498	12%
Complaints about the Agency - Other	3,207	9%	<11	n/a	3,217	9%
Complaints about the Agency - Total	34,339	100%	2,232	100%	36,571	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	20	13%	<11	n/a	20	13%
Complaints about Early Connections Partner - Early Connections Process	13	9%	<11	n/a	13	8%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	47	31%	<11	n/a	49	32%
Complaints about Early Connections Partner - Early Connections Timeliness	68	45%	<11	n/a	69	45%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	152	100%	<11	n/a	155	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	105	15%	<11	n/a	110	14%
Complaints about LAC Partner - LAC Process	72	10%	<11	n/a	78	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	446	64%	49	75%	495	65%
Complaints about LAC Partner - LAC Timeliness	66	9%	<11	n/a	71	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	699	100%	65	100%	764	100%
Complaints about service providers - Provider Costs	51	2%	<11	n/a	51	2%

¹⁶⁹ There are 38,328 total participant complaints in Prior Quarters, 2,429 total participant complaints in 2023-24 Q2, and 40,757 total participant complaints as at 31 December 2023, including 635 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	160	6%	<11	n/a	169	6%
Complaints about service providers - Provider Fraud and Compliance	224	9%	21	16%	245	9%
Complaints about service providers - Provider Process	89	4%	<11	n/a	89	3%
Complaints about service providers - Provider Service	951	38%	52	41%	1,003	38%
Complaints about service providers - Provider Staff	431	17%	42	33%	473	18%
Complaints about service providers - Service Delivery	122	5%	<11	n/a	122	5%
Complaints about service providers - Staff Conduct	125	5%	<11	n/a	125	5%
Complaints about service providers - Supports being provided	137	5%	<11	n/a	137	5%
Complaints about service providers - Other	214	9%	<11	n/a	218	8%
Complaints about service providers - Total	2,504	100%	128	100%	2,632	100%

Table G.25 AAT Cases by category at 31 December 2023 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	837	19%	70	24%	907	19%
Plan	3,171	71%	191	67%	3,362	71%
Plan Reassessment	104	2%	<11	n/a	105	2%
Other	323	7%	24	8%	347	7%
Total cases	4,435	100%	286	100%	4,721	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.71%</i>	<i>n/a</i>	<i>0.67%</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

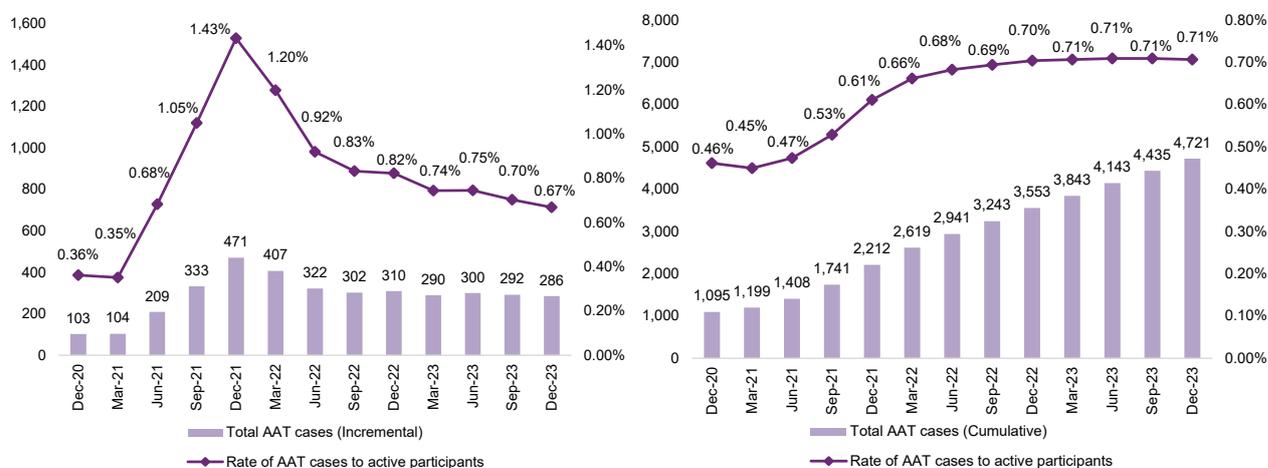


Table G.26 AAT cases by open/closed and decision – Victoria ^{170 171}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,721	4,254
Open AAT Cases	810	805
Closed AAT Cases	3,911	3,284
<i>Resolved before hearing</i>	<i>3,821</i>	<i>3,213</i>
<i>Gone to hearing and received a substantive decision</i>	<i>90</i>	<i>71</i>

¹⁷⁰ Of the 90 cases which went to hearing and received a substantive decision: 29 affirmed the NDIA's decision, 22 varied the NDIA's decision and 39 set aside the NDIA's decision.

¹⁷¹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table G.27 AAT Supports in dispute – Victoria ^{172 173 174}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	27	20	11
Core Supports	178	97	57
Capacity Building Support	223	135	68
General Support	27	30	<11
Assistive Technology	74	37	17
SDA	38	13	12
Home Modifications	16	<11	<11
SIL	55	19	16
Everyday Living Costs	22	14	<11
Transport	41	13	11
Other	<11	<11	<11
Total	394	214	123

Table G.28 Closed AAT by outcome – Victoria

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	84	2%	<11	n/a	90	2%
<i>Decided by Tribunal - Affirmed</i>	26	1%	<11	n/a	29	1%
<i>Decided by Tribunal - Varied</i>	21	1%	<11	n/a	22	1%
<i>Decided by Tribunal - Set Aside</i>	37	1%	<11	n/a	39	1%
Not Decided by Tribunal - Total	3,549	98%	272	98%	3,821	98%
<i>Not Decided by Tribunal - Resolved by consent</i>	2,316	64%	195	70%	2,511	64%
<i>Not Decided by Tribunal - Withdrawn</i>	858	24%	56	20%	914	23%
<i>Not Decided by Tribunal - No jurisdiction</i>	108	3%	<11	n/a	108	3%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	14	0%	<11	n/a	16	0%
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	29	1%	<11	n/a	30	1%
<i>Not Decided by Tribunal - Dismissed</i>	222	6%	18	6%	240	6%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	3,633	100%	278	100%	3,911	100%

¹⁷² Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁷³ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

¹⁷⁴ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table G.29 Key markets indicators by quarter – Victoria ^{175 176}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.05	1.02
Number of providers delivering new types of supports	503	474
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.30 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Victoria ¹⁷⁷

Activity	Number of providers
Active for the first time in 2023-24 Q2	141
Active in 2023-24 Q2 and also in previous quarters	2,684
Active in 2023-24 Q2	2,825
Inactive in 2023-24 Q2	5,222
Active ever	8,047

Table G.31 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Victoria ¹⁷⁸

Amount paid in 2023-24 Q2	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	377	63	47	487
\$2,001-\$10,000	478	30	58	566
\$10,001-\$100,000	849	24	28	901
\$100,001-\$250,000	314	<5	7	322
\$250,000+	548	<5	<5	549
Total	2,566	118	141	2,825

Table G.32 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Victoria ^{179 180}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	0%	15%	5%
Health & Wellbeing	2%	51%	18%
Lifelong Learning	1%	30%	10%
Other	0%	22%	7%
Non-categorised	2%	15%	6%
Any mainstream service	4%	81%	29%

¹⁷⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁷⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁷⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁷⁸ 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.

¹⁷⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁸⁰ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table G.33 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Victoria ¹⁸¹

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	2%	2%	2%
Daily life	21%	20%	21%
Health and wellbeing	65%	68%	65%
Learning	29%	24%	28%
Relationships	5%	4%	5%
Social and community activities	8%	7%	8%
Unknown	17%	14%	17%
Where I live	1%	2%	1%
Work	4%	3%	4%
Any mainstream service	100%	99%	100%

¹⁸¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
 December 2023 | NDIS Quarterly Report to Disability Ministers

Part Five: Financial sustainability

Note: In Figures G.5 to G.13 and in Table G.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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 G.34 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2023-24 Q2 – 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	4.7%	4.9%
\$10,001-\$15,000	10.1%	10.5%
\$15,001-\$20,000	14.4%	15.0%
\$20,001-\$25,000	13.1%	13.7%
\$25,001-\$30,000	5.4%	5.7%
\$30,001-\$50,000	14.8%	15.4%
\$50,001-\$100,000	18.1%	18.9%
\$100,001-\$150,000	6.3%	6.5%
\$150,001-\$200,000	3.0%	3.1%
\$200,001-\$250,000	1.8%	1.7%
\$250,001+	6.4%	2.7%

Figure G.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – Victoria

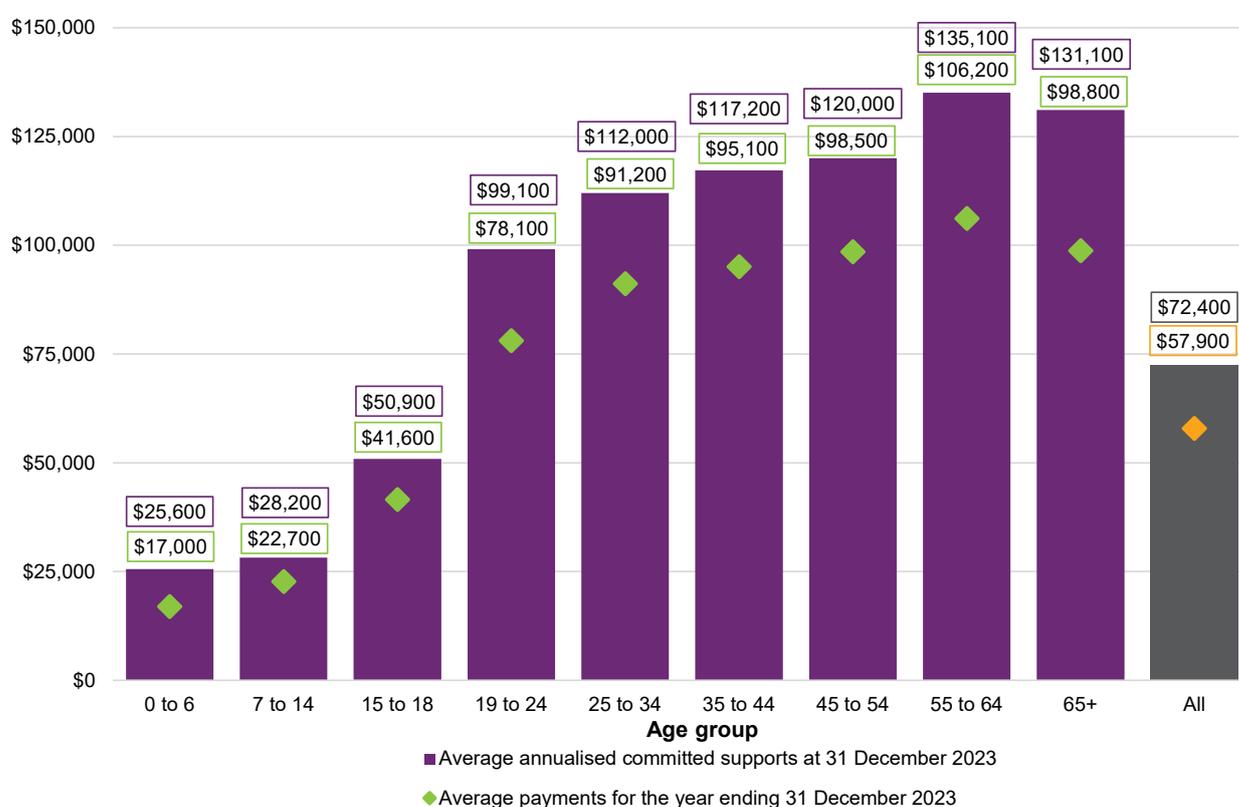


Figure G.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Victoria

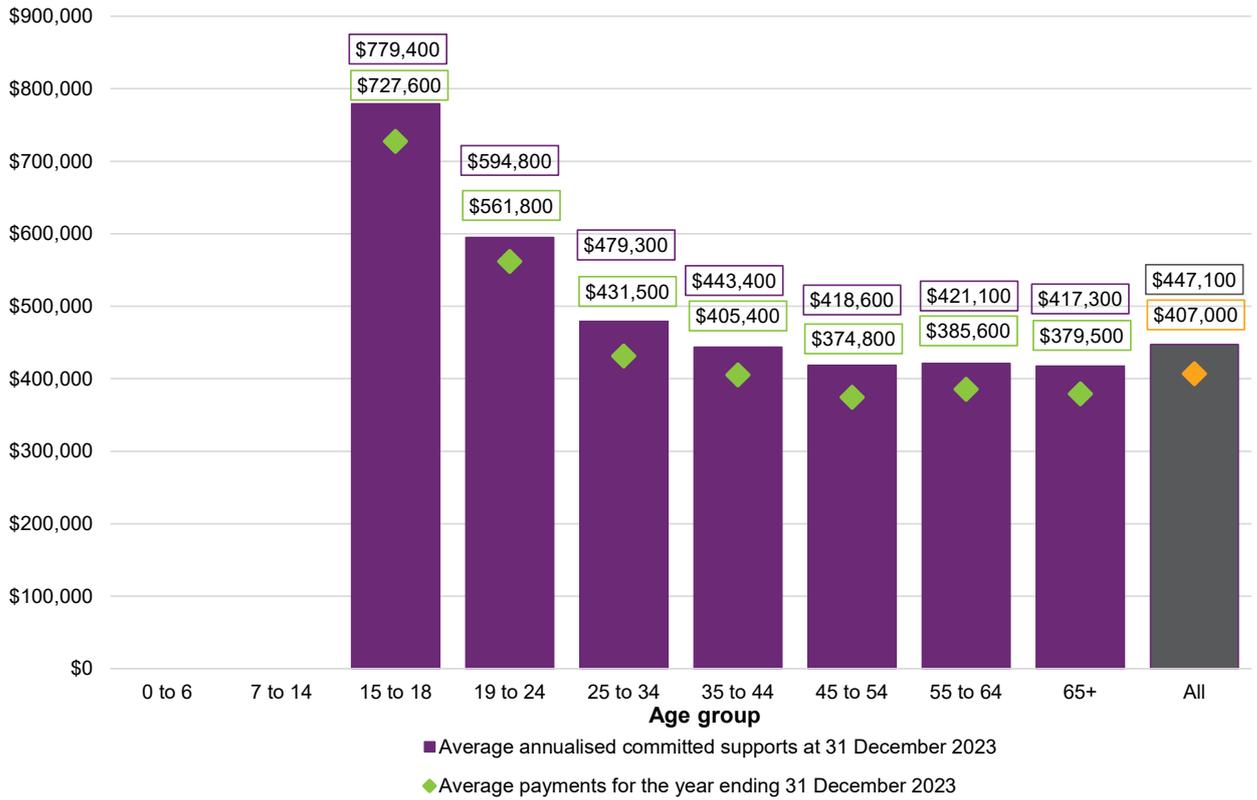


Figure G.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Victoria

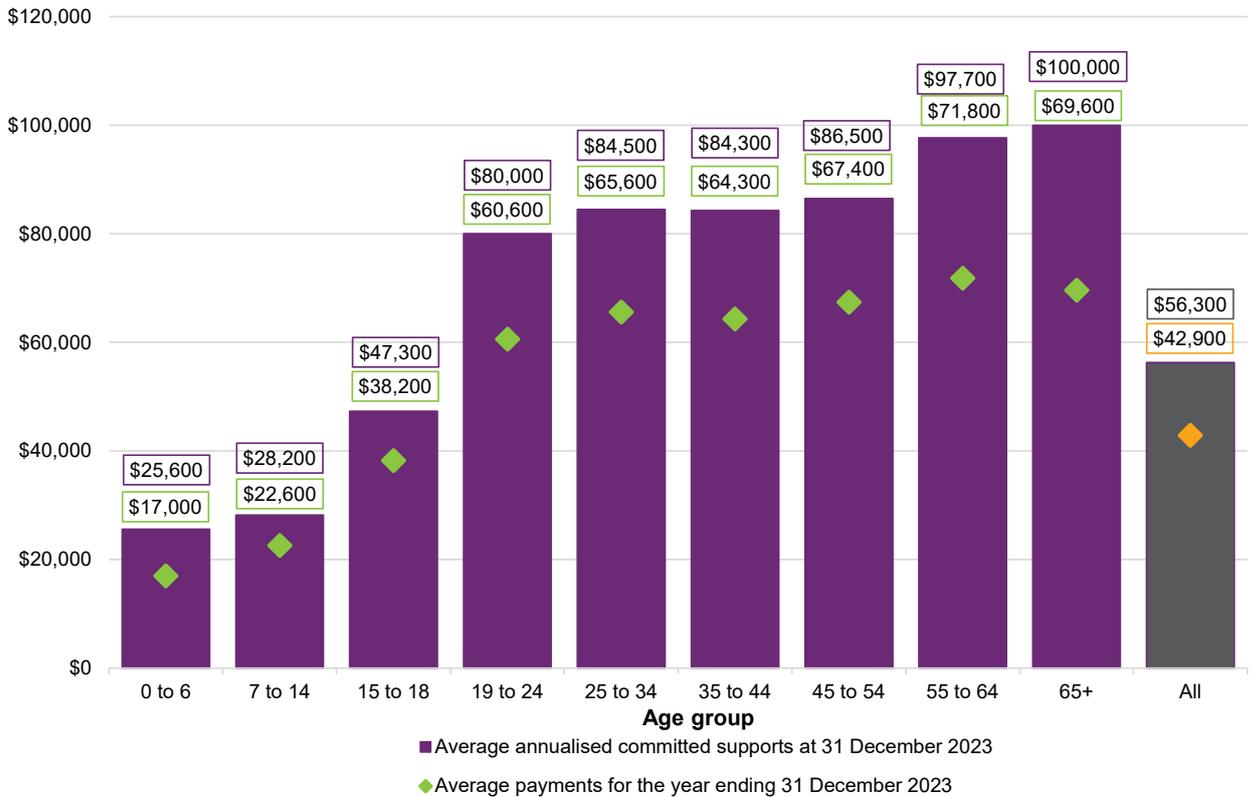


Figure G.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Victoria

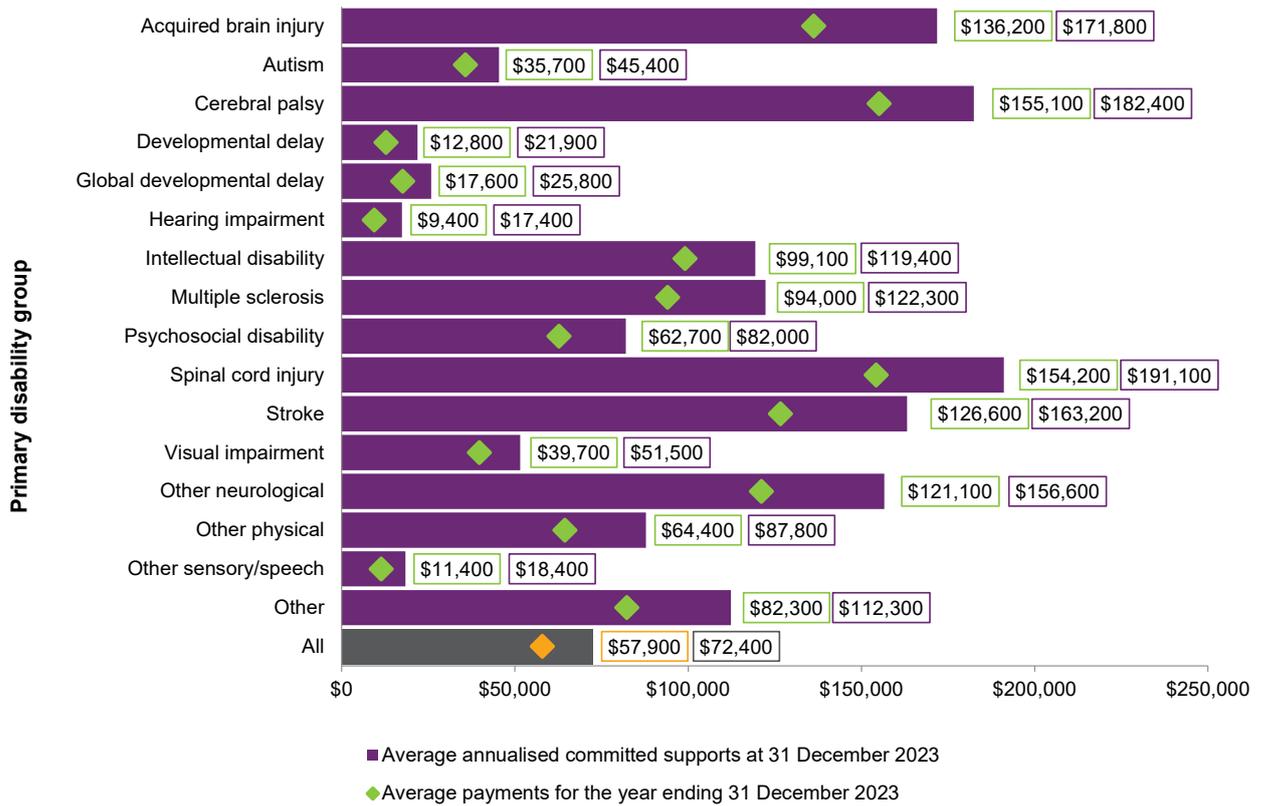


Figure G.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Victoria

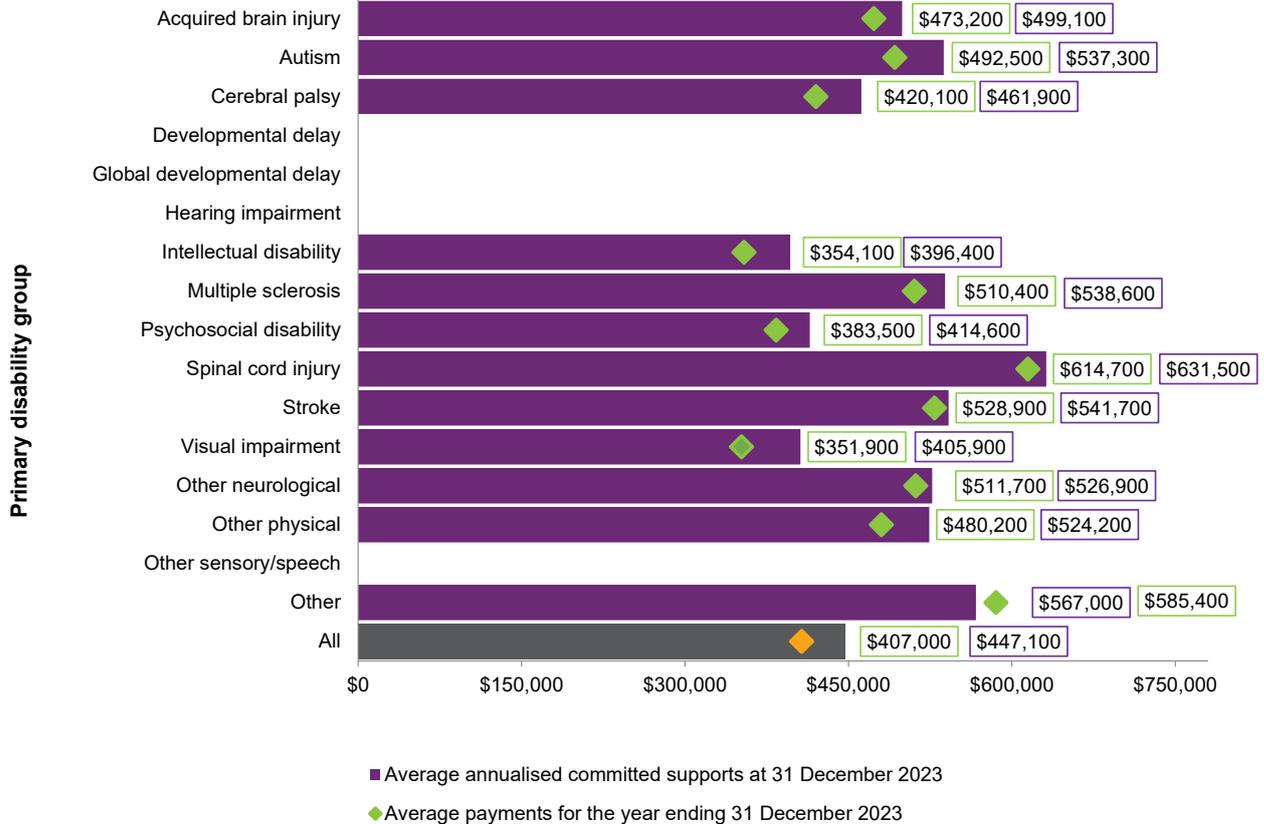


Figure G.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Victoria

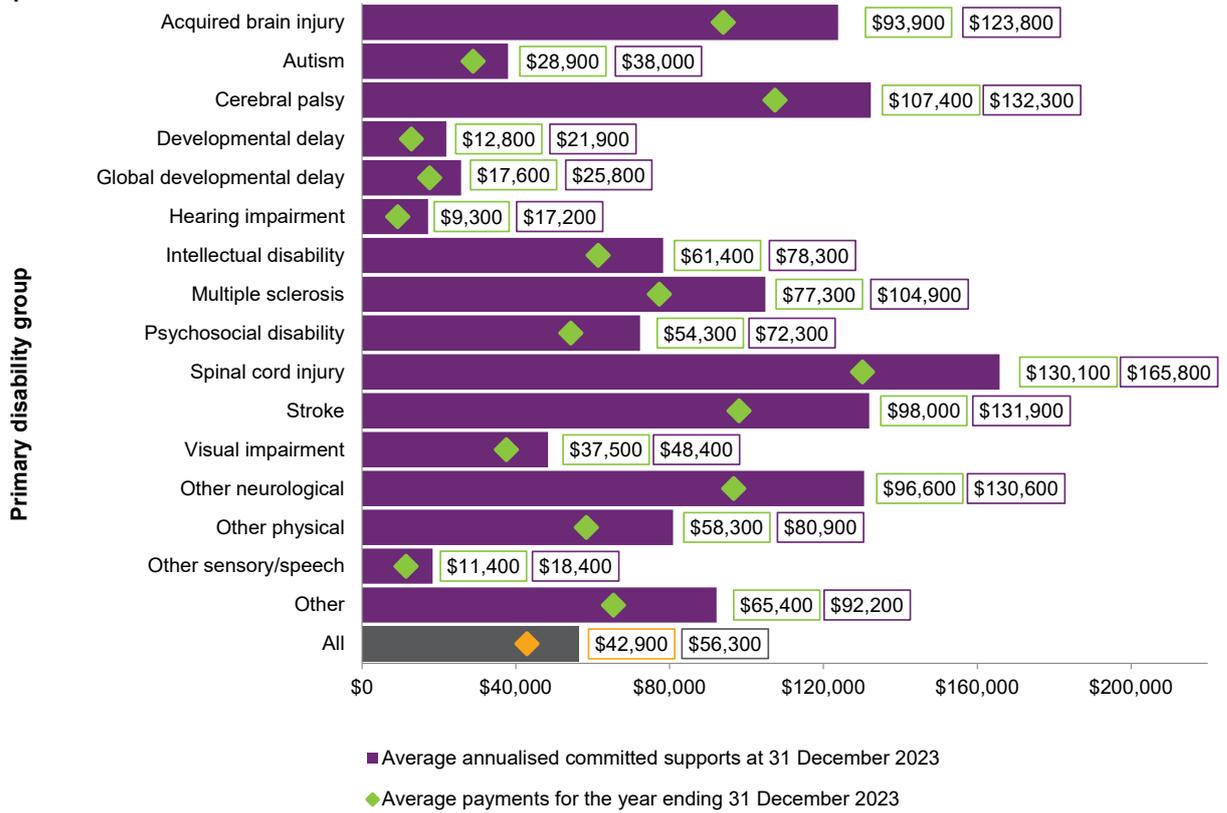


Figure G.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Victoria

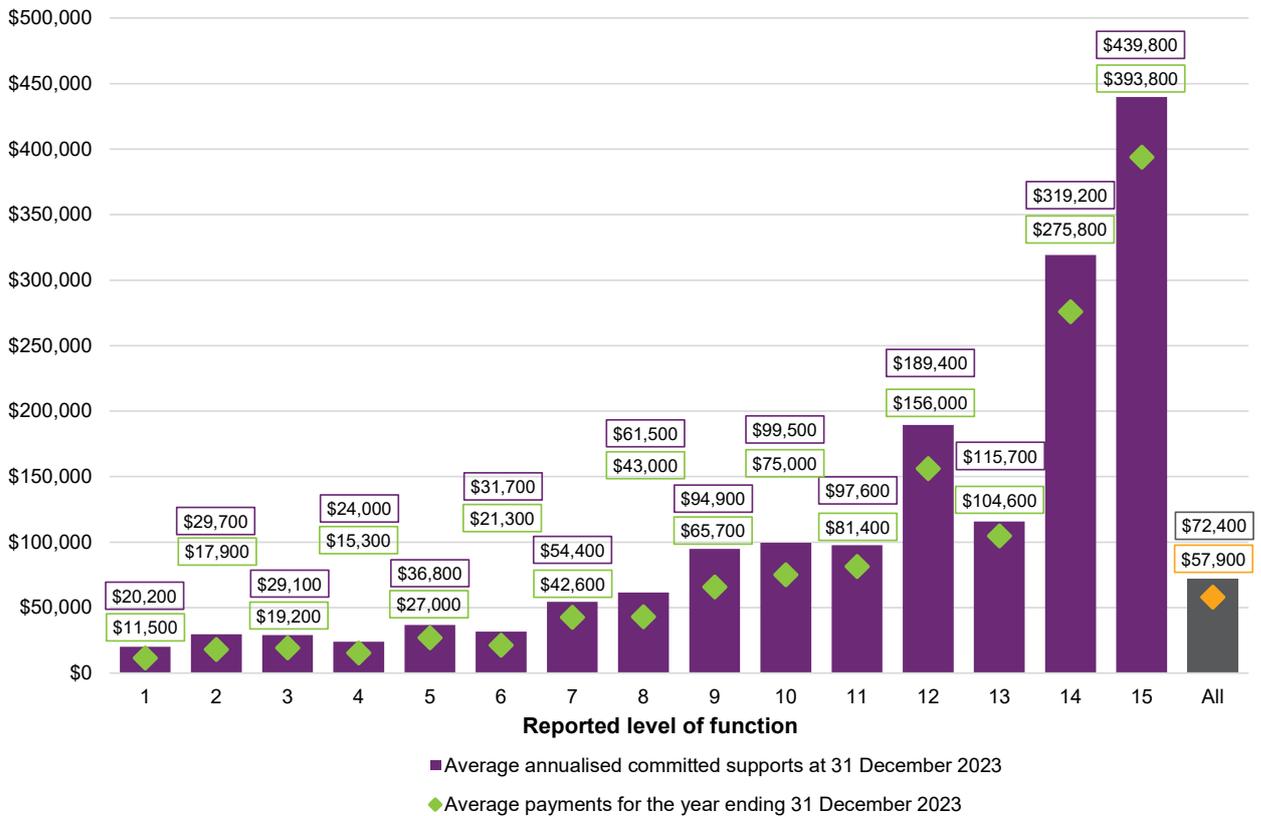


Figure G.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Victoria



Figure G.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Victoria

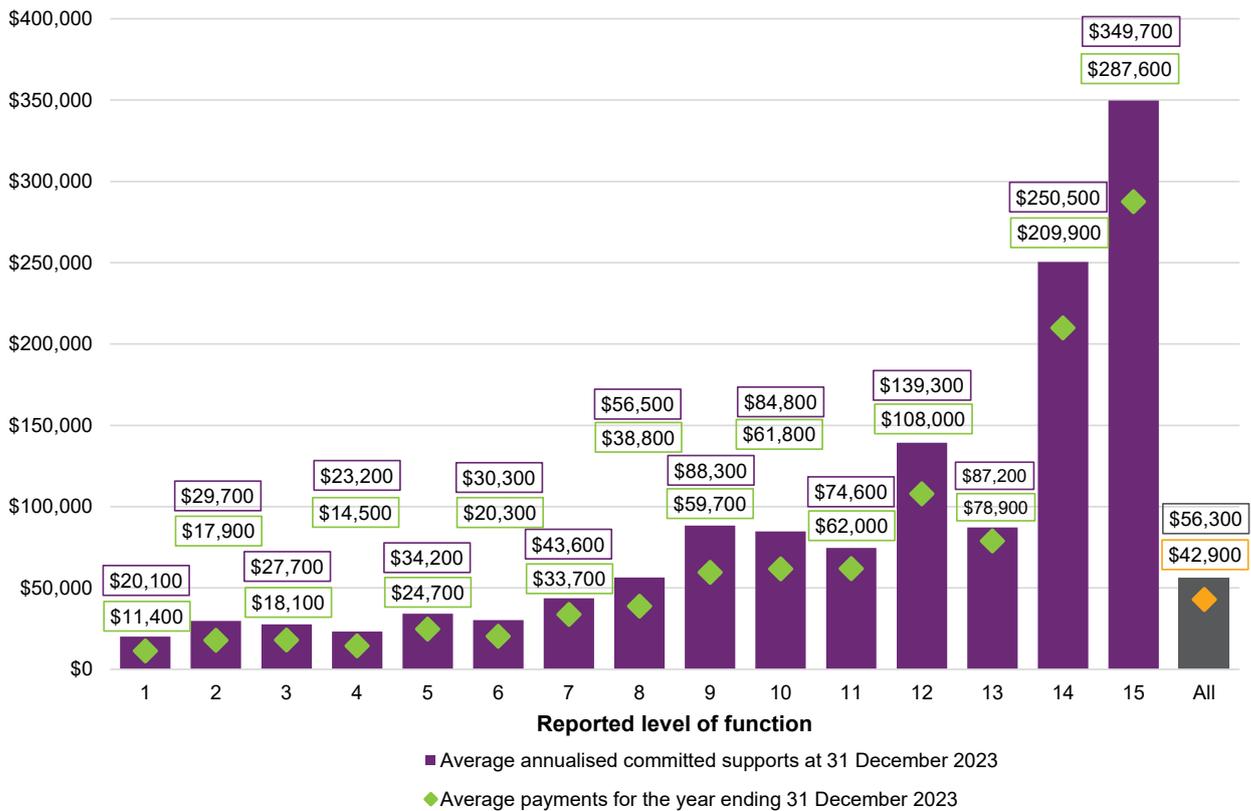


Table G.35 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Victoria ^{182 183}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	4,550.0	5,424.7
Core: Consumables	169.1	238.4
Core: Social and Civic	2,271.5	2,935.3
Core: Transport	218.0	143.5
Capacity Building: Choice and Control	143.7	161.7
Capacity Building: Daily Activities	1,320.6	2,254.2
Capacity Building: Employment	28.0	75.0
Capacity Building: Health and Wellbeing	7.3	16.6
Capacity Building: Home Living	0.6	3.3
Capacity Building: Lifelong learning	0.03	0.2
Capacity Building: Relationships	135.5	276.5
Capacity Building: Social and Civic	43.8	113.0
Capacity Building: Support Coordination	316.0	407.2
Capital: Assistive Technology	142.9	320.5
Capital: Home Modifications	116.9	174.3
All	9,464.0	12,544.4

Table G.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Victoria ^{184 185}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	1,979.7	2,182.3
Core: Consumables	19.8	24.3
Core: Social and Civic	457.1	590.5
Core: Transport	15.6	19.5
Capacity Building: Choice and Control	8.8	9.4
Capacity Building: Daily Activities	72.9	105.6
Capacity Building: Employment	0.5	1.6
Capacity Building: Health and Wellbeing	0.5	1.2
Capacity Building: Home Living	0.001	0.01
Capacity Building: Lifelong learning	0.001	n/a
Capacity Building: Relationships	44.6	80.2
Capacity Building: Social and Civic	0.5	1.0
Capacity Building: Support Coordination	43.0	50.1
Capital: Assistive Technology	21.0	38.8
Capital: Home Modifications	69.7	91.0
All	2,733.8	3,195.5

¹⁸² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹⁸³ Total payments for home modifications in Victoria were \$116.9 million. Of which, \$82.0 million (70%) has been paid for specialised disability accommodation (SDA) supports, and \$34.8 million (30%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$174.3 million. Of which, \$116.2 million (67%) has been allocated for specialised disability accommodation (SDA) supports, and \$58.1 million (33%) has been allocated for non-SDA supports.

¹⁸⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹⁸⁵ Total payments for home modifications in Victoria were \$69.7 million. Of which, \$68.9 million (98.9%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (1.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$91.0 million. Of which, \$89.4 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6 million (2%) has been allocated for non-SDA supports.

Table G.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Victoria ^{186 187}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	2,570.4	3,242.3
Core: Consumables	149.3	214.1
Core: Social and Civic	1,814.4	2,344.7
Core: Transport	202.4	124.0
Capacity Building: Choice and Control	134.8	152.4
Capacity Building: Daily Activities	1,247.7	2,148.6
Capacity Building: Employment	27.4	73.4
Capacity Building: Health and Wellbeing	6.9	15.4
Capacity Building: Home Living	0.6	3.3
Capacity Building: Lifelong learning	0.03	0.2
Capacity Building: Relationships	90.9	196.3
Capacity Building: Social and Civic	43.2	112.1
Capacity Building: Support Coordination	273.0	357.1
Capital: Assistive Technology	121.9	281.7
Capital: Home Modifications	47.2	83.3
All	6,730.2	9,348.9

Table G.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ¹⁸⁸

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	205.1	498.2	1,439.5	3,455.5	6,018.2	7,923.9	9,261.0	11,521.0	6,401.5
Total Paid	32.4	128.0	161.4	339.0	956.4	2,367.7	4,127.7	5,457.5	6,813.5	8,524.6	4,615.3
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	74%	72%

Table G.39 Percentage change in plan budgets for active participants – Victoria

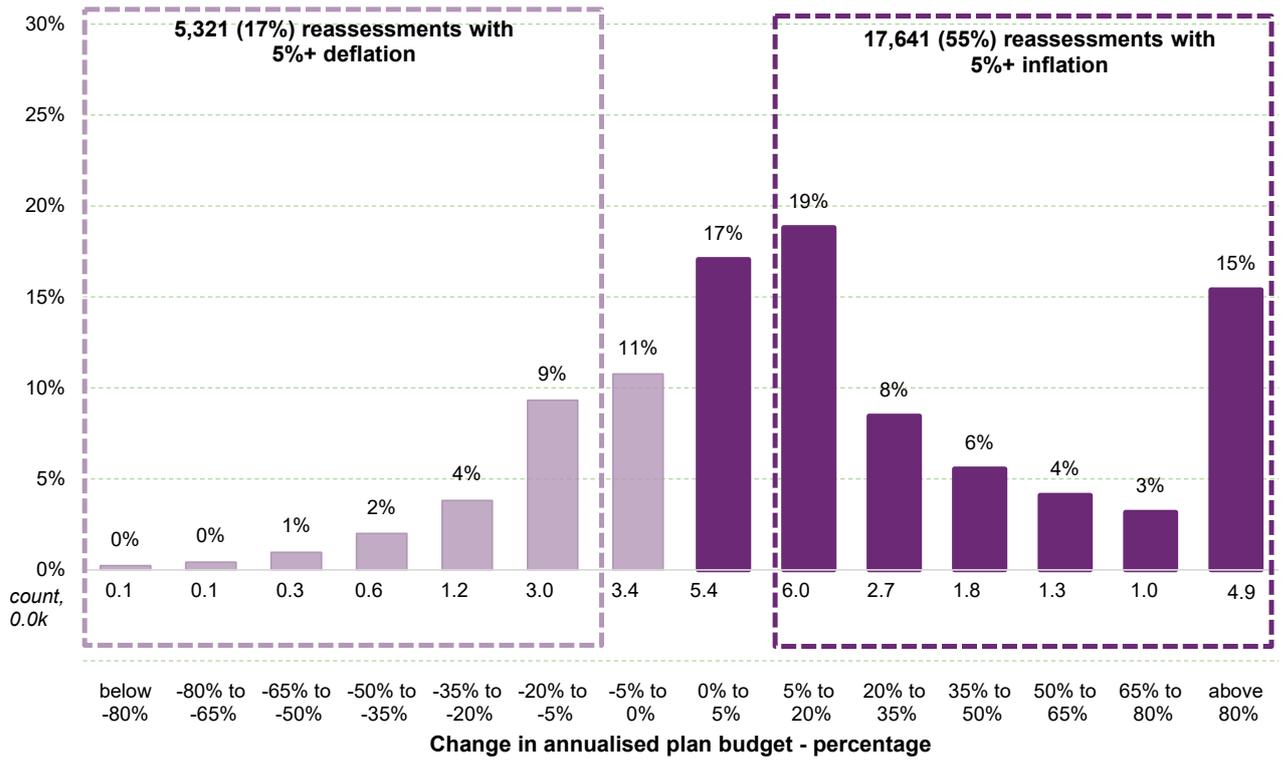
Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	6.5%	7.0%	9.3%	13.1%	8.4%	8.5%	8.9%	11.0%	8.0%
Interplan Inflation	2.8%	2.0%	3.4%	6.4%	6.8%	3.6%	2.5%	3.4%	1.6%
Total Inflation	9.3%	9.0%	12.7%	19.5%	15.1%	12.1%	11.4%	14.4%	9.6%

¹⁸⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

¹⁸⁷ Total payments for home modifications in Victoria were \$47.2 million. Of which, \$13.1 million (28%) has been paid for specialised disability accommodation (SDA) supports, and \$34.1 million (72%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$83.3 million. Of which, \$26.8 million (32%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.5 million (68%) has been allocated for non-SDA supports.

¹⁸⁸ 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 31 December 2023) - all participants – Victoria ^{189 190}



¹⁸⁹ 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.

¹⁹⁰ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement H:

Queensland

This supplement shows the data for Queensland. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	173,549	4,492	178,041
Active Eligible - Total	137,244	3,433	140,677
<i>Active Eligible - New</i>	93,533	3,347	96,880
<i>Active Eligible - State</i>	33,588	54	33,642
<i>Active Eligible - Commonwealth</i>	10,123	32	10,155
Active Participant Plans - Total	134,367	4,338	138,705
<i>Active Participant Plans - New</i>	90,799	4,254	95,053
<i>Active Participant Plans - State</i>	33,495	48	33,543
<i>Active Participant Plans - Commonwealth</i>	10,073	36	10,109
Active Participant Plans - Total	134,367	4,338	138,705
<i>Active Participant Plans - Early Intervention (s25)</i>	43,134	2,569	45,703
<i>Active Participant Plans - Permanent Disability (s24)</i>	91,233	1,769	93,002

Table H.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Queensland

People leaving the Scheme	Total
Number of people who have left the Scheme	8,984
<i>Early Intervention participants</i>	3,224
<i>Permanent disability participants</i>	5,760

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	32,810	98%	14,490	98%	252	96%	47,552	98%
7 to 14	20,277	91%	10,622	91%	444	85%	31,343	91%
15 to 18	5,971	92%	3,820	90%	282	91%	10,073	91%
19 to 24	4,656	90%	3,053	85%	190	82%	7,899	88%
25 to 34	5,652	88%	4,640	80%	189	74%	10,481	84%
35 to 44	5,719	83%	5,148	74%	111	64%	10,978	78%
45 to 54	7,165	78%	6,717	68%	134	57%	14,016	73%
55 to 64	9,163	72%	8,254	60%	157	46%	17,574	65%
65+	284	51%	289	45%	<11	n/a	574	48%
Missing	633	100%	504	100%	<11	n/a	1,145	100%
Total	92,330	89%	57,537	80%	1,768	75%	151,635	85%

Table H.4 Assessment of access by primary disability group and gender – Queensland ¹⁹¹

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	3,136	92%	1,627	91%	31	86%	4,794	92%
Autism	35,650	97%	16,412	97%	989	95%	53,051	97%
Cerebral palsy	2,247	96%	1,761	95%	16	80%	4,024	96%
Developmental delay	15,053	99%	6,452	99%	112	98%	21,617	99%
Global developmental delay	2,305	99%	1,044	99%	22	96%	3,371	99%
Hearing impairment	3,184	90%	3,372	89%	63	81%	6,619	89%
Intellectual disability	11,113	95%	9,212	95%	108	81%	20,433	95%
Multiple sclerosis	464	91%	1,483	89%	15	88%	1,962	89%
Psychosocial disability	6,685	73%	6,364	63%	209	56%	13,258	68%
Spinal cord injury	1,266	94%	492	91%	16	84%	1,774	93%
Stroke	1,344	85%	1,054	83%	17	68%	2,415	84%
Visual impairment	1,063	85%	987	82%	<11	n/a	2,059	83%
Other neurological	3,453	82%	2,765	76%	55	64%	6,273	79%
Other physical	3,027	50%	2,814	37%	59	27%	5,900	43%
Other sensory/speech	270	37%	98	33%	<11	n/a	370	36%
Other	1,414	44%	1,080	31%	34	28%	2,528	38%
Missing	656	95%	520	93%	11	61%	1,187	94%
Total	92,330	89%	57,537	80%	1,768	75%	151,635	85%

¹⁹¹ Down syndrome is included in intellectual disability.
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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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	13,915	10%	573	13%	14,488	10%
Non-First Nations Participants	107,089	80%	3,672	85%	110,761	80%
Not Stated	13,363	10%	93	2%	13,456	10%
Total	134,367	100%	4,338	100%	138,705	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ^{192 193}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,101	5%	187	4%	7,288	5%
Not culturally and linguistically diverse	124,897	93%	4,083	94%	128,980	93%
Not stated	2,369	2%	68	2%	2,437	2%
Total	134,367	100%	4,338	100%	138,705	100%

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2023 – Queensland ¹⁹⁴

Age group	Total number of active participants
Under 45	<11
45 to 54	30
55 to 64	184
Total YPIRAC (under 65)	217

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ¹⁹⁵

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	-13	217

¹⁹² The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

¹⁹³ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁹⁴ There are a further 363 active participants aged 65 years or over who are currently in residential aged care.

¹⁹⁵ 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 H.9 Participant profile per quarter by remoteness – Queensland ¹⁹⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	81,863	61%	2,992	69%	84,855	61%
Population > 50,000	30,599	23%	749	17%	31,348	23%
Population between 15,000 and 50,000	5,121	4%	136	3%	5,257	4%
Population between 5,000 and 15,000	5,577	4%	148	3%	5,725	4%
Population less than 5,000	8,924	7%	241	6%	9,165	7%
Remote	1,184	1%	42	1%	1,226	1%
Very Remote	1,091	1%	30	1%	1,121	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	134,367	100%	4,338	100%	138,705	100%

Table H.10 Participant profile per quarter by primary disability group – Queensland ^{197 198 199}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	50,362	37%	1,372	32%	51,734	37%
Intellectual disability	19,080	14%	207	5%	19,287	14%
Developmental delay	16,594	12%	1,883	43%	18,477	13%
Psychosocial disability	12,074	9%	166	4%	12,240	9%
Hearing impairment	6,261	5%	85	2%	6,346	5%
Other neurological	4,834	4%	93	2%	4,927	4%
Other physical	4,786	4%	64	1%	4,850	3%
Acquired brain injury	4,115	3%	54	1%	4,169	3%
Cerebral palsy	3,805	3%	19	0%	3,824	3%
Global developmental delay	2,922	2%	201	5%	3,123	2%
Multiple sclerosis	1,809	1%	32	1%	1,841	1%
Visual impairment	1,873	1%	21	0%	1,894	1%
Stroke	2,044	2%	41	1%	2,085	2%
Other	1,995	1%	80	2%	2,075	1%
Spinal cord Injury	1,581	1%	16	0%	1,597	1%
Other sensory/speech	232	0%	<11	n/a	236	0%
Total	134,367	100%	4,338	100%	138,705	100%

¹⁹⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

¹⁹⁷ Table order based on national proportions in Table E.15 (highest to lowest).

¹⁹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁹⁹ Down syndrome is included in intellectual disability, representing 2% (2,467) of all Scheme participants in Queensland.

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{200 201}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	788	12%	<11	n/a	788	12%
Intellectual disability	2,907	43%	<11	n/a	2,908	43%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	683	10%	<11	n/a	683	10%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	534	8%	<11	n/a	534	8%
Other physical	86	1%	<11	n/a	86	1%
Acquired brain injury	641	10%	<11	n/a	644	10%
Cerebral palsy	536	8%	<11	n/a	536	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	87	1%	<11	n/a	87	1%
Visual impairment	23	0%	<11	n/a	23	0%
Stroke	240	4%	<11	n/a	241	4%
Other	147	2%	<11	n/a	147	2%
Spinal cord Injury	61	1%	<11	n/a	61	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,738	100%	<11	n/a	6,743	100%

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ²⁰²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	49,574	39%	1,372	32%	50,946	39%
Intellectual disability	16,173	13%	206	5%	16,379	12%
Developmental delay	16,594	13%	1,883	43%	18,477	14%
Psychosocial disability	11,391	9%	166	4%	11,557	9%
Hearing impairment	6,257	5%	85	2%	6,342	5%
Other neurological	4,300	3%	93	2%	4,393	3%
Other physical	4,700	4%	64	1%	4,764	4%
Acquired brain injury	3,474	3%	51	1%	3,525	3%
Cerebral palsy	3,269	3%	19	0%	3,288	2%
Global developmental delay	2,922	2%	201	5%	3,123	2%
Multiple sclerosis	1,722	1%	32	1%	1,754	1%
Visual impairment	1,850	1%	21	0%	1,871	1%
Stroke	1,804	1%	40	1%	1,844	1%
Other	1,848	1%	80	2%	1,928	1%
Spinal cord Injury	1,520	1%	16	0%	1,536	1%
Other sensory/speech	231	0%	<11	n/a	235	0%
Total	127,629	100%	4,333	100%	131,962	100%

²⁰⁰ 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.

²⁰¹ Down syndrome is included in intellectual disability, representing 7% (452) of participants in SIL.

²⁰² Down syndrome is included in intellectual disability, representing 2% (2,015) of participants not in SIL.

Table H.13 Participant profile per quarter by reported level of function – Queensland ²⁰³

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	18,332	14%	1,372	32%	19,704	14%
2 (High Function)	176	0%	14	0%	190	0%
3 (High Function)	6,735	5%	259	6%	6,994	5%
4 (High Function)	8,299	6%	157	4%	8,456	6%
5 (High Function)	7,636	6%	276	6%	7,912	6%
6 (Moderate Function)	37,459	28%	1,075	25%	38,534	28%
7 (Moderate Function)	5,883	4%	148	3%	6,031	4%
8 (Moderate Function)	8,137	6%	124	3%	8,261	6%
9 (Moderate Function)	777	1%	14	0%	791	1%
10 (Moderate Function)	13,367	10%	153	4%	13,520	10%
11 (Low Function)	3,365	3%	31	1%	3,396	2%
12 (Low Function)	13,778	10%	144	3%	13,922	10%
13 (Low Function)	8,072	6%	67	2%	8,139	6%
14 (Low Function)	2,287	2%	<11	n/a	2,295	2%
15 (Low Function)	46	0%	<11	n/a	46	0%
Missing	18	0%	496	11%	514	0%
Total	134,367	100%	4,338	100%	138,705	100%

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

Age group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	21,291	16%	2,371	55%	23,662	17%
7 to 14	37,314	28%	842	19%	38,156	28%
15 to 18	12,900	10%	231	5%	13,131	9%
19 to 24	10,825	8%	110	3%	10,935	8%
25 to 34	11,141	8%	163	4%	11,304	8%
35 to 44	9,932	7%	166	4%	10,098	7%
45 to 54	11,388	8%	186	4%	11,574	8%
55 to 64	13,501	10%	247	6%	13,748	10%
65+	6,075	5%	22	1%	6,097	4%
Total	134,367	100%	4,338	100%	138,705	100%

Table H.15 Participation rates by age group and gender at 31 December 2023 – Queensland ²⁰⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.1%	3.5%	5.4%
7 to 14	8.9%	4.5%	6.8%
15 to 18	5.6%	3.4%	4.6%
19 to 24	3.2%	2.0%	2.7%
25 to 44	1.6%	1.3%	1.5%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.6%	2.2%	3.0%

²⁰³ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁰⁴ 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.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 H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,130), 'participant social and community engagement rate' (n=10,181), 'parent and carer employment rate' (n=9,551) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,118) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Queensland²⁰⁵

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	17%	19%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	24%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	20%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	18%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	40%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	44%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	44%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	37%	46%
Participant social and community engagement rate - Aged 65+ years	32%	37%	36%	46%
Participant social and community engagement rate - Aged 25+ years	34%	42%	39%	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	47%	47%	46%	50%
Parent and carer employment rate - All ages	45%	47%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	80%	75%

²⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=8,114), 'participant social and community engagement rate' (n=8,168), 'parent and carer employment rate' (n=5,463) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=5,702) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Queensland ²⁰⁶

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	20%	21%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	21%	26%
Participant employment rate - Aged 45 to 54 years	17%	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	37%	43%	45%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	46%	45%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	44%	41%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	40%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	41%	42%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	44%	38%	46%
Participant social and community engagement rate - Aged 25+ years	36%	43%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	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%	43%	43%	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%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	77%	81%	75%

²⁰⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=5,665), 'participant social and community engagement rate' (n=5,717), 'parent and carer employment rate' (n=3,231) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=4,541) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Queensland ²⁰⁷

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	16%	17%	23%	26%
Participant employment rate - Aged 25 to 34 years	24%	24%	24%	17%	25%	26%
Participant employment rate - Aged 35 to 44 years	24%	26%	24%	21%	24%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	15%	17%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	14%	13%	26%
Participant employment rate - Aged 65+ years	9%	8%	6%	2%	4%	26%
Participant employment rate - Aged 25 to 64 years	21%	21%	19%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	19%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	43%	46%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	48%	48%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	48%	47%	42%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	43%	49%	52%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	37%	38%	42%	46%
Participant social and community engagement rate - Aged 65+ years	35%	41%	39%	36%	40%	46%
Participant social and community engagement rate - Aged 25+ years	40%	44%	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%	50%	50%
Parent and carer employment rate - Aged 15+ years	43%	44%	47%	45%	46%	50%
Parent and carer employment rate - All ages	43%	45%	46%	45%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	82%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	78%	83%	75%

²⁰⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,136), 'participant social and community engagement rate' (n=3,146), 'parent and carer employment rate' (n=1,378) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=2,660) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Queensland²⁰⁸

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	15%	17%	19%	21%	26%
Participant employment rate - Aged 25 to 34 years	21%	22%	20%	25%	13%	23%	26%
Participant employment rate - Aged 35 to 44 years	23%	24%	20%	19%	19%	21%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	19%	24%	22%	20%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	15%	15%	8%	14%	26%
Participant employment rate - Aged 65+ years	9%	10%	6%	7%	6%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	18%	20%	15%	19%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	18%	20%	15%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	42%	46%	46%	50%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	49%	52%	50%	52%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	51%	59%	53%	54%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	49%	52%	54%	52%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	42%	43%	45%	41%	44%	46%
Participant social and community engagement rate - Aged 65+ years	34%	39%	39%	45%	39%	42%	46%
Participant social and community engagement rate - Aged 25+ years	40%	46%	50%	50%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	39%	46%	49%	49%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	37%	39%	39%	43%	45%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	49%	50%	53%	47%	47%	50%
Parent and carer employment rate - All ages	40%	44%	44%	48%	46%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	72%	73%	76%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	80%	82%	83%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	79%	79%	82%	75%

²⁰⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,130), 'participant social and community engagement rate' (n=1,156), 'parent and carer employment rate' (n=342) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,013) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Queensland ²⁰⁹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	23%	22%	23%	30%	13%	23%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	26%	21%	21%	16%	23%	26%
Participant employment rate - Aged 35 to 44 years	23%	24%	26%	23%	19%	29%	19%	26%
Participant employment rate - Aged 45 to 54 years	20%	21%	19%	18%	12%	22%	16%	26%
Participant employment rate - Aged 55 to 64 years	18%	16%	16%	12%	14%	12%	12%	26%
Participant employment rate - Aged 65+ years	9%	12%	8%	7%	3%	4%	4%	26%
Participant employment rate - Aged 25 to 64 years	21%	21%	22%	18%	17%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	20%	22%	22%	19%	18%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	43%	43%	51%	39%	42%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	51%	49%	50%	49%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	48%	55%	58%	54%	51%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	51%	62%	54%	45%	60%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	43%	44%	42%	51%	49%	42%	46%
Participant social and community engagement rate - Aged 65+ years	32%	46%	48%	43%	43%	48%	40%	46%
Participant social and community engagement rate - Aged 25+ years	38%	47%	52%	49%	49%	51%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	46%	51%	49%	48%	50%	45%	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	43%	43%	52%	57%	67%	59%	53%	50%
Parent and carer employment rate - All ages	39%	43%	49%	46%	58%	60%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	70%	72%	74%	76%	76%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	78%	81%	84%	85%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	75%	78%	80%	82%	83%	75%

²⁰⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a sixth plan reassessment to date.

Table H.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=188), 'participant social and community engagement rate' (n=191), 'parent and carer employment rate' (n=56) 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=178) 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 31 December 2016 - Queensland

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 64 years	20%	27%	24%	24%	21%	19%	29%	22%	26%
Participant social and community engagement rate - Aged 25+ years	48%	49%	63%	56%	61%	41%	64%	49%	46%
Participant social and community engagement rate - Aged 15+ years	47%	48%	59%	54%	58%	40%	58%	49%	46%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	76%	70%	71%	79%	85%	80%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	79%	81%	88%	86%	84%	89%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	78%	77%	80%	82%	84%	85%	75%

Part Three: Participant experience

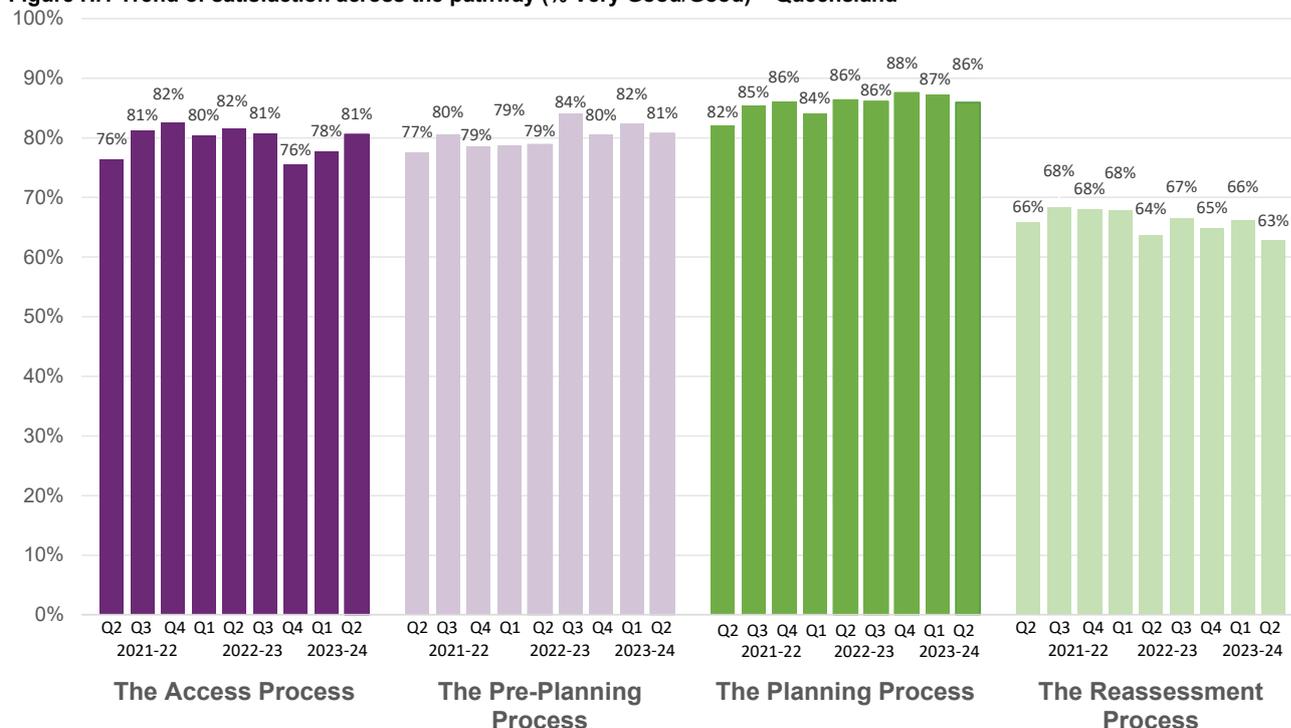
Table H.22 Proportion of participants who agreed with statements about 'Access' (n = 3,126 in Prior Quarters, n = 170 in 2023-24 Q2), 'Pre-planning' (n = 2,434 in Prior Quarters, n = 130 in 2023-24 Q2), 'Planning' (n = 12,544 in Prior Quarters, n = 781 in 2023-24 Q2) and 'Plan reassessment' (n = 27,381 in Prior Quarters, n = 1,294 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ^{210 211}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	85%	85%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	76%	81%
Access - % of participants rating their overall experience as Very Good or Good.	78%	81%
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%	92%
Pre-planning - Were decisions about your plan clearly explained?	77%	79%
Pre-planning - Are you clear on what happens next with your plan?	68%	68%
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%	81%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	91%
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%	84%
Planning - Do you know where to go for more help with your plan?	88%	88%
Planning - % 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?	75%	69%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	82%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	68%	63%

²¹⁰ 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.

²¹¹ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ²¹²



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table H.23 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.24 shows the number of complaints by type as well as by source and subject of complaint based on records.

²¹² Participant satisfaction results for prior quarters have been restated using data as at 31 December 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table H.23 Complaints and PCIs by quarter — Queensland ^{213 214 215}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	242	<11	251	230
People who have submitted an access request: Complaint about LAC Partner	748	81	829	724
People who have submitted an access request: Complaints about service providers	2,066	118	2,184	1,664
People who have submitted an access request: Complaints about the Agency	23,014	1,939	24,953	13,405
People who have submitted an access request: Unclassified	238	<11	240	219
People who have submitted an access request: Total	26,308	2,149	28,457	14,914
<i>Percentage of the number of active participants</i>	5.8%	6.3%	5.9%	n/a
Total PCIs	5,887	746	6,633	n/a

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

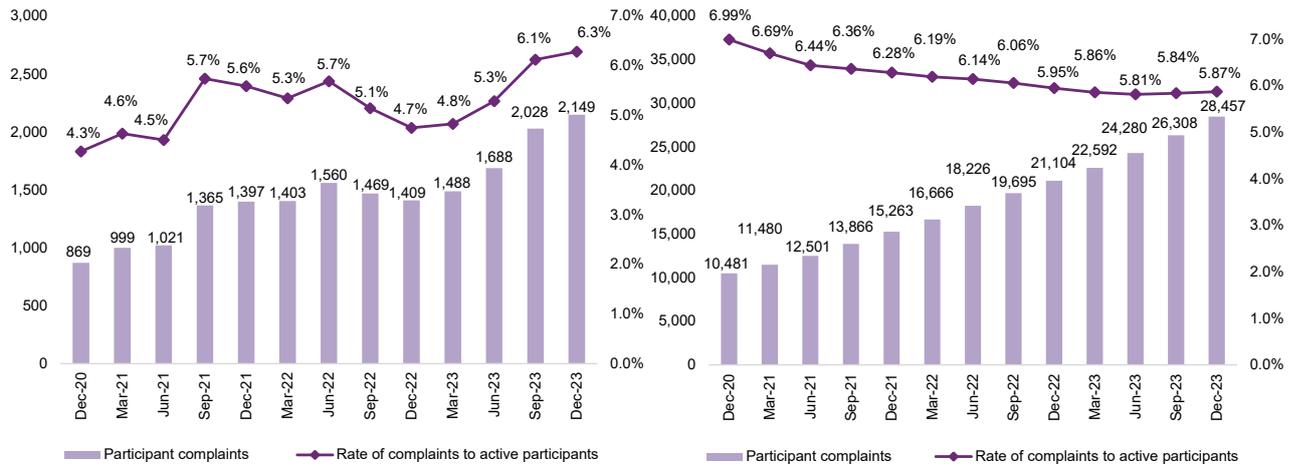
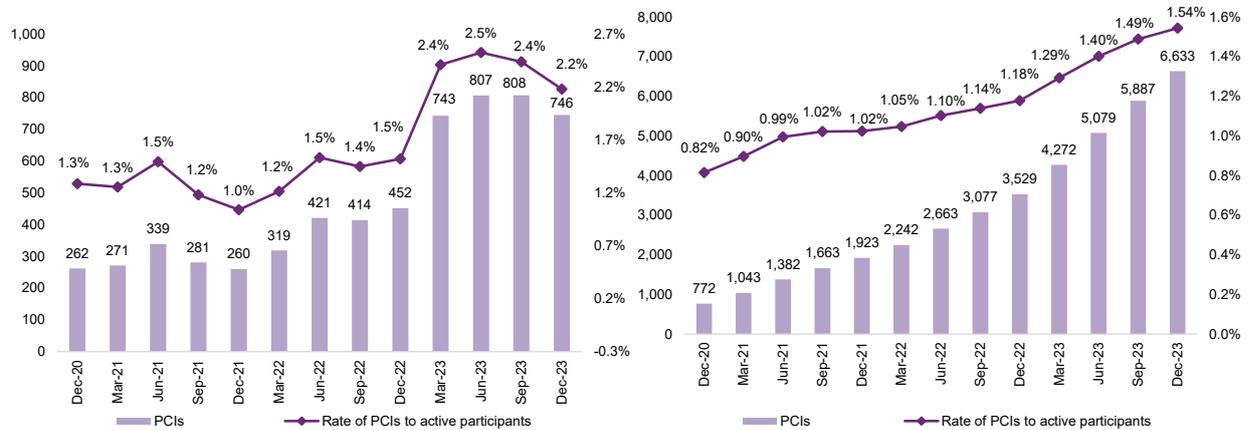


Figure H.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Queensland²¹⁶



²¹³ Note that 64% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

²¹⁴ 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.

²¹⁵ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

²¹⁶ Ibid.

Table H.24 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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	749	3%	<11	n/a	749	3%
Complaints about the Agency - Information unclear	281	1%	<11	n/a	282	1%
Complaints about the Agency - NDIA Access	792	3%	75	4%	867	3%
Complaints about the Agency - NDIA Engagement	24	0%	<11	n/a	29	0%
Complaints about the Agency - NDIA Finance	1,586	7%	155	8%	1,741	7%
Complaints about the Agency - NDIA Fraud and Compliance	127	1%	12	1%	139	1%
Complaints about the Agency - NDIA Plan	6,498	28%	555	29%	7,053	28%
Complaints about the Agency - NDIA Process	2,063	9%	200	10%	2,263	9%
Complaints about the Agency - NDIA Resources	183	1%	21	1%	204	1%
Complaints about the Agency - NDIA Staff	1,365	6%	156	8%	1,521	6%
Complaints about the Agency - NDIA Timeliness	4,229	18%	748	39%	4,977	20%
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	16	0%
Complaints about the Agency - Reasonable and necessary supports	764	3%	<11	n/a	764	3%
Complaints about the Agency - Staff conduct - Agency	255	1%	<11	n/a	255	1%
Complaints about the Agency - The way the NDIA carried out its decision making	495	2%	<11	n/a	496	2%
Complaints about the Agency - Timeliness	1,673	7%	<11	n/a	1,674	7%
Complaints about the Agency - Other	1,813	8%	<11	n/a	1,821	7%
Complaints about the Agency - Total	23,014	100%	1,939	100%	24,953	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	28	12%	<11	n/a	28	11%
Complaints about Early Connections Partner - Early Connections Process	35	14%	<11	n/a	35	14%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	122	50%	<11	n/a	125	50%
Complaints about Early Connections Partner - Early Connections Timeliness	55	23%	<11	n/a	61	24%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	242	100%	<11	n/a	251	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	1%	<11	n/a	16	2%
Complaints about LAC Partner - LAC Plan	122	16%	<11	n/a	128	15%
Complaints about LAC Partner - LAC Process	74	10%	<11	n/a	80	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	431	58%	59	73%	490	59%
Complaints about LAC Partner - LAC Timeliness	109	15%	<11	n/a	113	14%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a

²¹⁷ There are 26,308 total participant complaints in Prior Quarters, 2,149 total participant complaints in 2023-24 Q2, and 28,457 total participant complaints as at 31 December 2023, including 240 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Total	748	100%	81	100%	829	100%
Complaints about service providers - Provider Costs	72	3%	<11	n/a	72	3%
Complaints about service providers - Provider Finance	111	5%	<11	n/a	121	6%
Complaints about service providers - Provider Fraud and Compliance	182	9%	22	19%	204	9%
Complaints about service providers - Provider Process	68	3%	<11	n/a	68	3%
Complaints about service providers - Provider Service	730	35%	46	39%	776	36%
Complaints about service providers - Provider Staff	357	17%	36	31%	393	18%
Complaints about service providers - Service Delivery	104	5%	<11	n/a	104	5%
Complaints about service providers - Staff Conduct	126	6%	<11	n/a	126	6%
Complaints about service providers - Supports being provided	119	6%	<11	n/a	120	5%
Complaints about service providers - Other	197	10%	<11	n/a	200	9%
Complaints about service providers - Total	2,066	100%	118	100%	2,184	100%

Table H.25 AAT Cases by category at 31 December 2023 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	607	18%	63	24%	670	19%
Plan	2,448	74%	185	69%	2,633	73%
Plan Reassessment	73	2%	<11	n/a	74	2%
Other	196	6%	19	7%	215	6%
Total cases	3,324	100%	268	100%	3,592	100%
Percentage of the number of active participants	n/a	0.74%	n/a	0.78%	n/a	0.74%

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

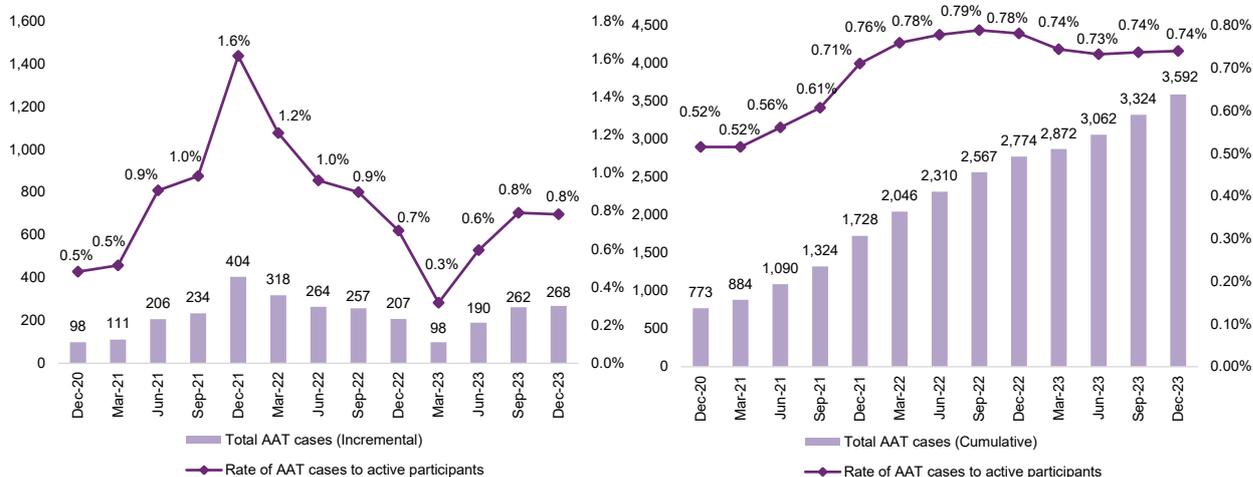


Table H.26 AAT cases by open/closed and decision – Queensland ^{218 219}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,592	3,313
Open AAT Cases	633	632
Closed AAT Cases	2,959	2,532
<i>Resolved before hearing</i>	2,907	2,491
<i>Gone to hearing and received a substantive decision</i>	52	41

Table H.27 AAT Supports in dispute – Queensland ^{220 221 222}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	18	13	<11
Core Supports	96	95	47
Capacity Building Support	96	95	65
General Support	19	27	17
Assistive Technology	34	35	20
SDA	21	21	13
Home Modifications	<11	<11	<11
SIL	26	36	23
Everyday Living Costs	<11	<11	<11
Transport	12	16	<11
Other	<11	<11	<11
Total	186	179	107

Table H.28 Closed AAT by outcome – Queensland

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	<11	n/a	52	2%
<i>Decided by Tribunal - Affirmed</i>	<11	n/a	<11	n/a	20	1%
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	12	0%
<i>Decided by Tribunal - Set Aside</i>	<11	n/a	<11	n/a	20	1%
Not Decided by Tribunal - Total	239	96%	221	99%	2,907	98%
<i>Not Decided by Tribunal - Resolved by consent</i>	181	73%	166	74%	2,094	71%
<i>Not Decided by Tribunal - Withdrawn</i>	23	9%	24	11%	585	20%
<i>Not Decided by Tribunal - No jurisdiction</i>	<11	n/a	<11	n/a	21	1%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	12	0%
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Dismissed</i>	27	11%	28	13%	192	6%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	248	100%	224	100%	2,959	100%

²¹⁸ Of the 52 cases which went to hearing and received a substantive decision: 20 affirmed the NDIA's decision, 12 varied the NDIA's decision and 20 set aside the NDIA's decision.

²¹⁹ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

²²⁰ Supports in dispute data is only available for 2022-23 Q3 onwards.

²²¹ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

²²² It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table H.29 Key markets indicators by quarter – Queensland ^{223 224}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.06	1.04
Number of providers delivering new types of supports	478	447
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%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table H.30 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Queensland ²²⁵

Activity	Number of providers
Active for the first time in 2023-24 Q2	122
Active in 2023-24 Q2 and also in previous quarters	2,699
Active in 2023-24 Q2	2,821
Inactive in 2023-24 Q2	5,659
Active ever	8,480

Table H.31 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Queensland ²²⁶

Amount paid in 2023-24 Q2	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	392	75	35	502
\$2,001-\$10,000	494	28	39	561
\$10,001-\$100,000	767	24	43	834
\$100,001-\$250,000	300	<5	<5	305
\$250,000+	617	<5	<5	619
Total	2,570	129	122	2,821

Table H.32 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Queensland ^{227 228}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	0%	12%	4%
Health & Wellbeing	1%	50%	18%
Lifelong Learning	0%	28%	10%
Other	0%	22%	8%
Non-categorised	1%	8%	3%
Any mainstream service	2%	75%	27%

²²³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²²⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²²⁵ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²²⁶ 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.

²²⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²²⁸ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table H.33 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Queensland ²²⁹

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	3%	4%	3%
Daily life	21%	20%	21%
Health and wellbeing	70%	72%	71%
Learning	29%	25%	29%
Relationships	4%	3%	4%
Social and community activities	8%	7%	8%
Unknown	15%	12%	14%
Where I live	1%	2%	1%
Work	4%	4%	4%
Any mainstream service	100%	98%	100%

²²⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Five: Financial sustainability

Note: In Figure H.5 to H.13 and in Table H.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 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.

Total includes participants with missing characteristics, where applicable.

Table H.34 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – Queensland

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	5.8%	6.1%
\$10,001-\$15,000	12.3%	12.9%
\$15,001-\$20,000	14.8%	15.5%
\$20,001-\$25,000	10.4%	11.0%
\$25,001-\$30,000	4.7%	5.0%
\$30,001-\$50,000	12.5%	13.2%
\$50,001-\$100,000	16.8%	17.7%
\$100,001-\$150,000	7.7%	8.1%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.2%	2.0%
\$250,001+	7.5%	3.1%

Figure H.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – Queensland

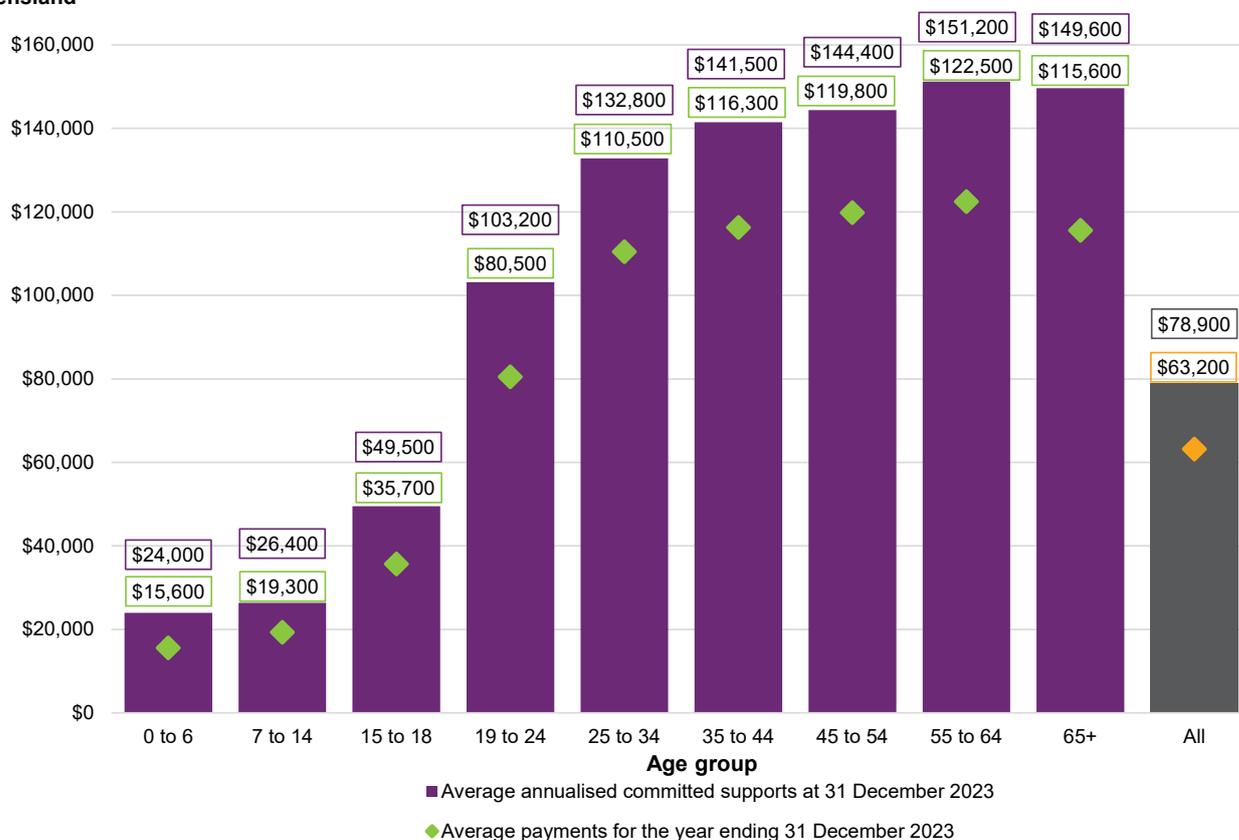


Figure H.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Queensland



Figure H.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Queensland

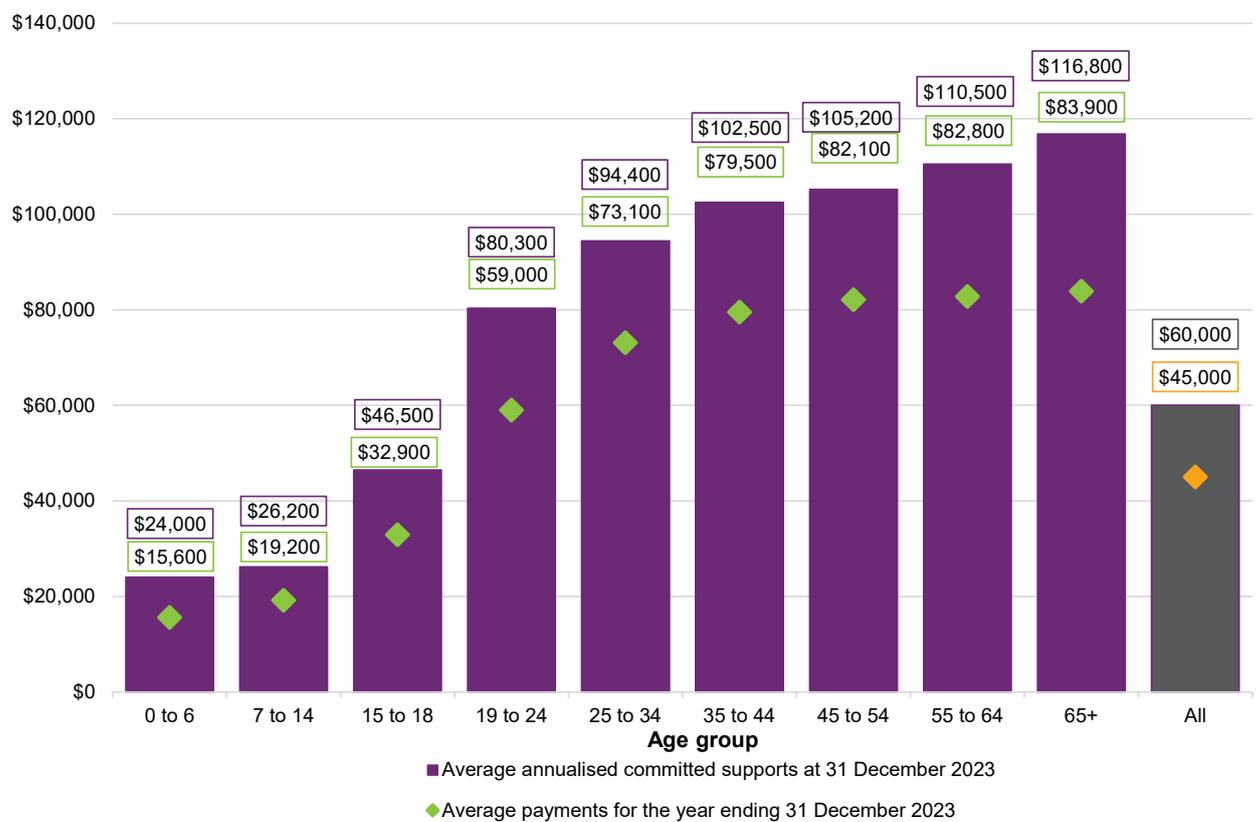


Figure H.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Queensland

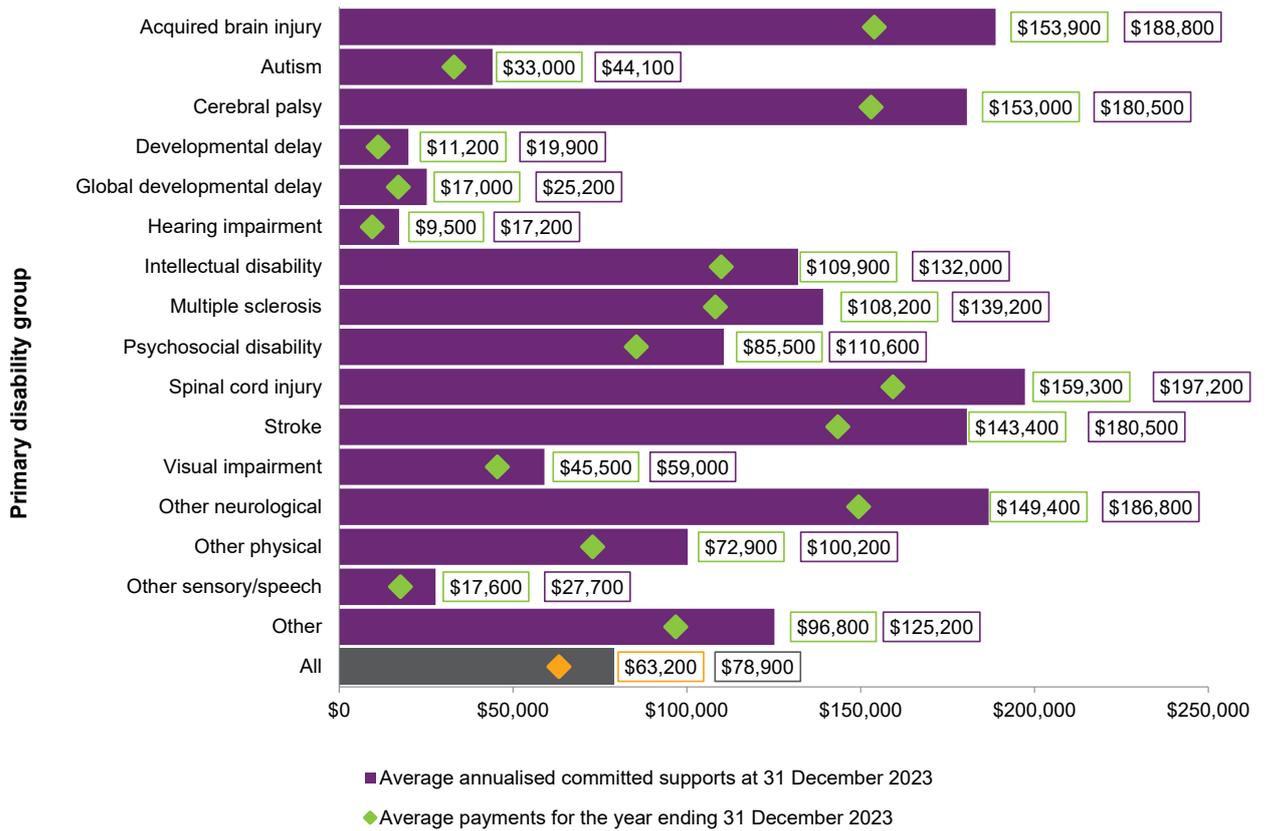


Figure H.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Queensland



Figure H.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Queensland

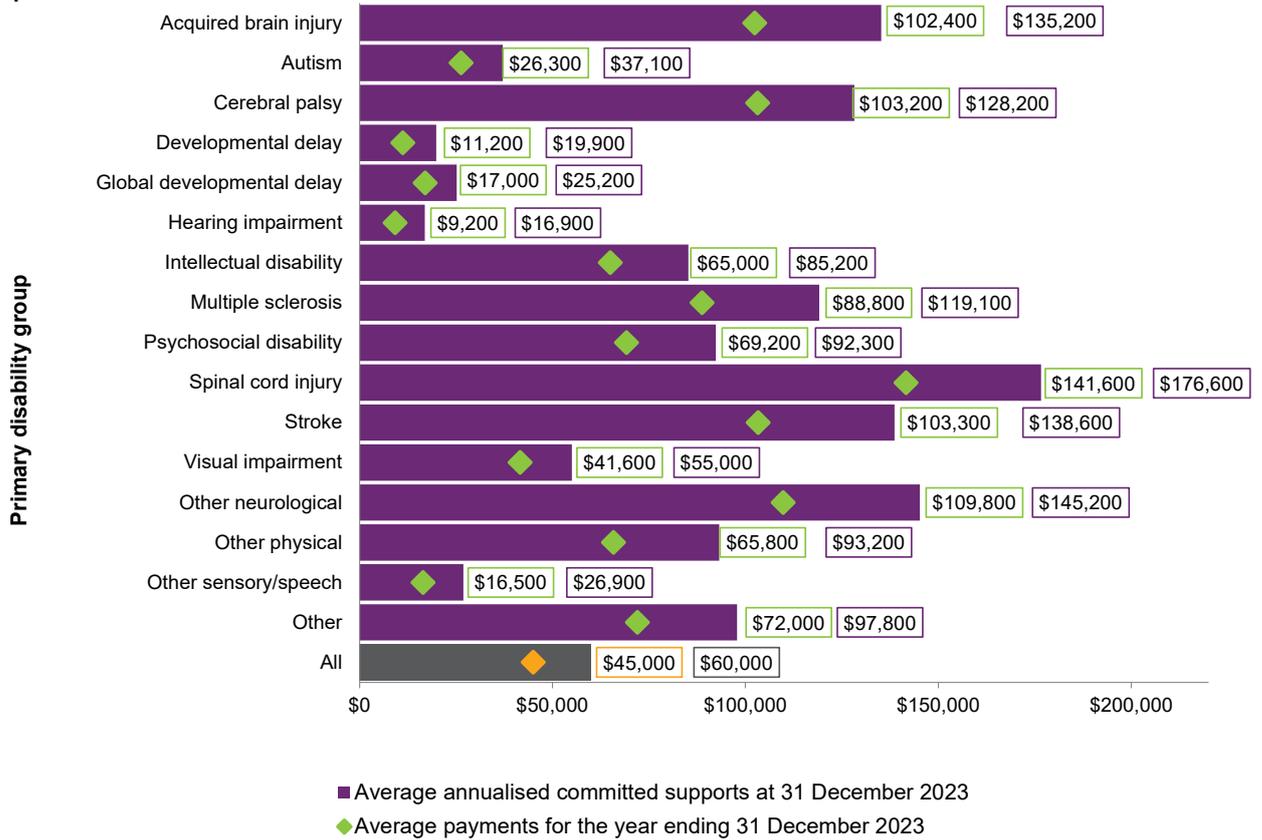


Figure H.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Queensland

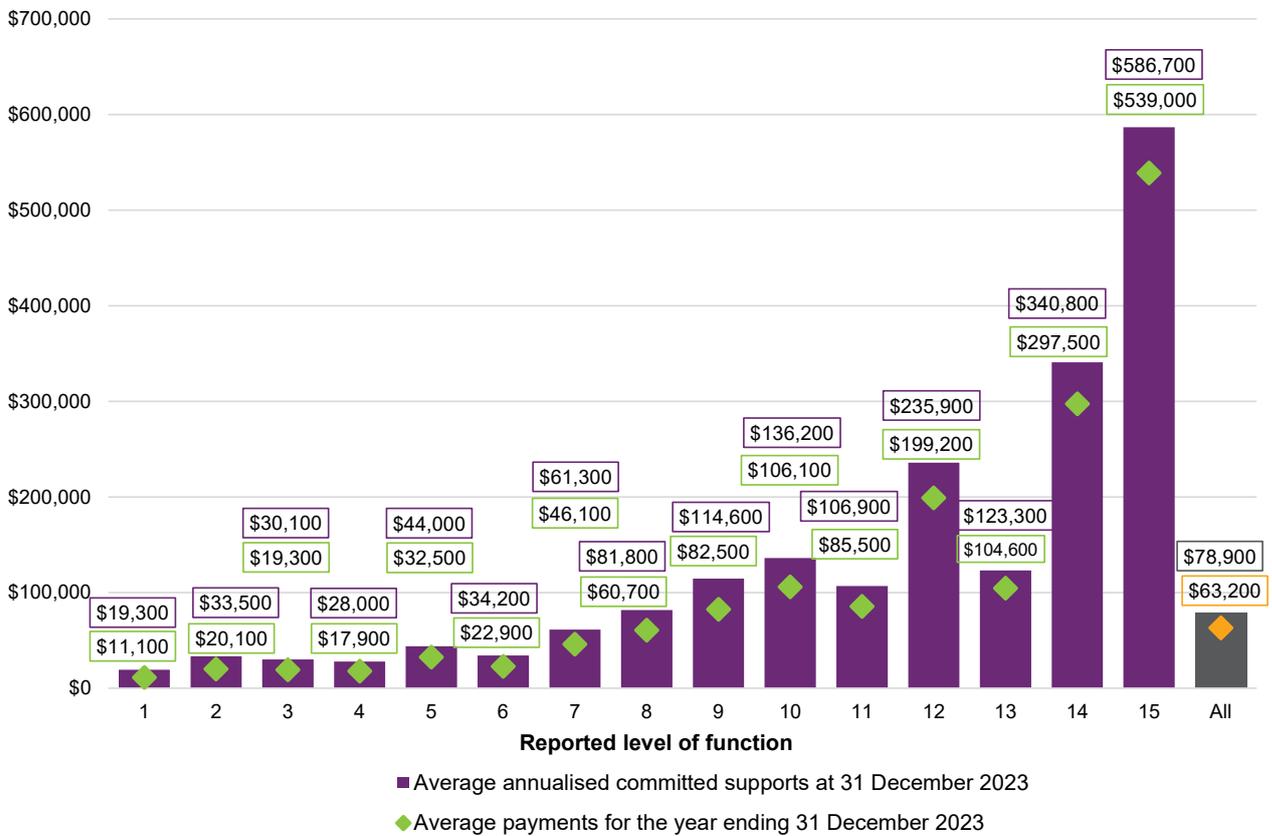


Figure H.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Queensland

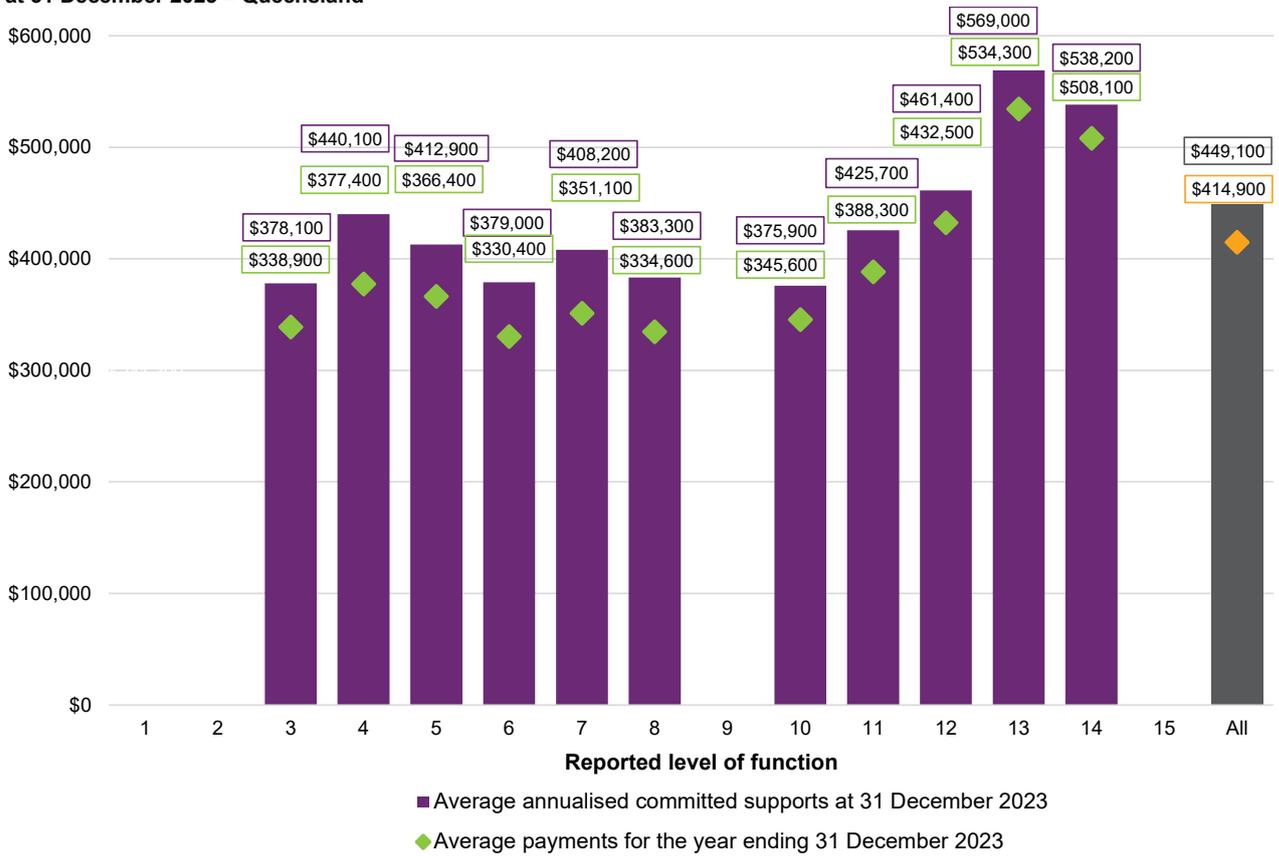


Figure H.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Queensland

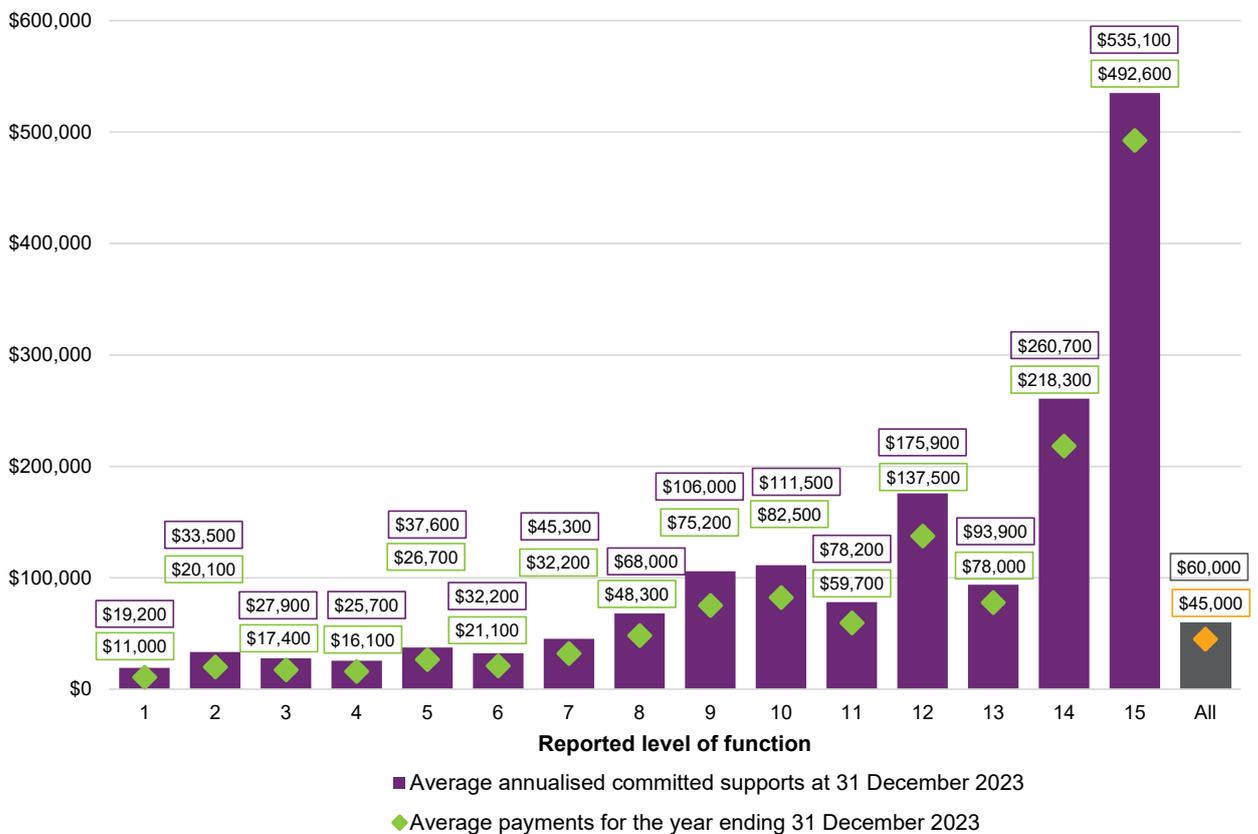


Table H.35 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Queensland ^{230 231}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	4,277.6	5,356.9
Core: Consumables	158.0	212.3
Core: Social and Civic	1,930.4	2,320.4
Core: Transport	127.3	102.1
Capacity Building: Choice and Control	119.1	136.4
Capacity Building: Daily Activities	1,021.2	1,737.2
Capacity Building: Employment	20.5	71.5
Capacity Building: Health and Wellbeing	6.1	13.1
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.02	0.10
Capacity Building: Relationships	80.9	174.1
Capacity Building: Social and Civic	29.1	70.5
Capacity Building: Support Coordination	210.0	289.3
Capital: Assistive Technology	147.9	318.6
Capital: Home Modifications	89.7	143.7
All	8,217.9	10,947.1

Table H.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Queensland ^{232 233}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	2,028.3	2,193.4
Core: Consumables	21.4	24.4
Core: Social and Civic	393.8	498.4
Core: Transport	10.8	15.6
Capacity Building: Choice and Control	6.7	7.2
Capacity Building: Daily Activities	55.0	82.7
Capacity Building: Employment	0.5	2.0
Capacity Building: Health and Wellbeing	0.4	1.0
Capacity Building: Home Living	n/a	0.01
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	32.3	57.2
Capacity Building: Social and Civic	0.4	0.9
Capacity Building: Support Coordination	37.0	44.0
Capital: Assistive Technology	19.2	36.6
Capital: Home Modifications	40.9	65.0
All	2,646.8	3,028.6

²³⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

²³¹ Total payments for home modifications in Queensland were \$89.7 million. Of which, \$58.4 million (65%) has been paid for specialised disability accommodation (SDA) supports, and \$31.3 million (35%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$143.7 million. Of which, \$94.9 million (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$48.9 million (34%) has been allocated for non-SDA supports.

²³² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

²³³ Total payments for home modifications in Queensland were \$40.9 million. Of which, \$39.9 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.0 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$65.0 million. Of which, \$63.4 million (97.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6 million (2.5%) has been allocated for non-SDA supports.

Table H.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Queensland ^{234 235}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	2,249.3	3,163.5
Core: Consumables	136.6	188.0
Core: Social and Civic	1,536.6	1,822.0
Core: Transport	116.5	86.5
Capacity Building: Choice and Control	112.3	129.2
Capacity Building: Daily Activities	966.2	1,654.5
Capacity Building: Employment	19.9	69.4
Capacity Building: Health and Wellbeing	5.6	12.1
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.02	0.10
Capacity Building: Relationships	48.7	116.9
Capacity Building: Social and Civic	28.7	69.6
Capacity Building: Support Coordination	173.0	245.3
Capital: Assistive Technology	128.7	282.1
Capital: Home Modifications	48.8	78.7
All	5,571.1	7,918.5

Table H.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ²³⁶

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	230.0	866.9	2,526.0	5,137.0	6,820.5	7,925.5	9,833.4	5,504.7
Total Paid	0.6	2.4	5.9	129.5	552.2	1,659.6	3,595.9	4,999.0	6,121.6	7,475.9	4,022.3
% utilised to date	45%	52%	47%	56%	64%	66%	70%	73%	77%	76%	73%

Table H.39 Percentage change in plan budgets for active participants – Queensland

Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	7.5%	8.3%	9.1%	11.9%	7.2%	8.1%	8.4%	10.1%	7.0%
Interplan Inflation	-0.3%	1.6%	3.9%	8.6%	7.2%	4.5%	3.8%	6.3%	7.0%
Total Inflation	7.2%	9.9%	13.0%	20.5%	14.4%	12.6%	12.1%	16.4%	14.0%

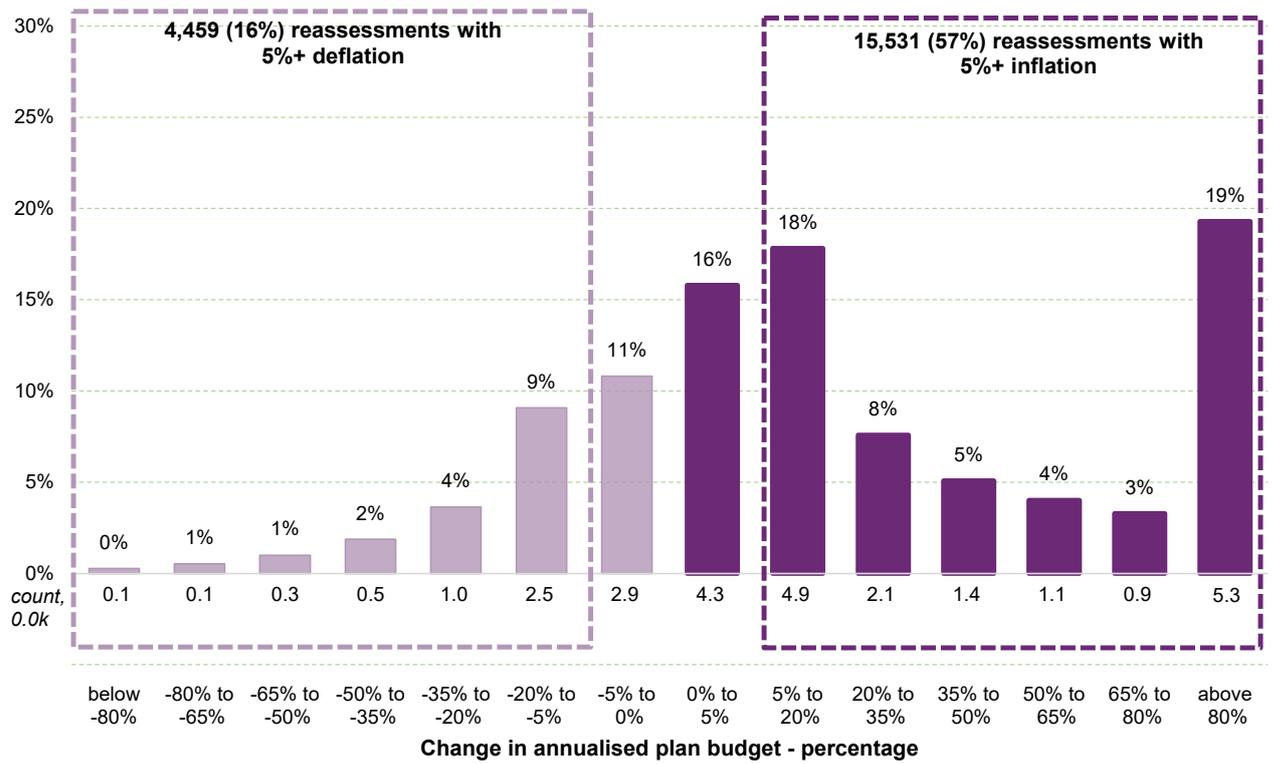
²³⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

²³⁵ Total payments for home modifications in Queensland were \$48.8 million. Of which, \$18.5 million (38%) has been paid for specialised disability accommodation (SDA) supports, and \$30.3 million (62%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$78.7 million. Of which, \$31.4 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.3 million (60%) has been allocated for non-SDA supports.

²³⁶ The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

²³⁷ 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 31 December 2023) - all participants – Queensland ²³⁸



²³⁸ 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

This supplement shows the data for Western Australia. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Minister combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	67,709	1,609	69,318
Active Eligible - Total	55,287	1,198	56,485
<i>Active Eligible - New</i>	36,480	1,187	37,667
<i>Active Eligible - State</i>	16,028	<11	16,035
<i>Active Eligible - Commonwealth</i>	2,779	<11	2,783
Active Participant Plans - Total	54,025	1,611	55,636
<i>Active Participant Plans - New</i>	35,288	1,595	36,883
<i>Active Participant Plans - State</i>	15,978	<11	15,986
<i>Active Participant Plans - Commonwealth</i>	2,759	<11	2,767
Active Participant Plans - Total	54,025	1,611	55,636
<i>Active Participant Plans - Early Intervention (s25)</i>	11,877	891	12,768
<i>Active Participant Plans - Permanent Disability (s24)</i>	42,148	720	42,868

Table I.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Western Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	2,827
<i>Early Intervention participants</i>	469
<i>Permanent disability participants</i>	2,358

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	10,485	97%	4,305	97%	87	96%	14,877	97%
7 to 14	8,788	93%	4,205	93%	196	90%	13,189	93%
15 to 18	2,589	94%	1,505	91%	93	87%	4,187	93%
19 to 24	2,317	93%	1,435	87%	68	85%	3,820	90%
25 to 34	2,823	90%	2,244	84%	73	76%	5,140	87%
35 to 44	2,461	87%	2,241	77%	48	59%	4,750	81%
45 to 54	3,083	83%	2,819	73%	52	58%	5,954	77%
55 to 64	3,820	76%	3,592	65%	57	50%	7,469	70%
65+	183	64%	170	59%	<11	n/a	354	61%
Missing	199	100%	142	100%	15	100%	356	100%
Total	36,748	90%	22,658	82%	690	77%	60,096	87%

Table I.4 Assessment of access by primary disability group and gender – Western Australia ²³⁹

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	1,233	92%	681	93%	12	71%	1,926	92%
Autism	14,847	98%	6,139	98%	378	97%	21,364	98%
Cerebral palsy	1,050	97%	851	97%	<11	n/a	1,911	97%
Developmental delay	3,495	97%	1,326	97%	30	97%	4,851	97%
Global developmental delay	1,170	98%	423	98%	12	100%	1,605	98%
Hearing impairment	1,106	91%	1,275	89%	27	96%	2,408	90%
Intellectual disability	5,384	97%	4,175	96%	42	82%	9,601	97%
Multiple sclerosis	275	92%	821	92%	11	92%	1,107	92%
Psychosocial disability	3,018	78%	2,823	66%	55	45%	5,896	71%
Spinal cord injury	551	95%	214	95%	<11	n/a	770	95%
Stroke	497	86%	350	81%	<11	n/a	853	84%
Visual impairment	478	86%	483	88%	<11	n/a	971	87%
Other neurological	1,595	84%	1,289	82%	24	80%	2,908	83%
Other physical	1,045	53%	1,152	43%	23	31%	2,220	47%
Other sensory/speech	107	40%	37	32%	<11	n/a	147	38%
Other	680	50%	471	34%	27	40%	1,178	42%
Missing	217	88%	148	84%	15	83%	380	86%
Total	36,748	90%	22,658	82%	690	77%	60,096	87%

²³⁹ Down syndrome is included in intellectual disability.
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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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,362	8%	140	9%	4,502	8%
Non-First Nations Participants	43,886	81%	1,389	86%	45,275	81%
Not Stated	5,777	11%	82	5%	5,859	11%
Total	54,025	100%	1,611	100%	55,636	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ^{240 241}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,273	8%	105	7%	4,378	8%
Not culturally and linguistically diverse	44,403	82%	1,489	92%	45,892	82%
Not stated	5,349	10%	17	1%	5,366	10%
Total	54,025	100%	1,611	100%	55,636	100%

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2023 – Western Australia ²⁴²

Age group	Total number of active participants
Under 45	<11
45 to 54	12
55 to 64	121
Total YPIRAC (under 65)	133

²⁴⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

²⁴¹ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁴² There are a further 127 active participants aged 65 years or over who are currently in residential aged care.

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ²⁴³

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-20	16	265
Mar-21	-2	263
Jun-21	<11	267
Sep-21	<11	258
Dec-21	<11	257
Mar-22	<11	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	-10	176
Jun-23	<11	162
Sep-23	-18	144
Dec-23	-11	133

Table I.9 Participant profile per quarter by remoteness – Western Australia ²⁴⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	42,544	79%	1,282	80%	43,826	79%
Population > 50,000	2,695	5%	93	6%	2,788	5%
Population between 15,000 and 50,000	3,317	6%	89	6%	3,406	6%
Population between 5,000 and 15,000	625	1%	14	1%	639	1%
Population less than 5,000	2,376	4%	55	3%	2,431	4%
Remote	1,519	3%	46	3%	1,565	3%
Very Remote	945	2%	32	2%	977	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	54,025	100%	1,611	100%	55,636	100%

²⁴³ 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.

²⁴⁴ 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 ^{245 246 247}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	20,317	38%	580	36%	20,897	38%
Intellectual Disability	9,027	17%	67	4%	9,094	16%
Developmental Delay	3,692	7%	625	39%	4,317	8%
Psychosocial disability	5,379	10%	62	4%	5,441	10%
Hearing Impairment	2,284	4%	43	3%	2,327	4%
Other Neurological	2,294	4%	38	2%	2,332	4%
Other Physical	1,843	3%	16	1%	1,859	3%
Acquired brain injury	1,612	3%	31	2%	1,643	3%
Cerebral Palsy	1,847	3%	<11	n/a	1,855	3%
Global Developmental Delay	1,339	2%	55	3%	1,394	3%
Multiple Sclerosis	1,033	2%	17	1%	1,050	2%
Visual Impairment	895	2%	17	1%	912	2%
Stroke	709	1%	<11	n/a	716	1%
Other	956	2%	35	2%	991	2%
Spinal Cord Injury	687	1%	<11	n/a	695	1%
Other Sensory/Speech	111	0%	<11	n/a	113	0%
Total	54,025	100%	1,611	100%	55,636	100%

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{248 249}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	393	13%	<11	n/a	393	13%
Intellectual Disability	1,269	41%	<11	n/a	1,269	41%
Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	294	10%	<11	n/a	295	10%
Hearing Impairment	<11	n/a	<11	n/a	<11	n/a
Other Neurological	247	8%	<11	n/a	250	8%
Other Physical	28	1%	<11	n/a	29	1%
Acquired brain injury	318	10%	<11	n/a	318	10%
Cerebral Palsy	283	9%	<11	n/a	283	9%
Global Developmental Delay	<11	n/a	<11	n/a	<11	n/a
Multiple Sclerosis	44	1%	<11	n/a	44	1%
Visual Impairment	11	0%	<11	n/a	11	0%
Stroke	91	3%	<11	n/a	92	3%
Other	58	2%	<11	n/a	58	2%
Spinal Cord Injury	50	2%	<11	n/a	50	2%
Other Sensory/Speech	<11	n/a	<11	n/a	<11	n/a
Total	3,087	100%	<11	n/a	3,093	100%

²⁴⁵ Table order based on national proportions in Table E.15 (highest to lowest).

²⁴⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁴⁷ Down syndrome is included in intellectual disability, representing 2% (1,118) of all Scheme participants in Western Australia.

²⁴⁸ 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.

²⁴⁹ 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 ²⁵⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	19,924	39%	580	36%	20,504	39%
Intellectual Disability	7,758	15%	67	4%	7,825	15%
Developmental Delay	3,692	7%	625	39%	4,317	8%
Psychosocial disability	5,085	10%	61	4%	5,146	10%
Hearing Impairment	2,284	4%	43	3%	2,327	4%
Other Neurological	2,047	4%	35	2%	2,082	4%
Other Physical	1,815	4%	15	1%	1,830	3%
Acquired brain injury	1,294	3%	31	2%	1,325	3%
Cerebral Palsy	1,564	3%	<11	n/a	1,572	3%
Global Developmental Delay	1,339	3%	55	3%	1,394	3%
Multiple Sclerosis	989	2%	17	1%	1,006	2%
Visual Impairment	884	2%	17	1%	901	2%
Stroke	618	1%	<11	n/a	624	1%
Other	898	2%	35	2%	933	2%
Spinal Cord Injury	637	1%	<11	n/a	645	1%
Other Sensory/Speech	110	0%	<11	n/a	112	0%
Total	50,938	100%	1,605	100%	52,543	100%

Table I.13 Participant profile per quarter by reported level of function – Western Australia ²⁵¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,710	9%	390	28%	5,100	9%
2 (High Function)	206	0%	<11	n/a	210	0%
3 (High Function)	2,612	5%	119	8%	2,731	5%
4 (High Function)	2,747	5%	71	5%	2,818	5%
5 (High Function)	3,011	6%	95	7%	3,106	6%
6 (Moderate Function)	12,938	24%	425	30%	13,363	24%
7 (Moderate Function)	2,432	5%	49	3%	2,481	4%
8 (Moderate Function)	3,527	7%	34	2%	3,561	6%
9 (Moderate Function)	301	1%	<11	n/a	307	1%
10 (Moderate Function)	5,735	11%	52	4%	5,787	10%
11 (Low Function)	1,836	3%	<11	n/a	1,846	3%
12 (Low Function)	8,412	16%	67	5%	8,479	15%
13 (Low Function)	4,592	8%	92	6%	4,684	8%
14 (Low Function)	922	2%	<11	n/a	925	2%
15 (Low Function)	14	0%	<11	n/a	15	0%
Missing	30	0%	193	0%	223	0%
Total	54,025	100%	1,611	100%	55,636	100%

²⁵⁰ Down syndrome is included in intellectual disability, representing 2% (938) of participants not in SIL.

²⁵¹ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	6,160	11%	841	52%	7,001	13%
7 to 14	13,684	25%	334	21%	14,018	25%
15 to 18	5,498	10%	81	5%	5,579	10%
19 to 24	5,299	10%	48	3%	5,347	10%
25 to 34	5,506	10%	70	4%	5,576	10%
35 to 44	4,566	8%	70	4%	4,636	8%
45 to 54	4,870	9%	66	4%	4,936	9%
55 to 64	5,824	11%	93	6%	5,917	11%
65+	2,618	5%	<11	n/a	2,626	5%
Total	54,025	100%	1,611	100%	55,636	100%

Table I.15 Participation rates by age group and gender at 31 December 2023 – Western Australia ²⁵²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.9%	1.9%	2.9%
7 to 14	6.4%	3.0%	4.8%
15 to 18	5.0%	2.7%	3.9%
19 to 24	3.2%	1.9%	2.6%
25 to 44	1.4%	1.1%	1.3%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.7%	1.7%	2.2%

²⁵² 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=4,940), 'participant social and community engagement rate' (n=4,949), 'parent and carer employment rate' (n=3,748) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,564) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Western Australia ²⁵³

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	16%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	34%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	26%	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%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	38%	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	38%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	34%	34%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	39%	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	48%	50%	50%	50%
Parent and carer employment rate - All ages	47%	49%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

²⁵³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,553), 'participant social and community engagement rate' (n=3,558), 'parent and carer employment rate' (n=2,102) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,151) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Western Australia ²⁵⁴

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	24%	29%	24%	22%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	18%	14%	26%
Participant employment rate - Aged 65+ years	14%	13%	13%	10%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	24%	22%	24%	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%	41%	46%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	40%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	35%	37%	35%	46%
Participant social and community engagement rate - Aged 65+ years	33%	35%	34%	36%	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	36%	38%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	44%	52%	50%
Parent and carer employment rate - Aged 15+ years	49%	54%	49%	50%	50%
Parent and carer employment rate - All ages	46%	50%	45%	51%	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	72%	78%	78%	75%

²⁵⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,781), 'participant social and community engagement rate' (n=1,772), 'parent and carer employment rate' (n=1,030) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,294) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Western Australia ²⁵⁵

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	19%	25%	23%	27%	26%
Participant employment rate - Aged 25 to 34 years	29%	29%	27%	25%	32%	26%
Participant employment rate - Aged 35 to 44 years	30%	31%	27%	25%	28%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	28%	18%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	20%	8%	15%	26%
Participant employment rate - Aged 65+ years	7%	8%	7%	4%	4%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	25%	19%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	25%	20%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	43%	42%	34%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	44%	42%	50%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	49%	49%	50%	59%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	43%	42%	40%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	44%	47%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	38%	34%	32%	43%	46%
Participant social and community engagement rate - Aged 25+ years	41%	44%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 15+ years	41%	44%	43%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	42%	47%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	51%	51%	54%	48%	52%	50%
Parent and carer employment rate - All ages	46%	46%	50%	48%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	69%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	76%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	73%	76%	77%	75%

²⁵⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=491), 'participant social and community engagement rate' (n=490), 'parent and carer employment rate' (n=328) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=410) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Western Australia²⁵⁶

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	19%	22%	24%	24%	27%	26%
Participant employment rate - Aged 25 to 34 years	31%	31%	30%	32%	21%	27%	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	18%	16%	14%	10%	10%	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	28%	26%	24%	29%	20%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	25%	24%	28%	21%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	30%	21%	27%	29%	27%	46%
Participant social and community engagement rate - Aged 25 to 34 years	44%	45%	56%	49%	41%	49%	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	42%	42%	42%	37%	42%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	44%	45%	45%	45%	35%	46%	46%
Participant social and community engagement rate - Aged 15+ years	43%	43%	40%	42%	34%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	42%	33%	44%	57%	47%	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	41%	45%	41%	55%	55%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	72%	65%	71%	71%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	80%	81%	82%	81%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	77%	76%	79%	76%	78%	75%

²⁵⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=115), 'participant social and community engagement rate' (n=112), 'parent and carer employment rate' (n=55) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=107) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Western Australia ²⁵⁷

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%	31%	32%	31%	26%	13%	28%	26%
Participant employment rate - Aged 15 to 64 years	31%	30%	32%	31%	25%	15%	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	37%	39%	45%	42%	51%	45%	47%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	47%	44%	51%	41%	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	62%	69%	81%	82%	55%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	74%	84%	92%	93%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	72%	83%	88%	77%	81%	75%

²⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

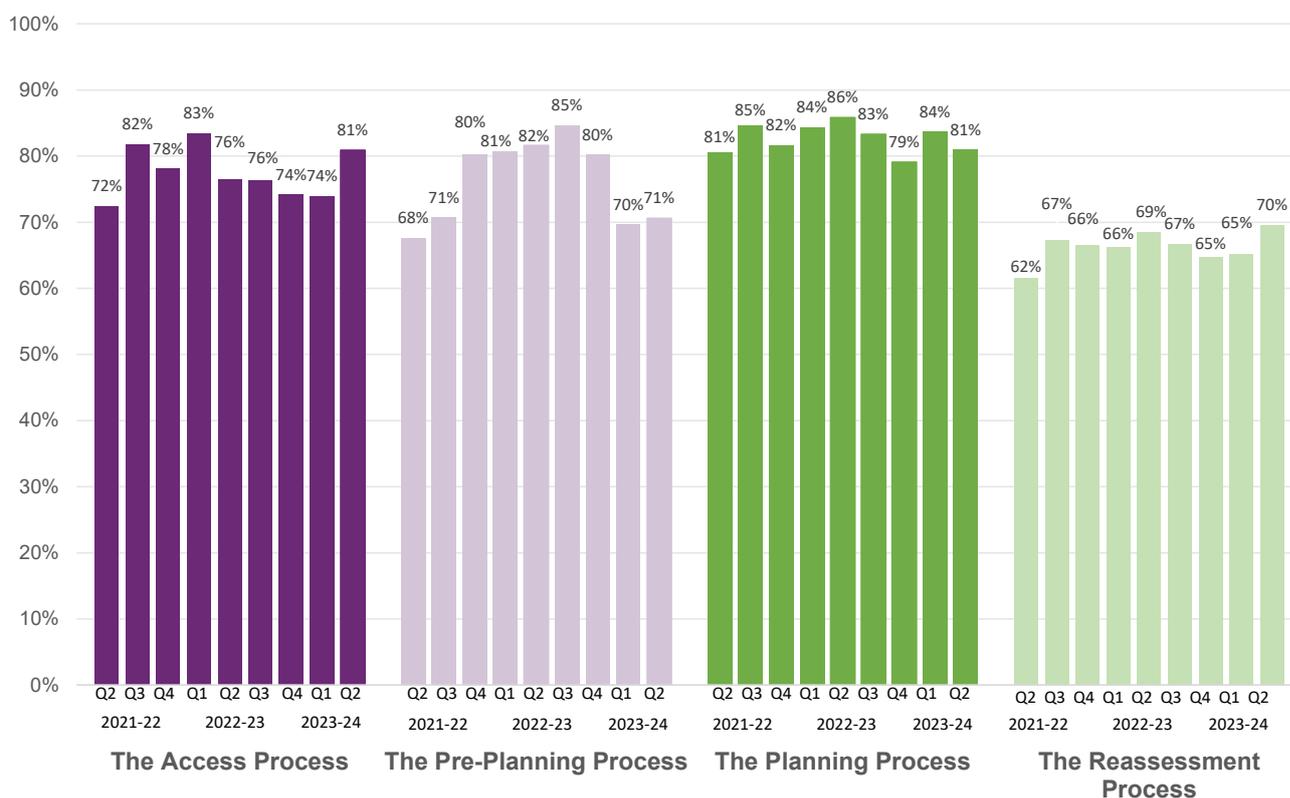
Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,818 in Prior Quarters, n = 110 in 2023-24 Q2), 'Pre-planning' (n = 1,199 in Prior Quarters, n = 51 in 2023-24 Q2), 'Planning' (n = 5,735 in Prior Quarters, n = 325 in 2023-24 Q2) and 'Plan reassessment' (n = 13,180 in Prior Quarters, n = 697 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Western Australia ²⁵⁸ ²⁵⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	74%	78%
Access - % of participants rating their overall experience as Very Good or Good.	76%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	80%
Pre-planning - Did you understand why you needed to give the information you did?	93%	92%
Pre-planning - Were decisions about your plan clearly explained?	72%	76%
Pre-planning - Are you clear on what happens next with your plan?	61%	69%
Pre-planning - Do you know where to go for more help with your plan?	67%	67%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	75%	71%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	87%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	86%	84%
Planning - Are you clear on what happens next with your plan?	80%	78%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	81%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	70%

²⁵⁸ 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.

²⁵⁹ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ²⁶⁰



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table I.22 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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 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.

²⁶⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 December 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 ^{261 262 263}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	19	<11	21	20
People who have submitted an access request: Complaint about LAC Partner	397	31	428	386
People who have submitted an access request: Complaints about service providers	683	46	729	583
People who have submitted an access request: Complaints about the Agency	9,172	709	9,881	5,651
People who have submitted an access request: Unclassified	87	<11	87	82
People who have submitted an access request: Total	10,358	788	11,146	6,273
<i>Percentage of the number of active participants</i>	5.6%	5.7%	5.7%	n/a
Total PCIs	3,474	431	3,905	n/a

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

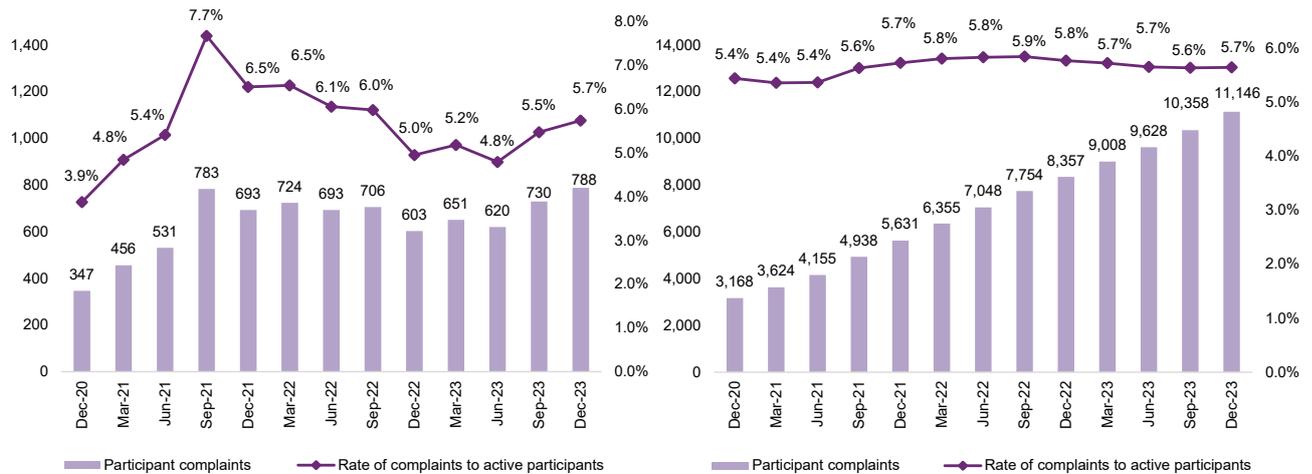
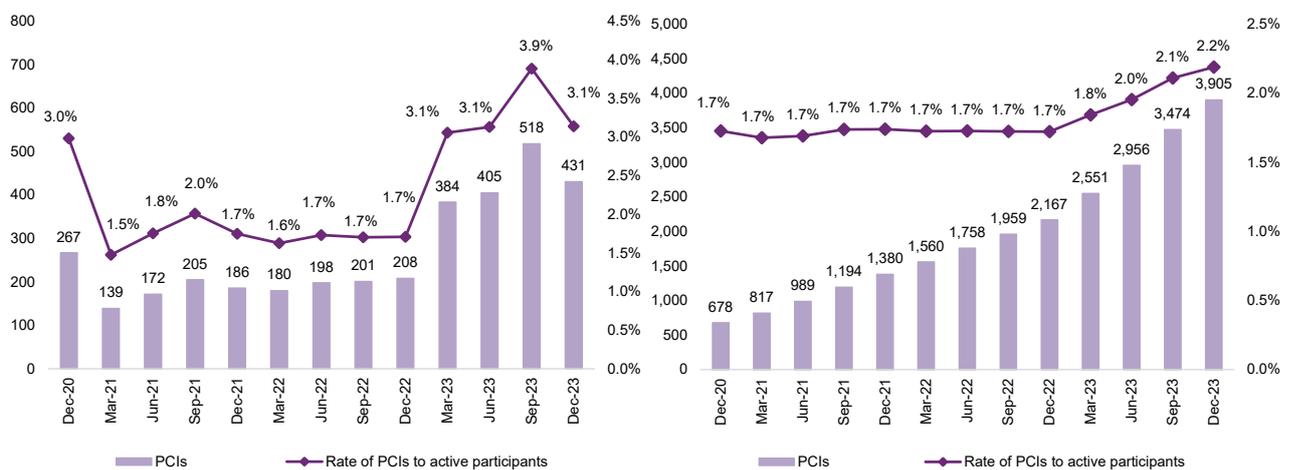


Figure I.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Western Australia ²⁶⁴



²⁶¹ Note that 65% of all complainants made only one complaint, 19% made two complaints and 16% made three or more complaints.

²⁶² 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.

²⁶³ November 2023 and December 2023 PCI data has been sourced from new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

²⁶⁴ Ibid.

Table I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ²⁶⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	144	2%	<11	n/a	146	1%
Complaints about the Agency - Information unclear	77	1%	<11	n/a	77	1%
Complaints about the Agency - NDIA Access	264	3%	20	3%	284	3%
Complaints about the Agency - NDIA Engagement	13	0%	<11	n/a	15	0%
Complaints about the Agency - NDIA Finance	646	7%	58	8%	704	7%
Complaints about the Agency - NDIA Fraud and Compliance	53	1%	<11	n/a	57	1%
Complaints about the Agency - NDIA Plan	2,572	28%	174	25%	2,746	28%
Complaints about the Agency - NDIA Process	978	11%	91	13%	1,069	11%
Complaints about the Agency - NDIA Resources	107	1%	12	2%	119	1%
Complaints about the Agency - NDIA Staff	661	7%	51	7%	712	7%
Complaints about the Agency - NDIA Timeliness	2,222	24%	284	40%	2,506	25%
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	0%
Complaints about the Agency - Reasonable and necessary supports	171	2%	<11	n/a	171	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	145	1%
Complaints about the Agency - Timeliness	528	6%	<11	n/a	529	5%
Complaints about the Agency - Other	500	5%	<11	n/a	507	5%
Complaints about the Agency - Total	9,172	100%	709	100%	9,881	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	19	100%	<11	n/a	21	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	56	14%	<11	n/a	59	14%
Complaints about LAC Partner - LAC Process	48	12%	<11	n/a	52	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	241	61%	21	68%	262	61%
Complaints about LAC Partner - LAC Timeliness	44	11%	<11	n/a	47	11%

²⁶⁵ There are 10,358 total participant complaints in Prior Quarters, 788 total participant complaints in 2023-24 Q2, and 11,146 total participant complaints as at 31 December 2023, including 87 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	397	100%	31	100%	428	100%
Complaints about service providers - Provider Costs	16	2%	<11	n/a	16	2%
Complaints about service providers - Provider Finance	52	8%	<11	n/a	52	7%
Complaints about service providers - Provider Fraud and Compliance	55	8%	<11	n/a	61	8%
Complaints about service providers - Provider Process	16	2%	<11	n/a	16	2%
Complaints about service providers - Provider Service	314	46%	27	59%	341	47%
Complaints about service providers - Provider Staff	117	17%	12	26%	129	18%
Complaints about service providers - Service Delivery	24	4%	<11	n/a	24	3%
Complaints about service providers - Staff Conduct	19	3%	<11	n/a	19	3%
Complaints about service providers - Supports being provided	25	4%	<11	n/a	25	3%
Complaints about service providers - Other	45	7%	<11	n/a	46	6%
Complaints about service providers - Total	683	100%	46	100%	729	100%

Table I.24 AAT Cases by category at 31 December 2023 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	218	16%	27	28%	245	17%
Plan	1,034	77%	59	61%	1,093	76%
Plan Reassessment	31	2%	<11	n/a	33	2%
Other	59	4%	<11	n/a	67	5%
Total cases	1,342	100%	96	100%	1,438	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.73%</i>	<i>n/a</i>	<i>0.70%</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

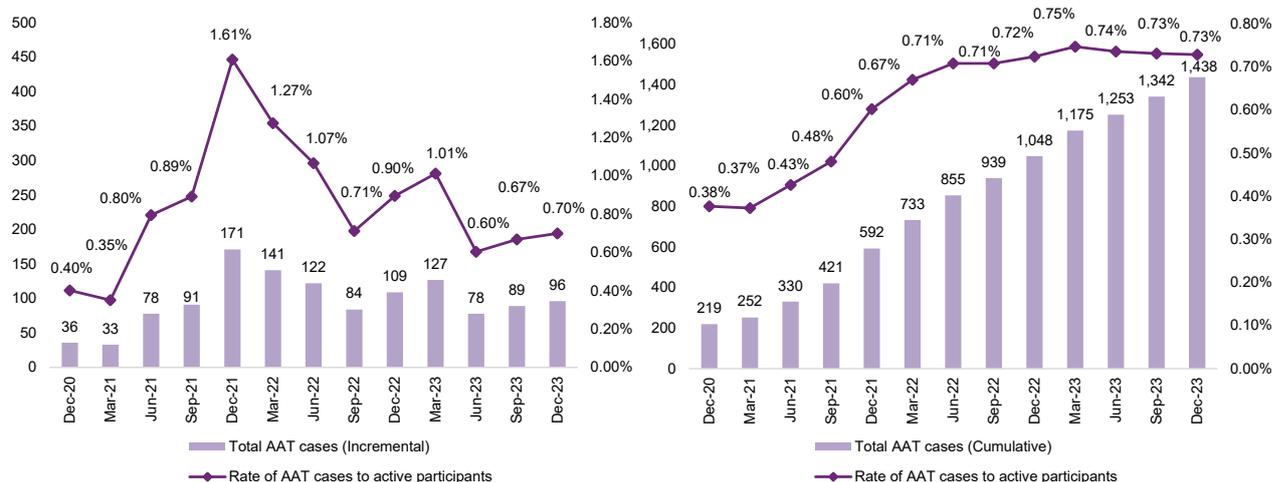


Table I.25 AAT cases by open/closed and decision – Western Australia ^{266 267}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,438	1,342
Open AAT Cases	267	267
Closed AAT Cases	1,171	1,024
<i>Resolved before hearing</i>	<i>1,162</i>	<i>1,016</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

Table I.26 AAT Supports in dispute – Western Australia ^{268 269 270}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	11	<11	<11
Core Supports	60	21	12
Capacity Building Support	85	34	19
General Support	17	<11	<11
Assistive Technology	28	<11	<11
SDA	12	<11	<11
Home Modifications	<11	<11	<11
SIL	21	<11	12
Everyday Living Costs	<11	<11	<11
Transport	17	<11	<11
Other	<11	<11	<11
Total	145	56	36

Table I.27 Closed AAT by outcome – Western Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Affirmed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - set Aside</i>	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	110	99%	94	100%	1162	99%
<i>Not Decided by Tribunal - Resolved by consent</i>	92	83%	73	78%	878	75%
<i>Not Decided by Tribunal - Withdrawn</i>	13	12%	16	17%	229	20%
<i>Not Decided by Tribunal - No jurisdiction</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	17	1%
<i>Not Decided by Tribunal - Dismissed</i>	<11	n/a	<11	n/a	25	2%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	111	100%	94	100%	1171	100%

²⁶⁶ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

²⁶⁷ 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.

²⁶⁸ Supports in dispute data is only available for 2022-23 Q3 onwards.

²⁶⁹ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

²⁷⁰ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table I.28 Key markets indicators by quarter – Western Australia ^{271 272}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.21	1.21
Number of providers delivering new types of supports	237	0
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	89%	88%
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)	91%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	94%	94%

Table I.29 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Western Australia ²⁷³

Activity	Number of providers
Active for the first time in 2023-24 Q2	84
Active in 2023-24 Q2 and also in previous quarters	1,267
Active in 2023-24 Q2	1,351
Inactive in 2023-24 Q2	2,042
Active ever	3,393

Table I.30 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Western Australia ²⁷⁴

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	177	41	31	249
\$2,001-\$10,000	226	7	32	265
\$10,001-\$100,000	425	10	19	454
\$100,001-\$250,000	128	<5	<5	131
\$250,000+	252	<5	<5	252
Total	1,208	59	84	1,351

Table I.31 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Western Australia ^{275 276}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	n/a	13%	5%
Health & Wellbeing	1%	63%	23%
Lifelong Learning	n/a	36%	13%
Other	n/a	25%	9%
Non-categorised	n/a	5%	2%
Any mainstream service	2%	82%	31%

²⁷¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁷² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁷³ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²⁷⁴ 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.

²⁷⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁷⁶ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table I.32 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Western Australia ²⁷⁷

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	5%	6%	6%
Daily life	18%	20%	18%
Health and wellbeing	76%	76%	76%
Learning	35%	28%	34%
Relationships	4%	4%	4%
Social and community activities	11%	11%	11%
Unknown	11%	10%	11%
Where I live	2%	3%	2%
Work	7%	7%	7%
Any mainstream service	100%	99%	100%

²⁷⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Five: Financial sustainability

Note: In Figures I.5 to I.13 and in Tables I.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 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.

Total includes participants with missing characteristics, where applicable.

Table I.33 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – Western Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.4%	2.5%
\$5,001-\$10,000	5.0%	5.2%
\$10,001-\$15,000	8.6%	9.1%
\$15,001-\$20,000	9.7%	10.3%
\$20,001-\$25,000	12.0%	12.7%
\$25,001-\$30,000	6.8%	7.2%
\$30,001-\$50,000	17.0%	17.9%
\$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%	2.2%
\$250,001+	8.4%	3.4%

Figure I.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – Western Australia

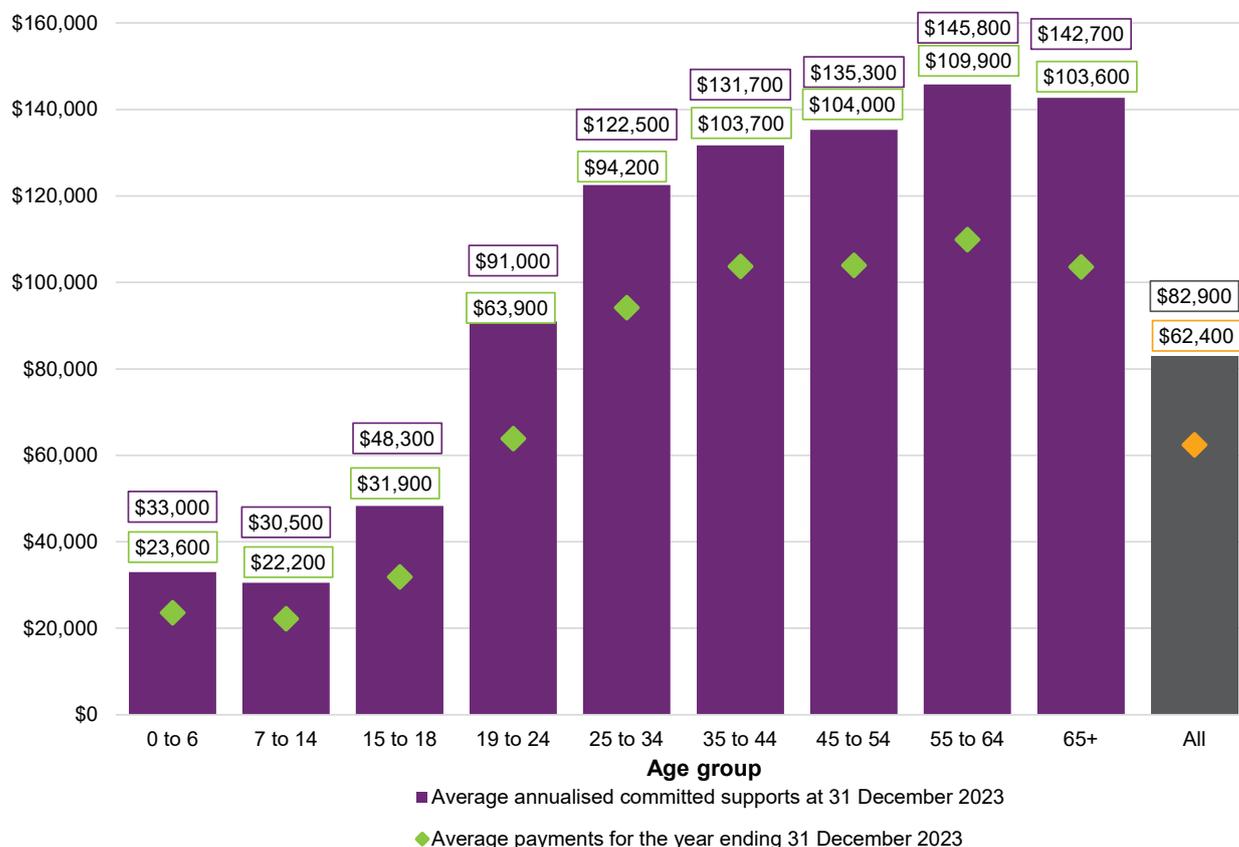


Figure I.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Western Australia

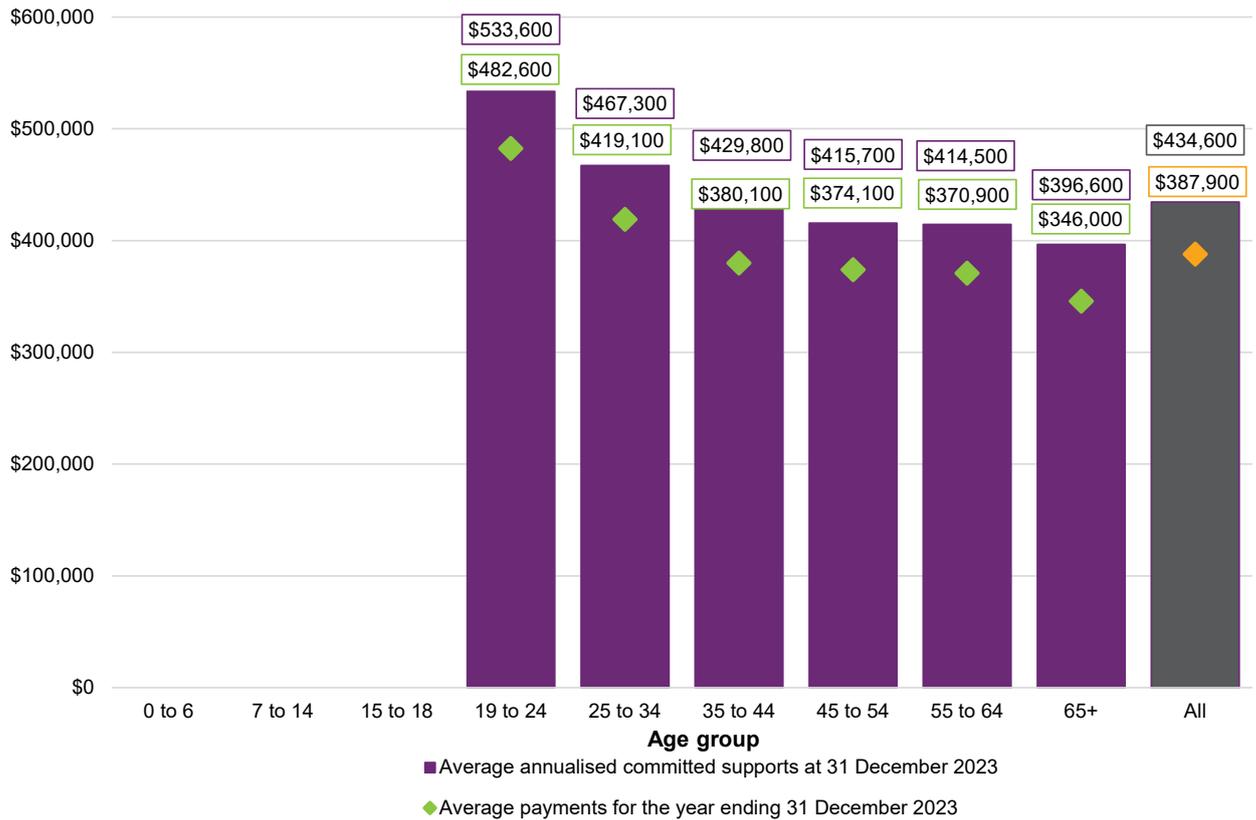


Figure I.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Western Australia

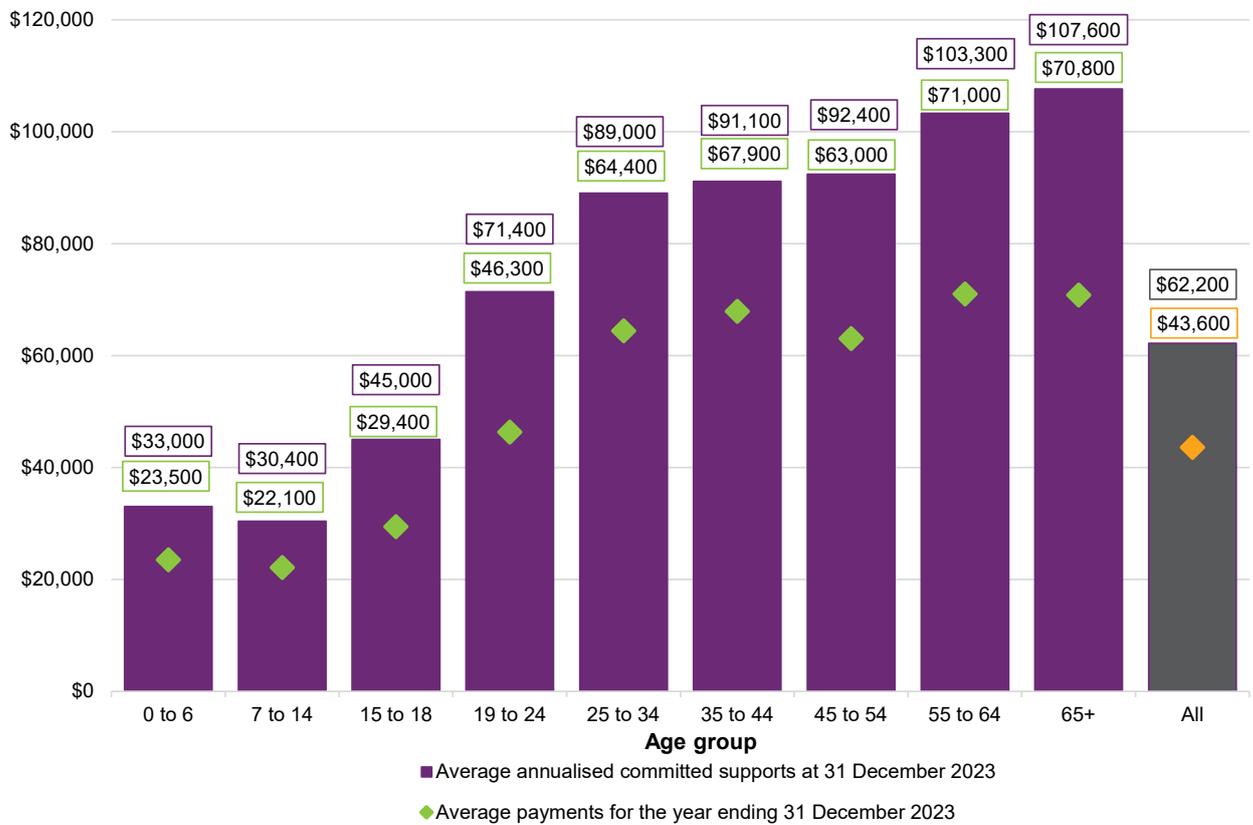


Figure I.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Western Australia

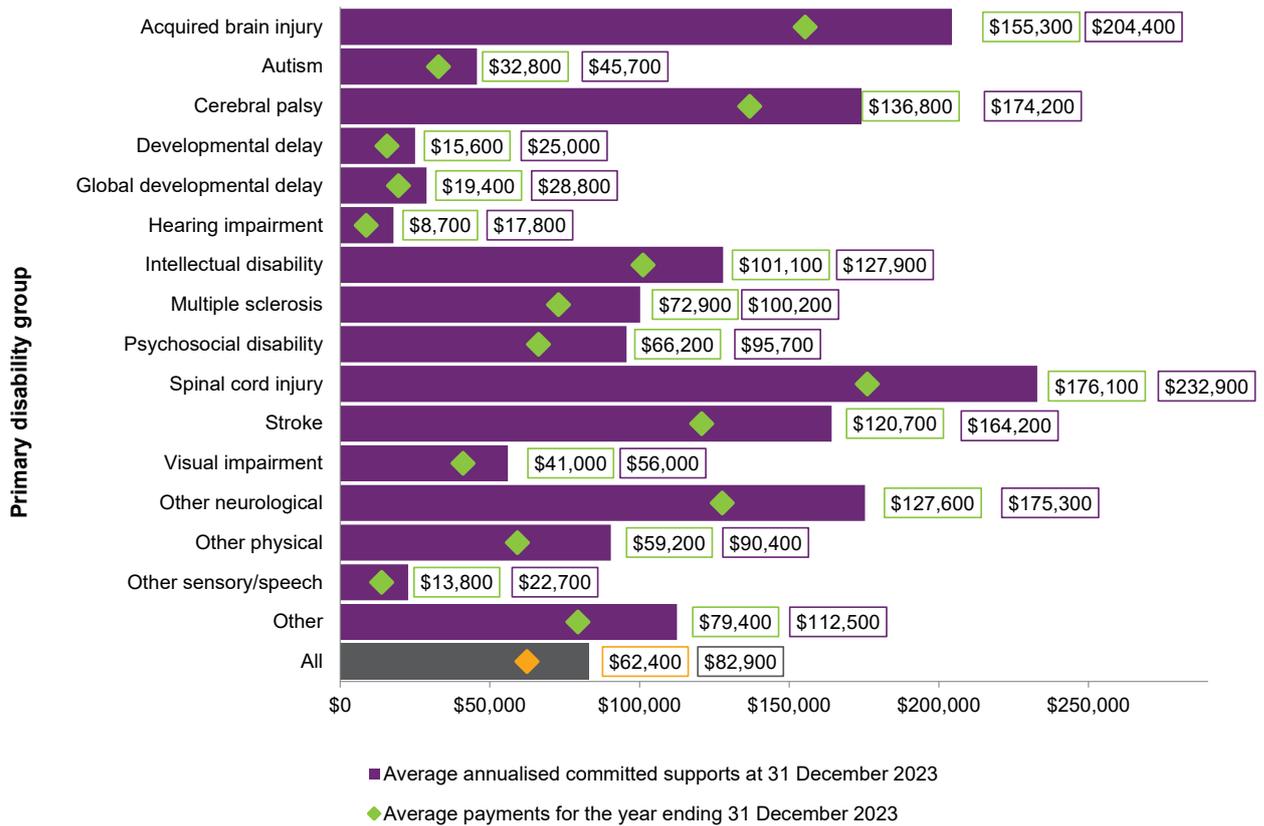


Figure I.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Western Australia

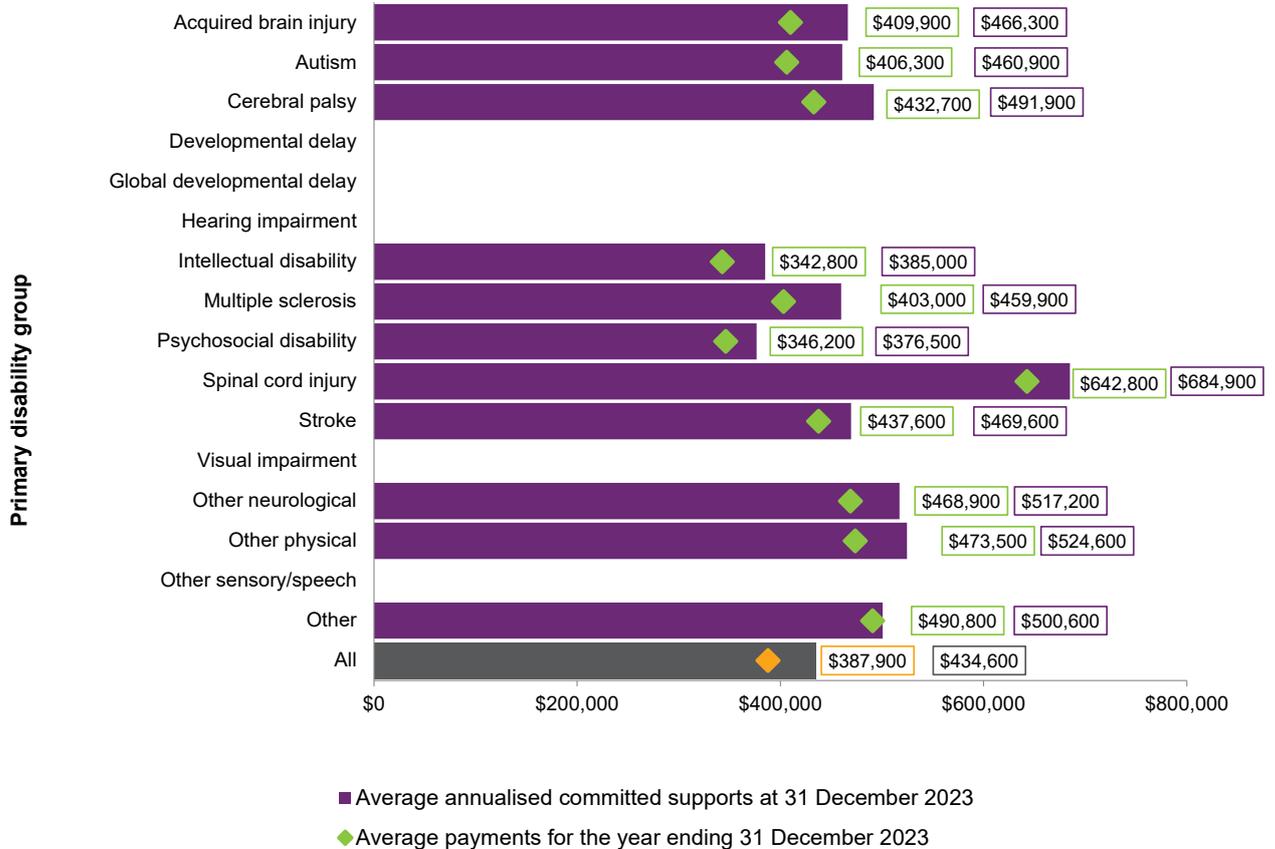


Figure I.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Western Australia



Figure I.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Western Australia

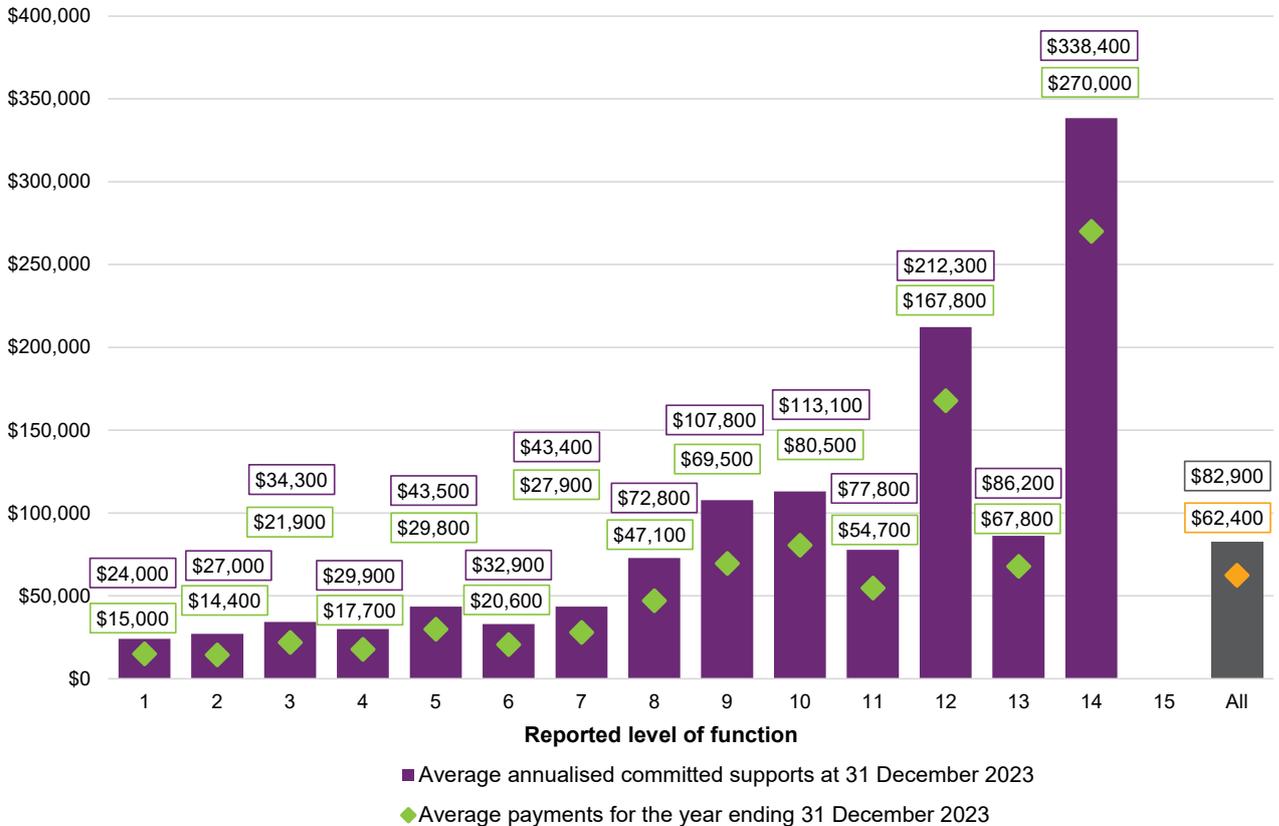


Figure I.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Western Australia



Figure I.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Western Australia

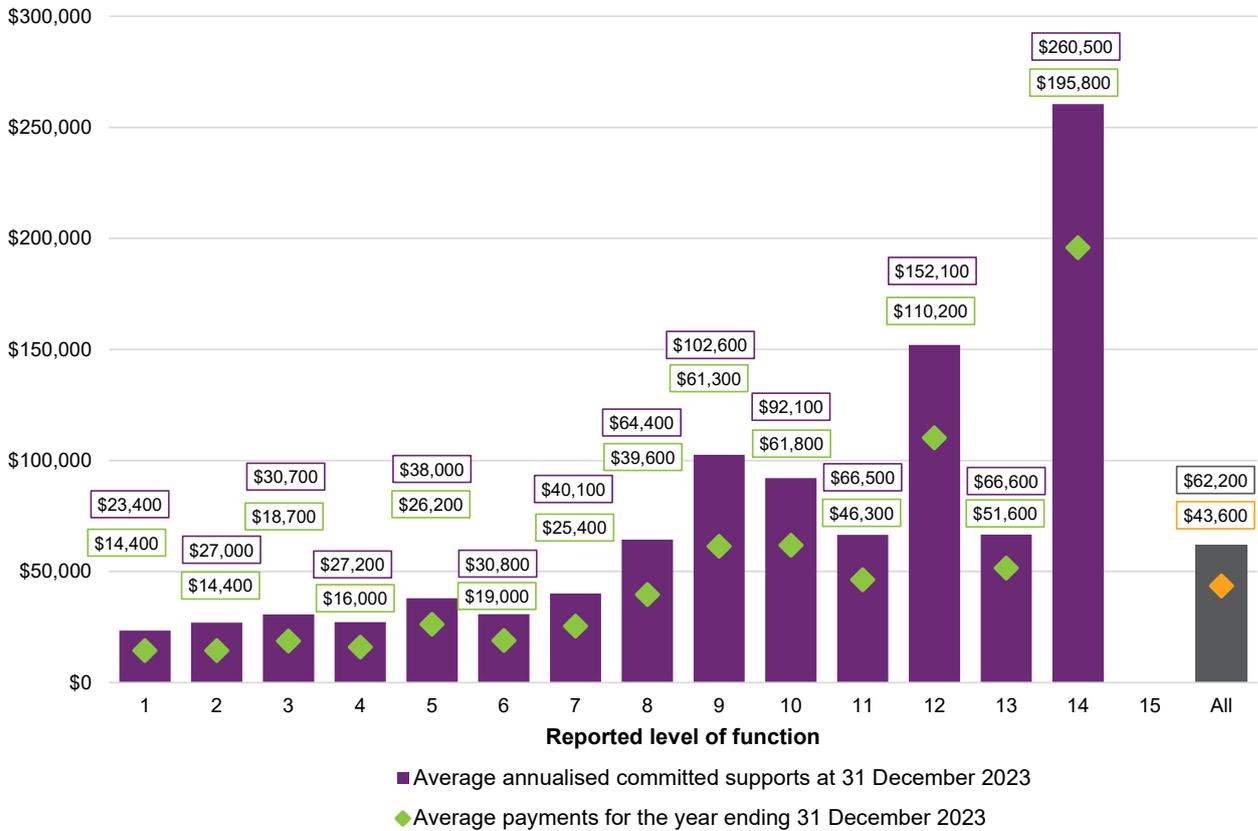


Table I.34 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Western Australia ^{278 279}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	1,704.70	2,171.32
Core: Consumables	58.23	88.65
Core: Social and Civic	681.81	911.29
Core: Transport	50.50	44.09
Capacity Building: Choice and Control	41.87	49.40
Capacity Building: Daily Activities	448.41	747.60
Capacity Building: Employment	11.25	47.53
Capacity Building: Health and Wellbeing	2.10	4.61
Capacity Building: Home Living	0.05	0.33
Capacity Building: Lifelong learning	0.02	0.04
Capacity Building: Relationships	62.25	125.74
Capacity Building: Social and Civic	26.38	61.81
Capacity Building: Support Coordination	87.97	132.38
Capital: Assistive Technology	68.75	176.42
Capital: Home Modifications	22.54	52.17
All	3,274.88	4,613.37

Table I.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Western Australia ^{280 281}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	854.15	965.78
Core: Consumables	9.04	12.57
Core: Social and Civic	143.72	200.30
Core: Transport	3.82	7.11
Capacity Building: Choice and Control	2.06	2.49
Capacity Building: Daily Activities	31.47	46.16
Capacity Building: Employment	0.25	1.63
Capacity Building: Health and Wellbeing	0.42	0.70
Capacity Building: Home Living	0.00	0.00
Capacity Building: Lifelong learning	0.00	0.00
Capacity Building: Relationships	21.53	38.78
Capacity Building: Social and Civic	0.32	0.78
Capacity Building: Support Coordination	14.97	20.34
Capital: Assistive Technology	11.73	24.51
Capital: Home Modifications	6.88	22.99
All	1,108.13	1,344.13

²⁷⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁷⁹ Total payments for home modifications in Western Australia were \$22.5m. Of which, \$10.0m (44%) has been paid for specialised disability accommodation (SDA) supports, and \$12.5m (56%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$52.2m. Of which, \$31.1m (60%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.1m (40%) has been allocated for non-SDA supports.

²⁸⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁸¹ Total payments for home modifications in Western Australia were \$6.9m. Of which, \$6.6m (97%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$23.0m. Of which, \$22.5m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5m (2%) has been allocated for non-SDA supports.

Table I.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Western Australia ^{282 283}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	850.55	1,205.54
Core: Consumables	49.19	76.08
Core: Social and Civic	538.09	710.99
Core: Transport	46.68	36.98
Capacity Building: Choice and Control	39.82	46.92
Capacity Building: Daily Activities	416.93	701.44
Capacity Building: Employment	11.00	45.90
Capacity Building: Health and Wellbeing	1.68	3.91
Capacity Building: Home Living	0.05	0.33
Capacity Building: Lifelong learning	0.02	0.04
Capacity Building: Relationships	40.72	86.96
Capacity Building: Social and Civic	26.07	61.03
Capacity Building: Support Coordination	73.00	112.04
Capital: Assistive Technology	57.02	151.90
Capital: Home Modifications	15.66	29.18
All	2,166.76	3,269.24

Table I.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{284 285}

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	19.7	70.6	173.5	226.7	549.9	1,539.7	2,734.0	3,193.5	4,062.2	2,308.6
Total Paid	0.1	11.3	51.8	133.4	168.1	395.1	1,026.3	1,936.0	2,358.8	10,623.1	1,606.4
% utilised to date	24%	57%	73%	77%	74%	72%	67%	71%	74%	71%	70%

Table I.38 Percentage change in plan budgets for active participants – Western Australia

Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	4.9%	5.2%	5.8%	9.1%	5.2%	6.6%	5.0%	7.9%	6.2%
Interplan Inflation	6.0%	5.3%	10.5%	15.9%	12.3%	8.7%	7.8%	8.2%	7.4%
Total Inflation	11.0%	10.5%	16.2%	25.0%	17.6%	15.3%	12.8%	16.1%	13.6%

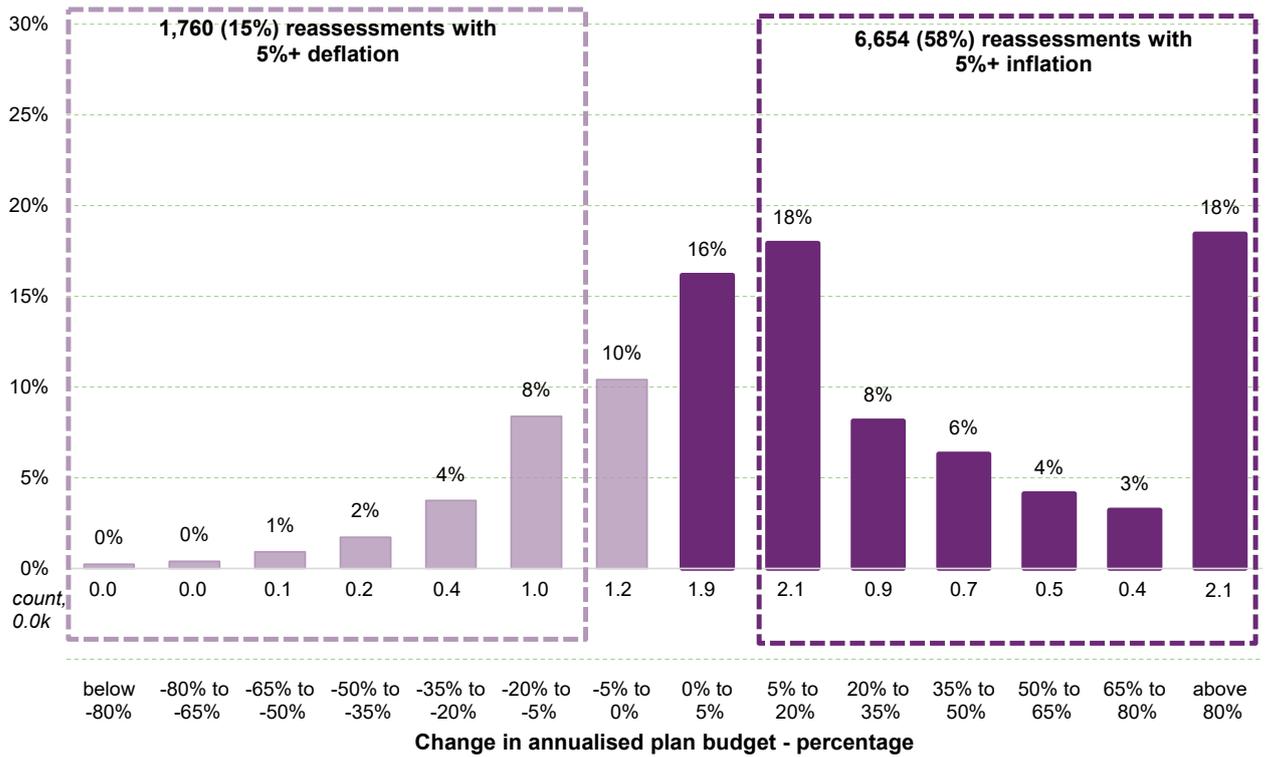
²⁸² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²⁸³ Total payments for home modifications in Western Australia were \$15.7m. Of which, \$3.4m (21%) has been paid for specialised disability accommodation (SDA) supports, and \$12.3m (79%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$29.2m. Of which, \$8.6m (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$20.6m (71%) has been allocated for non-SDA supports.

²⁸⁴ 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.

²⁸⁵ 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 31 December 2023) - all participants – Western Australia ^{286 287}



²⁸⁶ 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.

²⁸⁷ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement J:

South Australia

This supplement shows the data for South Australia. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	69,603	1,691	71,294
Active Eligible - Total	54,931	1,292	56,223
<i>Active Eligible - New</i>	39,550	1,280	40,830
<i>Active Eligible - State</i>	12,495	<11	12,500
<i>Active Eligible - Commonwealth</i>	2,886	<11	2,893
Active Participant Plans - Total	54,107	1,392	55,499
<i>Active Participant Plans - New</i>	38,795	1,374	40,169
<i>Active Participant Plans - State</i>	12,439	<11	12,445
<i>Active Participant Plans - Commonwealth</i>	2,873	12	2,885
Active Participant Plans - Total	54,107	1,392	55,499
<i>Active Participant Plans - Early Intervention (s25)</i>	18,703	630	19,333
<i>Active Participant Plans - Permanent Disability (s24)</i>	35,404	762	36,166

Table J.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – South Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	4,242
<i>Early Intervention participants</i>	1,828
<i>Permanent disability participants</i>	2,414

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	14,593	97%	6,009	97%	117	91%	20,719	97%
7 to 14	8,333	90%	4,312	90%	230	90%	12,875	90%
15 to 18	1,661	91%	1,166	89%	118	93%	2,945	90%
19 to 24	1,608	89%	1,079	84%	117	87%	2,804	87%
25 to 34	2,305	86%	1,747	81%	113	86%	4,165	84%
35 to 44	2,277	84%	1,880	75%	110	86%	4,267	80%
45 to 54	2,974	81%	2,591	70%	144	76%	5,709	75%
55 to 64	3,818	76%	3,246	63%	156	65%	7,220	69%
65+	139	56%	136	53%	11	55%	286	54%
Missing	173	100%	129	100%	40	100%	342	100%
Total	37,881	89%	22,295	81%	1,156	83%	61,332	86%

Table J.4 Assessment of access by primary disability group and gender – South Australia ²⁸⁸

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	1,373	94%	731	91%	47	89%	2,151	93%
Autism	15,905	98%	7,079	99%	465	98%	23,449	98%
Cerebral palsy	739	97%	622	97%	26	93%	1,387	97%
Developmental delay	4,405	97%	1,846	97%	33	89%	6,284	97%
Global developmental delay	1,606	99%	741	99%	14	100%	2,361	99%
Hearing impairment	1,018	91%	1,051	89%	39	87%	2,108	90%
Intellectual disability	5,175	95%	3,978	95%	245	94%	9,398	95%
Multiple sclerosis	295	92%	757	89%	20	77%	1,072	89%
Psychosocial disability	2,343	69%	1,821	57%	65	54%	4,229	63%
Spinal cord injury	354	96%	172	96%	22	100%	548	96%
Stroke	467	86%	333	83%	21	84%	821	84%
Visual impairment	449	86%	426	83%	19	90%	894	85%
Other neurological	1,283	81%	1,036	79%	27	79%	2,346	80%
Other physical	1,174	54%	1,036	40%	54	45%	2,264	46%
Other sensory/speech	588	54%	210	45%	<11	n/a	805	51%
Other	516	47%	315	28%	11	23%	842	37%
Missing	191	87%	141	86%	41	95%	373	88%
Total	37,881	89%	22,295	81%	1,156	83%	61,332	86%

²⁸⁸ Down syndrome is included in intellectual disability.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,500	6%	121	9%	3,621	7%
Non-First Nations Participants	43,724	81%	1,212	87%	44,936	81%
Not Stated	6,883	13%	59	4%	6,942	13%
Total	54,107	100%	1,392	100%	55,499	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ^{289 290}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,839	7%	82	6%	3,921	7%
Not culturally and linguistically diverse	49,463	91%	1,284	92%	50,747	91%
Not stated	805	1%	26	2%	831	1%
Total	54,107	100%	1,392	100%	55,499	100%

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2023 – South Australia ²⁹¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	61
Total YPIRAC (under 65)	71

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ²⁹²

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	-14	71

²⁸⁹ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

²⁹⁰ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁹¹ There are a further 124 active participants aged 65 years or over who are currently in residential aged care.

²⁹² 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 J.9 Participant profile per quarter by remoteness – South Australia ²⁹³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	40,903	76%	1,046	75%	41,949	76%
Population > 50,000	975	2%	32	2%	1,007	2%
Population between 15,000 and 50,000	4,840	9%	124	9%	4,964	9%
Population between 5,000 and 15,000	1,883	3%	46	3%	1,929	3%
Population less than 5,000	4,166	8%	106	8%	4,272	8%
Remote	963	2%	28	2%	991	2%
Very Remote	375	1%	<11	n/a	385	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	54,107	100%	1,392	100%	55,499	100%

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{294 295 296}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	22,293	41%	522	38%	22,815	41%
Intellectual disability	8,692	16%	75	5%	8,767	16%
Developmental delay	4,775	9%	399	29%	5,174	9%
Psychosocial disability	3,815	7%	74	5%	3,889	7%
Hearing impairment	1,961	4%	23	2%	1,984	4%
Other neurological	1,763	3%	43	3%	1,806	3%
Other physical	1,802	3%	14	1%	1,816	3%
Acquired brain injury	1,779	3%	21	2%	1,800	3%
Cerebral palsy	1,293	2%	<11	n/a	1,299	2%
Global developmental delay	1,959	4%	140	10%	2,099	4%
Multiple sclerosis	981	2%	11	1%	992	2%
Visual impairment	824	2%	<11	n/a	833	2%
Stroke	689	1%	21	2%	710	1%
Other	664	1%	30	2%	694	1%
Spinal cord Injury	470	1%	<11	n/a	472	1%
Other sensory/speech	347	1%	<11	n/a	349	1%
Total	54,107	100%	1,392	100%	55,499	100%

²⁹³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²⁹⁴ Table order based on national proportions in Table E.15 (highest to lowest).

²⁹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁹⁶ Down syndrome is included in intellectual disability, representing 1% (803) of all Scheme participants in South Australia.

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{297 298}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	416	14%	<11	n/a	416	14%
Intellectual disability	1,497	49%	<11	n/a	1,497	49%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	244	8%	<11	n/a	244	8%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	202	7%	<11	n/a	203	7%
Other physical	33	1%	<11	n/a	33	1%
Acquired brain injury	275	9%	<11	n/a	275	9%
Cerebral palsy	201	7%	<11	n/a	201	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	56	2%	<11	n/a	56	2%
Visual impairment	12	0%	<11	n/a	12	0%
Stroke	77	3%	<11	n/a	78	3%
Other	37	1%	<11	n/a	39	1%
Spinal cord Injury	20	1%	<11	n/a	20	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	3,070	100%	<11	n/a	3,074	100%

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ²⁹⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	21,877	43%	522	38%	22,399	43%
Intellectual disability	7,195	14%	75	5%	7,270	14%
Developmental delay	4,775	9%	399	29%	5,174	10%
Psychosocial disability	3,571	7%	74	5%	3,645	7%
Hearing impairment	1,961	4%	23	2%	1,984	4%
Other neurological	1,561	3%	42	3%	1,603	3%
Other physical	1,769	3%	14	1%	1,783	3%
Acquired brain injury	1,504	3%	21	2%	1,525	3%
Cerebral palsy	1,092	2%	<11	n/a	1,098	2%
Global developmental delay	1,959	4%	140	10%	2,099	4%
Multiple sclerosis	925	2%	11	1%	936	2%
Visual impairment	812	2%	<11	n/a	821	2%
Stroke	612	1%	20	1%	632	1%
Other	627	1%	28	2%	655	1%
Spinal cord Injury	450	1%	<11	n/a	452	1%
Other sensory/speech	347	1%	<11	n/a	349	1%
Total	51,037	100%	1,388	100%	52,425	100%

²⁹⁷ 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.

²⁹⁸ Down syndrome is included in intellectual disability, representing 7% (205) of participants in SIL.

²⁹⁹ Down syndrome is included in intellectual disability, representing 1% (596) of participants not in SIL.

Table J.13 Participant profile per quarter by reported level of function – South Australia ³⁰⁰

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,255	10%	248	18%	5,503	10%
2 (High Function)	105	0%	<11	n/a	105	0%
3 (High Function)	2,777	5%	81	6%	2,858	5%
4 (High Function)	2,422	4%	35	3%	2,457	4%
5 (High Function)	3,545	7%	101	7%	3,646	7%
6 (Moderate Function)	15,655	29%	437	31%	16,092	29%
7 (Moderate Function)	2,642	5%	46	3%	2,688	5%
8 (Moderate Function)	3,270	6%	39	3%	3,309	6%
9 (Moderate Function)	269	0%	<11	n/a	274	0%
10 (Moderate Function)	5,098	9%	73	5%	5,171	9%
11 (Low Function)	1,651	3%	<11	n/a	1,660	3%
12 (Low Function)	5,892	11%	62	4%	5,954	11%
13 (Low Function)	4,868	9%	63	5%	4,931	9%
14 (Low Function)	598	1%	<11	n/a	599	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	54	0%	192	14%	246	0%
Total	54,107	100%	1,392	100%	55,499	100%

Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	7,095	13%	643	46%	7,738	14%
7 to 14	15,485	29%	289	21%	15,774	28%
15 to 18	5,942	11%	83	6%	6,025	11%
19 to 24	4,827	9%	43	3%	4,870	9%
25 to 34	4,250	8%	70	5%	4,320	8%
35 to 44	3,905	7%	71	5%	3,976	7%
45 to 54	4,428	8%	73	5%	4,501	8%
55 to 64	5,544	10%	105	8%	5,649	10%
65+	2,631	5%	15	1%	2,646	5%
Total	54,107	100%	1,392	100%	55,499	100%

Table J.15 Participation rates by age group and gender at 31 December 2023 – South Australia ³⁰¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	7.4%	3.5%	5.6%
7-14	12.2%	5.7%	9.1%
15-18	8.6%	4.8%	6.9%
19-24	4.4%	2.5%	3.6%
25-44	1.9%	1.4%	1.7%
45-64	2.4%	2.0%	2.2%
Total (aged 0 to 64)	4.4%	2.6%	3.6%

³⁰⁰ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁰¹ 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=4,074), 'parent and carer employment rate' (n=3,459) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,207) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - South Australia³⁰²

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	19%	23%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	37%	26%
Participant employment rate - Aged 35 to 44 years	35%	34%	32%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	28%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	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%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	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	36%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	38%	40%	41%	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%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	44%	44%	44%	50%
Parent and carer employment rate - All ages	46%	47%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	64%	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%

³⁰² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=3,475), 'participant social and community engagement rate' (n=3,488), 'parent and carer employment rate' (n=2,419) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,098) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - South Australia ³⁰³

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	34%	35%	35%	34%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	26%	28%	25%	25%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	26%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	34%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	42%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	36%	39%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	39%	33%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	35%	35%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	37%	38%	36%	46%
Participant social and community engagement rate - Aged 25+ years	37%	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%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	52%	46%	50%
Parent and carer employment rate - All ages	45%	49%	51%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	75%	75%

³⁰³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=2,730), 'participant social and community engagement rate' (n=2,742), 'parent and carer employment rate' (n=1,304) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,767) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - South Australia ³⁰⁴

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	16%	21%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	33%	26%	34%	26%
Participant employment rate - Aged 35 to 44 years	33%	33%	32%	26%	29%	26%
Participant employment rate - Aged 45 to 54 years	30%	25%	26%	26%	24%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	17%	17%	26%
Participant employment rate - Aged 65+ years	16%	13%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	27%	26%	26%	23%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	39%	34%	31%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	40%	42%	50%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	39%	39%	42%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	46%	43%	39%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	39%	35%	40%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	30%	27%	24%	33%	46%
Participant social and community engagement rate - Aged 25+ years	39%	40%	38%	40%	40%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	37%	38%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	48%	53%	50%	50%
Parent and carer employment rate - Aged 15+ years	44%	46%	49%	44%	42%	50%
Parent and carer employment rate - All ages	44%	46%	48%	49%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	63%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	70%	72%	74%	75%

³⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=1,359), 'participant social and community engagement rate' (n=1,357), 'parent and carer employment rate' (n=719) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=970) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - South Australia ³⁰⁵

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	9%	17%	25%	26%	25%	26%
Participant employment rate - Aged 25 to 34 years	33%	34%	39%	22%	37%	28%	26%
Participant employment rate - Aged 35 to 44 years	37%	31%	29%	38%	19%	30%	26%
Participant employment rate - Aged 45 to 54 years	34%	33%	34%	32%	32%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	22%	20%	18%	12%	16%	26%
Participant employment rate - Aged 65+ years	20%	20%	17%	11%	14%	8%	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	30%	26%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	26%	25%	26%	26%	24%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	37%	41%	32%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	50%	50%	43%	40%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	50%	42%	40%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	43%	40%	44%	47%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	39%	44%	41%	37%	41%	46%
Participant social and community engagement rate - Aged 65+ years	41%	39%	40%	41%	27%	40%	46%
Participant social and community engagement rate - Aged 25+ years	41%	43%	45%	42%	38%	44%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	43%	42%	37%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	56%	56%	51%	42%	53%	50%
Parent and carer employment rate - Aged 15+ years	46%	49%	56%	62%	49%	47%	50%
Parent and carer employment rate - All ages	47%	52%	56%	56%	45%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	63%	68%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	72%	81%	78%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	68%	75%	75%	75%	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 31 December 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=279), 'participant social and community engagement rate' (n=283), 'parent and carer employment rate' (n=303) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=235) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - South Australia ³⁰⁶

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	36%	32%	29%	37%	29%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	27%	26%	25%	33%	28%	32%	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%	41%	43%	43%	45%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	42%	41%	42%	44%	33%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	44%	45%	51%	54%	58%	42%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	44%	61%	65%	64%	69%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	59%	72%	63%	65%	68%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	52%	66%	64%	64%	69%	72%	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 31 December 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

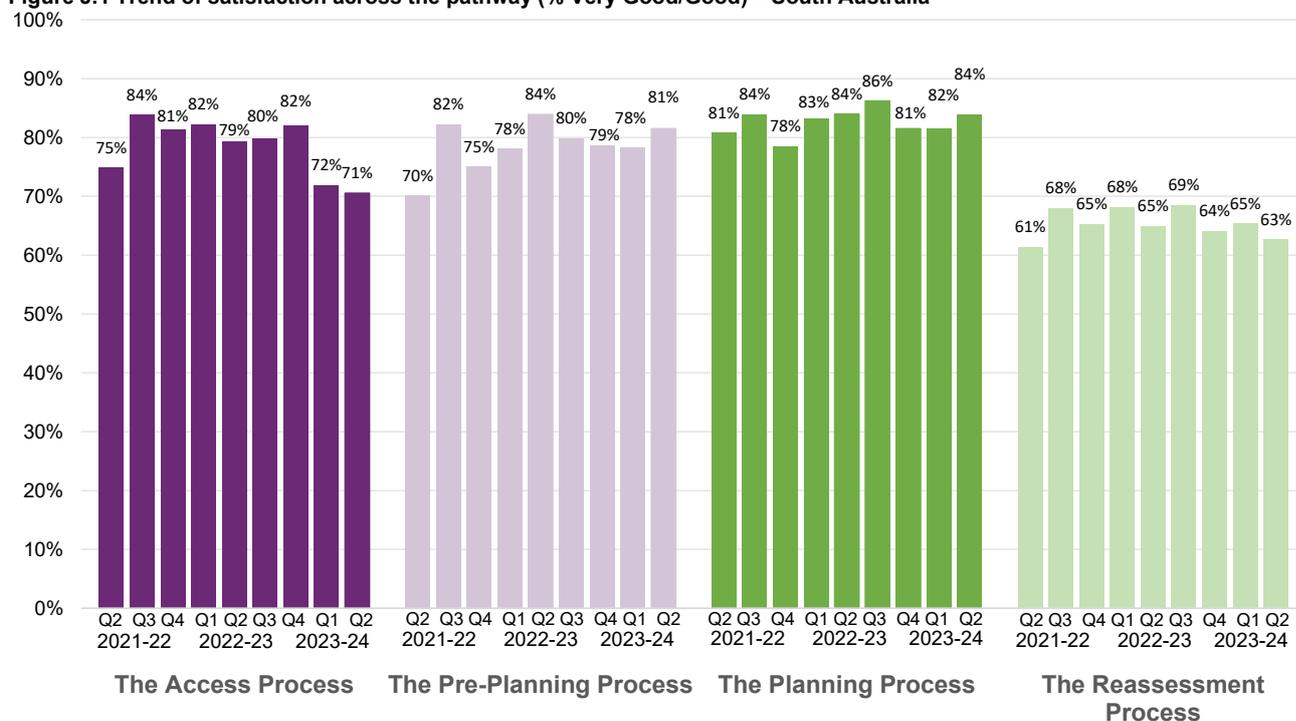
Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 1,408 in Prior Quarters, n = 78 in 2023-24 Q2), 'Pre-planning' (n = 1,202 in Prior Quarters, n = 54 in 2023-24 Q2), 'Planning' (n = 5,131 in Prior Quarters, n = 286 in 2023-24 Q2) and 'Plan reassessment' (n = 14,123 in Prior Quarters, n = 733 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia^{307 308}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	83%
Access - Was the person from the NDIS respectful?	97%	96%
Access - Do you understand what will happen next with your plan?	76%	73%
Access - % of participants rating their overall experience as Very Good or Good.	77%	71%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	81%
Pre-planning - Did you understand why you needed to give the information you did?	94%	96%
Pre-planning - Were decisions about your plan clearly explained?	78%	83%
Pre-planning - Are you clear on what happens next with your plan?	67%	81%
Pre-planning - Do you know where to go for more help with your plan?	70%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	81%
Planning - Did the person from the NDIS understand how your disability affects your life?	89%	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%	87%
Planning - Are you clear on what happens next with your plan?	82%	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.	82%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	70%
Plan reassessment - Did you feel prepared for your plan reassessment?	81%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	63%

³⁰⁷ 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.

³⁰⁸ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ³⁰⁹



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table J.22 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

³⁰⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 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 ^{310 311 312}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	35	<11	37	32
People who have submitted an access request: Complaint about LAC Partner	406	23	429	373
People who have submitted an access request: Complaints about service providers	812	50	862	694
People who have submitted an access request: Complaints about the Agency	14,813	695	15,508	7,715
People who have submitted an access request: Unclassified	510	<11	511	470
People who have submitted an access request: Total	16,576	771	17,347	8,394
<i>Percentage of the number of active participants</i>	<i>7.4%</i>	<i>5.6%</i>	<i>7.3%</i>	<i>n/a</i>
Total PCIs	3,685	460	4,145	n/a

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

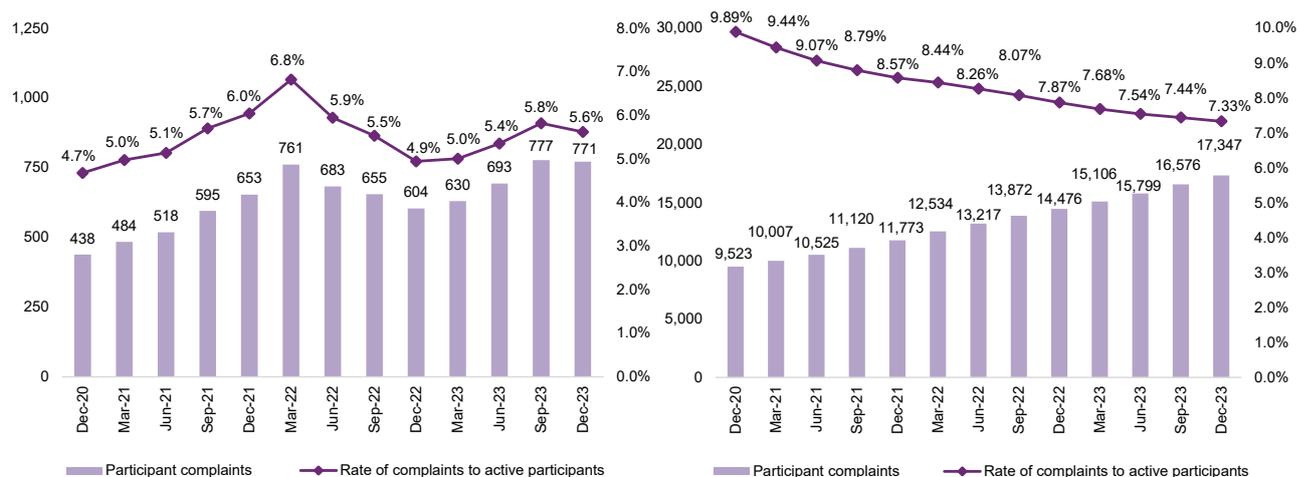
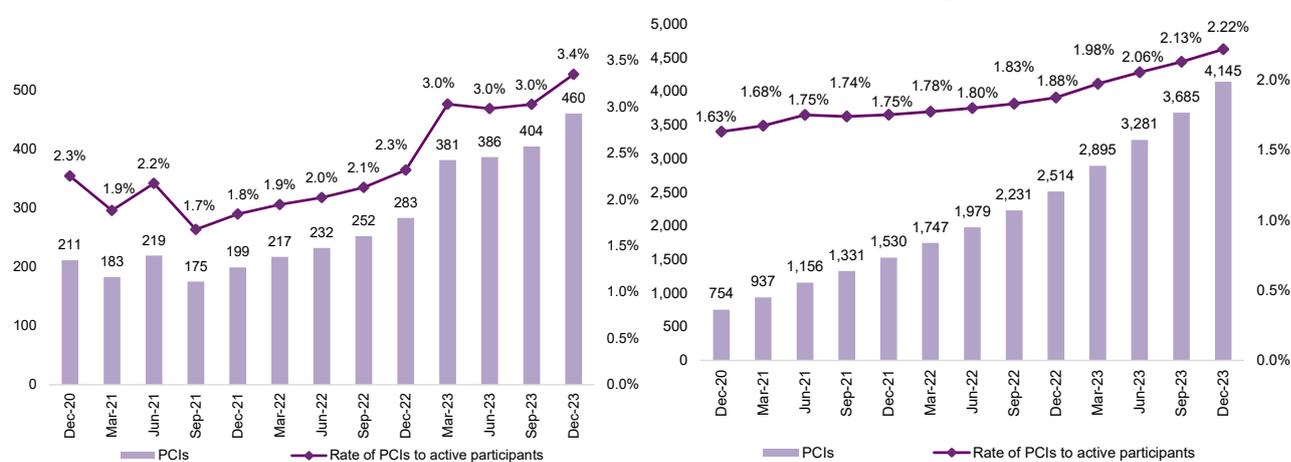


Figure J.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – South Australia ³¹³



³¹⁰ Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

³¹¹ 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.

³¹² November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

³¹³ Ibid.

Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ³¹⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	558	4%	<11	n/a	558	4%
Complaints about the Agency - Information unclear	293	2%	<11	n/a	293	2%
Complaints about the Agency - NDIA Access	328	2%	33	5%	361	2%
Complaints about the Agency - NDIA Engagement	12	0%	<11	n/a	15	0%
Complaints about the Agency - NDIA Finance	735	5%	57	8%	792	5%
Complaints about the Agency - NDIA Fraud and Compliance	49	0%	11	2%	60	0%
Complaints about the Agency - NDIA Plan	2,875	19%	204	29%	3,079	20%
Complaints about the Agency - NDIA Process	1,013	7%	61	9%	1,074	7%
Complaints about the Agency - NDIA Resources	91	1%	<11	n/a	99	1%
Complaints about the Agency - NDIA Staff	606	4%	59	8%	665	4%
Complaints about the Agency - NDIA Timeliness	2,142	14%	253	36%	2,395	15%
Complaints about the Agency - Participation, engagement and inclusion	51	0%	<11	n/a	51	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	1,167	8%	<11	n/a	1,167	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	300	2%	<11	n/a	300	2%
Complaints about the Agency - Timeliness	2,951	20%	<11	n/a	2,951	19%
Complaints about the Agency - Other	1,485	10%	<11	n/a	1,491	10%
Complaints about the Agency - Total	14,813	100%	695	100%	15,508	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	15	43%	<11	n/a	17	46%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	35	100%	<11	n/a	37	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	81	20%	<11	n/a	83	19%
Complaints about LAC Partner - LAC Process	47	12%	<11	n/a	51	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	218	54%	16	70%	234	55%
Complaints about LAC Partner - LAC Timeliness	52	13%	<11	n/a	53	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	406	100%	23	100%	429	100%
Complaints about service providers - Provider Costs	31	4%	<11	n/a	31	4%
Complaints about service providers - Provider Finance	63	8%	<11	n/a	66	8%

³¹⁴ There are 16,576 total participant complaints in Prior Quarters, 771 total participant complaints in 2023-24 Q2, and 17,347 total participant complaints as at 31 December 2023, including 511 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	68	8%	<11	n/a	71	8%
Complaints about service providers - Provider Process	36	4%	<11	n/a	36	4%
Complaints about service providers - Provider Service	271	33%	19	38%	290	34%
Complaints about service providers - Provider Staff	136	17%	17	34%	153	18%
Complaints about service providers - Service Delivery	35	4%	<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	49	6%	<11	n/a	49	6%
Complaints about service providers - Other	83	10%	<11	n/a	91	11%
Complaints about service providers - Total	812	100%	50	100%	862	100%

Table J.24 AAT Cases by category at 31 December 2023 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	307	15%	37	28%	344	16%
Plan	1,557	77%	87	66%	1,644	76%
Plan Reassessment	49	2%	<11	n/a	49	2%
Other	110	5%	<11	n/a	118	5%
Total cases	2,023	100%	132	100%	2,155	100%
Percentage of the number of active participants	n/a	0.91%	n/a	0.96%	n/a	0.91%

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

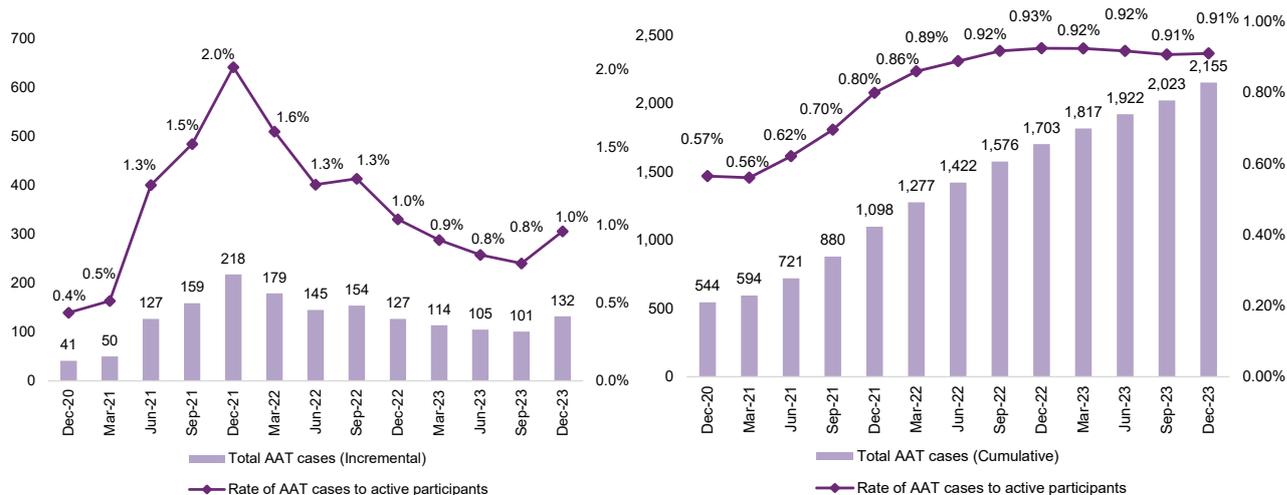


Table J.25 AAT cases by open/closed and decision – South Australia ³¹⁵ ³¹⁶

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,155	1,945
Open AAT Cases	341	337
Closed AAT Cases	1,814	1,556
<i>Resolved before hearing</i>	1,786	1,534
<i>Gone to hearing and received a substantive decision</i>	28	22

³¹⁵ Of the 28 cases which went to hearing and received a substantive decision: 13 affirmed the NDIA's decision, 6 varied the NDIA's decision and 9 set aside the NDIA's decision.

³¹⁶ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table J.26 AAT Supports in dispute – South Australia ^{317 318 319}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	12	<11	<11
Core Supports	67	33	25
Capacity Building Support	77	40	43
General Support	18	<11	<11
Assistive Technology	30	17	12
SDA	16	<11	<11
Home Modifications	<11	<11	<11
SIL	39	11	11
Everyday Living Costs	<11	<11	<11
Transport	12	<11	<11
Other	<11	<11	<11
Total	154	71	59

Table J.27 Closed AAT by outcome – South Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	<11	n/a	28	2%
<i>Decided by Tribunal - Affirmed</i>	<11	n/a	<11	n/a	13	1%
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Set Aside</i>	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	123	99%	97	97%	1786	98%
<i>Not Decided by Tribunal - Resolved by consent</i>	102	82%	73	73%	1268	70%
<i>Not Decided by Tribunal - Withdrawn</i>	<11	n/a	17	17%	415	23%
<i>Not Decided by Tribunal - No jurisdiction</i>	<11	n/a	<11	n/a	21	1%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Dismissed</i>	<11	n/a	<11	n/a	79	4%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	124	100%	100	100%	1814	100%

³¹⁷ Supports in dispute data is only available for 2022-23 Q3 onwards.

³¹⁸ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

³¹⁹ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table J.28 Key markets indicators by quarter – South Australia ^{320 321}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.01	1.00
Number of providers delivering new types of supports	192	216
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	85%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	98%	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%	94%

Table J.29 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – South Australia ³²²

Activity	Number of providers
Active for the first time in 2023-24 Q2	67
Active in 2023-24 Q2 and also in previous quarters	991
Active in 2023-24 Q2	1,058
Inactive in 2023-24 Q2	2,292
Active ever	3,350

Table J.30 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – South Australia ³²³

Amount paid in 2023-24 Q2	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	30	29	214
\$2,001-\$10,000	181	13	21	215
\$10,001-\$100,000	276	<5	13	293
\$100,001-\$250,000	116	<5	<5	121
\$250,000+	215	<5	<5	215
Total	943	48	67	1,058

Table J.31 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – South Australia ^{324 325}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	n/a	16%	5%
Health & Wellbeing	1%	43%	13%
Lifelong Learning	2%	23%	7%
Other	1%	16%	5%
Non-categorised	1%	10%	4%
Any mainstream service	4%	74%	23%

³²⁰ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³²¹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³²² Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³²³ 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.

³²⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³²⁵ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table J.32 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – South Australia ³²⁶

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	3%	3%	3%
Daily life	15%	17%	15%
Health and wellbeing	67%	69%	68%
Learning	33%	25%	32%
Relationships	3%	4%	3%
Social and community activities	6%	5%	6%
Unknown	15%	13%	15%
Where I live	2%	2%	2%
Work	5%	4%	5%
Any mainstream service	100%	98%	100%

³²⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Five: Financial sustainability

Note: In Figure J.5 to J.13 and in Table J.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 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.

Total includes participants with missing characteristics, where applicable.

Table J.33 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – South Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.4%	2.5%
\$5,001-\$10,000	7.6%	8.0%
\$10,001-\$15,000	11.7%	12.4%
\$15,001-\$20,000	12.2%	12.9%
\$20,001-\$25,000	12.3%	13.0%
\$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+	7.5%	2.7%

Figure J.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – South Australia

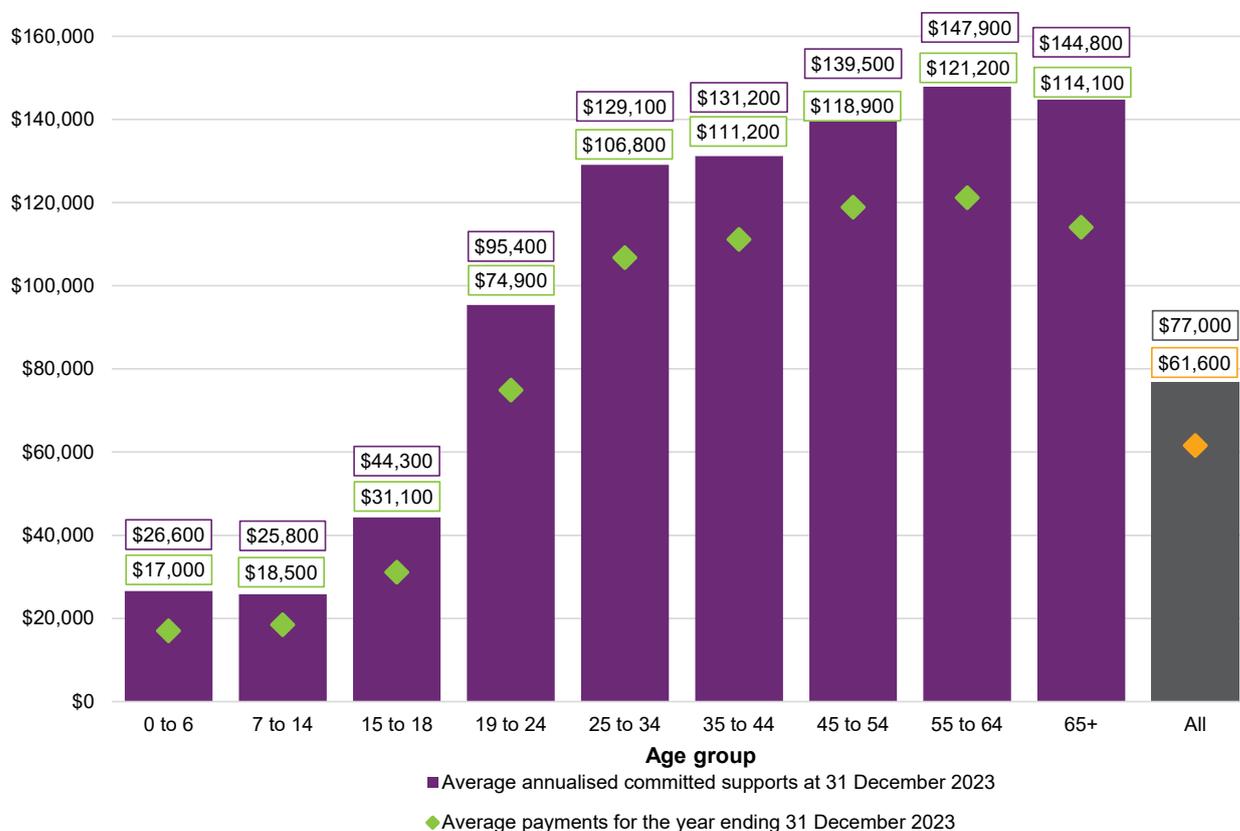


Figure J.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – South Australia

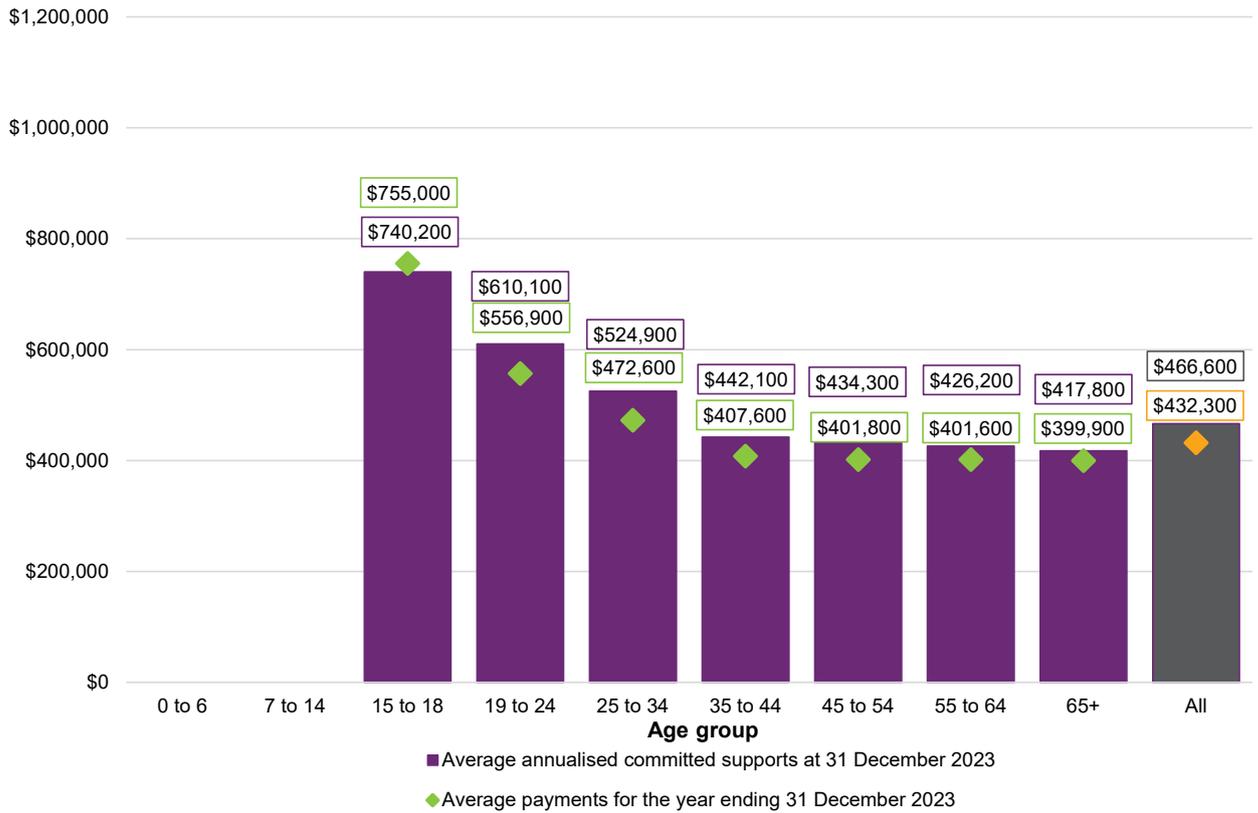


Figure J.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – South Australia

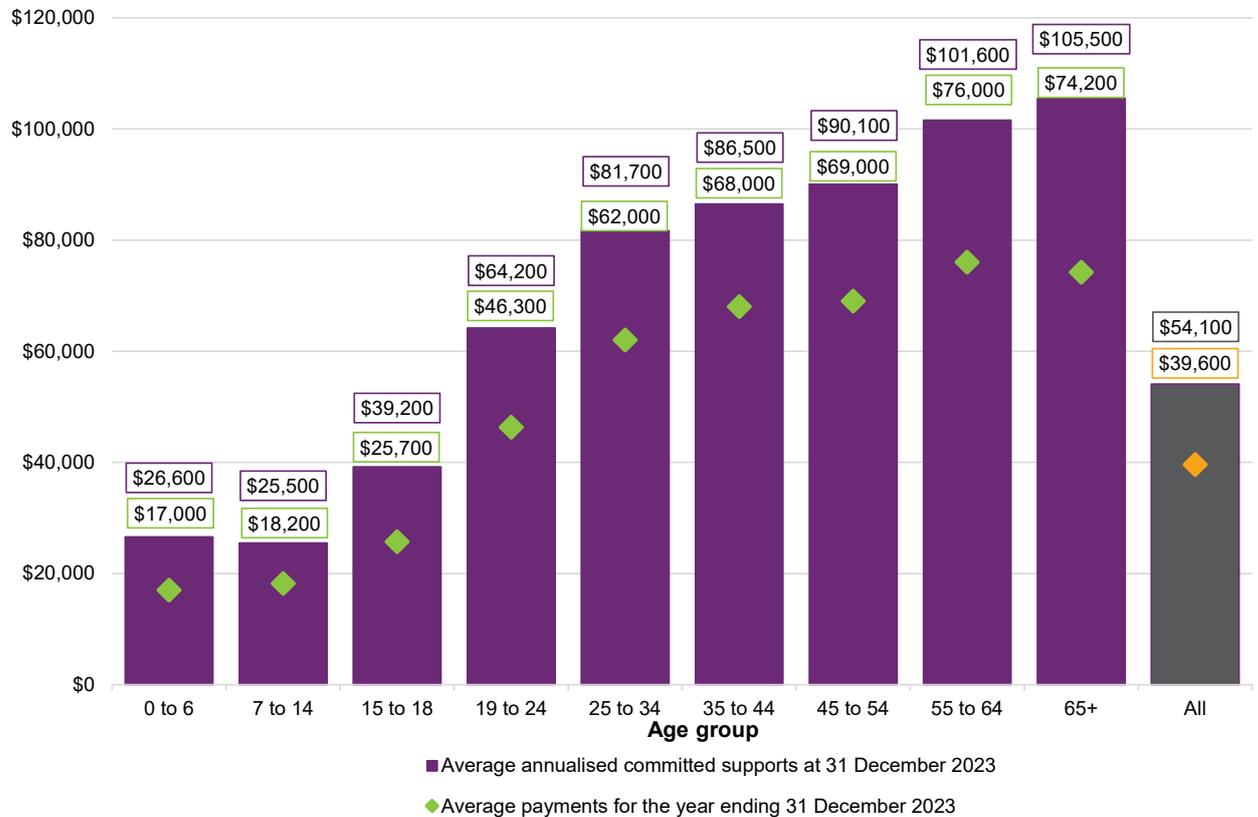


Figure J.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – South Australia

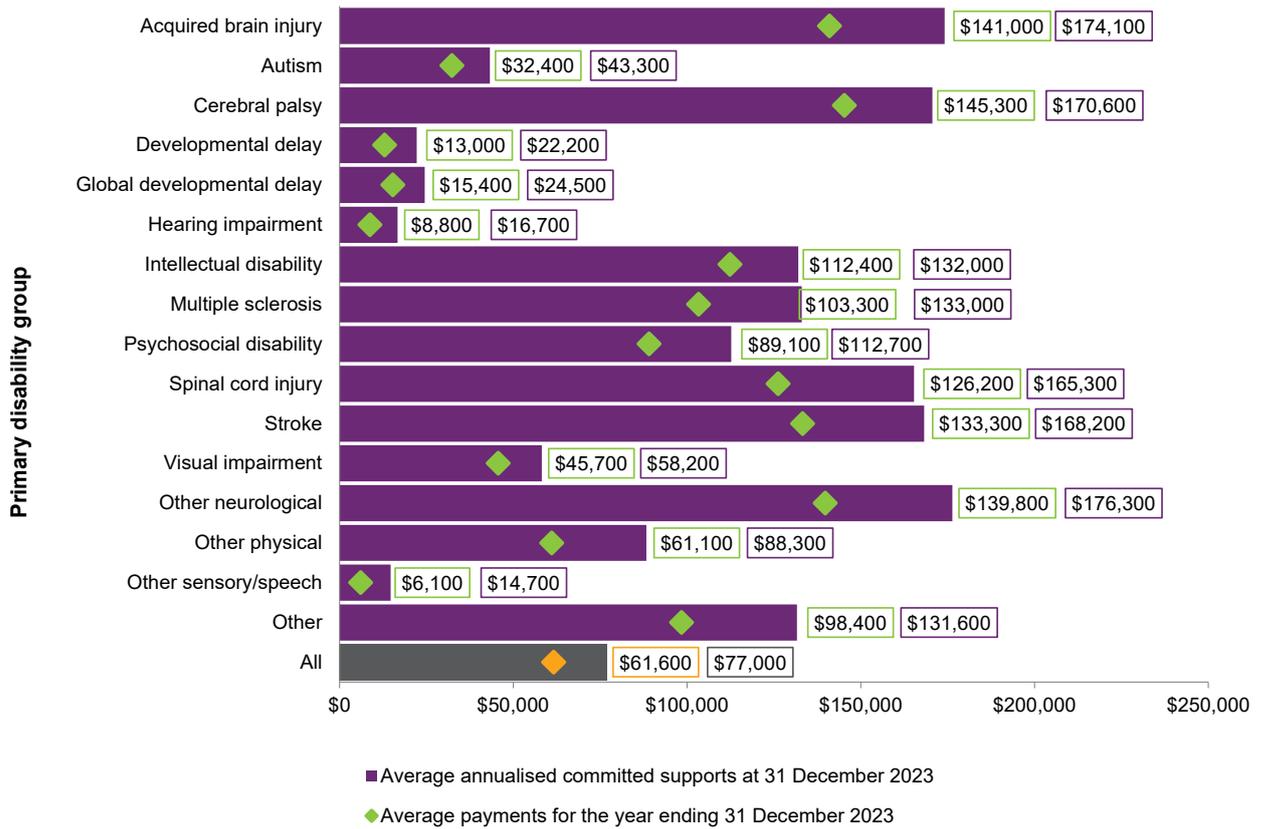


Figure J.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – South Australia

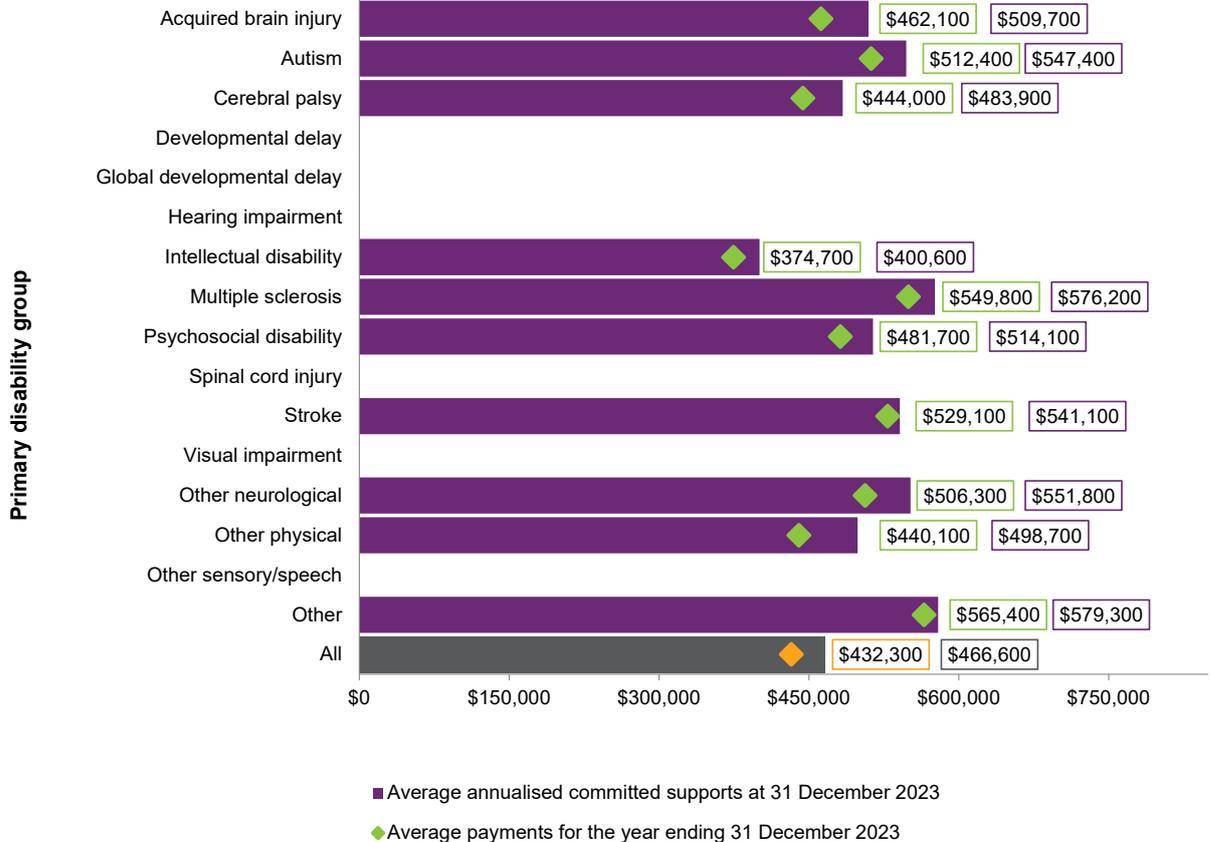


Figure J.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – South Australia

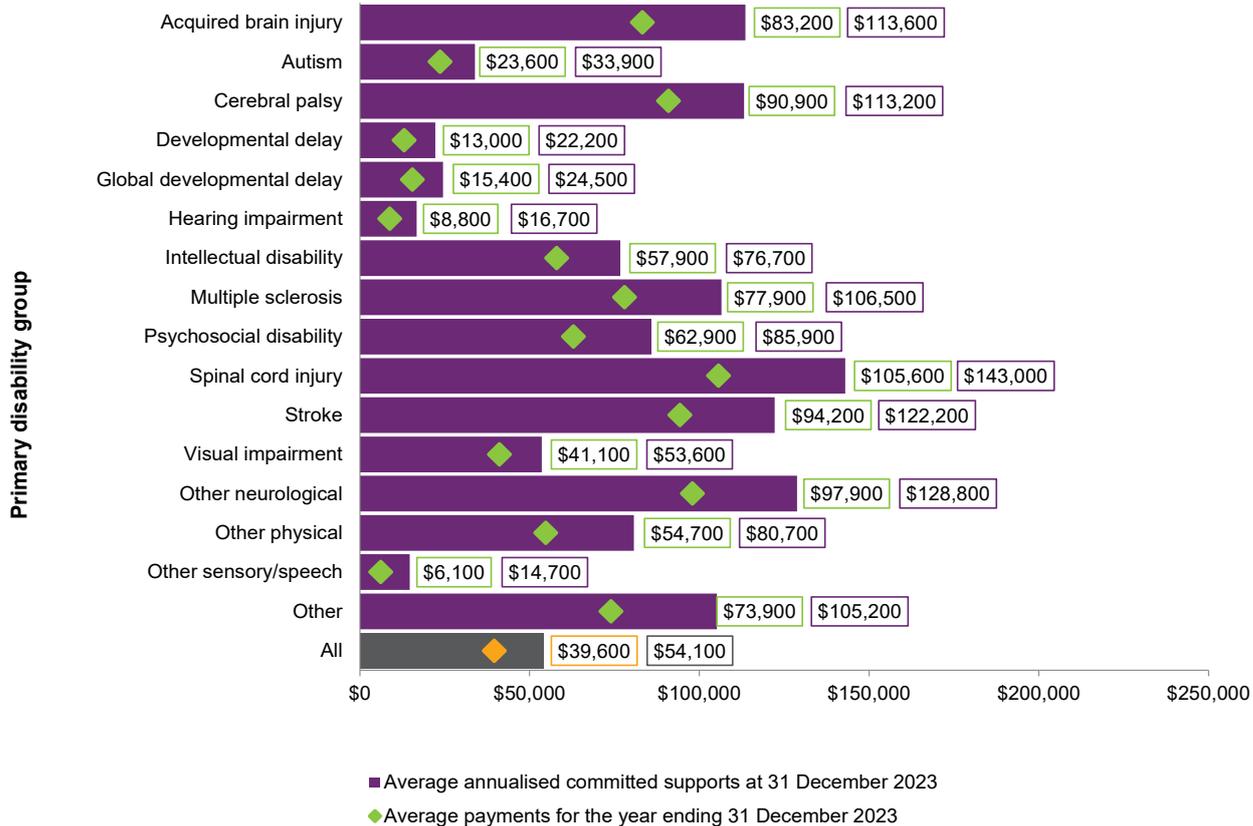


Figure J.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – South Australia

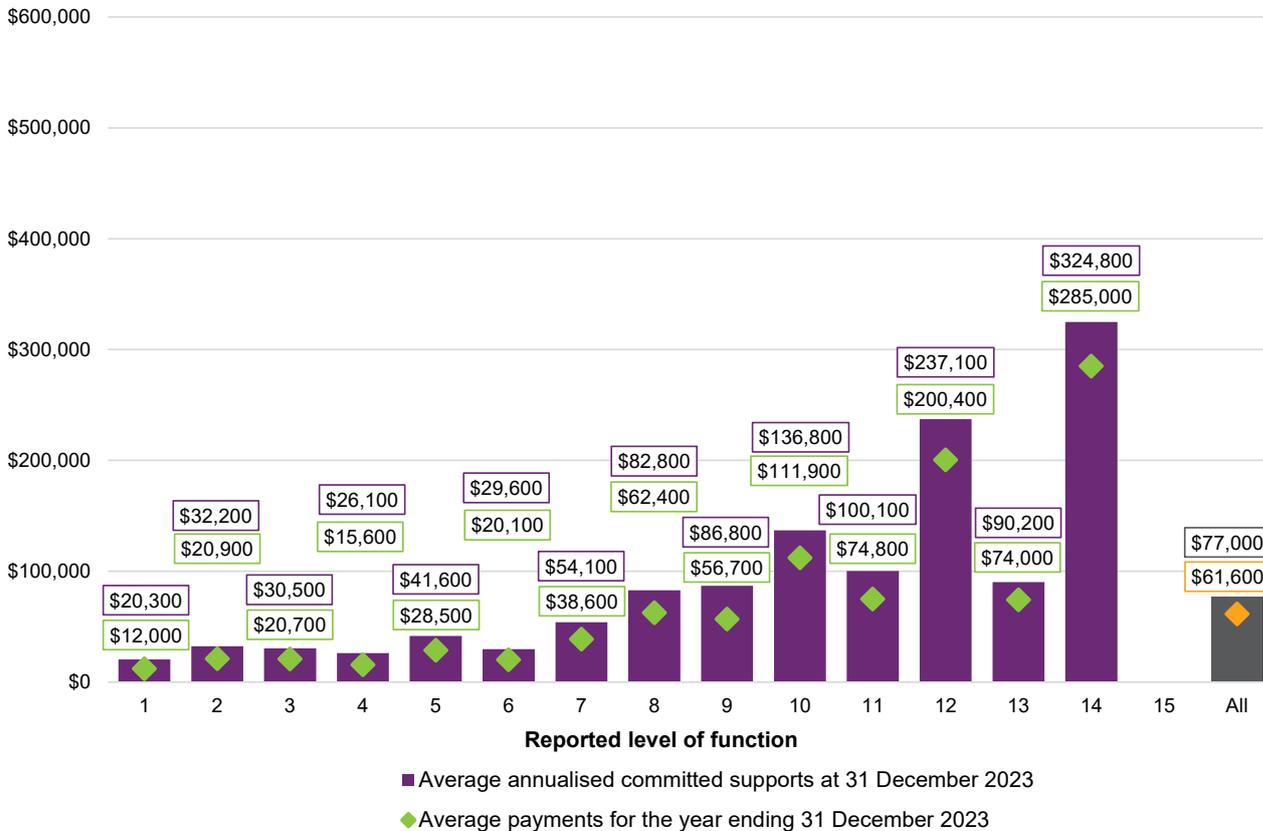


Figure J.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – South Australia



Figure J.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – South Australia

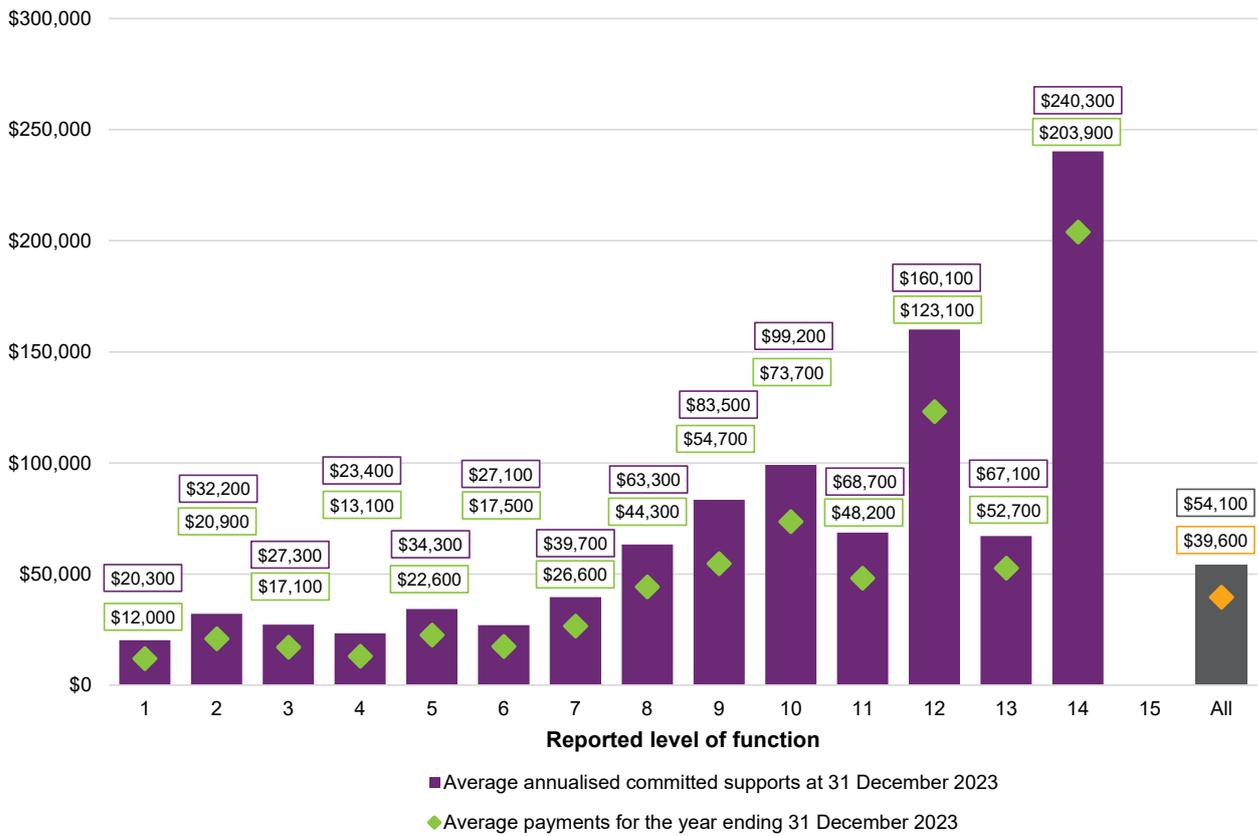


Table J.34 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – South Australia ^{327 328}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	1,828.7	2,196.2
Core: Consumables	58.2	75.1
Core: Social and Civic	610.5	801.9
Core: Transport	43.8	40.8
Capacity Building: Choice and Control	53.3	59.1
Capacity Building: Daily Activities	415.4	653.7
Capacity Building: Employment	10.6	31.9
Capacity Building: Health and Wellbeing	1.8	4.0
Capacity Building: Home Living	0.04	0.2
Capacity Building: Lifelong learning	0.04	0.2
Capacity Building: Relationships	50.6	104.6
Capacity Building: Social and Civic	7.1	22.5
Capacity Building: Support Coordination	80.6	111.5
Capital: Assistive Technology	49.4	116.6
Capital: Home Modifications	31.2	52.5
All	3,241.3	4,270.9

Table J.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – South Australia ^{329 330}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	1,027.2	1,067.0
Core: Consumables	10.0	11.8
Core: Social and Civic	134.4	193.1
Core: Transport	4.3	7.1
Capacity Building: Choice and Control	4.2	4.3
Capacity Building: Daily Activities	31.2	38.8
Capacity Building: Employment	0.2	1.0
Capacity Building: Health and Wellbeing	0.2	0.5
Capacity Building: Home Living	n/a	0.002
Capacity Building: Lifelong learning	0.002	0.03
Capacity Building: Relationships	22.6	42.5
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	16.2	21.1
Capital: Assistive Technology	7.7	15.5
Capital: Home Modifications	18.4	30.9
All	1,276.9	1,434.2

³²⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³²⁸ Total payments for home modifications in South Australia were \$31.2 million. Of which, \$23.0 million (74%) has been paid for specialised disability accommodation (SDA) supports, and \$8.1 million (26%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$52.5 million. Of which, \$38.6 million (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.9 million (26%) has been allocated for non-SDA supports.

³²⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³³⁰ Total payments for home modifications in South Australia were \$18.4 million. Of which, \$17.83 million (97.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.53 million (2.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$30.9 million. Of which, \$30.1 million (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.8 million (3%) has been allocated for non-SDA supports.

Table J.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – South Australia ^{331 332}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	801.5	1,129.2
Core: Consumables	48.2	63.3
Core: Social and Civic	476.1	608.8
Core: Transport	39.6	33.7
Capacity Building: Choice and Control	49.1	54.8
Capacity Building: Daily Activities	384.2	614.9
Capacity Building: Employment	10.3	30.9
Capacity Building: Health and Wellbeing	1.6	3.5
Capacity Building: Home Living	0.04	0.2
Capacity Building: Lifelong learning	0.03	0.1
Capacity Building: Relationships	28.1	62.1
Capacity Building: Social and Civic	6.9	21.9
Capacity Building: Support Coordination	64.4	90.4
Capital: Assistive Technology	41.6	101.1
Capital: Home Modifications	12.8	21.6
All	1,964.4	2,836.6

Table J.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ³³³

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	186.5	370.1	1,157.5	2,122.9	2,769.4	3,168.5	3,917.9	2,185.7
Total Paid	5.6	29.5	62.8	104.5	221.3	793.1	1,489.9	1,998.1	2,415.6	2,949.8	1,566.4
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	76%	75%	72%

Table J.38 Percentage change in plan budgets for active participants – South Australia

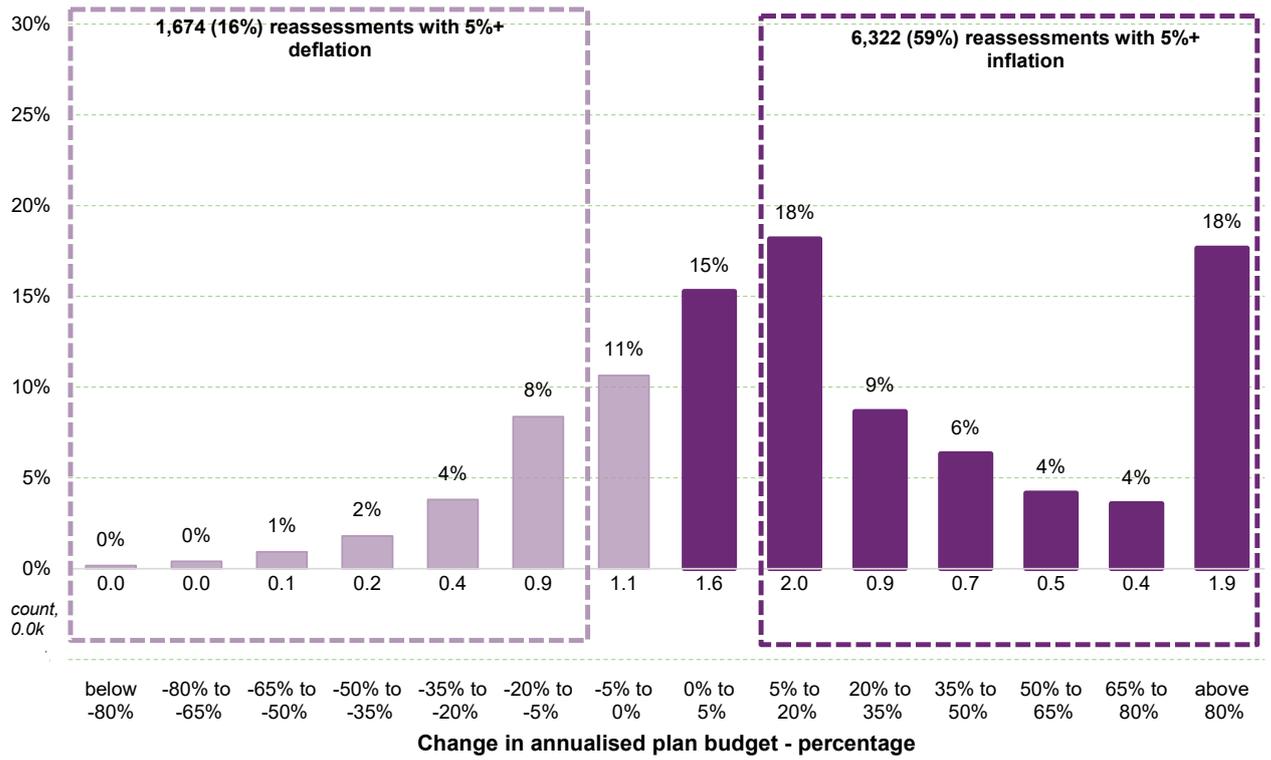
Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	6.3%	6.7%	9.3%	13.2%	8.8%	10.2%	10.1%	11.0%	8.2%
Interplan Inflation	-1.7%	-0.6%	3.5%	8.6%	9.3%	8.1%	9.3%	6.0%	3.1%
Total Inflation	4.6%	6.1%	12.8%	21.9%	18.0%	18.3%	19.3%	17.1%	11.3%

³³¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³³² Total payments for home modifications in South Australia were \$12.8 million. Of which, \$5.2 million (41%) has been paid for specialised disability accommodation (SDA) supports, and \$7.6 million (59%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$21.6 million. Of which, \$8.5 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.1 million (61%) has been allocated for non-SDA supports.

³³³ 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 31 December 2023) - all participants – South Australia ^{334 335}



³³⁴ 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.

³³⁵ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes

Supplement K:

Tasmania

This supplement shows the data for Tasmania. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry, plan and entry type – Tasmania

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	17,276	368	17,644
Active Eligible - Total	13,756	284	14,040
<i>Active Eligible - New</i>	9,402	284	9,686
<i>Active Eligible - State</i>	2,899	<11	2,899
<i>Active Eligible - Commonwealth</i>	1,455	<11	1,455
Active Participant Plans - Total	13,589	265	13,854
<i>Active Participant Plans - New</i>	9,250	259	9,509
<i>Active Participant Plans - State</i>	2,891	<11	2,893
<i>Active Participant Plans - Commonwealth</i>	1,448	<11	1,452
Active Participant Plans - Total	13,589	265	13,854
<i>Active Participant Plans - Early Intervention (s25)</i>	3,339	<11	3,345
<i>Active Participant Plans - Permanent Disability (s24)</i>	10,250	259	10,509

Table K.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	1,025
<i>Early Intervention participants</i>	347
<i>Permanent disability participants</i>	678

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	2,509	97%	1,152	97%	158	100%	3,819	97%
7 to 14	2,008	90%	1,009	89%	124	89%	3,141	89%
15 to 18	994	91%	588	89%	45	94%	1,627	90%
19 to 24	542	86%	365	83%	35	92%	942	85%
25 to 34	464	83%	398	77%	24	73%	886	80%
35 to 44	590	83%	551	77%	<11	n/a	1,150	80%
45 to 54	777	83%	769	74%	30	83%	1,576	79%
55 to 64	1,007	82%	903	71%	40	82%	1,950	76%
65+	31	62%	28	48%	<11	n/a	60	55%
Missing	43	100%	35	100%	<11	n/a	79	100%
Total	8,965	89%	5,798	82%	467	90%	15,230	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania ³³⁶

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	93%	174	87%	11	85%	539	91%
Autism	3,332	96%	1,482	98%	223	94%	5,037	97%
Cerebral palsy	244	96%	214	97%	15	100%	473	97%
Developmental delay	856	97%	380	96%	62	100%	1,298	97%
Global developmental delay	181	99%	76	100%	<11	n/a	263	99%
Hearing impairment	259	90%	243	88%	14	93%	516	89%
Intellectual disability	1,764	94%	1,394	94%	55	93%	3,213	94%
Multiple sclerosis	88	90%	309	92%	<11	n/a	403	91%
Psychosocial disability	648	71%	569	61%	27	63%	1,244	66%
Spinal cord injury	102	94%	43	93%	<11	n/a	147	94%
Stroke	116	85%	100	83%	<11	n/a	224	85%
Visual impairment	117	92%	110	84%	<11	n/a	232	88%
Other neurological	361	84%	292	84%	14	88%	667	84%
Other physical	270	59%	232	43%	<11	n/a	507	50%
Other sensory/speech	30	41%	14	47%	<11	n/a	44	42%
Other	178	53%	115	34%	11	58%	304	44%
Missing	65	88%	51	77%	<11	n/a	119	83%
Total	8,965	89%	5,798	82%	467	90%	15,230	86%

³³⁶ Down syndrome is included in intellectual disability.
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In Supplement K, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,351	10%	33	12%	1,384	10%
Non-First Nations Participants	9,979	73%	207	78%	10,186	74%
Not Stated	2,259	17%	25	9%	2,284	16%
Total	13,589	100%	265	100%	13,854	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ³³⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	341	3%	17	6%	358	3%
Not culturally and linguistically diverse	9,485	70%	228	86%	9,713	70%
Not stated	3,763	28%	20	8%	3,783	27%
Total	13,589	100%	265	100%	13,854	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 31 December 2023 – Tasmania ³³⁸

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	24
Total YPIRAC (under 65)	33

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ³³⁹

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	-2	33

³³⁷ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

³³⁸ There are a further 44 active participants aged 65 years or over who are currently in residential aged care.

³³⁹ 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 ³⁴⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,915	66%	180	68%	9,095	66%
Population between 15,000 and 50,000	2,428	18%	41	15%	2,469	18%
Population between 5,000 and 15,000	61	0%	<11	n/a	63	0%
Population less than 5,000	2,019	15%	38	14%	2,057	15%
Remote	137	1%	<11	n/a	140	1%
Very Remote	29	0%	<11	n/a	30	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	13,589	100%	265	100%	13,854	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{341 342 343}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,782	35%	126	48%	4,908	35%
Intellectual disability	2,993	22%	20	8%	3,013	22%
Developmental delay	961	7%	40	15%	1,001	7%
Psychosocial disability	1,138	8%	12	5%	1,150	8%
Hearing impairment	488	4%	<11	n/a	493	4%
Other neurological	491	4%	12	5%	503	4%
Other physical	407	3%	<11	n/a	411	3%
Acquired brain injury	471	3%	<11	n/a	479	3%
Cerebral palsy	434	3%	<11	n/a	437	3%
Global developmental delay	218	2%	<11	n/a	225	2%
Multiple sclerosis	377	3%	<11	n/a	382	3%
Visual impairment	210	2%	<11	n/a	214	2%
Stroke	179	1%	<11	n/a	186	1%
Other	268	2%	<11	n/a	277	2%
Spinal cord Injury	135	1%	<11	n/a	138	1%
Other sensory/speech	37	0%	<11	n/a	37	0%
Total	13,589	100%	265	100%	13,854	100%

³⁴⁰ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³⁴¹ Table order based on national proportions in Table E.15 (highest to lowest).

³⁴² Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁴³ 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 ^{344 345}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	163	16%	<11	n/a	163	16%
Intellectual disability	447	43%	<11	n/a	447	43%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	141	14%	<11	n/a	141	14%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	62	6%	<11	n/a	63	6%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	91	9%	<11	n/a	91	9%
Cerebral palsy	69	7%	<11	n/a	69	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	14	1%	<11	n/a	14	1%
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	19	2%	<11	n/a	20	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	1,034	100%	<11	n/a	1,036	100%

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ³⁴⁶

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,619	37%	126	48%	4,745	37%
Intellectual disability	2,546	20%	20	8%	2,566	20%
Developmental delay	961	8%	40	15%	1,001	8%
Psychosocial disability	997	8%	12	5%	1,009	8%
Hearing impairment	488	4%	<11	n/a	493	4%
Other neurological	429	3%	11	4%	440	3%
Other physical	399	3%	<11	n/a	403	3%
Acquired brain injury	380	3%	<11	n/a	388	3%
Cerebral palsy	365	3%	<11	n/a	368	3%
Global developmental delay	218	2%	<11	n/a	225	2%
Multiple sclerosis	363	3%	<11	n/a	368	3%
Visual impairment	204	2%	<11	n/a	208	2%
Stroke	160	1%	<11	n/a	166	1%
Other	261	2%	<11	n/a	270	2%
Spinal cord Injury	128	1%	<11	n/a	131	1%
Other sensory/speech	37	0%	<11	n/a	37	0%
Total	12,555	100%	263	100%	12,818	100%

³⁴⁴ 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.

³⁴⁵ Down syndrome is included in intellectual disability, representing 7% (69) of participants in SIL.

³⁴⁶ 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 ³⁴⁷

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,284	9.4%	45	17%	1,329	10%
2 (High Function)	32	0.2%	<11	n/a	32	0%
3 (High Function)	596	4.4%	15	6%	611	4%
4 (High Function)	771	5.7%	14	5%	785	6%
5 (High Function)	915	6.7%	16	6%	931	7%
6 (Moderate Function)	3,008	22.1%	45	17%	3,053	22%
7 (Moderate Function)	881	6.5%	13	5%	894	6%
8 (Moderate Function)	787	5.8%	13	5%	800	6%
9 (Moderate Function)	93	0.7%	<11	n/a	93	1%
10 (Moderate Function)	1,269	9.3%	20	8%	1,289	9%
11 (Low Function)	396	2.9%	<11	n/a	401	3%
12 (Low Function)	1,935	14.2%	35	13%	1,970	14%
13 (Low Function)	846	6.2%	<11	n/a	853	6%
14 (Low Function)	215	1.6%	<11	n/a	215	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	552	4.1%	37	14%	589	4%
Total	13,589	100%	265	100%	13,854	100%

Table K.14 Participant profile per quarter by age group – Tasmania ³⁴⁸

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,632	12%	62	23%	1,694	12%
7 to 14	3,156	23%	71	27%	3,227	23%
15 to 18	1,304	10%	31	12%	1,335	10%
19 to 24	1,430	11%	20	8%	1,450	10%
25 to 34	1,568	12%	14	5%	1,582	11%
35 to 44	1,048	8%	11	4%	1,059	8%
45 to 54	1,281	9%	28	11%	1,309	9%
55 to 64	1,509	11%	27	10%	1,536	11%
65+	661	5%	<11	n/a	662	5%
Total	13,589	100%	265	100%	13,854	100%

Table K.15 Participation rates by age group and gender at 31 December 2023 – Tasmania ³⁴⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.9%	2.7%	4.0%
7 to 14	7.7%	3.8%	6.1%
15 to 18	5.8%	3.3%	4.9%
19 to 24	4.5%	2.9%	3.9%
25 to 44	2.0%	1.5%	1.7%
45 to 64	2.0%	1.9%	1.9%
Total (aged 0 to 64)	3.4%	2.2%	2.9%

³⁴⁷ The higher number of Missing level of function is attributed to adaptation to the new computer system and integration of new processes.

³⁴⁸ Totals include a small number of participants with missing age information.

³⁴⁹ 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=1,089), 'participant social and community engagement rate' (n=1,105), 'parent and carer employment rate' (n=1,056) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=653) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Tasmania ³⁵⁰

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	12%	13%	26%
Participant employment rate - Aged 25 to 34 years	26%	24%	29%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	19%	26%
Participant employment rate - Aged 45 to 54 years	19%	16%	18%	26%
Participant employment rate - Aged 55 to 64 years	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	14%	11%	11%	26%
Participant employment rate - Aged 25 to 64 years	20%	18%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	24%	23%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	31%	30%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	36%	31%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	33%	34%	46%
Participant social and community engagement rate - Aged 65+ years	28%	37%	34%	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%	43%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	50%
Parent and carer employment rate - All ages	39%	43%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	75%

³⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=787), 'participant social and community engagement rate' (n=795), 'parent and carer employment rate' (n=609) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=529) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Tasmania ³⁵¹

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	10%	13%	26%
Participant employment rate - Aged 25 to 34 years	26%	31%	12%	26%	26%
Participant employment rate - Aged 35 to 44 years	29%	32%	19%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	25%	20%	26%
Participant employment rate - Aged 55 to 64 years	17%	22%	16%	13%	26%
Participant employment rate - Aged 65+ years	7%	0%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	24%	28%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	19%	22%	15%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	28%	28%	30%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	26%	33%	26%	32%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	45%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	39%	36%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	47%	42%	44%	46%
Participant social and community engagement rate - Aged 65+ years	31%	32%	38%	38%	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%	39%	38%	41%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	38%	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	78%	81%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	77%	75%

³⁵¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=418), 'participant social and community engagement rate' (n=418), 'parent and carer employment rate' (n=303) 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 31 December 2019 - Tasmania ³⁵²

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	2%	6%	8%	12%	18%	26%
Participant employment rate - Aged 25 to 34 years	31%	31%	31%	22%	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%	24%	23%	17%	13%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	24%	26%	24%	23%	19%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	27%	26%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	35%	34%	27%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	28%	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	36%	42%	45%	47%	39%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	37%	36%	37%	46%
Participant social and community engagement rate - Aged 15+ years	30%	33%	32%	31%	35%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	46%	51%	43%	45%	50%
Parent and carer employment rate - Aged 15+ years	52%	52%	51%	64%	53%	50%
Parent and carer employment rate - All ages	49%	49%	51%	54%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	51%	62%	64%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	77%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	69%	72%	75%	75%

³⁵² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=159), 'participant social and community engagement rate' (n=159), 'parent and carer employment rate' (n=104) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=159) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Tasmania ³⁵³

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	7%	6%	20%	31%	25%	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	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	19%	17%	18%	23%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	30%	39%	38%	35%	35%	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%	41%	38%	36%	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	43%	49%	55%	51%	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%	71%	80%	95%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	57%	59%	62%	71%	75%

³⁵³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=51), 'participant social and community engagement rate' (n=53), '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=43) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Tasmania³⁵⁴

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%	60%	65%	73%	62%	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	72%	67%	66%	71%	65%	73%	75%

³⁵⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

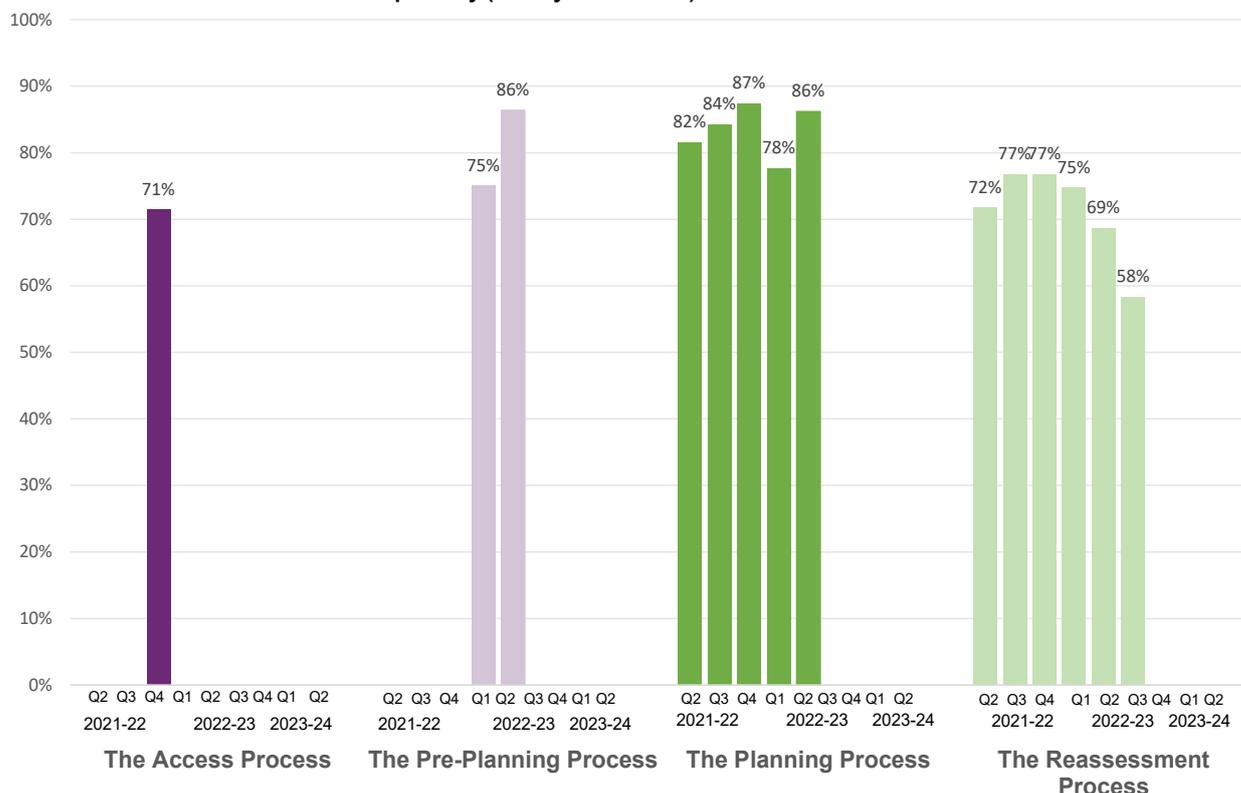
Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 173 in Prior Quarters, n < 11 in 2023-24 Q2), 'Pre-planning' (n = 207 in Prior Quarters, n < 11 in 2023-24 Q2), 'Planning' (n = 1,130 in Prior Quarters, n < 11 in 2023-24 Q2) and 'Plan reassessment' (n = 3,773 in Prior Quarters, n < 11 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania^{355 356}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	82%	n/a
Access - Was the person from the NDIS respectful?	95%	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.	75%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	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?	71%	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

³⁵⁵ 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.

³⁵⁶ 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 ^{357 358 359}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table K.22 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

³⁵⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁵⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

³⁵⁹ 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 ^{360 361 362}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	12	<11	14	13
People who have submitted an access request: Complaint about LAC Partner	51	<11	60	56
People who have submitted an access request: Complaints about service providers	197	<11	204	174
People who have submitted an access request: Complaints about the Agency	2,799	259	3,058	1,853
People who have submitted an access request: Unclassified	40	<11	40	36
People who have submitted an access request: Total	3,099	277	3,376	2,017
<i>Percentage of the number of active participants</i>	<i>5.7%</i>	<i>8.0%</i>	<i>5.8%</i>	<i>n/a</i>
Total PCIs	545	67	612	n/a

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

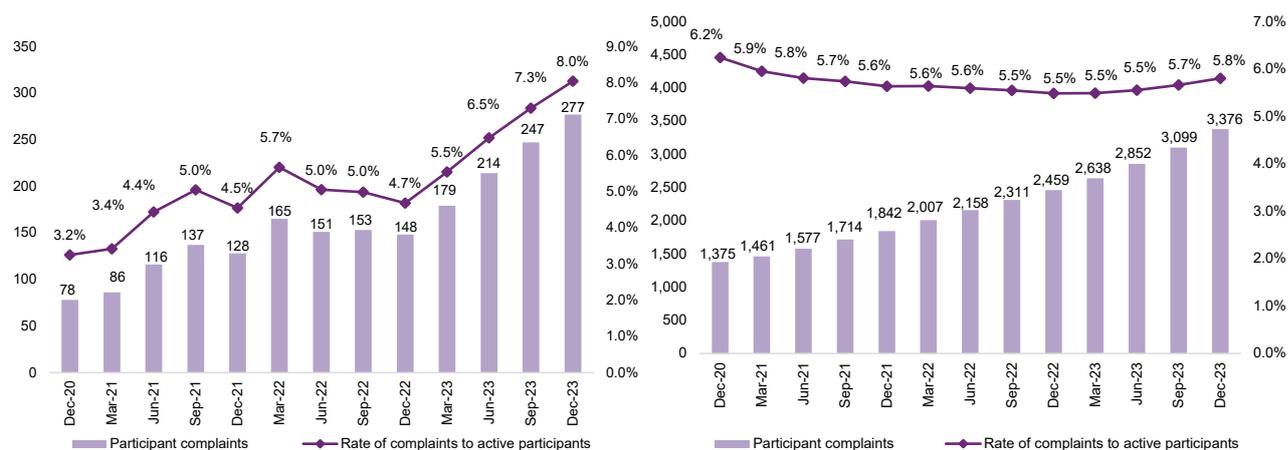
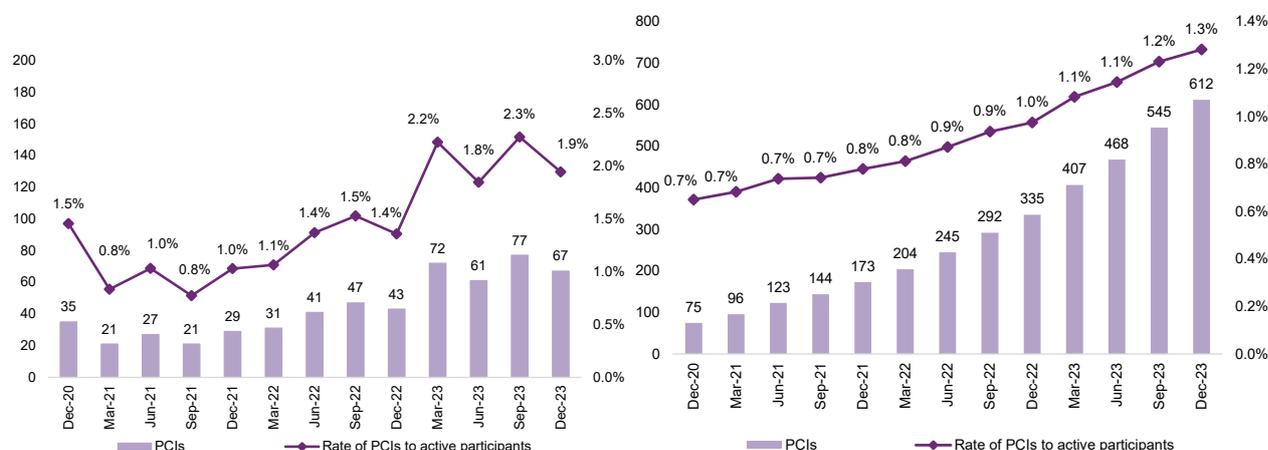


Figure K.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Tasmania³⁶³



³⁶⁰ Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

³⁶¹ 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.

³⁶² November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

³⁶³ Ibid.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	85	3%	<11	n/a	85	3%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	1%
Complaints about the Agency - NDIA Access	117	4%	14	5%	131	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	174	6%	27	10%	201	7%
Complaints about the Agency - NDIA Fraud and Compliance	19	1%	<11	n/a	20	1%
Complaints about the Agency - NDIA Plan	650	23%	73	28%	723	24%
Complaints about the Agency - NDIA Process	208	7%	25	10%	233	8%
Complaints about the Agency - NDIA Resources	34	1%	13	5%	47	2%
Complaints about the Agency - NDIA Staff	142	5%	22	8%	164	5%
Complaints about the Agency - NDIA Timeliness	507	18%	83	32%	590	19%
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	1%
Complaints about the Agency - The way the NDIA carried out its decision making	74	3%	<11	n/a	74	2%
Complaints about the Agency - Timeliness	291	10%	<11	n/a	291	10%
Complaints about the Agency - Other	321	11%	<11	n/a	321	10%
Complaints about the Agency - Total	2,799	100%	259	100%	3,058	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Total	12	100%	<11	n/a	14	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	31	61%	<11	n/a	35	58%
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	51	100%	<11	n/a	60	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a

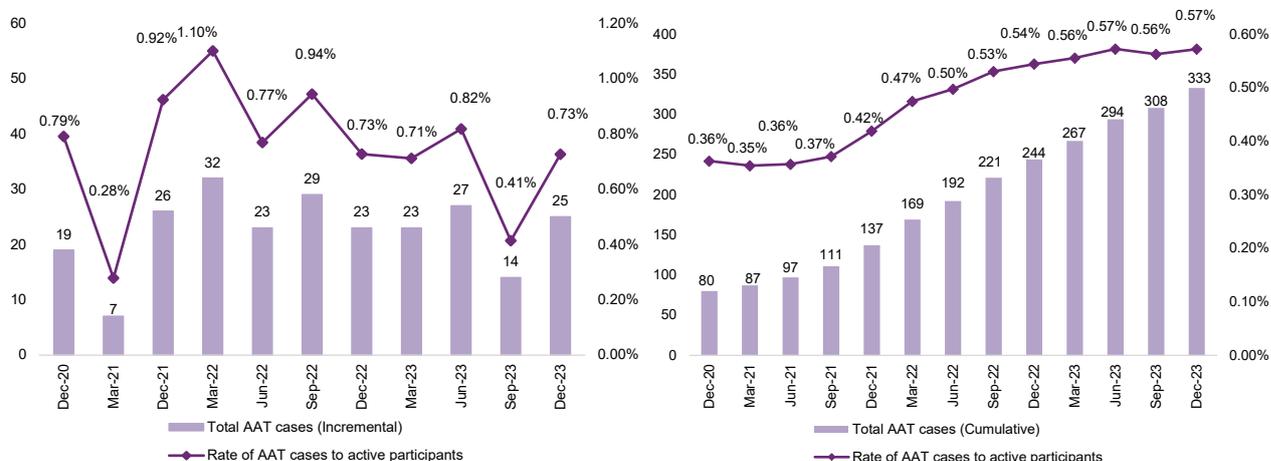
³⁶⁴ There are 3,099 total participant complaints in Prior Quarters, 277 total participant complaints in 2023-24 Q2, and 3,376 total participant complaints as at 31 December 2023, including 40 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	17	9%	<11	n/a	17	8%
Complaints about service providers - Provider Process	13	7%	<11	n/a	13	6%
Complaints about service providers - Provider Service	60	30%	<11	n/a	66	32%
Complaints about service providers - Provider Staff	18	9%	<11	n/a	19	9%
Complaints about service providers - Service Delivery	21	11%	<11	n/a	21	10%
Complaints about service providers - Staff Conduct	17	9%	<11	n/a	17	8%
Complaints about service providers - Supports being provided	14	7%	<11	n/a	14	7%
Complaints about service providers - Other	22	11%	<11	n/a	22	11%
Complaints about service providers - Total	197	100%	<11	n/a	204	100%

Table K.24 AAT Cases by category at 31 December 2023 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	57	19%	<11	n/a	64	19%
Plan	222	72%	15	60%	237	71%
Plan Reassessment	13	4%	<11	n/a	13	4%
Other	16	5%	<11	n/a	19	6%
Total cases	308	100%	25	100%	333	100%
Percentage of the number of active participants	n/a	0.56%	n/a	0.73%	n/a	0.57%

Figure K.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Tasmania ³⁶⁵



³⁶⁵ Incremental counts of AAT cases are not shown if there is insufficient data in the group.

Table K.25 AAT cases by open/closed and decision – Tasmania ^{366 367}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	333	314
Open AAT Cases	62	60
Closed AAT Cases	271	240
<i>Resolved before hearing</i>	266	235
<i>Gone to hearing and received a substantive decision</i>	<11	<11

Table K.26 AAT Supports in dispute – Tasmania ^{368 369 370}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	<11	<11	<11
Core Supports	12	<11	<11
Capacity Building Support	12	<11	<11
General Support	<11	<11	<11
Assistive Technology	<11	<11	<11
SDA	<11	<11	<11
Home Modifications	<11	<11	<11
SIL	<11	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
Total	27	<11	<11

Table K.27 Closed AAT by outcome – Tasmania

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Affirmed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Set Aside</i>	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	243	98%	23	100%	266	98%
<i>Not Decided by Tribunal - Resolved by consent</i>	153	62%	17	74%	170	63%
<i>Not Decided by Tribunal - Withdrawn</i>	72	29%	<11	n/a	75	28%
<i>Not Decided by Tribunal - No jurisdiction</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Dismissed</i>	13	5%	<11	n/a	15	6%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	248	100%	23	100%	271	100%

³⁶⁶ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

³⁶⁷ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

³⁶⁸ Supports in dispute data is only available for 2022-23 Q3 onwards.

³⁶⁹ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

³⁷⁰ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table K.28 Key markets indicators by quarter – Tasmania ^{371 372}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.29	1.26
Number of providers delivering new types of supports	98	87
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	89%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	92%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	94%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table K.29 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Tasmania ³⁷³

Activity	Number of providers
Active for the first time in 2023-24 Q2	25
Active in 2023-24 Q2 and also in previous quarters	451
Active in 2023-24 Q2	476
Inactive in 2023-24 Q2	1,351
Active ever	1,827

Table K.30 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Tasmania ³⁷⁴

Amount paid in 2023-24 Q2	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	61	22	10	93
\$2,001-\$10,000	94	5	8	107
\$10,001-\$100,000	141	<5	6	151
\$100,001-\$250,000	49	<5	<5	50
\$250,000+	74	<5	<5	75
Total	419	32	25	476

³⁷¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁷² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁷³ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁷⁴ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Table K.31 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Tasmania ³⁷⁵ ³⁷⁶

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	n/a	n/a	n/a
Health & Wellbeing	5%	n/a	5%
Lifelong Learning	4%	n/a	4%
Other	n/a	n/a	n/a
Non-categorised	n/a	n/a	4%
Any mainstream service	10%	n/a	12%

Table K.32 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Tasmania ³⁷⁷

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	6%	7%	6%
Daily life	19%	19%	19%
Health and wellbeing	74%	79%	76%
Learning	30%	30%	30%
Relationships	4%	3%	4%
Social and community activities	11%	8%	10%
Unknown	9%	3%	7%
Where I live	2%	2%	2%
Work	3%	4%	4%
Any mainstream service	97%	95%	96%

³⁷⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁷⁶ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

³⁷⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures K.5 to K.13 and in Tables K.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are derived from total payments paid over the 12 months to 31 December 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 K.33 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – Tasmania

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.6%	3.9%
\$5,001-\$10,000	5.8%	6.3%
\$10,001-\$15,000	8.6%	9.3%
\$15,001-\$20,000	11.0%	11.9%
\$20,001-\$25,000	9.2%	10.0%
\$25,001-\$30,000	5.6%	6.1%
\$30,001-\$50,000	15.2%	16.4%
\$50,001-\$100,000	18.7%	20.2%
\$100,001-\$150,000	7.1%	7.6%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.2%	1.9%
\$250,001+	9.9%	3.2%

Figure K.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – Tasmania

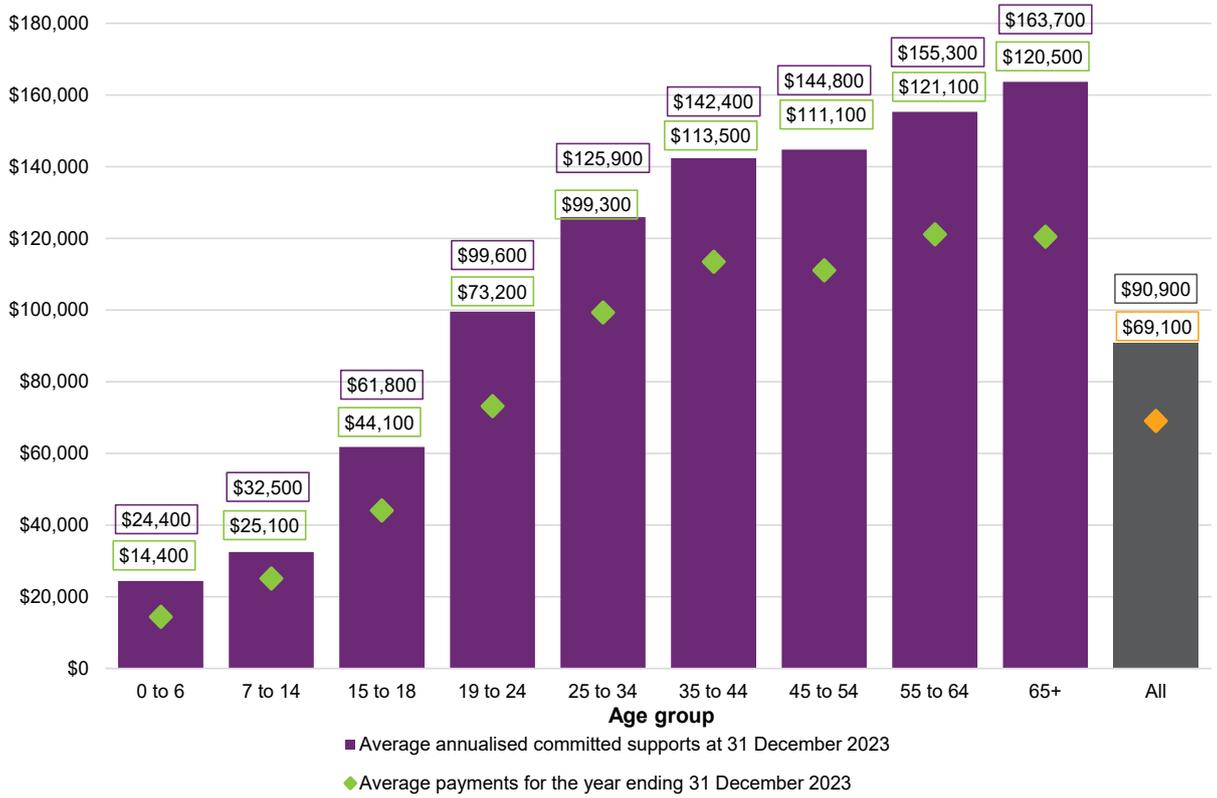


Figure K.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Tasmania

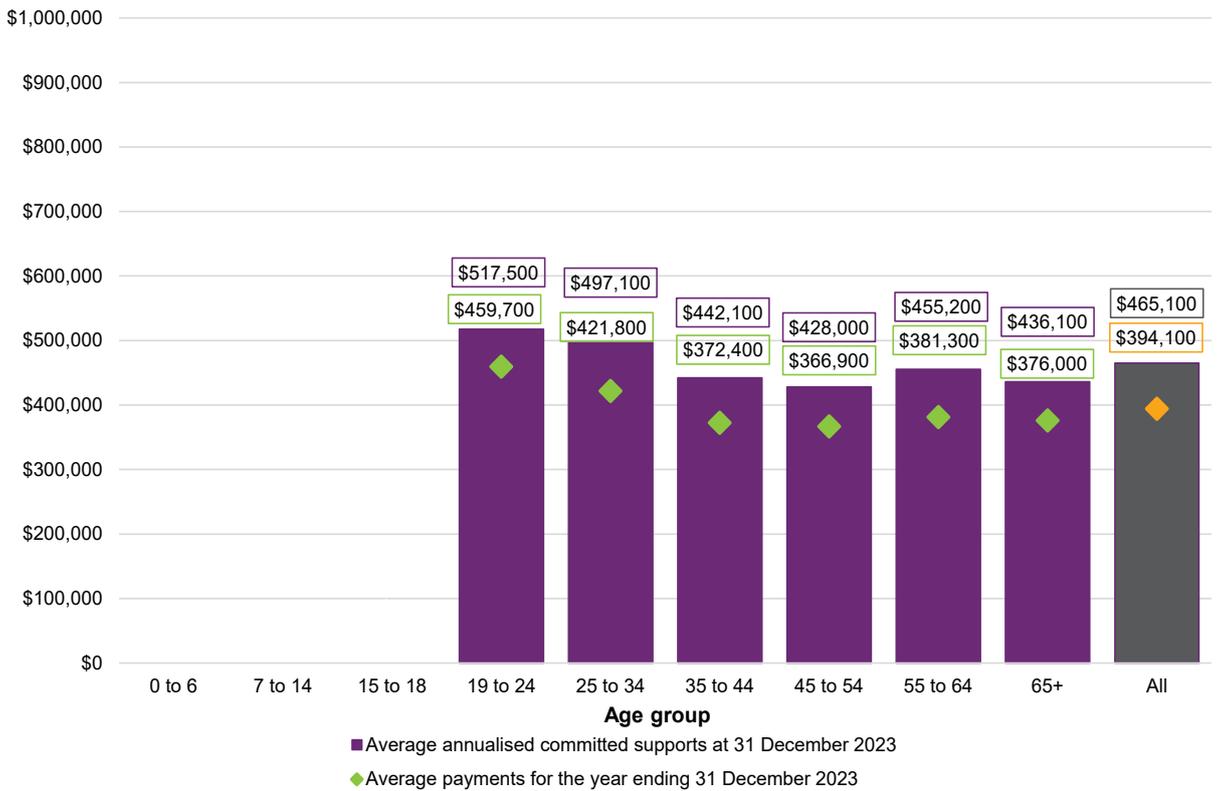


Figure K.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Tasmania

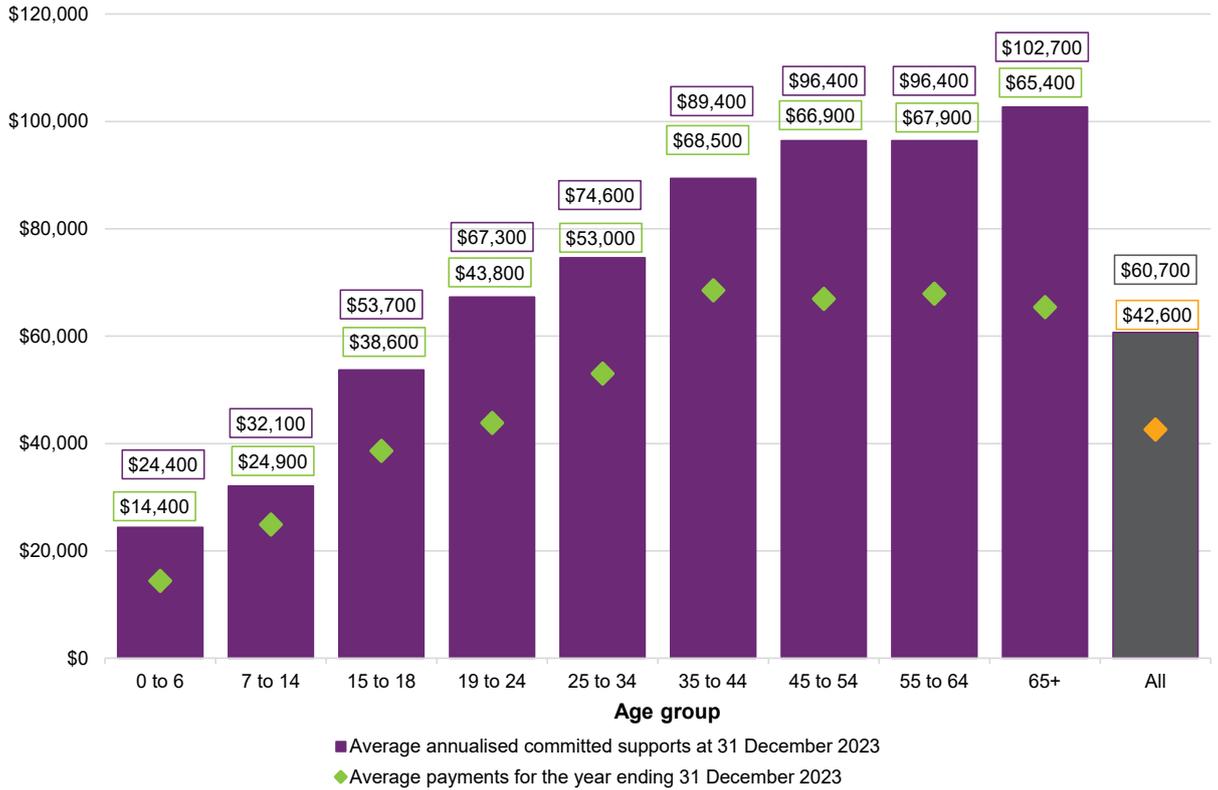


Figure K.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Tasmania

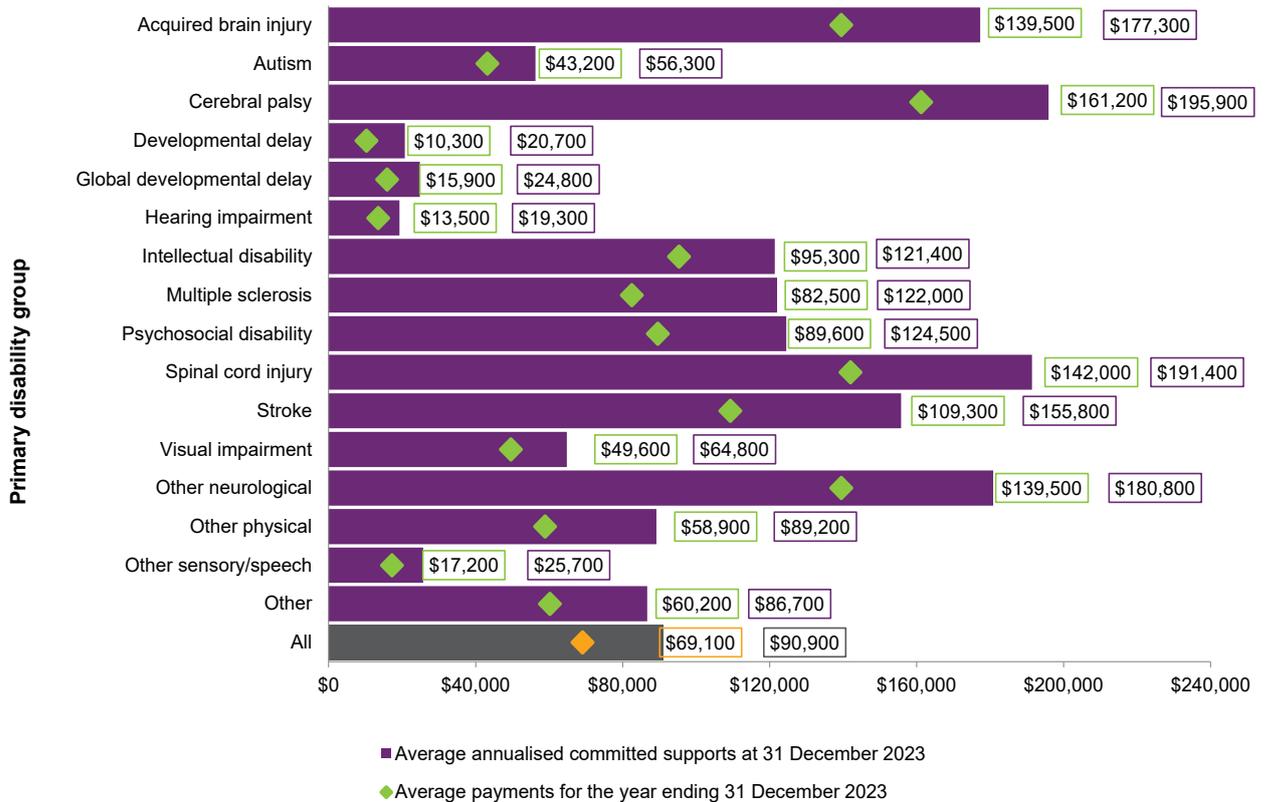


Figure K.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Tasmania



Figure K.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Tasmania

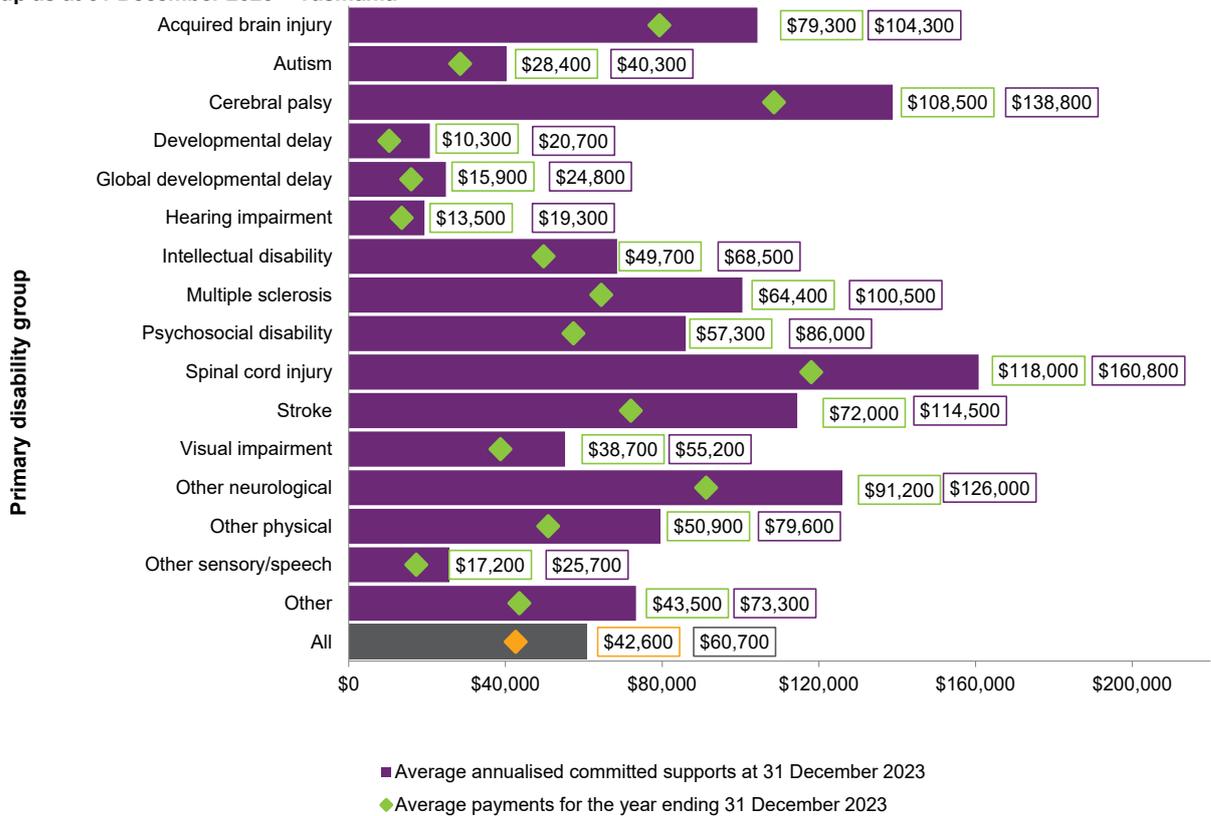


Figure K.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Tasmania

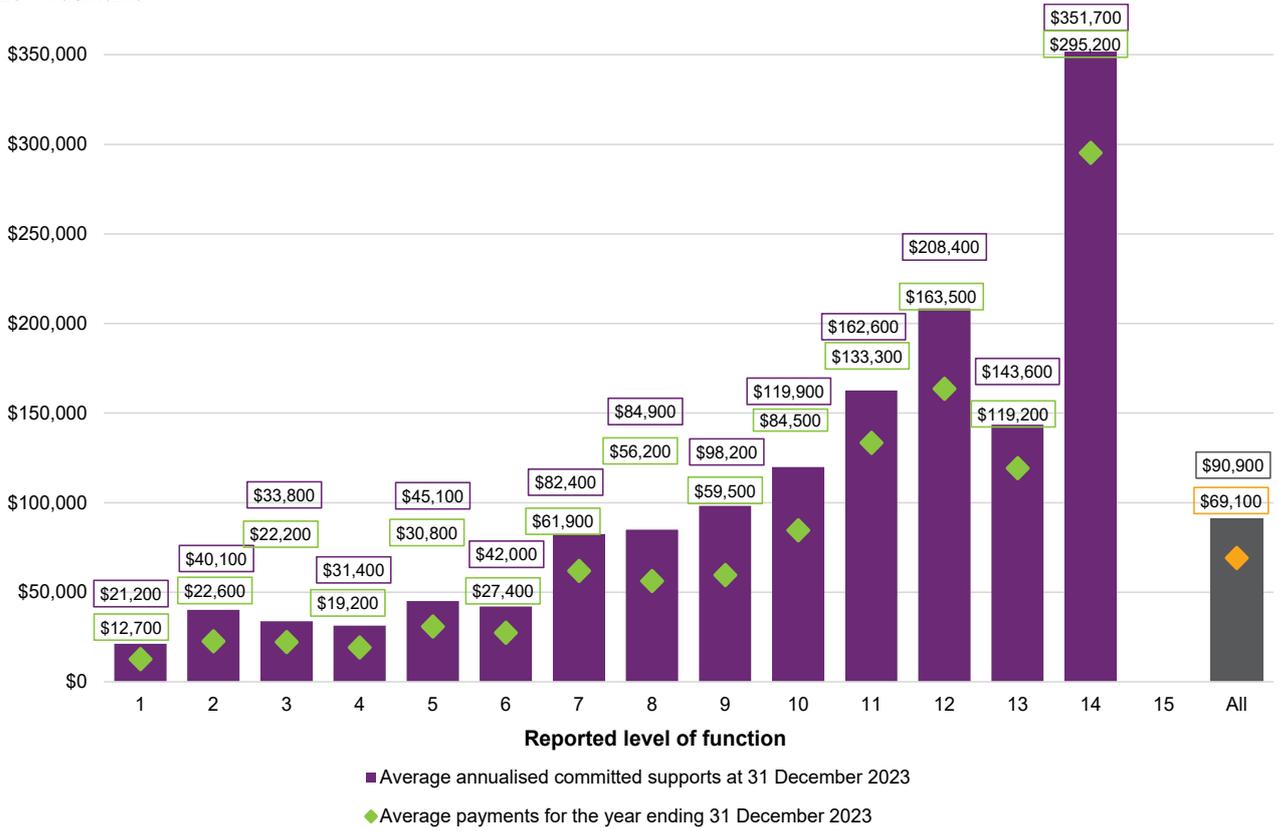


Figure K.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Tasmania

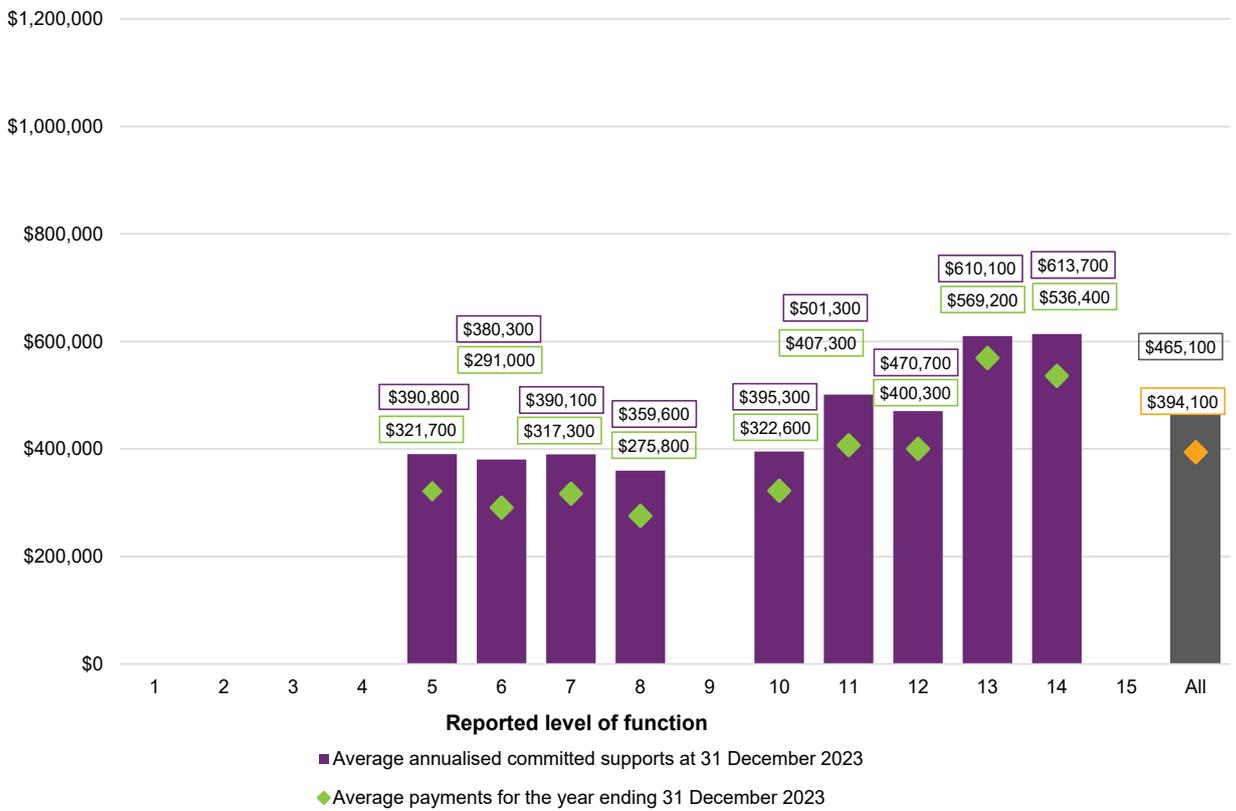


Figure K.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Tasmania

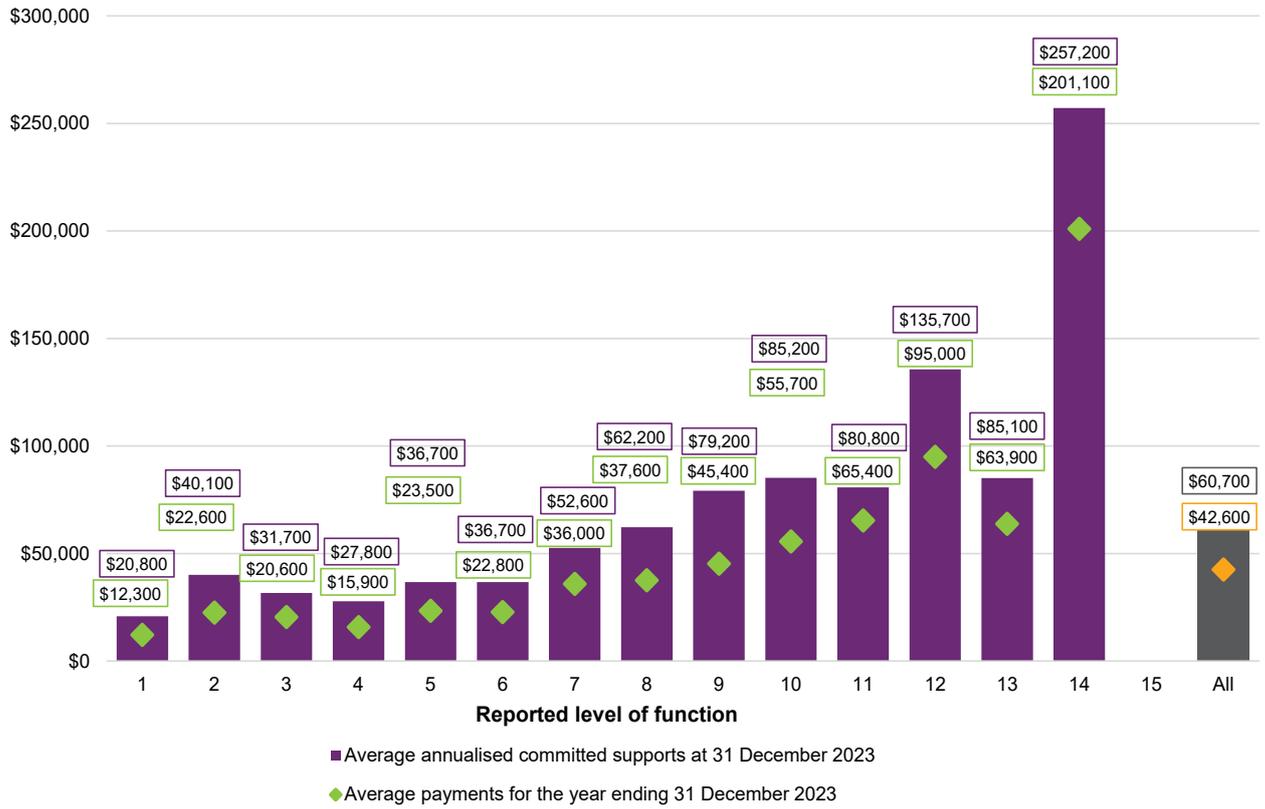


Table K.34 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Tasmania ^{378 379}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	519.0	630.3
Core: Consumables	14.5	19.3
Core: Social and Civic	221.0	295.6
Core: Transport	13.3	13.3
Capacity Building: Choice and Control	13.0	14.5
Capacity Building: Daily Activities	75.4	150.9
Capacity Building: Employment	2.8	9.3
Capacity Building: Health and Wellbeing	0.9	2.4
Capacity Building: Home Living	0.1	0.1
Capacity Building: Lifelong learning	n/a	0.04
Capacity Building: Relationships	12.7	27.9
Capacity Building: Social and Civic	6.5	16.8
Capacity Building: Support Coordination	22.9	31.4
Capital: Assistive Technology	14.7	29.0
Capital: Home Modifications	6.4	18.5
All	923.3	1,259.5

Table K.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Tasmania ^{380 381}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	294.2	337.9
Core: Consumables	2.3	3.0
Core: Social and Civic	74.8	92.0
Core: Transport	1.9	2.6
Capacity Building: Choice and Control	1.1	1.3
Capacity Building: Daily Activities	6.8	12.1
Capacity Building: Employment	0.2	0.5
Capacity Building: Health and Wellbeing	0.1	0.3
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	6.3	11.4
Capacity Building: Social and Civic	0.4	0.6
Capacity Building: Support Coordination	5.0	6.2
Capital: Assistive Technology	1.8	3.7
Capital: Home Modifications	2.2	10.4
All	397.1	481.9

³⁷⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³⁷⁹ Total payments for home modifications in Tasmania were \$6.4 million. Of which, \$2.3 million (37%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0 million (63%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$18.5 million. Of which, \$12.5 million (67%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (33%) has been allocated for non-SDA supports.

³⁸⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³⁸¹ Total payments for home modifications in Tasmania were \$2.22 million. Of which, \$2.00 million (90%) has been paid for specialised disability accommodation (SDA) supports, and \$0.22 million (10%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$10.4 million. Of which, \$10.2 million (98.0%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (2.0%) has been allocated for non-SDA supports.

Table K.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Tasmania ^{382 383}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	224.7	292.4
Core: Consumables	12.2	16.2
Core: Social and Civic	146.2	203.6
Core: Transport	11.5	10.7
Capacity Building: Choice and Control	11.9	13.2
Capacity Building: Daily Activities	68.7	138.8
Capacity Building: Employment	2.6	8.9
Capacity Building: Health and Wellbeing	0.8	2.2
Capacity Building: Home Living	0.1	0.1
Capacity Building: Lifelong learning	n/a	0.04
Capacity Building: Relationships	6.4	16.5
Capacity Building: Social and Civic	6.0	16.2
Capacity Building: Support Coordination	17.9	25.2
Capital: Assistive Technology	12.9	25.4
Capital: Home Modifications	4.2	8.1
All	526.1	777.6

Table K.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ³⁸⁴

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	100.1	189.8	401.1	661.0	845.1	956.5	1,115.2	689.6
Total Paid	9.6	35.6	47.9	77.6	153.7	296.7	477.5	632.2	757.7	873.5	433.9
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	79%	78%	63%

Table K.38 Percentage change in plan budgets for active participants – Tasmania

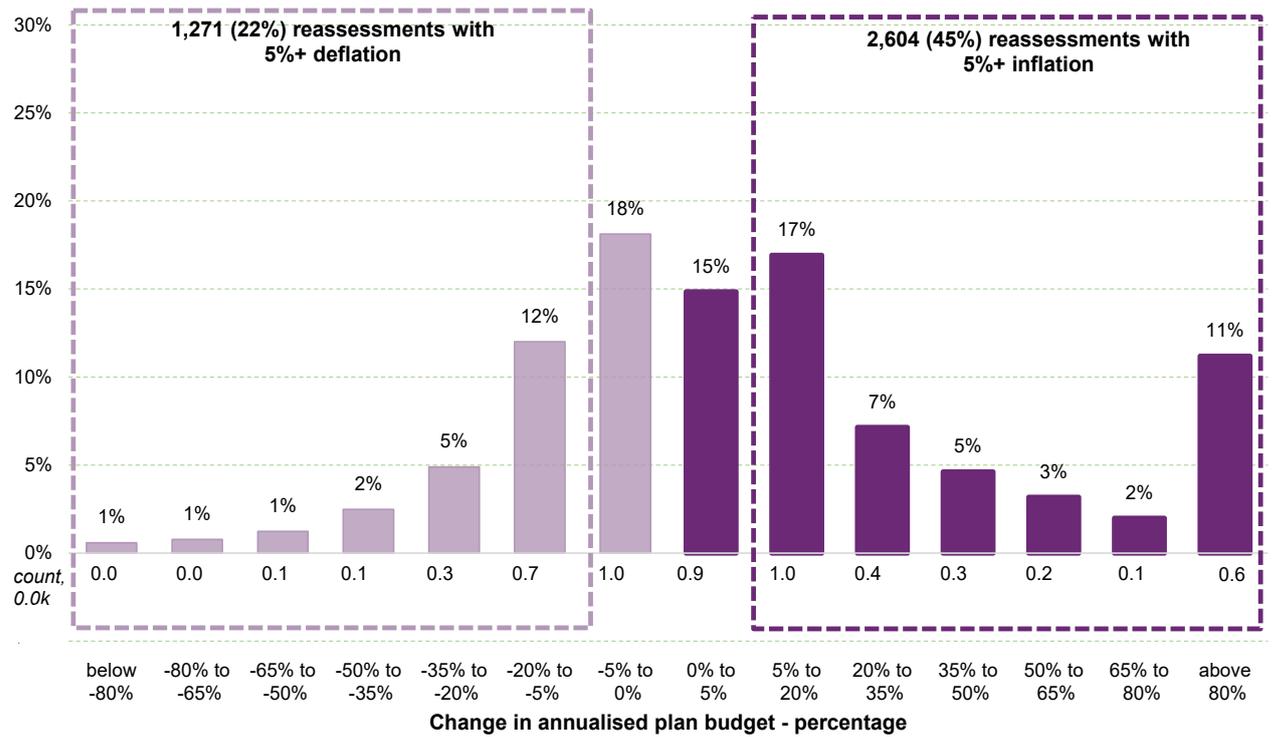
Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	7.1%	5.7%	7.8%	9.9%	6.6%	5.1%	5.2%	8.0%	6.8%
Interplan Inflation	4.2%	1.1%	2.6%	11.7%	8.3%	4.9%	7.3%	10.6%	6.4%
Total Inflation	11.4%	6.8%	10.4%	21.6%	14.9%	10.0%	12.4%	18.6%	13.3%

³⁸² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

³⁸³ Total payments for home modifications in Tasmania were \$4.2 million. Of which, \$0.3 million (8%) has been paid for specialised disability accommodation (SDA) supports, and \$3.8 million (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$8.1 million. Of which, \$2.3 million (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.8 million (72%) has been allocated for non-SDA supports.

³⁸⁴ 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 31 December 2023) - all participants – Tasmania ^{385 386}



³⁸⁵ 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.

³⁸⁶ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	14,846	267	15,113
Active Eligible - Total	10,650	196	10,846
<i>Active Eligible - New</i>	7,921	196	8,117
<i>Active Eligible - State</i>	2,414	<11	2,414
<i>Active Eligible - Commonwealth</i>	315	<11	315
Active Participant Plans - Total	10,538	210	10,748
<i>Active Participant Plans - New</i>	7,814	209	8,023
<i>Active Participant Plans - State</i>	2,410	<11	2,411
<i>Active Participant Plans - Commonwealth</i>	314	<11	314
Active Participant Plans - Total	10,538	210	10,748
<i>Active Participant Plans - Early Intervention (s25)</i>	3,978	127	4,105
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,560	83	6,643

Table L.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,613
<i>Early Intervention participants</i>	899
<i>Permanent disability participants</i>	714

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	2,984	96%	1,192	94%	36	92%	4,212	95%
7 to 14	1,577	85%	814	83%	43	86%	2,434	85%
15 to 18	444	89%	283	82%	23	100%	750	86%
19 to 24	301	88%	255	77%	29	94%	585	83%
25 to 34	451	85%	430	75%	20	67%	901	80%
35 to 44	517	78%	502	72%	15	75%	1,034	75%
45 to 54	574	81%	566	69%	17	68%	1,157	75%
55 to 64	664	76%	778	69%	<11	n/a	1,452	72%
65+	35	59%	32	47%	<11	n/a	68	53%
Missing	<11	n/a	<11	n/a	<11	n/a	17	94%
Total	7,554	87%	4,861	78%	195	82%	12,610	83%

Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory ³⁸⁷

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	195	92%	87	96%	<11	n/a	285	93%
Autism	2,652	97%	1,206	97%	109	98%	3,967	97%
Cerebral palsy	185	95%	148	94%	<11	n/a	333	95%
Developmental delay	1,277	96%	531	94%	15	88%	1,823	95%
Global developmental delay	184	98%	70	97%	<11	n/a	256	98%
Hearing impairment	228	87%	268	83%	<11	n/a	502	85%
Intellectual disability	942	97%	702	95%	<11	n/a	1,654	96%
Multiple sclerosis	60	92%	195	92%	<11	n/a	260	92%
Psychosocial disability	701	72%	606	61%	26	70%	1,333	66%
Spinal cord injury	72	95%	24	89%	<11	n/a	97	92%
Stroke	91	89%	76	88%	<11	n/a	169	89%
Visual impairment	102	89%	101	90%	<11	n/a	203	90%
Other neurological	313	80%	249	78%	<11	n/a	567	79%
Other physical	264	54%	422	51%	<11	n/a	696	52%
Other sensory/speech	184	58%	71	54%	<11	n/a	255	56%
Other	91	47%	95	36%	<11	n/a	186	40%
Missing	13	25%	<11	n/a	<11	n/a	24	27%
Total	7,554	87%	4,861	78%	195	82%	12,610	83%

³⁸⁷ Down syndrome is included in intellectual disability.
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In Supplement L, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	475	5%	14	7%	489	5%
Non-First Nations Participants	8,783	83%	191	91%	8,974	83%
Not Stated	1,280	12%	<11	n/a	1,285	12%
Total	10,538	100%	210	100%	10,748	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ³⁸⁸

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,032	10%	11	5%	1,043	10%
Not culturally and linguistically diverse	9,148	87%	196	93%	9,344	87%
Not stated	358	3%	<11	n/a	361	3%
Total	10,538	100%	210	100%	10,748	100%

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2023 – Australian Capital Territory ^{390 391}

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 ³⁹²

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	<11	<11

³⁸⁸ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

³⁸⁹ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁹⁰ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers.

³⁹¹ There are a further 25 active participants aged 65 years or over who are currently in residential aged care.

³⁹² 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.

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ³⁹³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	10,526	100%	208	99%	10,734	100%
Population > 50,000	11	0%	<11	n/a	13	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	10,538	100%	210	100%	10,748	100%

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{394 395 396}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,771	36%	77	37%	3,848	36%
Intellectual disability	1,526	14%	<11	n/a	1,534	14%
Developmental delay	1,117	11%	72	34%	1,189	11%
Psychosocial disability	1,162	11%	12	6%	1,174	11%
Hearing impairment	453	4%	<11	n/a	458	4%
Other neurological	411	4%	<11	n/a	420	4%
Other physical	523	5%	<11	n/a	527	5%
Acquired brain injury	234	2%	<11	n/a	236	2%
Cerebral palsy	304	3%	<11	n/a	304	3%
Global developmental delay	195	2%	13	6%	208	2%
Multiple sclerosis	232	2%	<11	n/a	235	2%
Visual impairment	181	2%	<11	n/a	183	2%
Stroke	146	1%	<11	n/a	147	1%
Other	141	1%	<11	n/a	143	1%
Spinal cord Injury	82	1%	<11	n/a	82	1%
Other sensory/speech	60	1%	<11	n/a	60	1%
Total	10,538	100%	210	100%	10,748	100%

³⁹³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³⁹⁴ Table order based on national proportions in Table E.15 (highest to lowest).

³⁹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁹⁶ Down syndrome is included in intellectual disability, representing 2% (227) of all Scheme participants in Australian Capital Territory.

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{397 398}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	74	12%	<11	n/a	74	12%
Intellectual disability	235	39%	<11	n/a	235	39%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	106	17%	<11	n/a	106	17%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	49	8%	<11	n/a	49	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	46	8%	<11	n/a	46	8%
Cerebral palsy	45	7%	<11	n/a	45	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	16	3%	<11	n/a	16	3%
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	609	100%	<11	n/a	609	100%

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³⁹⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,697	37%	77	37%	3,774	37%
Intellectual disability	1,291	13%	<11	n/a	1,299	13%
Developmental delay	1,117	11%	72	34%	1,189	12%
Psychosocial disability	1,056	11%	12	6%	1,068	11%
Hearing impairment	453	5%	<11	n/a	458	5%
Other neurological	362	4%	<11	n/a	371	4%
Other physical	513	5%	<11	n/a	517	5%
Acquired brain injury	188	2%	<11	n/a	190	2%
Cerebral palsy	259	3%	<11	n/a	259	3%
Global developmental delay	195	2%	13	6%	208	2%
Multiple sclerosis	220	2%	<11	n/a	223	2%
Visual impairment	181	2%	<11	n/a	183	2%
Stroke	130	1%	<11	n/a	131	1%
Other	131	1%	<11	n/a	133	1%
Spinal cord Injury	76	1%	<11	n/a	76	1%
Other sensory/speech	60	1%	<11	n/a	60	1%
Total	9,929	100%	210	100%	10,139	100%

³⁹⁷ 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.

³⁹⁸ Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.

³⁹⁹ Down syndrome is included in intellectual disability, representing 2% (183) of participants not in SIL.

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory ⁴⁰⁰

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,236	12%	45	21%	1,281	12%
2 (High Function)	25	0%	<11	n/a	26	0%
3 (High Function)	543	5%	16	8%	559	5%
4 (High Function)	979	9%	16	8%	995	9%
5 (High Function)	660	6%	11	5%	671	6%
6 (Moderate Function)	2,612	25%	64	30%	2,676	25%
7 (Moderate Function)	537	5%	<11	n/a	542	5%
8 (Moderate Function)	666	6%	<11	n/a	674	6%
9 (Moderate Function)	57	1%	<11	n/a	57	1%
10 (Moderate Function)	949	9%	<11	n/a	954	9%
11 (Low Function)	297	3%	<11	n/a	297	3%
12 (Low Function)	1,110	11%	<11	n/a	1,117	10%
13 (Low Function)	692	7%	<11	n/a	694	6%
14 (Low Function)	160	2%	<11	n/a	160	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	15	21%	30	n/a	45	21%
Total	10,538	100%	210	100%	10,748	100%

Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,295	12%	97	46%	1,392	13%
7 to 14	2,802	27%	44	21%	2,846	26%
15 to 18	950	9%	<11	n/a	958	9%
19 to 24	1,028	10%	<11	n/a	1,038	10%
25 to 34	991	9%	12	6%	1,003	9%
35 to 44	840	8%	12	6%	852	8%
45 to 54	970	9%	11	5%	981	9%
55 to 64	974	9%	16	8%	990	9%
65+	688	7%	<11	n/a	688	6%
Total	10,538	100%	210	100%	10,748	100%

Table L.15 Participation rates by age group and gender at 31 December 2023 – Australian Capital Territory ⁴⁰¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.9%	2.1%	3.5%
7 to 14	8.2%	3.8%	6.1%
15 to 18	5.3%	3.1%	4.4%
19 to 24	3.1%	1.9%	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%	1.9%	2.5%

⁴⁰⁰ The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁰¹ 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=491), 'participant social and community engagement rate' (n=489), 'parent and carer employment rate' (n=597) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=275) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Australian Capital Territory ⁴⁰²

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	19%	15%	27%	26%
Participant employment rate - Aged 25 to 34 years	39%	44%	43%	26%
Participant employment rate - Aged 35 to 44 years	41%	35%	39%	26%
Participant employment rate - Aged 45 to 54 years	33%	36%	34%	26%
Participant employment rate - Aged 55 to 64 years	26%	20%	18%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	35%	34%	34%	26%
Participant employment rate - Aged 15 to 64 years	31%	30%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	37%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	26%	33%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	51%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	39%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	64%	50%
Parent and carer employment rate - Aged 15+ years	57%	62%	59%	50%
Parent and carer employment rate - All ages	57%	61%	63%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	77%	75%

⁴⁰² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=470), 'participant social and community engagement rate' (n=469), 'parent and carer employment rate' (n=307) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=372) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Australian Capital Territory ⁴⁰³

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	17%	19%	23%	24%	26%
Participant employment rate - Aged 25 to 34 years	33%	36%	32%	38%	26%
Participant employment rate - Aged 35 to 44 years	39%	38%	25%	35%	26%
Participant employment rate - Aged 45 to 54 years	32%	31%	28%	30%	26%
Participant employment rate - Aged 55 to 64 years	17%	19%	18%	17%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	26%	30%	26%
Participant employment rate - Aged 15 to 64 years	28%	29%	25%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	35%	35%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	32%	36%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	45%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	37%	46%	38%	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%	41%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	50%	54%	61%	57%	50%
Parent and carer employment rate - Aged 15+ years	64%	69%	72%	61%	50%
Parent and carer employment rate - All ages	53%	57%	63%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%

⁴⁰³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=320), 'participant social and community engagement rate' (n=322), 'parent and carer employment rate' (n=154) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=286) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Australian Capital Territory ⁴⁰⁴

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	21%	24%	21%	37%	26%
Participant employment rate - Aged 25 to 34 years	33%	33%	35%	34%	35%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	37%	47%	33%	26%
Participant employment rate - Aged 45 to 54 years	34%	41%	38%	38%	27%	26%
Participant employment rate - Aged 55 to 64 years	30%	24%	32%	20%	20%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	33%	36%	35%	29%	26%
Participant employment rate - Aged 15 to 64 years	28%	31%	33%	33%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	40%	43%	36%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	44%	44%	49%	57%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	34%	46%	52%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	47%	59%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	44%	47%	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	35%	39%	45%	51%	46%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	45%	49%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	54%	54%	57%	58%	58%	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%	56%	63%	60%	60%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	65%	57%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	76%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	73%	75%	77%	75%

⁴⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=255), 'participant social and community engagement rate' (n=250), 'parent and carer employment rate' (n=73) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=214) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Australian Capital Territory ⁴⁰⁵

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	49%	50%	39%	36%	30%	45%	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%	33%	29%	30%	29%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	28%	30%	30%	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%	40%	42%	40%	50%	42%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	40%	40%	49%	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	64%	64%	64%	67%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	85%	81%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	80%	77%	80%	75%

⁴⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=152), 'participant social and community engagement rate' (n=157), 'parent and carer employment rate' (n=24) 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 31 December 2017 - Australian Capital Territory ⁴⁰⁶

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%	34%	29%	38%	30%	22%	28%	26%
Participant employment rate - Aged 15 to 64 years	31%	33%	28%	37%	28%	24%	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	37%	43%	49%	47%	48%	54%	48%	46%
Participant social and community engagement rate - Aged 15+ years	38%	43%	48%	46%	47%	57%	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	65%	69%	72%	80%	88%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	70%	70%	77%	88%	81%	75%

⁴⁰⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

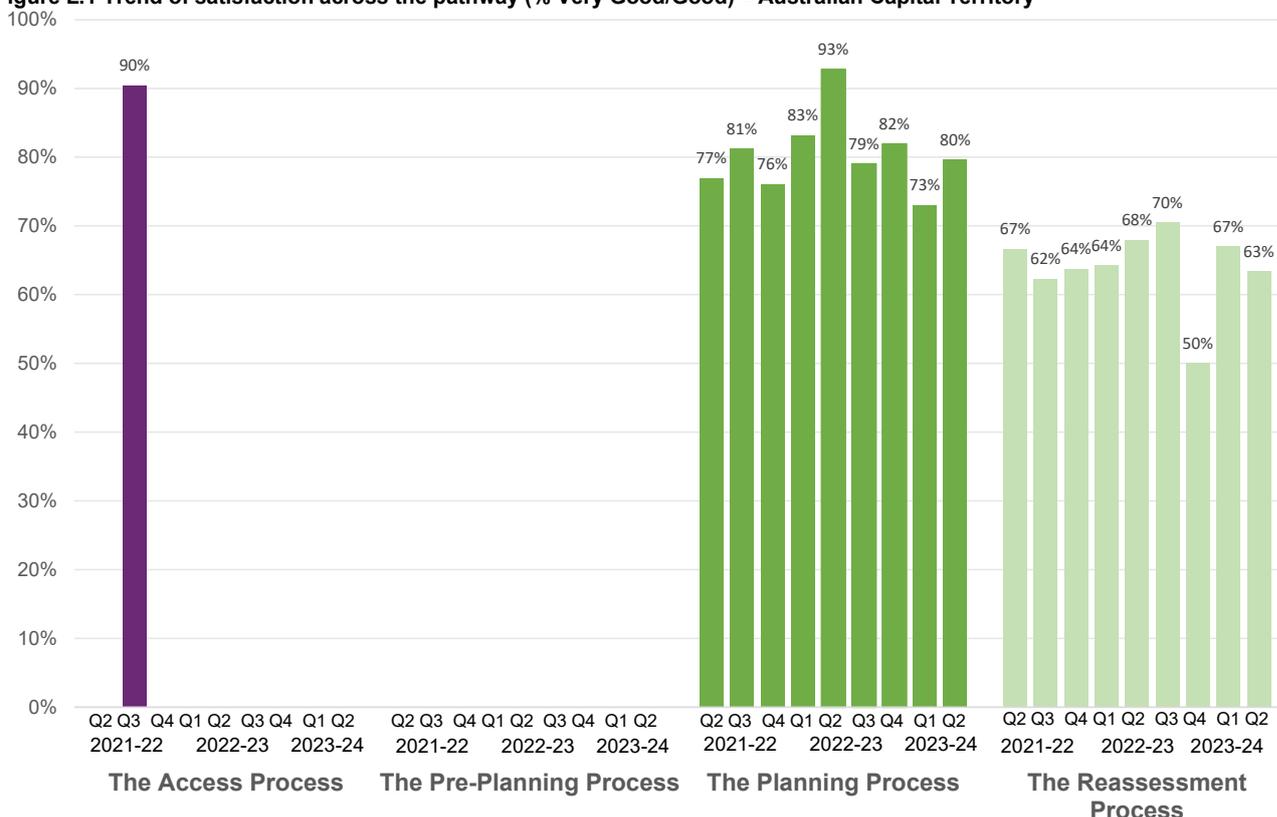
Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 192 in Prior Quarters, n = 9 in 2023-24 Q2), 'Pre-planning' (n = 164 in Prior Quarters, n = 7 in 2023-24 Q2), 'Planning' (n = 1,026 in Prior Quarters, n = 54 in 2023-24 Q2) and 'Plan reassessment' (n = 3,930 in Prior Quarters, n = 142 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory^{407 408}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	82%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	78%	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?	65%	n/a
Pre-planning - Are you clear on what happens next with your plan?	63%	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.	71%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	93%
Planning - Did you understand why you needed to give the information you did?	96%	98%
Planning - Were decisions about your plan clearly explained?	83%	83%
Planning - Are you clear on what happens next with your plan?	82%	72%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	79%	80%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	69%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	77%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	63%

⁴⁰⁷ 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.

⁴⁰⁸ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{409 410}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table L.22 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. 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.

⁴⁰⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴¹⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.22 Complaints by quarter – Australian Capital Territory ^{411 412 413}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	68	<11	73	67
People who have submitted an access request: Complaints about service providers	147	<11	152	136
People who have submitted an access request: Complaints about the Agency	3,005	139	3,144	1,600
People who have submitted an access request: Unclassified	170	<11	170	146
People who have submitted an access request: Total	3,394	149	3,543	1,769
<i>Percentage of the number of active participants</i>	6.2%	5.6%	6.2%	n/a
Total PCIs	327	60	387	n/a

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

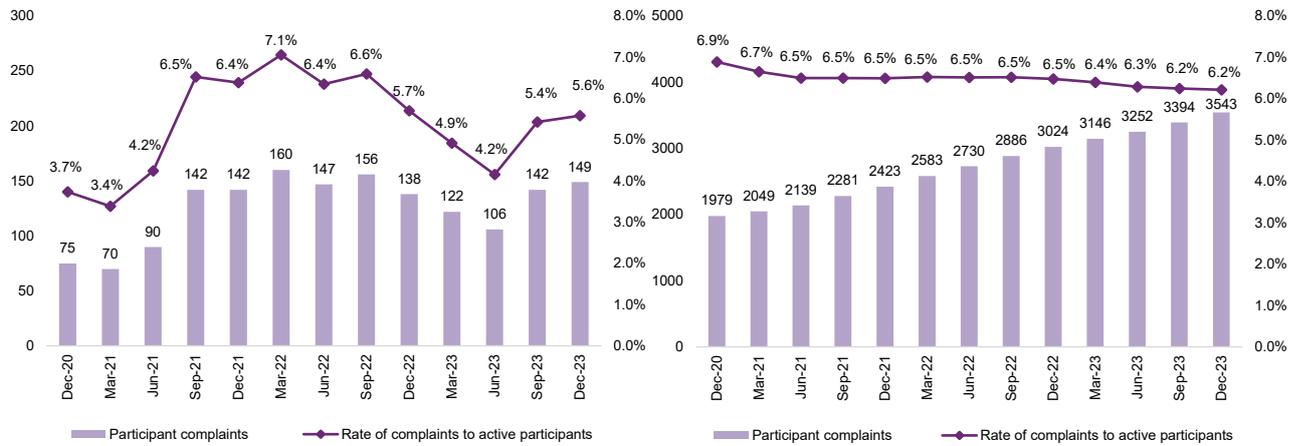
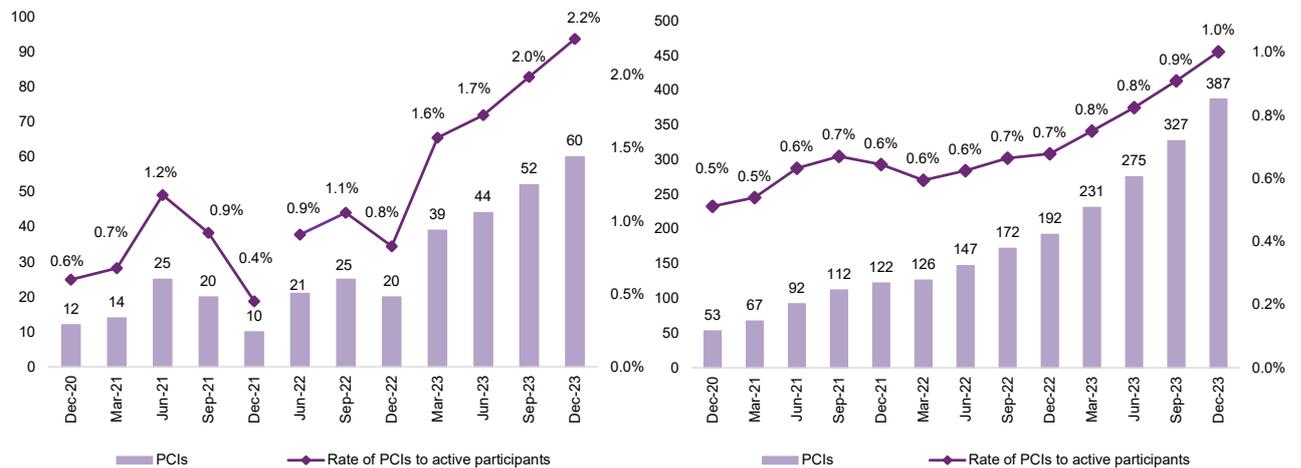


Figure L.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Australian Capital Territory ^{414 415}



⁴¹¹ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁴¹² 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 length of time participants have been in the Scheme.

⁴¹³ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

⁴¹⁴ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

⁴¹⁵ There are some quarters where there are insufficient numbers to show the incremental count of PCI.

Table L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ⁴¹⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	6%	<11	n/a	190	6%
Complaints about the Agency - Information unclear	44	1%	<11	n/a	44	1%
Complaints about the Agency - NDIA Access	73	2%	<11	n/a	79	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	145	5%	<11	n/a	150	5%
Complaints about the Agency - NDIA Fraud and Compliance	12	0%	<11	n/a	16	1%
Complaints about the Agency - NDIA Plan	600	20%	38	27%	638	20%
Complaints about the Agency - NDIA Process	233	8%	23	17%	256	8%
Complaints about the Agency - NDIA Resources	32	1%	<11	n/a	35	1%
Complaints about the Agency - NDIA Staff	149	5%	11	8%	160	5%
Complaints about the Agency - NDIA Timeliness	365	12%	49	35%	414	13%
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	4%	<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	419	14%	<11	n/a	419	13%
Complaints about the Agency - Other	473	16%	<11	n/a	473	15%
Complaints about the Agency - Total	3005	100%	139	100%	3144	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections 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	16%	<11	n/a	12	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	37	54%	<11	n/a	40	55%
Complaints about LAC Partner - LAC Timeliness	13	19%	<11	n/a	13	18%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	68	100%	<11	n/a	73	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a

⁴¹⁶ There are 3,394 total participant complaints in Prior Quarters, 149 total participant complaints in 2023-24 Q2, and 3,543 total participant complaints as at 31 December 2023, including 170 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	11	7%	<11	n/a	12	8%
Complaints about service providers - Provider Process	15	10%	<11	n/a	15	10%
Complaints about service providers - Provider Service	25	17%	<11	n/a	28	18%
Complaints about service providers - Provider Staff	18	12%	<11	n/a	18	12%
Complaints about service providers - Service Delivery	20	14%	<11	n/a	20	13%
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	9%
Complaints about service providers - Other	20	14%	<11	n/a	20	13%
Complaints about service providers - Total	147	100%	<11	n/a	152	100%

Table L.24 AAT Cases by category at 31 December 2023 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Access	244	26%	23	41%	267	27%
Plan	611	65%	27	48%	638	64%
Plan Reassessment	31	3%	<11	n/a	31	3%
Other	57	6%	<11	n/a	63	6%
Total cases	943	100%	56	100%	999	100%
Percentage of the number of active participants	n/a	2%	n/a	2%	n/a	2%

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

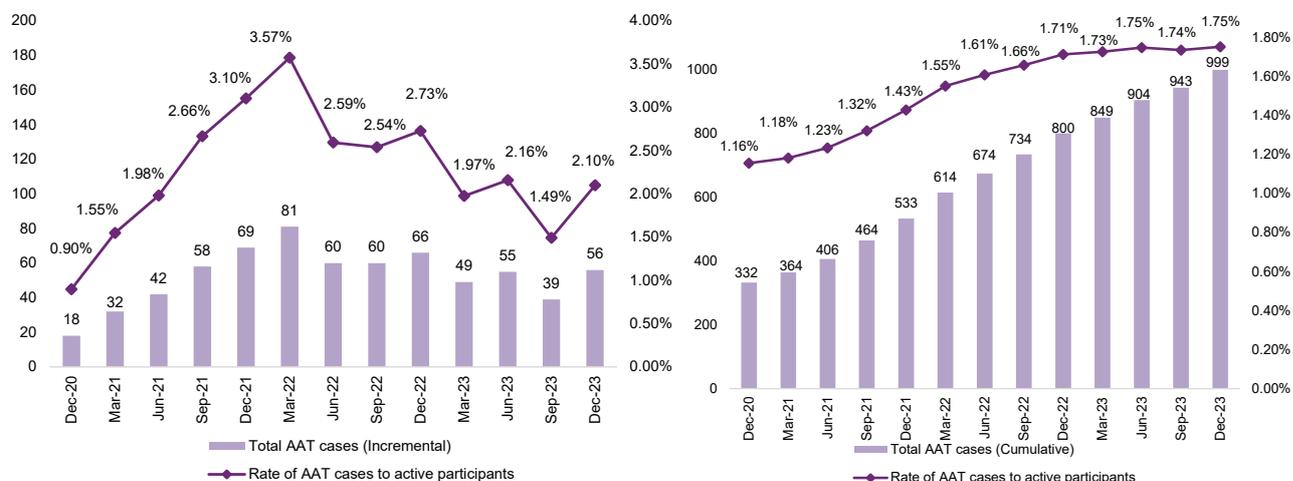


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory^{417 418}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	999	904
Open AAT Cases	128	128
Closed AAT Cases	871	735
<i>Resolved before hearing</i>	<i>841</i>	<i>710</i>
<i>Gone to hearing and received a substantive decision</i>	<i>30</i>	<i>25</i>

⁴¹⁷ Of the 30 cases which went to hearing and received a substantive decision: 19 affirmed the NDIA's decision, 3 varied the NDIA's decision and 8 set aside the NDIA's decision.

⁴¹⁸ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table L.26 AAT Supports in dispute – Australian Capital Territory ^{419 420 421}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	<11	<11	<11
Core Supports	33	16	<11
Capacity Building Support	39	15	<11
General Support	<11	<11	<11
Assistive Technology	13	<11	<11
SDA	<11	<11	<11
Home Modifications	<11	<11	<11
SIL	13	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
Total	69	26	18

Table L.27 Closed AAT by outcome – Australian Capital Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	29	4%	<11	n/a	30	3%
<i>Decided by Tribunal - Affirmed</i>	18	2%	<11	n/a	19	2%
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Set Aside</i>	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	780	96%	61	98%	841	97%
<i>Not Decided by Tribunal - Resolved by consent</i>	515	64%	46	74%	561	64%
<i>Not Decided by Tribunal - Withdrawn</i>	206	25%	<11	n/a	215	25%
<i>Not Decided by Tribunal - No jurisdiction</i>	13	2%	<11	n/a	14	2%
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Dismissed</i>	41	5%	<11	n/a	46	5%
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	809	100%	62	100%	871	100%

⁴¹⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁴²⁰ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

⁴²¹ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table L.28 Key markets indicators by quarter – Australian Capital Territory ^{422 423}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	0.87	0.86
Number of providers delivering new types of supports	98	105
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	81%	83%
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)	86%	84%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	91%

Table L.29 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Australian Capital Territory ⁴²⁴

Activity	Number of providers
Active for the first time in 2023-24 Q2	34
Active in 2023-24 Q2 and also in previous quarters	450
Active in 2023-24 Q2	484
Inactive in 2023-24 Q2	1,325
Active ever	1,809

Table L.30 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Australian Capital Territory ⁴²⁵

Amount paid in 2023-24 Q2	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	97	16	18	131
\$2,001-\$10,000	98	<5	11	113
\$10,001-\$100,000	136	<5	5	143
\$100,001-\$250,000	40	<5	<5	40
\$250,000+	57	<5	<5	57
Total	428	22	34	484

Table L.31 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Australian Capital Territory ^{426 427}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	n/a	n/a	n/a
Health & Wellbeing	4%	43%	14%
Lifelong Learning	3%	26%	9%
Other	n/a	25%	7%
Non-categorised	n/a	n/a	3%
Any mainstream service	8%	75%	25%

⁴²² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴²³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴²⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴²⁵ 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.

⁴²⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴²⁷ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table L.32 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Australian Capital Territory ⁴²⁸

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	3%	3%	3%
Daily life	14%	13%	14%
Health and wellbeing	73%	73%	73%
Learning	38%	31%	38%
Relationships	5%	3%	5%
Social and community activities	10%	10%	10%
Unknown	8%	7%	8%
Where I live	3%	3%	3%
Work	7%	7%	7%
Any mainstream service	100%	98%	100%

⁴²⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Five: Financial sustainability

Note: In Figures L.5 to L.13 and in Table L.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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 L.33 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – Australian Capital Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.4%	3.6%
\$5,001-\$10,000	8.0%	8.5%
\$10,001-\$15,000	13.2%	14.0%
\$15,001-\$20,000	15.3%	16.3%
\$20,001-\$25,000	10.2%	10.8%
\$25,001-\$30,000	5.6%	5.9%
\$30,001-\$50,000	14.2%	15.0%
\$50,001-\$100,000	13.1%	13.9%
\$100,001-\$150,000	5.3%	5.6%
\$150,001-\$200,000	2.4%	2.5%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	7.5%	2.4%

Figure L.5 Average annualised committed supports and average payments by age group as at 31 December 2023 – Australian Capital Territory



Figure L.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Australian Capital Territory

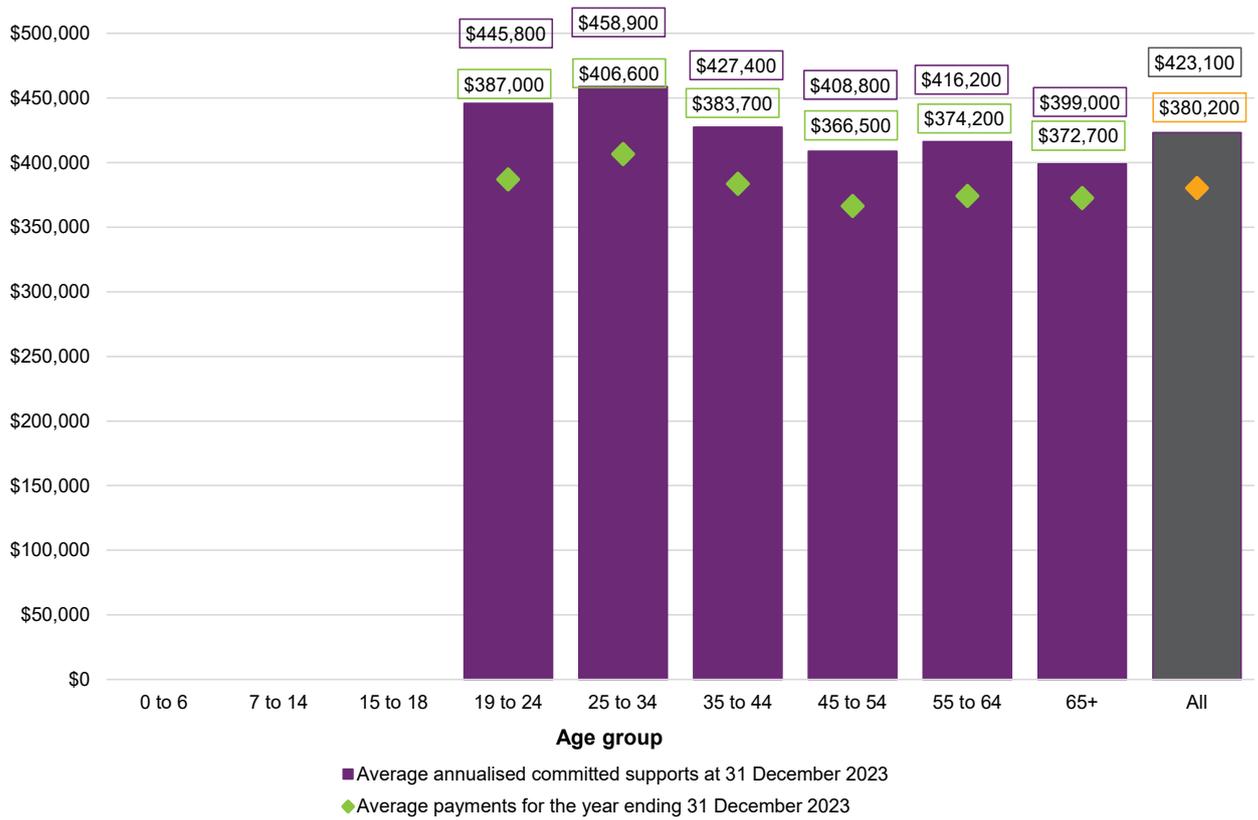


Figure L.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Australian Capital Territory

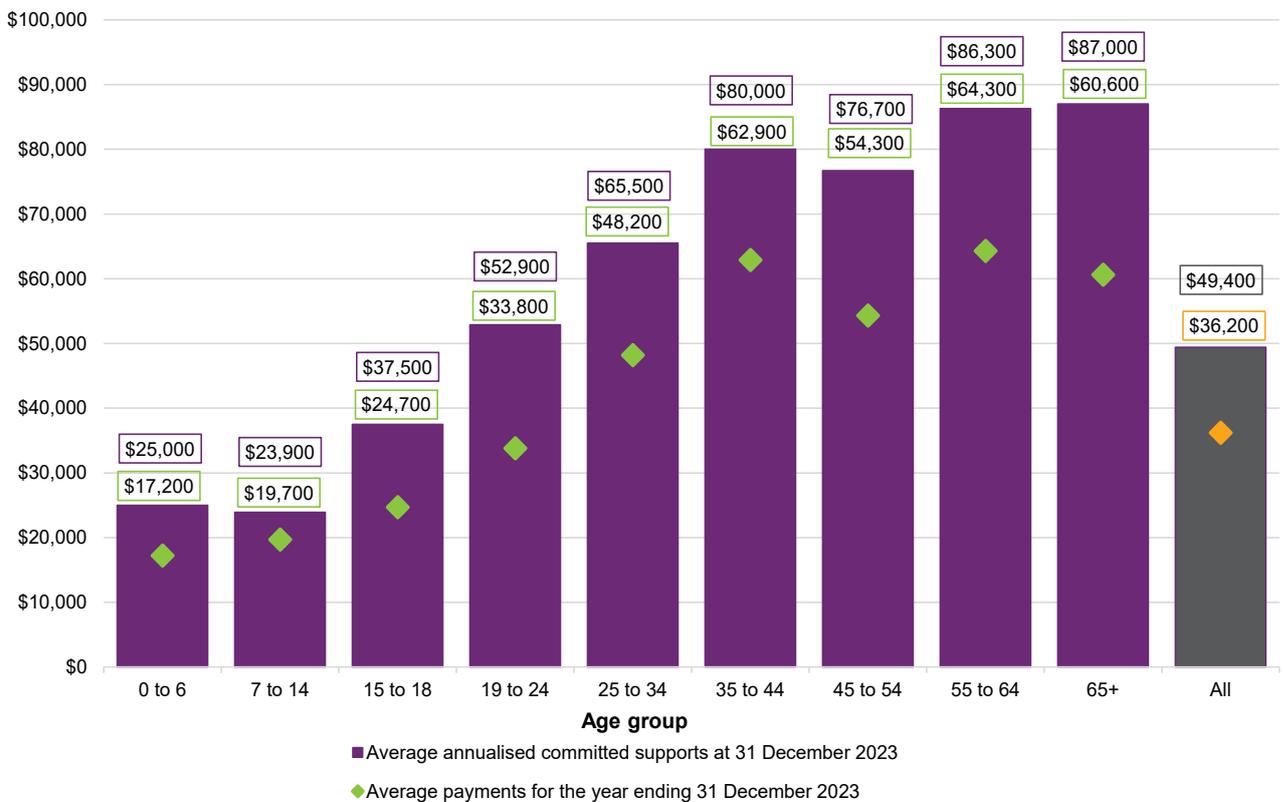


Figure L.8 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Australian Capital Territory

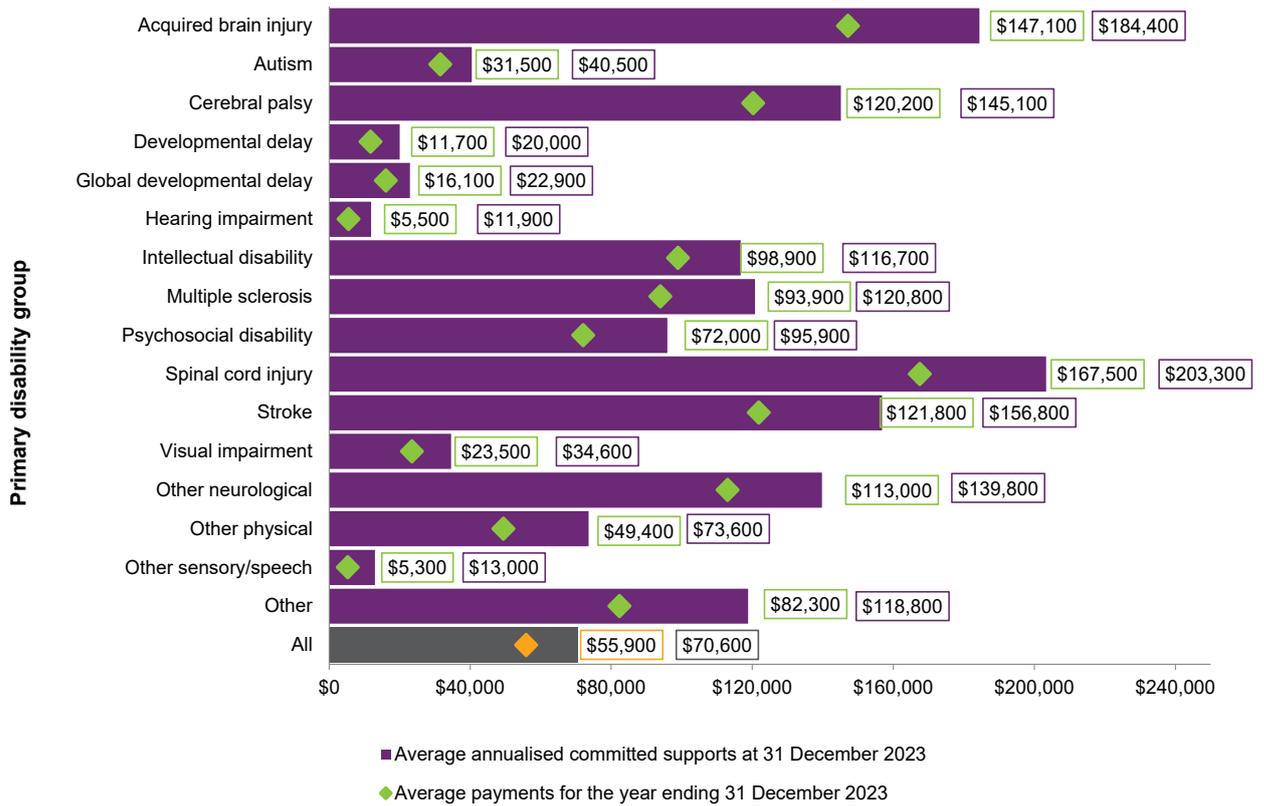


Figure L.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Australian Capital Territory

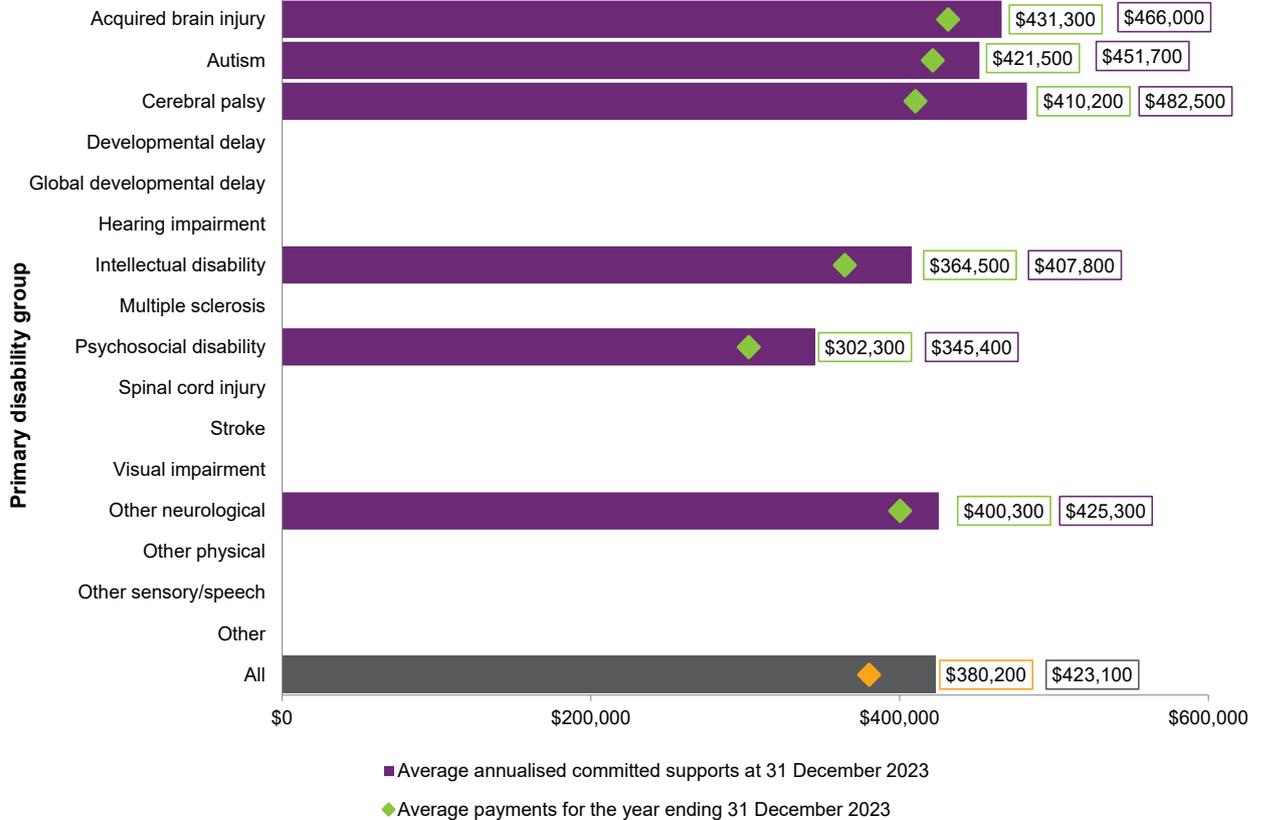


Figure L.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Australian Capital Territory

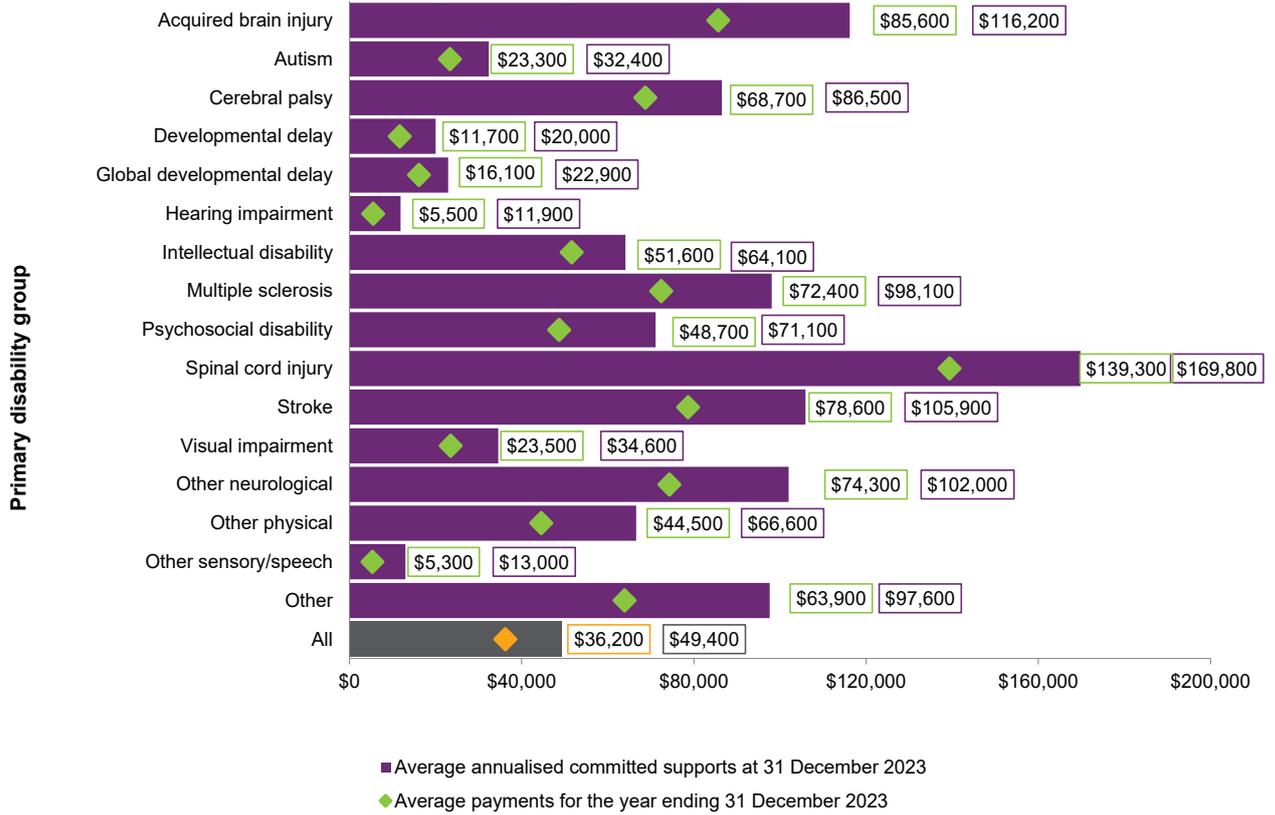


Figure L.11 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Australian Capital Territory

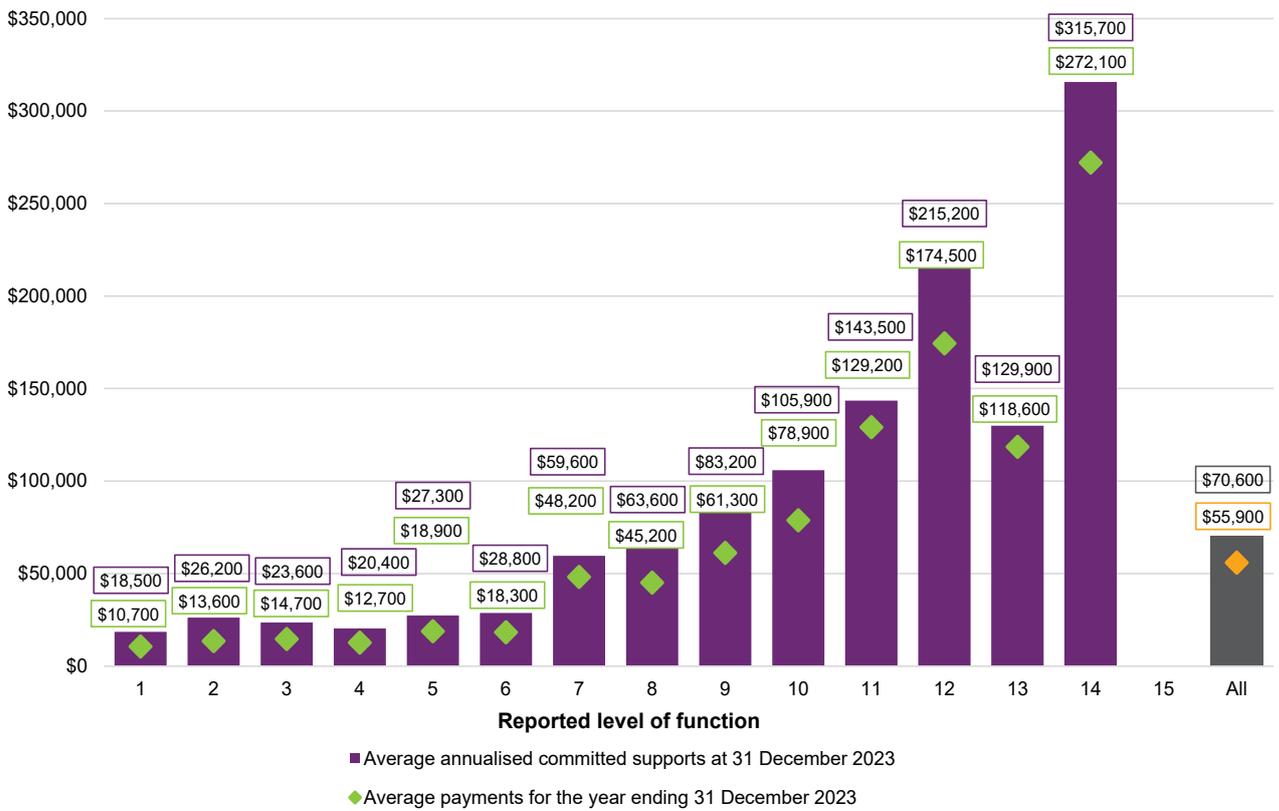


Figure L.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Australian Capital Territory

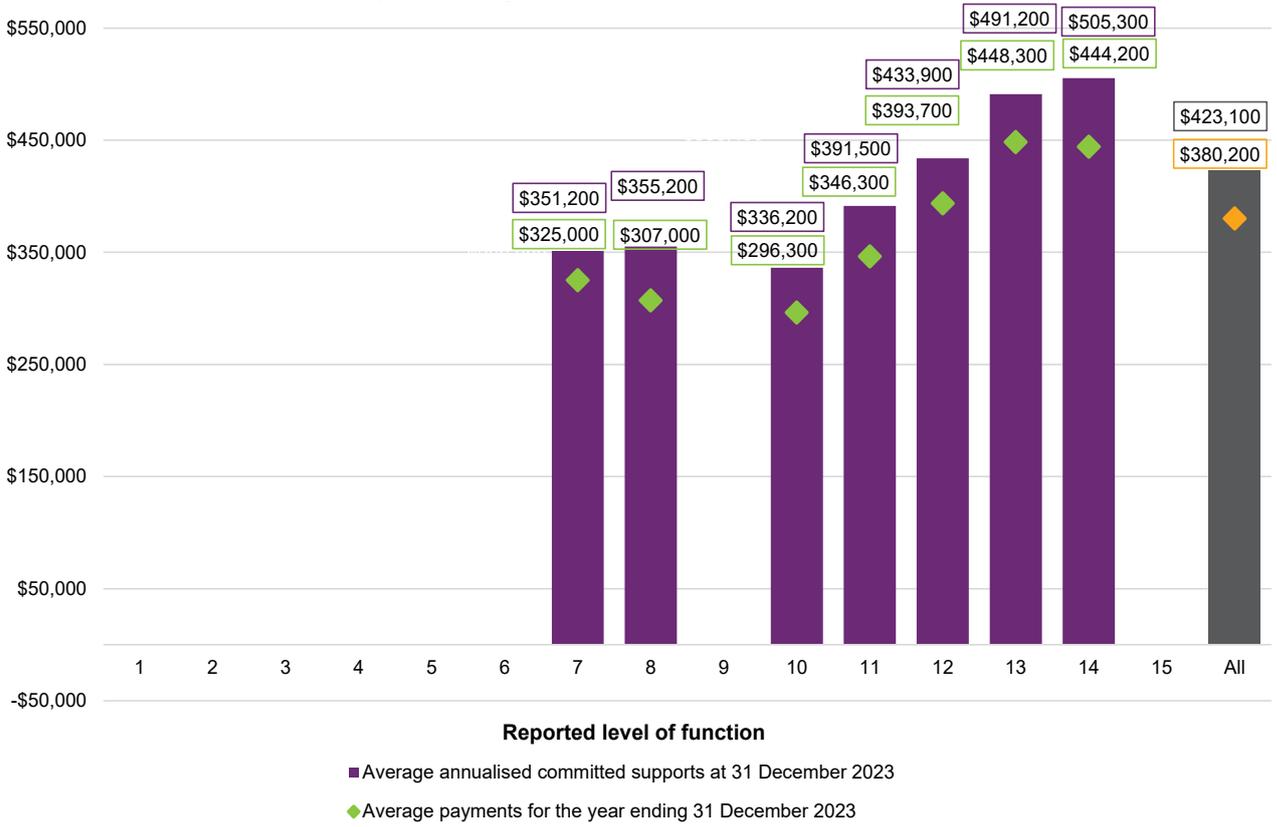


Figure L.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Australian Capital Territory

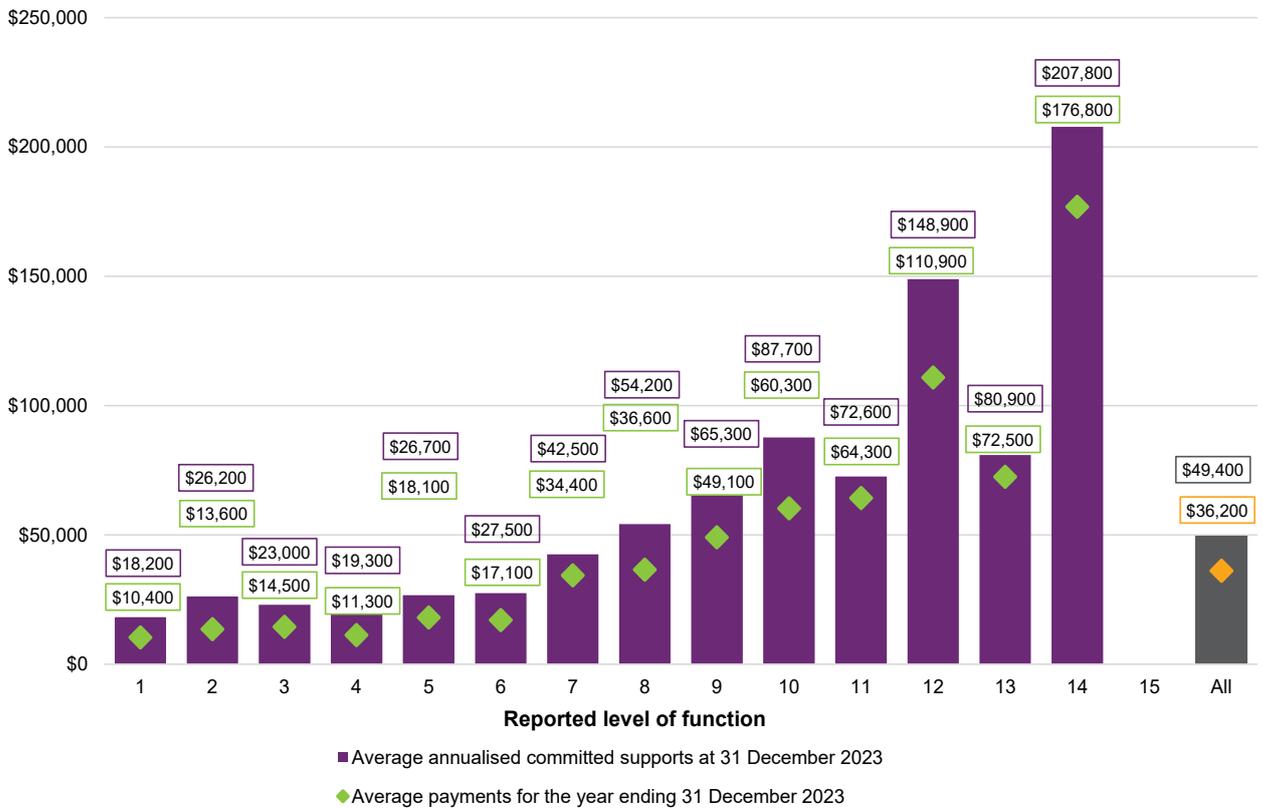


Table L.34 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Australian Capital Territory ^{429 430}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	326.5	382.7
Core: Consumables	9.2	13.0
Core: Social and Civic	105.8	140.2
Core: Transport	13.7	8.7
Capacity Building: Choice and Control	6.9	7.9
Capacity Building: Daily Activities	70.0	119.4
Capacity Building: Employment	2.2	6.5
Capacity Building: Health and Wellbeing	1.8	2.9
Capacity Building: Home Living	0.01	0.01
Capacity Building: Lifelong learning	n/a	0.002
Capacity Building: Relationships	7.7	15.6
Capacity Building: Social and Civic	5.3	12.1
Capacity Building: Support Coordination	12.5	17.6
Capital: Assistive Technology	10.7	22.4
Capital: Home Modifications	4.8	9.8
All	577.2	758.7

Table L.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Australian Capital Territory ^{431 432}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	181.1	192.7
Core: Consumables	1.7	2.1
Core: Social and Civic	27.8	37.1
Core: Transport	1.1	1.4
Capacity Building: Choice and Control	0.7	0.7
Capacity Building: Daily Activities	4.2	6.9
Capacity Building: Employment	0.1	0.2
Capacity Building: Health and Wellbeing	0.2	0.3
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	3.0	5.4
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.6	3.2
Capital: Assistive Technology	1.8	3.2
Capital: Home Modifications	1.1	4.2
All	225.4	257.7

⁴²⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴³⁰ Total payments for home modifications in Australian Capital Territory were \$4.8 million. Of which, \$3.0 million (62.9%) has been paid for specialised disability accommodation (SDA) supports, and \$1.8 million (37.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$9.8 million. Of which, \$6.4 million (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4 million (35%) has been allocated for non-SDA supports.

⁴³¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴³² Total payments for home modifications in Australian Capital Territory were \$1.05 million. Of which, \$0.98 million (93.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.073 million (6.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.24 million. Of which, \$4.09 million (96.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.15 million (3.5%) has been allocated for non-SDA supports.

Table L.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Australian Capital Territory ^{433 434}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	145.4	190.0
Core: Consumables	7.5	11.0
Core: Social and Civic	78.0	103.1
Core: Transport	12.5	7.3
Capacity Building: Choice and Control	6.2	7.2
Capacity Building: Daily Activities	65.7	112.4
Capacity Building: Employment	2.2	6.3
Capacity Building: Health and Wellbeing	1.6	2.6
Capacity Building: Home Living	0.01	0.01
Capacity Building: Lifelong learning	n/a	0.002
Capacity Building: Relationships	4.8	10.2
Capacity Building: Social and Civic	5.2	11.9
Capacity Building: Support Coordination	9.9	14.4
Capital: Assistive Technology	8.9	19.1
Capital: Home Modifications	3.8	5.6
All	351.8	501.1

Table L.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{435 436}

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	266.2	305.8	367.9	463.1	558.1	610.6	713.7	390.9
Total Paid	0.2	20.8	110.1	180.9	221.0	277.6	339.9	419.0	477.7	541.3	273.1
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	76%	70%

Table L.38 Percentage change in plan budgets for active participants – Australian Capital Territory

Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	2.9%	3.9%	5.4%	7.9%	3.8%	4.4%	4.9%	7.7%	4.1%
Interplan Inflation	5.5%	2.0%	4.7%	8.7%	9.9%	4.7%	5.3%	4.8%	2.4%
Total Inflation	8.5%	5.9%	10.0%	16.6%	13.7%	9.1%	10.2%	12.5%	6.5%

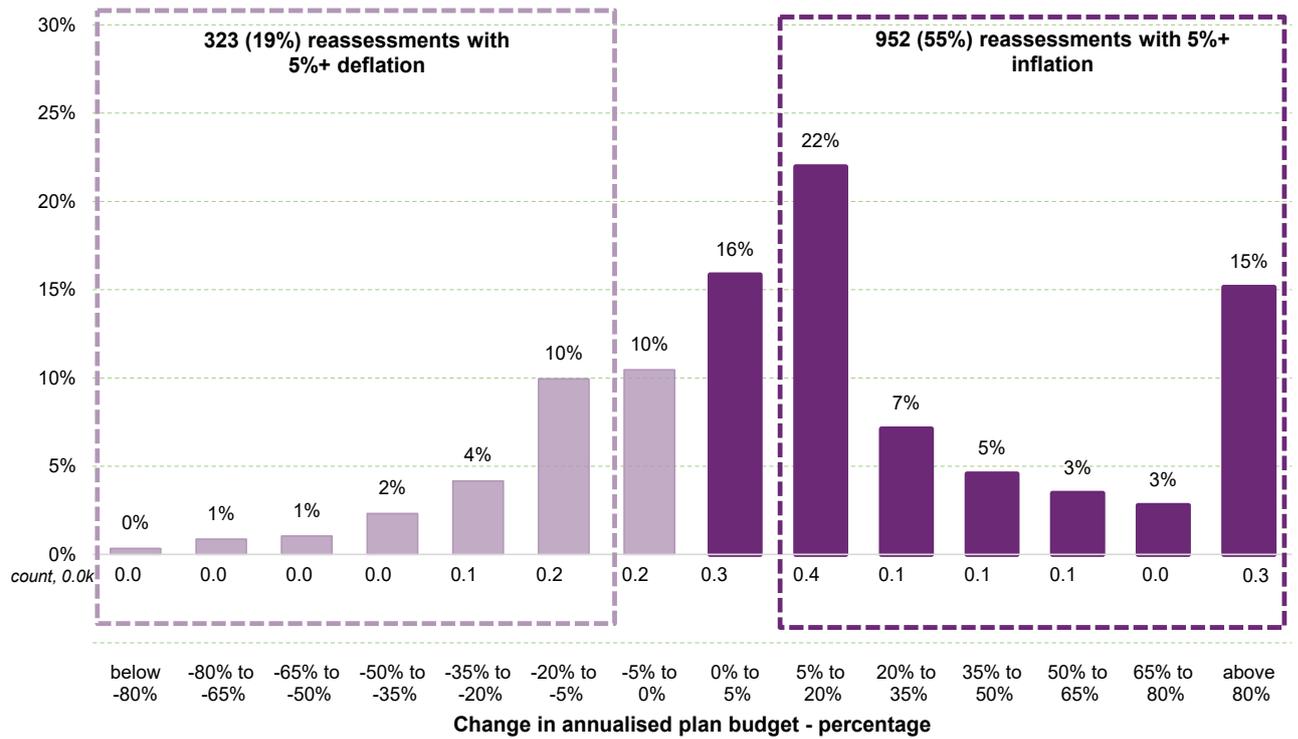
⁴³³ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴³⁴ Total payments for home modifications in Australian Capital Territory were \$3.8 million. Of which, \$2.1 million (54.5%) has been paid for specialised disability accommodation (SDA) supports, and \$1.7 million (45.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$5.6 million. Of which, \$2.3 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.3 million (59%) has been allocated for non-SDA supports.

⁴³⁵ 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.

⁴³⁶ 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 31 December 2023) - all participants – Australian Capital Territory ^{437 438}



⁴³⁷ 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.

⁴³⁸ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement M:

Northern Territory

This supplement shows the data for Northern Territory. There are five parts in the supplement.

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.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Ministers combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

The NDIA has observed reduced volumes of access and first planning decisions during the December quarter, which also reflects less people being included in outcome surveys. This is attributed to adaptation to the new system and integration of new processes, alongside balancing workloads across two systems and capability building for NDIA staff and NDIS partners.

Part One: Participants and their plans

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

Participant breakdown	Prior Quarters	2023-24 Q2	Total
Access decisions	7,555	190	7,745
Active Eligible - Total	5,925	150	6,075
<i>Active Eligible - New</i>	3,892	146	4,038
<i>Active Eligible - State</i>	1,625	<11	1,628
<i>Active Eligible - Commonwealth</i>	408	<11	409
Active Participant Plans - Total	5,765	184	5,949
<i>Active Participant Plans - New</i>	3,744	179	3,923
<i>Active Participant Plans - State</i>	1,616	<11	1,620
<i>Active Participant Plans - Commonwealth</i>	405	<11	406
Active Participant Plans - Total	5,765	184	5,949
<i>Active Participant Plans - Early Intervention (s25)</i>	2,040	114	2,154
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,725	70	3,795

Table M.2 People who have left the Scheme since 1 July 2013 as at 31 December 2023 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	560
<i>Early Intervention participants</i>	136
<i>Permanent disability participants</i>	424

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	1,517	97%	616	98%	13	93%	2,146	97%
7 to 14	832	87%	371	86%	12	86%	1,215	87%
15 to 18	259	87%	127	82%	<11	n/a	393	86%
19 to 24	205	88%	105	83%	<11	n/a	315	86%
25 to 34	329	88%	194	79%	<11	n/a	529	85%
35 to 44	381	87%	258	80%	<11	n/a	645	84%
45 to 54	403	82%	312	76%	<11	n/a	717	79%
55 to 64	403	81%	313	73%	<11	n/a	717	77%
65+	<11	n/a	16	59%	<11	n/a	25	49%
Missing	13	100%	15	100%	<11	n/a	32	100%
Total	4,351	89%	2,327	83%	56	78%	6,734	87%

Table M.4 Assessment of access by primary disability group and gender – Northern Territory ⁴³⁹

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	269	94%	102	94%	<11	n/a	372	94%
Autism	1,025	98%	362	98%	23	96%	1,410	98%
Cerebral palsy	118	98%	94	96%	<11	n/a	212	97%
Developmental delay	749	97%	288	99%	<11	n/a	1,044	98%
Global developmental delay	148	99%	72	96%	<11	n/a	221	98%
Hearing impairment	118	89%	122	82%	<11	n/a	242	86%
Intellectual disability	730	95%	480	94%	<11	n/a	1,218	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	29	94%
Psychosocial disability	461	79%	181	62%	<11	n/a	647	73%
Spinal cord injury	79	96%	27	96%	<11	n/a	107	96%
Stroke	125	90%	121	87%	<11	n/a	248	89%
Visual impairment	42	81%	49	83%	<11	n/a	91	82%
Other neurological	162	80%	135	76%	<11	n/a	298	78%
Other physical	151	60%	152	60%	<11	n/a	303	60%
Other sensory/speech	28	47%	<11	n/a	<11	n/a	33	43%
Other	125	56%	100	53%	<11	n/a	226	54%
Missing	14	100%	15	88%	<11	n/a	33	94%
Total	4,351	89%	2,327	83%	56	78%	6,734	87%

⁴³⁹ Down syndrome is included in intellectual disability.
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In Supplement M, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,924	51%	97	53%	3,021	51%
Non-First Nations Participants	2,388	41%	82	45%	2,470	42%
Not Stated	453	8%	<11	3%	458	8%
Total	5,765	100%	184	100%	5,949	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory ^{440 441}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	341	6%	<11	n/a	348	6%
Not culturally and linguistically diverse	5,332	92%	175	95%	5,507	93%
Not stated	92	2%	<11	n/a	94	2%
Total	5,765	100%	184	100%	5,949	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 31 December 2023 – Northern Territory ^{442 443}

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 ⁴⁴⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Dec-23	<11	<11

⁴⁴⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

⁴⁴¹ The lower number of CALD participants in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁴² The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers.

⁴⁴³ There are a further 13 active participants aged 65 years or over who are currently in residential aged care.

⁴⁴⁴ 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 ⁴⁴⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,356	58%	95	52%	3,451	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	72	1%	<11	n/a	72	1%
Remote	1,181	20%	53	29%	1,234	21%
Very Remote	1,151	20%	36	20%	1,187	20%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,765	100%	184	100%	5,949	100%

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ^{446 447 448}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,334	23%	36	20%	1,370	23%
Intellectual disability	1,115	19%	23	13%	1,138	19%
Developmental delay	844	15%	65	35%	909	15%
Psychosocial disability	575	10%	<11	n/a	582	10%
Hearing impairment	223	4%	<11	n/a	226	4%
Other neurological	215	4%	<11	n/a	223	4%
Other physical	201	3%	<11	n/a	201	3%
Acquired brain injury	312	5%	<11	n/a	321	5%
Cerebral palsy	198	3%	<11	n/a	198	3%
Global developmental delay	186	3%	19	10%	205	3%
Multiple sclerosis	25	0%	<11	n/a	25	0%
Visual impairment	70	1%	<11	n/a	73	1%
Stroke	190	3%	<11	n/a	195	3%
Other	166	3%	<11	n/a	169	3%
Spinal cord Injury	83	1%	<11	n/a	86	1%
Other sensory/speech	28	0%	<11	n/a	28	0%
Total	5,765	100%	184	100%	5,949	100%

⁴⁴⁵ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁴⁴⁶ Table order based on national proportions in Table E.15 (highest to lowest).

⁴⁴⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴⁴⁸ Down syndrome is included in intellectual disability, representing 2% (103) of all Scheme participants in Northern Territory.

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{449 450}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	34	6%	<11	n/a	34	6%
Intellectual disability	159	27%	<11	n/a	159	27%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	89	15%	<11	n/a	89	15%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	39	7%	<11	n/a	39	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	89	15%	<11	n/a	89	15%
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	52	9%
Other	24	4%	<11	n/a	24	4%
Spinal cord Injury	18	3%	<11	n/a	19	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	579	100%	<11	n/a	582	100%

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ⁴⁵¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,300	25%	36	20%	1,336	25%
Intellectual disability	956	18%	23	13%	979	18%
Developmental delay	844	16%	65	36%	909	17%
Psychosocial disability	486	9%	<11	n/a	493	9%
Hearing impairment	223	4%	<11	n/a	226	4%
Other neurological	176	3%	<11	n/a	184	3%
Other physical	191	4%	<11	n/a	191	4%
Acquired brain injury	223	4%	<11	n/a	232	4%
Cerebral palsy	136	3%	<11	n/a	136	3%
Global developmental delay	186	4%	19	10%	205	4%
Multiple sclerosis	24	0%	<11	n/a	24	0%
Visual impairment	66	1%	<11	n/a	69	1%
Stroke	140	3%	<11	n/a	143	3%
Other	142	3%	<11	n/a	145	3%
Spinal cord Injury	65	1%	<11	n/a	67	1%
Other sensory/speech	28	1%	<11	n/a	28	1%
Total	5,186	100%	181	100%	5,367	100%

⁴⁴⁹ 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.

⁴⁵⁰ Down syndrome is included in intellectual disability, representing 2% (14) of participants in SIL.

⁴⁵¹ 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 ⁴⁵²

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	978	17%	56	30%	1,034	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	392	7%	16	9%	408	7%
4 (High Function)	290	5%	<11	n/a	294	5%
5 (High Function)	438	8%	24	13%	462	8%
6 (Moderate Function)	1,104	19%	29	16%	1,133	19%
7 (Moderate Function)	322	6%	<11	n/a	330	6%
8 (Moderate Function)	445	8%	<11	n/a	453	8%
9 (Moderate Function)	35	1%	<11	n/a	36	1%
10 (Moderate Function)	613	11%	<11	n/a	618	10%
11 (Low Function)	129	2%	<11	n/a	132	2%
12 (Low Function)	522	9%	11	6%	533	9%
13 (Low Function)	368	6%	<11	n/a	371	6%
14 (Low Function)	119	2%	<11	n/a	119	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	16	0%	19	0%
Total	5,765	100%	184	100%	5,949	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	991	17%	95	52%	1,086	18%
7 to 14	1,550	27%	27	15%	1,577	27%
15 to 18	470	8%	15	8%	485	8%
19 to 24	410	7%	<11	n/a	413	7%
25 to 34	479	8%	11	6%	490	8%
35 to 44	548	10%	11	6%	559	9%
45 to 54	563	10%	<11	n/a	571	10%
55 to 64	557	10%	14	8%	571	10%
65+	197	3%	<11	n/a	197	3%
Total	5,765	100%	184	100%	5,949	100%

Table M.15 Participation rates by age group and gender at 31 December 2023 – Northern Territory ⁴⁵³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.8%	2.6%	4.3%
7 to 14	7.7%	3.4%	5.6%
15 to 18	5.0%	2.2%	3.7%
19 to 24	2.5%	1.2%	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%

⁴⁵² The higher number of Missing level of function in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁵³ 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=437), 'participant social and community engagement rate' (n=431), 'parent and carer employment rate' (n=269) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=184) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2021 - Northern Territory ⁴⁵⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	12%	20%	26%
Participant employment rate - Aged 25 to 34 years	17%	18%	19%	26%
Participant employment rate - Aged 35 to 44 years	10%	11%	8%	26%
Participant employment rate - Aged 45 to 54 years	17%	9%	19%	26%
Participant employment rate - Aged 55 to 64 years	10%	17%	13%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	14%	15%	26%
Participant employment rate - Aged 15 to 64 years	13%	14%	16%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	52%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	44%	58%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	45%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	45%	49%	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%	50%	45%	46%
Participant social and community engagement rate - Aged 15+ years	42%	50%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	58%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	56%	57%	50%
Parent and carer employment rate - All ages	48%	57%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	59%	75%
Participant Choice and Control - Aged 25+ years	n/a	49%	64%	75%
Participant Choice and Control - Aged 15+ years	n/a	52%	62%	75%

⁴⁵⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=320), 'parent and carer employment rate' (n=217) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=167) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Northern Territory⁴⁵⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	7%	17%	0%	12%	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	19%	23%	11%	16%	26%
Participant employment rate - Aged 55 to 64 years	12%	3%	5%	12%	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%	17%	7%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	36%	42%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	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	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	30%	32%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	31%	36%	45%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	35%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	37%	35%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	62%	60%	58%	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	52%	61%	59%	57%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	77%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	67%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	69%	74%	75%

⁴⁵⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=248), 'participant social and community engagement rate' (n=251), 'parent and carer employment rate' (n=105) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=154) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Northern Territory ⁴⁵⁶

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	9%	14%	7%	17%	26%
Participant employment rate - Aged 15 to 64 years	11%	9%	13%	8%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	46%	45%	53%	50%	46%	46%
Participant social and community engagement rate - Aged 15+ years	45%	45%	51%	46%	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	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	59%	68%	77%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	57%	68%	73%	72%	75%

⁴⁵⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 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=147), 'participant social and community engagement rate' (n=152), 'parent and carer employment rate' (n=52) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=123) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Northern Territory⁴⁵⁷

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	10%	14%	17%	15%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	11%	13%	18%	15%	18%	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	45%	51%	42%	48%	56%	54%	46%
Participant social and community engagement rate - Aged 15+ years	44%	50%	43%	44%	52%	52%	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	51%	70%	64%	69%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	54%	71%	67%	66%	72%	75%

⁴⁵⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2018 and have had a fifth plan reassessment to date.

Part Three: Participant Experience

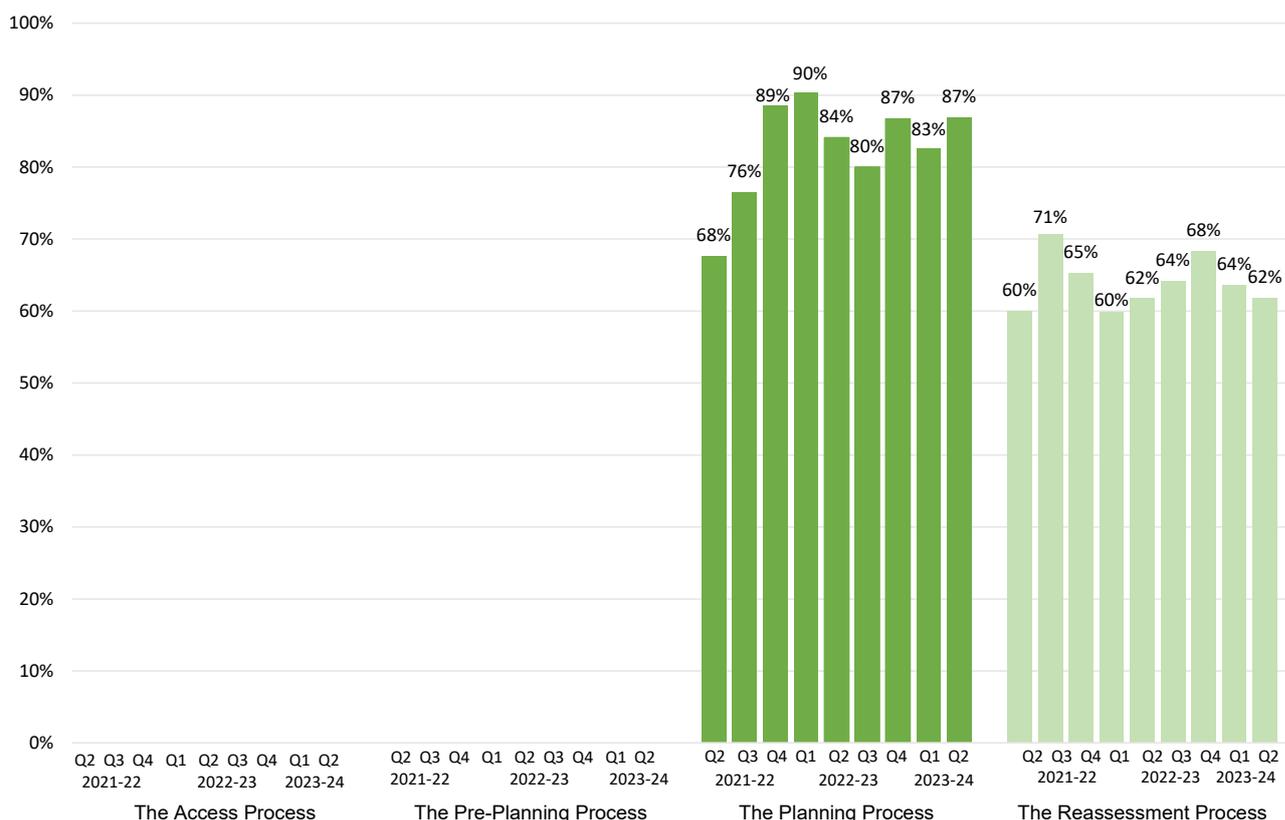
Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 151 in Prior Quarters, n = 11 in 2023-24 Q2), 'Pre-planning' (n = 142 in Prior Quarters, n = 9 in 2023-24 Q2), 'Planning' (n = 495 in Prior Quarters, n = 38 in 2023-24 Q2) and 'Plan reassessment' (n = 1,159 in Prior Quarters, n = 68 in 2023-24 Q2) of NDIS journey in 2023-24 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Northern Territory^{458 459}

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2023-24 Q2
Access - Are you happy with how coming into the NDIS has gone?	81%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	72%	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?	59%	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.	71%	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%	97%
Planning - Were decisions about your plan clearly explained?	85%	87%
Planning - Are you clear on what happens next with your plan?	81%	84%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	73%	68%
Plan reassessment - Did you feel prepared for your plan reassessment?	79%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	81%	78%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	62%

⁴⁵⁸ 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.

⁴⁵⁹ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data for October and November 2023. Data for December 2023 will be included in the next Quarterly Report to Disability Ministers.

Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{460 461}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q2. 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 the old computer system to the new computer system. The numbers of complaints reported for the last six months may still increase as there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

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 NDIA, 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. The new computer system will provide improved functionality to complaints reporting. Recording of complaints commenced transitioning to the new computer system on 30 October 2023.

Table M.21 shows the number of complaints in 2023-24 Q2 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Also, on the 'My Customer Requests' tile it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table M.22 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

⁴⁶⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

⁴⁶¹ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints and PCIs by quarter – Northern Territory ^{462 463 464}

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	22	<11	24	23
People who have submitted an access request: Complaints about service providers	74	<11	79	60
People who have submitted an access request: Complaints about the Agency	860	60	920	588
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	975	68	1,043	649
<i>Percentage of the number of active participants</i>	4.8%	4.6%	4.8%	n/a
Total PCIs	523	71	594	n/a

Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ⁴⁶⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - 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	115	13%	17	28%	132	14%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	224	26%	14	23%	238	26%
Complaints about the Agency - NDIA Process	116	13%	<11	n/a	126	14%
Complaints about the Agency - NDIA Resources	14	2%	<11	n/a	14	2%
Complaints about the Agency - NDIA Staff	51	6%	<11	n/a	54	6%
Complaints about the Agency - NDIA Timeliness	190	22%	12	20%	202	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	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Timeliness	31	4%	<11	n/a	31	3%
Complaints about the Agency - Other	57	7%	<11	n/a	61	7%
Complaints about the Agency - Total	860	100%	60	100%	920	100%
Complaints about early connections partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Early Connections Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Early Connections Process	<11	n/a	<11	n/a	<11	n/a

⁴⁶² Note that 70% of all complainants made only one complaint, 17% made two complaints and 14% made three or more complaints.

⁴⁶³ 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.

⁴⁶⁴ November 2023 and December 2023 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

⁴⁶⁵ There are 975 total participant complaints in Prior Quarters, 68 total participant complaints in 2023-24 Q2, and 1,043 total participant complaints as at 31 December 2023, including 18 unclassified participant complaints as at 31 December 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about early connections partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Early Connections Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about early connections 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	13	59%	<11	n/a	15	63%
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	22	100%	<11	n/a	24	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	19	26%	<11	n/a	21	27%
Complaints about service providers - Provider Staff	14	19%	<11	n/a	16	20%
Complaints about service providers - Service Delivery	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Other	14	19%	<11	n/a	15	19%
Complaints about service providers - Total	74	100%	<11	n/a	79	100%

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

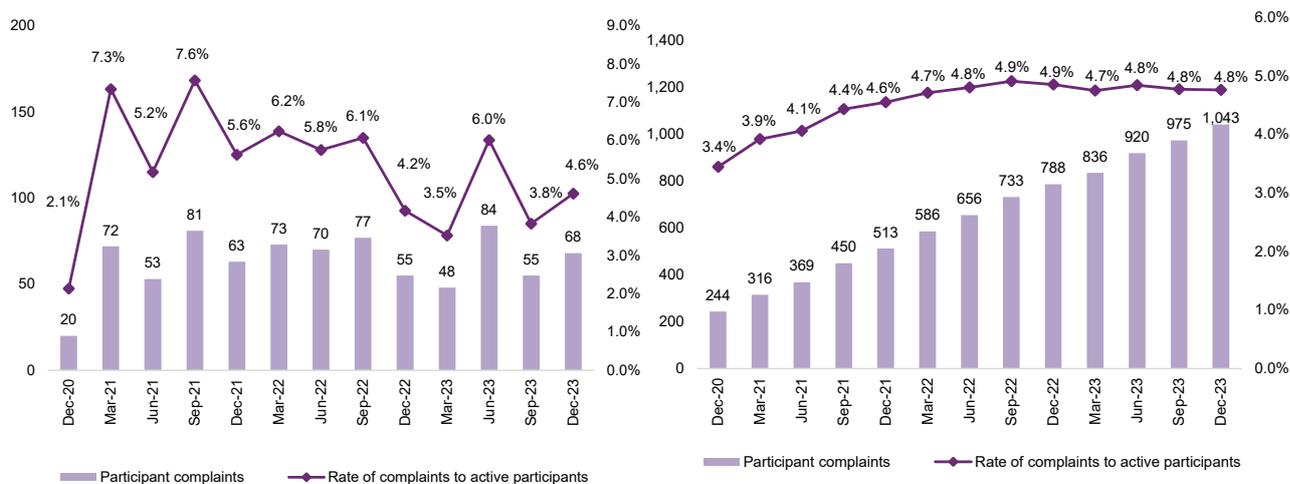


Figure M.3 Number and proportion of PCIs over time incrementally (left) and cumulatively (right) – Northern Territory

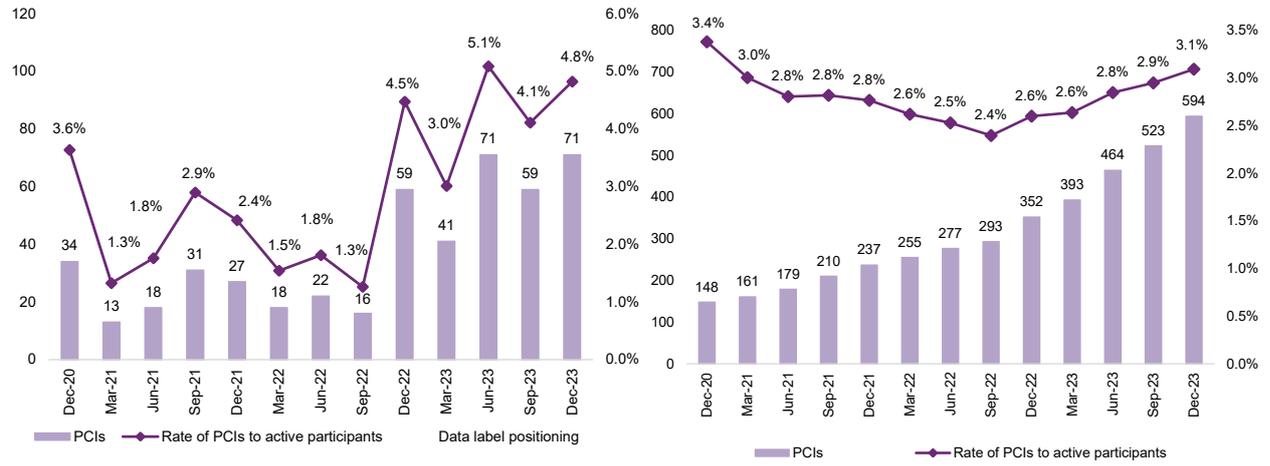


Table M.23 AAT Cases by category at 31 December 2023 – Northern Territory⁴⁶⁶

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - 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	12	100%	<11	n/a	12	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.06%</i>	<i>n/a</i>	<i>0.00%</i>	<i>n/a</i>	<i>0.05%</i>

Table M.24 AAT cases by open/closed and decision – Northern Territory^{467 468}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	12	11
Open AAT Cases	<11	<11
Closed AAT Cases	11	<11
<i>Resolved before hearing</i>	<i><11</i>	<i><11</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

⁴⁶⁶ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁴⁶⁷ Ibid.

⁴⁶⁸ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table M.25 AAT Supports in dispute – Northern Territory ^{469 470 471}

Type of support	2022-23 Q3 and Q4	2023-24 Q1	2023-24 Q2
Plan Management Decision	<11	<11	<11
Core Supports	<11	<11	<11
Capacity Building Support	<11	<11	<11
General Support	<11	<11	<11
Assistive Technology	<11	<11	<11
SDA	<11	<11	<11
Home Modifications	<11	<11	<11
SIL	<11	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
Total	<11	<11	<11

Table M.26 Closed AAT by outcome – Northern Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q2 - Count	2023-24 Q2 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Affirmed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Varied</i>	<11	n/a	<11	n/a	<11	n/a
<i>Decided by Tribunal - Set Aside</i>	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Resolved by consent</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Withdrawn</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - No jurisdiction</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Declined</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Extension of Time Not opposed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Dismissed</i>	<11	n/a	<11	n/a	<11	n/a
<i>Not Decided by Tribunal - Other</i>	<11	n/a	<11	n/a	<11	n/a
Total	<11	n/a	<11	n/a	11	100%

⁴⁶⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁴⁷⁰ Results for 2023-24 Q2 is incomplete; only reporting data until end of November 2023.

⁴⁷¹ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceed the Total in each period.

Part Four: Providers and the growing market

Note: Counts of active providers exclude providers servicing self-managed participants and therefore differ from the provider numbers in Section 4 of the report.

Table M.27 Key markets indicators by quarter – Northern Territory ^{472 473}

Market indicators	Previous Quarter	2023-24 Q2
Average number of active providers per active participant	1.60	1.60
Number of providers delivering new types of supports	90	80
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	77%	76%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	94%
Share of payments - top 25%: Participate Community (Percentage)	88%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	89%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	92%

Table M.28 Cumulative number of providers that have ever been active as at 31 December 2023 by quarter of activity – Northern Territory ⁴⁷⁴

Activity	Number of providers
Active for the first time in 2023-24 Q2	26
Active in 2023-24 Q2 and also in previous quarters	320
Active in 2023-24 Q2	346
Inactive in 2023-24 Q2	763
Active ever	1,109

Table M.29 Distribution of active providers in 2023-24 Q2 by their status in 2023-24 Q1 and payment band in 2023-24 Q2 – Northern Territory

Amount paid in 2023-24 Q2	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	51	14	10	75
\$2,001-\$10,000	61	<5	11	75
\$10,001-\$100,000	93	<5	5	100
\$100,001-\$250,000	20	<5	<5	20
\$250,000+	76	<5	<5	76
Total	301	19	26	346

Table M.30 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Northern Territory ^{475 476}

Mainstream service	Prior Quarters	2023-24 Q2	Total
Daily Activities	n/a	8%	3%
Health & Wellbeing	n/a	55%	21%
Lifelong Learning	n/a	23%	9%
Other	n/a	12%	5%
Non-categorised	n/a	11%	4%
Any mainstream service	n/a	76%	29%

⁴⁷² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁴⁷³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁴⁷⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴⁷⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁷⁶ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

Table M.31 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Northern Territory ⁴⁷⁷

Mainstream service	Prior Quarters	2023-24 Q2	Total
Choice and control over my life	4%	8%	4%
Daily life	21%	21%	21%
Health and wellbeing	64%	70%	65%
Learning	26%	21%	26%
Relationships	5%	4%	5%
Social and community activities	9%	6%	8%
Unknown	13%	10%	12%
Where I live	3%	2%	3%
Work	3%	4%	3%
Any mainstream service	100%	99%	100%

⁴⁷⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Five: Financial sustainability

Note: In Figures M.4 to M.12 and in Table M.32, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 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.

Total includes participants with missing characteristics, where applicable.

Table M.32 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2023-24 Q2 – 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	3.7%	4.1%
\$10,001-\$15,000	6.1%	6.8%
\$15,001-\$20,000	8.8%	9.7%
\$20,001-\$25,000	13.6%	15.1%
\$25,001-\$30,000	6.9%	7.6%
\$30,001-\$50,000	17.0%	18.8%
\$50,001-\$100,000	17.5%	19.4%
\$100,001-\$150,000	6.5%	7.2%
\$150,001-\$200,000	3.5%	3.9%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	13.5%	4.4%

Figure M.4 Average annualised committed supports and average payments by age group as at 31 December 2023 – Northern Territory



Figure M.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2023 – Northern Territory

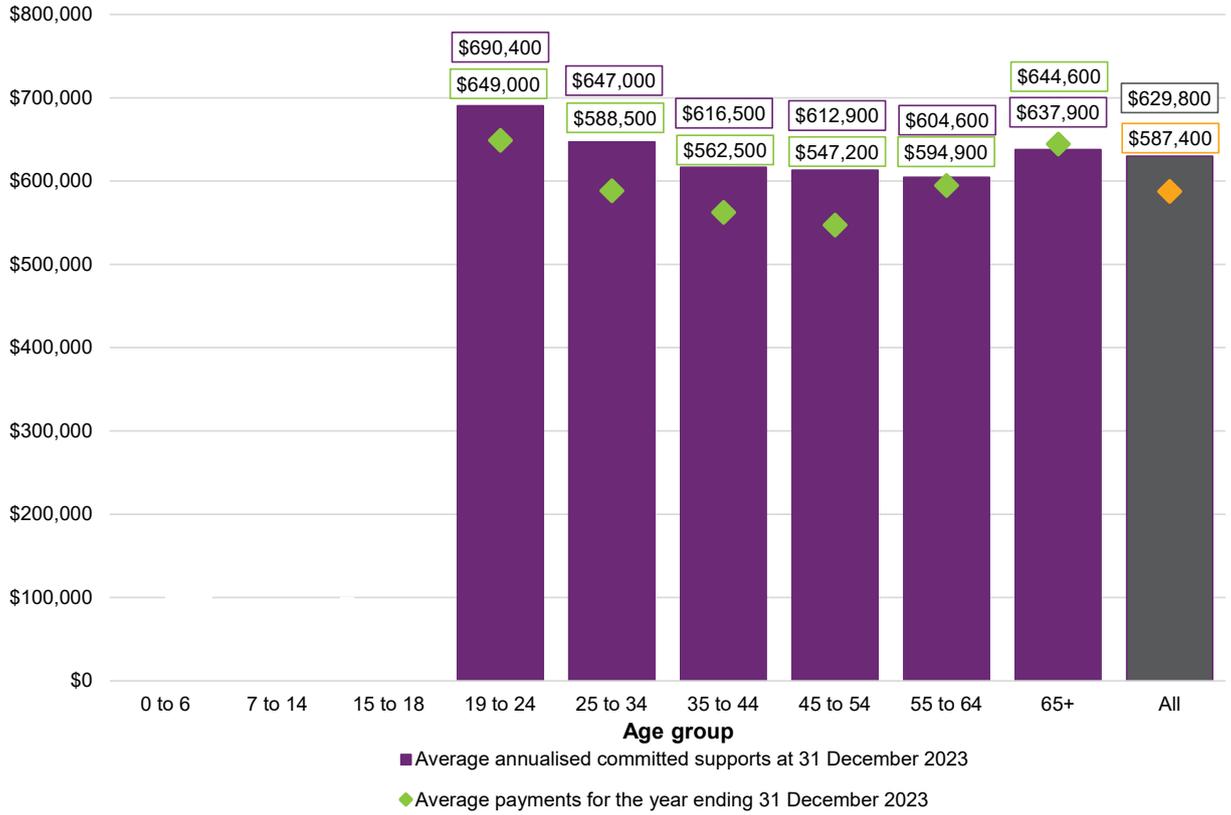


Figure M.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2023 – Northern Territory

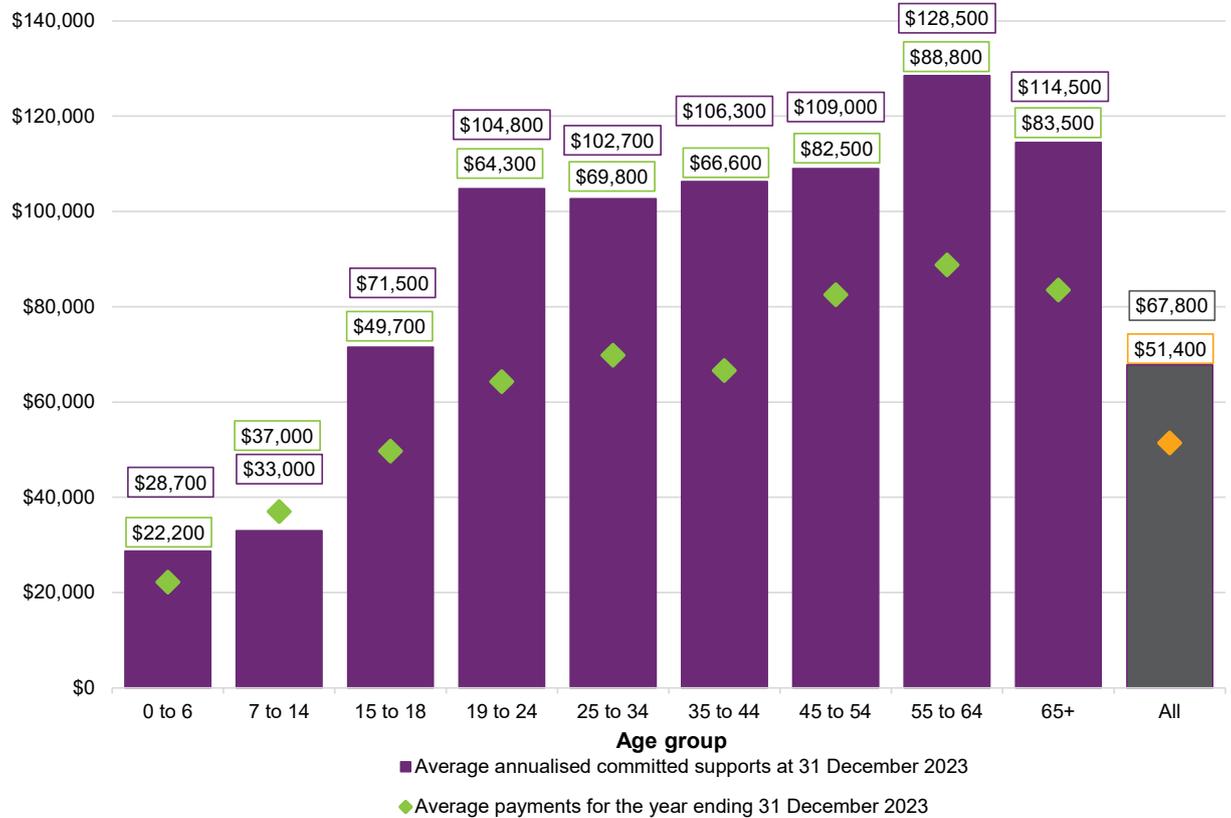


Figure M.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2023 – Northern Territory

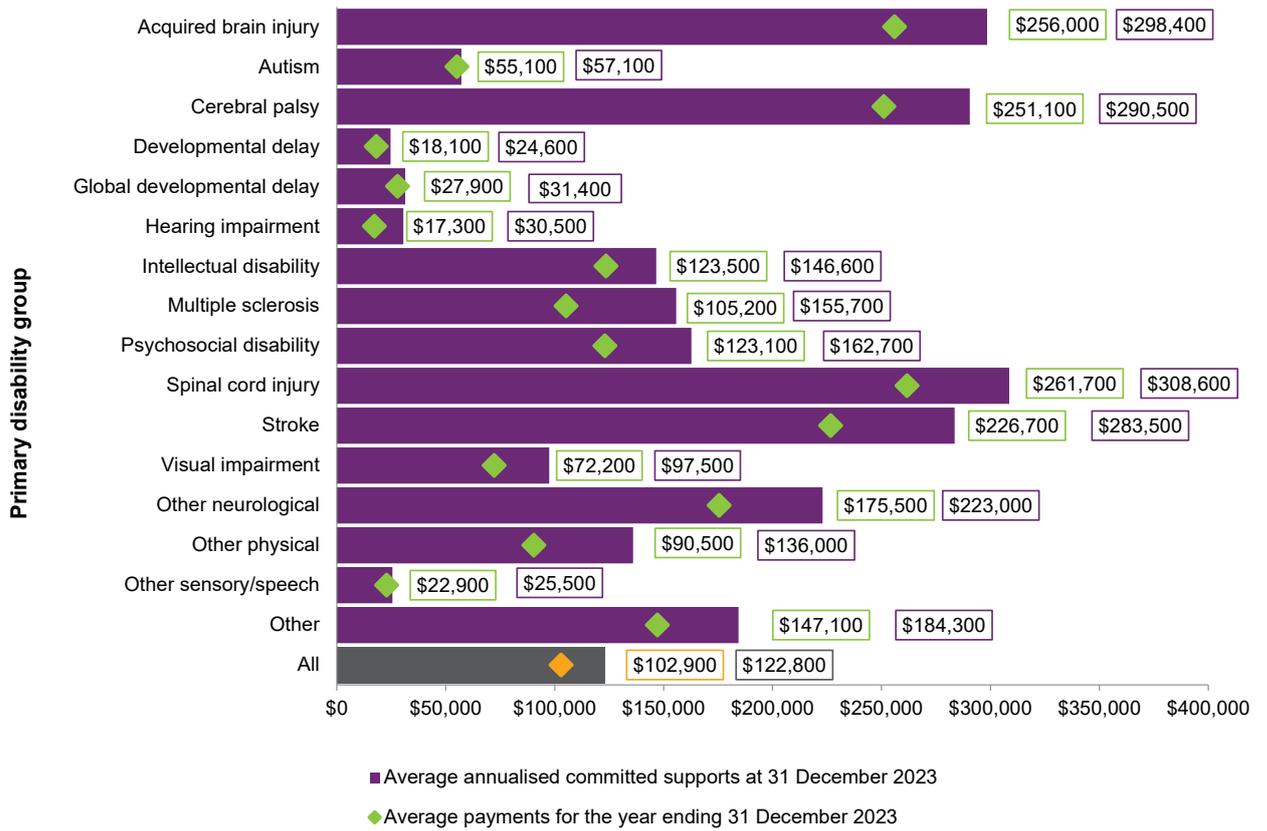


Figure M.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2023 – Northern Territory

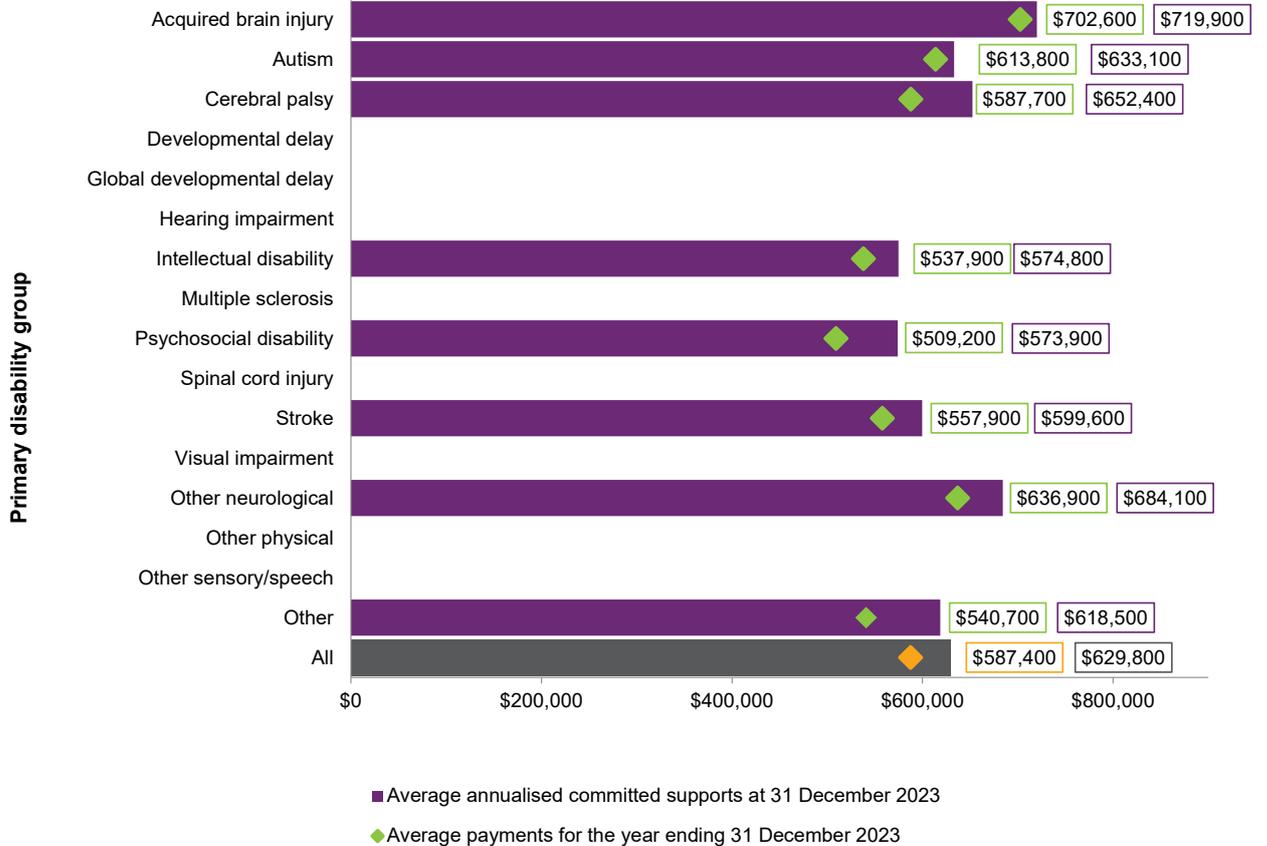


Figure M.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2023 – Northern Territory



Figure M.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2023 – Northern Territory

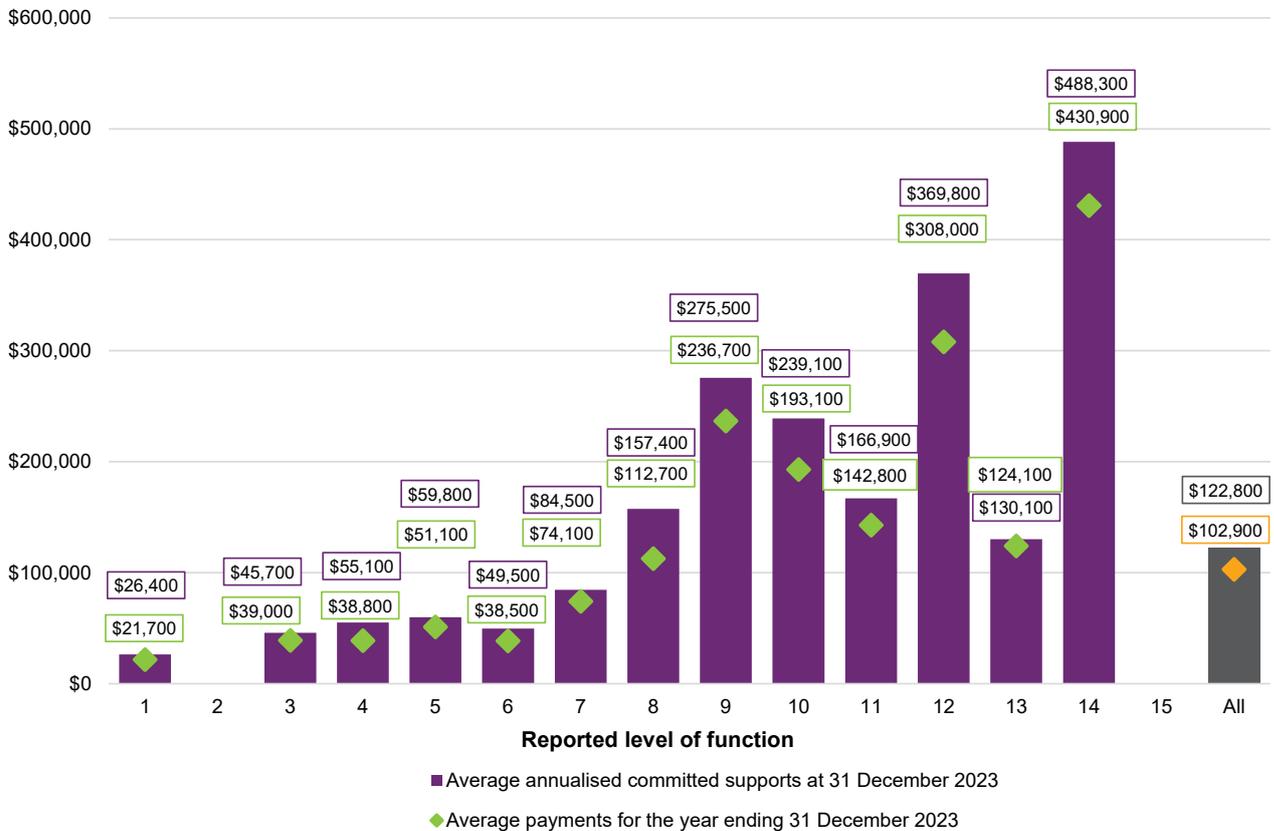


Figure M.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2023 – Northern Territory

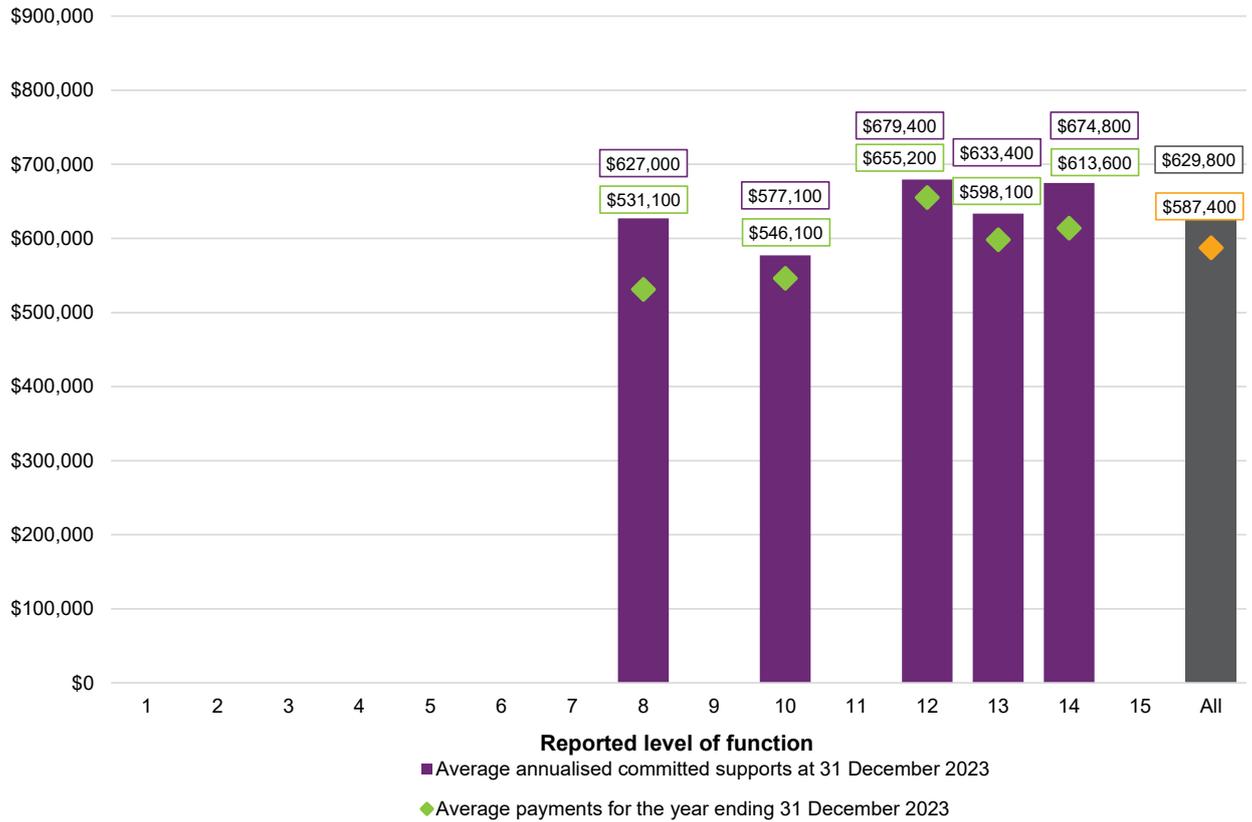


Figure M.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2023 – Northern Territory

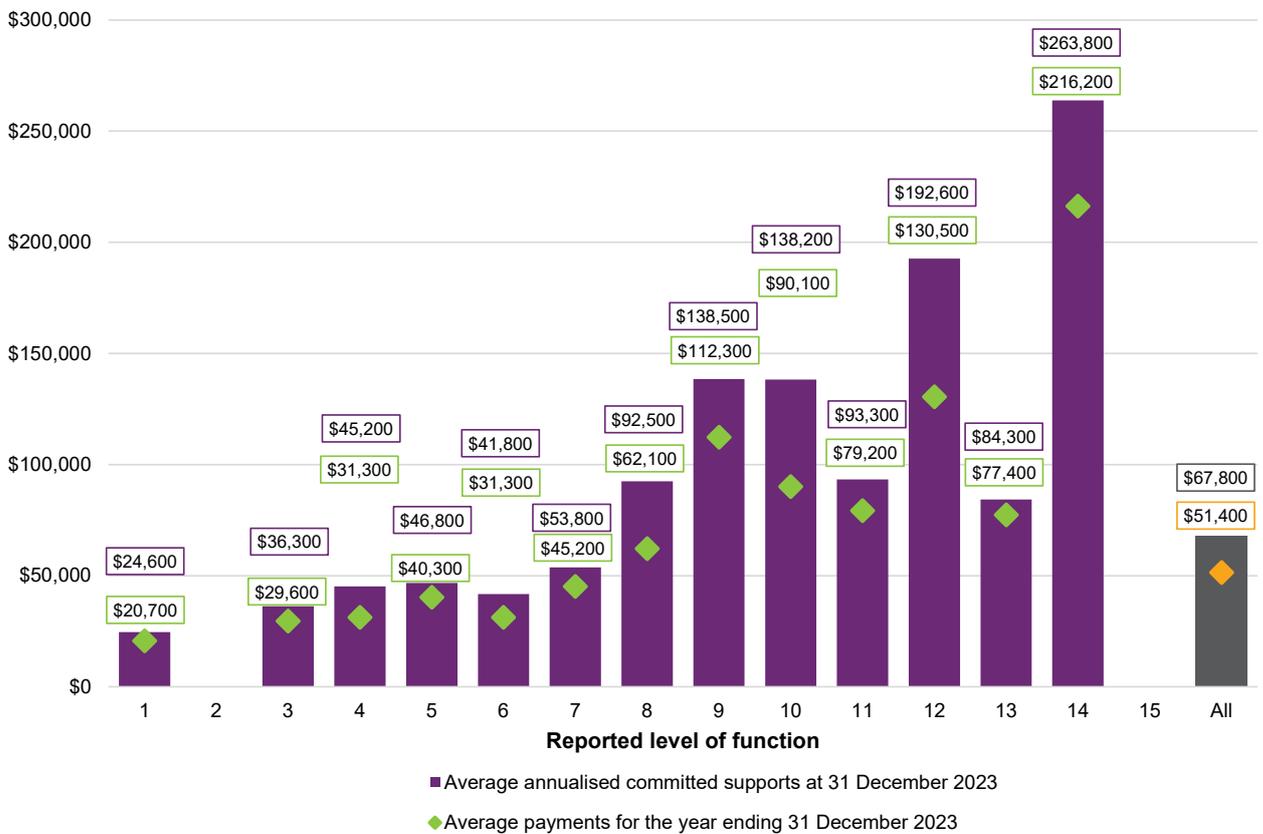


Table M.33 Total annualised committed supports and total payments by support category as at 31 December 2023 (\$m) – Northern Territory ^{478 479}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	380.85	405.92
Core: Consumables	5.85	8.10
Core: Social and Civic	93.68	127.24
Core: Transport	7.39	4.65
Capacity Building: Choice and Control	7.20	8.60
Capacity Building: Daily Activities	41.87	90.17
Capacity Building: Employment	0.78	5.05
Capacity Building: Health and Wellbeing	0.09	0.31
Capacity Building: Home Living	0.005	0.03
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	9.70	18.05
Capacity Building: Social and Civic	4.64	10.88
Capacity Building: Support Coordination	22.13	30.60
Capital: Assistive Technology	6.28	14.90
Capital: Home Modifications	1.97	6.02
All	582.42	730.53

Table M.34 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2023 (\$m) – Northern Territory ^{480 481}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	256.94	276.41
Core: Consumables	1.87	1.89
Core: Social and Civic	40.14	53.66
Core: Transport	0.43	1.25
Capacity Building: Choice and Control	0.78	0.89
Capacity Building: Daily Activities	5.20	9.21
Capacity Building: Employment	0.15	0.70
Capacity Building: Health and Wellbeing	0.01	0.05
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	5.31	8.19
Capacity Building: Social and Civic	0.34	0.52
Capacity Building: Support Coordination	5.31	6.24
Capital: Assistive Technology	1.69	3.55
Capital: Home Modifications	1.19	3.95
All	319.36	366.52

⁴⁷⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴⁷⁹ Total payments for home modifications in Northern Territory were \$2.0 million. Of which, \$1.3 million (65%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (35%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$6.0 million. Of which, \$4.5 million (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (25%) has been allocated for non-SDA supports.

⁴⁸⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴⁸¹ Total payments for home modifications in Northern Territory were \$1.2 million. Of which, \$1.2 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$3.9 million. Of which, \$3.91 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.04 million (1%) has been allocated for non-SDA supports.

Table M.35 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2023 (\$m) – Northern Territory ^{482 483}

Support Category	Total payments for the year ending 31 December 2023	Total annualised committed supports at 31 December 2023
Core: Daily Activities	123.90	129.51
Core: Consumables	3.97	6.21
Core: Social and Civic	53.54	73.58
Core: Transport	6.96	3.40
Capacity Building: Choice and Control	6.42	7.71
Capacity Building: Daily Activities	36.67	80.96
Capacity Building: Employment	0.63	4.35
Capacity Building: Health and Wellbeing	0.08	0.26
Capacity Building: Home Living	0.005	0.03
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	4.39	9.86
Capacity Building: Social and Civic	4.30	10.36
Capacity Building: Support Coordination	16.82	24.36
Capital: Assistive Technology	4.59	11.35
Capital: Home Modifications	0.78	2.07
All	263.06	364.00

Table M.36 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{484 485}

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	0.05	2.0	5.8	20.4	100.3	201.6	389.6	514.5	544.7	692.9	383.3
Total Paid	0.02	1.7	4.2	11.8	66.9	136.7	265.7	375.2	420.7	527.0	271.6
% utilised to date	39%	82%	72%	58%	67%	68%	68%	73%	77%	76%	71%

Table M.37 Percentage change in plan budgets for active participants – Northern Territory

Inflation type	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23
Intraplan Inflation	4.9%	6.6%	4.3%	8.0%	8.9%	6.5%	5.5%	8.4%	6.8%
Interplan Inflation	2.0%	2.6%	2.0%	10.3%	14.3%	9.4%	7.4%	7.7%	7.6%
Total Inflation	7.0%	9.2%	6.3%	18.4%	23.2%	15.9%	12.9%	16.1%	14.4%

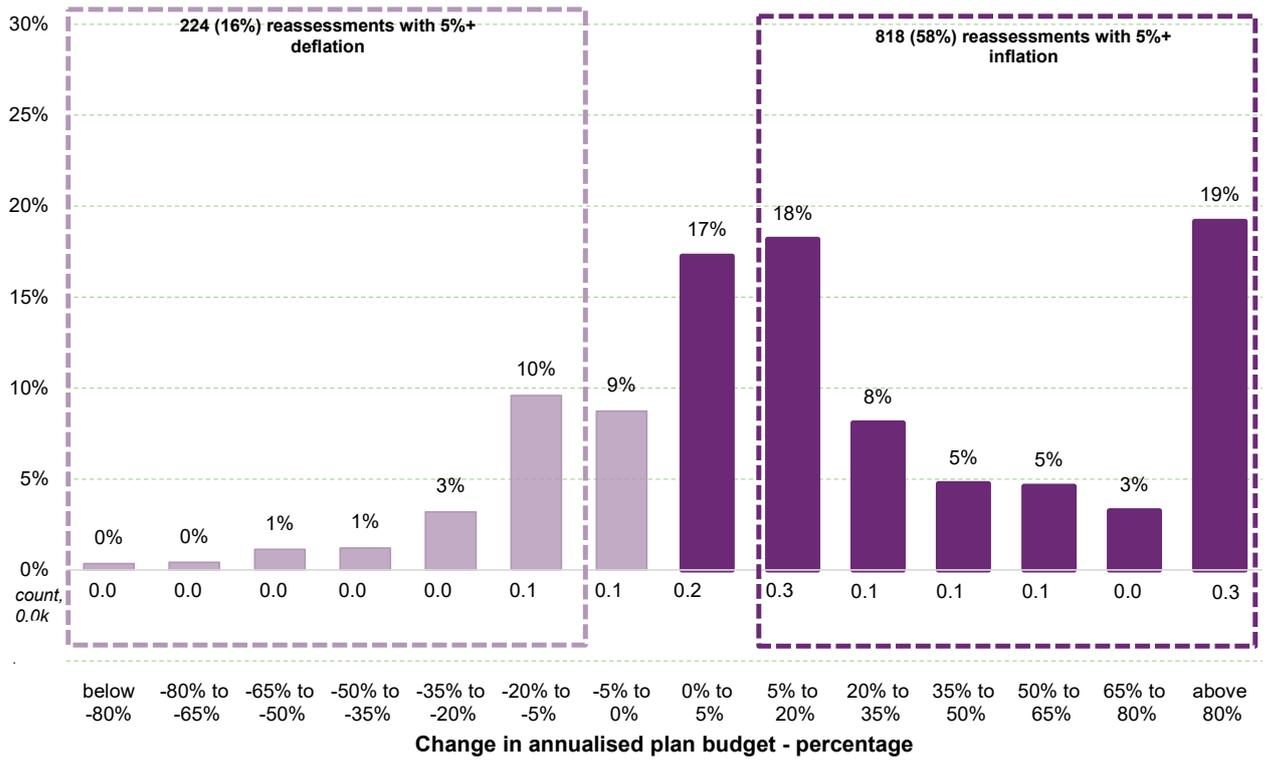
⁴⁸² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023.

⁴⁸³ Total payments for home modifications in Northern Territory were \$0.78 million. Of which, \$0.09 million (12%) has been paid for specialised disability accommodation (SDA) supports, and \$0.69 million (88%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.07 million. Of which, \$0.60 million (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.47 million (71%) has been allocated for non-SDA supports.

⁴⁸⁴ 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.

⁴⁸⁵ 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 31 December 2023) - all participants – Northern Territory ^{486 487}



⁴⁸⁶ 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.

⁴⁸⁷ The lower number of plan reassessments in December 2023 quarter is attributed to adaptation to the new computer system and integration of new processes.

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 31 December 2023 ^{488 489 490 491 492 493 494}

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	151,649	79%	189,941	99%	35,483	18%	192,668
NSW - Hunter New England	Jul-13	25,017	78%	31,511	98%	5,811	18%	32,204
NSW - Central Coast	Jul-16	8,407	77%	10,778	99%	1,834	17%	10,898
NSW - Far West	Jul-17	750	83%	903	100%	168	19%	905
NSW - Illawarra Shoalhaven	Jul-17	9,274	83%	10,934	98%	2,272	20%	11,139
NSW - Mid North Coast	Jul-17	6,935	87%	7,969	99%	1,358	17%	8,017
NSW - Murrumbidgee	Jul-17	7,630	90%	8,448	100%	1,747	21%	8,475
NSW - Nepean Blue Mountains	Jul-15	8,288	73%	11,153	98%	1,931	17%	11,369
NSW - North Sydney	Jul-16	10,070	78%	12,767	98%	2,716	21%	12,976
NSW - Northern NSW	Jul-17	8,780	95%	9,195	100%	1,669	18%	9,236
NSW - South Eastern Sydney	Jul-17	10,937	84%	12,967	99%	2,477	19%	13,074
NSW - South Western Sydney	Jul-16	21,886	73%	29,550	99%	5,265	18%	29,961
NSW - Southern NSW	Jul-16	4,410	83%	5,213	98%	1,028	19%	5,304
NSW - Sydney	Jul-17	6,631	88%	7,440	99%	1,420	19%	7,528
NSW - Western NSW	Jul-17	6,588	82%	7,917	99%	1,711	21%	7,994
NSW - Western Sydney	Jul-16	16,020	68%	23,164	98%	4,070	17%	23,555
NSW - Other	n/a	26	79%	32	97%	<11	n/a	33
VIC	Jan-19	166,710	96%	171,675	99%	29,062	17%	173,214
VIC - Barwon	Jul-13	10,916	94%	11,518	99%	2,012	17%	11,668
VIC - Central Highlands	Jan-17	6,202	91%	6,694	99%	1,190	18%	6,787
VIC - Loddon	May-17	8,727	96%	9,004	99%	1,404	15%	9,086
VIC - North East Melbourne	Jul-16	15,751	95%	16,404	99%	2,912	18%	16,610
VIC - Inner Gippsland	Oct-17	6,343	98%	6,447	99%	1,073	16%	6,504
VIC - Ovens Murray	Oct-17	3,917	91%	4,240	99%	768	18%	4,282

⁴⁸⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁸⁹ 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).

⁴⁹⁰ 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.

⁴⁹¹ 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.

⁴⁹² The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁴⁹³ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁴⁹⁴ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁴⁹⁵ 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	4,359	95%	4,545	99%	902	20%	4,598
VIC - Inner East Melbourne	Nov-17	11,199	95%	11,613	99%	2,428	21%	11,772
VIC - Outer East Melbourne	Nov-17	11,738	97%	11,947	99%	2,177	18%	12,077
VIC - Hume Moreland	Mar-18	12,035	98%	12,209	99%	1,762	14%	12,313
VIC - Bayside Peninsula	Apr-18	20,550	98%	20,761	99%	3,855	18%	20,903
VIC - Southern Melbourne	Sep-18	16,090	97%	16,500	99%	2,799	17%	16,624
VIC - Brimbank Melton	Oct-18	11,601	97%	11,845	99%	1,523	13%	11,910
VIC - Western Melbourne	Oct-18	16,721	98%	17,011	99%	2,298	13%	17,115
VIC - Goulburn	Jan-19	4,893	95%	5,128	100%	905	18%	5,145
VIC - Mallee	Jan-19	2,961	98%	3,032	100%	517	17%	3,035
VIC - Outer Gippsland	Jan-19	2,692	97%	2,762	100%	535	19%	2,770
VIC - Other	n/a	15	100%	15	100%	<11	n/a	15
QLD	Jan-19	132,764	96%	138,161	100%	24,804	18%	138,705
QLD - Bundaberg	Sep-17	3,629	95%	3,809	99%	755	20%	3,833
QLD - Ipswich	Jul-17	10,670	95%	11,181	100%	1,933	17%	11,218
QLD - Mackay	Nov-16	4,051	94%	4,310	100%	854	20%	4,331
QLD - Toowoomba	Jan-17	8,024	97%	8,277	100%	1,699	20%	8,299
QLD - Townsville	Apr-16	7,419	94%	7,857	99%	1,528	19%	7,897
QLD - Rockhampton	Nov-17	6,878	90%	7,584	99%	1,249	16%	7,655
QLD - Beenleigh	Jul-18	15,351	97%	15,746	100%	2,487	16%	15,779
QLD - Brisbane	Jul-18	24,858	97%	25,489	100%	4,581	18%	25,591
QLD - Cairns	Jul-18	6,721	98%	6,858	100%	1,420	21%	6,878
QLD - Maryborough	Jul-18	5,129	94%	5,403	100%	1,008	19%	5,430
QLD - Robina	Jul-18	13,870	97%	14,176	100%	2,373	17%	14,246
QLD - Caboolture/Strathpine	Jan-19	14,244	92%	15,367	100%	2,607	17%	15,409
QLD - Maroochydore	Jan-19	11,905	98%	12,089	100%	2,307	19%	12,123
QLD - Other	n/a	15	94%	15	94%	<11	n/a	16
WA	Jul-19	49,184	88%	54,872	99%	13,139	24%	55,636
WA - North East Metro	Jul-14	7,239	87%	8,165	98%	2,157	26%	8,293
WA - Wheat Belt	Jan-17	1,145	87%	1,298	99%	317	24%	1,312
WA - South Metro	Jul-18	7,597	85%	8,804	98%	1,950	22%	8,963
WA - Central South Metro	Jul-18	6,160	89%	6,832	98%	1,587	23%	6,955
WA - South West	Sep-18	4,090	91%	4,424	98%	974	22%	4,514
WA - Goldfields-Esperance	Oct-18	791	83%	944	100%	192	20%	948
WA - North Metro	Oct-18	6,590	87%	7,464	99%	1,825	24%	7,541
WA - Kimberley-Pilbara	Oct-18	1,509	89%	1,701	100%	359	21%	1,703
WA - South East Metro	Jul-19	5,883	93%	6,254	99%	1,716	27%	6,322
WA - Central North Metro	Jul-19	5,854	93%	6,253	99%	1,550	25%	6,317
WA - Great Southern	Jul-19	1,131	88%	1,266	98%	247	19%	1,289
WA - Midwest-Gascoyne	Jul-19	1,166	81%	1,433	99%	257	18%	1,445
WA - Other	n/a	29	85%	34	100%	<11	n/a	34
SA	Jul-13	52,171	94%	55,033	99%	10,022	18%	55,499

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 - Adelaide Hills	Jul-13	2,061	93%	2,183	98%	339	15%	2,223
SA - Barossa, Light and Lower North	Jul-13	2,580	93%	2,763	99%	383	14%	2,777
SA - Eastern Adelaide	Jul-13	4,357	92%	4,690	99%	902	19%	4,719
SA - Eyre and Western	Jul-13	1,596	94%	1,661	98%	336	20%	1,690
SA - Far North (SA)	Jul-13	573	95%	597	99%	112	19%	604
SA - Fleurieu and Kangaroo Island	Jul-13	1,479	94%	1,555	99%	306	20%	1,569
SA - Limestone Coast	Jul-13	1,677	93%	1,764	98%	326	18%	1,796
SA - Murray and Mallee	Jul-13	2,044	92%	2,184	98%	382	17%	2,227
SA - Northern Adelaide	Jul-13	17,767	94%	18,755	99%	3,281	17%	18,930
SA - Southern Adelaide	Jul-13	11,400	95%	11,912	100%	2,308	19%	11,957
SA - Western Adelaide	Jul-13	4,580	95%	4,808	99%	949	20%	4,834
SA - Yorke and Mid North	Jul-13	2,014	95%	2,115	99%	393	18%	2,126
SA - Other	n/a	43	91%	46	98%	<11	n/a	47
TAS	Jul-13	12,926	93%	13,542	98%	2,757	20%	13,854
TAS - North	Jul-13	3,842	96%	3,968	99%	828	21%	4,017
TAS - North West	Jul-13	2,781	92%	2,966	98%	618	20%	3,038
TAS - South East	Jul-13	2,796	90%	2,988	97%	610	20%	3,092
TAS - South West	Jul-13	3,507	95%	3,620	98%	701	19%	3,707
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	9,416	88%	10,627	99%	1,807	17%	10,748
ACT	Jul-14	9,415	88%	10,626	99%	1,806	17%	10,747
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,659	95%	5,926	100%	1,130	19%	5,949
NT - Barkly	Jul-14	137	94%	145	99%	31	21%	146
NT - Central Australia	Jul-17	923	95%	974	100%	261	27%	975
NT - Darwin Remote	Jul-17	505	97%	520	100%	80	15%	520
NT - Darwin Urban	Jan-17	3,338	95%	3,499	99%	587	17%	3,518
NT - East Arnhem	Jan-17	234	99%	237	100%	46	19%	237
NT - Katherine	Jul-17	288	94%	305	100%	81	26%	306
NT - Other	n/a	234	95%	246	100%	44	18%	247
OT	n/a	54	96%	56	100%	11	20%	56
Missing	n/a	113	94%	118	98%	17	14%	120
Total	n/a	580,646	90%	639,951	99%	118,232	18%	646,449

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2023 ^{496 497 498}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$78,400	\$29,700	\$65,500	\$19,700	192,668
NSW - Hunter New England	\$77,300	\$28,000	\$63,400	\$17,000	32,204
NSW - Central Coast	\$70,400	\$25,000	\$59,000	\$17,000	10,898
NSW - Far West	\$82,800	\$40,400	\$55,800	\$16,600	905
NSW - Illawarra Shoalhaven	\$82,000	\$36,400	\$68,600	\$22,500	11,139
NSW - Mid North Coast	\$73,400	\$25,500	\$58,600	\$16,100	8,017
NSW - Murrumbidgee	\$75,000	\$30,700	\$58,400	\$16,600	8,475
NSW - Nepean Blue Mountains	\$76,600	\$26,000	\$63,300	\$16,600	11,369
NSW - North Sydney	\$87,800	\$29,700	\$74,000	\$19,900	12,976
NSW - Northern NSW	\$78,900	\$36,400	\$63,700	\$20,800	9,236
NSW - South Eastern Sydney	\$84,700	\$32,900	\$71,300	\$21,100	13,074
NSW - South Western Sydney	\$76,100	\$27,900	\$68,600	\$22,300	29,961
NSW - Southern NSW	\$66,800	\$29,500	\$50,600	\$16,300	5,304
NSW - Sydney	\$82,100	\$42,900	\$67,500	\$23,500	7,528
NSW - Western NSW	\$84,200	\$36,100	\$60,900	\$16,600	7,994
NSW - Western Sydney	\$78,600	\$25,700	\$69,300	\$20,200	23,555
NSW - Other	\$90,800	\$31,100	\$64,200	\$11,700	33
VIC	\$72,400	\$30,600	\$57,900	\$17,600	173,214
VIC - Barwon	\$75,500	\$34,800	\$57,900	\$17,100	11,668
VIC - Central Highlands	\$72,800	\$27,800	\$55,700	\$13,900	6,787
VIC - Loddon	\$63,900	\$24,900	\$47,700	\$12,700	9,086
VIC - North East Melbourne	\$78,000	\$30,600	\$64,200	\$17,400	16,610
VIC - Inner Gippsland	\$67,500	\$32,100	\$52,500	\$16,600	6,504
VIC - Ovens Murray	\$65,200	\$29,200	\$49,000	\$15,700	4,282
VIC - Western District	\$71,100	\$31,900	\$53,100	\$15,900	4,598
VIC - Inner East Melbourne	\$85,500	\$36,300	\$69,200	\$19,400	11,772
VIC - Outer East Melbourne	\$72,600	\$31,900	\$58,300	\$18,400	12,077
VIC - Hume Moreland	\$65,600	\$26,700	\$55,600	\$17,300	12,313
VIC - Bayside Peninsula	\$79,500	\$38,700	\$63,700	\$20,200	20,903
VIC - Southern Melbourne	\$72,000	\$29,200	\$60,000	\$18,700	16,624
VIC - Brimbank Melton	\$66,500	\$25,100	\$54,800	\$15,400	11,910
VIC - Western Melbourne	\$68,400	\$27,700	\$55,800	\$16,500	17,115
VIC - Goulburn	\$63,200	\$27,700	\$46,300	\$14,000	5,145
VIC - Mallee	\$67,000	\$29,100	\$46,300	\$14,000	3,035
VIC - Outer Gippsland	\$75,000	\$37,800	\$56,700	\$19,500	2,770
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$78,900	\$30,500	\$63,200	\$17,000	138,705
QLD - Bundaberg	\$77,000	\$33,400	\$60,500	\$15,300	3,833

⁴⁹⁶ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁹⁷ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁹⁸ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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.

QLD - Ipswich	\$76,400	\$30,400	\$62,000	\$15,800	11,218
QLD - Mackay	\$68,900	\$24,500	\$51,700	\$11,900	4,331
QLD - Toowoomba	\$85,500	\$34,400	\$65,900	\$16,300	8,299
QLD - Townsville	\$81,300	\$28,900	\$61,800	\$13,300	7,897
QLD - Rockhampton	\$67,500	\$25,700	\$49,300	\$11,800	7,655
QLD - Beenleigh	\$74,800	\$24,700	\$61,900	\$15,300	15,779
QLD - Brisbane	\$80,900	\$33,600	\$66,300	\$18,300	25,591
QLD - Cairns	\$91,700	\$40,200	\$71,000	\$19,700	6,878
QLD - Maryborough	\$78,100	\$33,200	\$61,800	\$16,200	5,430
QLD - Robina	\$80,100	\$31,800	\$65,300	\$18,700	14,246
QLD - Caboolture/Strathpine	\$76,500	\$26,200	\$62,900	\$16,000	15,409
QLD - Maroochydore	\$82,600	\$36,000	\$66,200	\$19,600	12,123
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$82,900	\$35,800	\$62,400	\$19,900	55,636
WA - North East Metro	\$87,100	\$35,800	\$68,200	\$18,700	8,293
WA - Wheat Belt	\$65,700	\$36,300	\$39,900	\$14,600	1,312
WA - South Metro	\$72,200	\$29,000	\$56,300	\$17,300	8,963
WA - Central South Metro	\$83,400	\$35,700	\$61,000	\$19,400	6,955
WA - South West	\$73,000	\$34,300	\$53,200	\$17,400	4,514
WA - Goldfields-Esperance	\$93,600	\$37,900	\$59,900	\$16,300	948
WA - North Metro	\$75,700	\$31,300	\$58,300	\$18,600	7,541
WA - Kimberley-Pilbara	\$90,600	\$43,400	\$59,800	\$18,500	1,703
WA - South East Metro	\$95,700	\$40,900	\$74,100	\$23,100	6,322
WA - Central North Metro	\$98,500	\$44,500	\$75,800	\$24,200	6,317
WA - Great Southern	\$76,300	\$33,700	\$50,800	\$14,700	1,289
WA - Midwest-Gascoyne	\$73,400	\$35,700	\$48,200	\$17,000	1,445
WA - Other	n/a	n/a	n/a	n/a	34
SA	\$77,000	\$28,100	\$61,600	\$15,600	55,499
SA - Adelaide Hills	\$60,300	\$23,200	\$47,400	\$12,100	2,223
SA - Barossa, Light and Lower North	\$57,500	\$22,700	\$43,400	\$11,600	2,777
SA - Eastern Adelaide	\$88,300	\$32,800	\$71,800	\$16,200	4,719
SA - Eyre and Western	\$76,900	\$37,100	\$52,300	\$16,600	1,690
SA - Far North (SA)	\$85,500	\$40,300	\$53,800	\$11,700	604
SA - Fleurieu and Kangaroo Island	\$75,200	\$31,700	\$57,800	\$14,800	1,569
SA - Limestone Coast	\$73,300	\$25,600	\$52,700	\$10,200	1,796
SA - Murray and Mallee	\$66,300	\$26,300	\$49,200	\$11,900	2,227
SA - Northern Adelaide	\$77,000	\$25,900	\$64,900	\$15,300	18,930
SA - Southern Adelaide	\$82,500	\$31,000	\$66,400	\$16,800	11,957
SA - Western Adelaide	\$81,100	\$32,900	\$65,400	\$17,200	4,834
SA - Yorke and Mid North	\$66,700	\$29,400	\$46,600	\$13,700	2,126
SA - Other	\$66,400	\$39,400	\$25,000	\$6,600	47
TAS	\$90,900	\$37,600	\$69,100	\$18,600	13,854
TAS - North	\$87,900	\$39,200	\$67,100	\$18,600	4,017
TAS - North West	\$96,900	\$40,900	\$76,800	\$19,800	3,038
TAS - South East	\$78,700	\$30,300	\$57,700	\$14,900	3,092
TAS - South West	\$99,400	\$41,100	\$74,600	\$19,500	3,707
TAS - Other	n/a	n/a	n/a	n/a	<11

ACT	\$70,600	\$25,000	\$55,900	\$13,400	10,748
ACT	\$70,600	\$25,000	\$56,000	\$13,400	10,747
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$122,800	\$39,400	\$102,900	\$26,200	5,949
NT - Barkly	\$131,200	\$44,000	\$88,600	\$12,200	146
NT - Central Australia	\$201,100	\$64,900	\$170,900	\$38,000	975
NT - Darwin Remote	\$69,800	\$51,300	\$44,200	\$20,100	520
NT - Darwin Urban	\$107,200	\$27,300	\$95,800	\$23,900	3,518
NT - East Arnhem	\$119,900	\$69,900	\$60,300	\$28,500	237
NT - Katherine	\$161,900	\$44,600	\$142,200	\$34,900	306
NT - Other	\$97,700	\$49,100	\$64,100	\$17,500	247
OT	\$113,900	\$83,400	\$56,200	\$26,900	56
Missing	n/a	n/a	n/a	n/a	120
Total	\$77,700	\$30,700	\$62,700	\$18,300	646,449

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 31 December 2023 ^{499 500 501}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$56,900	\$26,300	\$45,100	\$18,000	181,382
NSW - Hunter New England	\$53,900	\$24,700	\$40,700	\$15,600	30,207
NSW - Central Coast	\$50,500	\$23,000	\$39,700	\$15,900	10,306
NSW - Far West	\$66,000	\$37,400	\$40,200	\$15,500	873
NSW - Illawarra Shoalhaven	\$59,500	\$32,200	\$47,800	\$20,400	10,446
NSW - Mid North Coast	\$58,100	\$23,700	\$44,900	\$15,200	7,691
NSW - Murrumbidgee	\$54,700	\$27,300	\$39,600	\$15,200	8,001
NSW - Nepean Blue Mountains	\$52,100	\$23,600	\$40,300	\$15,000	10,632
NSW - North Sydney	\$58,500	\$24,700	\$46,200	\$17,400	11,937
NSW - Northern NSW	\$63,100	\$33,800	\$49,100	\$19,600	8,834
NSW - South Eastern Sydney	\$62,800	\$29,200	\$51,100	\$19,200	12,290
NSW - South Western Sydney	\$56,700	\$25,000	\$50,100	\$20,500	28,408
NSW - Southern NSW	\$52,300	\$27,100	\$37,500	\$15,300	5,068
NSW - Sydney	\$66,600	\$39,700	\$51,800	\$21,600	7,158
NSW - Western NSW	\$59,300	\$31,300	\$37,400	\$15,000	7,398
NSW - Western Sydney	\$55,400	\$23,100	\$46,900	\$18,300	22,101
NSW - Other	\$80,800	\$30,700	\$52,800	\$11,700	32
VIC	\$56,300	\$28,500	\$42,900	\$16,600	166,067
VIC - Barwon	\$57,800	\$32,500	\$41,400	\$16,300	11,159
VIC - Central Highlands	\$51,300	\$25,200	\$36,500	\$12,700	6,403
VIC - Loddon	\$50,000	\$23,500	\$34,900	\$11,900	8,764
VIC - North East Melbourne	\$56,800	\$27,800	\$44,000	\$15,900	15,724
VIC - Inner Gippsland	\$55,400	\$30,600	\$40,500	\$15,700	6,309
VIC - Ovens Murray	\$51,700	\$27,100	\$36,700	\$14,800	4,114
VIC - Western District	\$50,600	\$28,900	\$34,700	\$14,500	4,308
VIC - Inner East Melbourne	\$61,000	\$32,000	\$46,000	\$17,500	10,985
VIC - Outer East Melbourne	\$55,600	\$29,300	\$42,400	\$17,000	11,558
VIC - Hume Moreland	\$55,600	\$25,600	\$46,000	\$16,600	12,009
VIC - Bayside Peninsula	\$63,000	\$35,600	\$48,000	\$18,700	19,920
VIC - Southern Melbourne	\$56,000	\$27,400	\$45,800	\$17,700	16,009
VIC - Brimbank Melton	\$53,500	\$24,400	\$42,900	\$14,900	11,570
VIC - Western Melbourne	\$55,600	\$26,500	\$44,100	\$15,900	16,641
VIC - Goulburn	\$52,200	\$26,400	\$37,200	\$13,300	4,985
VIC - Mallee	\$54,300	\$27,400	\$35,600	\$13,300	2,928
VIC - Outer Gippsland	\$62,600	\$35,600	\$46,100	\$18,400	2,666
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$60,000	\$27,600	\$45,000	\$15,700	131,962
QLD - Bundaberg	\$59,300	\$30,000	\$43,800	\$13,800	3,651

⁴⁹⁹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁰⁰ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁰¹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 December 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.

QLD - Ipswich	\$56,800	\$27,800	\$42,400	\$14,700	10,680
QLD - Mackay	\$53,800	\$23,300	\$37,400	\$11,300	4,161
QLD - Toowoomba	\$61,900	\$30,500	\$43,400	\$14,200	7,749
QLD - Townsville	\$58,800	\$26,400	\$40,600	\$12,400	7,454
QLD - Rockhampton	\$52,900	\$24,300	\$35,400	\$11,300	7,382
QLD - Beenleigh	\$56,100	\$23,300	\$43,900	\$14,200	15,079
QLD - Brisbane	\$63,300	\$30,600	\$49,200	\$16,800	24,383
QLD - Cairns	\$69,600	\$36,000	\$50,400	\$17,900	6,495
QLD - Maryborough	\$60,100	\$30,300	\$45,000	\$15,000	5,171
QLD - Robina	\$61,200	\$28,600	\$47,200	\$17,400	13,546
QLD - Caboolture/Strathpine	\$57,100	\$23,900	\$44,400	\$14,900	14,662
QLD - Maroochydore	\$64,500	\$32,700	\$49,000	\$18,000	11,533
QLD - Other	n/a	n/a	n/a	n/a	16
WA	\$62,200	\$32,900	\$43,600	\$18,400	52,543
WA - North East Metro	\$60,400	\$31,500	\$43,100	\$16,600	7,653
WA - Wheat Belt	\$58,200	\$35,700	\$33,900	\$14,200	1,282
WA - South Metro	\$54,700	\$26,800	\$39,600	\$16,100	8,543
WA - Central South Metro	\$64,500	\$33,000	\$44,700	\$18,000	6,603
WA - South West	\$58,900	\$32,100	\$40,500	\$16,400	4,343
WA - Goldfields-Esperance	\$70,400	\$35,900	\$40,200	\$15,300	906
WA - North Metro	\$58,800	\$29,400	\$43,600	\$17,600	7,229
WA - Kimberley-Pilbara	\$71,100	\$42,300	\$41,500	\$17,900	1,652
WA - South East Metro	\$67,100	\$36,600	\$48,500	\$20,200	5,804
WA - Central North Metro	\$72,600	\$40,000	\$52,200	\$21,200	5,855
WA - Great Southern	\$58,100	\$31,200	\$37,300	\$14,200	1,230
WA - Midwest-Gascoyne	\$62,900	\$35,100	\$39,600	\$16,400	1,410
WA - Other	n/a	n/a	n/a	n/a	33
SA	\$54,100	\$25,800	\$39,600	\$14,500	52,425
SA - Adelaide Hills	\$45,600	\$22,300	\$33,500	\$11,700	2,140
SA - Barossa, Light and Lower North	\$45,200	\$22,200	\$32,500	\$11,300	2,703
SA - Eastern Adelaide	\$62,200	\$29,000	\$46,700	\$14,700	4,439
SA - Eyre and Western	\$62,000	\$34,600	\$38,700	\$15,700	1,635
SA - Far North (SA)	\$60,000	\$37,100	\$33,200	\$11,200	567
SA - Fleurieu and Kangaroo Island	\$61,000	\$29,600	\$44,000	\$14,100	1,511
SA - Limestone Coast	\$51,100	\$23,800	\$31,200	\$9,400	1,697
SA - Murray and Mallee	\$49,500	\$24,700	\$32,700	\$10,800	2,122
SA - Northern Adelaide	\$50,900	\$24,400	\$39,000	\$14,100	17,820
SA - Southern Adelaide	\$55,200	\$27,300	\$40,700	\$15,100	11,102
SA - Western Adelaide	\$61,600	\$29,900	\$46,500	\$16,100	4,589
SA - Yorke and Mid North	\$56,100	\$28,300	\$36,300	\$13,100	2,053
SA - Other	\$66,400	\$39,400	\$25,000	\$6,600	47
TAS	\$60,700	\$33,100	\$42,600	\$16,600	12,818
TAS - North	\$63,300	\$35,200	\$45,600	\$17,400	3,776
TAS - North West	\$62,200	\$35,800	\$44,800	\$17,800	2,804
TAS - South East	\$53,800	\$27,200	\$37,300	\$13,700	2,906
TAS - South West	\$62,300	\$34,000	\$42,000	\$16,300	3,332
TAS - Other	n/a	n/a	n/a	n/a	<11

ACT	\$49,400	\$23,200	\$36,200	\$12,300	10,139
ACT	\$49,400	\$23,200	\$36,200	\$12,300	10,138
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$67,800	\$34,500	\$51,400	\$22,300	5,367
NT - Barkly	\$83,300	\$41,200	\$49,200	\$10,500	132
NT - Central Australia	\$92,000	\$47,000	\$66,900	\$29,100	815
NT - Darwin Remote	\$66,300	\$50,800	\$40,700	\$19,400	514
NT - Darwin Urban	\$58,100	\$24,700	\$49,000	\$20,500	3,188
NT - East Arnhem	\$100,600	\$68,000	\$54,200	\$24,800	227
NT - Katherine	\$71,600	\$40,000	\$61,100	\$28,500	256
NT - Other	\$74,200	\$46,100	\$43,800	\$16,300	235
OT	\$103,900	\$74,700	\$55,200	\$24,600	54
Missing	n/a	n/a	n/a	n/a	111
Total	\$57,700	\$27,900	\$43,700	\$16,900	612,868

Table O.4 Participation rates for all participants by service district and age group as at 31 December 2023 ⁵⁰²

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	4.9%	6.1%	4.0%	2.7%	1.5%	1.2%	1.6%	2.1%	2.7%
NSW - Hunter New England	6.8%	8.3%	6.2%	4.1%	2.4%	2.0%	2.2%	2.6%	3.9%
NSW - Central Coast	5.1%	9.0%	6.1%	4.1%	2.5%	1.7%	1.9%	2.4%	3.7%
NSW - Far West	5.1%	8.4%	5.7%	3.3%	2.5%	2.5%	2.2%	2.5%	3.7%
NSW - Illawarra Shoalhaven	4.1%	6.4%	4.6%	3.3%	2.2%	1.8%	2.1%	2.3%	3.1%
NSW - Mid North Coast	8.6%	9.9%	6.4%	4.9%	2.8%	2.2%	2.1%	2.4%	4.4%
NSW - Murrumbidgee	6.3%	6.6%	4.3%	3.3%	2.2%	1.6%	1.9%	2.2%	3.3%
NSW - Nepean Blue Mountains	5.4%	8.0%	5.2%	3.4%	1.8%	1.4%	1.8%	2.1%	3.3%
NSW - North Sydney	2.9%	3.4%	2.5%	1.6%	1.0%	0.7%	1.0%	1.5%	1.6%
NSW - Northern NSW	5.6%	7.9%	6.0%	4.9%	2.7%	1.8%	2.0%	2.2%	3.7%
NSW - South Eastern Sydney	3.5%	4.4%	2.7%	1.6%	0.8%	0.8%	1.2%	1.7%	1.8%
NSW - South Western Sydney	4.9%	6.1%	3.4%	2.6%	1.5%	1.1%	1.5%	2.0%	2.7%
NSW - Southern NSW	4.3%	6.4%	4.8%	3.6%	2.0%	1.5%	1.6%	1.9%	2.9%
NSW - Sydney	2.9%	4.3%	2.6%	1.0%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	4.9%	6.5%	4.6%	3.8%	1.9%	1.8%	2.0%	2.4%	3.3%
NSW - Western Sydney	5.2%	5.0%	2.9%	2.0%	1.1%	0.9%	1.4%	2.0%	2.3%
VIC	5.6%	7.1%	4.3%	2.5%	1.4%	1.4%	1.8%	2.3%	2.9%
VIC - Barwon	5.4%	9.0%	6.7%	4.5%	2.4%	2.0%	2.4%	2.8%	4.0%
VIC - Central Highlands	5.0%	8.0%	5.4%	4.1%	2.3%	2.0%	2.1%	2.7%	3.6%
VIC - Loddon	7.1%	9.7%	7.0%	4.5%	2.6%	2.2%	2.2%	2.4%	4.2%
VIC - North East Melbourne	5.3%	6.5%	4.0%	2.2%	1.2%	1.3%	2.0%	2.6%	2.7%
VIC - Inner Gippsland	5.7%	8.4%	4.9%	4.0%	2.6%	2.2%	2.4%	2.6%	3.8%
VIC - Ovens Murray	6.0%	8.4%	5.9%	4.2%	2.3%	2.0%	2.2%	2.4%	3.8%
VIC - Western District	4.9%	7.1%	5.2%	4.3%	2.5%	2.2%	2.5%	2.4%	3.6%
VIC - Inner East Melbourne	3.9%	4.5%	2.7%	1.6%	1.1%	1.0%	1.4%	1.9%	2.0%
VIC - Outer East Melbourne	4.8%	8.1%	5.2%	2.7%	1.9%	1.6%	1.9%	2.2%	3.1%
VIC - Hume Moreland	7.2%	7.8%	4.5%	2.3%	1.2%	1.2%	1.9%	2.8%	3.1%
VIC - Bayside Peninsula	5.0%	6.0%	3.5%	2.1%	1.2%	1.3%	1.7%	2.3%	2.5%
VIC - Southern Melbourne	5.5%	6.1%	3.5%	2.3%	1.2%	1.2%	1.6%	2.2%	2.7%
VIC - Brimbank Melton	7.7%	8.4%	4.5%	2.8%	1.5%	1.3%	1.6%	2.1%	3.4%
VIC - Western Melbourne	5.6%	7.0%	3.9%	1.5%	0.9%	0.9%	1.7%	2.1%	2.4%
VIC - Goulburn	5.8%	7.3%	5.3%	3.4%	2.0%	1.7%	2.0%	2.4%	3.4%
VIC - Mallee	7.8%	8.1%	5.8%	3.5%	2.2%	1.8%	2.1%	2.3%	3.8%
VIC - Outer Gippsland	5.1%	7.3%	5.4%	4.5%	2.7%	2.5%	2.6%	2.5%	3.7%
QLD	5.4%	6.8%	4.6%	2.7%	1.5%	1.4%	1.7%	2.2%	3.0%
QLD - Bundaberg	8.5%	9.2%	7.3%	6.2%	3.2%	2.6%	2.5%	2.9%	4.7%
QLD - Ipswich	5.2%	7.8%	5.6%	3.5%	1.8%	1.5%	2.0%	2.5%	3.5%
QLD - Mackay	5.4%	6.2%	4.4%	2.4%	1.1%	0.9%	1.2%	1.7%	2.5%
QLD - Toowoomba	4.8%	6.4%	5.6%	3.4%	1.9%	1.9%	2.2%	2.7%	3.4%
QLD - Townsville	6.8%	6.9%	4.1%	2.5%	1.6%	1.4%	1.9%	2.3%	3.2%
QLD - Rockhampton	5.8%	9.0%	5.8%	3.4%	1.7%	1.4%	1.6%	2.0%	3.5%

⁵⁰² 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	6.7%	8.2%	6.1%	2.6%	1.7%	1.4%	1.7%	2.0%	3.5%
QLD - Brisbane	4.3%	4.9%	2.9%	1.7%	1.1%	1.1%	1.5%	2.2%	2.2%
QLD - Cairns	4.1%	5.1%	4.0%	2.8%	1.6%	1.5%	1.7%	2.0%	2.6%
QLD - Maryborough	7.0%	8.9%	7.3%	5.3%	3.1%	2.5%	2.8%	2.7%	4.4%
QLD - Robina	4.7%	6.3%	4.0%	2.4%	1.3%	1.1%	1.3%	1.8%	2.5%
QLD - Caboolture/Strathpine	6.6%	8.4%	5.8%	3.2%	1.9%	1.6%	1.7%	2.3%	3.6%
QLD - Maroochydore	5.2%	7.5%	5.1%	3.3%	1.9%	1.6%	1.7%	2.0%	3.2%
WA	2.9%	4.8%	3.9%	2.6%	1.4%	1.1%	1.4%	1.8%	2.2%
WA - North East Metro	3.1%	5.3%	4.7%	3.2%	1.6%	1.3%	1.6%	2.1%	2.5%
WA - Wheat Belt	1.7%	4.3%	4.4%	2.9%	1.8%	1.2%	1.0%	1.4%	2.0%
WA - South Metro	3.3%	5.6%	5.3%	2.9%	1.5%	1.2%	1.3%	1.9%	2.6%
WA - Central South Metro	2.3%	5.4%	3.9%	2.5%	1.5%	1.0%	1.3%	1.7%	2.1%
WA - South West	2.7%	5.1%	4.6%	3.7%	2.1%	1.4%	1.5%	1.9%	2.6%
WA - Goldfields-Esperance	2.3%	4.1%	3.3%	2.0%	1.1%	1.1%	1.0%	1.0%	1.8%
WA - North Metro	3.4%	5.1%	3.9%	2.8%	1.6%	1.0%	1.1%	1.3%	2.3%
WA - Kimberley-Pilbara	2.1%	3.7%	2.8%	2.5%	0.9%	0.9%	1.2%	1.6%	1.7%
WA - South East Metro	3.1%	4.4%	3.6%	1.9%	1.3%	1.2%	1.6%	2.2%	2.1%
WA - Central North Metro	2.8%	3.2%	2.3%	1.8%	1.0%	1.0%	1.5%	2.1%	1.8%
WA - Great Southern	2.3%	4.5%	4.1%	3.4%	2.2%	1.3%	1.3%	1.6%	2.3%
WA - Midwest-Gascoyne	4.3%	5.8%	4.0%	2.8%	1.5%	1.0%	1.0%	1.4%	2.4%
SA	5.6%	9.1%	6.9%	3.6%	1.7%	1.6%	2.0%	2.5%	3.6%
SA - Adelaide Hills	5.5%	8.4%	6.6%	3.5%	1.6%	1.4%	1.0%	1.3%	3.2%
SA - Barossa, Light and Lower North	8.1%	10.4%	9.9%	4.8%	1.9%	1.3%	1.5%	1.9%	4.2%
SA - Eastern Adelaide	3.3%	5.7%	3.7%	2.1%	1.2%	1.2%	1.7%	2.3%	2.3%
SA - Eyre and Western	5.2%	8.0%	7.2%	3.3%	1.9%	1.7%	1.6%	2.1%	3.4%
SA - Far North (SA)	3.7%	5.2%	4.3%	3.0%	1.4%	1.6%	2.5%	1.9%	2.7%
SA - Fleurieu and Kangaroo Island	5.3%	9.2%	8.0%	6.6%	2.5%	1.8%	2.0%	2.1%	3.9%
SA - Limestone Coast	4.3%	6.6%	5.6%	4.1%	2.1%	1.5%	1.9%	2.0%	3.1%
SA - Murray and Mallee	6.4%	8.7%	7.0%	4.5%	2.1%	1.8%	2.1%	2.1%	3.8%
SA - Northern Adelaide	7.0%	11.5%	8.3%	4.0%	1.8%	1.9%	2.4%	3.0%	4.4%
SA - Southern Adelaide	5.0%	9.0%	7.4%	4.1%	1.9%	1.8%	2.1%	2.7%	3.7%
SA - Western Adelaide	4.5%	9.0%	5.5%	2.5%	1.4%	1.5%	2.0%	2.9%	3.0%
SA - Yorke and Mid North	4.9%	7.9%	7.2%	4.8%	2.3%	1.8%	2.0%	1.8%	3.5%
TAS	4.0%	6.1%	4.9%	3.9%	2.0%	1.5%	1.9%	2.0%	2.9%
TAS - North	5.1%	6.2%	4.9%	3.8%	2.3%	1.5%	2.0%	2.0%	3.1%
TAS - North West	2.8%	6.3%	5.6%	4.9%	2.5%	1.6%	1.8%	2.2%	3.1%
TAS - South East	4.2%	6.7%	5.5%	4.1%	1.8%	1.3%	1.7%	1.7%	2.9%
TAS - South West	3.6%	5.3%	3.9%	3.2%	1.6%	1.5%	1.9%	2.1%	2.5%
ACT	3.5%	6.1%	4.4%	2.5%	1.3%	1.2%	1.7%	2.2%	2.5%
ACT	3.5%	6.1%	4.4%	2.5%	1.3%	1.2%	1.7%	2.2%	2.5%
NT	4.3%	5.6%	3.7%	1.9%	1.0%	1.3%	1.7%	2.1%	2.4%
NT - Barkly	1.1%	2.7%	2.7%	1.3%	1.2%	1.7%	2.2%	3.6%	2.0%
NT - Central Australia	2.7%	5.6%	3.1%	2.3%	1.1%	1.7%	2.0%	3.0%	2.4%
NT - Darwin Remote	2.2%	3.0%	1.8%	1.2%	1.5%	2.3%	2.8%	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	5.6%	6.6%	5.0%	2.1%	0.9%	1.0%	1.3%	1.6%	2.5%
NT - East Arnhem	2.1%	2.3%	1.1%	2.0%	1.8%	2.5%	3.6%	3.1%	2.3%
NT - Katherine	5.0%	6.3%	4.8%	1.6%	0.8%	1.7%	2.2%	3.0%	2.8%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.9%	6.6%	4.5%	2.7%	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 31 December 2023 ⁵⁰³

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%	8.3%	5.1%	3.3%	1.8%	1.3%	1.7%	2.2%	3.4%
NSW - Hunter New England	9.2%	11.1%	8.0%	5.1%	2.8%	2.2%	2.3%	2.7%	4.9%
NSW - Central Coast	6.8%	12.0%	7.6%	5.1%	2.9%	1.9%	1.9%	2.5%	4.7%
NSW - Far West	6.6%	11.6%	7.3%	4.0%	3.5%	3.1%	2.6%	3.0%	4.8%
NSW - Illawarra Shoalhaven	5.5%	8.5%	5.9%	4.1%	2.6%	2.0%	2.2%	2.3%	3.8%
NSW - Mid North Coast	11.5%	12.8%	7.8%	6.2%	3.5%	2.6%	2.4%	2.8%	5.6%
NSW - Murrumbidgee	8.3%	8.7%	5.5%	4.0%	2.5%	1.7%	2.1%	2.2%	4.1%
NSW - Nepean Blue Mountains	7.4%	10.9%	6.7%	4.2%	2.2%	1.5%	1.9%	2.3%	4.2%
NSW - North Sydney	4.0%	4.7%	2.9%	1.9%	1.2%	0.8%	1.1%	1.6%	2.0%
NSW - Northern NSW	7.5%	10.4%	7.4%	6.0%	3.4%	2.0%	2.3%	2.4%	4.6%
NSW - South Eastern Sydney	4.8%	5.8%	3.3%	2.1%	1.1%	0.9%	1.3%	1.8%	2.3%
NSW - South Western Sydney	6.7%	8.4%	4.5%	3.2%	1.8%	1.3%	1.6%	2.1%	3.5%
NSW - Southern NSW	5.8%	8.3%	5.5%	4.4%	2.3%	1.7%	1.6%	1.9%	3.5%
NSW - Sydney	4.0%	5.9%	3.2%	1.2%	0.5%	0.7%	1.6%	2.4%	1.7%
NSW - Western NSW	6.4%	8.7%	5.6%	4.6%	2.3%	2.0%	2.2%	2.7%	4.1%
NSW - Western Sydney	7.1%	6.8%	3.7%	2.4%	1.4%	1.0%	1.5%	2.2%	2.9%
VIC	7.4%	9.2%	5.3%	3.0%	1.6%	1.4%	1.8%	2.3%	3.5%
VIC - Barwon	6.9%	11.4%	8.2%	5.6%	2.7%	2.2%	2.4%	2.7%	4.7%
VIC - Central Highlands	6.6%	10.3%	6.4%	4.8%	2.6%	2.0%	1.9%	2.6%	4.3%
VIC - Loddon	8.9%	12.4%	8.2%	5.3%	3.0%	2.3%	2.1%	2.6%	5.1%
VIC - North East Melbourne	7.0%	8.5%	4.8%	2.7%	1.3%	1.4%	2.1%	2.7%	3.3%
VIC - Inner Gippsland	7.7%	10.6%	6.1%	4.9%	3.0%	2.2%	2.2%	2.6%	4.5%
VIC - Ovens Murray	8.1%	10.8%	6.8%	5.6%	2.8%	2.3%	2.3%	2.5%	4.7%
VIC - Western District	6.5%	9.2%	6.7%	5.1%	2.7%	2.4%	2.6%	2.5%	4.3%
VIC - Inner East Melbourne	5.4%	5.8%	3.1%	1.9%	1.2%	1.1%	1.4%	1.9%	2.4%
VIC - Outer East Melbourne	6.3%	9.9%	7.1%	3.1%	2.1%	1.5%	1.7%	2.1%	3.7%
VIC - Hume Moreland	9.3%	10.1%	5.5%	2.7%	1.2%	1.2%	1.9%	2.7%	3.7%
VIC - Bayside Peninsula	6.5%	8.0%	3.9%	2.5%	1.4%	1.4%	1.7%	2.2%	3.0%
VIC - Southern Melbourne	7.5%	8.3%	4.1%	2.7%	1.4%	1.1%	1.5%	2.1%	3.3%
VIC - Brimbank Melton	10.2%	11.6%	5.6%	3.4%	1.8%	1.4%	1.7%	2.1%	4.3%
VIC - Western Melbourne	7.4%	9.5%	4.9%	1.9%	1.0%	0.9%	1.7%	2.2%	3.0%
VIC - Goulburn	7.4%	9.5%	6.5%	4.2%	2.4%	1.8%	1.9%	2.1%	4.1%
VIC - Mallee	10.0%	10.8%	7.1%	4.2%	2.5%	1.9%	2.0%	2.3%	4.6%
VIC - Outer Gippsland	6.8%	10.0%	6.9%	5.3%	2.8%	2.5%	2.5%	2.2%	4.3%
QLD	7.1%	8.9%	5.6%	3.2%	1.7%	1.5%	1.7%	2.3%	3.6%
QLD - Bundaberg	11.9%	11.6%	9.1%	7.4%	3.5%	3.0%	2.6%	3.1%	5.8%
QLD - Ipswich	6.9%	10.1%	6.7%	4.2%	2.2%	1.7%	2.0%	2.7%	4.3%
QLD - Mackay	7.5%	8.1%	5.0%	3.0%	1.3%	1.0%	1.3%	1.7%	3.1%
QLD - Toowoomba	6.3%	8.3%	6.6%	4.0%	2.2%	2.1%	2.5%	3.0%	4.1%
QLD - Townsville	8.9%	9.4%	5.3%	2.9%	1.8%	1.6%	2.1%	2.3%	3.9%
QLD - Rockhampton	7.8%	11.7%	6.7%	4.5%	2.0%	1.5%	1.5%	2.1%	4.3%

⁵⁰³ 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	8.3%	11.1%	8.7%	2.9%	2.0%	1.5%	1.6%	2.1%	4.3%
QLD - Brisbane	5.8%	6.4%	3.6%	2.0%	1.2%	1.2%	1.6%	2.3%	2.6%
QLD - Cairns	5.4%	7.0%	4.9%	3.3%	1.9%	1.8%	2.0%	2.1%	3.3%
QLD - Maryborough	9.0%	11.6%	8.1%	6.5%	3.9%	2.8%	2.9%	3.1%	5.4%
QLD - Robina	6.2%	8.3%	4.7%	3.0%	1.4%	1.1%	1.5%	1.8%	3.1%
QLD - Caboolture/Strathpine	8.8%	10.6%	6.4%	4.0%	2.2%	1.6%	1.6%	2.3%	4.4%
QLD - Maroochydore	7.0%	9.6%	6.4%	3.8%	2.1%	1.7%	1.7%	2.1%	3.9%
WA	3.9%	6.4%	5.0%	3.2%	1.7%	1.2%	1.4%	1.8%	2.7%
WA - North East Metro	4.3%	7.2%	6.6%	4.0%	1.9%	1.4%	1.6%	2.2%	3.2%
WA - Wheat Belt	2.0%	5.9%	5.6%	3.1%	2.1%	1.3%	1.0%	1.3%	2.3%
WA - South Metro	4.0%	7.8%	6.4%	3.8%	1.8%	1.2%	1.3%	1.8%	3.1%
WA - Central South Metro	3.2%	6.8%	4.4%	3.3%	1.7%	1.1%	1.3%	1.9%	2.6%
WA - South West	3.7%	6.6%	5.7%	4.5%	2.6%	1.3%	1.5%	1.8%	3.1%
WA - Goldfields-Esperance	3.0%	5.3%	3.9%	2.4%	1.2%	1.2%	0.9%	1.2%	2.1%
WA - North Metro	4.4%	6.7%	4.9%	3.1%	1.8%	1.0%	1.1%	1.2%	2.8%
WA - Kimberley-Pilbara	2.6%	5.3%	3.9%	3.3%	1.1%	0.9%	1.3%	1.4%	2.1%
WA - South East Metro	4.2%	6.2%	4.6%	2.5%	1.5%	1.3%	1.8%	2.3%	2.7%
WA - Central North Metro	4.0%	4.1%	3.0%	2.2%	1.2%	1.1%	1.7%	2.2%	2.1%
WA - Great Southern	3.1%	5.9%	5.6%	4.0%	2.4%	1.3%	1.1%	1.6%	2.8%
WA - Midwest-Gascoyne	5.5%	8.4%	4.8%	3.4%	1.8%	1.2%	0.8%	1.3%	3.0%
SA	7.4%	12.2%	8.6%	4.4%	1.9%	1.8%	2.1%	2.6%	4.4%
SA - Adelaide Hills	7.4%	11.0%	8.4%	4.1%	1.5%	1.4%	1.1%	1.3%	4.0%
SA - Barossa, Light and Lower North	10.7%	13.4%	12.9%	5.7%	2.2%	1.5%	1.4%	1.9%	5.3%
SA - Eastern Adelaide	4.4%	7.8%	4.7%	2.5%	1.3%	1.4%	2.0%	2.5%	2.9%
SA - Eyre and Western	6.7%	11.0%	8.9%	3.5%	2.1%	1.8%	1.7%	2.0%	4.1%
SA - Far North (SA)	4.9%	6.9%	5.0%	4.6%	1.8%	1.9%	2.9%	1.9%	3.3%
SA - Fleurieu and Kangaroo Island	6.8%	11.5%	10.1%	7.9%	2.9%	1.9%	1.9%	2.4%	4.7%
SA - Limestone Coast	6.0%	8.6%	6.9%	5.0%	2.5%	1.9%	1.9%	2.1%	3.8%
SA - Murray and Mallee	8.7%	11.9%	8.3%	4.9%	2.3%	2.2%	2.2%	2.2%	4.5%
SA - Northern Adelaide	9.6%	15.4%	10.5%	4.9%	2.0%	2.0%	2.4%	3.3%	5.4%
SA - Southern Adelaide	6.7%	11.8%	9.2%	5.1%	2.1%	1.9%	2.3%	2.8%	4.5%
SA - Western Adelaide	5.8%	12.8%	6.4%	3.1%	1.6%	1.7%	2.3%	3.0%	3.7%
SA - Yorke and Mid North	6.4%	10.3%	8.5%	6.1%	2.5%	2.0%	2.4%	1.8%	4.3%
TAS	4.9%	7.7%	5.8%	4.5%	2.4%	1.5%	1.9%	2.1%	3.4%
TAS - North	6.2%	7.5%	6.2%	4.3%	2.7%	1.5%	2.0%	1.9%	3.5%
TAS - North West	3.6%	8.1%	6.8%	5.7%	2.9%	1.5%	2.0%	2.4%	3.6%
TAS - South East	5.2%	8.7%	6.1%	5.0%	2.3%	1.5%	1.6%	1.8%	3.5%
TAS - South West	4.3%	6.7%	4.5%	3.7%	1.9%	1.6%	1.9%	2.2%	3.0%
ACT	4.9%	8.2%	5.3%	3.1%	1.4%	1.2%	1.7%	2.1%	3.0%
ACT	4.9%	8.2%	5.3%	3.1%	1.4%	1.2%	1.7%	2.1%	3.0%
NT	5.8%	7.7%	5.0%	2.5%	1.3%	1.6%	1.9%	2.4%	3.1%
NT - Barkly	1.0%	4.3%	3.0%	1.5%	1.2%	1.2%	1.5%	5.6%	2.3%
NT - Central Australia	3.9%	7.9%	5.0%	3.3%	1.4%	1.8%	2.4%	3.4%	3.3%
NT - Darwin Remote	3.5%	5.0%	2.5%	1.8%	2.3%	3.6%	3.6%	2.7%	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	7.3%	8.6%	6.9%	2.5%	1.1%	1.2%	1.4%	1.9%	3.1%
NT - East Arnhem	2.6%	3.6%	1.5%	2.8%	2.8%	3.9%	4.4%	3.7%	3.1%
NT - Katherine	7.3%	8.6%	5.6%	2.1%	1.0%	1.2%	1.8%	3.2%	3.4%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	6.6%	8.7%	5.5%	3.3%	1.7%	1.4%	1.8%	2.2%	3.5%

Table O.6 Participation rates for female participants by service district and age group as at 31 December 2023 ⁵⁰⁴

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%	3.7%	2.8%	1.9%	1.1%	1.1%	1.4%	1.9%	1.9%
NSW - Hunter New England	4.3%	5.0%	4.0%	2.9%	1.9%	1.8%	2.0%	2.4%	2.8%
NSW - Central Coast	3.2%	5.6%	4.3%	2.9%	2.0%	1.6%	1.9%	2.3%	2.7%
NSW - Far West	3.5%	4.8%	3.4%	2.3%	1.6%	2.0%	1.8%	1.9%	2.5%
NSW - Illawarra Shoalhaven	2.4%	3.8%	3.2%	2.3%	1.9%	1.5%	2.0%	2.2%	2.3%
NSW - Mid North Coast	5.7%	6.5%	4.7%	3.4%	2.1%	1.7%	1.8%	2.1%	3.1%
NSW - Murrumbidgee	4.0%	4.2%	2.9%	2.6%	1.7%	1.4%	1.8%	2.2%	2.5%
NSW - Nepean Blue Mountains	3.2%	4.8%	3.4%	2.4%	1.4%	1.2%	1.6%	1.8%	2.3%
NSW - North Sydney	1.7%	1.9%	1.9%	1.2%	0.7%	0.5%	0.9%	1.3%	1.1%
NSW - Northern NSW	3.6%	5.0%	4.4%	3.6%	2.0%	1.6%	1.7%	2.0%	2.6%
NSW - South Eastern Sydney	2.1%	2.6%	1.8%	1.1%	0.6%	0.7%	1.1%	1.5%	1.3%
NSW - South Western Sydney	2.9%	3.5%	2.2%	1.8%	1.1%	0.9%	1.3%	1.9%	1.8%
NSW - Southern NSW	2.6%	4.1%	3.7%	2.6%	1.6%	1.3%	1.5%	1.8%	2.2%
NSW - Sydney	1.7%	2.4%	1.8%	0.6%	0.4%	0.6%	1.1%	1.7%	1.0%
NSW - Western NSW	3.1%	3.8%	3.3%	2.7%	1.6%	1.5%	1.8%	2.2%	2.4%
NSW - Western Sydney	3.1%	2.9%	2.0%	1.4%	0.9%	0.8%	1.3%	1.8%	1.6%
VIC	3.5%	4.5%	3.2%	1.9%	1.2%	1.3%	1.8%	2.3%	2.2%
VIC - Barwon	3.5%	6.3%	4.9%	3.2%	2.0%	1.9%	2.4%	2.9%	3.1%
VIC - Central Highlands	3.2%	5.3%	3.9%	3.2%	1.9%	1.8%	2.2%	2.7%	2.8%
VIC - Loddon	4.5%	6.4%	5.2%	3.4%	2.2%	2.1%	2.3%	2.2%	3.2%
VIC - North East Melbourne	3.2%	4.2%	2.9%	1.6%	1.0%	1.1%	1.8%	2.4%	2.0%
VIC - Inner Gippsland	3.7%	5.7%	3.3%	2.9%	2.2%	2.2%	2.5%	2.5%	3.0%
VIC - Ovens Murray	3.8%	5.5%	4.7%	2.6%	1.8%	1.8%	2.1%	2.2%	2.8%
VIC - Western District	3.1%	4.8%	3.3%	3.4%	2.3%	2.1%	2.3%	2.3%	2.8%
VIC - Inner East Melbourne	2.4%	2.7%	2.0%	1.2%	0.9%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	3.0%	5.5%	3.4%	2.2%	1.6%	1.6%	1.9%	2.2%	2.5%
VIC - Hume Moreland	4.5%	5.1%	3.3%	1.7%	1.0%	1.1%	1.9%	2.8%	2.4%
VIC - Bayside Peninsula	3.1%	3.9%	2.9%	1.6%	1.1%	1.3%	1.7%	2.2%	2.0%
VIC - Southern Melbourne	3.4%	3.7%	2.7%	1.8%	1.0%	1.1%	1.7%	2.2%	2.0%
VIC - Brimbank Melton	4.8%	5.1%	3.1%	2.0%	1.1%	1.2%	1.4%	2.1%	2.4%
VIC - Western Melbourne	3.3%	4.3%	2.7%	1.1%	0.7%	0.9%	1.6%	1.9%	1.7%
VIC - Goulburn	3.7%	4.7%	3.7%	2.5%	1.7%	1.6%	2.0%	2.6%	2.6%
VIC - Mallee	5.2%	5.3%	4.2%	2.7%	1.8%	1.7%	2.1%	2.3%	2.9%
VIC - Outer Gippsland	3.2%	4.4%	3.8%	3.4%	2.6%	2.4%	2.7%	2.6%	3.0%
QLD	3.5%	4.5%	3.4%	2.0%	1.3%	1.2%	1.6%	2.0%	2.2%
QLD - Bundaberg	4.7%	6.3%	5.1%	4.7%	2.8%	2.3%	2.3%	2.8%	3.5%
QLD - Ipswich	3.4%	5.0%	4.2%	2.6%	1.4%	1.3%	2.0%	2.3%	2.6%
QLD - Mackay	3.3%	4.1%	3.6%	1.8%	1.0%	0.7%	1.1%	1.7%	1.9%
QLD - Toowoomba	3.2%	4.4%	4.4%	2.7%	1.5%	1.6%	2.0%	2.4%	2.6%
QLD - Townsville	4.5%	4.3%	2.8%	1.9%	1.4%	1.2%	1.7%	2.2%	2.3%
QLD - Rockhampton	3.7%	6.1%	4.7%	2.3%	1.3%	1.3%	1.7%	1.8%	2.6%

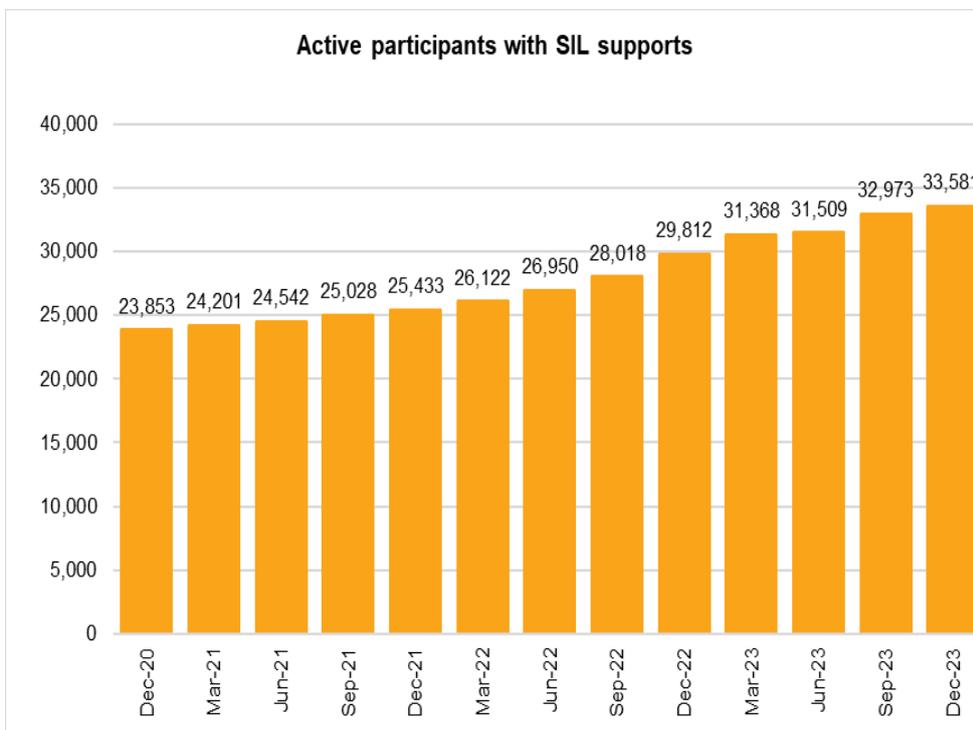
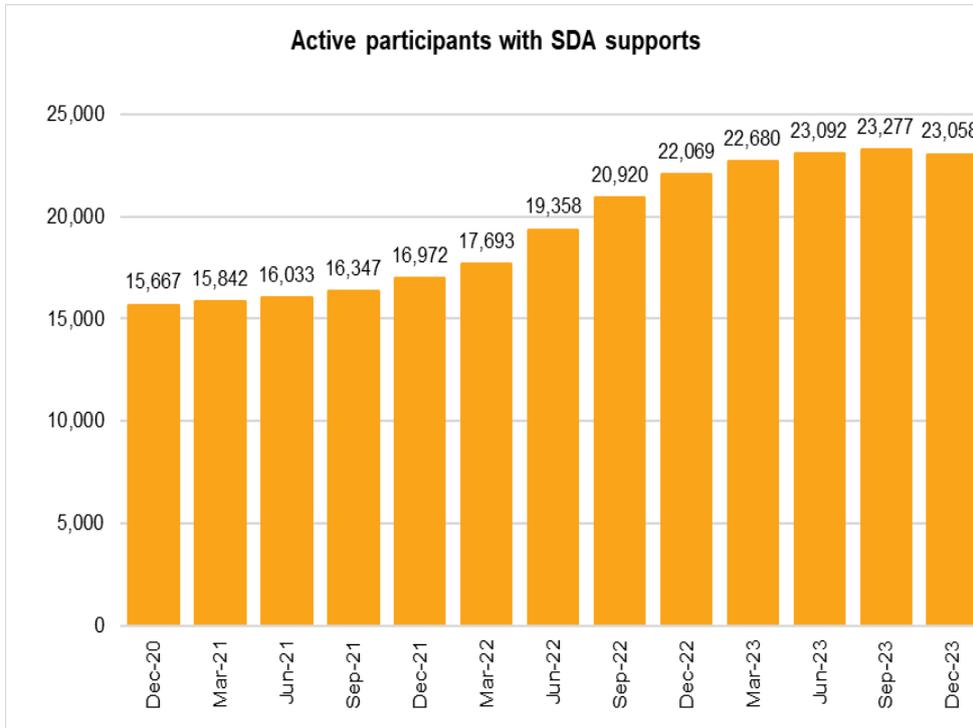
⁵⁰⁴ Participation rate refers to the proportion of general population that are NDIS participants.

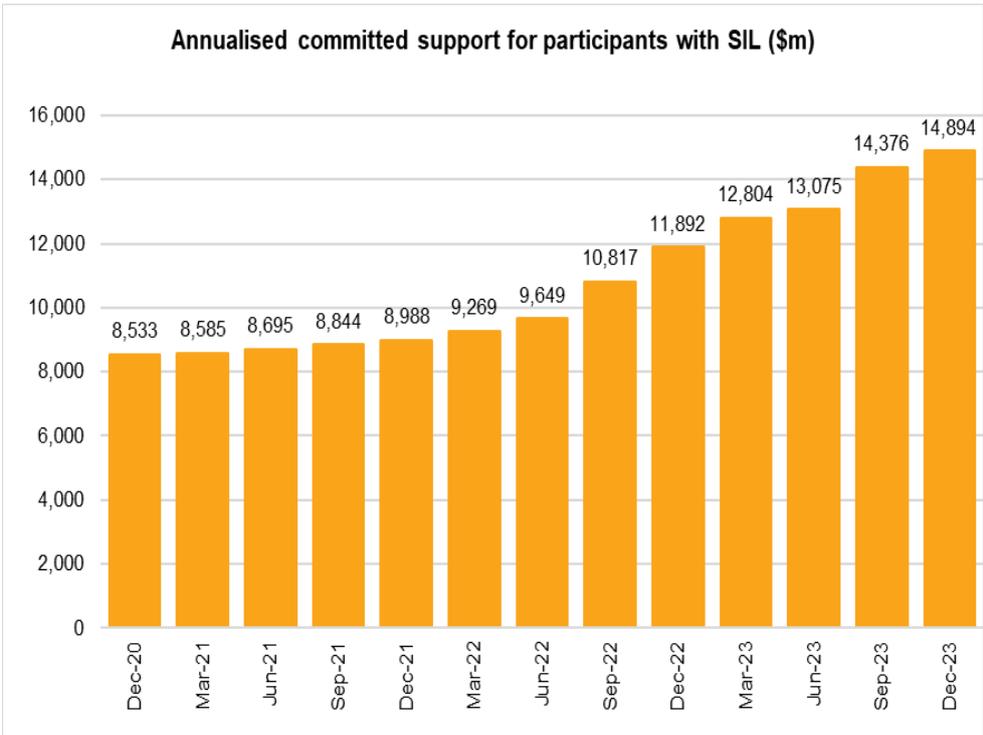
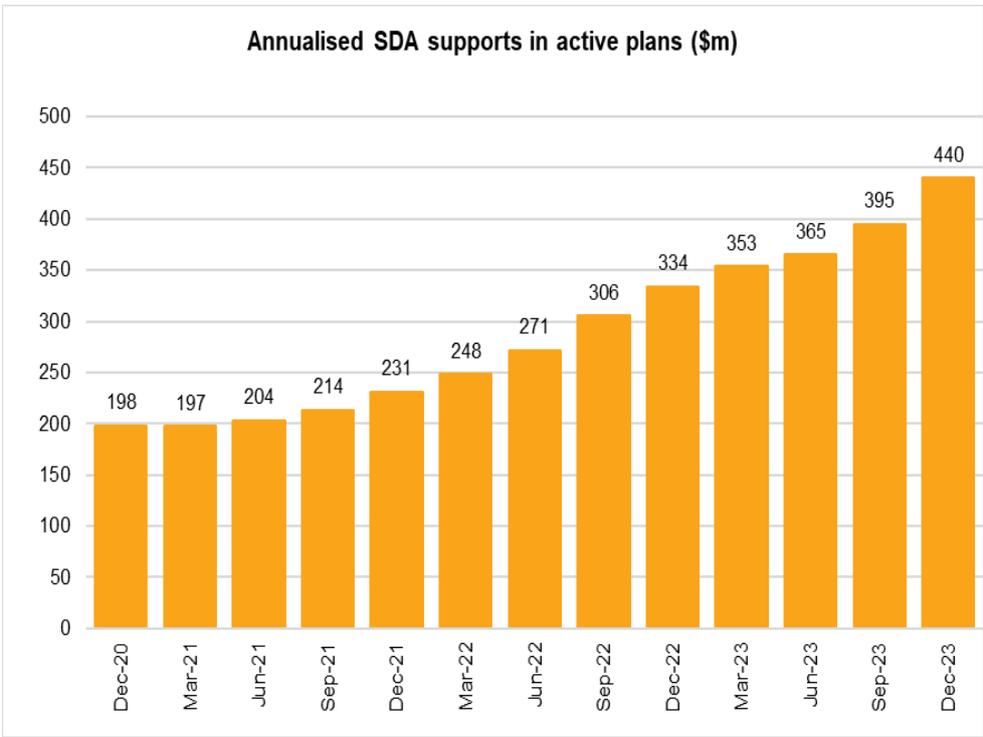
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	4.8%	5.1%	3.7%	2.0%	1.4%	1.3%	1.7%	2.0%	2.6%
QLD - Brisbane	2.7%	3.2%	2.1%	1.3%	0.9%	0.9%	1.4%	2.0%	1.6%
QLD - Cairns	2.6%	3.2%	2.8%	2.1%	1.2%	1.2%	1.4%	1.8%	1.9%
QLD - Maryborough	5.0%	5.8%	6.0%	3.8%	2.3%	2.2%	2.6%	2.4%	3.4%
QLD - Robina	3.1%	4.2%	2.9%	1.8%	1.1%	1.0%	1.2%	1.7%	1.9%
QLD - Caboolture/Strathpine	4.3%	5.8%	4.6%	2.3%	1.6%	1.5%	1.7%	2.3%	2.7%
QLD - Maroochydore	3.3%	5.1%	3.7%	2.6%	1.7%	1.5%	1.6%	1.9%	2.4%
WA	1.9%	3.0%	2.7%	1.9%	1.1%	1.0%	1.3%	1.7%	1.7%
WA - North East Metro	1.8%	3.1%	2.6%	2.1%	1.2%	1.2%	1.5%	2.0%	1.8%
WA - Wheat Belt	1.3%	2.6%	2.9%	2.7%	1.4%	1.1%	0.9%	1.4%	1.6%
WA - South Metro	2.4%	3.4%	3.9%	1.9%	1.2%	1.2%	1.4%	1.9%	1.9%
WA - Central South Metro	1.3%	3.7%	3.2%	1.7%	1.2%	1.0%	1.2%	1.5%	1.6%
WA - South West	1.7%	3.5%	3.4%	2.7%	1.6%	1.4%	1.5%	1.9%	2.0%
WA - Goldfields-Esperance	1.5%	2.8%	2.6%	1.5%	1.1%	1.0%	1.0%	0.9%	1.4%
WA - North Metro	2.3%	3.2%	2.5%	2.4%	1.3%	0.9%	1.2%	1.4%	1.7%
WA - Kimberley-Pilbara	1.5%	2.2%	1.7%	1.7%	0.7%	0.9%	1.1%	1.8%	1.3%
WA - South East Metro	1.9%	2.5%	2.5%	1.3%	1.0%	1.1%	1.4%	2.0%	1.6%
WA - Central North Metro	1.6%	2.1%	1.4%	1.4%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.4%	3.0%	2.4%	2.5%	1.9%	1.3%	1.4%	1.6%	1.9%
WA - Midwest-Gascoyne	2.8%	3.2%	3.0%	2.1%	1.2%	0.8%	1.1%	1.5%	1.8%
SA	3.5%	5.7%	4.8%	2.5%	1.4%	1.4%	1.8%	2.2%	2.6%
SA - Adelaide Hills	3.5%	5.5%	4.5%	2.8%	1.5%	1.2%	0.9%	1.3%	2.3%
SA - Barossa, Light and Lower North	5.1%	6.9%	6.2%	3.3%	1.5%	1.1%	1.4%	1.8%	2.9%
SA - Eastern Adelaide	2.2%	3.3%	2.5%	1.6%	0.9%	0.9%	1.4%	2.1%	1.7%
SA - Eyre and Western	3.4%	4.4%	5.0%	3.1%	1.6%	1.7%	1.5%	2.3%	2.6%
SA - Far North (SA)	2.6%	3.4%	3.1%	1.0%	0.9%	1.3%	2.2%	1.8%	1.9%
SA - Fleurieu and Kangaroo Island	3.5%	6.6%	5.7%	4.8%	2.1%	1.5%	2.0%	1.7%	2.9%
SA - Limestone Coast	2.6%	4.2%	3.8%	2.9%	1.7%	1.1%	1.8%	1.9%	2.3%
SA - Murray and Mallee	4.0%	5.1%	5.0%	3.7%	1.8%	1.2%	1.8%	2.0%	2.7%
SA - Northern Adelaide	4.3%	7.2%	5.7%	2.7%	1.5%	1.6%	2.2%	2.5%	3.1%
SA - Southern Adelaide	3.2%	5.9%	5.2%	2.8%	1.5%	1.7%	1.9%	2.5%	2.7%
SA - Western Adelaide	3.0%	4.9%	4.2%	1.7%	1.2%	1.2%	1.7%	2.6%	2.2%
SA - Yorke and Mid North	3.4%	5.1%	5.4%	3.2%	2.0%	1.5%	1.6%	1.8%	2.6%
TAS	2.7%	3.8%	3.3%	2.9%	1.5%	1.4%	1.8%	1.9%	2.2%
TAS - North	3.4%	4.2%	3.2%	3.0%	1.8%	1.4%	2.0%	2.0%	2.4%
TAS - North West	1.9%	4.0%	3.8%	3.9%	2.0%	1.7%	1.7%	2.0%	2.4%
TAS - South East	2.9%	3.9%	3.9%	2.8%	1.3%	1.1%	1.7%	1.5%	2.1%
TAS - South West	2.3%	3.3%	2.7%	2.4%	1.2%	1.3%	1.8%	2.0%	1.9%
ACT	2.1%	3.8%	3.1%	1.9%	1.0%	1.1%	1.6%	2.1%	1.9%
ACT	2.1%	3.8%	3.1%	1.9%	1.0%	1.1%	1.6%	2.1%	1.9%
NT	2.6%	3.4%	2.2%	1.2%	0.7%	1.1%	1.5%	1.8%	1.6%
NT - Barkly	1.2%	1.1%	2.3%	1.2%	1.3%	2.1%	2.9%	1.4%	1.6%
NT - Central Australia	1.5%	3.2%	1.0%	1.1%	0.8%	1.6%	1.6%	2.7%	1.7%
NT - Darwin Remote	0.8%	1.2%	0.8%	0.6%	0.7%	1.2%	2.1%	1.8%	1.1%

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	3.6%	4.2%	3.2%	1.4%	0.7%	0.7%	1.2%	1.4%	1.7%
NT - East Arnhem	1.6%	1.2%	0.6%	1.2%	0.9%	1.3%	2.9%	2.7%	1.5%
NT - Katherine	2.5%	3.8%	2.9%	1.1%	0.5%	2.1%	2.5%	2.9%	2.1%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	3.1%	4.1%	3.1%	2.0%	1.2%	1.2%	1.6%	2.0%	2.1%

Supplement P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National





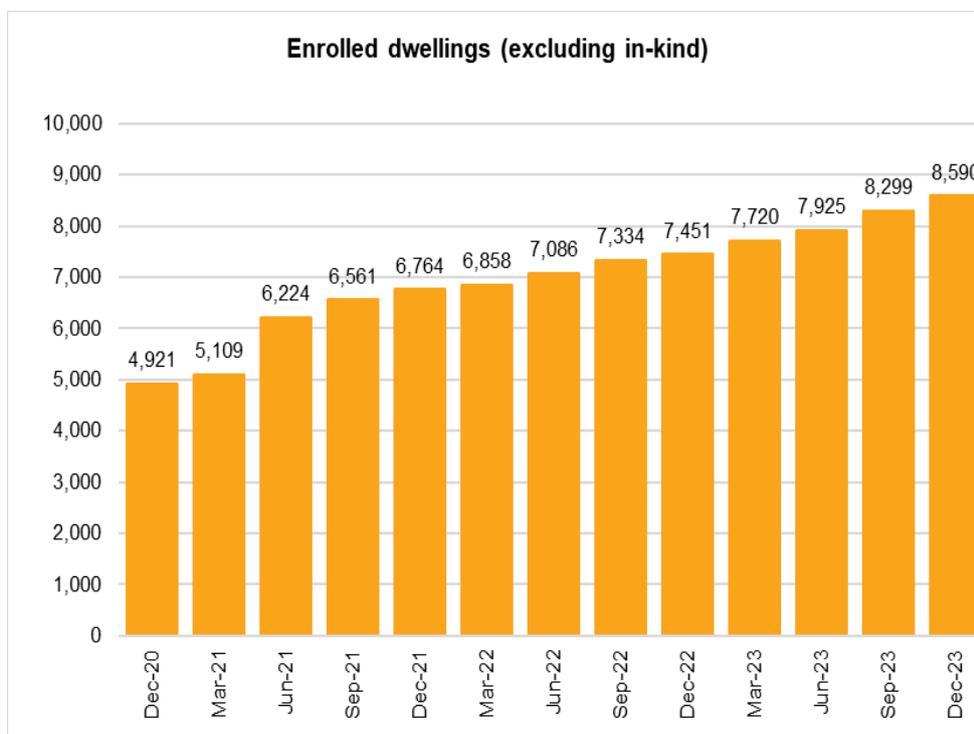


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2023 ^{505 506}

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	7,526	3.9%	11,286	5.9%	192,668
NSW - Hunter New England	1,028	3.2%	1,997	6.2%	32,204
NSW - Central Coast	386	3.5%	592	5.4%	10,898
NSW - Far West	19	2.1%	32	3.5%	905
NSW - Illawarra Shoalhaven	474	4.3%	693	6.2%	11,139
NSW - Mid North Coast	216	2.7%	326	4.1%	8,017
NSW - Murrumbidgee	339	4.0%	474	5.6%	8,475
NSW - Nepean Blue Mountains	528	4.6%	737	6.5%	11,369
NSW - North Sydney	896	6.9%	1,039	8.0%	12,976
NSW - Northern NSW	301	3.3%	402	4.4%	9,236
NSW - South Eastern Sydney	605	4.6%	784	6.0%	13,074
NSW - South Western Sydney	900	3.0%	1,553	5.2%	29,961
NSW - Southern NSW	160	3.0%	236	4.4%	5,304
NSW - Sydney	231	3.1%	370	4.9%	7,528
NSW - Western NSW	395	4.9%	596	7.5%	7,994
NSW - Western Sydney	1,048	4.4%	1,454	6.2%	23,555
NSW - Other	<11	n/a	<11	n/a	33
VIC	6,781	3.9%	7,147	4.1%	173,214
VIC - Barwon	465	4.0%	509	4.4%	11,668
VIC - Central Highlands	354	5.2%	384	5.7%	6,787
VIC - Loddon	296	3.3%	322	3.5%	9,086
VIC - North East Melbourne	831	5.0%	886	5.3%	16,610
VIC - Inner Gippsland	181	2.8%	195	3.0%	6,504

⁵⁰⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁰⁶ 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	152	3.5%	168	3.9%	4,282
VIC - Western District	293	6.4%	290	6.3%	4,598
VIC - Inner East Melbourne	807	6.9%	787	6.7%	11,772
VIC - Outer East Melbourne	524	4.3%	519	4.3%	12,077
VIC - Hume Moreland	286	2.3%	304	2.5%	12,313
VIC - Bayside Peninsula	930	4.4%	983	4.7%	20,903
VIC - Southern Melbourne	489	2.9%	615	3.7%	16,624
VIC - Brimbank Melton	316	2.7%	340	2.9%	11,910
VIC - Western Melbourne	503	2.9%	474	2.8%	17,115
VIC - Goulburn	146	2.8%	160	3.1%	5,145
VIC - Mallee	106	3.5%	107	3.5%	3,035
VIC - Outer Gippsland	101	3.6%	104	3.8%	2,770
VIC - Other	<11	n/a	<11	n/a	15
QLD	3,554	2.6%	6,743	4.9%	138,705
QLD - Bundaberg	110	2.9%	182	4.7%	3,833
QLD - Ipswich	295	2.6%	538	4.8%	11,218
QLD - Mackay	71	1.6%	170	3.9%	4,331
QLD - Toowoomba	281	3.4%	550	6.6%	8,299
QLD - Townsville	189	2.4%	443	5.6%	7,897
QLD - Rockhampton	151	2.0%	273	3.6%	7,655
QLD - Beenleigh	412	2.6%	700	4.4%	15,779
QLD - Brisbane	675	2.6%	1,208	4.7%	25,591
QLD - Cairns	168	2.4%	383	5.6%	6,878
QLD - Maryborough	149	2.7%	259	4.8%	5,430
QLD - Robina	367	2.6%	700	4.9%	14,246
QLD - Caboolture/Strathpine	413	2.7%	747	4.8%	15,409
QLD - Maroochydore	273	2.3%	590	4.9%	12,123
QLD - Other	<11	n/a	<11	n/a	16
WA	1,712	3.1%	3,093	5.6%	55,636
WA - North East Metro	330	4.0%	640	7.7%	8,293
WA - Wheat Belt	14	1.1%	30	2.3%	1,312
WA - South Metro	207	2.3%	420	4.7%	8,963
WA - Central South Metro	187	2.7%	352	5.1%	6,955
WA - South West	75	1.7%	171	3.8%	4,514
WA - Goldfields-Esperance	29	3.1%	42	4.4%	948
WA - North Metro	197	2.6%	312	4.1%	7,541
WA - Kimberley-Pilbara	22	1.3%	51	3.0%	1,703
WA - South East Metro	303	4.8%	518	8.2%	6,322
WA - Central North Metro	290	4.6%	462	7.3%	6,317
WA - Great Southern	30	2.3%	59	4.6%	1,289
WA - Midwest-Gascoyne	28	1.9%	35	2.4%	1,445
WA - Other	<11	n/a	<11	n/a	34
SA	2,342	4.2%	3,074	5.5%	55,499
SA - Adelaide Hills	48	2.2%	83	3.7%	2,223
SA - Barossa, Light and Lower North	53	1.9%	74	2.7%	2,777

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	255	5.4%	280	5.9%	4,719
SA - Eyre and Western	42	2.5%	55	3.3%	1,690
SA - Far North (SA)	22	3.6%	37	6.1%	604
SA - Fleurieu and Kangaroo Island	46	2.9%	58	3.7%	1,569
SA - Limestone Coast	68	3.8%	99	5.5%	1,796
SA - Murray and Mallee	74	3.3%	105	4.7%	2,227
SA - Northern Adelaide	813	4.3%	1,110	5.9%	18,930
SA - Southern Adelaide	676	5.7%	855	7.2%	11,957
SA - Western Adelaide	202	4.2%	245	5.1%	4,834
SA - Yorke and Mid North	42	2.0%	73	3.4%	2,126
SA - Other	<11	n/a	<11	n/a	47
TAS	541	3.9%	1,036	7.5%	13,854
TAS - North	149	3.7%	241	6.0%	4,017
TAS - North West	133	4.4%	234	7.7%	3,038
TAS - South East	96	3.1%	186	6.0%	3,092
TAS - South West	163	4.4%	375	10.1%	3,707
TAS - Other	<11	n/a	<11	n/a	<11
ACT	333	3.1%	609	5.7%	10,748
ACT	333	3.1%	609	5.7%	10,747
ACT - Other	<11	n/a	<11	n/a	<11
NT	266	4.5%	582	9.8%	5,949
NT - Barkly	<11	n/a	14	9.6%	146
NT - Central Australia	75	7.7%	160	16.4%	975
NT - Darwin Remote	<11	n/a	<11	n/a	520
NT - Darwin Urban	147	4.2%	330	9.4%	3,518
NT - East Arnhem	<11	n/a	<11	n/a	237
NT - Katherine	28	9.2%	50	16.3%	306
NT - Other	<11	n/a	12	4.9%	247
Other	<11	n/a	<11	n/a	56
Missing	<11	n/a	<11	n/a	120
Total	23,058	3.6%	33,581	5.2%	646,449

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2023 ^{507 508 509}

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	\$135,679,650	0.90%	\$4,781,488,520	32%	\$15,095,905,827
VIC	\$116,196,523	0.93%	\$3,195,493,367	25%	\$12,544,425,363
QLD	\$94,865,657	0.87%	\$3,028,579,898	28%	\$10,947,054,327
WA	\$31,060,771	0.67%	\$1,344,131,132	29%	\$4,613,367,177
SA	\$38,600,529	0.90%	\$1,434,247,770	34%	\$4,270,857,343
TAS	\$12,457,616	0.99%	\$481,873,756	38%	\$1,259,457,938
ACT	\$6,410,228	0.84%	\$257,667,902	34%	\$758,720,966
NT	\$4,507,539	0.62%	\$366,522,520	50%	\$730,527,512
Other Territories	n/a	n/a	\$767,344	12%	\$6,376,334
Missing	\$19,602	0.21%	\$3,205,104	35%	\$9,263,649
Total	\$439,798,113	0.88%	\$14,893,977,314	30%	\$50,235,956,436

Table P.3 Active SDA providers by State/Territory as at 31 December 2023 ^{510 511 512}

State/Territory	Providers of SDA supports that have ever been active	Providers of SDA supports active in 2022-23 Q4
NSW	211	151
VIC	156	110
QLD	154	100
WA	61	45
SA	59	37
TAS	23	13
ACT	19	7
NT	11	8
OT	<5	<5
National	521	400

⁵⁰⁷ State/Territory is defined by the current residing address of the participant.

⁵⁰⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁰⁹ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2023.

⁵¹⁰ 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.

⁵¹¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵¹² 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 31 December 2023 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	114	0	63	0	177
ACT - Australian Capital Territory	114	0	63	0	177
NSW	1,282	53	1,257	24	2,616
NSW - Capital Region	57	1	15	0	73
NSW - Central Coast	61	2	68	1	132
NSW - Central West	48	3	21	1	73
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	27	2	65
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	30	2	11	0	43
NSW - Newcastle and Lake Macquarie	73	1	120	2	196
NSW - Richmond - Tweed	44	1	26	0	71
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	54	2	129
NSW - Sydney - City and Inner South	15	3	21	1	40
NSW - Sydney - Eastern Suburbs	10	1	4	1	16
NSW - Sydney - Inner South West	81	2	60	3	146
NSW - Sydney - Inner West	17	1	17	0	35
NSW - Sydney - North Sydney and Hornsby	31	1	47	2	81
NSW - Sydney - Northern Beaches	31	1	35	0	67
NSW - Sydney - Outer South West	41	0	28	1	70
NSW - Sydney - Outer West and Blue Mountains	81	3	155	3	242
NSW - Sydney - Parramatta	99	0	144	2	245
NSW - Sydney - Ryde	73	1	62	0	136
NSW - Sydney - South West	39	1	102	2	144

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Sutherland	57	4	38	0	99
NT	17	0	43	2	62
NT - Darwin	10	0	30	2	42
NT - Northern Territory - Outback	7	0	13	0	20
QLD	351	22	1,333	18	1,724
QLD - Brisbane - East	11	0	64	1	76
QLD - Brisbane - North	20	0	46	0	66
QLD - Brisbane - South	13	2	52	0	67
QLD - Brisbane - West	43	2	7	0	52
QLD - Brisbane Inner City	8	0	56	1	65
QLD - Cairns	11	1	60	0	72
QLD - Central Queensland	23	2	18	1	44
QLD - Darling Downs - Maranoa	2	1	9	1	13
QLD - Gold Coast	29	1	176	1	207
QLD - Ipswich	33	1	175	1	210
QLD - Logan - Beaudesert	12	1	195	1	209
QLD - Mackay - Isaac - Whitsunday	5	0	27	0	32
QLD - Moreton Bay - North	17	2	135	2	156
QLD - Moreton Bay - South	15	0	43	0	58
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	69	1	87
QLD - Toowoomba	14	5	69	2	90
QLD - Townsville	24	2	46	4	76
QLD - Wide Bay	55	1	86	2	144
SA	927	5	386	3	1,321
SA - Adelaide - Central and Hills	79	1	101	2	183
SA - Adelaide - North	305	1	135	0	441
SA - Adelaide - South	282	1	62	1	346
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	56	1	77
TAS - Hobart	7	0	4	0	11
TAS - Launceston and North East	5	2	22	1	30
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	30	0	36
VIC	1,155	102	1,044	60	2,361
VIC - Ballarat	38	7	114	2	161
VIC - Bendigo	28	3	31	0	62
VIC - Geelong	51	4	76	10	141
VIC - Hume	52	1	3	2	58
VIC - Latrobe - Gippsland	61	9	14	0	84
VIC - Melbourne - Inner	43	6	137	11	197
VIC - Melbourne - Inner East	82	9	39	0	130
VIC - Melbourne - Inner South	110	11	47	8	176

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
VIC - Melbourne - North East	143	9	70	6	228
VIC - Melbourne - North West	44	3	19	1	67
VIC - Melbourne - Outer East	126	4	50	4	184
VIC - Melbourne - South East	120	6	115	4	245
VIC - Melbourne - West	69	11	251	5	336
VIC - Mornington Peninsula	52	6	32	1	91
VIC - North West	68	8	14	6	96
VIC - Shepparton	31	3	13	0	47
VIC - Warrnambool and South West	37	2	19	0	58
WA	10	1	241	0	252
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	16	0	16
WA - Perth - Inner	5	0	21	0	26
WA - Perth - North East	1	1	20	0	22
WA - Perth - North West	1	0	45	0	46
WA - Perth - South East	3	0	79	0	82
WA - Perth - South West	0	0	46	0	46
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	9	0	9
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,873	186	4,423	108	8,590

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 December 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	7	1	177
ACT - Australian Capital Territory	32	59	63	15	7	1	177
NSW	1,060	416	784	132	211	13	2,616
NSW - Capital Region	51	3	9	3	7	0	73
NSW - Central Coast	55	13	47	5	12	0	132
NSW - Central West	35	10	10	8	9	1	73
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	20	4	9	0	65
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	18	11	7	0	7	0	43
NSW - Newcastle and Lake Macquarie	65	12	107	3	8	1	196
NSW - Richmond - Tweed	34	14	13	4	6	0	71
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	43	1	13	0	129
NSW - Sydney - City and Inner South	15	22	1	2	0	0	40
NSW - Sydney - Eastern Suburbs	10	0	1	4	0	1	16
NSW - Sydney - Inner South West	78	12	49	0	7	0	146

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Inner West	16	0	14	5	0	0	35
NSW - Sydney - North Sydney and Hornsby	30	9	28	7	5	2	81
NSW - Sydney - Northern Beaches	30	6	20	0	11	0	67
NSW - Sydney - Outer South West	35	3	24	6	2	0	70
NSW - Sydney - Outer West and Blue Mountains	60	75	60	18	29	0	242
NSW - Sydney - Parramatta	66	51	99	6	23	0	245
NSW - Sydney - Ryde	42	13	51	5	25	0	136
NSW - Sydney - South West	32	28	64	7	13	0	144
NSW - Sydney - Sutherland	53	22	18	2	2	2	99
NT	7	3	17	15	15	5	62
NT - Darwin	3	2	9	15	13	0	42
NT - Northern Territory - Outback	4	1	8	0	2	5	20
QLD	102	207	967	226	219	3	1,724
QLD - Brisbane - East	4	6	56	7	3	0	76
QLD - Brisbane - North	12	7	43	1	2	1	66
QLD - Brisbane - South	9	5	37	4	12	0	67
QLD - Brisbane - West	1	20	31	0	0	0	52
QLD - Brisbane Inner City	5	2	48	0	10	0	65
QLD - Cairns	2	2	42	8	18	0	72
QLD - Central Queensland	7	9	14	0	14	0	44
QLD - Darling Downs - Maranoa	1	3	3	3	3	0	13
QLD - Gold Coast	8	16	147	11	25	0	207
QLD - Ipswich	6	22	101	65	16	0	210
QLD - Logan - Beaudesert	5	20	134	33	17	0	209
QLD - Mackay - Isaac - Whitsunday	0	5	18	6	2	1	32
QLD - Moreton Bay - North	0	12	98	30	16	0	156
QLD - Moreton Bay - South	2	12	34	4	6	0	58
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	39	25	11	0	87
QLD - Toowoomba	11	16	41	11	11	0	90
QLD - Townsville	6	11	37	4	18	0	76
QLD - Wide Bay	19	31	44	14	35	1	144
SA	531	314	291	65	118	2	1,321
SA - Adelaide - Central and Hills	57	20	89	7	10	0	183
SA - Adelaide - North	139	142	108	21	30	1	441
SA - Adelaide - South	174	52	61	14	44	1	346
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	18	8	17	0	77
TAS - Hobart	3	3	2	2	1	0	11
TAS - Launceston and North East	1	10	10	3	6	0	30
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	6	3	10	0	36
VIC	316	490	805	357	390	3	2,361

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Ballarat	9	74	42	24	10	2	161
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	12	28	72	21	8	0	141
VIC - Hume	24	10	11	4	9	0	58
VIC - Latrobe - Gippsland	17	36	8	15	8	0	84
VIC - Melbourne - Inner	19	30	141	2	5	0	197
VIC - Melbourne - Inner East	16	22	44	14	34	0	130
VIC - Melbourne - Inner South	43	24	52	14	43	0	176
VIC - Melbourne - North East	29	53	65	29	52	0	228
VIC - Melbourne - North West	7	15	13	12	20	0	67
VIC - Melbourne - Outer East	32	31	37	16	67	1	184
VIC - Melbourne - South East	33	43	89	56	24	0	245
VIC - Melbourne - West	7	33	150	107	39	0	336
VIC - Mornington Peninsula	11	21	26	7	26	0	91
VIC - North West	21	25	8	9	33	0	96
VIC - Shepparton	10	18	7	7	5	0	47
VIC - Warrnambool and South West	22	11	15	6	4	0	58
WA	3	17	175	7	41	9	252
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	7	0	8	1	16
WA - Perth - Inner	0	0	21	0	1	4	26
WA - Perth - North East	1	2	14	0	4	1	22
WA - Perth - North West	1	2	39	2	2	0	46
WA - Perth - South East	1	12	57	2	10	0	82
WA - Perth - South West	0	1	34	2	8	1	46
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	0	1	6	2	9
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,055	1,536	3,120	825	1,018	36	8,590

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2023 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	55	56	32	24	10	0	177
ACT - Australian Capital Territory	55	56	32	24	10	0	177
NSW	1,026	341	248	308	630	63	2,616
NSW - Capital Region	34	10	3	10	15	1	73
NSW - Central Coast	48	15	12	18	37	2	132
NSW - Central West	12	7	6	14	31	3	73
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	15	13	18	1	65
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	8	6	3	20	2	43
NSW - Newcastle and Lake Macquarie	78	32	27	19	39	1	196

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Richmond - Tweed	26	8	9	7	20	1	71
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	43	6	14	16	46	4	129
NSW - Sydney - City and Inner South	13	11	0	4	9	3	40
NSW - Sydney - Eastern Suburbs	3	0	1	4	7	1	16
NSW - Sydney - Inner South West	55	12	8	13	46	12	146
NSW - Sydney - Inner West	14	1	5	4	10	1	35
NSW - Sydney - North Sydney and Hornsby	39	9	4	9	19	1	81
NSW - Sydney - Northern Beaches	13	5	5	13	30	1	67
NSW - Sydney - Outer South West	23	10	7	15	15	0	70
NSW - Sydney - Outer West and Blue Mountains	100	39	43	25	32	3	242
NSW - Sydney - Parramatta	164	15	10	16	40	0	245
NSW - Sydney - Ryde	56	30	7	16	26	1	136
NSW - Sydney - South West	69	32	9	13	20	1	144
NSW - Sydney - Sutherland	39	15	8	10	23	4	99
NT	4	40	8	3	7	0	62
NT - Darwin	1	31	2	2	6	0	42
NT - Northern Territory - Outback	3	9	6	1	1	0	20
QLD	803	362	384	113	40	22	1,724
QLD - Brisbane - East	46	10	18	1	1	0	76
QLD - Brisbane - North	37	11	11	3	4	0	66
QLD - Brisbane - South	39	11	11	2	2	2	67
QLD - Brisbane - West	29	15	2	3	1	2	52
QLD - Brisbane Inner City	59	0	3	2	1	0	65
QLD - Cairns	36	6	22	7	0	1	72
QLD - Central Queensland	12	13	8	8	1	2	44
QLD - Darling Downs - Maranoa	2	5	3	1	1	1	13
QLD - Gold Coast	158	8	35	3	2	1	207
QLD - Ipswich	73	56	67	12	1	1	210
QLD - Logan - Beaudesert	94	46	53	13	2	1	209
QLD - Mackay - Isaac - Whitsunday	6	17	1	7	1	0	32
QLD - Moreton Bay - North	58	32	46	11	7	2	156
QLD - Moreton Bay - South	25	15	10	6	2	0	58
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	49	9	19	5	4	1	87
QLD - Toowoomba	24	31	18	10	2	5	90
QLD - Townsville	9	39	13	9	4	2	76
QLD - Wide Bay	47	38	44	10	4	1	144
SA	415	499	200	120	82	5	1,321
SA - Adelaide - Central and Hills	95	41	23	16	7	1	183
SA - Adelaide - North	112	171	82	48	27	1	441
SA - Adelaide - South	112	135	36	28	34	1	346
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

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
SA - South Australia - South East	14	58	22	9	2	1	106
TAS	39	17	3	15	0	3	77
TAS - Hobart	3	3	3	2	0	0	11
TAS - Launceston and North East	13	6	0	9	0	2	30
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	23	8	0	4	0	1	36
VIC	844	356	283	156	620	102	2,361
VIC - Ballarat	88	29	16	5	16	7	161
VIC - Bendigo	31	4	5	7	12	3	62
VIC - Geelong	61	29	16	5	26	4	141
VIC - Hume	7	22	6	6	16	1	58
VIC - Latrobe - Gippsland	31	12	6	3	23	9	84
VIC - Melbourne - Inner	157	6	7	5	16	6	197
VIC - Melbourne - Inner East	41	4	6	12	58	9	130
VIC - Melbourne - Inner South	75	9	18	9	54	11	176
VIC - Melbourne - North East	51	32	38	16	82	9	228
VIC - Melbourne - North West	4	16	9	4	31	3	67
VIC - Melbourne - Outer East	40	17	27	23	73	4	184
VIC - Melbourne - South East	89	28	36	23	63	6	245
VIC - Melbourne - West	104	109	58	8	46	11	336
VIC - Mornington Peninsula	19	14	13	7	32	6	91
VIC - North West	22	16	9	11	30	8	96
VIC - Shepparton	17	1	4	6	16	3	47
VIC - Warrnambool and South West	7	8	9	6	26	2	58
WA	122	44	72	8	5	1	252
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	2	3	10	1	0	0	16
WA - Perth - Inner	17	9	0	0	0	0	26
WA - Perth - North East	4	6	8	2	1	1	22
WA - Perth - North West	25	5	12	2	2	0	46
WA - Perth - South East	42	12	24	2	2	0	82
WA - Perth - South West	30	6	9	1	0	0	46
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	2	0	7	0	0	0	9
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	3,308	1,715	1,230	747	1,394	196	8,590

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 December 2023 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	66	8	3	3	102
ACT - Australian Capital Territory	22	66	8	3	3	102
NSW	655	1,260	188	343	38	2,484
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	25	95	3	37	0	160
NSW - Central West	13	13	17	0	4	47
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	61	12	10	0	89
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	9	0	17	0	26
NSW - Newcastle and Lake Macquarie	34	229	5	10	3	281
NSW - Richmond - Tweed	15	27	4	7	0	53
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	61	0	35	0	113
NSW - Sydney - City and Inner South	32	5	0	0	0	37
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	26	101	0	23	0	150
NSW - Sydney - Inner West	0	21	4	0	0	25
NSW - Sydney - North Sydney and Hornsby	7	42	10	6	4	69
NSW - Sydney - Northern Beaches	15	53	0	36	0	104
NSW - Sydney - Outer South West	4	36	13	2	0	55
NSW - Sydney - Outer West and Blue Mountains	135	74	28	43	0	280
NSW - Sydney - Parramatta	76	100	7	10	0	193
NSW - Sydney - Ryde	37	28	7	38	0	110
NSW - Sydney - South West	39	98	15	22	0	174
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	33	30	15	15	93
NT - Darwin	0	20	30	15	0	65
NT - Northern Territory - Outback	0	13	0	0	15	28
QLD	141	1,720	292	300	11	2,464
QLD - Brisbane - East	5	84	5	6	0	100
QLD - Brisbane - North	3	52	3	3	2	63
QLD - Brisbane - South	0	58	8	19	0	85
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	49	0	16	0	65
QLD - Cairns	0	86	8	13	0	107
QLD - Central Queensland	0	33	0	9	0	42
QLD - Darling Downs - Maranoa	5	8	6	4	0	23
QLD - Gold Coast	12	194	12	34	0	252
QLD - Ipswich	20	228	85	31	0	364

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Logan - Beaudesert	25	260	51	29	0	365
QLD - Mackay - Isaac - Whitsunday	0	35	8	8	4	55
QLD - Moreton Bay - North	11	215	28	21	0	275
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	19	0	124
QLD - Toowoomba	19	84	20	30	0	153
QLD - Townsville	7	76	10	21	0	114
QLD - Wide Bay	23	101	18	35	5	182
SA	201	330	141	51	6	729
SA - Adelaide - Central and Hills	35	98	17	2	0	152
SA - Adelaide - North	80	160	42	9	4	295
SA - Adelaide - South	28	49	29	23	2	131
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	28	8	34	0	93
TAS - Hobart	0	6	2	0	0	8
TAS - Launceston and North East	8	14	2	20	0	44
TAS - South East	0	0	0	0	0	0
TAS - West and North West	15	8	4	14	0	41
VIC	275	1,034	386	122	9	1,826
VIC - Ballarat	96	58	10	7	6	177
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	10	117	24	6	0	157
VIC - Hume	2	7	1	0	0	10
VIC - Latrobe - Gippsland	10	23	2	2	0	37
VIC - Melbourne - Inner	15	132	0	3	0	150
VIC - Melbourne - Inner East	2	32	5	2	0	41
VIC - Melbourne - Inner South	3	49	16	0	0	68
VIC - Melbourne - North East	21	93	29	4	0	147
VIC - Melbourne - North West	6	26	11	4	0	47
VIC - Melbourne - Outer East	15	51	2	15	3	86
VIC - Melbourne - South East	22	110	61	3	0	196
VIC - Melbourne - West	32	218	195	18	0	463
VIC - Mornington Peninsula	3	45	6	20	0	74
VIC - North West	12	0	0	28	0	40
VIC - Shepparton	8	6	4	0	0	18
VIC - Warrnambool and South West	6	37	10	10	0	63
WA	27	276	14	113	20	450
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	15	0	25	2	42
WA - Perth - Inner	0	16	0	1	8	25
WA - Perth - North East	6	32	0	8	2	48
WA - Perth - North West	6	69	4	5	0	84

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - South East	13	96	6	28	0	143
WA - Perth - South West	2	42	3	24	2	73
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	1	16	6	23
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,344	4,747	1,067	981	102	8,241

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 31 December 2023⁵¹³

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	34	2	0	2	38
ACT - Australian Capital Territory	0	0	34	2	0	2	38
NSW	0	89	638	144	50	9	930
NSW - Capital Region	0	0	1	0	2	0	3
NSW - Central Coast	0	0	48	8	1	1	58
NSW - Central West	0	6	19	17	5	0	47
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	0	11	0	0	0	11
NSW - Hunter Valley exc Newcastle	0	5	8	1	6	1	21
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	10	4	2	0	18
NSW - Newcastle and Lake Macquarie	0	0	19	10	8	0	37
NSW - Richmond - Tweed	0	0	4	1	1	0	6
NSW - Riverina	0	1	12	1	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	5	0	0	1	6
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	25	5	2	0	37
NSW - Sydney - Blacktown	0	10	51	19	1	1	82
NSW - Sydney - City and Inner South	0	4	17	1	0	0	22
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
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	13	1	0	2	16
NSW - Sydney - Northern Beaches	0	1	15	1	1	0	18
NSW - Sydney - Outer South West	0	3	40	1	1	2	47
NSW - Sydney - Outer West and Blue Mountains	0	24	72	4	1	0	101
NSW - Sydney - Parramatta	0	3	111	20	5	0	139
NSW - Sydney - Ryde	0	2	27	8	0	0	37
NSW - Sydney - South West	0	6	42	28	8	0	84
NSW - Sydney - Sutherland	0	0	14	3	0	0	17
NT	0	1	31	19	4	0	55
NT - Darwin	0	1	25	19	1	0	46
NT - Northern Territory - Outback	0	0	6	0	3	0	9
QLD	0	75	866	232	50	6	1,229
QLD - Brisbane - East	0	4	36	2	0	0	42
QLD - Brisbane - North	0	21	14	0	1	0	36
QLD - Brisbane - South	0	1	33	0	25	3	62
QLD - Brisbane - West	0	0	9	0	0	0	9

⁵¹³ 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	2	33	12	2	0	49
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	2	71	0	0	0	73
QLD - Ipswich	0	7	62	68	6	0	143
QLD - Logan - Beaudesert	0	14	89	41	8	0	152
QLD - Mackay - Isaac - Whitsunday	0	0	72	11	0	1	84
QLD - Moreton Bay - North	0	1	58	10	0	1	70
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	23	1	0	0	24
QLD - Toowoomba	0	3	54	21	2	0	80
QLD - Townsville	0	4	139	20	1	0	164
QLD - Wide Bay	0	16	54	31	3	0	104
SA	0	76	226	68	17	6	393
SA - Adelaide - Central and Hills	0	3	30	1	0	0	34
SA - Adelaide - North	0	40	113	37	9	0	199
SA - Adelaide - South	0	15	35	15	3	5	73
SA - Adelaide - West	0	17	10	0	0	1	28
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	1	33	15	5	0	54
TAS	0	17	65	5	0	0	87
TAS - Hobart	0	0	59	2	0	0	61
TAS - Launceston and North East	0	1	3	2	0	0	6
TAS - South East	0	0	3	0	0	0	3
TAS - West and North West	0	16	0	1	0	0	17
VIC	0	120	865	488	25	12	1,510
VIC - Ballarat	0	7	21	24	0	1	53
VIC - Bendigo	0	1	20	10	0	0	31
VIC - Geelong	0	10	70	16	0	0	96
VIC - Hume	0	1	5	0	1	0	7
VIC - Latrobe - Gippsland	0	8	24	6	9	0	47
VIC - Melbourne - Inner	0	7	73	0	1	0	81
VIC - Melbourne - Inner East	0	7	31	4	0	0	42
VIC - Melbourne - Inner South	0	2	50	5	0	4	61
VIC - Melbourne - North East	0	6	56	43	5	0	110
VIC - Melbourne - North West	0	4	36	23	0	0	63
VIC - Melbourne - Outer East	0	3	10	1	0	0	14
VIC - Melbourne - South East	0	31	119	84	2	0	236
VIC - Melbourne - West	0	10	304	236	6	1	557
VIC - Mornington Peninsula	0	2	18	23	0	6	49
VIC - North West	0	0	3	0	0	0	3
VIC - Shepparton	0	20	9	5	0	0	34
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	20	418	19	51	6	514
WA - Bunbury	0	1	25	0	0	0	26
WA - Mandurah	0	2	47	3	10	0	62
WA - Perth - Inner	0	1	33	0	0	5	39
WA - Perth - North East	0	5	67	0	2	0	74
WA - Perth - North West	0	3	56	7	2	0	68
WA - Perth - South East	0	7	96	6	16	1	126
WA - Perth - South West	0	1	87	3	18	0	109
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	398	3,143	977	197	41	4,756

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2023 ⁵¹⁴

SA4 Region	Participants with SDA funding, SDA in use	Participants with SDA funding, SDA not in use	Participants with SDA funding	Additional Participants eligible for SDA	Total Participants with SDA funding or an SDA need
ACT	214	119	333	9	342
ACT - Australian Capital Territory	214	119	333	9	342
NSW	4,939	2,587	7,526	212	7,738
NSW - Capital Region	122	49	171	7	178
NSW - Central Coast	251	135	386	12	398
NSW - Central West	181	84	265	5	270
NSW - Coffs Harbour - Grafton	83	59	142	3	145
NSW - Far West and Orana	117	46	163	6	169
NSW - Hunter Valley exc Newcastle	141	99	240	5	245
NSW - Illawarra	216	133	349	5	354
NSW - Mid North Coast	131	94	225	10	235
NSW - Murray	122	45	167	5	172
NSW - New England and North West	104	59	163	9	172
NSW - Newcastle and Lake Macquarie	379	149	528	21	549
NSW - Richmond - Tweed	153	94	247	16	263
NSW - Riverina	107	54	161	3	164
NSW - Southern Highlands and Shoalhaven	89	67	156	3	159
NSW - Sydney - Baulkham Hills and Hawkesbury	220	51	271	4	275
NSW - Sydney - Blacktown	289	121	410	4	414
NSW - Sydney - City and Inner South	66	64	130	4	134
NSW - Sydney - Eastern Suburbs	48	51	99	3	102
NSW - Sydney - Inner South West	251	180	431	7	438
NSW - Sydney - Inner West	85	77	162	7	169

⁵¹⁴ The total number of Participants with SDA funding is currently split into "Participants with SDA funding, SDA in use" and "Participants with SDA funding, SDA not in use". Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. The number of additional participants eligible for SDA funding are participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.

SA4 Region	Participants with SDA funding, SDA in use	Participants with SDA funding, SDA not in use	Participants with SDA funding	Additional Participants eligible for SDA	Total Participants with SDA funding or an SDA need
NSW - Sydney - North Sydney and Hornsby	136	92	228	7	235
NSW - Sydney - Northern Beaches	186	66	252	7	259
NSW - Sydney - Outer South West	136	118	254	9	263
NSW - Sydney - Outer West and Blue Mountains	363	134	497	11	508
NSW - Sydney - Parramatta	334	167	501	12	513
NSW - Sydney - Ryde	272	68	340	4	344
NSW - Sydney - South West	159	171	330	16	346
NSW - Sydney - Sutherland	198	60	258	7	265
NT	68	198	266	21	287
NT - Darwin	50	97	147	13	160
NT - Northern Territory - Outback	18	100	118	8	126
NT - Other	0	1	1	0	1
QLD	2,060	1,494	3,554	370	3,924
QLD - Brisbane - East	76	91	167	9	176
QLD - Brisbane - North	81	82	163	19	182
QLD - Brisbane - South	70	83	153	30	183
QLD - Brisbane - West	85	33	118	11	129
QLD - Brisbane Inner City	63	39	102	8	110
QLD - Cairns	93	71	164	8	172
QLD - Central Queensland	73	77	150	14	164
QLD - Darling Downs - Maranoa	24	34	58	5	63
QLD - Gold Coast	230	139	369	41	410
QLD - Ipswich	197	165	362	96	458
QLD - Logan - Beaudesert	207	97	304	13	317
QLD - Mackay - Isaac - Whitsunday	32	39	71	4	75
QLD - Moreton Bay - North	199	102	301	24	325
QLD - Moreton Bay - South	71	43	114	9	123
QLD - Queensland - Outback	1	8	9	1	10
QLD - Sunshine Coast	143	92	235	20	255
QLD - Toowoomba	119	113	232	24	256
QLD - Townsville	103	82	185	15	200
QLD - Wide Bay	193	104	297	19	316
QLD - Other	0	0	0	0	0
SA	1,440	902	2,342	83	2,425
SA - Adelaide - Central and Hills	202	101	303	13	316
SA - Adelaide - North	495	270	765	22	787
SA - Adelaide - South	419	256	675	26	701
SA - Adelaide - West	178	111	289	9	298
SA - Barossa - Yorke - Mid North	18	39	57	2	59
SA - South Australia - Outback	18	47	65	2	67
SA - South Australia - South East	110	78	188	9	197
TAS	102	439	541	51	592
TAS - Hobart	12	241	253	24	277

SA4 Region	Participants with SDA funding, SDA in use	Participants with SDA funding, SDA not in use	Participants with SDA funding	Additional Participants eligible for SDA	Total Participants with SDA funding or an SDA need
TAS - Launceston and North East	58	91	149	12	161
TAS - South East	0	5	5	3	8
TAS - West and North West	32	101	133	12	145
TAS - Other	0	1	1	0	1
VIC	4,943	1,838	6,781	224	7,005
VIC - Ballarat	231	56	287	8	295
VIC - Bendigo	137	64	201	11	212
VIC - Geelong	272	118	390	17	407
VIC - Hume	128	47	175	7	182
VIC - Latrobe - Gippsland	185	97	282	13	295
VIC - Melbourne - Inner	224	113	337	15	352
VIC - Melbourne - Inner East	361	80	441	7	448
VIC - Melbourne - Inner South	391	89	480	6	486
VIC - Melbourne - North East	564	165	729	24	753
VIC - Melbourne - North West	182	103	285	16	301
VIC - Melbourne - Outer East	490	151	641	20	661
VIC - Melbourne - South East	531	254	785	30	815
VIC - Melbourne - West	454	223	677	20	697
VIC - Mornington Peninsula	239	108	347	16	363
VIC - North West	244	43	287	3	290
VIC - Shepparton	118	65	183	8	191
VIC - Warrnambool and South West	186	58	244	3	247
VIC - Other	6	4	10	0	10
WA	328	1,384	1,712	114	1,826
WA - Bunbury	15	60	75	9	84
WA - Mandurah	24	49	73	6	79
WA - Perth - Inner	21	67	88	5	93
WA - Perth - North East	37	237	274	16	290
WA - Perth - North West	73	327	400	17	417
WA - Perth - South East	92	348	440	30	470
WA - Perth - South West	50	189	239	19	258
WA - Western Australia - Outback (North)	2	20	22	5	27
WA - Western Australia - Outback (South)	14	43	57	3	60
WA - Western Australia - Wheat Belt	0	44	44	4	48
Missing	3	0	3	1	4
Total	14,097	8,961	23,058	1,085	24,143

Table P.10 Number and Percentage of Participants not using SDA funding and SA4 Region as at 31 December 2023 ⁵¹⁵

SA4 Region	Participants with SDA Funding, SDA not in use	Percentage of participants with SDA funding not in use
ACT	119	36%
ACT - Australian Capital Territory	119	36%
NSW	2,587	34%
NSW - Capital Region	49	29%
NSW - Central Coast	135	35%
NSW - Central West	84	32%
NSW - Coffs Harbour - Grafton	59	42%
NSW - Far West and Orana	46	28%
NSW - Hunter Valley exc Newcastle	99	41%
NSW - Illawarra	133	38%
NSW - Mid North Coast	94	42%
NSW - Murray	45	27%
NSW - New England and North West	59	36%
NSW - Newcastle and Lake Macquarie	149	28%
NSW - Richmond - Tweed	94	38%
NSW - Riverina	54	34%
NSW - Southern Highlands and Shoalhaven	67	43%
NSW - Sydney - Baulkham Hills and Hawkesbury	51	19%
NSW - Sydney - Blacktown	121	30%
NSW - Sydney - City and Inner South	64	49%
NSW - Sydney - Eastern Suburbs	51	52%
NSW - Sydney - Inner South West	180	42%
NSW - Sydney - Inner West	77	48%
NSW - Sydney - North Sydney and Hornsby	92	40%
NSW - Sydney - Northern Beaches	66	26%
NSW - Sydney - Outer South West	118	46%
NSW - Sydney - Outer West and Blue Mountains	134	27%
NSW - Sydney - Parramatta	167	33%
NSW - Sydney - Ryde	68	20%
NSW - Sydney - South West	171	52%
NSW - Sydney - Sutherland	60	23%
NT	198	74%
NT - Darwin	97	66%
NT - Northern Territory - Outback	100	85%
NT - Other	1	100%
QLD	1,494	42%
QLD - Brisbane - East	91	54%
QLD - Brisbane - North	82	50%
QLD - Brisbane - South	83	54%

⁵¹⁵The total number of Participants with SDA funding is currently split into “Participants with SDA funding, SDA in use” and “Participants with SDA funding, SDA not in use”. Evidence of SDA funding in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not be using SDA funding. The number of additional participants eligible for SDA funding are participants who have been found eligible for SDA through the home and living application process who don't yet have SDA funding in their plan. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.

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SA4 Region	Participants with SDA Funding, SDA not in use	Percentage of participants with SDA funding not in use
QLD - Brisbane - West	33	28%
QLD - Brisbane Inner City	39	38%
QLD - Cairns	71	43%
QLD - Central Queensland	77	51%
QLD - Darling Downs - Maranoa	34	59%
QLD - Gold Coast	139	38%
QLD - Ipswich	165	46%
QLD - Logan - Beaudesert	97	32%
QLD - Mackay - Isaac - Whitsunday	39	55%
QLD - Moreton Bay - North	102	34%
QLD - Moreton Bay - South	43	38%
QLD - Queensland - Outback	8	89%
QLD - Sunshine Coast	92	39%
QLD - Toowoomba	113	49%
QLD - Townsville	82	44%
QLD - Wide Bay	104	35%
QLD - Other	0	-
SA	902	39%
SA - Adelaide - Central and Hills	101	33%
SA - Adelaide - North	270	35%
SA - Adelaide - South	256	38%
SA - Adelaide - West	111	38%
SA - Barossa - Yorke - Mid North	39	68%
SA - South Australia - Outback	47	72%
SA - South Australia - South East	78	41%
TAS	439	81%
TAS - Hobart	241	95%
TAS - Launceston and North East	91	61%
TAS - South East	5	100%
TAS - West and North West	101	76%
TAS - Other	1	100%
VIC	1,838	27%
VIC - Ballarat	56	20%
VIC - Bendigo	64	32%
VIC - Geelong	118	30%
VIC - Hume	47	27%
VIC - Latrobe - Gippsland	97	34%
VIC - Melbourne - Inner	113	34%
VIC - Melbourne - Inner East	80	18%
VIC - Melbourne - Inner South	89	19%
VIC - Melbourne - North East	165	23%
VIC - Melbourne - North West	103	36%
VIC - Melbourne - Outer East	151	24%
VIC - Melbourne - South East	254	32%
VIC - Melbourne - West	223	33%

SA4 Region	Participants with SDA Funding, SDA not in use	Percentage of participants with SDA funding not in use
VIC - Mornington Peninsula	108	31%
VIC - North West	43	15%
VIC - Shepparton	65	36%
VIC - Warrnambool and South West	58	24%
VIC - Other	4	40%
WA	1,384	81%
WA - Bunbury	60	80%
WA - Mandurah	49	67%
WA - Perth - Inner	67	76%
WA - Perth - North East	237	86%
WA - Perth - North West	327	82%
WA - Perth - South East	348	79%
WA - Perth - South West	189	79%
WA - Western Australia - Outback (North)	20	91%
WA - Western Australia - Outback (South)	43	75%
WA - Western Australia - Wheat Belt	44	100%
Missing	0	0%
Total	8,961	39%