

Supplement E:

National

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

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry, by service previously received and entry type – National

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|---------------|----------------|
| Access decisions | 833,858 | 14,374 | 848,232 |
| Active Eligible - Total | 650,273 | 12,131 | 662,404 |
| Active Eligible - New | 431,521 | 11,915 | 443,436 |
| Active Eligible - State | 177,225 | 155 | 177,380 |
| Active Eligible - Commonwealth | 41,527 | 61 | 41,588 |
| Active Participant Plans - Total | 641,718 | 7,905 | 649,623 |
| Active Participant Plans - New | 424,267 | 7,820 | 432,087 |
| Active Participant Plans - State | 176,097 | 57 | 176,154 |
| Active Participant Plans - Commonwealth | 41,354 | 28 | 41,382 |
| Active Participant Plans - Total | 641,718 | 7,905 | 649,623 |
| Active Participant Plans - Early Intervention (s25) | 206,153 | 5,299 | 211,452 |
| Active Participant Plans - Permanent Disability (s24) | 435,565 | 2,606 | 438,171 |

Table E.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – National

| People leaving the Scheme | Total |
|--|---------------|
| Number of people who have left the Scheme | 51,689 |
| Early Intervention participants | 16,900 |
| Permanent disability participants | 34,789 |

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 | 163,877 | 98% | 69,074 | 98% | 3,440 | 97% | 236,391 | 98% |
| 7 to 14 | 89,353 | 89% | 45,128 | 90% | 2,960 | 87% | 137,441 | 89% |
| 15 to 18 | 27,212 | 91% | 16,831 | 89% | 1,367 | 91% | 45,410 | 90% |
| 19 to 24 | 21,993 | 90% | 14,562 | 85% | 951 | 82% | 37,506 | 88% |
| 25 to 34 | 27,942 | 87% | 22,275 | 80% | 1,030 | 75% | 51,247 | 84% |
| 35 to 44 | 28,533 | 84% | 25,412 | 75% | 811 | 70% | 54,756 | 79% |
| 45 to 54 | 35,596 | 80% | 33,269 | 70% | 980 | 64% | 69,845 | 75% |
| 55 to 64 | 45,462 | 75% | 41,375 | 63% | 1,172 | 57% | 88,009 | 68% |
| 65+ | 2,023 | 58% | 1,815 | 51% | 52 | 43% | 3,890 | 54% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 441,992 | 89% | 269,743 | 80% | 12,764 | 81% | 724,499 | 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 | 14,407 | 92% | 7,273 | 91% | 287 | 83% | 21,967 | 92% |
| Autism | 164,186 | 97% | 70,416 | 98% | 6,056 | 96% | 240,658 | 97% |
| Cerebral palsy | 10,382 | 97% | 8,373 | 96% | 165 | 92% | 18,920 | 97% |
| Developmental delay | 66,585 | 98% | 28,128 | 98% | 1,693 | 98% | 96,406 | 98% |
| Global developmental delay | 13,287 | 99% | 5,544 | 99% | 281 | 97% | 19,112 | 99% |
| Hearing impairment | 13,743 | 90% | 14,506 | 87% | 492 | 87% | 28,741 | 88% |
| Intellectual disability | 62,184 | 96% | 47,070 | 95% | 996 | 89% | 110,250 | 95% |
| Multiple sclerosis | 2,951 | 91% | 8,595 | 90% | 154 | 83% | 11,700 | 90% |
| Psychosocial disability | 35,766 | 74% | 33,445 | 64% | 1,060 | 54% | 70,271 | 69% |
| Spinal cord injury | 4,786 | 94% | 1,970 | 91% | 111 | 89% | 6,867 | 93% |
| Stroke | 6,427 | 87% | 4,690 | 84% | 190 | 83% | 11,307 | 85% |
| Visual impairment | 5,792 | 88% | 5,461 | 86% | 128 | 74% | 11,381 | 87% |
| Other neurological | 16,601 | 81% | 13,523 | 79% | 414 | 75% | 30,538 | 80% |
| Other physical | 12,580 | 50% | 12,691 | 38% | 323 | 30% | 25,594 | 43% |
| Other sensory/speech | 2,622 | 49% | 1,034 | 44% | 29 | 26% | 3,685 | 47% |
| Other | 6,730 | 46% | 4,684 | 31% | 243 | 35% | 11,657 | 38% |
| Missing | 2,963 | 85% | 2,340 | 80% | 142 | 81% | 5,445 | 83% |
| Total | 441,992 | 89% | 269,743 | 80% | 12,764 | 81% | 724,499 | 85% |

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

¹ Down syndrome is included in intellectual disability.
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Table E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National²

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| First Nations Participants | 50,257 | 8% | 919 | 12% | 51,176 | 8% |
| Non-First Nations Participants | 497,673 | 78% | 6,287 | 80% | 503,960 | 78% |
| Not Stated | 93,788 | 15% | 699 | 9% | 94,487 | 15% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 100% |

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National^{3 4}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Culturally and linguistically diverse | 57,903 | 9% | 587 | 7% | 58,490 | 9% |
| Not culturally and linguistically diverse | 565,267 | 88% | 5,842 | 74% | 571,109 | 88% |
| Not stated | 18,548 | 3% | 1,476 | 19% | 20,024 | 3% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 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 March 2024 – National⁵

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | 28 |
| 45 to 54 | 161 |
| 55 to 64 | 1,118 |
| Total YPIRAC (under 65) | 1,307 |

² The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³ The number of CALD participants excludes participants who identify as First Nations Peoples.

⁴ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁵ There are a further 1,887 active participants aged 65 years or over who are currently in residential aged care.

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ⁶

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -126 | 1,307 |

Table E.9 Participants aged under 65 who exited residential aged care with housing support, by housing support type – National ^{7 8}

| Housing support type | Prior Quarters | Last 12 months | Total |
|---|----------------|----------------|--------------|
| Aboriginal or Torres Strait Community Residence | <11 | <11 | <11 |
| Hospital/Rehab | 38 | <11 | 38 |
| Independent Living Options | 68 | <11 | 68 |
| Medium Term Accommodation | 18 | <11 | 18 |
| Own/Family Home (rented and owned) | 172 | 11 | 183 |
| SDA | 226 | 64 | 290 |
| Other group residential setting | 383 | 84 | 467 |
| Other | 65 | <11 | 66 |
| Total | 971 | 160 | 1,131 |

⁶ 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.

⁷ Includes all participants who were under 65 at the time of exit from residential aged care. Residential aged care exits do not include participants who are deceased or have exited the Scheme.

⁸ Other includes participants with housing support data that is unavailable.

Table E.10 Participant profile per quarter by remoteness – National ⁹

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Major cities | 439,546 | 68% | 5,581 | 71% | 445,127 | 69% |
| Population > 50,000 | 69,215 | 11% | 801 | 10% | 70,016 | 11% |
| Population between 15,000 and 50,000 | 52,963 | 8% | 589 | 7% | 53,552 | 8% |
| Population between 5,000 and 15,000 | 28,990 | 5% | 308 | 4% | 29,298 | 5% |
| Population less than 5,000 | 41,246 | 6% | 400 | 5% | 41,646 | 6% |
| Remote | 5,874 | 1% | 119 | 2% | 5,993 | 1% |
| Very Remote | 3,790 | 1% | 105 | 1% | 3,895 | 1% |
| Missing | 94 | 0% | <11 | n/a | 96 | 0% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 100% |

Table E.11 Participant profile per quarter by primary disability group – National ^{10 11 12}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 231,049 | 36% | 1,597 | 20% | 232,646 | 36% |
| Intellectual disability | 102,271 | 16% | 325 | 4% | 102,596 | 16% |
| Developmental delay | 75,186 | 12% | 3,889 | 49% | 79,075 | 12% |
| Psychosocial disability | 63,164 | 10% | 305 | 4% | 63,469 | 10% |
| Hearing impairment | 27,128 | 4% | 158 | 2% | 27,286 | 4% |
| Other neurological | 22,813 | 4% | 228 | 3% | 23,041 | 4% |
| Other physical | 19,996 | 3% | 70 | 1% | 20,066 | 3% |
| Acquired brain injury | 18,374 | 3% | 163 | 2% | 18,537 | 3% |
| Cerebral palsy | 17,785 | 3% | 41 | 1% | 17,826 | 3% |
| Global developmental delay | 16,448 | 3% | 525 | 7% | 16,973 | 3% |
| Multiple sclerosis | 10,690 | 2% | 45 | 1% | 10,735 | 2% |
| Visual impairment | 10,206 | 2% | 38 | 0% | 10,244 | 2% |
| Other | 9,387 | 1% | 287 | 4% | 9,674 | 1% |
| Stroke | 9,256 | 1% | 170 | 2% | 9,426 | 1% |
| Spinal cord Injury | 5,949 | 1% | 60 | 1% | 6,009 | 1% |
| Other sensory/speech | 2,016 | 0% | <11 | n/a | 2,020 | 0% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 100% |

⁹ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

¹⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹¹ Down syndrome is included in intellectual disability, representing 2% (11,651) of all Scheme participants.

¹² The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table E.12 Participant profile per quarter (participants in SIL) by primary disability group – National ^{13 14}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 4,092 | 12% | <11 | n/a | 4,093 | 12% |
| Intellectual disability | 15,289 | 45% | <11 | n/a | 15,293 | 45% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 3,999 | 12% | <11 | n/a | 4,001 | 12% |
| Hearing impairment | 15 | 0% | <11 | n/a | 15 | 0% |
| Other neurological | 2,352 | 7% | 20 | 20% | 2,372 | 7% |
| Other physical | 363 | 1% | <11 | n/a | 364 | 1% |
| Acquired brain injury | 2,928 | 9% | 29 | 29% | 2,957 | 9% |
| Cerebral palsy | 2,704 | 8% | <11 | n/a | 2,705 | 8% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 460 | 1% | <11 | n/a | 461 | 1% |
| Visual impairment | 115 | 0% | <11 | n/a | 115 | 0% |
| Other | 558 | 2% | <11 | n/a | 565 | 2% |
| Stroke | 1,016 | 3% | 29 | 29% | 1,045 | 3% |
| Spinal cord Injury | 314 | 1% | <11 | n/a | 320 | 1% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 34,209 | 100% | 101 | 100% | 34,310 | 100% |

¹³ 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.

¹⁴ Down syndrome is included in intellectual disability, representing 6% (2,214) of participants in SIL.

Table E.13 Participant profile per quarter (participants not in SIL) by primary disability group – National ¹⁵

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 226,957 | 37% | 1,596 | 20% | 228,553 | 37% |
| Intellectual disability | 86,982 | 14% | 321 | 4% | 87,303 | 14% |
| Developmental delay | 75,186 | 12% | 3,889 | 50% | 79,075 | 13% |
| Psychosocial disability | 59,165 | 10% | 303 | 4% | 59,468 | 10% |
| Hearing impairment | 27,113 | 4% | 158 | 2% | 27,271 | 4% |
| Other neurological | 20,461 | 3% | 208 | 3% | 20,669 | 3% |
| Other physical | 19,633 | 3% | 69 | 1% | 19,702 | 3% |
| Acquired brain injury | 15,446 | 3% | 134 | 2% | 15,580 | 3% |
| Cerebral palsy | 15,081 | 2% | 40 | 1% | 15,121 | 2% |
| Global developmental delay | 16,448 | 3% | 525 | 7% | 16,973 | 3% |
| Multiple sclerosis | 10,230 | 2% | 44 | 1% | 10,274 | 2% |
| Visual impairment | 10,091 | 2% | 38 | 0% | 10,129 | 2% |
| Other | 8,829 | 1% | 280 | 4% | 9,109 | 1% |
| Stroke | 8,240 | 1% | 141 | 2% | 8,381 | 1% |
| Spinal cord Injury | 5,635 | 1% | 54 | 1% | 5,689 | 1% |
| Other sensory/speech | 2,012 | 0% | <11 | n/a | 2,016 | 0% |
| Total | 607,509 | 100% | 7,804 | 100% | 615,313 | 100% |

¹⁵ Down syndrome is included in intellectual disability, representing 2% (9,437) of participants not in SIL.
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Table E.14 Participant profile per quarter by reported level of function – National ¹⁶

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 1 (High Function) | 78,019 | 12% | 2,238 | 28% | 80,257 | 12% |
| 2 (High Function) | 1,384 | 0% | <11 | n/a | 1,389 | 0% |
| 3 (High Function) | 32,641 | 5% | 619 | 8% | 33,260 | 5% |
| 4 (High Function) | 38,994 | 6% | 54 | 1% | 39,048 | 6% |
| 5 (High Function) | 44,069 | 7% | 510 | 6% | 44,579 | 7% |
| 6 (Moderate Function) | 158,433 | 25% | 489 | 6% | 158,922 | 24% |
| 7 (Moderate Function) | 33,471 | 5% | 170 | 2% | 33,641 | 5% |
| 8 (Moderate Function) | 35,728 | 6% | 158 | 2% | 35,886 | 6% |
| 9 (Moderate Function) | 3,306 | 1% | <11 | n/a | 3,313 | 1% |
| 10 (Moderate Function) | 60,889 | 9% | 269 | 3% | 61,158 | 9% |
| 11 (Low Function) | 18,049 | 3% | 38 | 0% | 18,087 | 3% |
| 12 (Low Function) | 80,508 | 13% | 364 | 5% | 80,872 | 12% |
| 13 (Low Function) | 43,066 | 7% | 780 | 10% | 43,846 | 7% |
| 14 (Low Function) | 9,574 | 1% | 17 | 0% | 9,591 | 1% |
| 15 (Low Function) | 169 | 0% | <11 | n/a | 169 | 0% |
| Missing | 3,418 | 1% | 2,187 | 28% | 5,605 | 1% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 100% |

Table E.15 Participant profile per quarter by age group – National ¹⁷

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 0 to 6 | 98,838 | 15% | 5,201 | 66% | 104,039 | 16% |
| 7 to 14 | 172,439 | 27% | 949 | 12% | 173,388 | 27% |
| 15 to 18 | 59,321 | 9% | 186 | 2% | 59,507 | 9% |
| 19 to 24 | 53,962 | 8% | 125 | 2% | 54,087 | 8% |
| 25 to 34 | 56,437 | 9% | 228 | 3% | 56,665 | 9% |
| 35 to 44 | 48,412 | 8% | 265 | 3% | 48,677 | 7% |
| 45 to 54 | 55,190 | 9% | 338 | 4% | 55,528 | 9% |
| 55 to 64 | 65,230 | 10% | 551 | 7% | 65,781 | 10% |
| 65+ | 31,889 | 5% | 62 | 1% | 31,951 | 5% |
| Total | 641,718 | 100% | 7,905 | 100% | 649,623 | 100% |

¹⁶ The increase in 'Missing' level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁷ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table E.16 Number and proportion of active participants by gender and age group at 31 March 2024 – National

| Age Group | Male - Count | Male - Percentage of Total | Female - Count | Female - Percentage of Total | Other - Count | Other - Percentage of Total | Total - Count | Total - Percentage of Total | Male to Female ratio |
|--------------|----------------|----------------------------|----------------|------------------------------|---------------|-----------------------------|----------------|-----------------------------|----------------------|
| 0 to 6 | 70,860 | 11% | 31,636 | 5% | 1,543 | 0% | 104,039 | 16% | 2.2 |
| 7 to 14 | 118,154 | 18% | 52,754 | 8% | 2,480 | 0% | 173,388 | 27% | 2.2 |
| 15 to 18 | 37,899 | 6% | 20,305 | 3% | 1,303 | 0% | 59,507 | 9% | 1.9 |
| 19 to 24 | 33,952 | 5% | 19,011 | 3% | 1,124 | 0% | 54,087 | 8% | 1.8 |
| 25 to 34 | 32,893 | 5% | 22,771 | 4% | 1,001 | 0% | 56,665 | 9% | 1.4 |
| 35 to 44 | 25,780 | 4% | 22,195 | 3% | 702 | 0% | 48,677 | 7% | 1.2 |
| 45 to 54 | 28,364 | 4% | 26,489 | 4% | 675 | 0% | 55,528 | 9% | 1.1 |
| 55 to 64 | 33,227 | 5% | 31,760 | 5% | 794 | 0% | 65,781 | 10% | 1.0 |
| 65+ | 16,184 | 2% | 15,488 | 2% | 279 | 0% | 31,951 | 5% | 1.0 |
| Total | 397,313 | 61% | 242,409 | 37% | 9,901 | 2% | 649,623 | 100% | 1.6 |

Table E.17 Number and proportion of active participants by gender and primary disability group at 31 March 2024 – National ¹⁸

| 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 | 159,667 | 25% | 68,104 | 10% | 4,875 | 1% | 232,646 | 36% | 2.3 |
| Intellectual disability | 57,890 | 9% | 43,866 | 7% | 840 | 0% | 102,596 | 16% | 1.3 |
| Psychosocial disability | 31,922 | 5% | 30,622 | 5% | 925 | 0% | 63,469 | 10% | 1.0 |
| Developmental delay | 54,629 | 8% | 23,291 | 4% | 1,155 | 0% | 79,075 | 12% | 2.3 |
| Hearing impairment | 13,020 | 2% | 13,855 | 2% | 411 | 0% | 27,286 | 4% | 0.9 |
| Other neurological | 12,380 | 2% | 10,391 | 2% | 270 | 0% | 23,041 | 4% | 1.2 |
| Other physical | 9,666 | 1% | 10,154 | 2% | 246 | 0% | 20,066 | 3% | 1.0 |
| Cerebral palsy | 9,778 | 2% | 7,904 | 1% | 144 | 0% | 17,826 | 3% | 1.2 |
| Acquired brain injury | 12,138 | 2% | 6,201 | 1% | 198 | 0% | 18,537 | 3% | 2.0 |
| Global developmental delay | 11,807 | 2% | 4,979 | 1% | 187 | 0% | 16,973 | 3% | 2.4 |
| Visual impairment | 5,171 | 1% | 4,966 | 1% | 107 | 0% | 10,244 | 2% | 1.0 |
| Multiple sclerosis | 2,658 | 0% | 7,958 | 1% | 119 | 0% | 10,735 | 2% | 0.3 |
| Stroke | 5,320 | 1% | 3,975 | 1% | 131 | 0% | 9,426 | 1% | 1.3 |
| Spinal cord injury | 4,191 | 1% | 1,724 | 0% | 94 | 0% | 6,009 | 1% | 2.4 |
| Other | 5,642 | 1% | 3,855 | 1% | 177 | 0% | 9,674 | 1% | 1.5 |
| Other sensory/speech | 1,434 | 0% | 564 | 0% | 22 | 0% | 2,020 | 0% | 2.5 |
| Total | 397,313 | 61% | 242,409 | 37% | 9,901 | 2% | 649,623 | 100% | 1.6 |

¹⁸ Down syndrome is included in intellectual disability.
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Table E.18 Participation rates by age group and gender at 31 March 2024 – National ¹⁹

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 6.4% | 3.0% | 4.8% |
| 7 to 14 | 8.7% | 4.1% | 6.6% |
| 15 to 18 | 5.6% | 3.2% | 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% |

Table E.19 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – National ^{20 21}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | 10% | 5% |
| Health & Wellbeing | 19% | 44% | 20% |
| Lifelong Learning | 11% | 25% | 11% |
| Other | 8% | 16% | 8% |
| Non-categorised | 4% | 6% | 5% |
| Any mainstream service | 30% | 64% | 31% |

Table E.20 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – National ²²

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 3% | 4% | 3% |
| Daily life | 19% | 20% | 19% |
| Health and wellbeing | 72% | 75% | 72% |
| Learning | 32% | 27% | 32% |
| Relationships | 4% | 3% | 4% |
| Social and community activities | 9% | 7% | 9% |
| Where I live | 1% | 2% | 1% |
| Work | 5% | 3% | 4% |
| Unknown | 13% | 6% | 12% |
| Any mainstream service | 100% | 95% | 99% |

¹⁹ 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.

²⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²¹ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

²² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Two: Participant and family/carer outcomes

Note: In Tables E.21 to E.25 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.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=48,165), 'participant social and community engagement rate' (n=48,401), 'parent and carer employment rate' (n=48,052) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=29,706) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - National ²³

| 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% | 10% | 8% | 26% |
| Participant employment rate - Aged 25 to 64 years | 22% | 22% | 22% | 26% |
| Participant employment rate - Aged 15 to 64 years | 19% | 20% | 21% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 37% | 37% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 33% | 40% | 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% | 39% | 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% | 48% | 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% |

²³ 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 March 2022 and have had a second plan reassessment to date.

Table E.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=40,662), ‘participant social and community engagement rate’ (n=40,926), ‘parent and carer employment rate’ (n=30,680) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=29,194) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - National ²⁴

| 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% | 29% | 26% |
| Participant employment rate - Aged 35 to 44 years | 27% | 28% | 24% | 26% | 26% |
| Participant employment rate - Aged 45 to 54 years | 24% | 25% | 21% | 22% | 26% |
| Participant employment rate - Aged 55 to 64 years | 18% | 17% | 15% | 14% | 26% |
| Participant employment rate - Aged 65+ years | 12% | 11% | 10% | 9% | 26% |
| Participant employment rate - Aged 25 to 64 years | 24% | 25% | 21% | 22% | 26% |
| Participant employment rate - Aged 15 to 64 years | 20% | 22% | 19% | 22% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 34% | 38% | 40% | 39% | 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% | 40% | 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 | 34% | 39% | 41% | 41% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 45% | 48% | 49% | 52% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 50% | 50% | 49% | 50% |
| Parent and carer employment rate - All ages | 46% | 48% | 49% | 51% | 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% |

²⁴ 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 March 2021 and have had a third plan reassessment to date.

Table E.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=29,798), ‘participant social and community engagement rate’ (n=30,031), ‘parent and carer employment rate’ (n=18,020) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=23,589) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - National ²⁵

| 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% | 16% | 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% | 24% | 21% | 24% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 34% | 39% | 41% | 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% | 45% | 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% | 39% | 40% | 41% | 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% | 50% | 51% | 54% | 50% |
| Parent and carer employment rate - Aged 15+ years | 48% | 50% | 52% | 52% | 50% | 50% |
| Parent and carer employment rate - All ages | 47% | 49% | 51% | 52% | 52% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 61% | 67% | 68% | 71% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 69% | 75% | 77% | 80% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 72% | 74% | 78% | 75% |

²⁵ 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 March 2020 and have had a fourth plan reassessment to date.

Table E.24 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=18,497), ‘participant social and community engagement rate’ (n=18,686), ‘parent and carer employment rate’ (n=8,643) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=15,479) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - National ²⁶

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 8% | 12% | 15% | 21% | 22% | 25% | 26% |
| Participant employment rate - Aged 25 to 34 years | 26% | 28% | 28% | 30% | 26% | 28% | 26% |
| Participant employment rate - Aged 35 to 44 years | 31% | 30% | 28% | 29% | 26% | 28% | 26% |
| Participant employment rate - Aged 45 to 54 years | 28% | 28% | 25% | 29% | 26% | 24% | 26% |
| Participant employment rate - Aged 55 to 64 years | 23% | 22% | 19% | 19% | 15% | 17% | 26% |
| Participant employment rate - Aged 65+ years | 14% | 15% | 11% | 11% | 8% | 9% | 26% |
| Participant employment rate - Aged 25 to 64 years | 27% | 27% | 25% | 27% | 23% | 24% | 26% |
| Participant employment rate - Aged 15 to 64 years | 23% | 24% | 23% | 25% | 23% | 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% | 46% | 47% | 48% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 36% | 40% | 43% | 44% | 44% | 44% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 38% | 41% | 43% | 43% | 41% | 45% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 37% | 42% | 46% | 46% | 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% | 48% | 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% | 49% | 52% | 49% | 52% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 61% | 65% | 69% | 69% | 71% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 67% | 74% | 78% | 79% | 81% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 71% | 74% | 75% | 78% | 75% |

²⁶ 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 March 2019 and have had a fifth plan reassessment to date.

Table E.25 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=8,409), ‘participant social and community engagement rate’ (n=8,550), ‘parent and carer employment rate’ (n=3,083) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=6,996) 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 March 2018 - National ²⁷

| 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% | 24% | 23% | 25% | 23% | 26% | 26% |
| Participant employment rate - Aged 35 to 44 years | 31% | 31% | 30% | 30% | 29% | 25% | 27% | 26% |
| Participant employment rate - Aged 45 to 54 years | 29% | 30% | 28% | 28% | 25% | 23% | 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% | 10% | 9% | 7% | 8% | 26% |
| Participant employment rate - Aged 25 to 64 years | 27% | 27% | 26% | 24% | 24% | 21% | 23% | 26% |
| Participant employment rate - Aged 15 to 64 years | 24% | 25% | 24% | 23% | 24% | 21% | 23% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 31% | 39% | 41% | 44% | 45% | 43% | 41% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 34% | 42% | 48% | 51% | 51% | 49% | 49% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 37% | 43% | 48% | 49% | 53% | 50% | 51% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 38% | 43% | 47% | 51% | 50% | 52% | 50% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 34% | 39% | 42% | 40% | 42% | 45% | 45% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 37% | 43% | 48% | 46% | 43% | 44% | 47% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 36% | 42% | 46% | 48% | 48% | 48% | 48% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 35% | 42% | 46% | 47% | 48% | 48% | 48% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 41% | 45% | 49% | 47% | 51% | 54% | 54% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 48% | 50% | 54% | 57% | 55% | 53% | 50% |
| Parent and carer employment rate - All ages | 44% | 47% | 50% | 50% | 54% | 54% | 54% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 56% | 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% |

²⁷ 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 March 2018 and have had a sixth plan reassessment to date.

Table E.26 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,070), ‘participant social and community engagement rate’ (n=2,131), ‘parent and carer employment rate’ (n=627) 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=1,578) 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 March 2017 - National ²⁸

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | R7 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 9% | 15% | 17% | 20% | 19% | 24% | 24% | 24% | 26% |
| Participant employment rate - Aged 25 to 34 years | 16% | 20% | 23% | 26% | 23% | 25% | 19% | 24% | 26% |
| Participant employment rate - Aged 35 to 44 years | 26% | 26% | 25% | 25% | 22% | 26% | 29% | 26% | 26% |
| Participant employment rate - Aged 45 to 54 years | 30% | 31% | 31% | 32% | 27% | 30% | 24% | 24% | 26% |
| Participant employment rate - Aged 55 to 64 years | 23% | 23% | 21% | 19% | 20% | 17% | 19% | 17% | 26% |
| Participant employment rate - Aged 65+ years | 14% | 15% | 12% | 9% | 7% | 5% | 4% | 4% | 26% |
| Participant employment rate - Aged 25 to 64 years | 23% | 25% | 25% | 26% | 23% | 24% | 23% | 23% | 26% |
| Participant employment rate - Aged 15 to 64 years | 22% | 24% | 24% | 25% | 23% | 24% | 23% | 23% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 32% | 40% | 42% | 45% | 47% | 45% | 36% | 46% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 34% | 40% | 49% | 50% | 56% | 51% | 55% | 52% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 36% | 42% | 48% | 46% | 47% | 44% | 60% | 54% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 40% | 42% | 48% | 53% | 47% | 49% | 45% | 53% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 39% | 41% | 48% | 50% | 49% | 52% | 55% | 49% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 37% | 36% | 45% | 47% | 47% | 48% | 47% | 48% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 37% | 40% | 48% | 49% | 50% | 49% | 53% | 52% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 40% | 47% | 49% | 49% | 49% | 51% | 51% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 38% | 43% | 48% | 48% | 52% | 59% | 55% | 55% | 50% |
| Parent and carer employment rate - Aged 15+ years | 41% | 46% | 52% | 47% | 53% | 52% | 50% | 51% | 50% |
| Parent and carer employment rate - All ages | 40% | 45% | 51% | 48% | 52% | 55% | 52% | 52% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 62% | 65% | 65% | 71% | 73% | 72% | 72% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 68% | 75% | 78% | 80% | 83% | 83% | 83% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 71% | 73% | 76% | 79% | 78% | 79% | 75% |

²⁸ 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 March 2017 and have had a seventh plan reassessment to date.

Part Three: Participant experience

Table E.27 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 ²⁹

| PSG 2 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 24,038 | 27,036 | 29,409 | 28,870 | 29,687 | 32,117 | 32,654 | 14,782 | 14,351 |
| Within timeframe | 24,030 | 26,996 | 29,392 | 28,854 | 28,564 | 32,051 | 32,494 | 14,734 | 6,997 |
| Percentage within timeframe | 100% | 100% | 100% | 100% | 96% | 100% | 100% | 100% | 49% |

Table E.28 PSG 4: Make an access decision, or request for additional information, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National ³⁰

| PSG 4 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 3,022 | 2,839 | 2,476 | 2,635 | 2,736 | 3,344 | 3,286 | 2,426 | 1,471 |
| Within timeframe | 2,988 | 2,808 | 2,456 | 2,599 | 2,629 | 3,248 | 2,986 | 2,353 | 786 |
| Percentage within timeframe | 99% | 99% | 99% | 99% | 96% | 97% | 91% | 97% | 53% |

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 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 10,816 | 10,865 | 11,605 | 10,674 | 11,145 | 11,066 | 12,143 | 7,553 | 1,509 |
| Within timeframe | 8,986 | 9,783 | 10,811 | 10,102 | 10,329 | 10,454 | 11,328 | 6,442 | 832 |
| Percentage within timeframe (56 days) | 83% | 90% | 93% | 95% | 93% | 94% | 93% | 85% | 55% |

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 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 8,872 | 8,586 | 11,727 | 9,895 | 10,021 | 10,193 | 11,459 | 7,425 | 4,273 |
| Within timeframe | 8,095 | 8,233 | 11,506 | 9,701 | 9,783 | 9,961 | 11,130 | 7,017 | 4,195 |
| Percentage within timeframe | 91% | 96% | 98% | 98% | 98% | 98% | 97% | 95% | 98% |

Table E.31 PSG 8: Offer to hold a plan implementation meeting, after the plan is approved and proportion achieved within 7 day timeframe by quarter– National ^{33 34}

| PSG 8 | Mar-24 |
|-----------------------------|--------|
| Number of tasks | 26,668 |
| Within timeframe | 21,260 |
| Breaches | 5,408 |
| Percentage within timeframe | 80% |

²⁹ For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

³⁰ Ibid.

³¹ Ibid.

³² Ibid.

³³ Reporting on PSG 8 commenced in the March 2024 quarter.

³⁴ For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

Table E.32 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date and proportion achieved within 7 day timeframe by quarter – National ^{35 36}

| PSG 11 | Dec-21 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 74,607 | 63,093 | 65,015 | 40,646 | 45,512 | 48,302 | 50,914 | 38,862 | 7,444 |
| Within timeframe | 20,806 | 36,775 | 54,941 | 29,676 | 31,143 | 36,606 | 37,247 | 27,380 | 4,842 |
| Percentage within timeframe | 28% | 58% | 85% | 73% | 68% | 76% | 73% | 70% | 65% |

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 ^{37 38}

| PSG 12 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 24,189 | 28,002 | 28,793 | 33,293 | 37,897 | 35,097 | 38,238 | 21,707 | 12,499 |
| Within timeframe | 24,185 | 28,002 | 26,825 | 27,111 | 29,797 | 28,802 | 27,703 | 6,761 | 2,645 |
| Percentage within timeframe | 100% | 100% | 93% | 81% | 79% | 82% | 72% | 31% | 21% |

Table E.34 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National ³⁹

| PSG 13 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 18,381 | 22,821 | 23,014 | 25,017 | 25,989 | 25,754 | 28,273 | 22,240 | 9,828 |
| Within timeframe | 9,880 | 13,771 | 15,527 | 17,859 | 17,375 | 16,610 | 18,091 | 12,666 | 6,193 |
| Percentage within timeframe (28 days) | 54% | 60% | 67% | 71% | 67% | 64% | 64% | 57% | 63% |

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 ⁴⁰

| PSG 14 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 15,691 | 20,852 | 19,941 | 18,173 | 19,309 | 17,330 | 16,312 | 8,321 | 2,027 |
| Within timeframe | 14,627 | 19,178 | 18,607 | 17,058 | 17,908 | 15,677 | 15,181 | 7,149 | 1,282 |
| Percentage within timeframe | 93% | 92% | 93% | 94% | 93% | 90% | 93% | 86% | 63% |

Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ⁴¹

| PSG 17 | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Number of tasks | 12,356 | 10,299 | 10,550 | 8,141 | 8,482 | 8,488 | 8,396 | 7,197 | 3,839 |
| Within timeframe | 10,693 | 9,888 | 9,917 | 7,767 | 7,964 | 8,293 | 7,889 | 5,935 | 763 |
| Percentage within timeframe (60 days) | 87% | 96% | 94% | 95% | 94% | 98% | 94% | 82% | 20% |

³⁵ Ibid.

³⁶ Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

³⁷ For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

³⁸ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

³⁹ For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

⁴⁰ Ibid.

⁴¹ Ibid.

Table E.37 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 208 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 2,885 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 2,029 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 3,717 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 2,476 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 10,377 in 2023-24 Q3) – National ^{42 43}

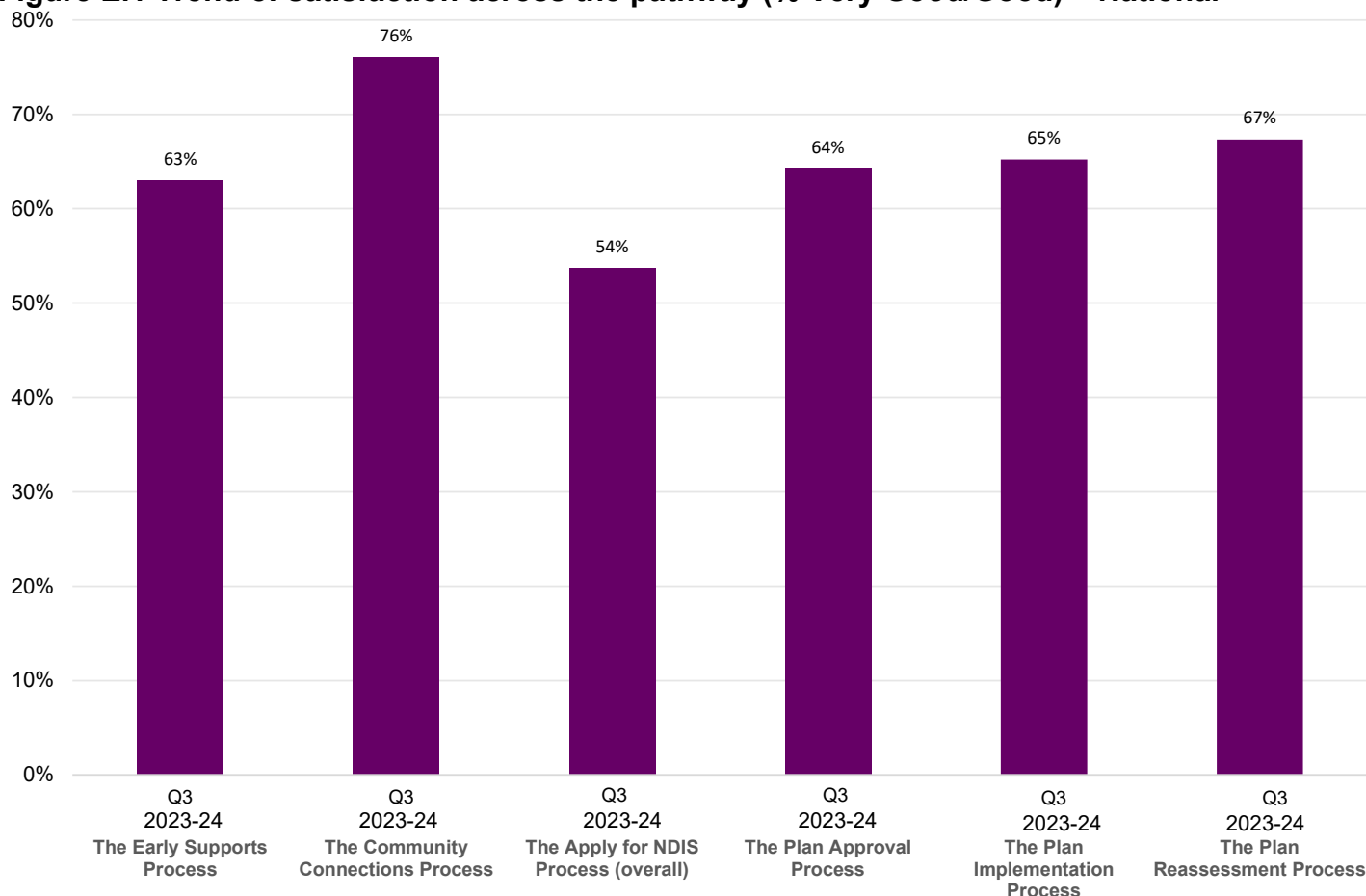
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | 99% |
| Early Supports - Were decisions and outcomes explained to you? | n/a | 84% |
| Early Supports - Were your questions and concerns acknowledged? | n/a | 90% |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | 50% |
| Community Connections - Was information easy to understand? | n/a | 85% |
| Community Connections - Was communication in your preferred format? | n/a | 93% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 79% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 78% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 75% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 56% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 95% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 75% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 74% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 88% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 59% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 58% |
| Plan Approval - Were you treated with respect? | n/a | 94% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 80% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 83% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 86% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 65% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 65% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 84% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 65% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 66% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 62% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 66% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 65% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 85% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 67% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 68% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 67% |
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 67% |

⁴² Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

⁴³ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 68% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 66% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 77% |

Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National ⁴⁴



Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table E.38 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Tables E.39 to E.42 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team

⁴⁴ Ibid.
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(EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on 30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

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

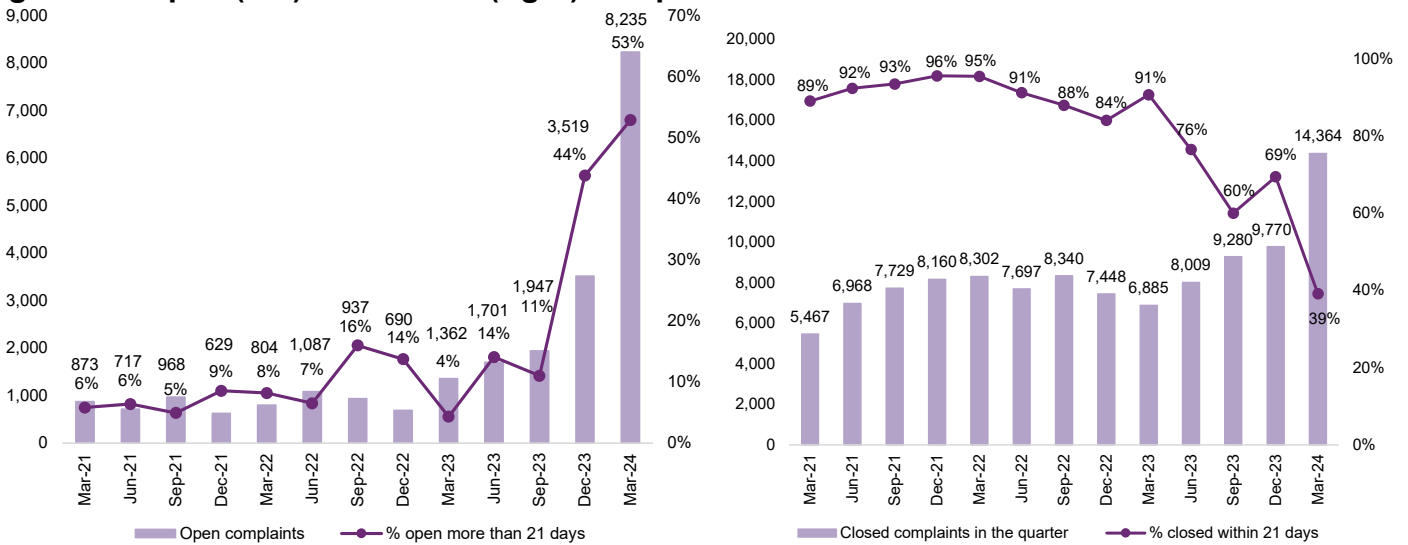


Figure E.3 Open (left) and closed (right) Participant Critical Incidents (PCIs) cases over time – National

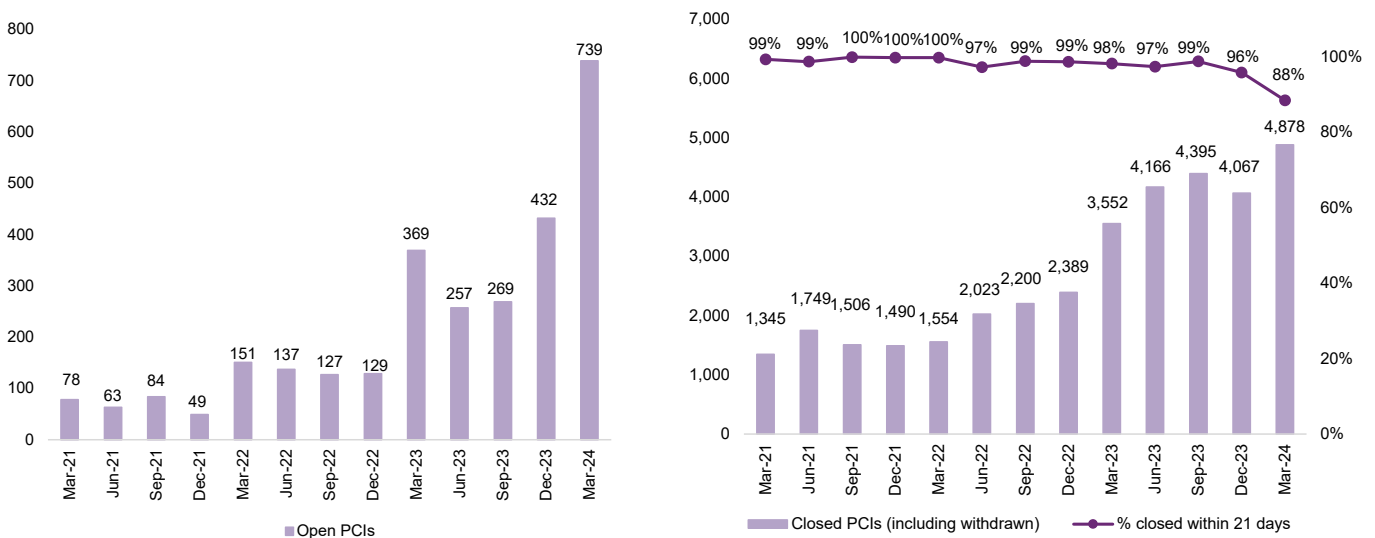


Table E.38 Complaints and Participant Critical Incidents (PCIs) by quarter – National ^{45 46 47 48}

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|---|----------------|---------------|----------------|-------------------------------|
| People who have submitted an access request: Complaints about Early Connections Partner | 719 | 67 | 786 | 732 |
| People who have submitted an access request: Complaints about LAC Partner | 4,162 | 258 | 4,420 | 3,995 |
| People who have submitted an access request: Complaints about service providers | 11,696 | 521 | 12,217 | 9,793 |
| People who have submitted an access request: Complaints about the Agency | 146,968 | 16,917 | 163,885 | 89,187 |
| People who have submitted an access request: Unclassified | 3,320 | <11 | 3,325 | 2,991 |
| People who have submitted an access request: Total | 166,865 | 17,768 | 184,633 | 98,864 |
| Percentage of the number of active participants | 6.5% | 11.0% | 6.7% | n/a |
| Providers who have submitted a registration request: Complaints about Early Connections Partner | 6 | <5 | 7 | 7 |
| Providers who have submitted a registration request: Complaints about LAC Partner | 97 | <5 | 100 | 85 |
| Providers who have submitted a registration request: Complaints about service providers | 962 | 30 | 992 | 847 |
| Providers who have submitted a registration request: Complaints about the Agency | 8,243 | 812 | 9,055 | 6,978 |
| Providers who have submitted a registration request: Unclassified | 242 | <5 | 244 | 226 |
| Providers who have submitted a registration request: Total | 9,550 | 848 | 10,398 | 7,752 |
| Percentage of all registration requests | 4.3% | 7.7% | 4.4% | n/a |
| Other: Complaints about Early Connections Partner | 26 | <11 | 26 | 26 |
| Other: Complaints about LAC Partner | 106 | <11 | 112 | 111 |
| Other: Complaints about service providers | 1,317 | 39 | 1,356 | 1,356 |
| Other: Complaints about the Agency | 5,614 | 437 | 6,051 | 6,046 |
| Other: Unclassified | 116 | <11 | 116 | 116 |
| Other: Total | 7,179 | 482 | 7,661 | 7,652 |
| Total Complaints | 179,722 | 19,080 | 198,802 | 114,268 |
| Total PCIs | 35,416 | 5,185 | 40,601 | n/a |

⁴⁵ Note that 68% of all complainants made only one complaint, 16% made two complaints, and 16% made three or more complaints.

⁴⁶ 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.

⁴⁷ 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.

⁴⁸ From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

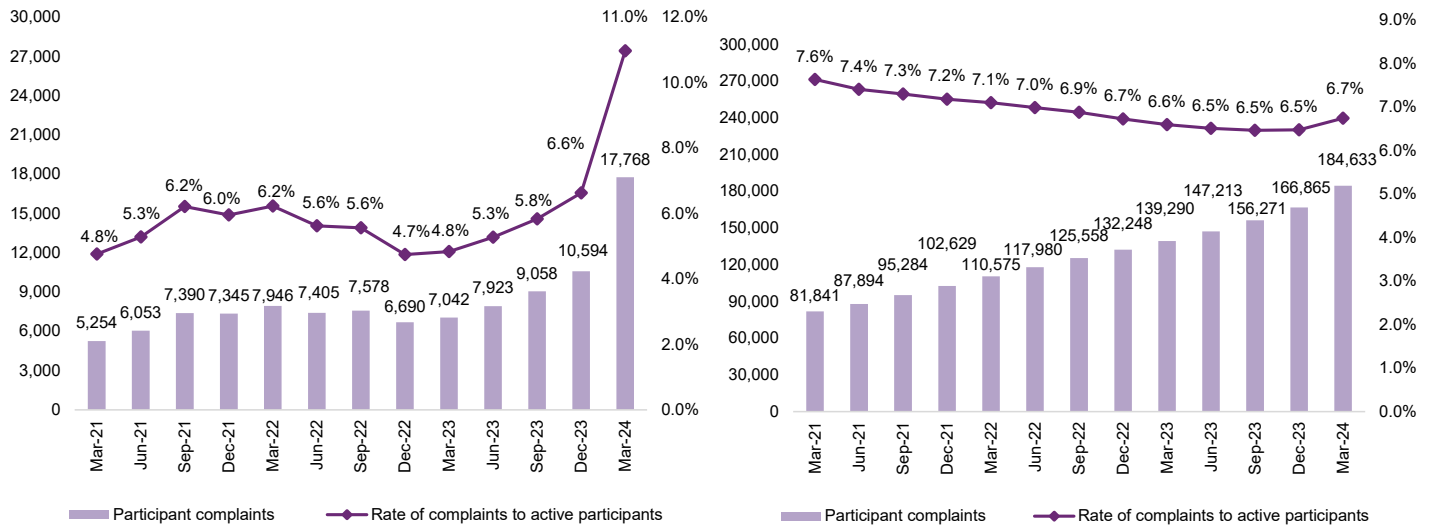
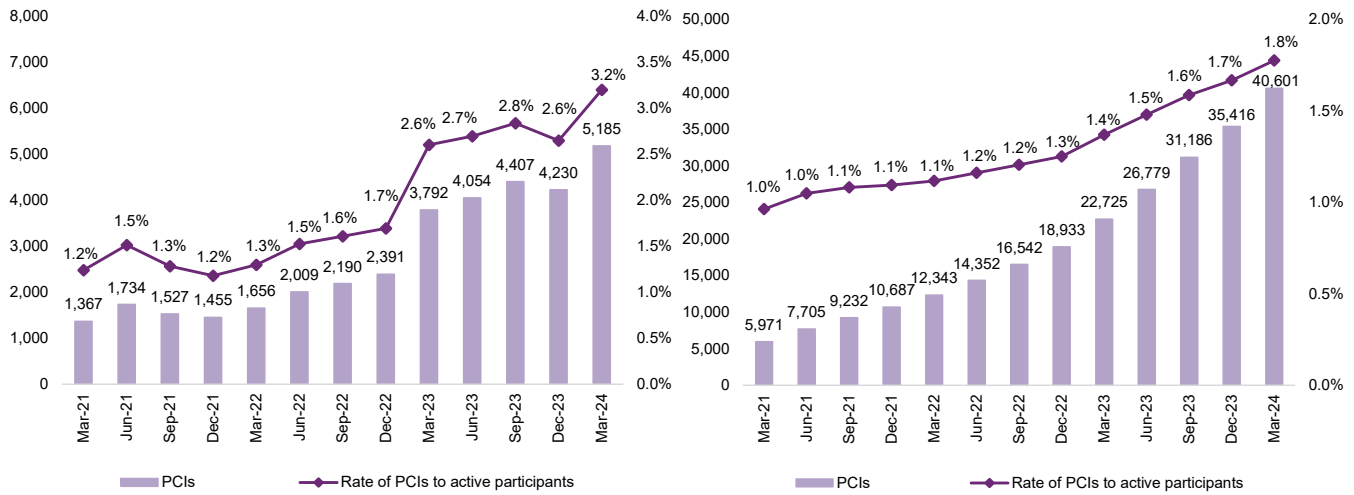


Figure E.5 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – National ⁴⁹



⁴⁹ Ibid.
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Figure E.6 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National

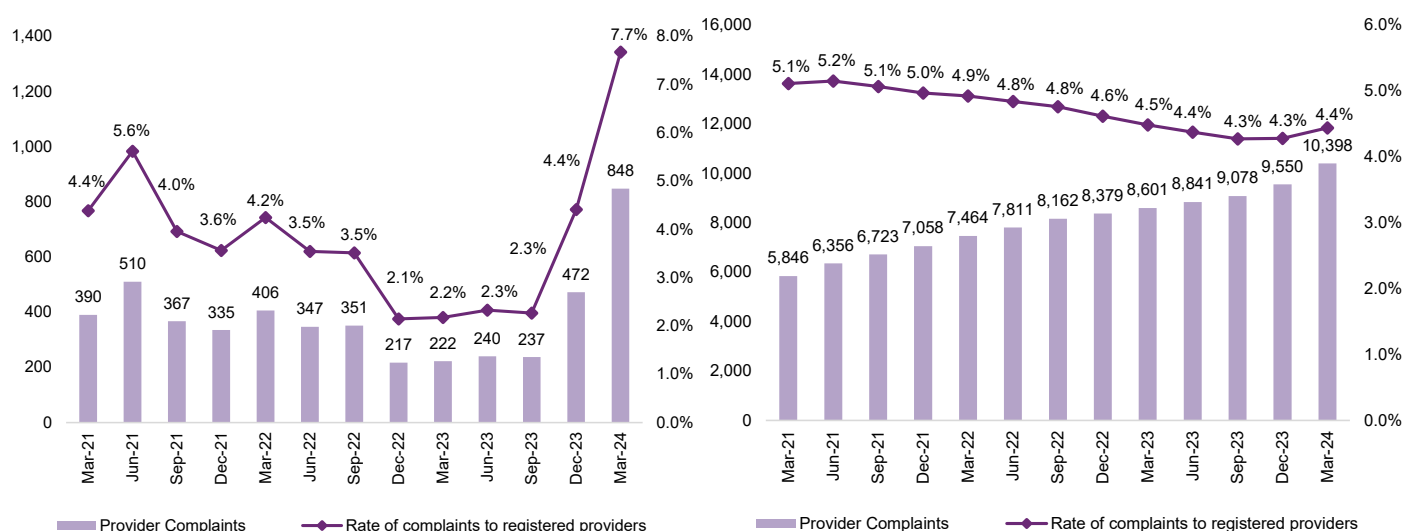


Table E.39 Participant complaints by type. Complaints with a related party who has submitted an access request – National ^{50 51}

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Complaints about the Agency - Individual needs | 5,376 | 4% | <11 | n/a | 5,376 | 3% |
| Complaints about the Agency - Information unclear | 2,057 | 1% | <11 | n/a | 2,057 | 1% |
| Complaints about the Agency - NDIA Access | 3,980 | 3% | 339 | 2% | 4,319 | 3% |
| Complaints about the Agency - NDIA Engagement | 178 | 0% | <11 | n/a | 185 | 0% |
| Complaints about the Agency - NDIA Finance | 9,454 | 6% | 841 | 5% | 10,295 | 6% |
| Complaints about the Agency - NDIA Fraud and Compliance | 727 | 0% | 67 | 0% | 794 | 0% |
| Complaints about the Agency - NDIA Plan | 33,737 | 23% | 2,959 | 17% | 36,696 | 22% |
| Complaints about the Agency - NDIA Process | 12,107 | 8% | 1,377 | 8% | 13,484 | 8% |
| Complaints about the Agency - NDIA Resources | 1,291 | 1% | 186 | 1% | 1,477 | 1% |
| Complaints about the Agency - NDIA Staff | 8,996 | 6% | 772 | 5% | 9,768 | 6% |
| Complaints about the Agency - NDIA Timeliness | 27,224 | 19% | 10,301 | 61% | 37,525 | 23% |
| 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 | 106 | 0% | 19 | 0% | 125 | 0% |
| Complaints about the Agency - Reasonable and necessary supports | 6,269 | 4% | <11 | n/a | 6,269 | 4% |
| Complaints about the Agency - Staff conduct - Agency | 1,752 | 1% | <11 | n/a | 1,752 | 1% |
| Complaints about the Agency - The way the NDIA carried out its decision making | 3,220 | 2% | <11 | n/a | 3,220 | 2% |
| Complaints about the Agency - Timeliness | 16,693 | 11% | <11 | n/a | 16,693 | 10% |
| Complaints about the Agency - Other | 13,176 | 9% | 49 | 0% | 13,225 | 8% |
| Complaints about the Agency - Total | 146,968 | 100% | 16,917 | 100% | 163,885 | 100% |
| Complaints about Early Connections Partner - Early Connections Engagement | <11 | n/a | <11 | n/a | <11 | n/a |

⁵⁰ 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.

⁵¹ There are 166,865 total participant complaints in prior quarters, 17,768 total participant complaints in 2023-24 Q3, and 184,633 total participant complaints as at 31 March 2024 (which includes 3,325 unclassified participant complaints).

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 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 | 88 | 12% | <11 | n/a | 93 | 12% |
| Complaints about Early Connections Partner - Early Connections Process | 88 | 12% | <11 | n/a | 93 | 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 | 325 | 45% | 33 | 49% | 358 | 46% |
| Complaints about Early Connections Partner - Early Connections Timeliness | 204 | 28% | 22 | 33% | 226 | 29% |
| Complaints about Early Connections Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about Early Connections Partner - Total | 719 | 100% | 67 | 100% | 786 | 100% |
| Complaints about LAC Partner - LAC Engagement | 14 | 0% | <11 | n/a | 17 | 0% |
| Complaints about LAC Partner - LAC Fraud and Compliance | 55 | 1% | <11 | n/a | 58 | 1% |
| Complaints about LAC Partner - LAC Plan | 636 | 15% | 12 | 5% | 648 | 15% |
| Complaints about LAC Partner - LAC Process | 457 | 11% | 15 | 6% | 472 | 11% |
| Complaints about LAC Partner - LAC Resources | 23 | 1% | <11 | n/a | 24 | 1% |
| Complaints about LAC Partner - LAC Staff | 2,542 | 61% | 202 | 78% | 2,744 | 62% |
| Complaints about LAC Partner - LAC Timeliness | 435 | 10% | 22 | 9% | 457 | 10% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 4,162 | 100% | 258 | 100% | 4,420 | 100% |
| Complaints about service providers - Provider Costs | 342 | 3% | <11 | n/a | 342 | 3% |
| Complaints about service providers - Provider Finance | 727 | 6% | 52 | 10% | 779 | 6% |
| Complaints about service providers - Provider Fraud and Compliance | 1,104 | 9% | 98 | 19% | 1,202 | 10% |
| Complaints about service providers - Provider Process | 399 | 3% | <11 | n/a | 399 | 3% |
| Complaints about service providers - Provider Service | 4,062 | 35% | 220 | 42% | 4,282 | 35% |
| Complaints about service providers - Provider Staff | 2,194 | 19% | 140 | 27% | 2,334 | 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 | 638 | 5% | <11 | n/a | 638 | 5% |
| Complaints about service providers - Other | 1,075 | 9% | 11 | 2% | 1,086 | 9% |
| Complaints about service providers - Total | 11,696 | 100% | 521 | 100% | 12,217 | 100% |

Table E.40 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ⁵²

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 349 | 4% | <11 | n/a | 349 | 4% |
| Complaints about the Agency - Information unclear | 228 | 3% | <11 | n/a | 228 | 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 | 16 | 0% |
| Complaints about the Agency - NDIA Finance | 2,028 | 25% | 184 | 23% | 2,212 | 24% |
| Complaints about the Agency - NDIA Fraud and Compliance | 48 | 1% | <11 | n/a | 49 | 1% |
| Complaints about the Agency - NDIA Plan | 604 | 7% | 69 | 8% | 673 | 7% |
| Complaints about the Agency - NDIA Process | 560 | 7% | 76 | 9% | 636 | 7% |
| Complaints about the Agency - NDIA Resources | 711 | 9% | 119 | 15% | 830 | 9% |
| Complaints about the Agency - NDIA Staff | 384 | 5% | 59 | 7% | 443 | 5% |
| Complaints about the Agency - NDIA Timeliness | 607 | 7% | 296 | 36% | 903 | 10% |
| Complaints about the Agency - Participation, engagement and inclusion | 49 | 1% | <11 | n/a | 49 | 1% |
| Complaints about the Agency - Provider Portal | 424 | 5% | <11 | n/a | 424 | 5% |
| Complaints about the Agency - Quality & Safeguards Commission | 76 | 1% | <11 | n/a | 79 | 1% |
| Complaints about the Agency - Reasonable and necessary supports | 117 | 1% | <11 | n/a | 117 | 1% |
| Complaints about the Agency - Staff conduct - Agency | 126 | 2% | <11 | n/a | 126 | 1% |
| 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 | 820 | 10% | <11 | n/a | 820 | 9% |
| Complaints about the Agency - Other | 1,018 | 12% | <11 | n/a | 1,018 | 11% |
| Complaints about the Agency - Total | 8,243 | 100% | 812 | 100% | 9,055 | 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 | 12% | <11 | n/a | 12 | 12% |
| Complaints about LAC Partner - LAC Process | 14 | 14% | <11 | n/a | 14 | 14% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 53 | 55% | <11 | n/a | 56 | 56% |
| Complaints about LAC Partner - LAC Timeliness | 11 | 11% | <11 | n/a | 11 | 11% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |

⁵² There are 9,550 total provider complaints in Prior Quarters, 848 total provider complaints in 2023-24 Q3, and 10,398 total provider complaints as at 31 March 2024 (which includes 244 unclassified provider complaints).

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Total | 97 | 100% | <11 | n/a | 100 | 100% |
| Complaints about service providers - Provider costs | 15 | 2% | <11 | n/a | 15 | 2% |
| Complaints about service providers - Provider Finance | 85 | 9% | <11 | n/a | 87 | 9% |
| Complaints about service providers - Provider Fraud and Compliance | 122 | 13% | <11 | n/a | 128 | 13% |
| Complaints about service providers - Provider Process | 31 | 3% | <11 | n/a | 31 | 3% |
| Complaints about service providers - Provider Service | 275 | 29% | 15 | 50% | 290 | 29% |
| Complaints about service providers - Provider Staff | 222 | 23% | <11 | n/a | 229 | 23% |
| Complaints about service providers - Service Delivery | 34 | 4% | <11 | n/a | 34 | 3% |
| 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 | 962 | 100% | 30 | 100% | 992 | 100% |

Table E.41 Other complaints and Participant Critical Incidents (PCIs) by type – National ^{53 54}

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 378 | 7% | <11 | n/a | 378 | 6% |
| Complaints about the Agency - Information unclear | 170 | 3% | <11 | n/a | 170 | 3% |
| Complaints about the Agency - NDIA Access | 233 | 4% | <11 | n/a | 239 | 4% |
| Complaints about the Agency - NDIA Engagement | 60 | 1% | <11 | n/a | 61 | 1% |
| Complaints about the Agency - NDIA Finance | 282 | 5% | 38 | 9% | 320 | 5% |
| Complaints about the Agency - NDIA Fraud and Compliance | 176 | 3% | <11 | n/a | 178 | 3% |
| Complaints about the Agency - NDIA Plan | 791 | 14% | 59 | 14% | 850 | 14% |
| Complaints about the Agency - NDIA Process | 748 | 13% | 80 | 18% | 828 | 14% |
| Complaints about the Agency - NDIA Resources | 386 | 7% | 46 | 11% | 432 | 7% |
| Complaints about the Agency - NDIA Staff | 467 | 8% | 50 | 11% | 517 | 9% |
| Complaints about the Agency - NDIA Timeliness | 678 | 12% | 151 | 35% | 829 | 14% |
| 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 | 94 | 2% | <11 | n/a | 98 | 2% |
| Complaints about the Agency - Reasonable and necessary supports | 87 | 2% | <11 | n/a | 87 | 1% |
| 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 | 5% |
| Complaints about the Agency - Other | 535 | 10% | <11 | n/a | 535 | 9% |
| Complaints about the Agency - Total | 5,614 | 100% | 437 | 100% | 6,051 | 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 | 26 | 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 | 10% | <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 | 77 | 73% | <11 | n/a | 81 | 72% |
| Complaints about LAC Partner - LAC Timeliness | <11 | n/a | <11 | n/a | <11 | n/a |

⁵³ There are 7,179 total other complaints in Prior Quarters, 482 total other complaints in 2023-24 Q3, and 7,661 total other complaints as at 31 March 2024 (which includes 116 unclassified other complaints).

⁵⁴ From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, 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 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 106 | 100% | <11 | n/a | 112 | 100% |
| Complaints about service providers - Provider Costs | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about service providers - Provider Finance | 75 | 6% | <11 | n/a | 79 | 6% |
| Complaints about service providers - Provider Fraud and Compliance | 199 | 15% | <11 | n/a | 208 | 15% |
| Complaints about service providers - Provider Process | 13 | 1% | <11 | n/a | 13 | 1% |
| Complaints about service providers - Provider Service | 504 | 38% | 16 | 41% | 520 | 38% |
| Complaints about service providers - Provider Staff | 337 | 26% | <11 | n/a | 347 | 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 | 1,317 | 100% | 39 | 100% | 1,356 | 100% |
| New Reportable PCIs | 30,106 | 85% | 4,720 | 91% | 34,826 | 86% |
| New Non-reportable PCIs | 5,310 | 15% | 465 | 9% | 5,775 | 14% |
| New PCIs - Total | 35,416 | 100% | 5,185 | 100% | 40,601 | 100% |

Table E.42 Unique complaints by type – National ^{55 56}

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Complaints about the Agency - Individual needs | 6,103 | 4% | <11 | n/a | 6,103 | 3% |
| Complaints about the Agency - Information unclear | 2,455 | 2% | <11 | n/a | 2,455 | 1% |
| Complaints about the Agency - NDIA Access | 4,162 | 3% | 347 | 2% | 4,509 | 3% |
| Complaints about the Agency - NDIA Engagement | 246 | 0% | 11 | 0% | 257 | 0% |
| Complaints about the Agency - NDIA Finance | 10,973 | 7% | 1,048 | 6% | 12,021 | 7% |
| Complaints about the Agency - NDIA Fraud and Compliance | 927 | 1% | 70 | 0% | 997 | 1% |
| Complaints about the Agency - NDIA Plan | 34,425 | 22% | 3,086 | 17% | 37,511 | 21% |
| Complaints about the Agency - NDIA Process | 13,075 | 8% | 1,533 | 8% | 14,608 | 8% |
| Complaints about the Agency - NDIA Resources | 2,344 | 1% | 351 | 2% | 2,695 | 2% |
| Complaints about the Agency - NDIA Staff | 9,525 | 6% | 881 | 5% | 10,406 | 6% |
| Complaints about the Agency - NDIA Timeliness | 27,699 | 18% | 10,748 | 59% | 38,447 | 22% |
| Complaints about the Agency - Participation, engagement and inclusion | 593 | 0% | <11 | n/a | 593 | 0% |
| Complaints about the Agency - Provider Portal | 595 | 0% | <11 | n/a | 595 | 0% |
| Complaints about the Agency - Quality & Safeguards Commission | 273 | 0% | 26 | 0% | 299 | 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 | 1,946 | 1% | <11 | n/a | 1,946 | 1% |
| Complaints about the Agency - The way the NDIA carried out its decision making | 3,341 | 2% | <11 | n/a | 3,341 | 2% |
| Complaints about the Agency - Timeliness | 17,837 | 11% | <11 | n/a | 17,837 | 10% |
| Complaints about the Agency - Other | 14,729 | 9% | 49 | 0% | 14,778 | 8% |
| Complaints about the Agency - Total | 157,721 | 100% | 18,150 | 100% | 175,871 | 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 | 90 | 12% |
| Complaints about Early Connections Partner - Early Connections Process | 85 | 12% | <11 | n/a | 90 | 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 | 316 | 45% | 34 | 50% | 350 | 46% |
| Complaints about Early Connections Partner - Early Connections Timeliness | 199 | 28% | 22 | 32% | 221 | 29% |
| Complaints about Early Connections Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about Early Connections Partner - Total | 701 | 100% | 68 | 100% | 769 | 100% |
| Complaints about LAC Partner - LAC Engagement | 15 | 0% | <11 | n/a | 18 | 0% |
| Complaints about LAC Partner - LAC Fraud and Compliance | 61 | 1% | <11 | n/a | 64 | 1% |
| Complaints about LAC Partner - LAC Plan | 628 | 15% | 12 | 4% | 640 | 15% |
| Complaints about LAC Partner - LAC Process | 453 | 11% | 15 | 6% | 468 | 11% |
| Complaints about LAC Partner - LAC Resources | 24 | 1% | <11 | n/a | 26 | 1% |
| Complaints about LAC Partner - LAC Staff | 2,538 | 61% | 209 | 78% | 2,747 | 62% |
| Complaints about LAC Partner - LAC Timeliness | 420 | 10% | 23 | 9% | 443 | 10% |

⁵⁵ 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.

⁵⁶ There are 179,722 total unique complaints in Prior Quarters, 19,080 total unique complaints in 2023-24 Q3, and 198,802 total unique complaints as at 31 March 2024 (which includes 3,685 unclassified unique complaints).

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 4,139 | 100% | 267 | 100% | 4,406 | 100% |
| Complaints about service providers - Provider costs | 366 | 3% | <11 | n/a | 366 | 3% |
| Complaints about service providers - Provider Finance | 835 | 6% | 58 | 10% | 893 | 6% |
| Complaints about service providers - Provider Fraud and Compliance | 1,345 | 10% | 113 | 19% | 1,458 | 10% |
| Complaints about service providers - Provider process | 443 | 3% | <11 | n/a | 443 | 3% |
| Complaints about service providers - Provider Service | 4,619 | 34% | 249 | 42% | 4,868 | 35% |
| Complaints about service providers - Provider Staff | 2,615 | 19% | 157 | 27% | 2,772 | 20% |
| 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 | 698 | 5% | <11 | n/a | 698 | 5% |
| Complaints about service providers - Other | 1,274 | 9% | 11 | 2% | 1,285 | 9% |
| Complaints about service providers - Total | 13,483 | 100% | 588 | 100% | 14,071 | 100% |

Table E.43 Actual outcomes for complaints – National

| Actual Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Complaint | 8,337 | 5% | 35 | 0% | 8,372 | 4% |
| Compliment | 57 | 0% | <11 | n/a | 57 | 0% |
| Deleted - Duplicate | 1,168 | 1% | 60 | 0% | 1,228 | 1% |
| Desired Action Completed | 81,610 | 46% | 12,370 | 86% | 93,980 | 49% |
| Determined to not be a Complaint | 1,122 | 1% | 35 | 0% | 1,157 | 1% |
| Formal Reply Endorsed and Issued | 7,089 | 4% | 773 | 5% | 7,862 | 4% |
| General | 42,876 | 24% | <11 | n/a | 42,876 | 22% |
| Referred to NDIS Q & S Commission | 1,856 | 1% | 46 | 0% | 1,902 | 1% |
| Referred to State/Territory Authority | 428 | 0% | <11 | n/a | 428 | 0% |
| Reassessment Completed | <11 | n/a | <11 | n/a | <11 | n/a |
| Reassessment Requested | <11 | n/a | <11 | n/a | <11 | n/a |
| Unable to contact - Record Closed | 1,575 | 1% | 12 | 0% | 1,587 | 1% |
| Withdrawn by Participant/Representative | 152 | 0% | <11 | n/a | 152 | 0% |
| Other | 29,933 | 17% | 1,029 | 7% | 30,962 | 16% |
| Total | 176,203 | 100% | 14,364 | 100% | 190,567 | 100% |

Table E.44 AAT Cases by category at 31 March 2024 – National ⁵⁷

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 3,640 | 20% | 190 | 28% | 3,830 | 20% |
| Plan | 13,234 | 71% | 394 | 58% | 13,628 | 71% |
| Plan Reassessment | 502 | 3% | <11 | n/a | 510 | 3% |
| Other | 1,141 | 6% | 89 | 13% | 1,230 | 6% |
| Total cases | 18,517 | 100% | 681 | 100% | 19,198 | 100% |
| Percentage of the number of active participants | 0.72% | n/a | 0.42% | n/a | 0.70% | n/a |

Figure E.7 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National ⁵⁸

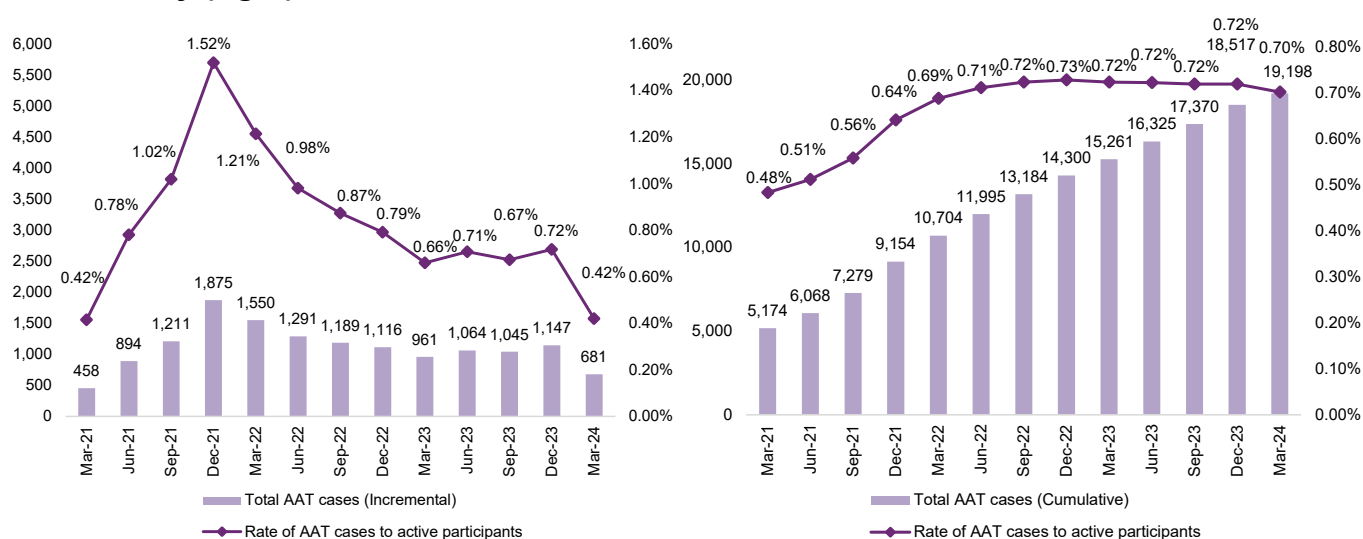


Table E.45 AAT cases by open/closed and decision – National ^{59 60}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 19,198 | 19,162 |
| Open AAT Cases | 2,734 | 2,733 |
| Closed AAT Cases | 16,464 | 16,429 |
| Resolved before hearing | 16,084 | 16,049 |
| Gone to hearing and received a substantive decision | 380 | 380 |

⁵⁷ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁵⁸ Ibid.

⁵⁹ Of the 380 cases which went to hearing and received a substantive decision: 166 affirmed the NDIA's decision, 83 varied the NDIA's decision, and 131 set aside the NDIA's decision.

⁶⁰ 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 E.46 AAT Supports in dispute – National ^{61 62 63}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 141 | 37 | 29 |
| Core Supports | 966 | 288 | 131 |
| Capacity Building Support | 1,176 | 374 | 153 |
| General Support | 212 | 70 | 30 |
| Assistive Technology | 374 | 105 | 41 |
| SDA | 170 | 54 | 11 |
| Home Modifications | 90 | 27 | <11 |
| SIL | 319 | 146 | 40 |
| Everyday Living Costs | 117 | 39 | 16 |
| Transport | 158 | 49 | 31 |
| Other | <11 | <11 | <11 |
| Total | 2,063 | 660 | 244 |

Table E.47 Closed AAT by outcome – National

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 350 | 2% | 30 | 3% | 380 | 2% |
| Decided by Tribunal - Affirmed | 151 | 1% | 15 | 2% | 166 | 1% |
| Decided by Tribunal - Varied | 81 | 1% | <11 | n/a | 83 | 1% |
| Decided by Tribunal - Set Aside | 118 | 1% | 13 | 1% | 131 | 1% |
| Not Decided by Tribunal - Total | 15,144 | 98% | 940 | 97% | 16,084 | 98% |
| Not Decided by Tribunal - Resolved by consent | 10,571 | 68% | 700 | 72% | 11,271 | 68% |
| Not Decided by Tribunal - Withdrawn | 3,354 | 22% | 148 | 15% | 3,502 | 21% |
| Not Decided by Tribunal - No jurisdiction | 256 | 2% | <11 | n/a | 258 | 2% |
| Not Decided by Tribunal - Extension of Time Declined | 54 | 0% | <11 | n/a | 55 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | 83 | 1% | <11 | n/a | 84 | 1% |
| Not Decided by Tribunal - Dismissed | 824 | 5% | 88 | 9% | 912 | 6% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 15,494 | 100% | 970 | 100% | 16,464 | 100% |

⁶¹ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁶² Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.

⁶³ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds 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 E.48 Number of active providers in 2023-24 Q3 by registration status and plan management type – National^{64 65 66 67}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|---------------|----------------|-----------------|
| Agency-managed | 8,786 | <5 | 8,786 |
| Plan-managed | 12,703 | 171,083 | 183,147 |
| Self-managed | 5,029 | 46,951 | 51,857 |
| All plan management types | 13,529 | 192,509 | 205,367 |

Table E.49 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – National^{68 69 70 71 72}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|--------------|--------------|------------------------|
| Agency-managed | 3,280 | 0 | 3,280 |
| Plan-managed | 3,179 | 2,467 | 5,692 |
| Self-managed | 78 | 148 | 1,118 |
| All management types | 6,537 | 2,615 | 10,090 |

Table E.50 Choice and control - distribution of service districts - gap to benchmark - Trend – National⁷³

| Outcome | 2022-23 Q3 | 2022-23 Q4 | 2023-24 Q1 | 2023-24 Q2 | 2023-24 Q3 |
|---|------------|------------|------------|------------|------------|
| More than 10 percentage points above the national average | 2 | 1 | 2 | 2 | 2 |
| Between 5 and 10 percentage points above the national average | 11 | 12 | 12 | 12 | 11 |
| Within 5 percentage points of the national average | 56 | 59 | 57 | 57 | 58 |
| Between 5 and 10 percentage points below the national average | 9 | 6 | 9 | 9 | 9 |
| More than 10 percentage points below the national average | 2 | 2 | 0 | 0 | 0 |

⁶⁴ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

⁶⁵ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁶⁶ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

⁶⁷ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁶⁸ Registration status is determined as at the posting date of payment.

⁶⁹ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

⁷⁰ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁷¹ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

⁷² Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

⁷³ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

Table E.51 Utilisation - distribution of service districts - gap to benchmark - Trend – National ⁷⁴
75

| Outcome | 2022-23 Q3 | 2022-23 Q4 | 2023-24 Q1 | 2023-24 Q2 | 2023-24 Q3 |
|---|------------|------------|------------|------------|------------|
| More than 10 percentage points above the national average | 0 | 0 | 0 | 0 | 0 |
| Between 5 and 10 percentage points above the national average | 1 | 1 | 2 | 2 | 3 |
| Within 5 percentage points of the national average | 61 | 59 | 60 | 60 | 56 |
| Between 5 and 10 percentage points below the national average | 13 | 15 | 9 | 9 | 14 |
| More than 10 percentage points below the national average | 5 | 5 | 9 | 9 | 7 |

Table E.52 Market concentration - distribution of service districts - gap to benchmark - Trend – National ⁷⁶

| Outcome | 2022-23 Q3 | 2022-23 Q4 | 2023-24 Q1 | 2023-24 Q2 | 2023-24 Q3 |
|--|------------|------------|------------|------------|------------|
| Less than 25% of payments going to the 10 largest providers | 23 | 24 | 24 | 28 | 29 |
| Between 25% to 45% of payments going to the 10 largest providers | 36 | 38 | 39 | 35 | 36 |
| Between 45% to 60% of payments going to the 10 largest providers | 12 | 10 | 10 | 11 | 11 |
| Between 60% to 70% of payments going to the 10 largest providers | 6 | 5 | 5 | 4 | 2 |
| Between 70% to 85% of payments going to the 10 largest providers | 3 | 3 | 2 | 2 | 2 |
| More than 85% of payments going to the 10 largest providers | 0 | 0 | 0 | 0 | 0 |

⁷⁴ Ibid

⁷⁵ Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

⁷⁶ The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

Part Five: Financial sustainability

Note: In Figures E.8 to E.16 and in Tables E.53 to E.54 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table E.53 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – National

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.2% | 2.2% |
| \$5,001-\$10,000 | 5.7% | 5.6% |
| \$10,001-\$15,000 | 10.9% | 10.7% |
| \$15,001-\$20,000 | 13.9% | 13.9% |
| \$20,001-\$25,000 | 11.7% | 11.7% |
| \$25,001-\$30,000 | 5.1% | 5.1% |
| \$30,001-\$50,000 | 13.8% | 13.8% |
| \$50,001-\$100,000 | 17.1% | 17.1% |
| \$100,001-\$150,000 | 6.6% | 6.7% |
| \$150,001-\$200,000 | 3.3% | 3.3% |
| \$200,001-\$250,000 | 2.0% | 2.1% |
| \$250,001+ | 7.6% | 7.7% |

Table E.54 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – National

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.4% | 2.3% |
| \$5,001-\$10,000 | 6.0% | 5.9% |
| \$10,001-\$15,000 | 11.5% | 11.3% |
| \$15,001-\$20,000 | 14.6% | 14.7% |
| \$20,001-\$25,000 | 12.3% | 12.4% |
| \$25,001-\$30,000 | 5.4% | 5.4% |
| \$30,001-\$50,000 | 14.6% | 14.5% |
| \$50,001-\$100,000 | 18.0% | 18.1% |
| \$100,001-\$150,000 | 7.0% | 7.1% |
| \$150,001-\$200,000 | 3.4% | 3.4% |
| \$200,001-\$250,000 | 1.9% | 1.9% |
| \$250,001+ | 2.9% | 3.0% |

Figure E.8 Average annualised committed supports and average payments by age group as at 31 March 2024 – National

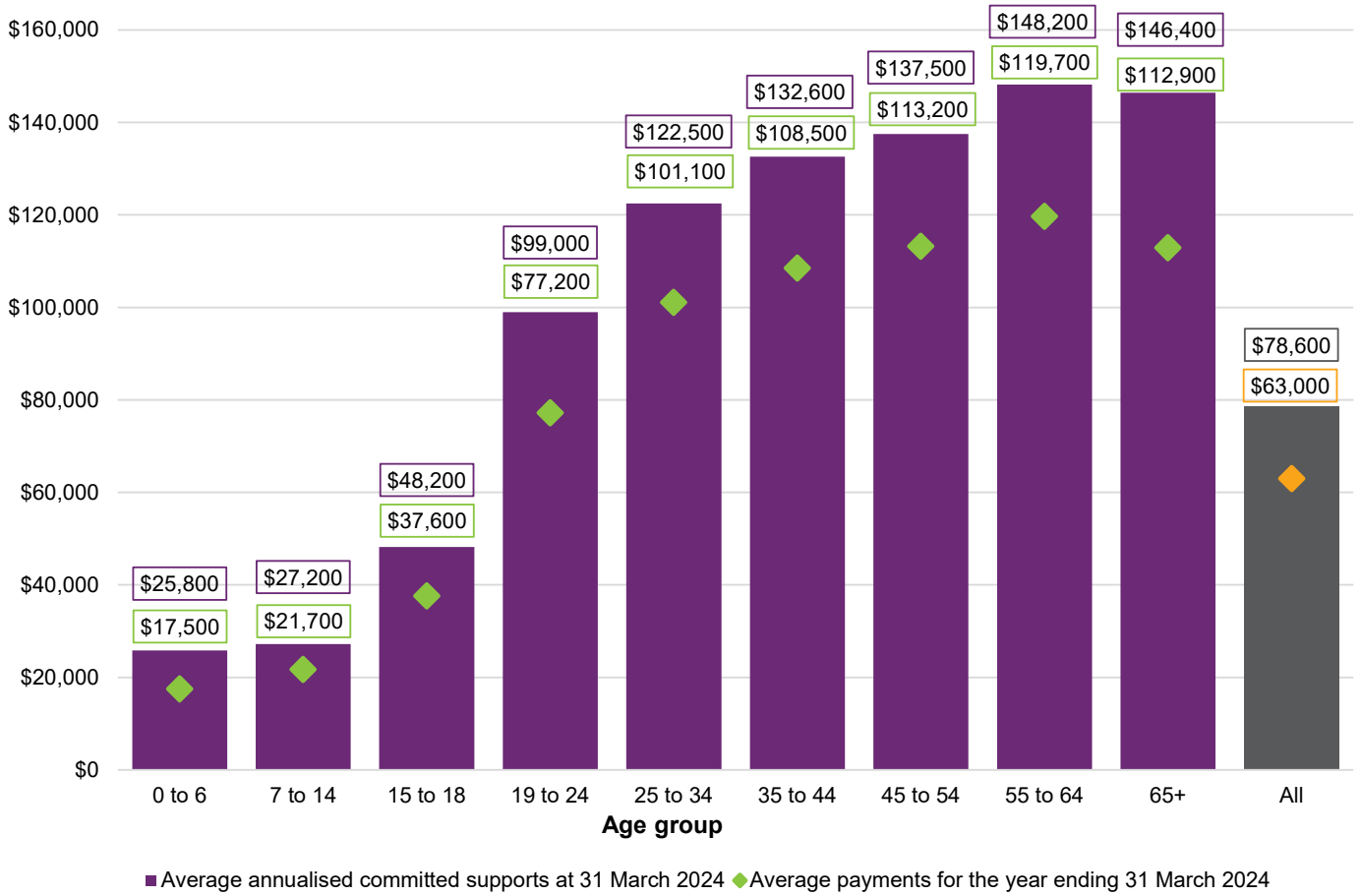


Figure E.9 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – National

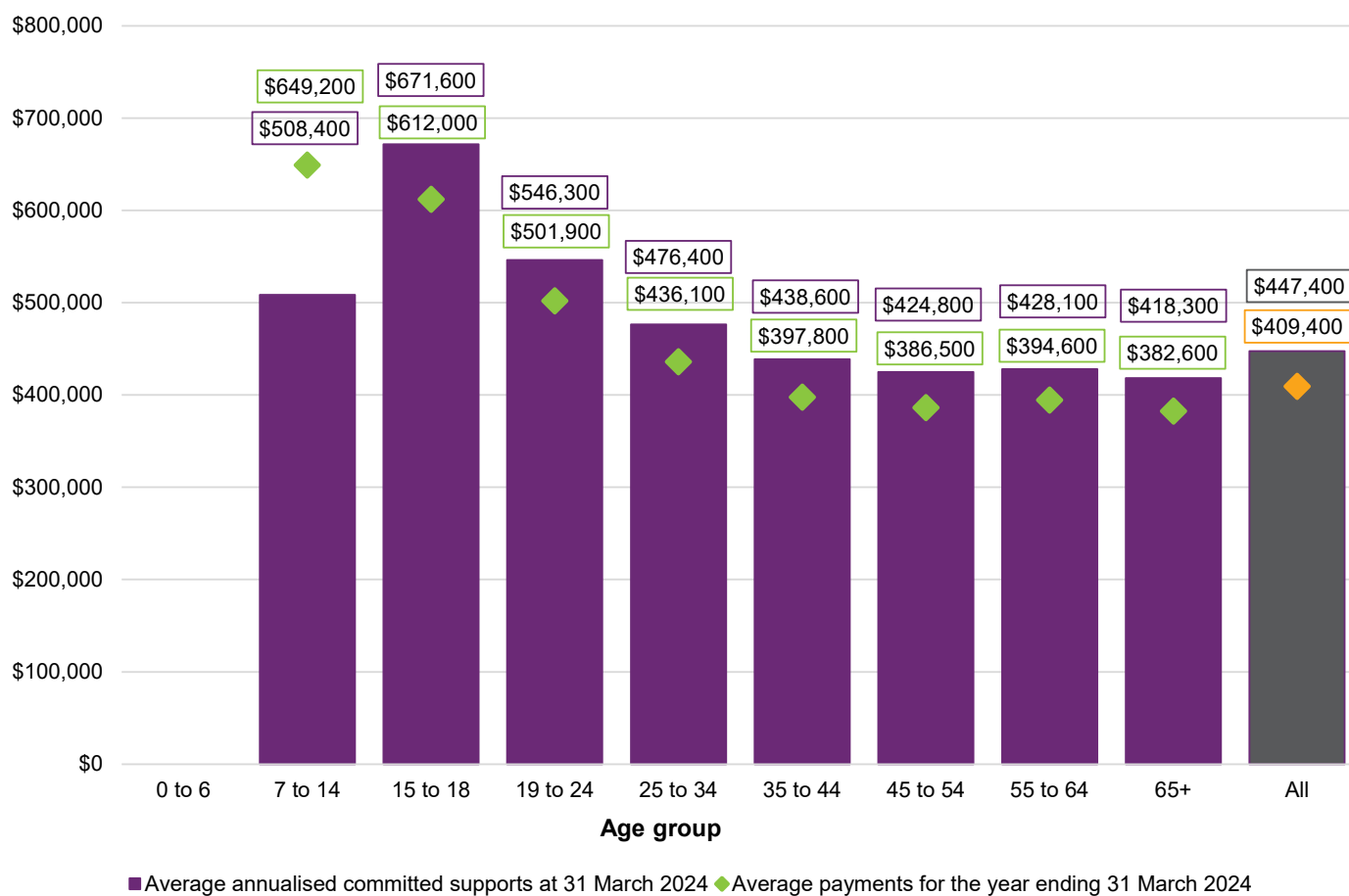


Figure E.10 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – National



Figure E.11 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – National

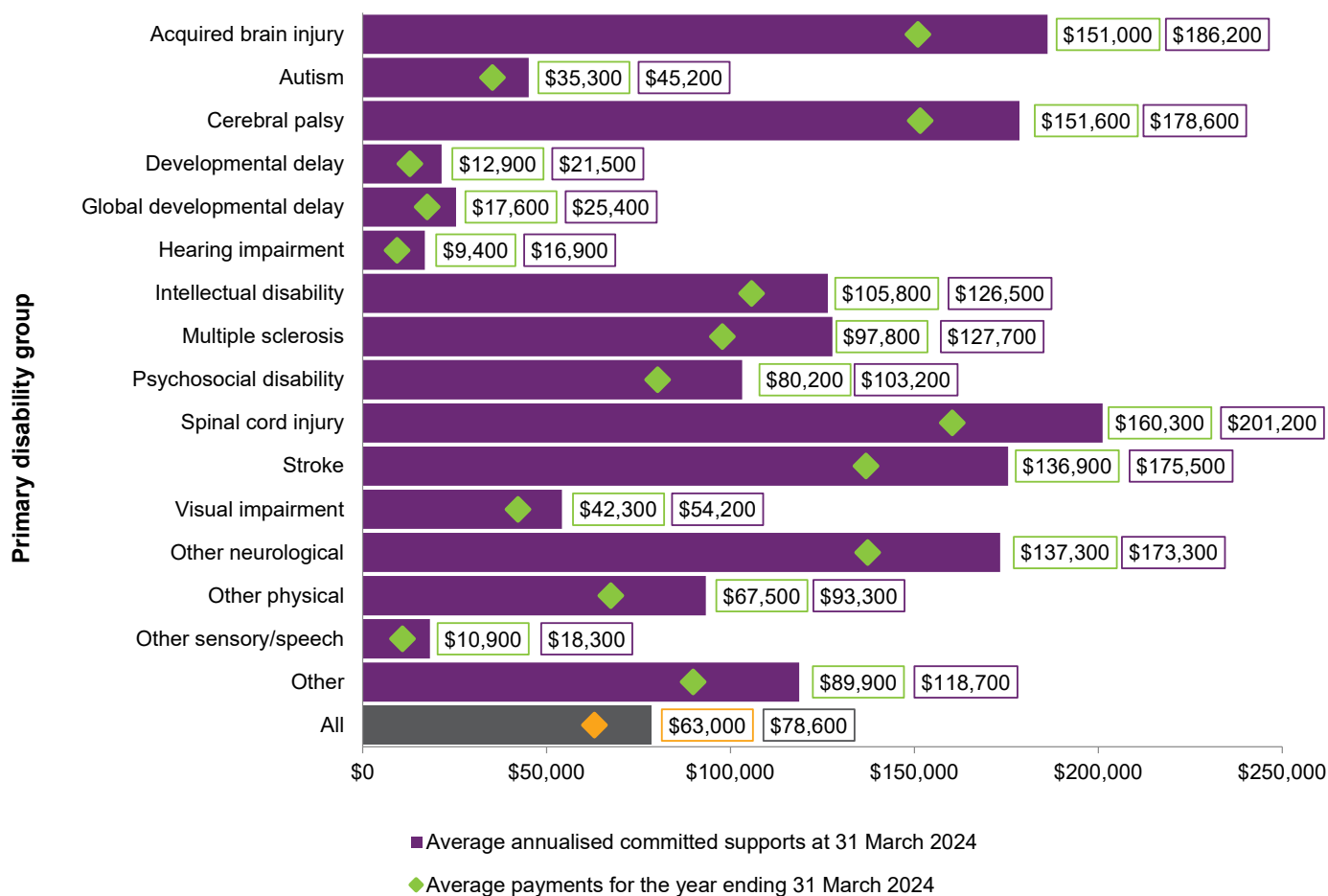
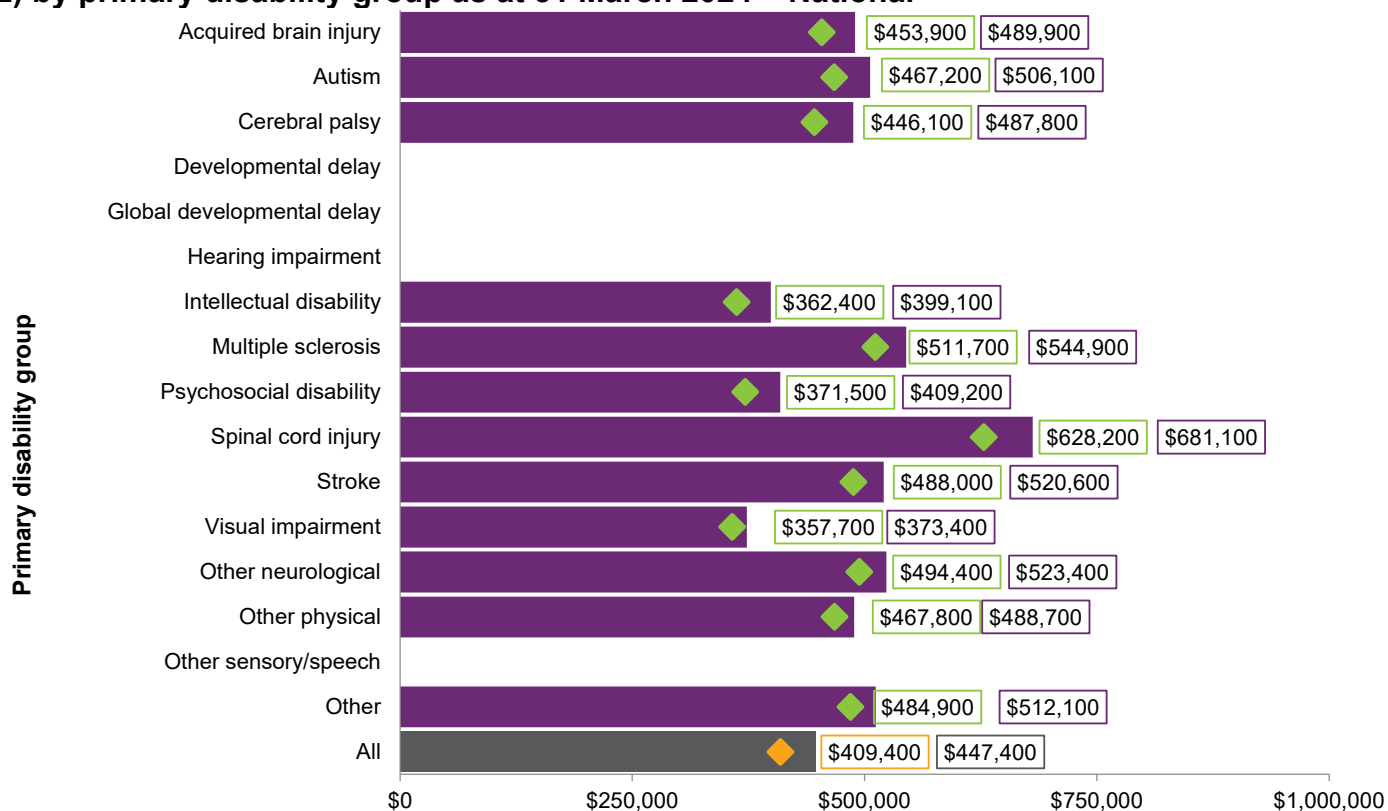


Figure E.12 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – National



■ Average annualised committed supports at 31 March 2024
 ◆ Average payments for the year ending 31 March 2024

Figure E.13 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – National

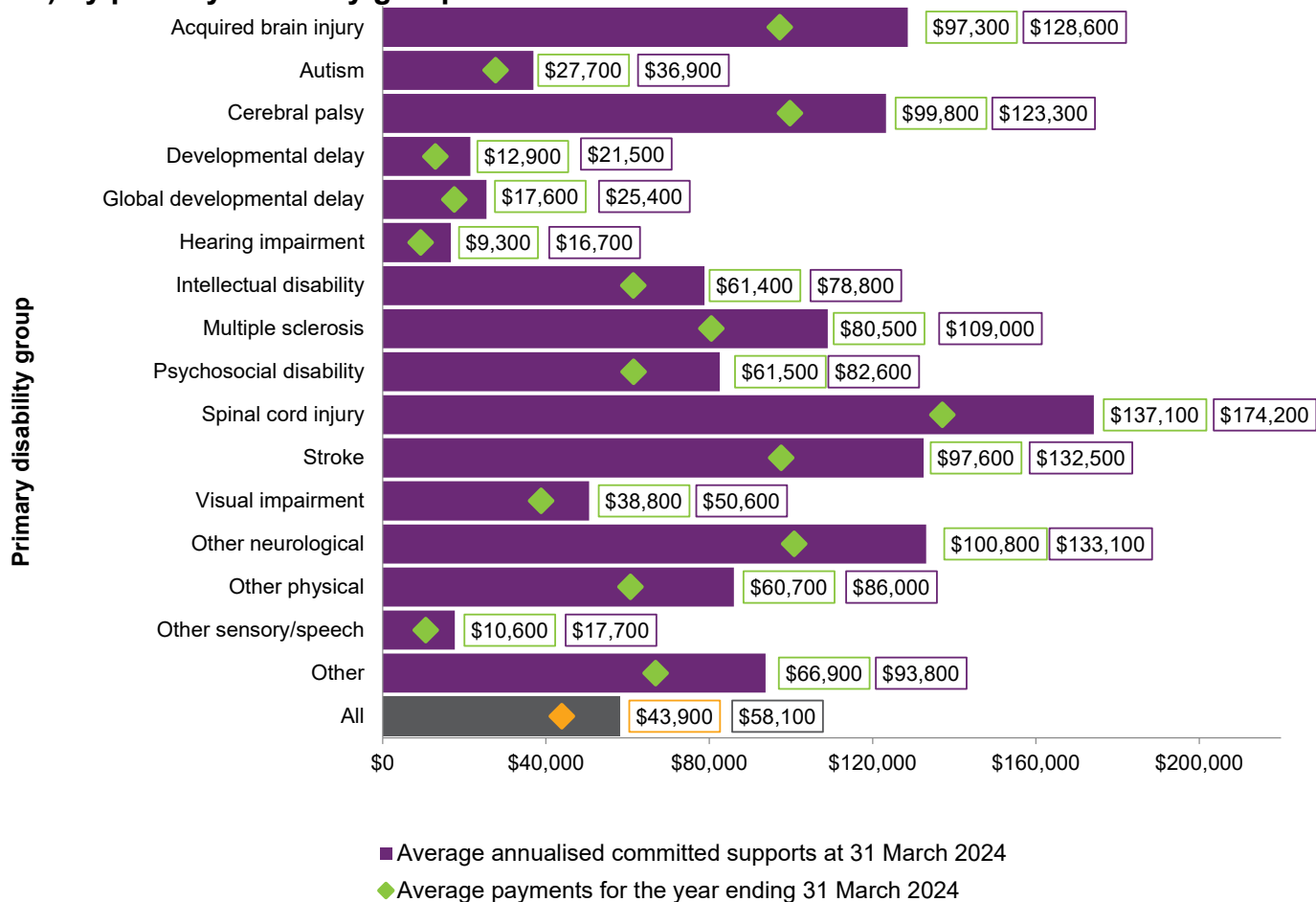


Figure E.14 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – National

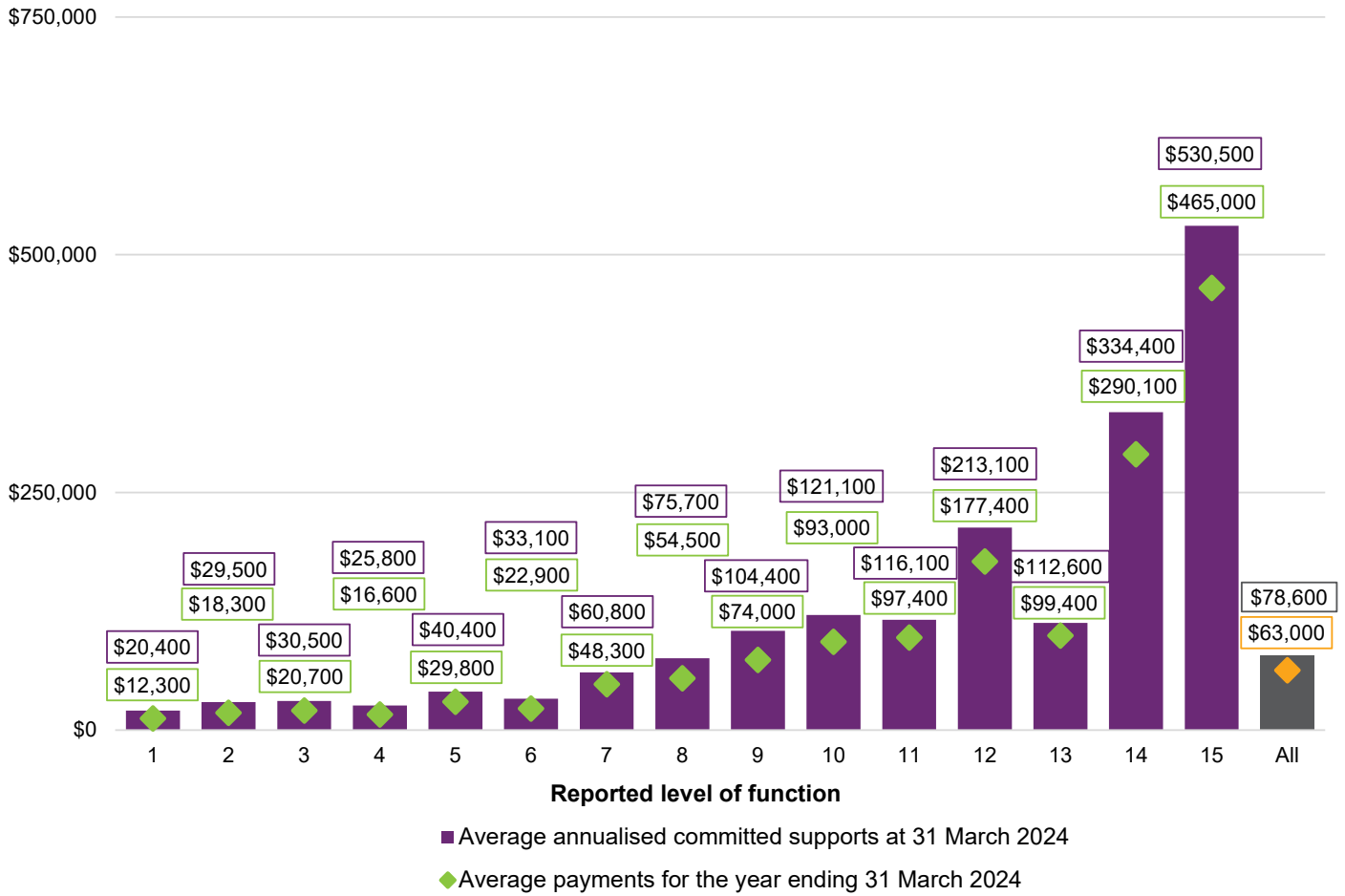


Figure E.15 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – National

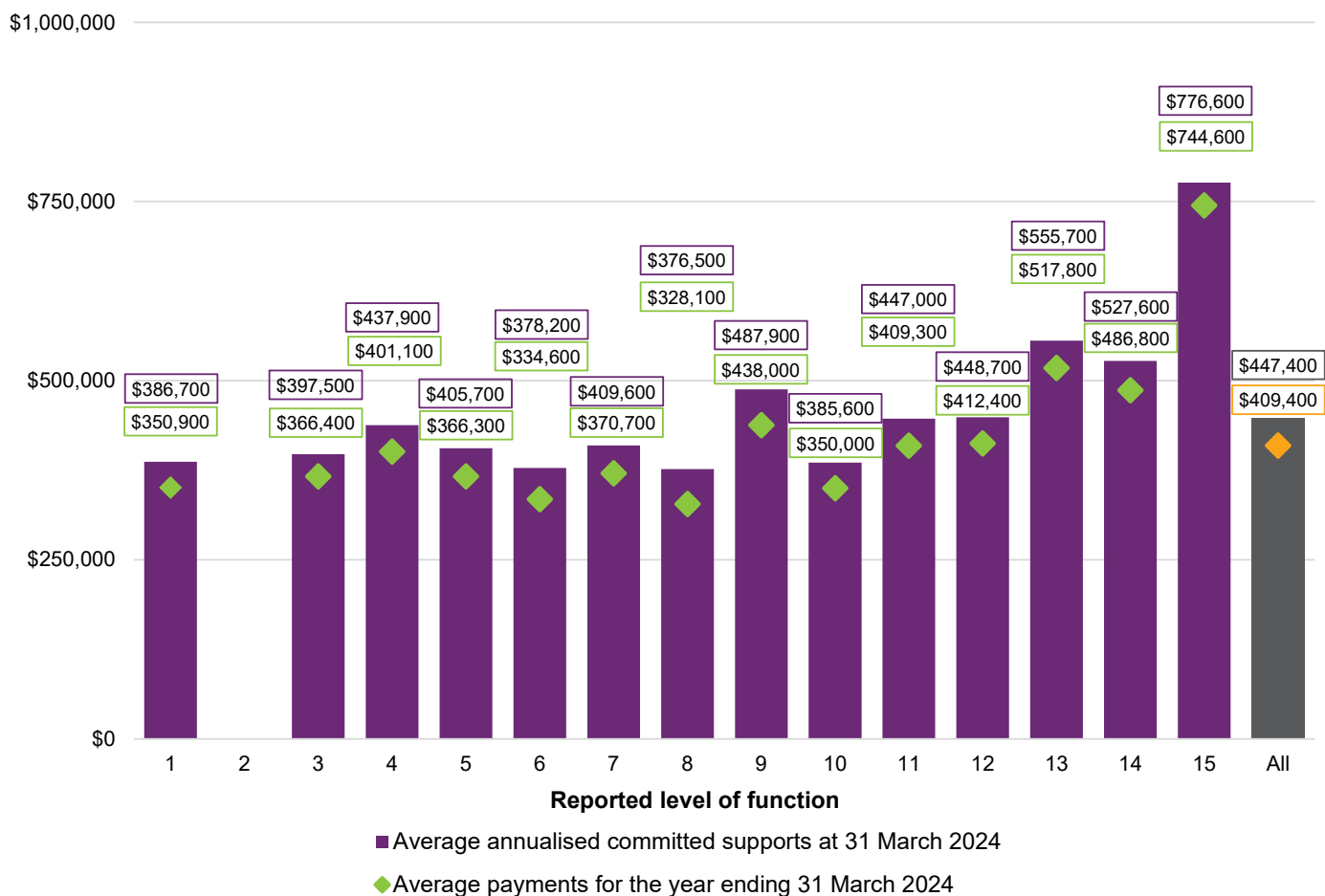


Figure E.16 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – National

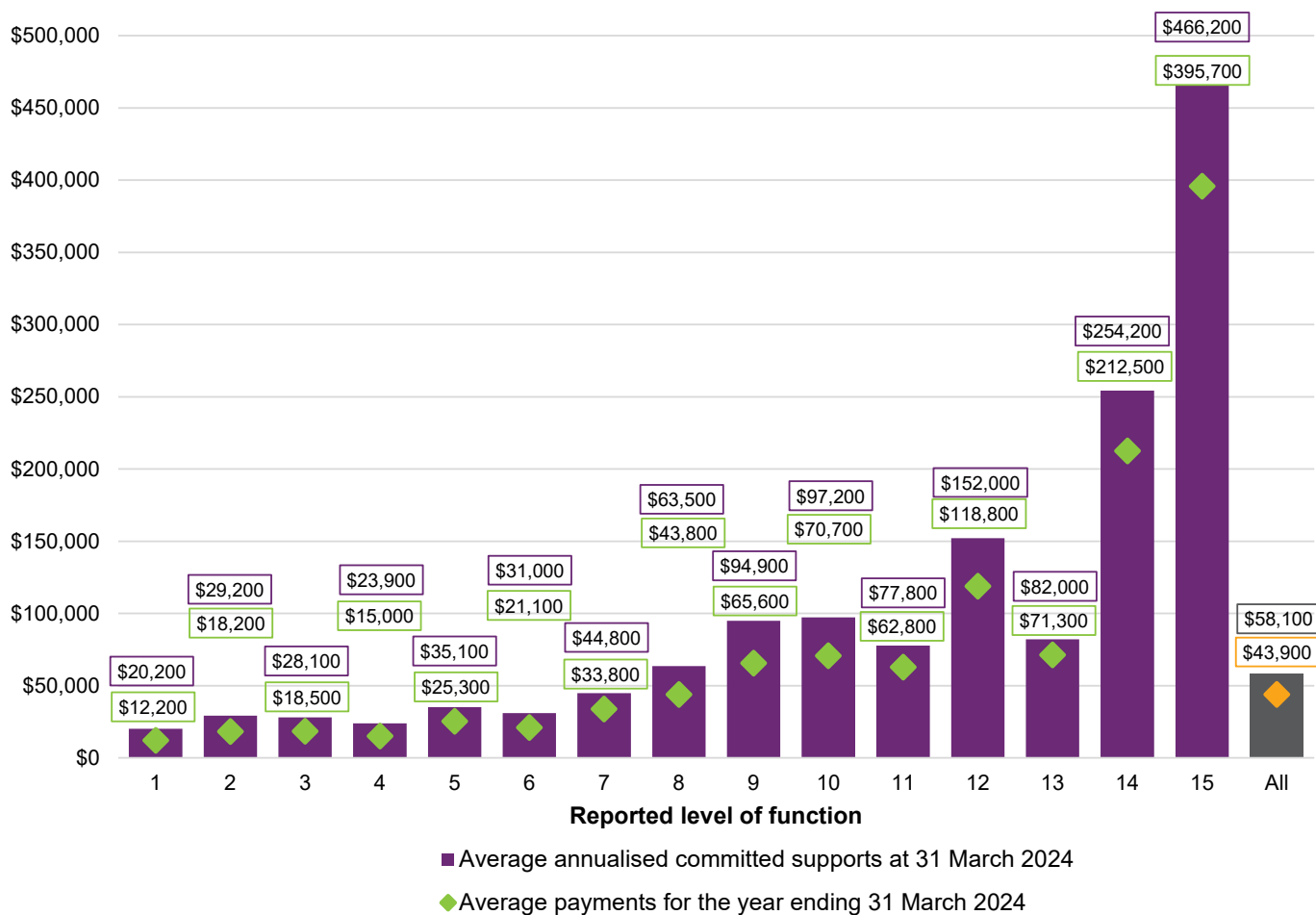


Table E.55 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – National ^{77 78}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 20,481.8 | 24,337.5 |
| Core: Consumables | 671.8 | 902.7 |
| Core: Social and Civic | 9,027.9 | 11,006.0 |
| Core: Transport | 811.9 | 517.6 |
| Capacity Building: Choice and Control | 538.7 | 611.8 |
| Capacity Building: Daily Activities | 4,981.1 | 8,194.1 |
| Capacity Building: Employment | 125.0 | 370.0 |
| Capacity Building: Health and Wellbeing | 35.0 | 71.0 |
| Capacity Building: Home Living | 1.0 | 4.9 |
| Capacity Building: Lifelong learning | 0.1 | 0.8 |
| Capacity Building: Relationships | 586.3 | 1,142.9 |
| Capacity Building: Social and Civic | 188.5 | 438.3 |
| Capacity Building: Support Coordination | 1,051.4 | 1,411.3 |
| Capital: Assistive Technology | 599.6 | 1,417.2 |
| Capital: Home Modifications | 415.1 | 660.7 |
| All | 39,523.65 | 51,087.01 |

⁷⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.

⁷⁸ Total payments for home modifications were \$415.1 million. Of which, \$290.4 million (70%) has been paid for specialised disability accommodation (SDA) supports, and \$124.6 million (30%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$660.7 million. Of which, \$451.7 million (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$209.1 million (32%) has been allocated for non-SDA supports.

Table E.56 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – National ^{79 80}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 10,204.0 | 11,011.6 |
| Core: Consumables | 100.1 | 118.3 |
| Core: Social and Civic | 1,944.2 | 2,498.9 |
| Core: Transport | 61.7 | 83.0 |
| Capacity Building: Choice and Control | 34.7 | 38.0 |
| Capacity Building: Daily Activities | 298.9 | 439.1 |
| Capacity Building: Employment | 3.3 | 11.3 |
| Capacity Building: Health and Wellbeing | 3.8 | 6.9 |
| Capacity Building: Home Living | 0.002 | 0.61 |
| Capacity Building: Lifelong learning | 0.006 | 0.03 |
| Capacity Building: Relationships | 230.0 | 383.5 |
| Capacity Building: Social and Civic | 3.2 | 6.6 |
| Capacity Building: Support Coordination | 183.5 | 224.6 |
| Capital: Assistive Technology | 92.8 | 184.3 |
| Capital: Home Modifications | 222.8 | 343.3 |
| All | 13,390.6 | 15,350.1 |

⁷⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁸⁰ Total payments for home modifications were \$222.8 million. Of which, \$219.4 million (98.5%) has been paid for specialised disability accommodation (SDA) supports, and \$3.4 million (1.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$343.3 million. Of which, \$337.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.9 million (2%) has been allocated for non-SDA supports.

Table E.57 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2024 (\$m) – National ^{81 82}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 10,258.4 | 13,325.9 |
| Core: Consumables | 571.7 | 784.4 |
| Core: Social and Civic | 7,083.8 | 8,507.0 |
| Core: Transport | 750.2 | 434.6 |
| Capacity Building: Choice and Control | 504.0 | 573.9 |
| Capacity Building: Daily Activities | 4,682.3 | 7,754.9 |
| Capacity Building: Employment | 121.7 | 358.7 |
| Capacity Building: Health and Wellbeing | 31.3 | 64.1 |
| Capacity Building: Home Living | 0.97 | 4.3 |
| Capacity Building: Lifelong learning | 0.1 | 0.8 |
| Capacity Building: Relationships | 356.3 | 759.4 |
| Capacity Building: Social and Civic | 185.32 | 431.7 |
| Capacity Building: Support Coordination | 868.0 | 1,186.8 |
| Capital: Assistive Technology | 506.8 | 1,233.0 |
| Capital: Home Modifications | 192.2 | 317.4 |
| All | 26,113.7 | 35,736.94 |

Table E.58 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁸³

| 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 | 24,373.7 | 32,352.6 | 37,145.8 | 45,834.2 | 38,958.7 |
| Total Paid | 85.8 | 370.9 | 704.3 | 2,187.1 | 5,442.9 | 10,405.1 | 17,312.8 | 23,540.9 | 28,454.0 | 34,820.5 | 28,790.9 |
| % utilised to date | 64% | 75% | 75% | 67% | 70% | 71% | 71% | 73% | 77% | 76% | 74% |

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

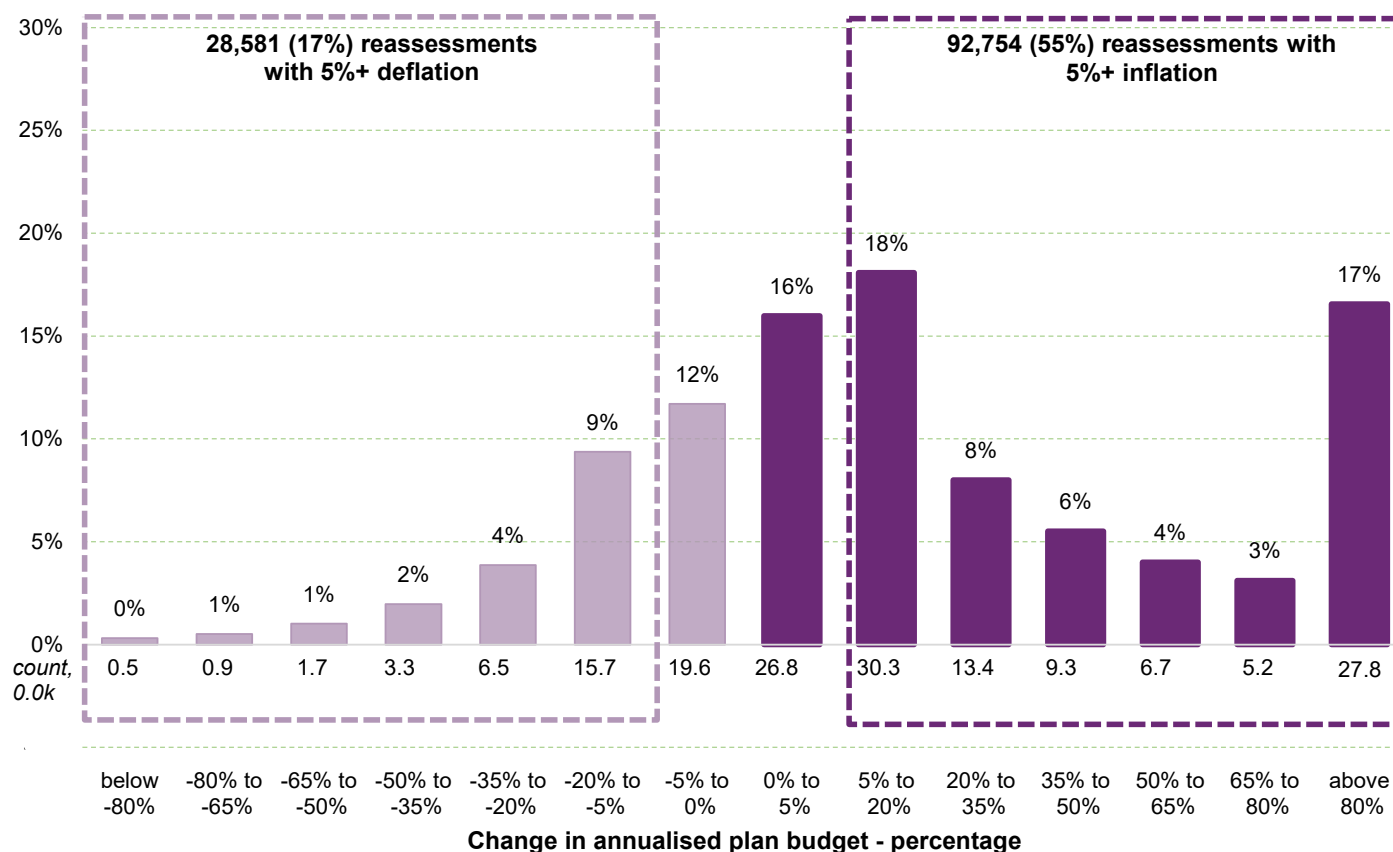
| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Intraplan Inflation | 6.3% | 8.1% | 11.4% | 7.1% | 7.6% | 7.5% | 9.6% | 6.9% | 5.7% |
| Interplan Inflation | 2.0% | 4.5% | 9.2% | 8.8% | 5.4% | 4.8% | 5.5% | 4.2% | 1.8% |
| Total Inflation | 8.3% | 12.7% | 20.6% | 15.9% | 13.0% | 12.3% | 15.1% | 11.2% | 7.5% |

⁸¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁸² Total payments for home modifications were \$192.2 million. Of which, \$71.0 million (37%) has been paid for specialised disability accommodation (SDA) supports, and \$121.2 million (63%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$317.4 million. Of which, \$114.3 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$203.1 million (64%) has been allocated for non-SDA supports.

⁸³ The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

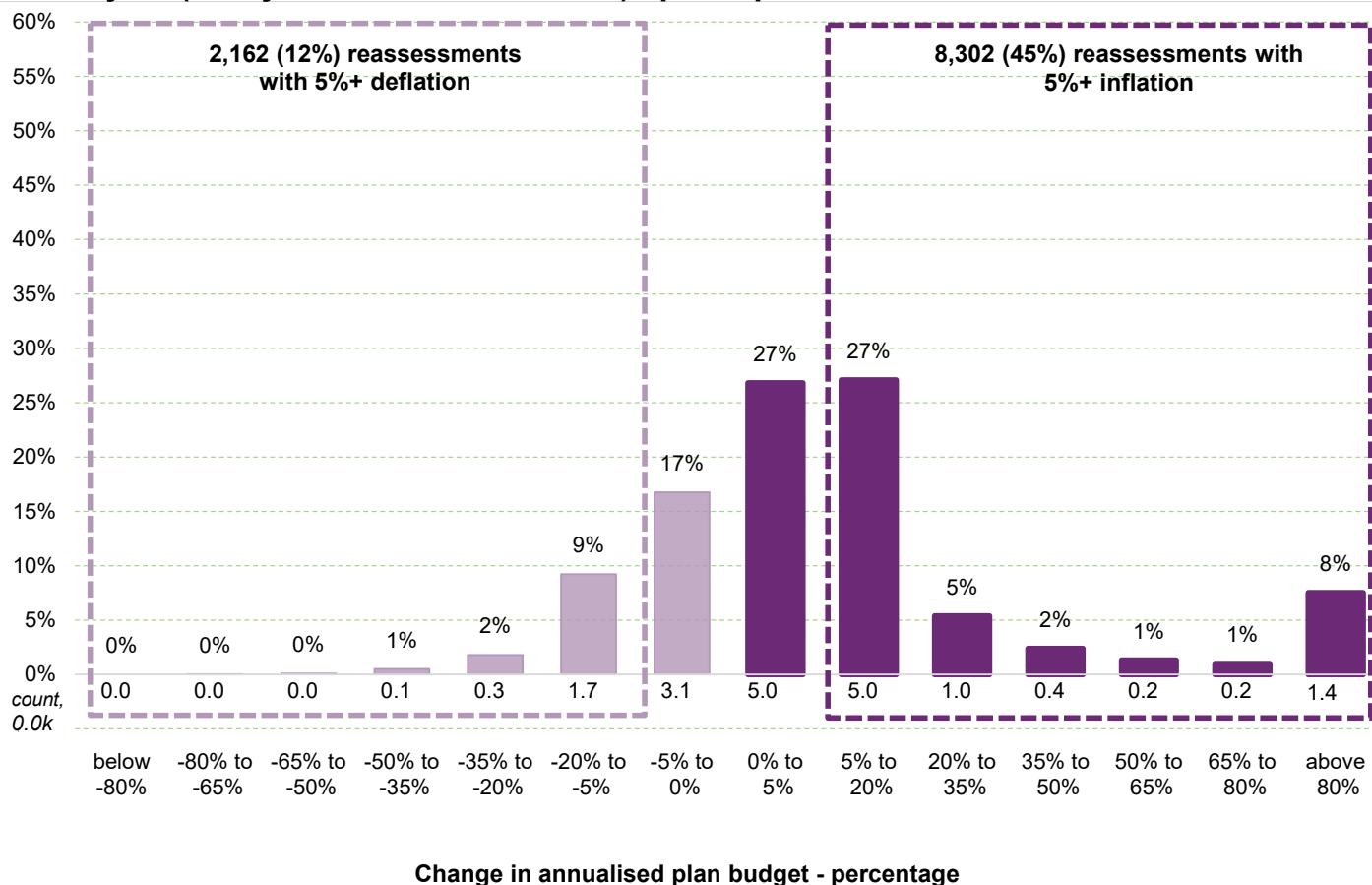
Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 March 2024) - all participants – National ^{84 85}



⁸⁴ 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.

⁸⁵ The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

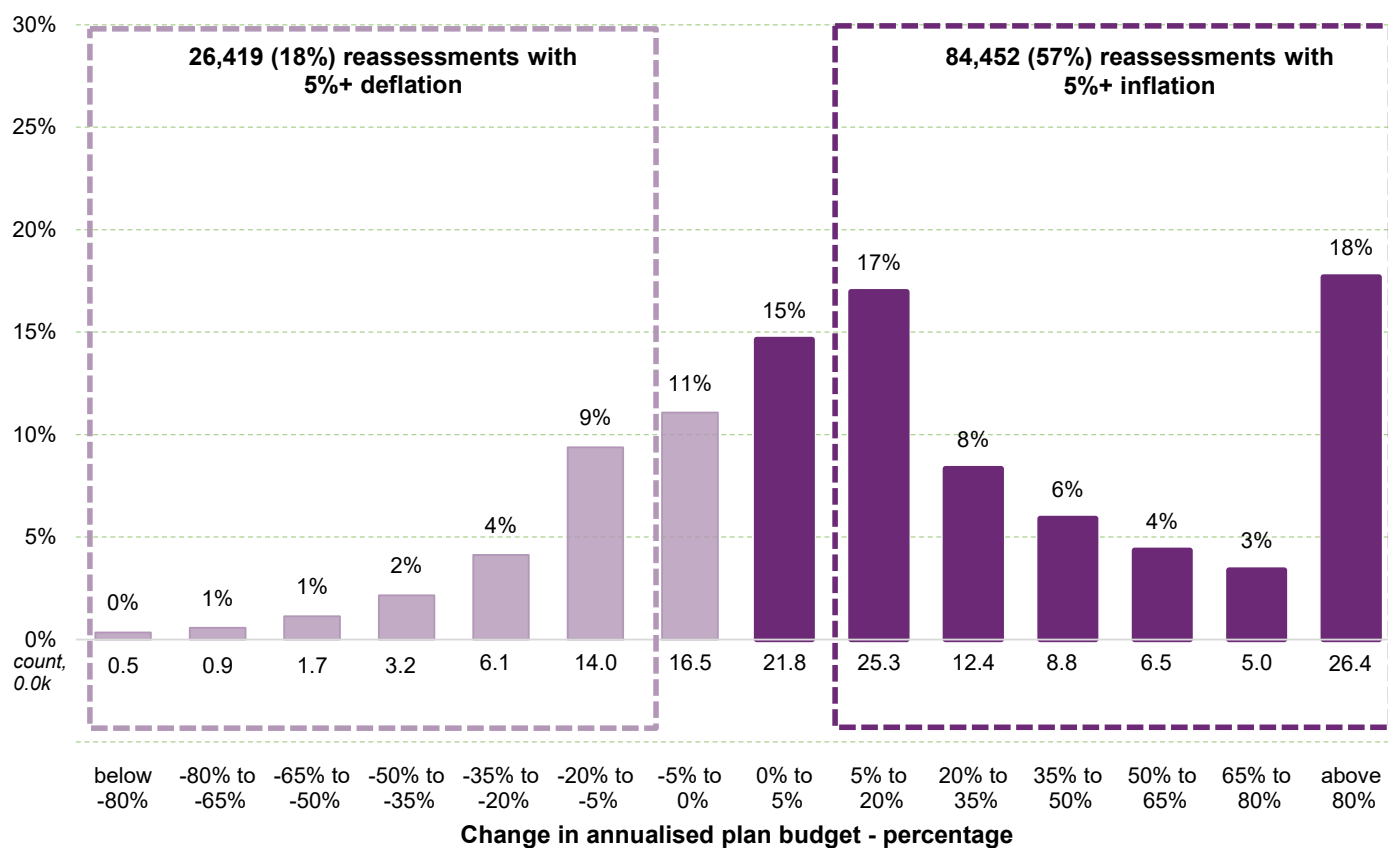
Figure E.18 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 March 2024) - participants in SIL – National ^{86 87}



⁸⁶ 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.

⁸⁷ The lower number of plan reassessments in the March 2024 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 March 2024) - participants not in SIL– National ^{88 89}



⁸⁸ 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.

⁸⁹ The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement F: New South Wales

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

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

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

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|--------------|----------------|
| Access decisions | 253,559 | 4,532 | 258,091 |
| Active Eligible - Total | 193,428 | 3,872 | 197,300 |
| Active Eligible - New | 129,586 | 3,838 | 133,424 |
| Active Eligible - State | 50,330 | 24 | 50,354 |
| Active Eligible - Commonwealth | 13,512 | <11 | 13,522 |
| Active Participant Plans - Total | 191,185 | 2,283 | 193,468 |
| Active Participant Plans - New | 127,752 | 2,269 | 130,021 |
| Active Participant Plans - State | 49,975 | <11 | 49,981 |
| Active Participant Plans - Commonwealth | 13,458 | <11 | 13,466 |
| Active Participant Plans - Total | 191,185 | 2,283 | 193,468 |
| Active Participant Plans - Early Intervention (s25) | 63,173 | 1,540 | 64,713 |
| Active Participant Plans - Permanent Disability (s24) | 128,012 | 743 | 128,755 |

Table F.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – New South Wales

| People leaving the Scheme | Total |
|--|---------------|
| Number of people who have left the Scheme | 16,668 |
| Early Intervention participants | 4,758 |
| Permanent disability participants | 11,910 |

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 | 52,014 | 98% | 21,131 | 97% | 911 | 97% | 74,056 | 98% |
| 7 to 14 | 24,927 | 86% | 11,761 | 86% | 805 | 83% | 37,493 | 86% |
| 15 to 18 | 8,699 | 90% | 5,148 | 87% | 355 | 86% | 14,202 | 89% |
| 19 to 24 | 6,692 | 90% | 4,243 | 84% | 217 | 80% | 11,152 | 88% |
| 25 to 34 | 8,237 | 87% | 6,168 | 79% | 228 | 72% | 14,633 | 83% |
| 35 to 44 | 8,695 | 83% | 7,155 | 74% | 239 | 67% | 16,089 | 78% |
| 45 to 54 | 11,001 | 80% | 9,515 | 68% | 279 | 60% | 20,795 | 74% |
| 55 to 64 | 14,667 | 74% | 12,715 | 61% | 376 | 56% | 27,758 | 67% |
| 65+ | 644 | 55% | 522 | 46% | 12 | 34% | 1,178 | 50% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 135,576 | 88% | 78,358 | 78% | 3,423 | 77% | 217,357 | 84% |

Table F.4 Assessment of access by primary disability group and gender – New South Wales ⁹⁰

| 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 | 3,996 | 92% | 1,935 | 90% | 63 | 75% | 5,994 | 91% |
| Autism | 49,555 | 97% | 18,590 | 98% | 1,607 | 95% | 69,752 | 97% |
| Cerebral palsy | 3,330 | 97% | 2,673 | 97% | 42 | 95% | 6,045 | 97% |
| Developmental delay | 18,215 | 98% | 7,676 | 97% | 284 | 98% | 26,175 | 98% |
| Global developmental delay | 5,110 | 99% | 2,029 | 99% | 96 | 99% | 7,235 | 99% |
| Hearing impairment | 4,326 | 89% | 4,406 | 85% | 164 | 85% | 8,896 | 87% |
| Intellectual disability | 19,739 | 95% | 14,824 | 95% | 283 | 87% | 34,846 | 95% |
| Multiple sclerosis | 881 | 90% | 2,296 | 89% | 43 | 75% | 3,220 | 89% |
| Psychosocial disability | 11,291 | 72% | 9,356 | 61% | 328 | 53% | 20,975 | 66% |
| Spinal cord injury | 1,552 | 94% | 605 | 90% | 34 | 87% | 2,191 | 93% |
| Stroke | 2,285 | 88% | 1,589 | 85% | 57 | 84% | 3,931 | 86% |
| Visual impairment | 1,859 | 86% | 1,719 | 86% | 49 | 71% | 3,627 | 86% |
| Other neurological | 5,453 | 79% | 4,280 | 78% | 150 | 76% | 9,883 | 79% |
| Other physical | 3,974 | 49% | 3,779 | 35% | 103 | 28% | 7,856 | 41% |
| Other sensory/speech | 929 | 49% | 394 | 45% | 11 | 23% | 1,334 | 47% |
| Other | 2,136 | 46% | 1,433 | 31% | 62 | 34% | 3,631 | 38% |
| Missing | 945 | 84% | 774 | 81% | 47 | 84% | 1,766 | 82% |
| Total | 135,576 | 88% | 78,358 | 78% | 3,423 | 77% | 217,357 | 84% |

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

⁹⁰ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table F.5 Participant profile per quarter by participants identifying as First Nations Peoples – New South Wales ⁹¹

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| First Nations Participants | 16,993 | 9% | 293 | 13% | 17,286 | 9% |
| Non-First Nations Participants | 136,314 | 71% | 1,833 | 80% | 138,147 | 71% |
| Not Stated | 37,878 | 20% | 157 | 7% | 38,035 | 20% |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 100% |

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ^{92 93}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Culturally and linguistically diverse | 20,778 | 11% | 203 | 9% | 20,981 | 11% |
| Not culturally and linguistically diverse | 167,167 | 87% | 1,569 | 69% | 168,736 | 87% |
| Not stated | 3,240 | 2% | 511 | 22% | 3,751 | 2% |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 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 March 2024 – New South Wales ⁹⁴

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | <11 |
| 45 to 54 | 46 |
| 55 to 64 | 363 |
| Total YPIRAC (under 65) | 413 |

Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales ⁹⁵

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -43 | 413 |

⁹¹ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁹² The number of CALD participants excludes participants who identify as First Nations Peoples.

⁹³ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁹⁴ There are a further 673 active participants aged 65 years or over who are currently in residential aged care.

⁹⁵ 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 ⁹⁶

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Major cities | 134,175 | 70% | 1,647 | 72% | 135,822 | 70% |
| Population > 50,000 | 5,625 | 3% | 86 | 4% | 5,711 | 3% |
| Population between 15,000 and 50,000 | 25,668 | 13% | 281 | 12% | 25,949 | 13% |
| Population between 5,000 and 15,000 | 11,500 | 6% | 112 | 5% | 11,612 | 6% |
| Population less than 5,000 | 13,428 | 7% | 145 | 6% | 13,573 | 7% |
| Remote | 699 | 0% | 12 | 1% | 711 | 0% |
| Very Remote | 86 | 0% | <11 | n/a | 86 | 0% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 100% |

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{97 98}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 66,768 | 35% | 499 | 22% | 67,267 | 35% |
| Intellectual disability | 31,986 | 17% | 67 | 3% | 32,053 | 17% |
| Developmental delay | 20,376 | 11% | 1,011 | 44% | 21,387 | 11% |
| Psychosocial disability | 18,782 | 10% | 99 | 4% | 18,881 | 10% |
| Hearing impairment | 8,388 | 4% | 48 | 2% | 8,436 | 4% |
| Other neurological | 7,208 | 4% | 64 | 3% | 7,272 | 4% |
| Other physical | 5,815 | 3% | 25 | 1% | 5,840 | 3% |
| Acquired brain injury | 5,023 | 3% | 32 | 1% | 5,055 | 3% |
| Cerebral palsy | 5,672 | 3% | 13 | 1% | 5,685 | 3% |
| Global developmental delay | 6,314 | 3% | 255 | 11% | 6,569 | 3% |
| Multiple sclerosis | 2,909 | 2% | 18 | 1% | 2,927 | 2% |
| Visual impairment | 3,227 | 2% | <11 | n/a | 3,237 | 2% |
| Other | 2,882 | 2% | 75 | 3% | 2,957 | 2% |
| Stroke | 3,190 | 2% | 45 | 2% | 3,235 | 2% |
| Spinal cord Injury | 1,875 | 1% | 20 | 1% | 1,895 | 1% |
| Other sensory/speech | 770 | 0% | <11 | n/a | 772 | 0% |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 100% |

⁹⁶ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

⁹⁷ Table order based on national proportions in Supplement E (highest to lowest).

⁹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁹⁹ Down syndrome is included in intellectual disability, representing 2% (3,751) of all Scheme participants in New South Wales.

¹⁰⁰ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{101 102}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 1,323 | 11% | <11 | n/a | 1,324 | 11% |
| Intellectual disability | 5,095 | 44% | <11 | n/a | 5,095 | 44% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 1,797 | 16% | <11 | n/a | 1,798 | 16% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 776 | 7% | <11 | n/a | 786 | 7% |
| Other physical | 112 | 1% | <11 | n/a | 113 | 1% |
| Acquired brain injury | 800 | 7% | <11 | n/a | 805 | 7% |
| Cerebral palsy | 862 | 7% | <11 | n/a | 862 | 7% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 114 | 1% | <11 | n/a | 114 | 1% |
| Visual impairment | 34 | 0% | <11 | n/a | 34 | 0% |
| Other | 173 | 2% | <11 | n/a | 174 | 2% |
| Stroke | 353 | 3% | <11 | n/a | 363 | 3% |
| Spinal cord Injury | 83 | 1% | <11 | n/a | 86 | 1% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 11,528 | 100% | 32 | 100% | 11,560 | 100% |

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ¹⁰³

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 65,445 | 36% | 498 | 22% | 65,943 | 36% |
| Intellectual disability | 26,891 | 15% | 67 | 3% | 26,958 | 15% |
| Developmental delay | 20,376 | 11% | 1,011 | 45% | 21,387 | 12% |
| Psychosocial disability | 16,985 | 9% | 98 | 4% | 17,083 | 9% |
| Hearing impairment | 8,383 | 5% | 48 | 2% | 8,431 | 5% |
| Other neurological | 6,432 | 4% | 54 | 2% | 6,486 | 4% |
| Other physical | 5,703 | 3% | 24 | 1% | 5,727 | 3% |
| Acquired brain injury | 4,223 | 2% | 27 | 1% | 4,250 | 2% |
| Cerebral palsy | 4,810 | 3% | 13 | 1% | 4,823 | 3% |
| Global developmental delay | 6,314 | 4% | 255 | 11% | 6,569 | 4% |
| Multiple sclerosis | 2,795 | 2% | 18 | 1% | 2,813 | 2% |
| Visual impairment | 3,193 | 2% | <11 | n/a | 3,203 | 2% |
| Other | 2,709 | 2% | 74 | 3% | 2,783 | 2% |
| Stroke | 2,837 | 2% | 35 | 2% | 2,872 | 2% |
| Spinal cord Injury | 1,792 | 1% | 17 | 1% | 1,809 | 1% |
| Other sensory/speech | 769 | 0% | <11 | n/a | 771 | 0% |
| Total | 179,657 | 100% | 2,251 | 100% | 181,908 | 100% |

¹⁰¹ 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.

¹⁰² Down syndrome is included in intellectual disability, representing 6% (670) of participants in SIL.

¹⁰³ Down syndrome is included in intellectual disability, representing 2% (3,081) of participants not in SIL.

Table F.13 Participant profile per quarter by reported level of function – New South Wales ¹⁰⁴

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 1 (High Function) | 23,008 | 12% | 708 | 31% | 23,716 | 12% |
| 2 (High Function) | 358 | 0% | <11 | n/a | 359 | 0% |
| 3 (High Function) | 9,595 | 5% | 185 | 8% | 9,780 | 5% |
| 4 (High Function) | 14,147 | 7% | <11 | n/a | 14,154 | 7% |
| 5 (High Function) | 13,630 | 7% | 163 | 7% | 13,793 | 7% |
| 6 (Moderate Function) | 44,325 | 23% | 88 | 4% | 44,413 | 23% |
| 7 (Moderate Function) | 11,230 | 6% | 56 | 2% | 11,286 | 6% |
| 8 (Moderate Function) | 9,787 | 5% | 34 | 1% | 9,821 | 5% |
| 9 (Moderate Function) | 975 | 1% | <11 | n/a | 980 | 1% |
| 10 (Moderate Function) | 17,214 | 9% | 60 | 3% | 17,274 | 9% |
| 11 (Low Function) | 5,638 | 3% | <11 | n/a | 5,644 | 3% |
| 12 (Low Function) | 24,596 | 13% | 80 | 4% | 24,676 | 13% |
| 13 (Low Function) | 12,780 | 7% | 216 | 9% | 12,996 | 7% |
| 14 (Low Function) | 3,070 | 2% | <11 | n/a | 3,072 | 2% |
| 15 (Low Function) | 51 | 0% | <11 | n/a | 51 | 0% |
| Missing | 781 | 0% | 672 | 29% | 1,453 | 1% |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 100% |

Table F.14 Participant profile per quarter by age group – New South Wales ¹⁰⁵

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 0 to 6 | 30,611 | 16% | 1,587 | 70% | 32,198 | 17% |
| 7 to 14 | 50,126 | 26% | 235 | 10% | 50,361 | 26% |
| 15 to 18 | 16,706 | 9% | 49 | 2% | 16,755 | 9% |
| 19 to 24 | 16,298 | 9% | 39 | 2% | 16,337 | 8% |
| 25 to 34 | 17,361 | 9% | 56 | 2% | 17,417 | 9% |
| 35 to 44 | 13,875 | 7% | 68 | 3% | 13,943 | 7% |
| 45 to 54 | 16,281 | 9% | 96 | 4% | 16,377 | 8% |
| 55 to 64 | 19,616 | 10% | 140 | 6% | 19,756 | 10% |
| 65+ | 10,311 | 5% | 13 | 1% | 10,324 | 5% |
| Total | 191,185 | 100% | 2,283 | 100% | 193,468 | 100% |

¹⁰⁴ The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁰⁵ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table F.15 Participation rates by age group and gender at 31 March 2024 – New South Wales
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| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 6.4% | 2.9% | 4.8% |
| 7 to 14 | 8.3% | 3.7% | 6.2% |
| 15 to 18 | 5.2% | 2.8% | 4.1% |
| 19 to 24 | 3.3% | 1.9% | 2.7% |
| 25 to 44 | 1.6% | 1.1% | 1.4% |
| 45 to 64 | 2.0% | 1.7% | 1.8% |
| Total (aged 0 to 64) | 3.4% | 1.9% | 2.7% |

Table F.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – New South Wales ^{107 108}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | n/a | 5% |
| Health & Wellbeing | 22% | 31% | 22% |
| Lifelong Learning | 12% | n/a | 11% |
| Other | 9% | 15% | 9% |
| Non-categorised | 5% | n/a | 5% |
| Any mainstream service | 32% | 43% | 32% |

Table F.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – New South Wales ¹⁰⁹

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|-------------|
| Choice and control over my life | 2% | 3% | 2% |
| Daily life | 17% | 18% | 17% |
| Health and wellbeing | 78% | 79% | 78% |
| Learning | 35% | 28% | 34% |
| Relationships | 5% | 4% | 5% |
| Social and community activities | 11% | 8% | 10% |
| Where I live | 1% | 2% | 1% |
| Work | 5% | 3% | 5% |
| Unknown | 9% | 5% | 9% |
| Any mainstream service | 100% | 96% | 100% |

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

¹⁰⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁰⁸ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

¹⁰⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Two: Participant and family/carer outcomes

Note: In Tables F.18 to F.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 F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,075), 'participant social and community engagement rate' (n=13,183), 'parent and carer employment rate' (n=15,014) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=8,515) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - New South Wales ¹¹⁰

| Age group | Baseline | R1 | R2 | 2023-24 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 14% | 18% | 26% |
| Participant employment rate - Aged 25 to 34 years | 28% | 30% | 31% | 26% |
| Participant employment rate - Aged 35 to 44 years | 28% | 28% | 28% | 26% |
| Participant employment rate - Aged 45 to 54 years | 23% | 24% | 23% | 26% |
| Participant employment rate - Aged 55 to 64 years | 17% | 16% | 14% | 26% |
| Participant employment rate - Aged 65+ years | 13% | 12% | 9% | 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% | 38% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 32% | 36% | 38% | 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% | 67% | 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% |

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 March 2022 and have had a second plan reassessment to date.

Table F.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,108), ‘participant social and community engagement rate’ (n=12,234), ‘parent and carer employment rate’ (n=10,338) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=8,956) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - New South Wales ¹¹¹

| 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% | 29% | 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 | 27% | 28% | 23% | 25% | 26% |
| Participant employment rate - Aged 15 to 64 years | 21% | 23% | 21% | 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% | 39% | 45% | 45% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 32% | 38% | 43% | 42% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 34% | 39% | 40% | 42% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 36% | 39% | 44% | 44% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 33% | 39% | 43% | 44% | 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% | 49% | 51% | 54% | 50% |
| Parent and carer employment rate - Aged 15+ years | 51% | 55% | 54% | 53% | 50% |
| Parent and carer employment rate - All ages | 48% | 51% | 51% | 53% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 59% | 66% | 68% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 70% | 76% | 79% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 67% | 72% | 76% | 75% |

¹¹¹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a third plan reassessment to date.

Table F.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,531), ‘participant social and community engagement rate’ (n=10,653), ‘parent and carer employment rate’ (n=6,881) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=8,616) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - New South Wales ¹¹²

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 12% | 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% | 29% | 31% | 26% |
| Participant employment rate - Aged 45 to 54 years | 33% | 33% | 33% | 28% | 30% | 26% |
| Participant employment rate - Aged 55 to 64 years | 23% | 23% | 20% | 18% | 18% | 26% |
| Participant employment rate - Aged 65+ years | 15% | 15% | 13% | 11% | 10% | 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% | 48% | 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% | 41% | 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% | 40% | 42% | 43% | 44% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 36% | 42% | 47% | 48% | 47% | 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% | 57% | 50% |
| Parent and carer employment rate - Aged 15+ years | 51% | 54% | 56% | 56% | 54% | 50% |
| Parent and carer employment rate - All ages | 50% | 52% | 53% | 54% | 56% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 60% | 66% | 69% | 70% | 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% | 74% | 76% | 75% |

¹¹² 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 March 2020 and have had a fourth plan reassessment to date.

Table F.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=8,177), ‘participant social and community engagement rate’ (n=8,329), ‘parent and carer employment rate’ (n=3,798) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=6,953) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - New South Wales ¹¹³

| 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% | 33% | 29% | 32% | 26% |
| Participant employment rate - Aged 35 to 44 years | 36% | 38% | 35% | 35% | 32% | 35% | 26% |
| Participant employment rate - Aged 45 to 54 years | 32% | 32% | 28% | 31% | 28% | 27% | 26% |
| Participant employment rate - Aged 55 to 64 years | 27% | 26% | 23% | 22% | 20% | 19% | 26% |
| Participant employment rate - Aged 65+ years | 17% | 16% | 12% | 13% | 8% | 10% | 26% |
| Participant employment rate - Aged 25 to 64 years | 31% | 31% | 29% | 30% | 27% | 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% | 46% | 47% | 49% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 34% | 38% | 42% | 44% | 46% | 45% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 36% | 39% | 42% | 43% | 45% | 46% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 35% | 41% | 45% | 48% | 48% | 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% | 46% | 47% | 47% | 51% | 54% | 50% |
| Parent and carer employment rate - Aged 15+ years | 50% | 53% | 53% | 57% | 57% | 56% | 50% |
| Parent and carer employment rate - All ages | 47% | 49% | 50% | 51% | 53% | 55% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 61% | 65% | 70% | 69% | 70% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 68% | 73% | 77% | 78% | 81% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 65% | 70% | 74% | 74% | 77% | 75% |

¹¹³ 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 March 2019 and have had a fifth plan reassessment to date.

Table F.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,953), ‘participant social and community engagement rate’ (n=5,047), ‘parent and carer employment rate’ (n=1,706) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=4,039) 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 March 2018 - New South Wales ¹¹⁴

| 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% | 18% | 26% | 26% |
| Participant employment rate - Aged 25 to 34 years | 23% | 25% | 24% | 23% | 28% | 24% | 27% | 26% |
| Participant employment rate - Aged 35 to 44 years | 34% | 36% | 32% | 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% | 14% | 12% | 10% | 9% | 9% | 26% |
| Participant employment rate - Aged 25 to 64 years | 29% | 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% | 48% | 49% | 46% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 32% | 40% | 47% | 54% | 52% | 52% | 52% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 37% | 42% | 47% | 50% | 54% | 53% | 52% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 37% | 43% | 46% | 54% | 54% | 55% | 54% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 35% | 39% | 43% | 41% | 42% | 47% | 47% | 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% | 49% | 50% | 50% | 51% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 34% | 41% | 46% | 49% | 49% | 50% | 50% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 43% | 47% | 50% | 50% | 51% | 57% | 58% | 50% |
| Parent and carer employment rate - Aged 15+ years | 48% | 50% | 50% | 52% | 57% | 54% | 54% | 50% |
| Parent and carer employment rate - All ages | 46% | 49% | 50% | 51% | 54% | 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% |

¹¹⁴ 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 March 2018 and have had a sixth plan reassessment to date.

Table F.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,455), ‘participant social and community engagement rate’ (n=1,508), ‘parent and carer employment rate’ (n=352) 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=1,081) 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 March 2016 - New South Wales ¹¹⁵

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | R7 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 14% | 18% | 23% | 22% | 25% | 32% | 29% | 26% |
| Participant employment rate - Aged 25 to 34 years | 17% | 21% | 22% | 26% | 23% | 28% | 18% | 24% | 26% |
| Participant employment rate - Aged 35 to 44 years | 28% | 28% | 25% | 24% | 25% | 29% | 30% | 26% | 26% |
| Participant employment rate - Aged 45 to 54 years | 31% | 33% | 31% | 31% | 24% | 28% | 25% | 23% | 26% |
| Participant employment rate - Aged 55 to 64 years | 25% | 24% | 23% | 19% | 22% | 19% | 21% | 19% | 26% |
| Participant employment rate - Aged 65+ years | 15% | 18% | 16% | 10% | 8% | 5% | 7% | 5% | 26% |
| Participant employment rate - Aged 25 to 64 years | 24% | 25% | 25% | 26% | 24% | 26% | 23% | 23% | 26% |
| Participant employment rate - Aged 15 to 64 years | 23% | 24% | 24% | 25% | 24% | 26% | 24% | 23% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 37% | 42% | 45% | 49% | 46% | 50% | 48% | 50% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 31% | 39% | 47% | 50% | 56% | 55% | 57% | 52% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 36% | 43% | 47% | 43% | 43% | 46% | 63% | 57% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 39% | 40% | 49% | 57% | 53% | 58% | 48% | 59% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 37% | 39% | 48% | 51% | 52% | 55% | 60% | 52% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 35% | 35% | 45% | 49% | 43% | 48% | 48% | 49% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 35% | 40% | 47% | 50% | 51% | 53% | 56% | 54% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 35% | 40% | 47% | 50% | 50% | 53% | 55% | 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% | 49% | 45% | 50% | 45% | 45% | 50% | 50% |
| Parent and carer employment rate - All ages | 38% | 43% | 50% | 45% | 53% | 50% | 41% | 50% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 63% | 64% | 64% | 70% | 71% | 67% | 70% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 68% | 75% | 79% | 79% | 83% | 81% | 83% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 71% | 74% | 75% | 78% | 75% | 79% | 75% |

¹¹⁵ 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 March 2017 and have had a seventh plan reassessment to date.

Part Three: Participant experience

Table F.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 71 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 909 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 598 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 772 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 617 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 2,965 in 2023-24 Q3) – New South Wales ^{116 117}

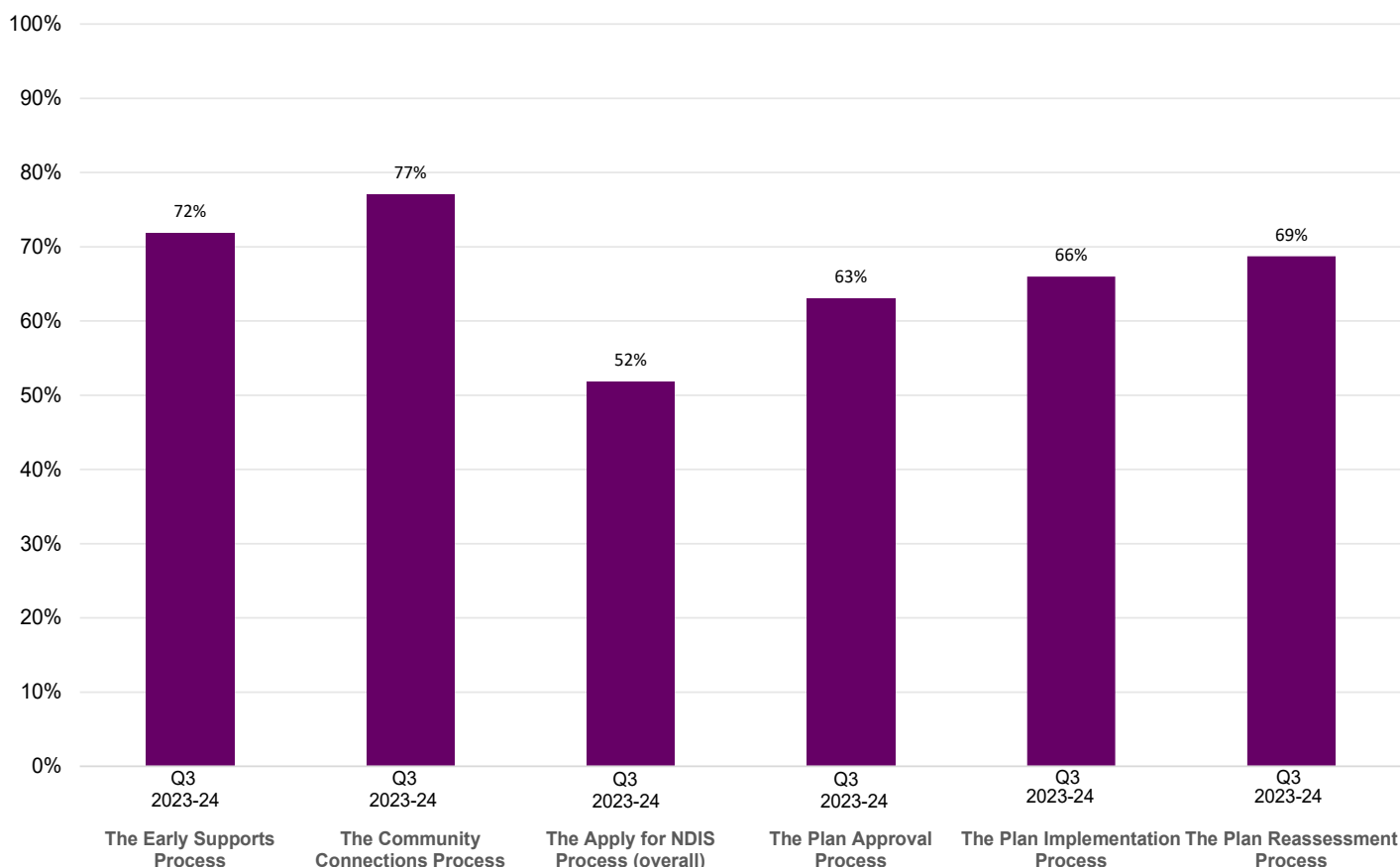
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | 97% |
| Early Supports - Were decisions and outcomes explained to you? | n/a | 84% |
| Early Supports - Were your questions and concerns acknowledged? | n/a | 90% |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | 51% |
| Community Connections - Was information easy to understand? | n/a | 86% |
| Community Connections - Was communication in your preferred format? | n/a | 94% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 81% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 80% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 77% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 57% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 95% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 76% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 79% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 89% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 59% |
| Plan Approval - Were you treated with respect? | n/a | 95% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 80% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 83% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 86% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 67% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 64% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 88% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 68% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 69% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 66% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 69% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 66% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 86% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 69% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 70% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 69% |

¹¹⁶ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

¹¹⁷ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 70% |
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 70% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 68% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 80% |

Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales
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Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table F.25 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table F.26 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data

¹¹⁸ Ibid.
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up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on 30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table F.25 Complaints and Participant Critical Incidents (PCIs) by quarter – New South Wales
119 120 121

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|--|----------------|--------------|---------------|-------------------------------|
| People who have submitted an access request: Complaints about Early Connections Partner | 114 | 24 | 138 | 127 |
| People who have submitted an access request: Complaints about LAC Partner | 848 | 75 | 923 | 825 |
| People who have submitted an access request: Complaints about service providers | 3,266 | 149 | 3,415 | 2,620 |
| People who have submitted an access request: Complaints about the Agency | 43,840 | 4,996 | 48,836 | 25,365 |
| People who have submitted an access request: Unclassified | 1,513 | <11 | 1,513 | 1,328 |
| People who have submitted an access request: Total | 49,581 | 5,244 | 54,825 | 27,703 |
| Percentage of the number of active participants | 5.8% | 10.9% | 6.1% | n/a |
| Total PCIs | 8,833 | 1,367 | 10,200 | n/a |

¹¹⁹ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

¹²⁰ 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.

¹²¹ From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

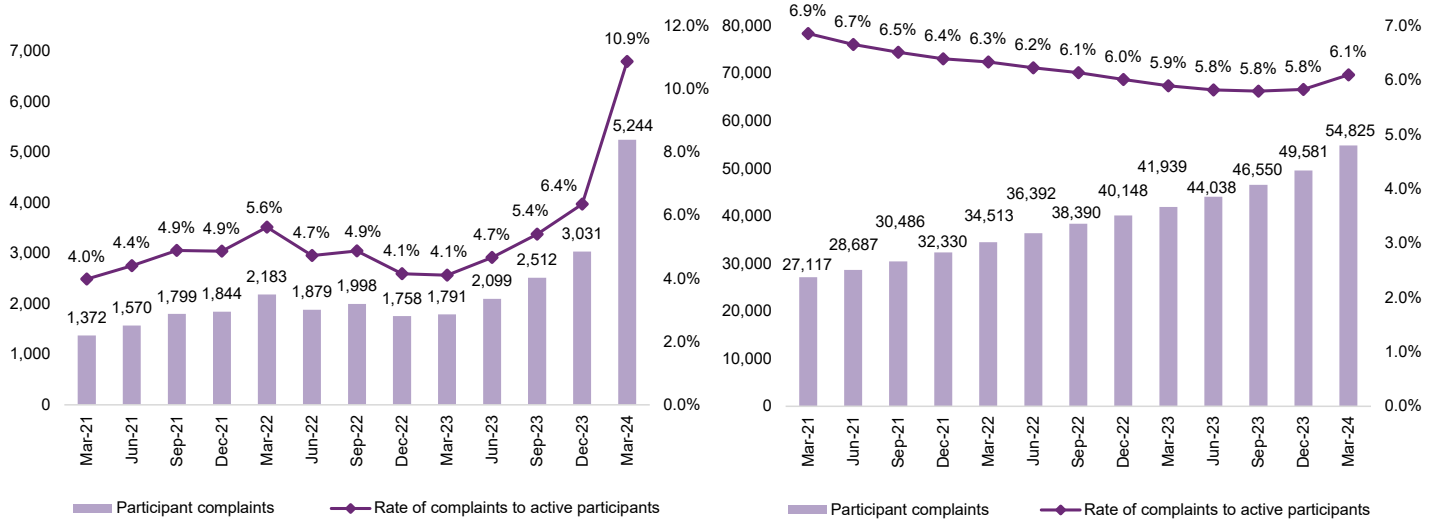
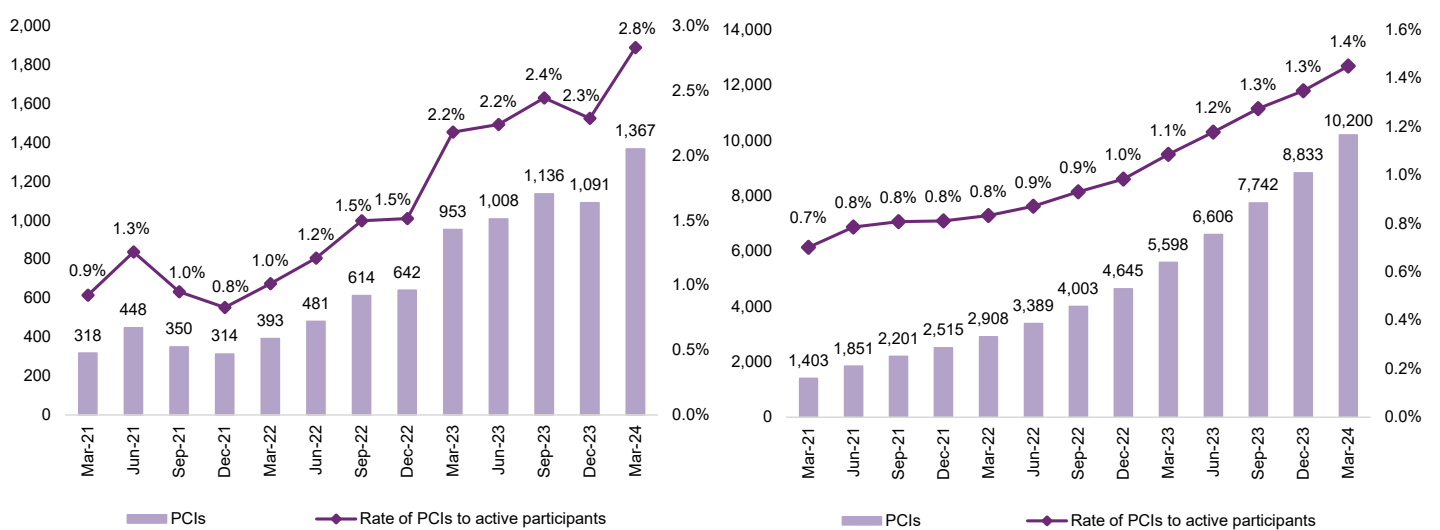


Figure F.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – New South Wales ¹²²



¹²² Ibid.
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Table F.26 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ¹²³

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 2,375 | 5% | <11 | n/a | 2,375 | 5% |
| Complaints about the Agency - Information unclear | 742 | 2% | <11 | n/a | 742 | 2% |
| Complaints about the Agency - NDIA Access | 983 | 2% | 88 | 2% | 1,071 | 2% |
| Complaints about the Agency - NDIA Engagement | 44 | 0% | <11 | n/a | 48 | 0% |
| Complaints about the Agency - NDIA Finance | 2,502 | 6% | 220 | 4% | 2,722 | 6% |
| Complaints about the Agency - NDIA Fraud and Compliance | 180 | 0% | 22 | 0% | 202 | 0% |
| Complaints about the Agency - NDIA Plan | 9,228 | 21% | 853 | 17% | 10,081 | 21% |
| Complaints about the Agency - NDIA Process | 3,059 | 7% | 376 | 8% | 3,435 | 7% |
| Complaints about the Agency - NDIA Resources | 289 | 1% | 53 | 1% | 342 | 1% |
| Complaints about the Agency - NDIA Staff | 2,088 | 5% | 216 | 4% | 2,304 | 5% |
| Complaints about the Agency - NDIA Timeliness | 7,250 | 17% | 3,155 | 63% | 10,405 | 21% |
| Complaints about the Agency - Participation, engagement and inclusion | 179 | 0% | <11 | n/a | 179 | 0% |
| Complaints about the Agency - Provider Portal | 44 | 0% | <11 | n/a | 44 | 0% |
| Complaints about the Agency - Quality & Safeguards Commission | 25 | 0% | <11 | n/a | 31 | 0% |
| Complaints about the Agency - Reasonable and necessary supports | 2,265 | 5% | <11 | n/a | 2,265 | 5% |
| Complaints about the Agency - Staff conduct - Agency | 683 | 2% | <11 | n/a | 683 | 1% |
| Complaints about the Agency - The way the NDIA carried out its decision making | 1,275 | 3% | <11 | n/a | 1,275 | 3% |
| Complaints about the Agency - Timeliness | 5,950 | 14% | <11 | n/a | 5,950 | 12% |
| Complaints about the Agency - Other | 4,679 | 11% | <11 | n/a | 4,682 | 10% |
| Complaints about the Agency - Total | 43,840 | 100% | 4,996 | 100% | 48,836 | 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 | 16 | 14% | <11 | n/a | 17 | 12% |
| Complaints about Early Connections Partner - Early Connections Process | 13 | 11% | <11 | n/a | 14 | 10% |
| 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 | 63 | 55% | 16 | 67% | 79 | 57% |
| Complaints about Early Connections Partner - Early Connections Timeliness | 21 | 18% | <11 | n/a | 27 | 20% |
| Complaints about Early Connections Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about Early Connections Partner - Total | 114 | 100% | 24 | 100% | 138 | 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 | 139 | 16% | <11 | n/a | 142 | 15% |
| Complaints about LAC Partner - LAC Process | 93 | 11% | <11 | n/a | 96 | 10% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 534 | 63% | 64 | 85% | 598 | 65% |
| Complaints about LAC Partner - LAC Timeliness | 64 | 8% | <11 | n/a | 68 | 7% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |

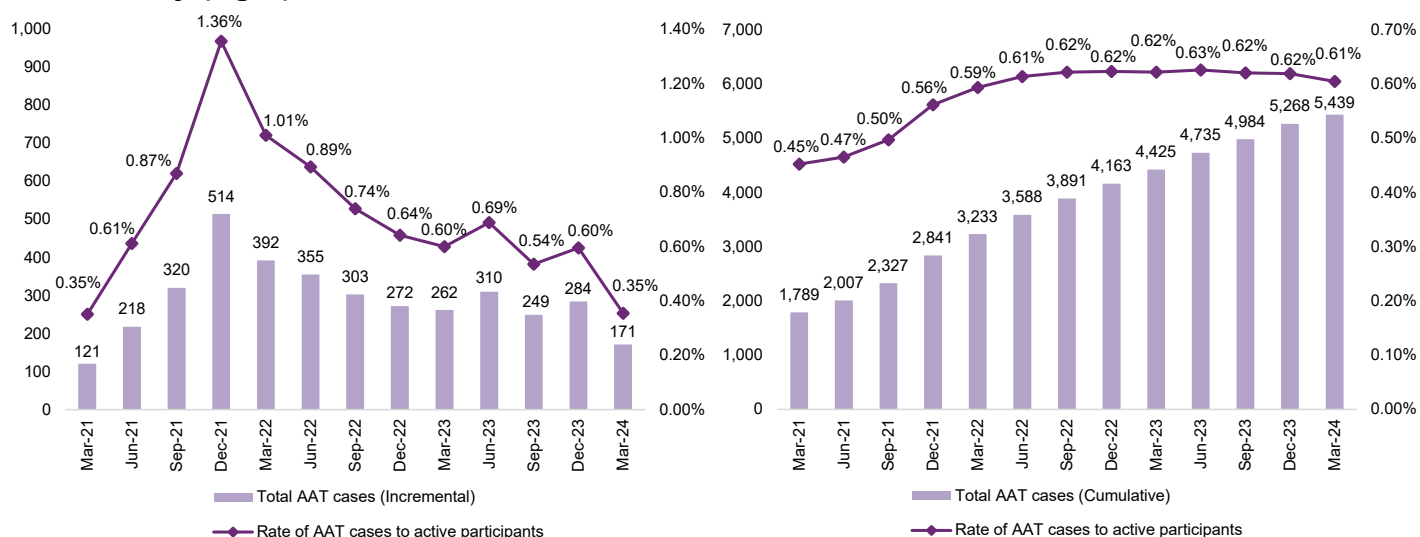
¹²³ There are 49,581 total participant complaints in prior quarters, 5,244 total participant complaints in 2023-24 Q3, and 54,825 total participant complaints as at 31 March 2024, including 1,513 unclassified participant complaints as at 31 March 2024.

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Total | 848 | 100% | 75 | 100% | 923 | 100% |
| Complaints about service providers - Provider Costs | 145 | 4% | <11 | n/a | 145 | 4% |
| Complaints about service providers - Provider Finance | 194 | 6% | 14 | 9% | 208 | 6% |
| Complaints about service providers - Provider Fraud and Compliance | 269 | 8% | 32 | 21% | 301 | 9% |
| Complaints about service providers - Provider Process | 143 | 4% | <11 | n/a | 143 | 4% |
| Complaints about service providers - Provider Service | 932 | 29% | 67 | 45% | 999 | 29% |
| Complaints about service providers - Provider Staff | 471 | 14% | 32 | 21% | 503 | 15% |
| Complaints about service providers - Service Delivery | 237 | 7% | <11 | n/a | 237 | 7% |
| Complaints about service providers - Staff Conduct | 217 | 7% | <11 | n/a | 217 | 6% |
| Complaints about service providers - Supports being provided | 254 | 8% | <11 | n/a | 254 | 7% |
| Complaints about service providers - Other | 404 | 12% | <11 | n/a | 408 | 12% |
| Complaints about service providers - Total | 3,266 | 100% | 149 | 100% | 3,415 | 100% |

Table F.27 AAT Cases by category at 31 March 2024 – New South Wales ¹²⁴

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 1,142 | 22% | 46 | 27% | 1,188 | 22% |
| Plan | 3,615 | 69% | 95 | 56% | 3,710 | 68% |
| Plan Reassessment | 196 | 4% | <11 | n/a | 197 | 4% |
| Other | 315 | 6% | 29 | 17% | 344 | 6% |
| Total cases | 5,268 | 100% | 171 | 100% | 5,439 | 100% |
| Percentage of the number of active participants | n/a | 0.62% | n/a | 0.35% | n/a | 0.61% |

Figure F.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales ¹²⁵



¹²⁴ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹²⁵ Ibid.

Table F.28 AAT cases by open/closed and decision – New South Wales ^{126 127}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 5,439 | 5,424 |
| Open AAT Cases | 699 | 699 |
| Closed AAT Cases | 4,740 | 4,725 |
| Resolved before hearing | 4,594 | 4,579 |
| Gone to hearing and received a substantive decision | 146 | 146 |

Table F.29 AAT Supports in dispute – New South Wales ^{128 129 130}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 31 | <11 | <11 |
| Core Supports | 254 | 74 | 33 |
| Capacity Building Support | 320 | 96 | 45 |
| General Support | 45 | 20 | <11 |
| Assistive Technology | 84 | 23 | <11 |
| SDA | 32 | 12 | <11 |
| Home Modifications | 22 | <11 | <11 |
| SIL | 86 | 36 | 13 |
| Everyday Living Costs | 32 | <11 | <11 |
| Transport | 32 | <11 | <11 |
| Other | <11 | <11 | <11 |
| Total | 533 | 165 | 64 |

¹²⁶ Of the 146 cases which went to hearing and received a substantive decision: 72 affirmed the NDIA's decision, 31 varied the NDIA's decision and 43 set aside the NDIA's decision.

¹²⁷ 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.

¹²⁸ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹²⁹ Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.

¹³⁰ 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 F.30 Closed AAT by outcome – New South Wales

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 137 | 3% | <11 | n/a | 146 | 3% |
| Decided by Tribunal - Affirmed | 68 | 2% | <11 | n/a | 72 | 2% |
| Decided by Tribunal - Varied | 30 | 1% | <11 | n/a | 31 | 1% |
| Decided by Tribunal - Set Aside | 39 | 1% | <11 | n/a | 43 | 1% |
| Not Decided by Tribunal - Total | 4,350 | 97% | 244 | 96% | 4,594 | 97% |
| Not Decided by Tribunal - Resolved by consent | 3,082 | 69% | 183 | 72% | 3,265 | 69% |
| Not Decided by Tribunal - Withdrawn | 917 | 20% | 36 | 14% | 953 | 20% |
| Not Decided by Tribunal - No jurisdiction | 83 | 2% | <11 | n/a | 84 | 2% |
| Not Decided by Tribunal - Extension of Time Declined | 15 | 0% | <11 | n/a | 16 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | 26 | 1% | <11 | n/a | 26 | 1% |
| Not Decided by Tribunal - Dismissed | 227 | 5% | 23 | 9% | 250 | 5% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 4,487 | 100% | 253 | 100% | 4,740 | 100% |

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table F.31 Number of active providers in 2023-24 Q3 by registration status and plan management type – New South Wales ^{131 132 133 134}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|--------------|---------------|-----------------|
| Agency-managed | 3,916 | <5 | 3,916 |
| Plan-managed | 5,767 | 47,649 | 53,206 |
| Self-managed | 1,955 | 12,131 | 14,048 |
| All plan management types | 6,357 | 53,485 | 59,617 |

Table F.32 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – New South Wales ^{135 136 137 138 139}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|--------------|--------------|------------------------|
| Agency-managed | 1,219 | 0 | 1,219 |
| Plan-managed | 923 | 646 | 1,581 |
| Self-managed | 24 | 38 | 329 |
| All management types | 2,166 | 684 | 3,129 |

¹³¹ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

¹³² Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹³³ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

¹³⁴ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

¹³⁵ Registration status is determined as at the posting date of payment.

¹³⁶ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

¹³⁷ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

¹³⁸ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

¹³⁹ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figures F.5 to F.13 and in Tables F.33 and Table F.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to the date of the report, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table F.33 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – New South Wales

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.8% | 2.7% |
| \$5,001-\$10,000 | 6.2% | 6.0% |
| \$10,001-\$15,000 | 11.2% | 11.0% |
| \$15,001-\$20,000 | 14.7% | 14.7% |
| \$20,001-\$25,000 | 11.3% | 11.4% |
| \$25,001-\$30,000 | 4.4% | 4.4% |
| \$30,001-\$50,000 | 12.8% | 12.8% |
| \$50,001-\$100,000 | 16.6% | 16.6% |
| \$100,001-\$150,000 | 6.5% | 6.5% |
| \$150,001-\$200,000 | 3.4% | 3.4% |
| \$200,001-\$250,000 | 2.1% | 2.1% |
| \$250,001+ | 8.2% | 8.3% |

Table F.34 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – New South Wales

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 3.0% | 2.9% |
| \$5,001-\$10,000 | 6.5% | 6.4% |
| \$10,001-\$15,000 | 11.8% | 11.7% |
| \$15,001-\$20,000 | 15.6% | 15.7% |
| \$20,001-\$25,000 | 12.0% | 12.1% |
| \$25,001-\$30,000 | 4.6% | 4.6% |
| \$30,001-\$50,000 | 13.5% | 13.6% |
| \$50,001-\$100,000 | 17.7% | 17.7% |
| \$100,001-\$150,000 | 6.8% | 6.9% |
| \$150,001-\$200,000 | 3.5% | 3.5% |
| \$200,001-\$250,000 | 1.9% | 1.9% |
| \$250,001+ | 2.9% | 2.9% |

Figure F.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – New South Wales

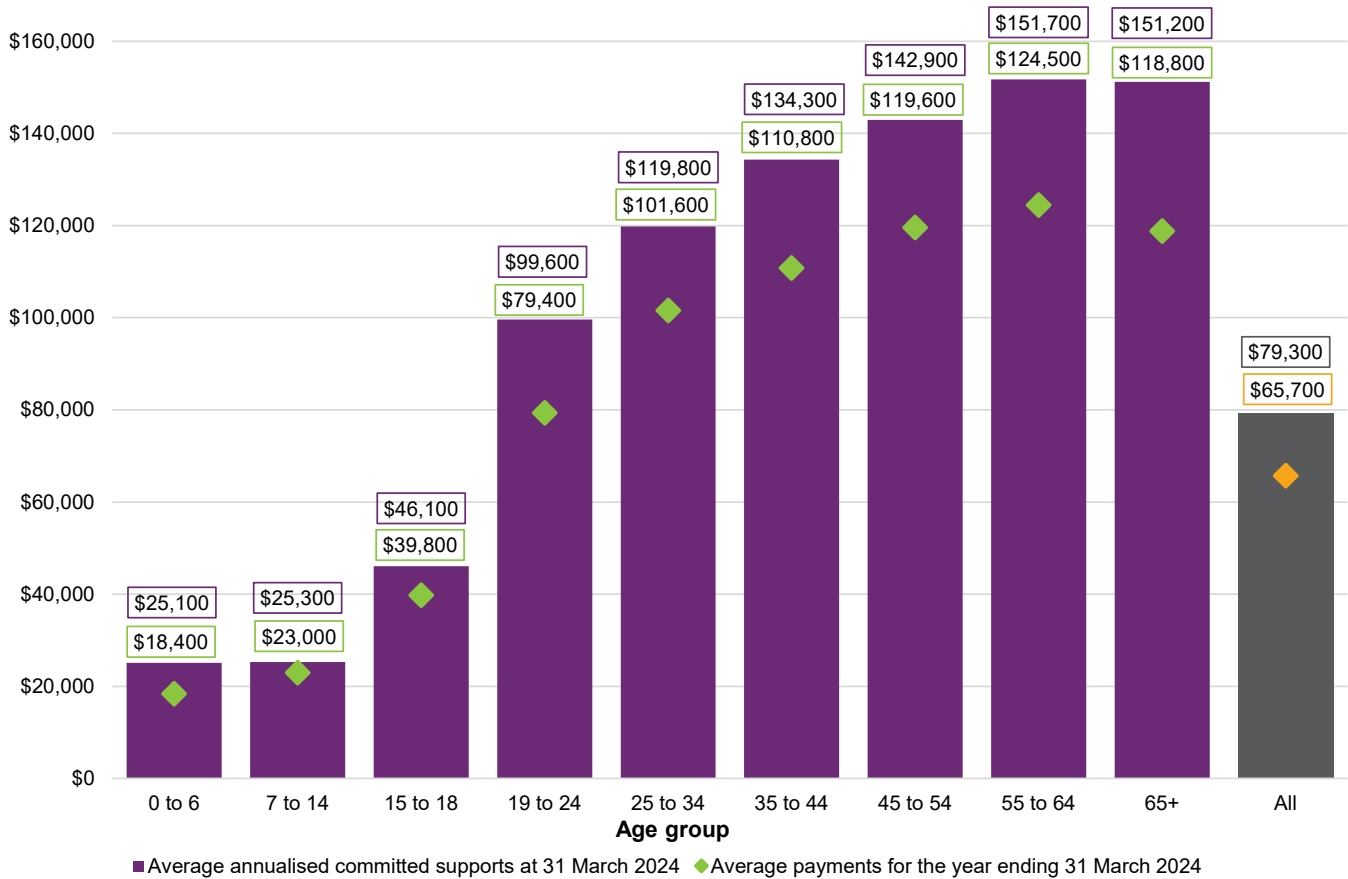


Figure F.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – New South Wales

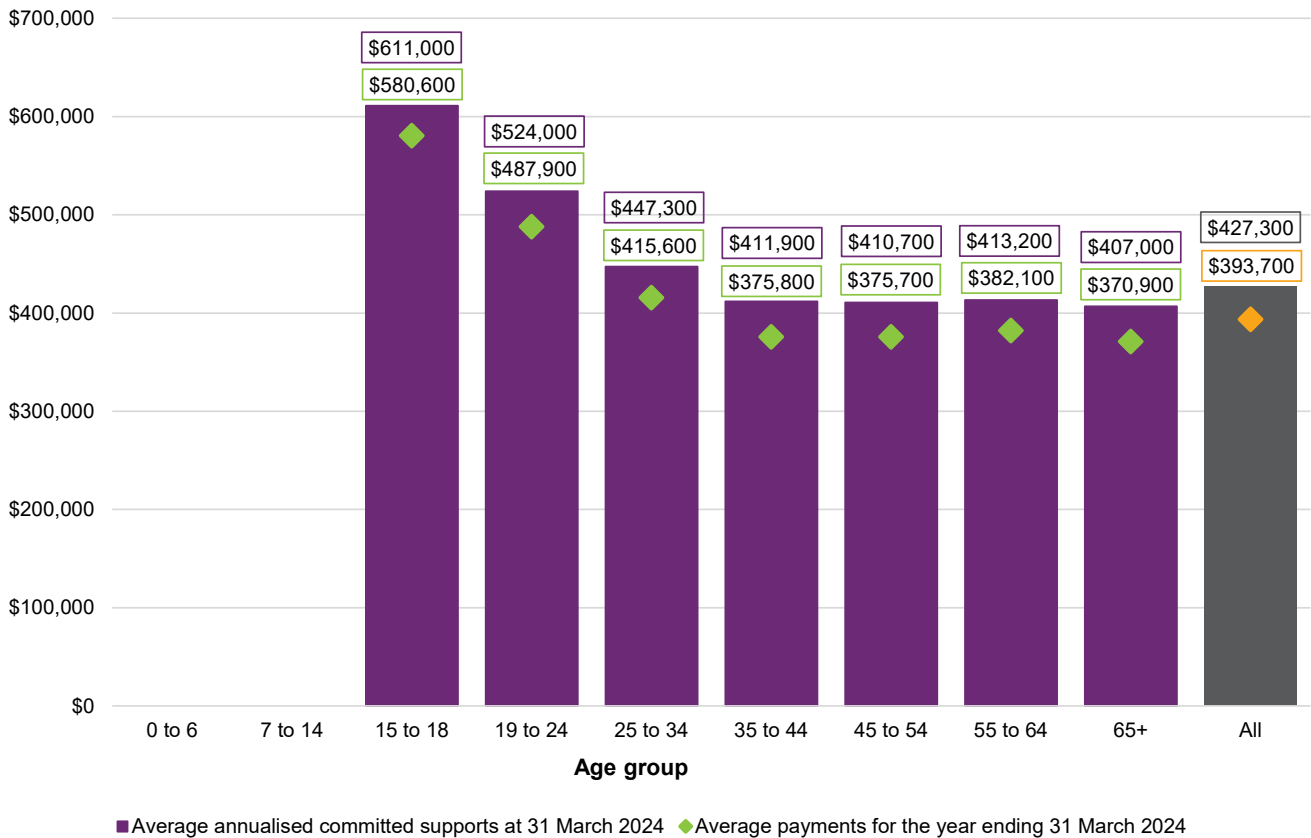


Figure F.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – New South Wales

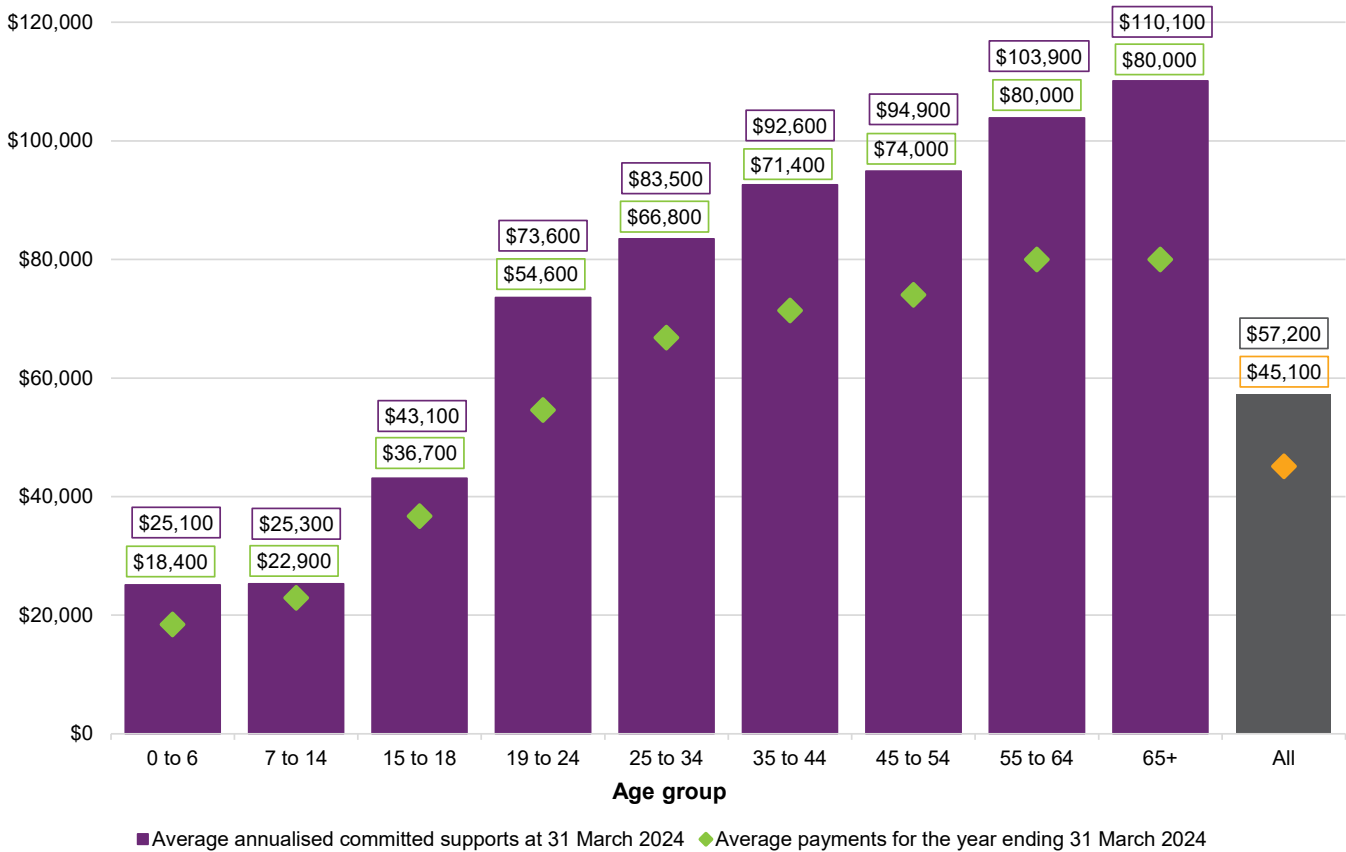


Figure F.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – New South Wales

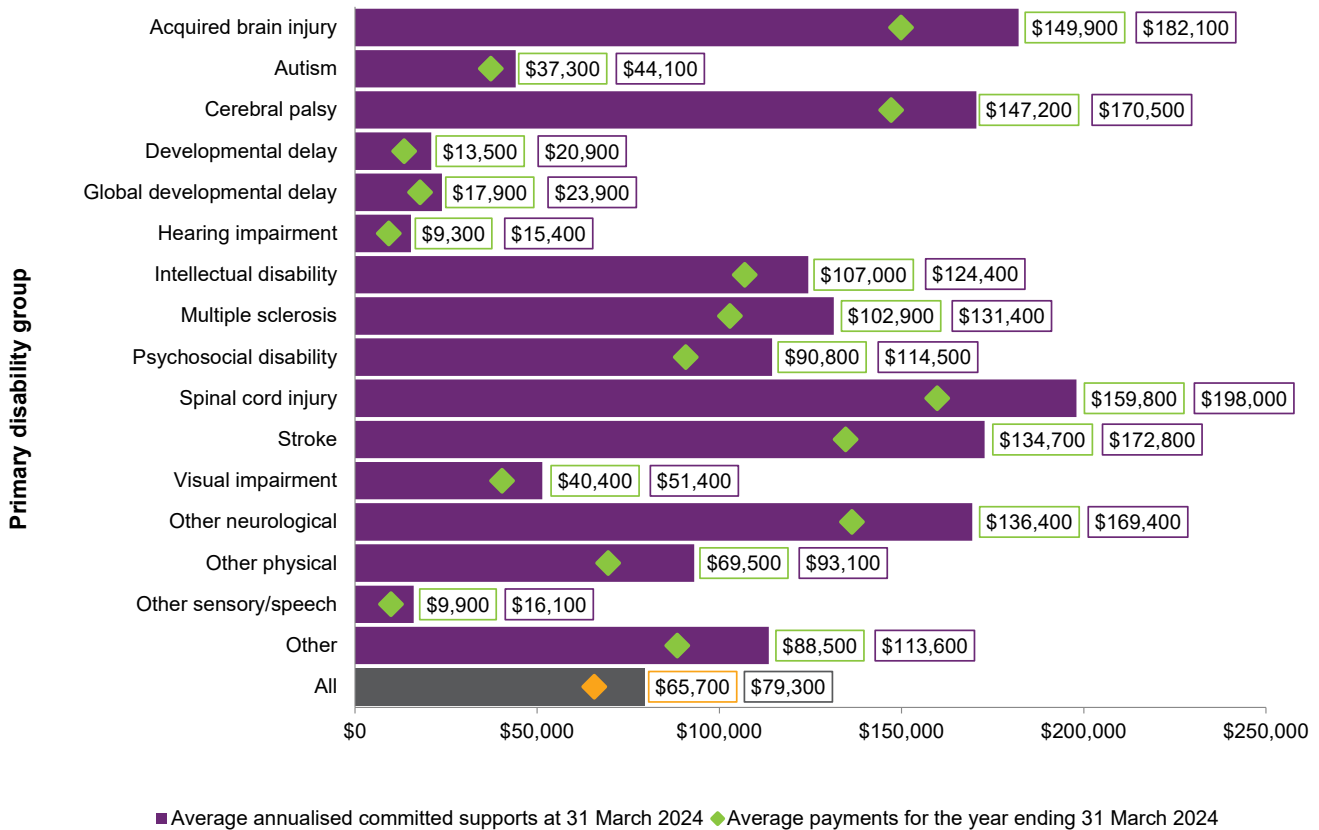


Figure F.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – New South Wales

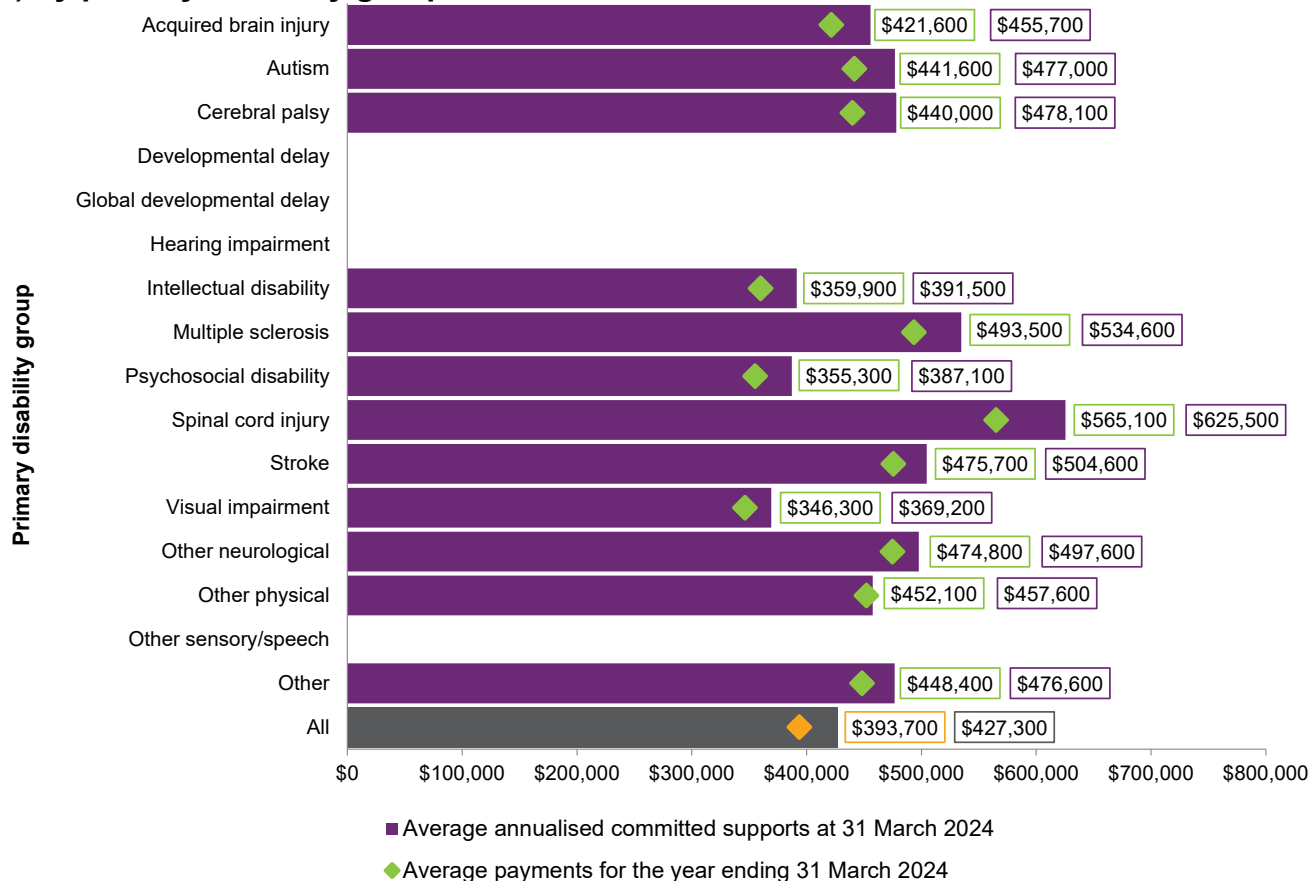


Figure F.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – New South Wales

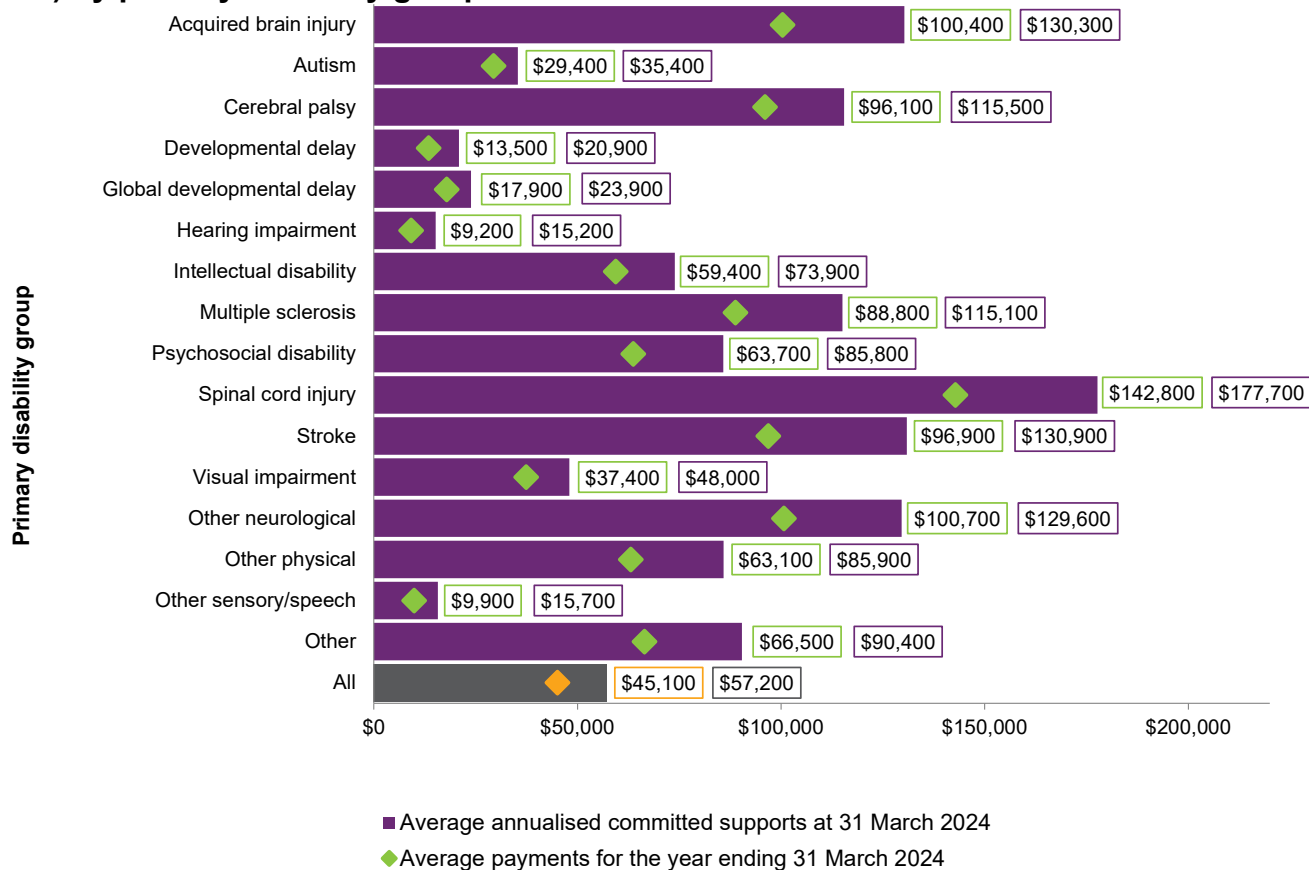


Figure F.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – New South Wales

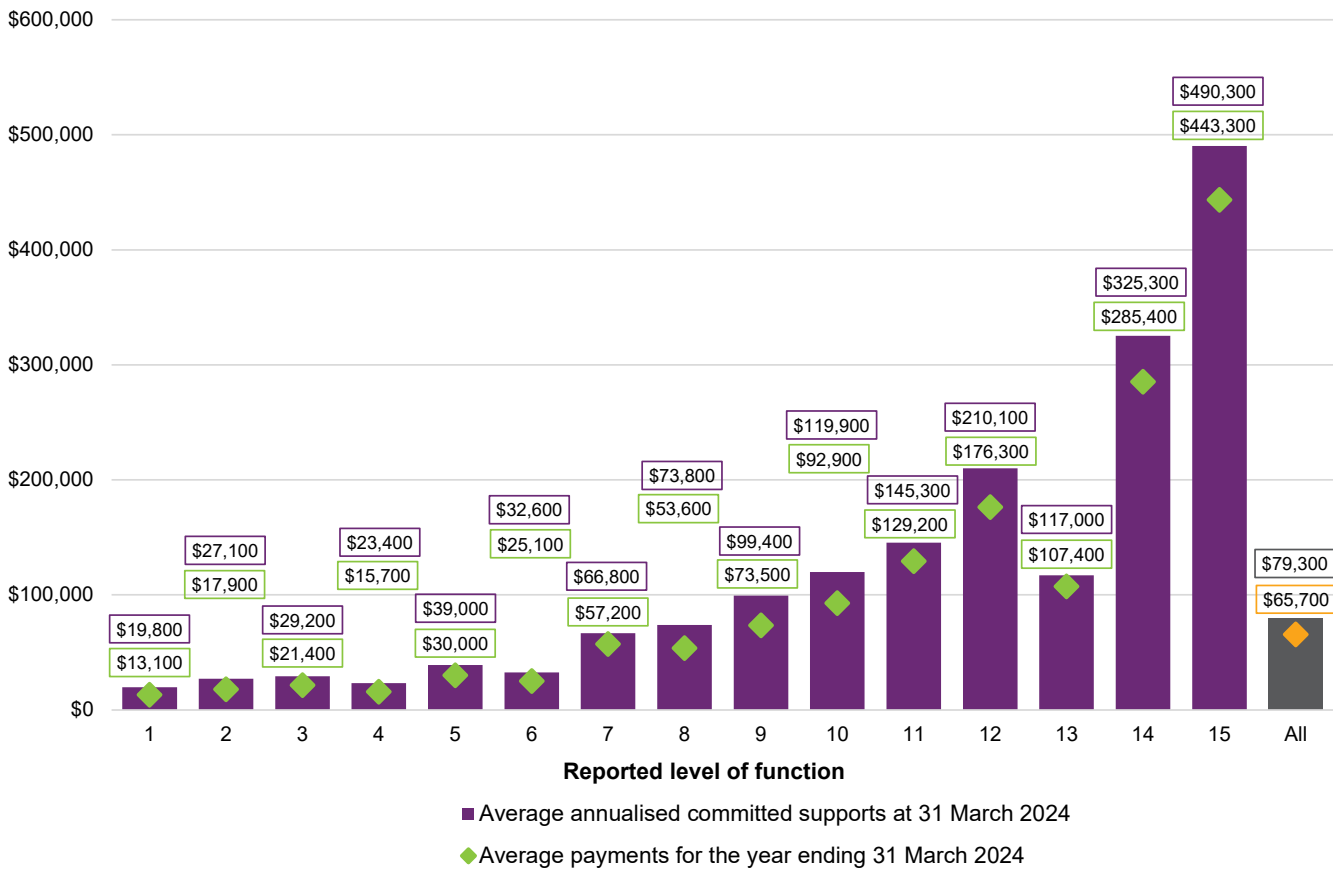


Figure F.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – New South Wales

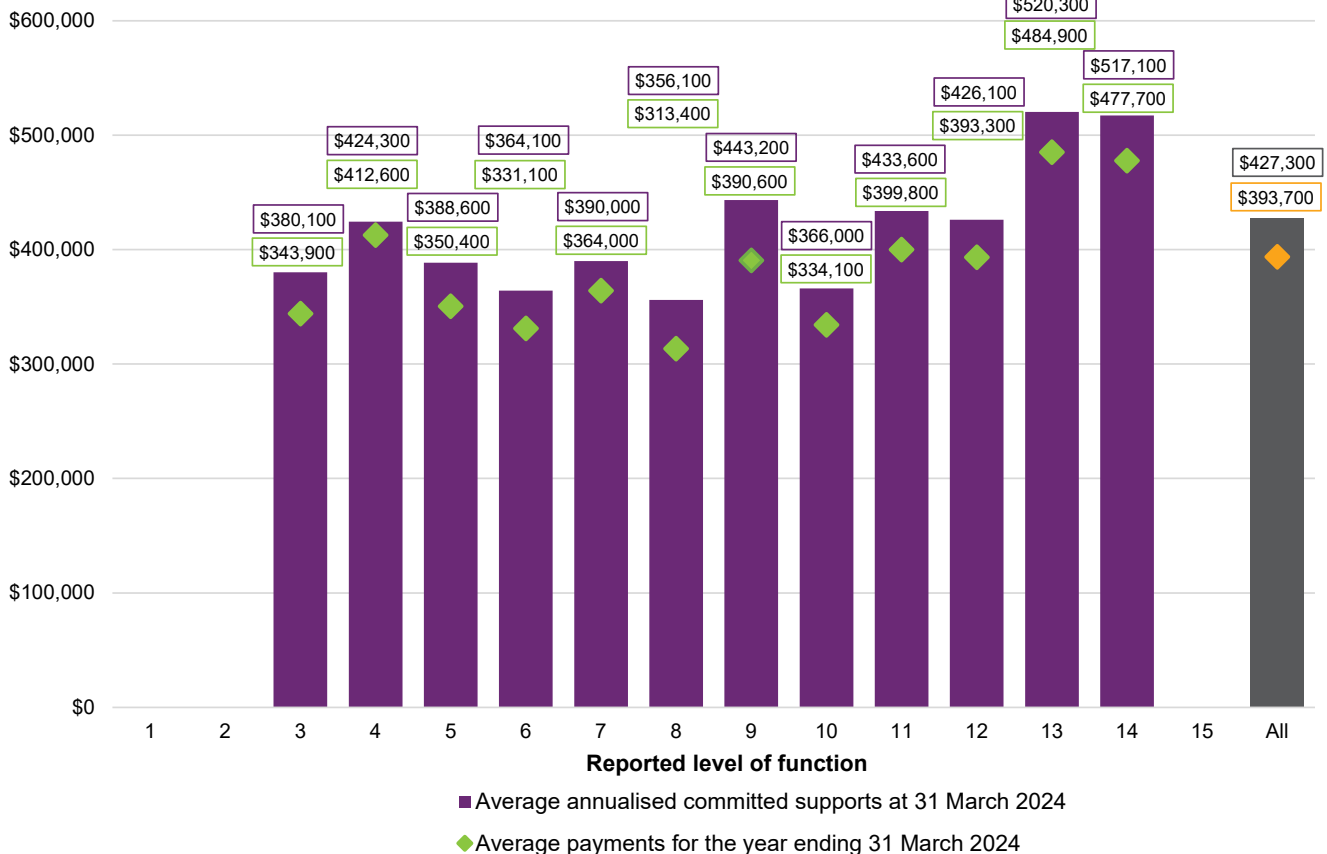


Figure F.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – New South Wales

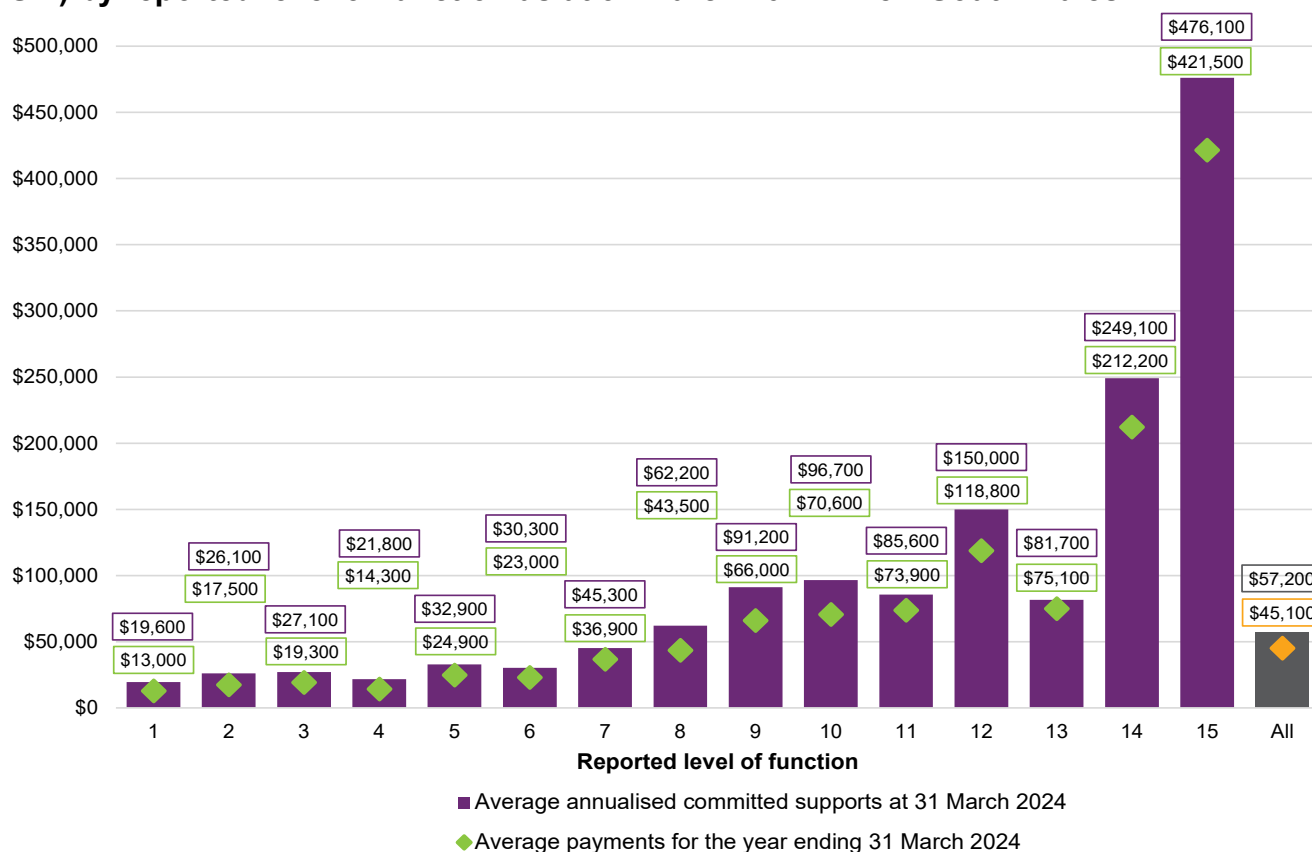


Table F.35 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – New South Wales ^{140 141}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 6,391.2 | 7,403.8 |
| Core: Consumables | 192.1 | 245.9 |
| Core: Social and Civic | 2,848.0 | 3,346.2 |
| Core: Transport | 334.7 | 160.2 |
| Capacity Building: Choice and Control | 148.0 | 168.6 |
| Capacity Building: Daily Activities | 1,491.2 | 2,374.5 |
| Capacity Building: Employment | 45.0 | 114.2 |
| Capacity Building: Health and Wellbeing | 15.4 | 27.9 |
| Capacity Building: Home Living | 0.1 | 1.3 |
| Capacity Building: Lifelong learning | 0.01 | 0.2 |
| Capacity Building: Relationships | 198.9 | 372.6 |
| Capacity Building: Social and Civic | 59.3 | 129.9 |
| Capacity Building: Support Coordination | 281.1 | 374.8 |
| Capital: Assistive Technology | 188.9 | 422.3 |
| Capital: Home Modifications | 128.6 | 196.7 |
| All | 12,322.7 | 15,339.0 |

¹⁴⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

¹⁴¹ Total payments for home modifications in New South Wales were \$128.6 million. Of which, \$93.2 million (73%) has been paid for specialised disability accommodation (SDA) supports, and \$35.3 million (27%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$196.7 million. Of which, \$139.1 million (71%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.6 million (29%) has been allocated for non-SDA supports.

Table F.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – New South Wales ^{142 143}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 3,342.8 | 3,572.2 |
| Core: Consumables | 31.0 | 36.7 |
| Core: Social and Civic | 621.7 | 784.9 |
| Core: Transport | 23.5 | 27.7 |
| Capacity Building: Choice and Control | 9.8 | 11.0 |
| Capacity Building: Daily Activities | 87.0 | 132.0 |
| Capacity Building: Employment | 1.1 | 3.2 |
| Capacity Building: Health and Wellbeing | 2.0 | 3.0 |
| Capacity Building: Home Living | 0.002 | 0.5 |
| Capacity Building: Lifelong learning | n/a | n/a |
| Capacity Building: Relationships | 83.2 | 131.5 |
| Capacity Building: Social and Civic | 0.9 | 2.1 |
| Capacity Building: Support Coordination | 55.1 | 67.8 |
| Capital: Assistive Technology | 29.5 | 57.2 |
| Capital: Home Modifications | 71.9 | 109.5 |
| All | 4,359.4 | 4,939.3 |

¹⁴² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

¹⁴³ Total payments for home modifications in New South Wales were \$71.9 million. Of which, \$71.3 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$109.5 million. Of which, \$107.9 million (98.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6 million (1.4%) 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 March 2024 (\$m) – New South Wales ^{144 145}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 3,048.4 | 3,831.6 |
| Core: Consumables | 161.1 | 209.2 |
| Core: Social and Civic | 2,226.3 | 2,561.3 |
| Core: Transport | 311.2 | 132.4 |
| Capacity Building: Choice and Control | 138.1 | 157.6 |
| Capacity Building: Daily Activities | 1,404.2 | 2,242.5 |
| Capacity Building: Employment | 44.0 | 111.0 |
| Capacity Building: Health and Wellbeing | 13.5 | 24.8 |
| Capacity Building: Home Living | 0.1 | 0.8 |
| Capacity Building: Lifelong learning | 0.01 | 0.2 |
| Capacity Building: Relationships | 115.7 | 241.1 |
| Capacity Building: Social and Civic | 58.4 | 127.8 |
| Capacity Building: Support Coordination | 226.1 | 307.0 |
| Capital: Assistive Technology | 159.5 | 365.1 |
| Capital: Home Modifications | 56.6 | 87.3 |
| All | 7,963.2 | 10,399.7 |

Table F.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹⁴⁶

| 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 | 50.4 | 184.9 | 352.3 | 1,768.2 | 4,271.2 | 5,900.5 | 8,033.6 | 10,177.6 | 11,490.1 | 13,967.3 | 11,759.6 |
| Total Paid | 37.3 | 141.7 | 260.1 | 1,210.1 | 3,101.5 | 4,474.4 | 5,984.2 | 7,715.5 | 8,946.7 | 10,907.3 | 8,963.6 |
| % utilised to date | 74% | 77% | 74% | 68% | 73% | 76% | 74% | 76% | 78% | 78% | 76% |

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

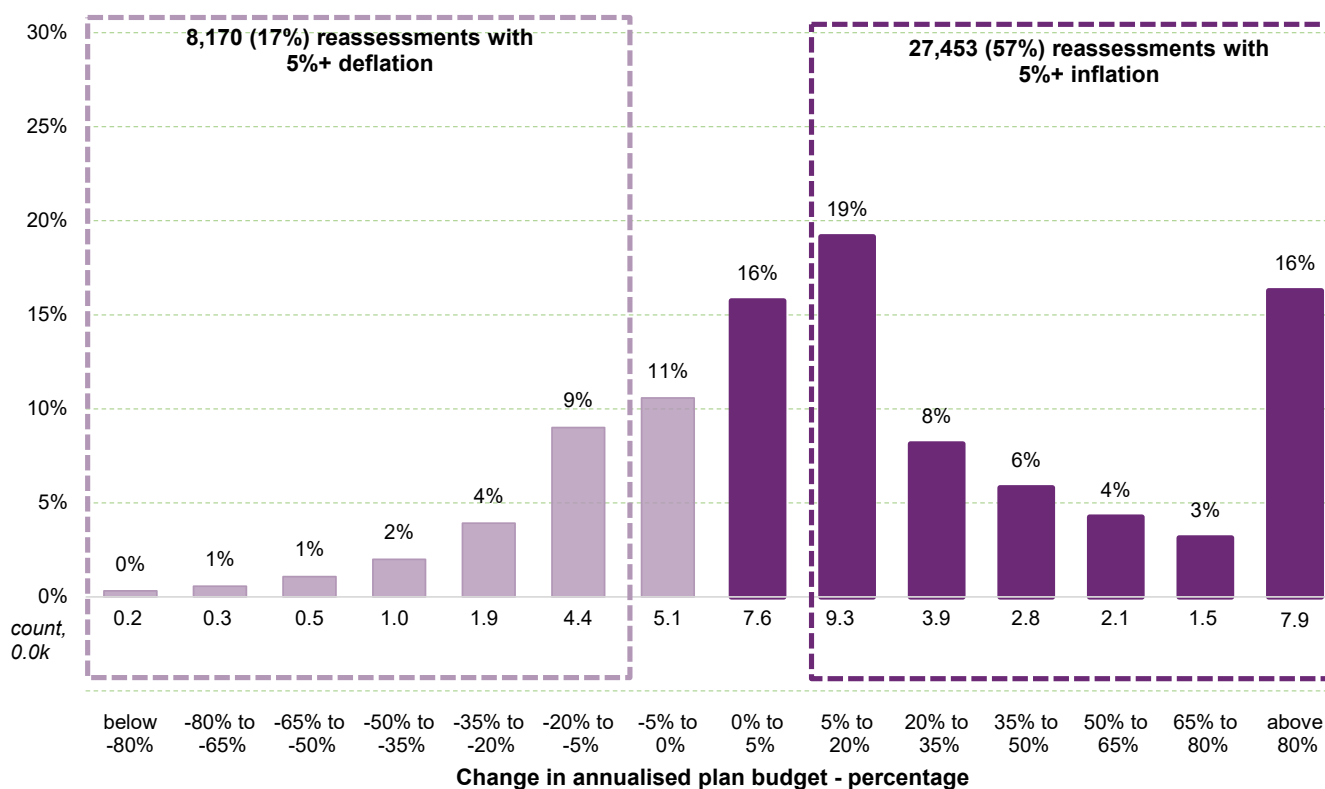
| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|
| Intraplan Inflation | 4.9% | 7.2% | 10.5% | 6.4% | 6.7% | 6.7% | 8.7% | 6.2% | 4.6% |
| Interplan Inflation | 2.1% | 4.8% | 9.7% | 10.0% | 5.6% | 4.6% | 5.1% | 3.4% | 2.6% |
| Total Inflation | 6.9% | 12.1% | 20.2% | 16.4% | 12.3% | 11.2% | 13.8% | 9.6% | 7.2% |

¹⁴⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

¹⁴⁵ Total payments for home modifications in New South Wales were \$56.6 million. Of which, \$21.9 million (39%) has been paid for specialised disability accommodation (SDA) supports, and \$34.7 million (61%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$87.3 million. Of which, \$31.2 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.1 million (64%) has been allocated for non-SDA supports.

¹⁴⁶ 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 March 2024) - all participants – New South Wales ^{147 148}



¹⁴⁷ 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.

¹⁴⁸ The lower number of plan reassessments in the March 2024 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry, by service previously received and entry type – Victoria

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|--------------|----------------|
| Access decisions | 221,434 | 3,840 | 225,274 |
| Active Eligible - Total | 174,107 | 3,242 | 177,349 |
| Active Eligible - New | 106,079 | 3,160 | 109,239 |
| Active Eligible - State | 57,981 | 69 | 58,050 |
| Active Eligible - Commonwealth | 10,047 | 13 | 10,060 |
| Active Participant Plans - Total | 171,676 | 2,082 | 173,758 |
| Active Participant Plans - New | 104,251 | 2,042 | 106,293 |
| Active Participant Plans - State | 57,421 | 34 | 57,455 |
| Active Participant Plans - Commonwealth | 10,004 | <11 | 10,010 |
| Active Participant Plans - Total | 171,676 | 2,082 | 173,758 |
| Active Participant Plans - Early Intervention (s25) | 56,118 | 1,465 | 57,583 |
| Active Participant Plans - Permanent Disability (s24) | 115,558 | 617 | 116,175 |

Table G.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Victoria

| People leaving the Scheme | Total |
|--|---------------|
| Number of people who have left the Scheme | 13,857 |
| Early Intervention participants | 4,090 |
| Permanent disability participants | 9,767 |

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 | 45,494 | 98% | 19,500 | 98% | 1,503 | 98% | 66,497 | 98% |
| 7 to 14 | 22,117 | 90% | 11,735 | 91% | 835 | 88% | 34,687 | 91% |
| 15 to 18 | 6,487 | 92% | 4,113 | 90% | 364 | 92% | 10,964 | 91% |
| 19 to 24 | 5,587 | 90% | 3,958 | 84% | 249 | 79% | 9,794 | 87% |
| 25 to 34 | 7,528 | 87% | 6,336 | 80% | 317 | 74% | 14,181 | 83% |
| 35 to 44 | 7,711 | 84% | 7,495 | 76% | 217 | 70% | 15,423 | 80% |
| 45 to 54 | 9,338 | 80% | 9,702 | 72% | 241 | 64% | 19,281 | 76% |
| 55 to 64 | 11,139 | 75% | 10,952 | 64% | 239 | 53% | 22,330 | 69% |
| 65+ | 521 | 58% | 471 | 50% | 11 | 46% | 1,003 | 54% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 115,922 | 90% | 74,262 | 81% | 3,976 | 83% | 194,160 | 86% |

Table G.4 Assessment of access by primary disability group and gender – Victoria ¹⁴⁹

| 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 | 3,788 | 92% | 1,891 | 91% | 76 | 85% | 5,755 | 91% |
| Autism | 40,170 | 97% | 18,516 | 97% | 1,811 | 96% | 60,497 | 97% |
| Cerebral palsy | 2,451 | 97% | 2,004 | 96% | 49 | 92% | 4,504 | 97% |
| Developmental delay | 21,816 | 98% | 9,261 | 99% | 928 | 99% | 32,005 | 99% |
| Global developmental delay | 2,443 | 99% | 1,049 | 99% | 82 | 94% | 3,574 | 99% |
| Hearing impairment | 3,464 | 90% | 3,736 | 88% | 129 | 87% | 7,329 | 89% |
| Intellectual disability | 17,188 | 96% | 12,200 | 95% | 204 | 90% | 29,592 | 96% |
| Multiple sclerosis | 873 | 91% | 2,680 | 91% | 43 | 86% | 3,596 | 91% |
| Psychosocial disability | 10,509 | 76% | 11,639 | 69% | 303 | 53% | 22,451 | 72% |
| Spinal cord injury | 790 | 95% | 382 | 90% | 24 | 83% | 1,196 | 93% |
| Stroke | 1,447 | 85% | 1,032 | 83% | 35 | 78% | 2,514 | 84% |
| Visual impairment | 1,686 | 91% | 1,604 | 89% | 30 | 77% | 3,320 | 90% |
| Other neurological | 3,895 | 82% | 3,400 | 81% | 108 | 77% | 7,403 | 82% |
| Other physical | 2,656 | 46% | 3,064 | 36% | 67 | 29% | 5,787 | 40% |
| Other sensory/speech | 489 | 53% | 204 | 47% | <11 | n/a | 699 | 51% |
| Other | 1,474 | 43% | 993 | 28% | 65 | 34% | 2,532 | 35% |
| Missing | 783 | 89% | 607 | 82% | 16 | 73% | 1,406 | 85% |
| Total | 115,922 | 90% | 74,262 | 81% | 3,976 | 83% | 194,160 | 86% |

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

¹⁴⁹ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table G.5 Participant profile per quarter by participants identifying as First Nations Peoples – Victoria ¹⁵⁰

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| First Nations Participants | 5,944 | 3% | 92 | 4% | 6,036 | 3% |
| Non-First Nations Participants | 139,924 | 82% | 1,792 | 86% | 141,716 | 82% |
| Not Stated | 25,808 | 15% | 198 | 10% | 26,006 | 15% |
| Total | 171,676 | 100% | 2,082 | 100% | 173,758 | 100% |

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ^{151 152}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Culturally and linguistically diverse | 19,856 | 12% | 220 | 11% | 20,076 | 12% |
| Not culturally and linguistically diverse | 149,269 | 87% | 1,464 | 70% | 150,733 | 87% |
| Not stated | 2,551 | 1% | 398 | 19% | 2,949 | 2% |
| Total | 171,676 | 100% | 2,082 | 100% | 173,758 | 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 March 2024 – Victoria ¹⁵³

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | 17 |
| 45 to 54 | 67 |
| 55 to 64 | 391 |
| Total YPIRAC (under 65) | 475 |

¹⁵⁰ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁵¹ The number of CALD participants excludes participants who identify as First Nations Peoples.

¹⁵² The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁵³ There are a further 536 active participants aged 65 years or over who are currently in residential aged care.

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ¹⁵⁴

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -34 | 475 |

Table G.9 Participant profile per quarter by remoteness – Victoria ¹⁵⁵

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Major cities | 124,965 | 73% | 1,624 | 78% | 126,589 | 73% |
| Population > 50,000 | 16,276 | 9% | 162 | 8% | 16,438 | 9% |
| Population between 15,000 and 50,000 | 11,246 | 7% | 114 | 5% | 11,360 | 7% |
| Population between 5,000 and 15,000 | 9,243 | 5% | 89 | 4% | 9,332 | 5% |
| Population less than 5,000 | 9,877 | 6% | 92 | 4% | 9,969 | 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 | 171,676 | 100% | 2,082 | 100% | 173,758 | 100% |

¹⁵⁴ 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.

¹⁵⁵ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

Table G.10 Participant profile per quarter by primary disability group – Victoria ^{156 157 158 159}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 58,223 | 34% | 338 | 16% | 58,561 | 34% |
| Intellectual disability | 27,508 | 16% | 81 | 4% | 27,589 | 16% |
| Developmental delay | 25,178 | 15% | 1,172 | 56% | 26,350 | 15% |
| Psychosocial disability | 19,988 | 12% | 79 | 4% | 20,067 | 12% |
| Hearing impairment | 6,932 | 4% | 31 | 1% | 6,963 | 4% |
| Other neurological | 5,524 | 3% | 60 | 3% | 5,584 | 3% |
| Other physical | 4,586 | 3% | 16 | 1% | 4,602 | 3% |
| Acquired brain injury | 4,763 | 3% | 51 | 2% | 4,814 | 3% |
| Cerebral palsy | 4,216 | 2% | <11 | n/a | 4,221 | 2% |
| Global developmental delay | 2,976 | 2% | 91 | 4% | 3,067 | 2% |
| Multiple sclerosis | 3,274 | 2% | 12 | 1% | 3,286 | 2% |
| Visual impairment | 2,927 | 2% | <11 | n/a | 2,937 | 2% |
| Other | 2,078 | 1% | 84 | 4% | 2,162 | 1% |
| Stroke | 2,051 | 1% | 42 | 2% | 2,093 | 1% |
| Spinal cord Injury | 1,021 | 1% | <11 | n/a | 1,031 | 1% |
| Other sensory/speech | 431 | 0% | <11 | n/a | 431 | 0% |
| Total | 171,676 | 100% | 2,082 | 100% | 173,758 | 100% |

¹⁵⁶ Table order based on national proportions in Supplement E (highest to lowest).

¹⁵⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁵⁸ Down syndrome is included in intellectual disability, representing 2% (2,860) of all Scheme participants in Victoria.

¹⁵⁹ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{160 161}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 871 | 12% | <11 | n/a | 871 | 12% |
| Intellectual disability | 3,598 | 49% | <11 | n/a | 3,599 | 49% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 600 | 8% | <11 | n/a | 600 | 8% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 400 | 5% | <11 | n/a | 407 | 6% |
| Other physical | 65 | 1% | <11 | n/a | 65 | 1% |
| Acquired brain injury | 621 | 9% | <11 | n/a | 629 | 9% |
| Cerebral palsy | 649 | 9% | <11 | n/a | 650 | 9% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 139 | 2% | <11 | n/a | 140 | 2% |
| Visual impairment | 25 | 0% | <11 | n/a | 25 | 0% |
| Other | 93 | 1% | <11 | n/a | 93 | 1% |
| Stroke | 163 | 2% | <11 | n/a | 171 | 2% |
| Spinal cord Injury | 55 | 1% | <11 | n/a | 55 | 1% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 7,284 | 100% | 26 | 100% | 7,310 | 100% |

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹⁶²

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 57,352 | 35% | 338 | 16% | 57,690 | 35% |
| Intellectual disability | 23,910 | 15% | 80 | 4% | 23,990 | 14% |
| Developmental delay | 25,178 | 15% | 1,172 | 57% | 26,350 | 16% |
| Psychosocial disability | 19,388 | 12% | 79 | 4% | 19,467 | 12% |
| Hearing impairment | 6,927 | 4% | 31 | 2% | 6,958 | 4% |
| Other neurological | 5,124 | 3% | 53 | 3% | 5,177 | 3% |
| Other physical | 4,521 | 3% | 16 | 1% | 4,537 | 3% |
| Acquired brain injury | 4,142 | 3% | 43 | 2% | 4,185 | 3% |
| Cerebral palsy | 3,567 | 2% | <11 | n/a | 3,571 | 2% |
| Global developmental delay | 2,976 | 2% | 91 | 4% | 3,067 | 2% |
| Multiple sclerosis | 3,135 | 2% | 11 | 1% | 3,146 | 2% |
| Visual impairment | 2,902 | 2% | <11 | n/a | 2,912 | 2% |
| Other | 1,985 | 1% | 84 | 4% | 2,069 | 1% |
| Stroke | 1,888 | 1% | 34 | 2% | 1,922 | 1% |
| Spinal cord Injury | 966 | 1% | <11 | n/a | 976 | 1% |
| Other sensory/speech | 431 | 0% | <11 | n/a | 431 | 0% |
| Total | 164,392 | 100% | 2,056 | 100% | 166,448 | 100% |

¹⁶⁰ 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.

¹⁶¹ Down syndrome is included in intellectual disability, representing 8% (563) of participants in SIL.

¹⁶² Down syndrome is included in intellectual disability, representing 1% (2,297) of participants not in SIL.

Table G.13 Participant profile per quarter by reported level of function – Victoria ¹⁶³

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 1 (High Function) | 21,906 | 13% | 527 | 25% | 22,433 | 13% |
| 2 (High Function) | 463 | 0% | <11 | n/a | 465 | 0% |
| 3 (High Function) | 9,051 | 5% | 173 | 8% | 9,224 | 5% |
| 4 (High Function) | 9,058 | 5% | 15 | 1% | 9,073 | 5% |
| 5 (High Function) | 13,865 | 8% | 143 | 7% | 14,008 | 8% |
| 6 (Moderate Function) | 39,292 | 23% | 133 | 6% | 39,425 | 23% |
| 7 (Moderate Function) | 9,308 | 5% | 53 | 3% | 9,361 | 5% |
| 8 (Moderate Function) | 8,922 | 5% | 51 | 2% | 8,973 | 5% |
| 9 (Moderate Function) | 781 | 0% | <11 | n/a | 782 | 0% |
| 10 (Moderate Function) | 16,472 | 10% | 77 | 4% | 16,549 | 10% |
| 11 (Low Function) | 4,709 | 3% | 16 | 1% | 4,725 | 3% |
| 12 (Low Function) | 24,175 | 14% | 125 | 6% | 24,300 | 14% |
| 13 (Low Function) | 10,566 | 6% | 223 | 11% | 10,789 | 6% |
| 14 (Low Function) | 2,207 | 1% | <11 | n/a | 2,210 | 1% |
| 15 (Low Function) | 40 | 0% | <11 | n/a | 40 | 0% |
| Missing | 861 | 1% | 540 | 26% | 1,401 | 1% |
| Total | 171,676 | 100% | 2,082 | 100% | 173,758 | 100% |

Table G.14 Participant profile per quarter by age group – Victoria ¹⁶⁴

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 0 to 6 | 28,756 | 17% | 1,394 | 67% | 30,150 | 17% |
| 7 to 14 | 46,549 | 27% | 225 | 11% | 46,774 | 27% |
| 15 to 18 | 14,502 | 8% | 40 | 2% | 14,542 | 8% |
| 19 to 24 | 13,069 | 8% | 29 | 1% | 13,098 | 8% |
| 25 to 34 | 14,506 | 8% | 62 | 3% | 14,568 | 8% |
| 35 to 44 | 13,406 | 8% | 75 | 4% | 13,481 | 8% |
| 45 to 54 | 15,307 | 9% | 86 | 4% | 15,393 | 9% |
| 55 to 64 | 17,482 | 10% | 156 | 7% | 17,638 | 10% |
| 65+ | 8,099 | 5% | 15 | 1% | 8,114 | 5% |
| Total | 171,676 | 100% | 2,082 | 100% | 173,758 | 100% |

¹⁶³ The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁶⁴ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table G.15 Participation rates by age group and gender at 31 March 2024 – Victoria ¹⁶⁵

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 7.2% | 3.4% | 5.5% |
| 7 to 14 | 9.2% | 4.5% | 7.1% |
| 15 to 18 | 5.4% | 3.2% | 4.5% |
| 19 to 24 | 3.1% | 1.9% | 2.6% |
| 25 to 44 | 1.5% | 1.2% | 1.4% |
| 45 to 64 | 2.0% | 2.0% | 2.1% |
| Total (aged 0 to 64) | 3.5% | 2.2% | 2.9% |

Table G.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Victoria ^{166 167}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | 9% | 5% |
| Health & Wellbeing | 18% | 32% | 19% |
| Lifelong Learning | 11% | 16% | 11% |
| Other | 8% | 13% | 8% |
| Non-categorised | 6% | 11% | 6% |
| Any mainstream service | 31% | 58% | 31% |

Table G.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Victoria ¹⁶⁸

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 2% | 3% | 2% |
| Daily life | 21% | 20% | 21% |
| Health and wellbeing | 66% | 73% | 67% |
| Learning | 29% | 27% | 29% |
| Relationships | 5% | 4% | 5% |
| Social and community activities | 8% | 7% | 8% |
| Where I live | 1% | 2% | 1% |
| Work | 4% | 3% | 4% |
| Unknown | 17% | 6% | 16% |
| Any mainstream service | 100% | 95% | 99% |

¹⁶⁵ 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.

¹⁶⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁶⁷ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

¹⁶⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Two: Participant and family/carer outcomes

Note: In Tables G.18 to G.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 G.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,045), 'participant social and community engagement rate' (n=14,087), 'parent and carer employment rate' (n=14,307) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=9,358) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - Victoria ¹⁶⁹

| 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 | 15% | 15% | 14% | 26% |
| Participant employment rate - Aged 65+ years | 11% | 9% | 7% | 26% |
| Participant employment rate - Aged 25 to 64 years | 21% | 19% | 20% | 26% |
| Participant employment rate - Aged 15 to 64 years | 18% | 18% | 20% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 32% | 35% | 35% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 31% | 36% | 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% | 41% | 39% | 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% | 48% | 51% | 50% |
| Parent and carer employment rate - Aged 15+ years | 46% | 46% | 47% | 50% |
| Parent and carer employment rate - All ages | 46% | 47% | 50% | 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% |

¹⁶⁹ 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 March 2022 and have had a second plan reassessment to date.

Table G.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=11,728), ‘participant social and community engagement rate’ (n=11,788), ‘parent and carer employment rate’ (n=8,956) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=9,174) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Victoria ¹⁷⁰

| 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% | 24% | 27% | 26% |
| Participant employment rate - Aged 35 to 44 years | 26% | 26% | 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 | 9% | 10% | 9% | 7% | 26% |
| Participant employment rate - Aged 25 to 64 years | 23% | 23% | 20% | 22% | 26% |
| Participant employment rate - Aged 15 to 64 years | 20% | 21% | 19% | 21% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 31% | 35% | 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% | 42% | 40% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 32% | 36% | 36% | 35% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 34% | 37% | 40% | 39% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 35% | 41% | 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% | 37% | 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 | 48% | 49% | 49% | 48% | 50% |
| Parent and carer employment rate - All ages | 45% | 48% | 48% | 50% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 58% | 66% | 69% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 67% | 74% | 79% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 64% | 71% | 76% | 75% |

¹⁷⁰ 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 March 2021 and have had a third plan reassessment to date.
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Table G.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,894), ‘participant social and community engagement rate’ (n=7,945), ‘parent and carer employment rate’ (n=4,847) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=6,472) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Victoria ¹⁷¹

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 13% | 14% | 18% | 21% | 26% |
| Participant employment rate - Aged 25 to 34 years | 24% | 25% | 26% | 22% | 28% | 26% |
| Participant employment rate - Aged 35 to 44 years | 27% | 27% | 31% | 22% | 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% | 9% | 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% | 38% | 40% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 36% | 40% | 42% | 42% | 42% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 37% | 39% | 41% | 38% | 42% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 33% | 35% | 38% | 38% | 38% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 36% | 38% | 40% | 43% | 39% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 37% | 41% | 42% | 47% | 42% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 36% | 38% | 40% | 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 | 44% | 47% | 48% | 51% | 53% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 50% | 50% | 52% | 48% | 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 | 56% | 65% | 65% | 70% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 66% | 73% | 76% | 79% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 63% | 71% | 72% | 77% | 75% |

¹⁷¹ 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 March 2020 and have had a fourth plan reassessment to date.

Table G.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,496), ‘participant social and community engagement rate’ (n=4,524), ‘parent and carer employment rate’ (n=2,041) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=3,792) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Victoria ¹⁷²

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 8% | 11% | 14% | 18% | 17% | 22% | 26% |
| Participant employment rate - Aged 25 to 34 years | 20% | 23% | 23% | 27% | 23% | 25% | 26% |
| Participant employment rate - Aged 35 to 44 years | 26% | 24% | 22% | 22% | 19% | 22% | 26% |
| Participant employment rate - Aged 45 to 54 years | 24% | 25% | 22% | 27% | 22% | 20% | 26% |
| Participant employment rate - Aged 55 to 64 years | 20% | 18% | 16% | 17% | 12% | 15% | 26% |
| Participant employment rate - Aged 65+ years | 14% | 14% | 12% | 10% | 8% | 10% | 26% |
| Participant employment rate - Aged 25 to 64 years | 22% | 22% | 21% | 24% | 19% | 20% | 26% |
| Participant employment rate - Aged 15 to 64 years | 20% | 21% | 20% | 23% | 18% | 20% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 38% | 41% | 41% | 43% | 40% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 35% | 41% | 44% | 46% | 45% | 43% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 37% | 42% | 43% | 44% | 48% | 45% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 38% | 41% | 43% | 43% | 45% | 45% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 38% | 41% | 45% | 43% | 42% | 44% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 41% | 45% | 49% | 45% | 41% | 46% | 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% | 43% | 53% | 42% | 51% | 50% |
| Parent and carer employment rate - Aged 15+ years | 46% | 49% | 51% | 52% | 39% | 49% | 50% |
| Parent and carer employment rate - All ages | 44% | 46% | 46% | 53% | 41% | 50% | 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% | 80% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 61% | 70% | 73% | 75% | 78% | 75% |

¹⁷² 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 March 2019 and have had a fifth plan reassessment to date.

Table G.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,580), ‘participant social and community engagement rate’ (n=1,595), ‘parent and carer employment rate’ (n=591) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=1,305) 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 March 2018 - Victoria ¹⁷³

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 7% | 8% | 11% | 20% | 18% | 0% | 17% | 26% |
| Participant employment rate - Aged 25 to 34 years | 19% | 21% | 23% | 22% | 18% | 20% | 22% | 26% |
| Participant employment rate - Aged 35 to 44 years | 24% | 23% | 24% | 25% | 21% | 24% | 24% | 26% |
| Participant employment rate - Aged 45 to 54 years | 26% | 27% | 25% | 24% | 26% | 19% | 17% | 26% |
| Participant employment rate - Aged 55 to 64 years | 23% | 22% | 18% | 18% | 14% | 11% | 15% | 26% |
| Participant employment rate - Aged 65+ years | 12% | 13% | 10% | 10% | 9% | 5% | 8% | 26% |
| Participant employment rate - Aged 25 to 64 years | 23% | 23% | 22% | 22% | 20% | 18% | 19% | 26% |
| Participant employment rate - Aged 15 to 64 years | 21% | 21% | 21% | 22% | 19% | 16% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 29% | 33% | 32% | 31% | 44% | 29% | 35% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 37% | 46% | 46% | 44% | 42% | 36% | 44% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 36% | 43% | 43% | 46% | 47% | 40% | 46% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 33% | 35% | 40% | 39% | 41% | 38% | 40% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 30% | 37% | 38% | 37% | 37% | 40% | 40% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 38% | 44% | 50% | 46% | 39% | 40% | 49% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 34% | 41% | 43% | 42% | 41% | 39% | 43% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 34% | 40% | 41% | 40% | 42% | 38% | 42% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 39% | 43% | 46% | 46% | 49% | 51% | 52% | 50% |
| Parent and carer employment rate - Aged 15+ years | 44% | 44% | 47% | 52% | 49% | 59% | 51% | 50% |
| Parent and carer employment rate - All ages | 41% | 44% | 47% | 49% | 49% | 54% | 51% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 56% | 62% | 65% | 66% | 62% | 71% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 64% | 72% | 75% | 81% | 80% | 80% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 62% | 69% | 71% | 75% | 73% | 77% | 75% |

¹⁷³ 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 March 2018 and have had a sixth plan reassessment to date.

Table G.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=253), ‘participant social and community engagement rate’ (n=254), ‘parent and carer employment rate’ (n=109) 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=173) 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 March 2017 - Victoria ¹⁷⁴

| 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% | 16% | 20% | 21% | 17% | 17% | 8% | 19% | 26% |
| Participant employment rate - Aged 15 to 64 years | 14% | 15% | 19% | 21% | 16% | 16% | 7% | 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 | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 65+ years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 25+ years | 38% | 37% | 43% | 43% | 43% | 38% | 49% | 49% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 36% | 42% | 42% | 42% | 37% | 46% | 47% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 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% | 61% | 63% | 73% | 79% | 77% | 73% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 63% | 73% | 73% | 79% | 80% | 87% | 81% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 60% | 70% | 70% | 76% | 80% | 83% | 79% | 75% |

¹⁷⁴ 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 March 2017 and have had a seventh plan reassessment to date.

Part Three: Participant experience

Table G.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 54 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 607 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 470 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 861 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 575 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 2,369 in 2023-24 Q3) – Victoria ^{175 176}

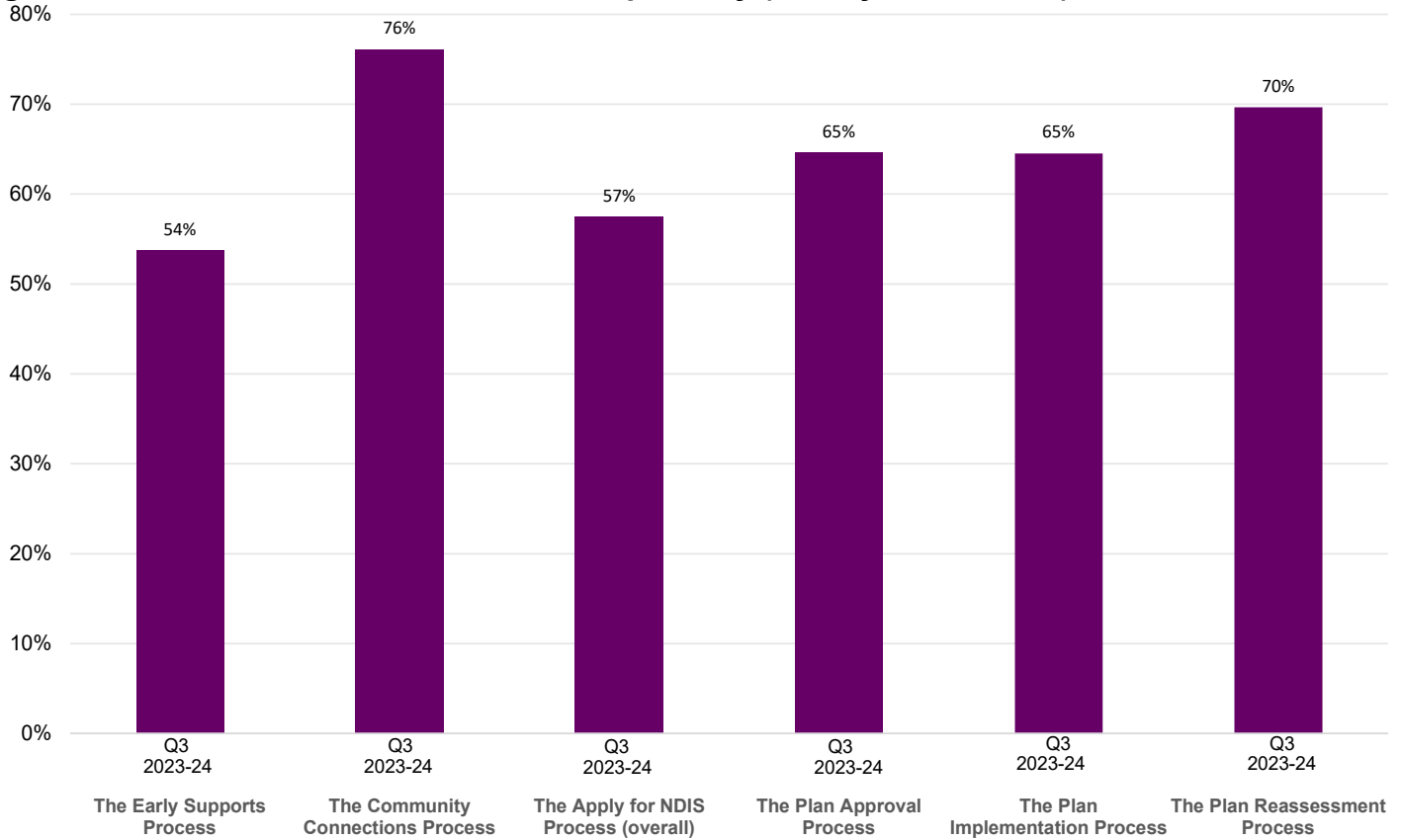
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | 100% |
| Early Supports - Were decisions and outcomes explained to you? | n/a | 85% |
| Early Supports - Were your questions and concerns acknowledged? | n/a | 86% |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | 50% |
| Community Connections - Was information easy to understand? | n/a | 85% |
| Community Connections - Was communication in your preferred format? | n/a | 94% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 77% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 75% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 74% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 58% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 96% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 77% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 75% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 90% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 60% |
| Plan Approval - Were you treated with respect? | n/a | 93% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 83% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 82% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 86% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 63% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 64% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 84% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 63% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 63% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 63% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 69% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 66% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 88% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 67% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 69% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 67% |
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 67% |

¹⁷⁵ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

¹⁷⁶ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 68% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 66% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 77% |

Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹⁷⁷



Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table G.25 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table G.26 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

¹⁷⁷ Ibid.
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30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table G.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria ^{178 179 180}

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|---|----------------|--------------|---------------|-------------------------------|
| People who have submitted an access request: Complaint about Early Connections Partner | 157 | <11 | 166 | 156 |
| People who have submitted an access request: Complaint about LAC Partner | 764 | 51 | 815 | 735 |
| People who have submitted an access request: Complaints about service providers | 2,646 | 147 | 2,793 | 2,164 |
| People who have submitted an access request: Complaints about the Agency | 36,850 | 4,448 | 41,298 | 21,282 |
| People who have submitted an access request: Unclassified | 634 | <11 | 635 | 589 |
| People who have submitted an access request: Total | 41,051 | 4,656 | 45,707 | 23,055 |
| Percentage of the number of active participants | 6.1% | 10.7% | 6.4% | n/a |
| Total PCIs | 10,047 | 1,496 | 11,543 | n/a |

¹⁷⁸ Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

¹⁷⁹ 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.

¹⁸⁰ From November 2023 onwards 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 G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria

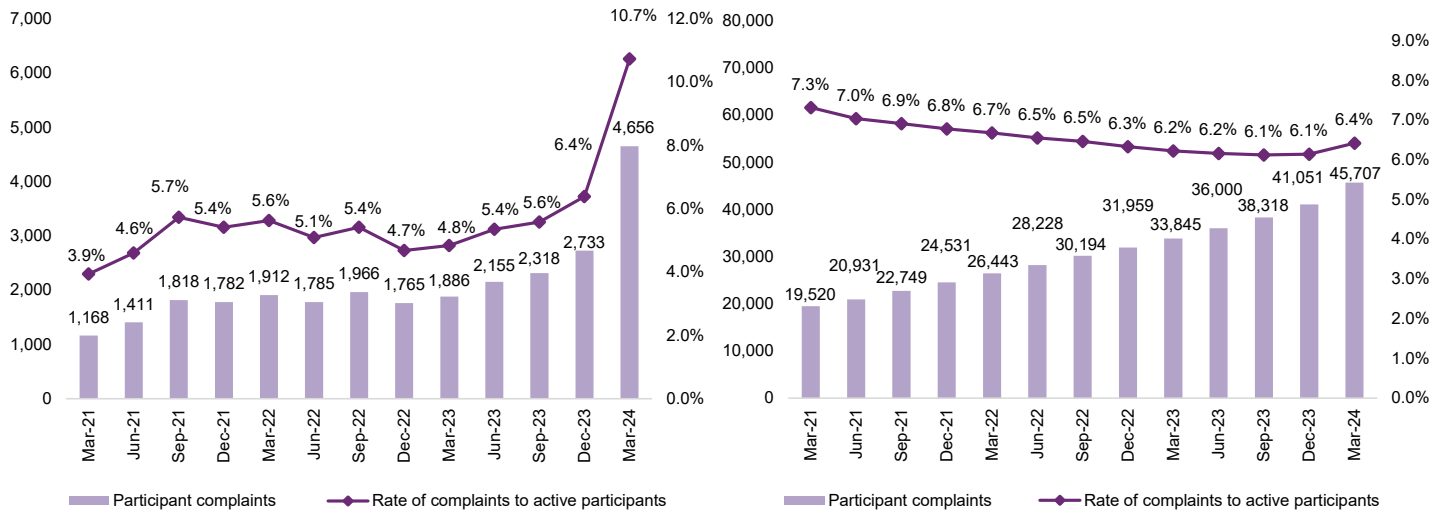
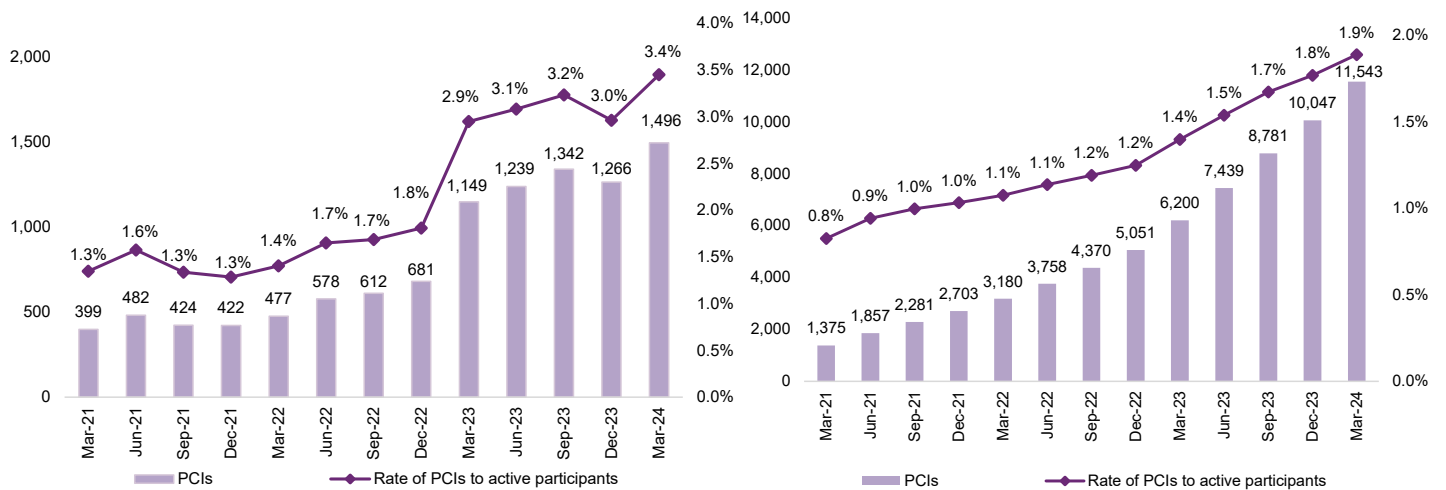


Figure G.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Victoria ¹⁸¹



¹⁸¹ Ibid.
 March 2024 | NDIS Quarterly Report to Disability Ministers

Table G.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹⁸²

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 1,134 | 3% | <11 | n/a | 1,134 | 3% |
| Complaints about the Agency - Information unclear | 487 | 1% | <11 | n/a | 487 | 1% |
| Complaints about the Agency - NDIA Access | 941 | 3% | 91 | 2% | 1,032 | 2% |
| Complaints about the Agency - NDIA Engagement | 40 | 0% | <11 | n/a | 41 | 0% |
| Complaints about the Agency - NDIA Finance | 2,542 | 7% | 250 | 6% | 2,792 | 7% |
| Complaints about the Agency - NDIA Fraud and Compliance | 174 | 0% | 14 | 0% | 188 | 0% |
| Complaints about the Agency - NDIA Plan | 8,592 | 23% | 779 | 18% | 9,371 | 23% |
| Complaints about the Agency - NDIA Process | 2,873 | 8% | 385 | 9% | 3,258 | 8% |
| Complaints about the Agency - NDIA Resources | 306 | 1% | 36 | 1% | 342 | 1% |
| Complaints about the Agency - NDIA Staff | 2,213 | 6% | 192 | 4% | 2,405 | 6% |
| Complaints about the Agency - NDIA Timeliness | 6,865 | 19% | 2,695 | 61% | 9,560 | 23% |
| 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 | 27 | 0% | <11 | n/a | 29 | 0% |
| Complaints about the Agency - Reasonable and necessary supports | 1,563 | 4% | <11 | n/a | 1,563 | 4% |
| Complaints about the Agency - Staff conduct - Agency | 452 | 1% | <11 | n/a | 452 | 1% |
| Complaints about the Agency - The way the NDIA carried out its decision making | 787 | 2% | <11 | n/a | 787 | 2% |
| Complaints about the Agency - Timeliness | 4,500 | 12% | <11 | n/a | 4,500 | 11% |
| Complaints about the Agency - Other | 3,226 | 9% | <11 | n/a | 3,229 | 8% |
| Complaints about the Agency - Total | 36,850 | 100% | 4,448 | 100% | 41,298 | 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 | 21 | 13% | <11 | n/a | 23 | 14% |
| Complaints about Early Connections Partner - Early Connections Process | 14 | 9% | <11 | n/a | 14 | 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 | 50 | 32% | <11 | n/a | 54 | 33% |
| Complaints about Early Connections Partner - Early Connections Timeliness | 68 | 43% | <11 | n/a | 71 | 43% |
| Complaints about Early Connections Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about Early Connections Partner - Total | 157 | 100% | <11 | n/a | 166 | 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 | 110 | 14% | <11 | n/a | 113 | 14% |
| Complaints about LAC Partner - LAC Process | 78 | 10% | <11 | n/a | 81 | 10% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 495 | 65% | 37 | 73% | 532 | 65% |
| Complaints about LAC Partner - LAC Timeliness | 70 | 9% | <11 | n/a | 76 | 9% |

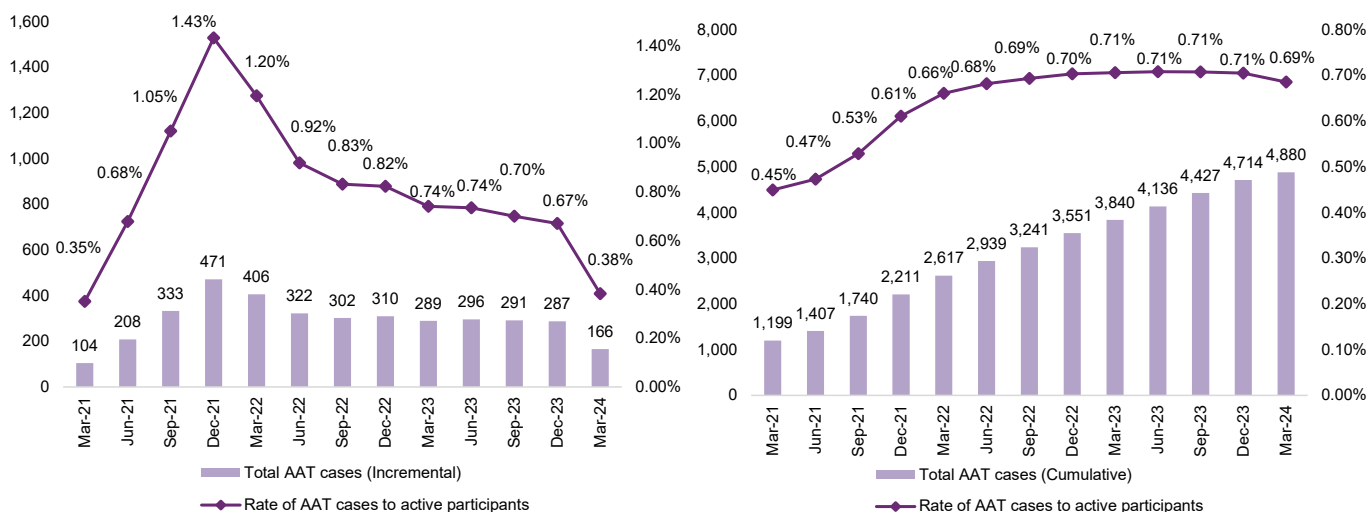
¹⁸² There are 41,051 total participant complaints in prior quarters, 4,656 total participant complaints in 2023-24 Q3, and 45,707 total participant complaints as at 31 March 2024, including 635 unclassified participant complaints as at 31 March 2024.

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 764 | 100% | 51 | 100% | 815 | 100% |
| Complaints about service providers - Provider Costs | 53 | 2% | <11 | n/a | 53 | 2% |
| Complaints about service providers - Provider Finance | 170 | 6% | 14 | 10% | 184 | 7% |
| Complaints about service providers - Provider Fraud and Compliance | 249 | 9% | 34 | 23% | 283 | 10% |
| Complaints about service providers - Provider Process | 90 | 3% | <11 | n/a | 90 | 3% |
| Complaints about service providers - Provider Service | 1,009 | 38% | 60 | 41% | 1,069 | 38% |
| Complaints about service providers - Provider Staff | 472 | 18% | 38 | 26% | 510 | 18% |
| Complaints about service providers - Service Delivery | 122 | 5% | <11 | n/a | 122 | 4% |
| Complaints about service providers - Staff Conduct | 126 | 5% | <11 | n/a | 126 | 5% |
| Complaints about service providers - Supports being provided | 137 | 5% | <11 | n/a | 137 | 5% |
| Complaints about service providers - Other | 218 | 8% | <11 | n/a | 219 | 8% |
| Complaints about service providers - Total | 2,646 | 100% | 147 | 100% | 2,793 | 100% |

Table G.27 AAT Cases by category at 31 March 2024 – Victoria ¹⁸³

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 903 | 19% | 44 | 27% | 947 | 19% |
| Plan | 3,358 | 71% | 96 | 58% | 3,454 | 71% |
| Plan Reassessment | 106 | 2% | <11 | n/a | 108 | 2% |
| Other | 347 | 7% | 24 | 14% | 371 | 8% |
| Total cases | 4,714 | 100% | 166 | 100% | 4,880 | 100% |
| Percentage of the number of active participants | n/a | 0.71% | n/a | 0.38% | n/a | 0.69% |

Figure G.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria ¹⁸⁴



¹⁸³ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

¹⁸⁴ Ibid.

Table G.28 AAT cases by open/closed and decision – Victoria ^{185 186}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 4,880 | 4,873 |
| Open AAT Cases | 710 | 709 |
| Closed AAT Cases | 4,170 | 4,165 |
| Resolved before hearing | 4,073 | 4,068 |
| Gone to hearing and received a substantive decision | 97 | 97 |

Table G.29 AAT Supports in dispute – Victoria ^{187 188 189}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 46 | 12 | <11 |
| Core Supports | 274 | 75 | 29 |
| Capacity Building Support | 355 | 84 | 38 |
| General Support | 57 | 12 | <11 |
| Assistive Technology | 110 | 26 | <11 |
| SDA | 51 | 17 | <11 |
| Home Modifications | 25 | <11 | <11 |
| SIL | 74 | 27 | <11 |
| Everyday Living Costs | 35 | <11 | <11 |
| Transport | 54 | 12 | <11 |
| Other | <11 | <11 | <11 |
| Total | 604 | 164 | 59 |

¹⁸⁵ Of the 97 cases which went to hearing and received a substantive decision: 33 affirmed the NDIA's decision, 22 varied the NDIA's decision and 42 set aside the NDIA's decision.

¹⁸⁶ 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.

¹⁸⁷ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁸⁸ Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.

¹⁸⁹ 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 G.30 Closed AAT by outcome – Victoria

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 90 | 2% | <11 | n/a | 97 | 2% |
| Decided by Tribunal - Affirmed | 29 | 1% | <11 | n/a | 33 | 1% |
| Decided by Tribunal - Varied | 22 | 1% | <11 | n/a | 22 | 1% |
| Decided by Tribunal - Set Aside | 39 | 1% | <11 | n/a | 42 | 1% |
| Not Decided by Tribunal - Total | 3,820 | 98% | 253 | 97% | 4,073 | 98% |
| Not Decided by Tribunal - Resolved by consent | 2,511 | 64% | 185 | 71% | 2,696 | 65% |
| Not Decided by Tribunal - Withdrawn | 913 | 23% | 46 | 18% | 959 | 23% |
| Not Decided by Tribunal - No jurisdiction | 108 | 3% | <11 | n/a | 109 | 3% |
| Not Decided by Tribunal - Extension of Time Declined | 16 | 0% | <11 | n/a | 16 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | 30 | 1% | <11 | n/a | 31 | 1% |
| Not Decided by Tribunal - Dismissed | 240 | 6% | 20 | 8% | 260 | 6% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 3,910 | 100% | 260 | 100% | 4,170 | 100% |

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table G.31 Number of active providers in 2023-24 Q3 by registration status and plan management type – Victoria^{190 191 192 193}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|--------------|---------------|-----------------|
| Agency-managed | 2,413 | <5 | 2,413 |
| Plan-managed | 4,562 | 50,197 | 54,550 |
| Self-managed | 1,536 | 15,251 | 16,754 |
| All plan management types | 4,953 | 57,407 | 62,139 |

Table G.32 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Victoria^{194 195 196 197 198}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|--------------|--------------|------------------------|
| Agency-managed | 616 | 0 | 616 |
| Plan-managed | 840 | 704 | 1,556 |
| Self-managed | 20 | 46 | 323 |
| All management types | 1,476 | 750 | 2,496 |

¹⁹⁰ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

¹⁹¹ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

¹⁹² Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

¹⁹³ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

¹⁹⁴ Registration status is determined as at the posting date of payment.

¹⁹⁵ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

¹⁹⁶ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

¹⁹⁷ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

¹⁹⁸ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figures G.5 to G.13 and in Tables G.33 to G.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table G.33 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Victoria

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 1.9% | 1.9% |
| \$5,001-\$10,000 | 4.7% | 4.6% |
| \$10,001-\$15,000 | 10.1% | 9.9% |
| \$15,001-\$20,000 | 14.4% | 14.5% |
| \$20,001-\$25,000 | 13.1% | 13.1% |
| \$25,001-\$30,000 | 5.4% | 5.4% |
| \$30,001-\$50,000 | 14.8% | 14.7% |
| \$50,001-\$100,000 | 18.1% | 18.2% |
| \$100,001-\$150,000 | 6.3% | 6.4% |
| \$150,001-\$200,000 | 3.0% | 3.0% |
| \$200,001-\$250,000 | 1.8% | 1.8% |
| \$250,001+ | 6.4% | 6.6% |

Table G.34 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Victoria

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.0% | 2.0% |
| \$5,001-\$10,000 | 4.9% | 4.8% |
| \$10,001-\$15,000 | 10.5% | 10.3% |
| \$15,001-\$20,000 | 15.0% | 15.1% |
| \$20,001-\$25,000 | 13.7% | 13.7% |
| \$25,001-\$30,000 | 5.7% | 5.7% |
| \$30,001-\$50,000 | 15.4% | 15.3% |
| \$50,001-\$100,000 | 18.9% | 19.0% |
| \$100,001-\$150,000 | 6.5% | 6.6% |
| \$150,001-\$200,000 | 3.1% | 3.1% |
| \$200,001-\$250,000 | 1.7% | 1.7% |
| \$250,001+ | 2.7% | 2.7% |

Figure G.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – Victoria

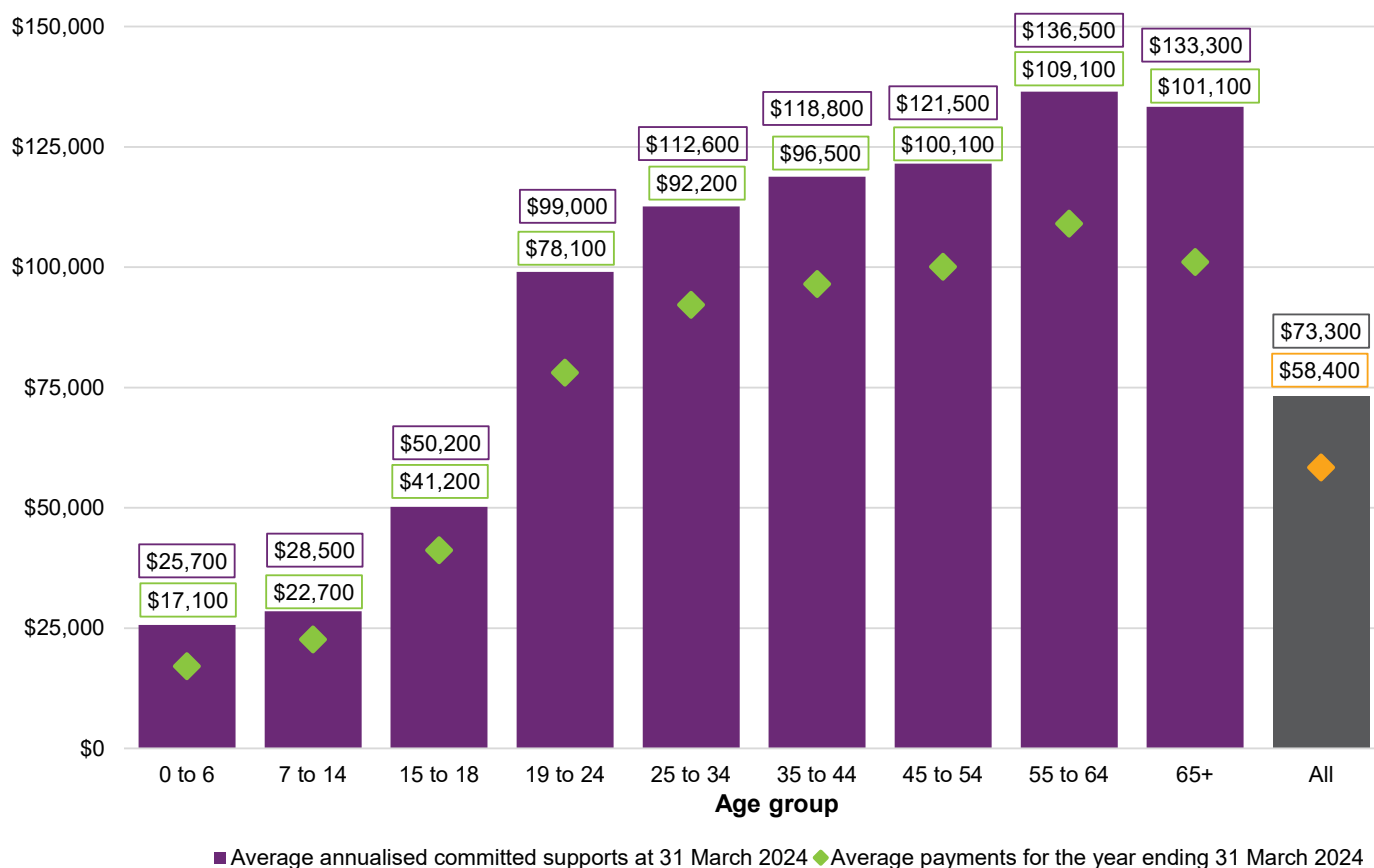


Figure G.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Victoria



Figure G.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Victoria

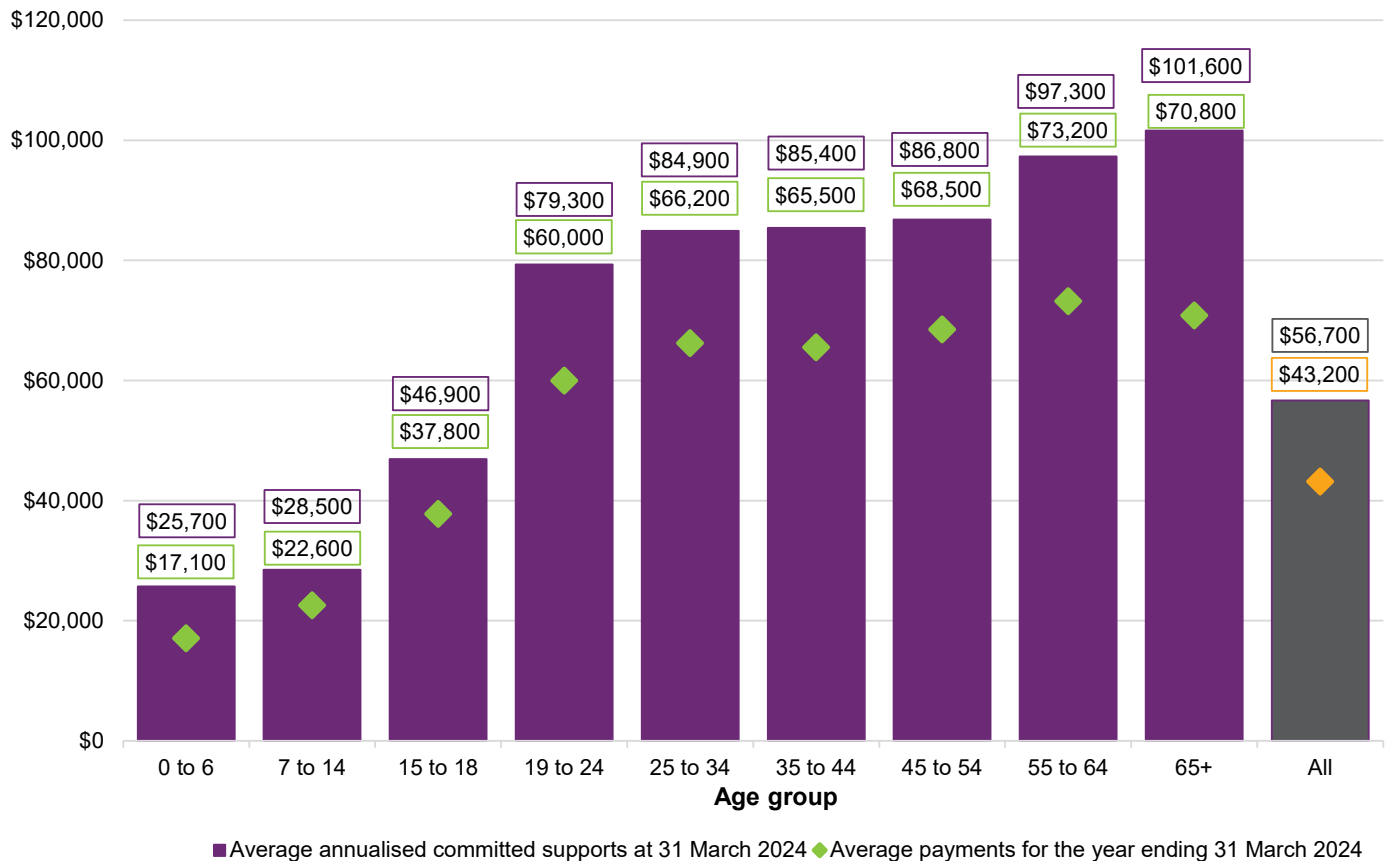


Figure G.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Victoria

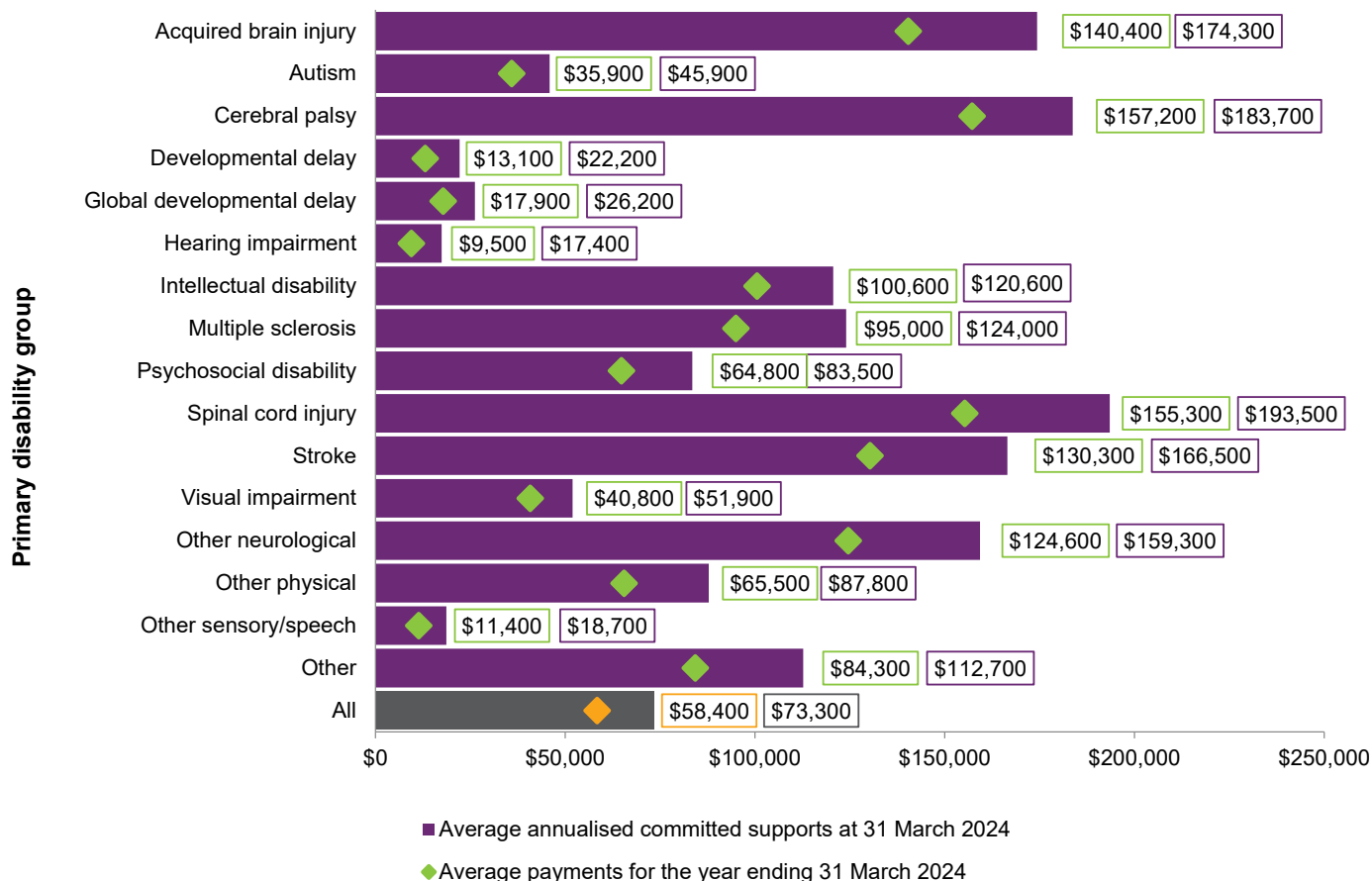


Figure G.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Victoria

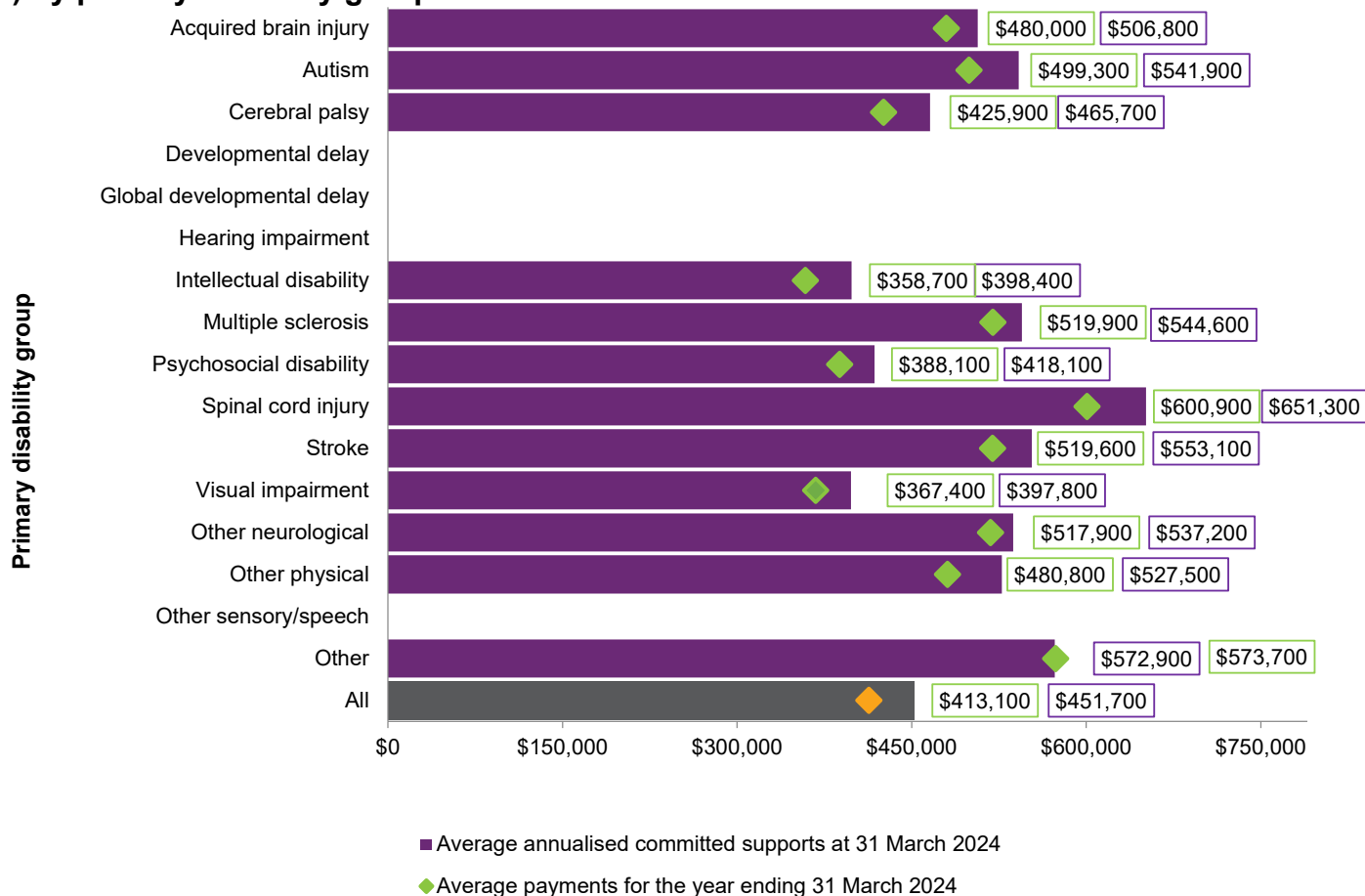


Figure G.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Victoria

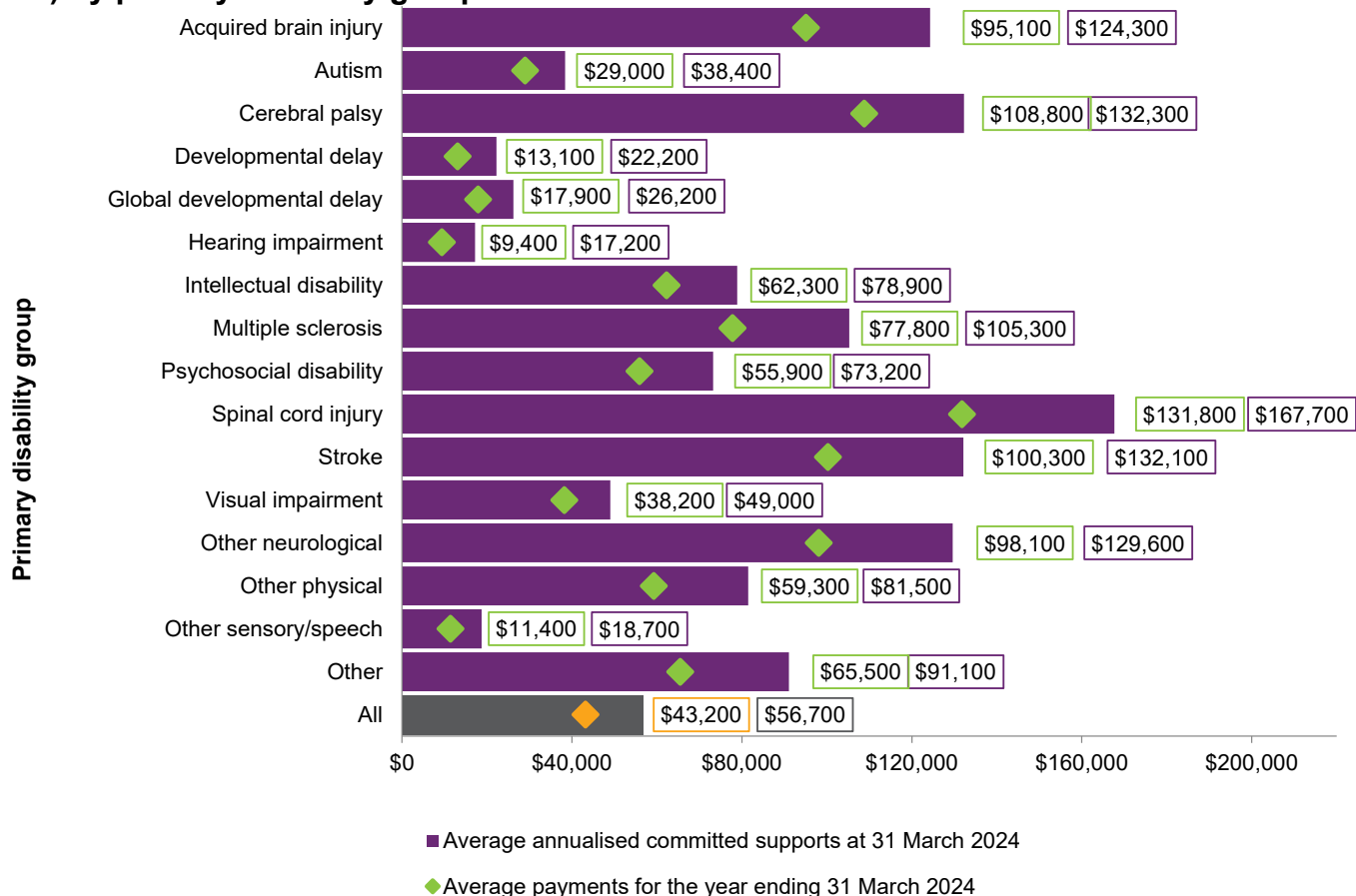


Figure G.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Victoria

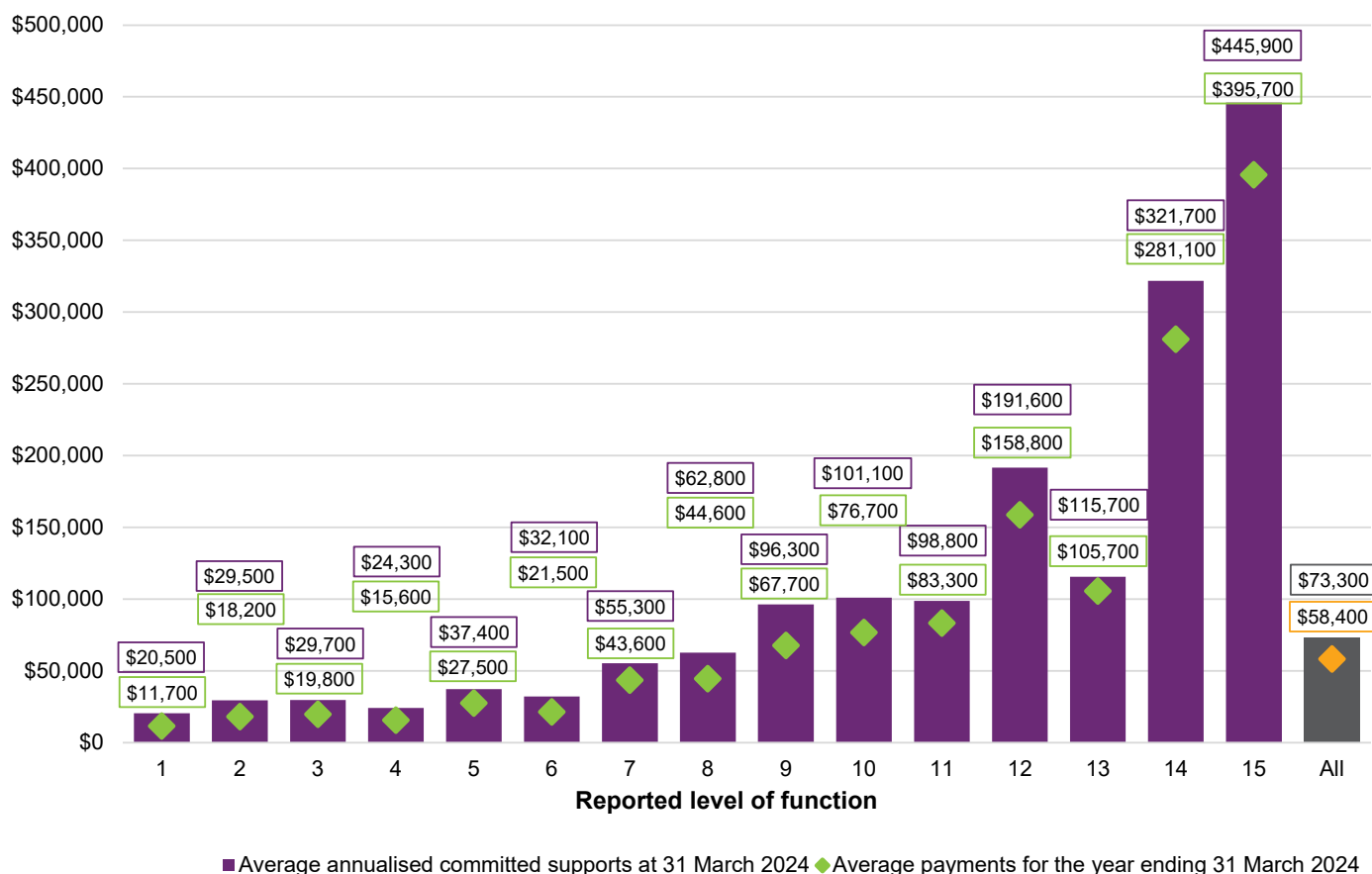


Figure G.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Victoria

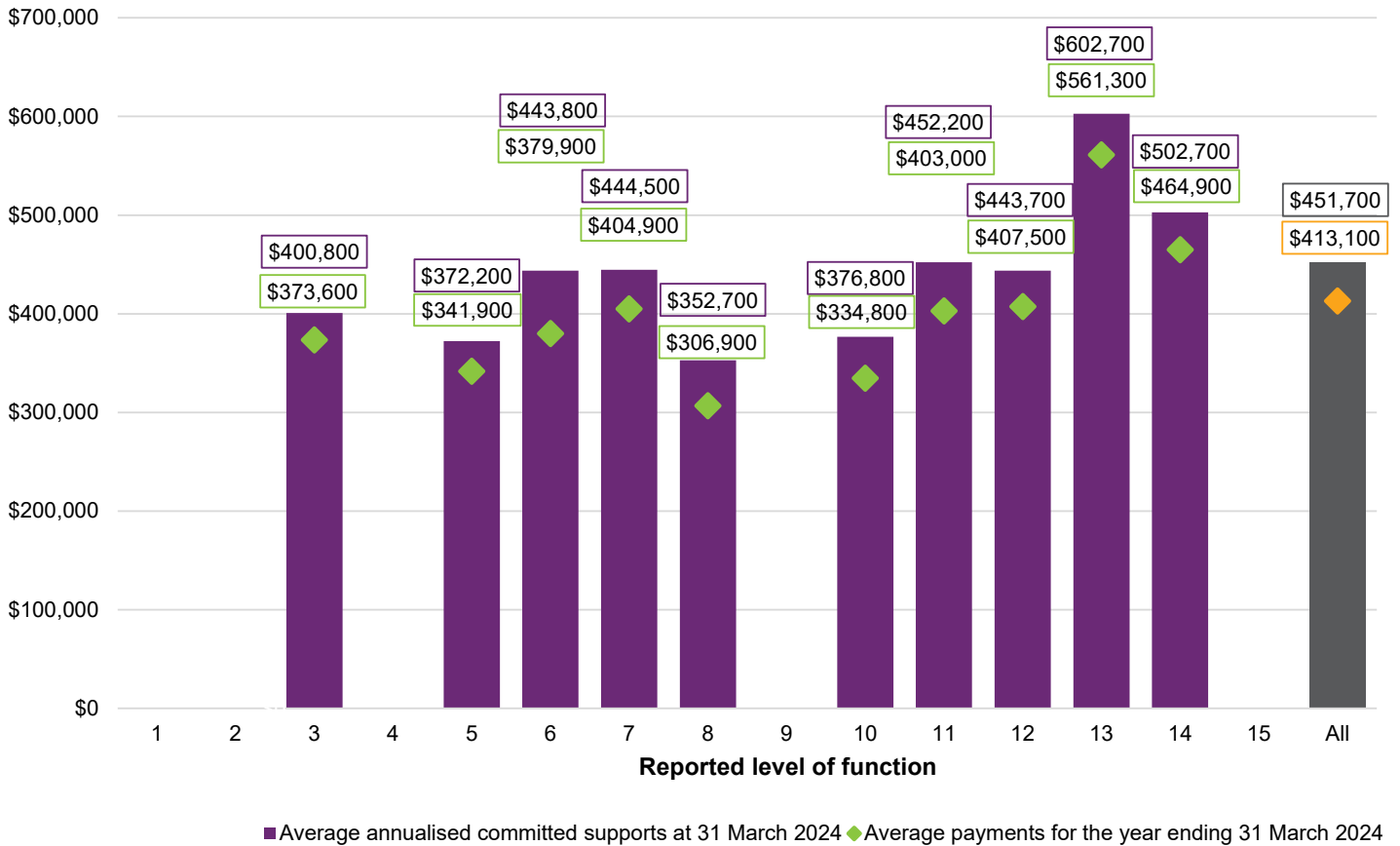


Figure G.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Victoria

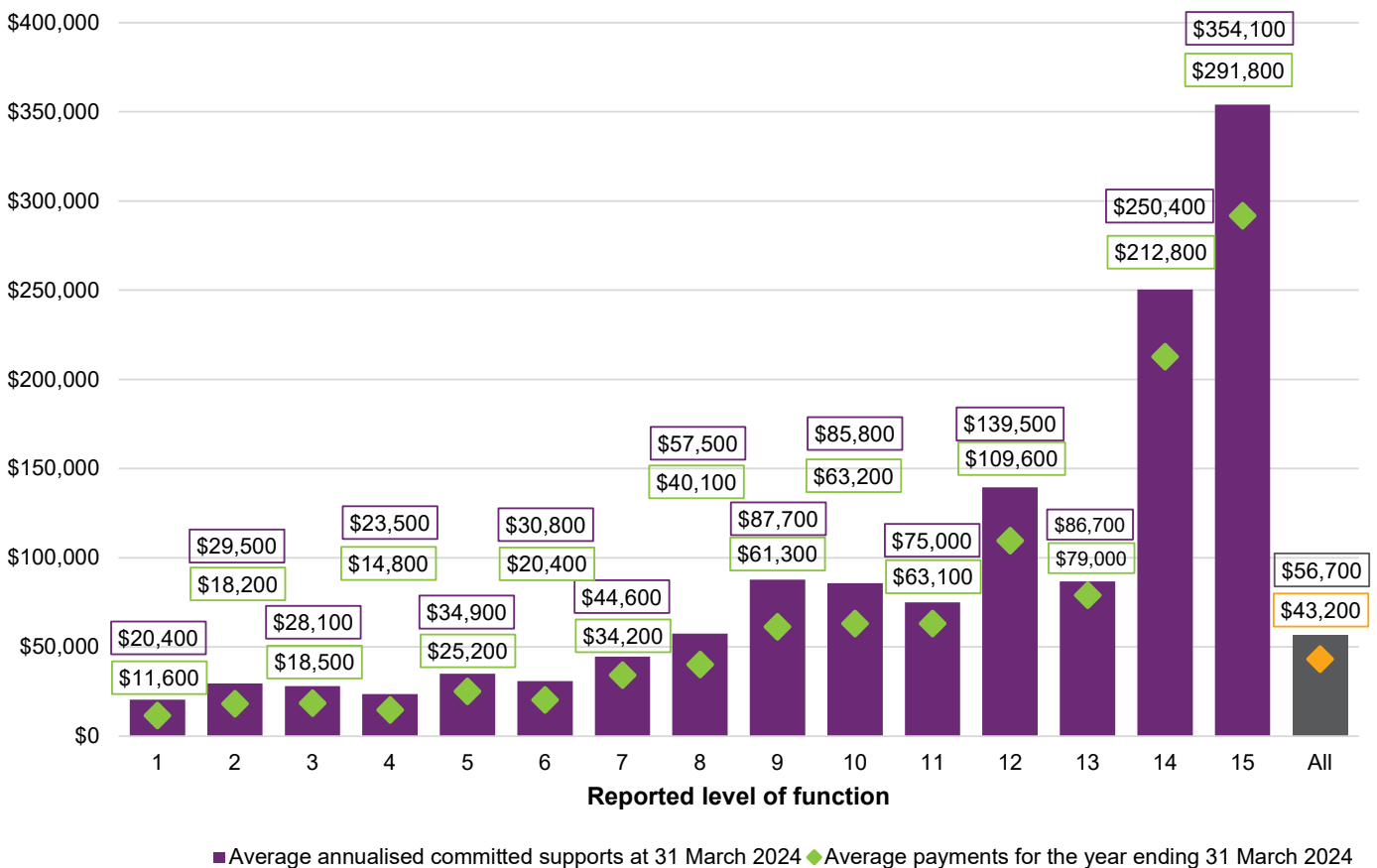


Table G.35 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Victoria ¹⁹⁹ ²⁰⁰

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 4,728.4 | 5,546.5 |
| Core: Consumables | 171.8 | 238.5 |
| Core: Social and Civic | 2,371.9 | 2,974.3 |
| Core: Transport | 219.4 | 143.4 |
| Capacity Building: Choice and Control | 145.5 | 163.1 |
| Capacity Building: Daily Activities | 1,366.5 | 2,269.2 |
| Capacity Building: Employment | 28.3 | 77.5 |
| Capacity Building: Health and Wellbeing | 7.1 | 16.2 |
| Capacity Building: Home Living | 0.6 | 2.4 |
| Capacity Building: Lifelong learning | 0.0 | 0.3 |
| Capacity Building: Relationships | 145.5 | 285.3 |
| Capacity Building: Social and Civic | 46.3 | 113.3 |
| Capacity Building: Support Coordination | 321.5 | 410.2 |
| Capital: Assistive Technology | 134.4 | 319.6 |
| Capital: Home Modifications | 121.0 | 176.8 |
| All | 9,808.3 | 12,736.6 |

¹⁹⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁰⁰ Total payments for home modifications in Victoria were \$121.0 million. Of which, \$88.4 million (73%) has been paid for specialised disability accommodation (SDA) supports, and \$32.6 million (27%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$176.8 million. Of which, \$119.4 million (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.4 million (32%) has been allocated for non-SDA supports.

Table G.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Victoria ²⁰¹ ²⁰²

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 2,071.8 | 2,264.2 |
| Core: Consumables | 20.9 | 24.7 |
| Core: Social and Civic | 476.0 | 606.5 |
| Core: Transport | 15.8 | 19.7 |
| Capacity Building: Choice and Control | 9.0 | 9.6 |
| Capacity Building: Daily Activities | 74.7 | 106.4 |
| Capacity Building: Employment | 0.6 | 1.5 |
| Capacity Building: Health and Wellbeing | 0.5 | 1.1 |
| Capacity Building: Home Living | 0.000 | 0.13 |
| Capacity Building: Lifelong learning | 0.001 | n/a |
| Capacity Building: Relationships | 48.0 | 83.0 |
| Capacity Building: Social and Civic | 0.5 | 0.9 |
| Capacity Building: Support Coordination | 44.6 | 51.6 |
| Capital: Assistive Technology | 20.4 | 39.4 |
| Capital: Home Modifications | 73.9 | 93.4 |
| All | 2,856.6 | 3,302.2 |

²⁰¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁰² Total payments for home modifications in Victoria were \$73.9 million. Of which, \$73.3 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$93.4 million. Of which, \$92.2 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) 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 March 2024 (\$m) – Victoria ^{203 204}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 2,656.5 | 3,282.3 |
| Core: Consumables | 150.9 | 213.8 |
| Core: Social and Civic | 1,895.9 | 2,367.8 |
| Core: Transport | 203.7 | 123.7 |
| Capacity Building: Choice and Control | 136.6 | 153.5 |
| Capacity Building: Daily Activities | 1,291.8 | 2,162.8 |
| Capacity Building: Employment | 27.8 | 75.9 |
| Capacity Building: Health and Wellbeing | 6.7 | 15.0 |
| Capacity Building: Home Living | 0.6 | 2.3 |
| Capacity Building: Lifelong learning | 0.03 | 0.3 |
| Capacity Building: Relationships | 97.5 | 202.3 |
| Capacity Building: Social and Civic | 45.8 | 112.4 |
| Capacity Building: Support Coordination | 276.9 | 358.6 |
| Capital: Assistive Technology | 114.0 | 280.3 |
| Capital: Home Modifications | 47.0 | 83.4 |
| All | 6,951.7 | 9,434.4 |

Table G.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ²⁰⁵

| 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 | 162.6 | 204.9 | 498.0 | 1,439.3 | 3,454.5 | 6,016.7 | 7,920.5 | 9,253.8 | 11,531.4 | 9,728.1 |
| Total Paid | 32.4 | 128.0 | 161.4 | 338.9 | 956.3 | 2,367.0 | 4,127.1 | 5,454.9 | 6,811.5 | 8,531.6 | 7,143.1 |
| % utilised to date | 60% | 79% | 79% | 68% | 66% | 69% | 69% | 69% | 74% | 74% | 73% |

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

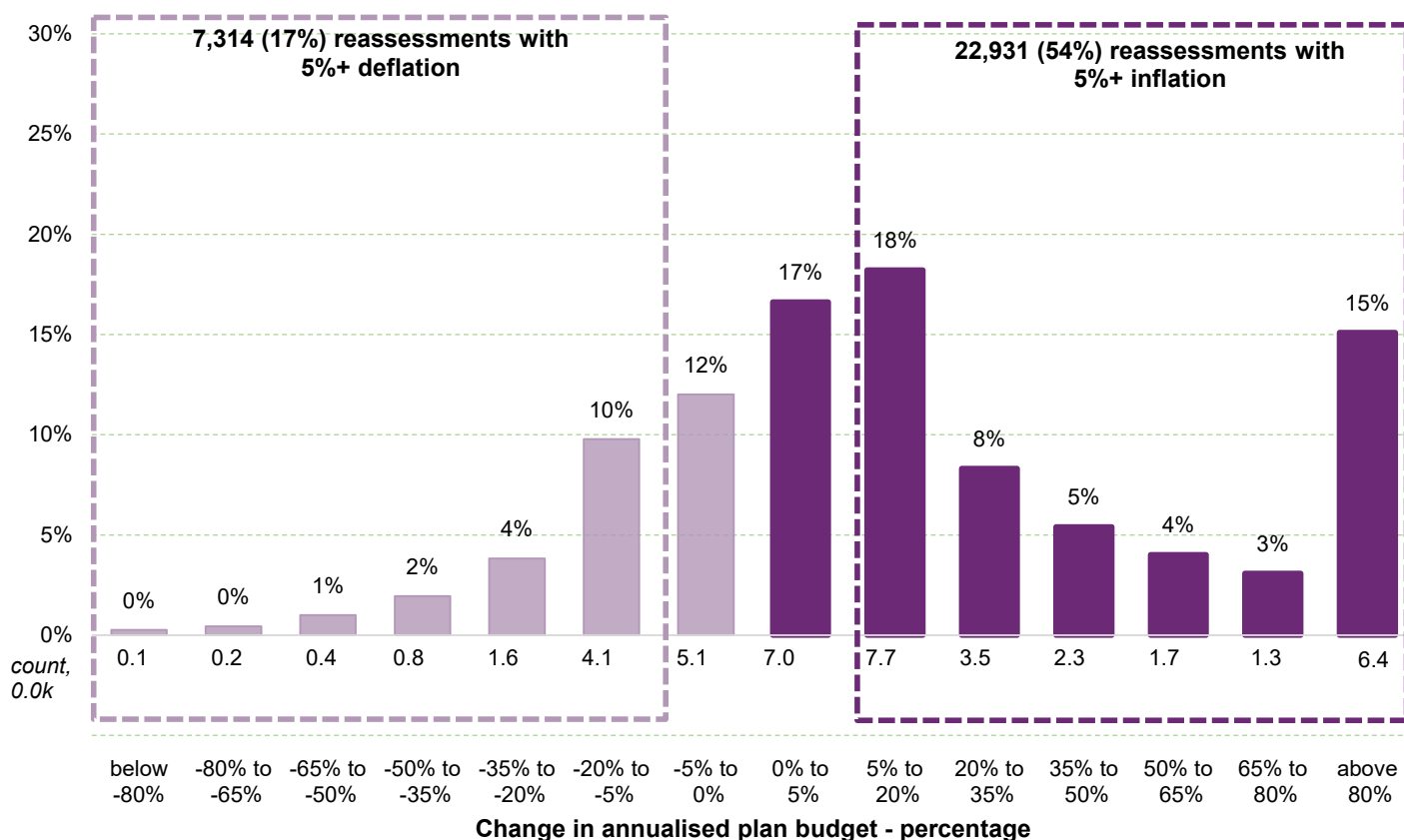
| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|
| Intraplan Inflation | 7.0% | 9.3% | 13.0% | 8.1% | 8.2% | 8.6% | 10.8% | 7.9% | 6.4% |
| Interplan Inflation | 2.0% | 3.4% | 6.5% | 7.1% | 3.9% | 2.7% | 3.6% | 1.7% | 0.3% |
| Total Inflation | 9.0% | 12.7% | 19.5% | 15.1% | 12.1% | 11.4% | 14.4% | 9.6% | 6.8% |

²⁰³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁰⁴ Total payments for home modifications in Victoria were \$47.0 million. Of which, \$15.1 million (32%) has been paid for specialised disability accommodation (SDA) supports, and \$32.0 million (68%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$83.4 million. Of which, \$27.1 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.2 million (67%) has been allocated for non-SDA supports.

²⁰⁵ 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 March 2024) - all participants – Victoria ^{206 207}



²⁰⁶ 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.

²⁰⁷ The lower number of plan reassessments in the March 2024 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry, by service previously received and entry type – Queensland

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|--------------|----------------|
| Access decisions | 177,960 | 2,956 | 180,916 |
| Active Eligible - Total | 139,877 | 2,483 | 142,360 |
| Active Eligible - New | 96,169 | 2,421 | 98,590 |
| Active Eligible - State | 33,567 | 40 | 33,607 |
| Active Eligible - Commonwealth | 10,141 | 22 | 10,163 |
| Active Participant Plans - Total | 137,938 | 1,670 | 139,608 |
| Active Participant Plans - New | 94,371 | 1,654 | 96,025 |
| Active Participant Plans - State | 33,471 | <11 | 33,479 |
| Active Participant Plans - Commonwealth | 10,096 | <11 | 10,104 |
| Active Participant Plans - Total | 137,938 | 1,670 | 139,608 |
| Active Participant Plans - Early Intervention (s25) | 45,051 | 1,108 | 46,159 |
| Active Participant Plans - Permanent Disability (s24) | 92,887 | 562 | 93,449 |

Table H.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Queensland

| People leaving the Scheme | Total |
|--|---------------|
| Number of people who have left the Scheme | 10,017 |
| Early Intervention participants | 3,916 |
| Permanent disability participants | 6,101 |

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 | 33,559 | 98% | 14,882 | 98% | 394 | 98% | 48,835 | 98% |
| 7 to 14 | 20,544 | 91% | 10,786 | 91% | 564 | 87% | 31,894 | 91% |
| 15 to 18 | 6,033 | 92% | 3,857 | 90% | 328 | 92% | 10,218 | 91% |
| 19 to 24 | 4,691 | 90% | 3,096 | 85% | 212 | 83% | 7,999 | 88% |
| 25 to 34 | 5,731 | 88% | 4,696 | 80% | 212 | 76% | 10,639 | 84% |
| 35 to 44 | 5,832 | 83% | 5,243 | 74% | 135 | 68% | 11,210 | 78% |
| 45 to 54 | 7,327 | 79% | 6,872 | 68% | 165 | 59% | 14,364 | 73% |
| 55 to 64 | 9,599 | 73% | 8,603 | 61% | 209 | 52% | 18,411 | 66% |
| 65+ | 400 | 59% | 381 | 51% | <11 | n/a | 785 | 55% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 93,716 | 89% | 58,416 | 80% | 2,223 | 78% | 154,355 | 85% |

Table H.4 Assessment of access by primary disability group and gender – Queensland ²⁰⁸

| 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 | 3,163 | 92% | 1,650 | 91% | 62 | 91% | 4,875 | 92% |
| Autism | 36,212 | 97% | 16,728 | 97% | 1,187 | 96% | 54,127 | 97% |
| Cerebral palsy | 2,260 | 96% | 1,766 | 95% | 17 | 81% | 4,043 | 96% |
| Developmental delay | 15,414 | 99% | 6,660 | 99% | 207 | 99% | 22,281 | 99% |
| Global developmental delay | 2,370 | 99% | 1,074 | 99% | 35 | 97% | 3,479 | 99% |
| Hearing impairment | 3,205 | 90% | 3,388 | 89% | 87 | 84% | 6,680 | 89% |
| Intellectual disability | 11,180 | 96% | 9,268 | 95% | 121 | 81% | 20,569 | 95% |
| Multiple sclerosis | 471 | 91% | 1,502 | 89% | 19 | 90% | 1,992 | 90% |
| Psychosocial disability | 6,737 | 73% | 6,401 | 63% | 226 | 57% | 13,364 | 68% |
| Spinal cord injury | 1,280 | 94% | 499 | 91% | 19 | 86% | 1,798 | 93% |
| Stroke | 1,378 | 85% | 1,073 | 83% | 42 | 81% | 2,493 | 84% |
| Visual impairment | 1,063 | 85% | 981 | 83% | 11 | 58% | 2,055 | 84% |
| Other neurological | 3,503 | 82% | 2,810 | 77% | 66 | 66% | 6,379 | 79% |
| Other physical | 3,041 | 51% | 2,836 | 37% | 60 | 26% | 5,937 | 43% |
| Other sensory/speech | 268 | 37% | 100 | 33% | <11 | n/a | 370 | 36% |
| Other | 1,475 | 45% | 1,122 | 32% | 48 | 32% | 2,645 | 38% |
| Missing | 696 | 90% | 558 | 85% | 14 | 64% | 1,268 | 88% |
| Total | 93,716 | 89% | 58,416 | 80% | 2,223 | 78% | 154,355 | 85% |

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

²⁰⁸ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table H.5 Participant profile per quarter by participants identifying as First Nations Peoples – Queensland ²⁰⁹

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| First Nations Participants | 14,400 | 10% | 285 | 17% | 14,685 | 11% |
| Non-First Nations Participants | 110,115 | 80% | 1,237 | 74% | 111,352 | 80% |
| Not Stated | 13,423 | 10% | 148 | 9% | 13,571 | 10% |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 100% |

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ^{210 211}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Culturally and linguistically diverse | 7,284 | 5% | 65 | 4% | 7,349 | 5% |
| Not culturally and linguistically diverse | 128,248 | 93% | 1,297 | 78% | 129,545 | 93% |
| Not stated | 2,406 | 2% | 308 | 18% | 2,714 | 2% |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 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 March 2024 – Queensland ²¹²

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | <11 |
| 45 to 54 | 25 |
| 55 to 64 | 162 |
| Total YPIRAC (under 65) | 191 |

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ²¹³

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -26 | 191 |

²⁰⁹ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²¹⁰ The number of CALD participants has excluded participants who identify as First Nations Peoples.

²¹¹ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²¹² There are a further 356 active participants aged 65 years or over who are currently in residential aged care.

²¹³ 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 ²¹⁴

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Major cities | 84,449 | 61% | 1,097 | 66% | 85,546 | 61% |
| Population > 50,000 | 31,095 | 23% | 330 | 20% | 31,425 | 23% |
| Population between 15,000 and 50,000 | 5,236 | 4% | 45 | 3% | 5,281 | 4% |
| Population between 5,000 and 15,000 | 5,659 | 4% | 58 | 3% | 5,717 | 4% |
| Population less than 5,000 | 9,153 | 7% | 64 | 4% | 9,217 | 7% |
| Remote | 1,224 | 1% | 36 | 2% | 1,260 | 1% |
| Very Remote | 1,115 | 1% | 40 | 2% | 1,155 | 1% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 100% |

Table H.10 Participant profile per quarter by primary disability group – Queensland ^{215 216 217 218}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 51,997 | 38% | 338 | 20% | 52,335 | 37% |
| Intellectual disability | 19,277 | 14% | 84 | 5% | 19,361 | 14% |
| Developmental delay | 17,635 | 13% | 841 | 50% | 18,476 | 13% |
| Psychosocial disability | 12,194 | 9% | 61 | 4% | 12,255 | 9% |
| Hearing impairment | 6,344 | 5% | 29 | 2% | 6,373 | 5% |
| Other neurological | 4,871 | 4% | 45 | 3% | 4,916 | 4% |
| Other physical | 4,816 | 3% | 11 | 1% | 4,827 | 3% |
| Acquired brain injury | 4,146 | 3% | 43 | 3% | 4,189 | 3% |
| Cerebral palsy | 3,818 | 3% | 13 | 1% | 3,831 | 3% |
| Global developmental delay | 3,101 | 2% | 70 | 4% | 3,171 | 2% |
| Multiple sclerosis | 1,839 | 1% | <11 | n/a | 1,845 | 1% |
| Visual impairment | 1,874 | 1% | <11 | n/a | 1,882 | 1% |
| Other | 2,123 | 2% | 57 | 3% | 2,180 | 2% |
| Stroke | 2,075 | 2% | 44 | 3% | 2,119 | 2% |
| Spinal cord Injury | 1,593 | 1% | 19 | 1% | 1,612 | 1% |
| Other sensory/speech | 235 | 0% | <11 | n/a | 236 | 0% |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 100% |

²¹⁴ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

²¹⁵ Table order based on national proportions in Supplement E (highest to lowest).

²¹⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²¹⁷ Down syndrome is included in intellectual disability, representing 2% (2,474) of all Scheme participants in Queensland.

²¹⁸ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

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

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 807 | 12% | <11 | n/a | 807 | 12% |
| Intellectual disability | 2,962 | 43% | <11 | n/a | 2,963 | 43% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 700 | 10% | <11 | n/a | 700 | 10% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 556 | 8% | <11 | n/a | 558 | 8% |
| Other physical | 89 | 1% | <11 | n/a | 89 | 1% |
| Acquired brain injury | 674 | 10% | <11 | n/a | 683 | 10% |
| Cerebral palsy | 536 | 8% | <11 | n/a | 536 | 8% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 86 | 1% | <11 | n/a | 86 | 1% |
| Visual impairment | 23 | 0% | <11 | n/a | 23 | 0% |
| Other | 150 | 2% | <11 | n/a | 155 | 2% |
| Stroke | 246 | 4% | <11 | n/a | 252 | 4% |
| Spinal cord Injury | 67 | 1% | <11 | n/a | 70 | 1% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 6,903 | 100% | 26 | 100% | 6,929 | 100% |

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ²²¹

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| Autism | 51,190 | 39% | 338 | 21% | 51,528 | 39% |
| Intellectual disability | 16,315 | 12% | 83 | 5% | 16,398 | 12% |
| Developmental delay | 17,635 | 13% | 841 | 51% | 18,476 | 14% |
| Psychosocial disability | 11,494 | 9% | 61 | 4% | 11,555 | 9% |
| Hearing impairment | 6,339 | 5% | 29 | 2% | 6,368 | 5% |
| Other neurological | 4,315 | 3% | 43 | 3% | 4,358 | 3% |
| Other physical | 4,727 | 4% | 11 | 1% | 4,738 | 4% |
| Acquired brain injury | 3,472 | 3% | 34 | 2% | 3,506 | 3% |
| Cerebral palsy | 3,282 | 3% | 13 | 1% | 3,295 | 2% |
| Global developmental delay | 3,101 | 2% | 70 | 4% | 3,171 | 2% |
| Multiple sclerosis | 1,753 | 1% | <11 | n/a | 1,759 | 1% |
| Visual impairment | 1,851 | 1% | <11 | n/a | 1,859 | 1% |
| Other | 1,973 | 2% | 52 | 3% | 2,025 | 2% |
| Stroke | 1,829 | 1% | 38 | 2% | 1,867 | 1% |
| Spinal cord Injury | 1,526 | 1% | 16 | 1% | 1,542 | 1% |
| Other sensory/speech | 233 | 0% | <11 | n/a | 234 | 0% |
| Total | 131,035 | 100% | 1,644 | 100% | 132,679 | 100% |

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

²²⁰ Down syndrome is included in intellectual disability, representing 7% (459) of participants in SIL.

²²¹ 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 ²²²

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 1 (High Function) | 19,225 | 14% | 490 | 29% | 19,715 | 14% |
| 2 (High Function) | 190 | 0% | <11 | n/a | 191 | 0% |
| 3 (High Function) | 6,922 | 5% | 94 | 6% | 7,016 | 5% |
| 4 (High Function) | 8,447 | 6% | 15 | 1% | 8,462 | 6% |
| 5 (High Function) | 7,832 | 6% | 78 | 5% | 7,910 | 6% |
| 6 (Moderate Function) | 38,516 | 28% | 119 | 7% | 38,635 | 28% |
| 7 (Moderate Function) | 6,026 | 4% | 17 | 1% | 6,043 | 4% |
| 8 (Moderate Function) | 8,231 | 6% | 31 | 2% | 8,262 | 6% |
| 9 (Moderate Function) | 788 | 1% | <11 | n/a | 788 | 1% |
| 10 (Moderate Function) | 13,442 | 10% | 72 | 4% | 13,514 | 10% |
| 11 (Low Function) | 3,388 | 2% | <11 | n/a | 3,394 | 2% |
| 12 (Low Function) | 13,849 | 10% | 73 | 4% | 13,922 | 10% |
| 13 (Low Function) | 8,176 | 6% | 168 | 10% | 8,344 | 6% |
| 14 (Low Function) | 2,294 | 2% | <11 | n/a | 2,302 | 2% |
| 15 (Low Function) | 46 | 0% | <11 | n/a | 46 | 0% |
| Missing | 566 | 0% | 498 | 30% | 1,064 | 1% |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 100% |

Table H.14 Participant profile per quarter by age group – Queensland ²²³

| Age group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|----------------|--------------------|
| 0 to 6 | 22,013 | 16% | 1,049 | 63% | 23,062 | 17% |
| 7 to 14 | 38,287 | 28% | 229 | 14% | 38,516 | 28% |
| 15 to 18 | 13,443 | 10% | 55 | 3% | 13,498 | 10% |
| 19 to 24 | 11,228 | 8% | 28 | 2% | 11,256 | 8% |
| 25 to 34 | 11,443 | 8% | 54 | 3% | 11,497 | 8% |
| 35 to 44 | 10,050 | 7% | 54 | 3% | 10,104 | 7% |
| 45 to 54 | 11,481 | 8% | 60 | 4% | 11,541 | 8% |
| 55 to 64 | 13,612 | 10% | 123 | 7% | 13,735 | 10% |
| 65+ | 6,381 | 5% | 18 | 1% | 6,399 | 5% |
| Total | 137,938 | 100% | 1,670 | 100% | 139,608 | 100% |

²²² The higher number of Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²²³ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table H.15 Participation rates by age group and gender at 31 March 2024 – Queensland ²²⁴

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 6.9% | 3.4% | 5.2% |
| 7 to 14 | 9.0% | 4.5% | 6.9% |
| 15 to 18 | 5.8% | 3.4% | 4.7% |
| 19 to 24 | 3.2% | 2.1% | 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% |

Table H.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Queensland ^{225 226}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | 9% | 5% |
| Health & Wellbeing | 19% | 44% | 20% |
| Lifelong Learning | 10% | 26% | 11% |
| Other | 8% | 16% | 8% |
| Non-categorised | 3% | 7% | 3% |
| Any mainstream service | 28% | 66% | 30% |

Table H.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Queensland ²²⁷

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 3% | 5% | 3% |
| Daily life | 21% | 22% | 21% |
| Health and wellbeing | 71% | 72% | 71% |
| Learning | 30% | 24% | 29% |
| Relationships | 4% | 3% | 3% |
| Social and community activities | 8% | 6% | 8% |
| Where I live | 1% | 2% | 1% |
| Work | 4% | 3% | 4% |
| Unknown | 14% | 7% | 13% |
| Any mainstream service | 100% | 94% | 99% |

²²⁴ 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.

²²⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²²⁶ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

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

Part Two: Participant and family/carer outcomes

Note: In Tables H.18 to H.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 H.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,078), 'participant social and community engagement rate' (n=10,135), 'parent and carer employment rate' (n=9,610) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,025) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - Queensland ²²⁸

| Age group | Baseline | R1 | R2 | 2023-24 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 12% | 16% | 19% | 26% |
| Participant employment rate - Aged 25 to 34 years | 23% | 23% | 24% | 26% |
| Participant employment rate - Aged 35 to 44 years | 22% | 24% | 21% | 26% |
| Participant employment rate - Aged 45 to 54 years | 19% | 18% | 18% | 26% |
| Participant employment rate - Aged 55 to 64 years | 14% | 14% | 13% | 26% |
| Participant employment rate - Aged 65+ years | 9% | 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% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 41% | 38% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 35% | 43% | 41% | 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 | 34% | 43% | 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% | 38% | 36% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 34% | 41% | 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% | 48% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 48% | 46% | 50% |
| Parent and carer employment rate - All ages | 45% | 47% | 47% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 67% | 71% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 76% | 82% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 73% | 79% | 75% |

²²⁸ 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 March 2022 and have had a second plan reassessment to date.

Table H.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=8,177), ‘participant social and community engagement rate’ (n=8,230), ‘parent and carer employment rate’ (n=5,649) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=5,709) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Queensland ²²⁹

| Age group | Baseline | R1 | R2 | R3 | 2023-24 Target |
|--|----------|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 11% | 15% | 15% | 22% | 26% |
| Participant employment rate - Aged 25 to 34 years | 21% | 23% | 19% | 22% | 26% |
| Participant employment rate - Aged 35 to 44 years | 23% | 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% | 13% | 10% | 12% | 26% |
| Participant employment rate - Aged 65+ years | 12% | 12% | 9% | 7% | 26% |
| Participant employment rate - Aged 25 to 64 years | 19% | 19% | 15% | 17% | 26% |
| Participant employment rate - Aged 15 to 64 years | 17% | 18% | 15% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 37% | 43% | 44% | 41% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 38% | 47% | 46% | 44% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 37% | 43% | 41% | 43% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 35% | 42% | 40% | 41% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 35% | 41% | 41% | 40% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 37% | 42% | 45% | 39% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 36% | 43% | 42% | 42% | 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 | 41% | 43% | 45% | 49% | 50% |
| Parent and carer employment rate - Aged 15+ years | 43% | 44% | 44% | 44% | 50% |
| Parent and carer employment rate - All ages | 41% | 43% | 45% | 47% | 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% | 83% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 74% | 77% | 81% | 75% |

²²⁹ 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 March 2021 and have had a third plan reassessment to date.

Table H.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=5,790), ‘participant social and community engagement rate’ (n=5,839), ‘parent and carer employment rate’ (n=3,360) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=4,626) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Queensland ²³⁰

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 14% | 16% | 18% | 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% | 27% | 25% | 22% | 25% | 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% | 14% | 26% |
| Participant employment rate - Aged 65+ years | 9% | 8% | 6% | 2% | 4% | 26% |
| Participant employment rate - Aged 25 to 64 years | 21% | 22% | 20% | 17% | 20% | 26% |
| Participant employment rate - Aged 15 to 64 years | 19% | 20% | 19% | 17% | 21% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 36% | 41% | 42% | 46% | 44% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 41% | 48% | 48% | 45% | 47% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 41% | 48% | 47% | 43% | 47% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 40% | 43% | 49% | 52% | 47% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 38% | 41% | 37% | 38% | 42% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 37% | 41% | 40% | 38% | 41% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 40% | 45% | 45% | 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 | 43% | 45% | 46% | 45% | 51% | 50% |
| Parent and carer employment rate - Aged 15+ years | 43% | 45% | 47% | 46% | 46% | 50% |
| Parent and carer employment rate - All ages | 43% | 45% | 46% | 45% | 49% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 70% | 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% |

²³⁰ 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 March 2020 and have had a fourth plan reassessment to date.

Table H.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,278), ‘participant social and community engagement rate’ (n=3,287), ‘parent and carer employment rate’ (n=1,467) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=2,771) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Queensland ²³¹

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 11% | 14% | 15% | 17% | 18% | 21% | 26% |
| Participant employment rate - Aged 25 to 34 years | 22% | 22% | 21% | 26% | 16% | 23% | 26% |
| Participant employment rate - Aged 35 to 44 years | 23% | 23% | 20% | 18% | 19% | 20% | 26% |
| Participant employment rate - Aged 45 to 54 years | 24% | 25% | 20% | 24% | 23% | 21% | 26% |
| Participant employment rate - Aged 55 to 64 years | 22% | 21% | 16% | 15% | 9% | 15% | 26% |
| Participant employment rate - Aged 65+ years | 9% | 10% | 6% | 7% | 6% | 8% | 26% |
| Participant employment rate - Aged 25 to 64 years | 23% | 23% | 19% | 21% | 16% | 20% | 26% |
| Participant employment rate - Aged 15 to 64 years | 21% | 21% | 18% | 20% | 16% | 20% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 41% | 45% | 45% | 51% | 44% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 41% | 48% | 50% | 48% | 49% | 50% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 43% | 51% | 58% | 52% | 54% | 53% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 42% | 49% | 51% | 54% | 51% | 51% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 37% | 42% | 45% | 45% | 42% | 44% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 35% | 39% | 40% | 45% | 37% | 43% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 40% | 47% | 50% | 49% | 47% | 48% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 39% | 46% | 49% | 48% | 48% | 48% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 37% | 40% | 40% | 43% | 46% | 48% | 50% |
| Parent and carer employment rate - Aged 15+ years | 43% | 49% | 51% | 53% | 47% | 47% | 50% |
| Parent and carer employment rate - All ages | 40% | 44% | 45% | 48% | 46% | 48% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 70% | 72% | 72% | 74% | 76% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 73% | 80% | 83% | 83% | 84% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 72% | 77% | 79% | 79% | 82% | 75% |

²³¹ 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 March 2019 and have had a fifth plan reassessment to date.

Table H.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,178), ‘participant social and community engagement rate’ (n=1,202), ‘parent and carer employment rate’ (n=361) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=1,053) 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 March 2018 - Queensland ²³²

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 12% | 22% | 21% | 22% | 29% | 12% | 22% | 26% |
| Participant employment rate - Aged 25 to 34 years | 22% | 24% | 26% | 20% | 19% | 16% | 22% | 26% |
| Participant employment rate - Aged 35 to 44 years | 23% | 23% | 26% | 24% | 19% | 32% | 21% | 26% |
| Participant employment rate - Aged 45 to 54 years | 21% | 21% | 19% | 17% | 14% | 21% | 18% | 26% |
| Participant employment rate - Aged 55 to 64 years | 17% | 15% | 16% | 12% | 13% | 11% | 11% | 26% |
| Participant employment rate - Aged 65+ years | 9% | 12% | 8% | 5% | 0% | 3% | 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% | 21% | 22% | 19% | 18% | 18% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 36% | 44% | 45% | 51% | 38% | 46% | 37% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 38% | 45% | 52% | 50% | 52% | 50% | 46% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 36% | 49% | 55% | 56% | 52% | 51% | 49% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 47% | 52% | 63% | 54% | 49% | 63% | 51% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 36% | 43% | 43% | 41% | 49% | 47% | 43% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 34% | 46% | 49% | 44% | 49% | 52% | 43% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 39% | 47% | 53% | 49% | 50% | 52% | 47% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 38% | 46% | 52% | 50% | 49% | 52% | 46% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 34% | 42% | 46% | 36% | 44% | 62% | 49% | 50% |
| Parent and carer employment rate - Aged 15+ years | 43% | 43% | 52% | 58% | 67% | 57% | 53% | 50% |
| Parent and carer employment rate - All ages | 39% | 43% | 49% | 47% | 57% | 59% | 51% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 65% | 69% | 70% | 73% | 75% | 76% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 72% | 78% | 81% | 84% | 86% | 85% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 70% | 75% | 77% | 80% | 82% | 82% | 75% |

²³² 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 March 2018 and have had a sixth plan reassessment to date.

Table H.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=217), ‘participant social and community engagement rate’ (n=223), ‘parent and carer employment rate’ (n=62) 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=202) 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 March 2017 - Queensland

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | R7 | 2023-24 Target |
|---|----------|-----|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 25 to 64 years | 19% | 24% | 24% | 24% | 20% | 21% | 28% | 21% | 26% |
| Participant employment rate - Aged 15 to 64 years | 18% | 25% | 24% | 24% | 20% | 22% | 26% | 21% | 26% |
| Participant social and community engagement rate - Aged 25+ years | 46% | 46% | 59% | 54% | 58% | 38% | 54% | 44% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 44% | 45% | 55% | 53% | 55% | 38% | 50% | 44% | 46% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 66% | 76% | 68% | 68% | 77% | 78% | 80% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 71% | 79% | 82% | 90% | 86% | 87% | 88% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 69% | 78% | 76% | 80% | 82% | 83% | 85% | 75% |

Part Three: Participant experience

Table H.24 Proportion of participants who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 47 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 763 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 475 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 791 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 488 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 2,323 in 2023-24 Q3) – Queensland ^{233 234}

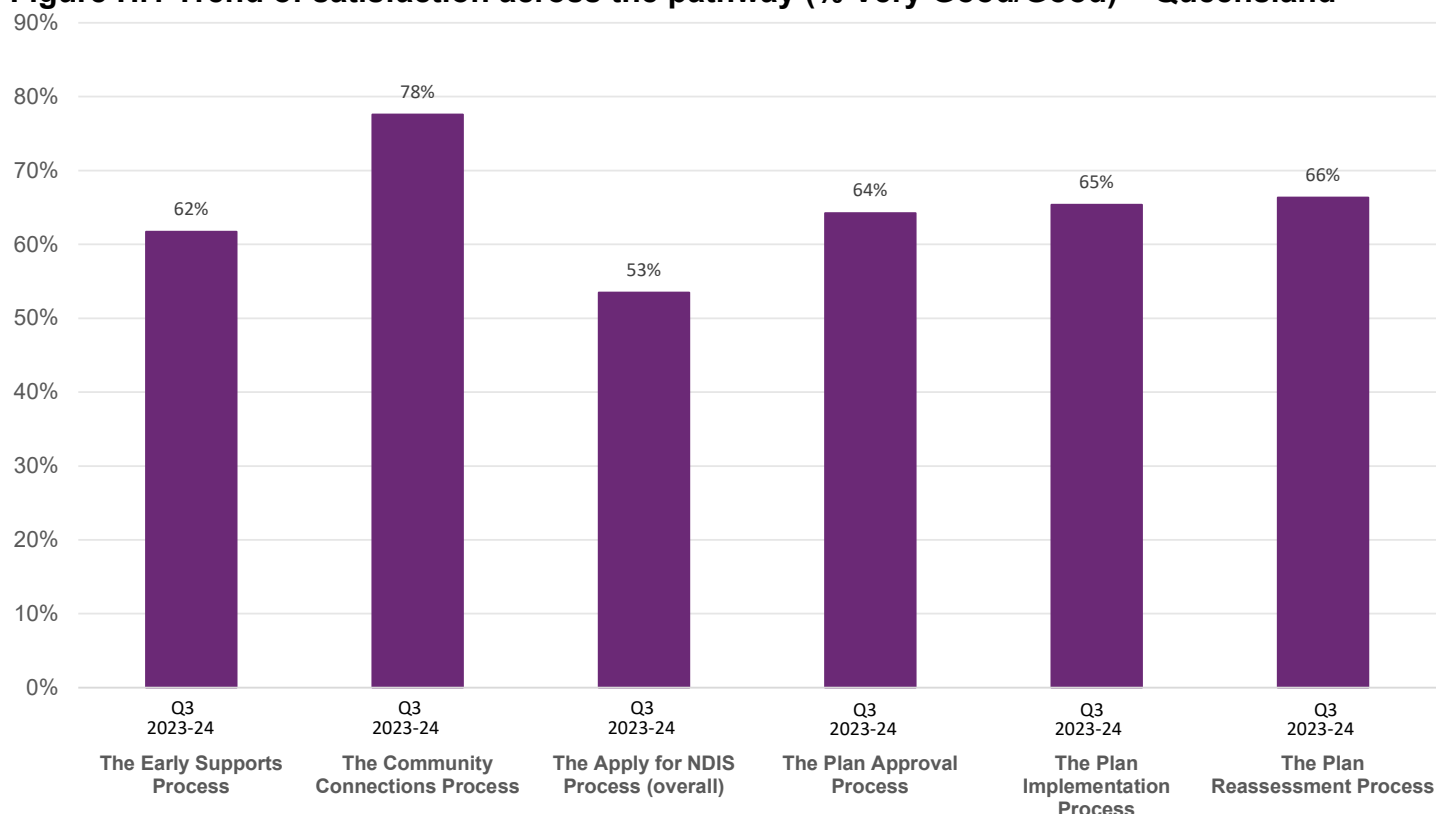
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | 100% |
| Early Supports - Were decisions and outcomes explained to you? | n/a | 84% |
| Early Supports - Were your questions and concerns acknowledged? | n/a | 96% |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | 53% |
| Community Connections - Was information easy to understand? | n/a | 86% |
| Community Connections - Was communication in your preferred format? | n/a | 94% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 80% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 80% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 76% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 56% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 95% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 74% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 73% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 87% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 59% |
| Plan Approval - Were you treated with respect? | n/a | 94% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 80% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 82% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 87% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 65% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 64% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 85% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 67% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 67% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 62% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 63% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 65% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 85% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 65% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 67% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 66% |

²³³ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

²³⁴ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 65% |
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 67% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 63% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 78% |

Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ²³⁵



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q3. The charts show quarterly trends in complaints based on experience over 3 years. Table H.25 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table H.26 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data

²³⁵ Ibid.
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up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on 30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table H.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland ^{236 237}
238

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|---|----------------|--------------|---------------|-------------------------------|
| People who have submitted an access request: Complaint about Early Connections Partner | 251 | 23 | 274 | 250 |
| People who have submitted an access request: Complaint about LAC Partner | 837 | 66 | 903 | 783 |
| People who have submitted an access request: Complaints about service providers | 2,192 | 99 | 2,291 | 1,734 |
| People who have submitted an access request: Complaints about the Agency | 25,213 | 3,763 | 28,976 | 15,303 |
| People who have submitted an access request: Unclassified | 242 | <11 | 246 | 224 |
| People who have submitted an access request: Total | 28,735 | 3,955 | 32,690 | 16,806 |
| <i>Percentage of the number of active participants</i> | 5.9% | 11.4% | 6.3% | n/a |
| Total PCIs | 6,674 | 1,137 | 7,811 | n/a |

²³⁶ Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

²³⁷ 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.

²³⁸ From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

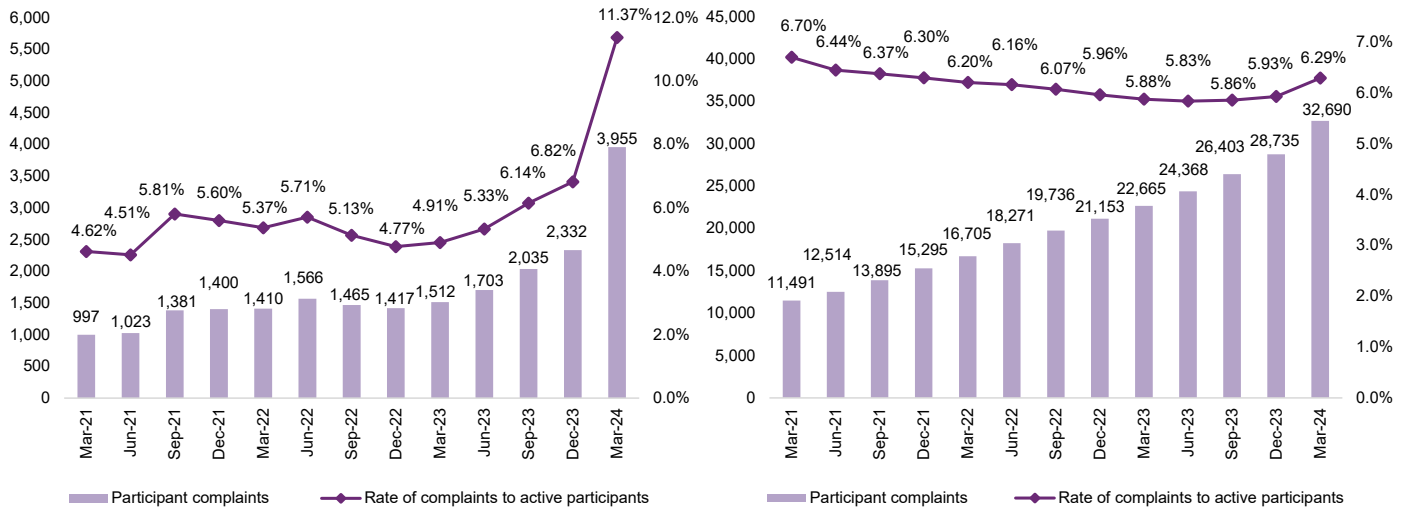
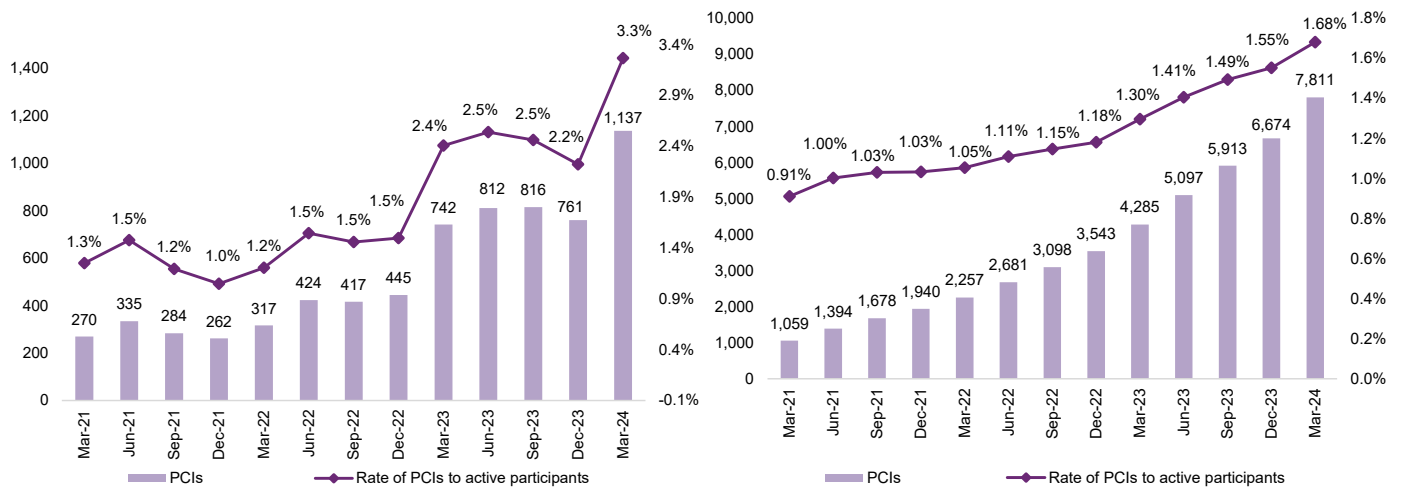


Figure H.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Queensland ²³⁹



²³⁹ Ibid.
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Table H.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland ²⁴⁰

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 750 | 3% | <11 | n/a | 750 | 3% |
| Complaints about the Agency - Information unclear | 281 | 1% | <11 | n/a | 281 | 1% |
| Complaints about the Agency - NDIA Access | 870 | 3% | 81 | 2% | 951 | 3% |
| Complaints about the Agency - NDIA Engagement | 30 | 0% | <11 | n/a | 31 | 0% |
| Complaints about the Agency - NDIA Finance | 1,779 | 7% | 187 | 5% | 1,966 | 7% |
| Complaints about the Agency - NDIA Fraud and Compliance | 140 | 1% | 13 | 0% | 153 | 1% |
| Complaints about the Agency - NDIA Plan | 7,097 | 28% | 677 | 18% | 7,774 | 27% |
| Complaints about the Agency - NDIA Process | 2,282 | 9% | 302 | 8% | 2,584 | 9% |
| Complaints about the Agency - NDIA Resources | 205 | 1% | 31 | 1% | 236 | 1% |
| Complaints about the Agency - NDIA Staff | 1,554 | 6% | 145 | 4% | 1,699 | 6% |
| Complaints about the Agency - NDIA Timeliness | 5,090 | 20% | 2,308 | 61% | 7,398 | 26% |
| Complaints about the Agency - Participation, engagement and inclusion | 74 | 0% | <11 | n/a | 74 | 0% |
| Complaints about the Agency - Provider Portal | 27 | 0% | <11 | n/a | 27 | 0% |
| Complaints about the Agency - Quality & Safeguards Commission | 16 | 0% | <11 | n/a | 23 | 0% |
| Complaints about the Agency - Reasonable and necessary supports | 763 | 3% | <11 | n/a | 763 | 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 | 497 | 2% | <11 | n/a | 497 | 2% |
| Complaints about the Agency - Timeliness | 1,686 | 7% | <11 | n/a | 1,686 | 6% |
| Complaints about the Agency - Other | 1,817 | 7% | 11 | 0% | 1,828 | 6% |
| Complaints about the Agency - Total | 25,213 | 100% | 3,763 | 100% | 28,976 | 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 | 27 | 11% | <11 | n/a | 27 | 10% |
| Complaints about Early Connections Partner - Early Connections Process | 36 | 14% | <11 | n/a | 38 | 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 | 125 | 50% | <11 | n/a | 133 | 49% |
| Complaints about Early Connections Partner - Early Connections Timeliness | 61 | 24% | 11 | 48% | 72 | 26% |
| Complaints about Early Connections Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about Early Connections Partner - Total | 251 | 100% | 23 | 100% | 274 | 100% |
| Complaints about LAC Partner - LAC Engagement | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Fraud and Compliance | 16 | 2% | <11 | n/a | 17 | 2% |
| Complaints about LAC Partner - LAC Plan | 129 | 15% | <11 | n/a | 133 | 15% |
| Complaints about LAC Partner - LAC Process | 81 | 10% | <11 | n/a | 83 | 9% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 497 | 59% | 54 | 82% | 551 | 61% |

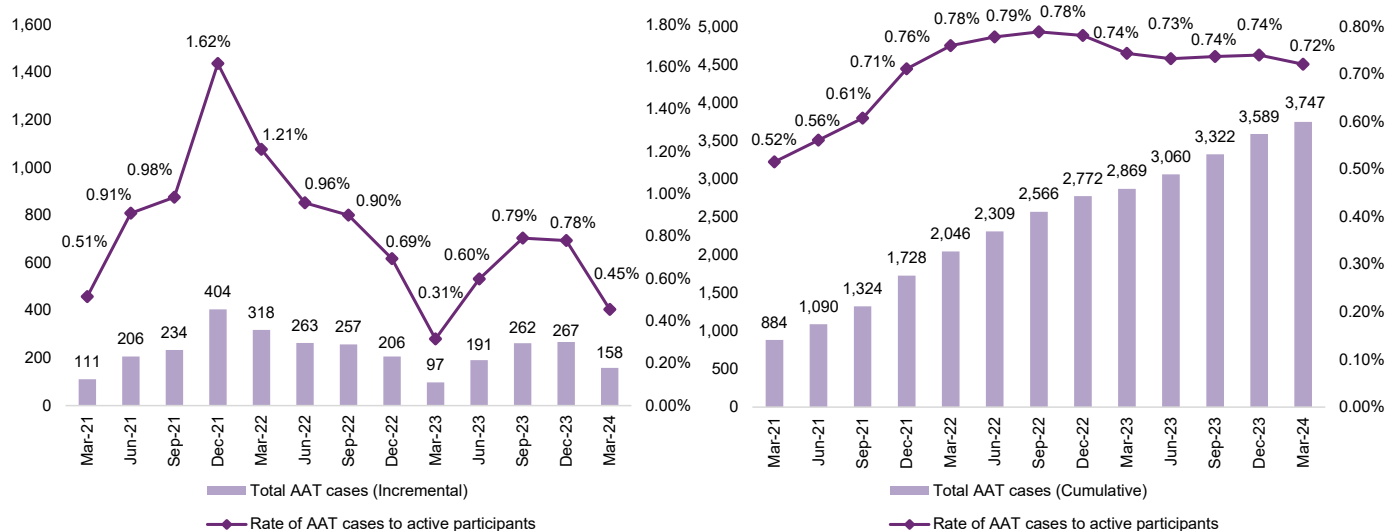
²⁴⁰ There are 28,735 total participant complaints in prior quarters, 3,955 total participant complaints in 2023-24 Q3, and 32,690 total participant complaints as at 31 March 2024, including 246 unclassified participant complaints as at 31 March 2024.

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - LAC Timeliness | 112 | 13% | <11 | n/a | 116 | 13% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 837 | 100% | 66 | 100% | 903 | 100% |
| Complaints about service providers - Provider Costs | 71 | 3% | <11 | n/a | 71 | 3% |
| Complaints about service providers - Provider Finance | 123 | 6% | <11 | n/a | 132 | 6% |
| Complaints about service providers - Provider Fraud and Compliance | 203 | 9% | 14 | 14% | 217 | 9% |
| Complaints about service providers - Provider Process | 67 | 3% | <11 | n/a | 67 | 3% |
| Complaints about service providers - Provider Service | 781 | 36% | 44 | 44% | 825 | 36% |
| Complaints about service providers - Provider Staff | 397 | 18% | 31 | 31% | 428 | 19% |
| 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 | 5% |
| Complaints about service providers - Supports being provided | 121 | 6% | <11 | n/a | 121 | 5% |
| Complaints about service providers - Other | 199 | 9% | <11 | n/a | 200 | 9% |
| Complaints about service providers - Total | 2,192 | 100% | 99 | 100% | 2,291 | 100% |

Table H.27 AAT Cases by category at 31 March 2024 – Queensland ²⁴¹

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 669 | 19% | 49 | 31% | 718 | 19% |
| Plan | 2,633 | 73% | 85 | 54% | 2,718 | 73% |
| Plan Reassessment | 74 | 2% | <11 | n/a | 77 | 2% |
| Other | 213 | 6% | 21 | 13% | 234 | 6% |
| Total cases | 3,589 | 100% | 158 | 100% | 3,747 | 100% |
| Percentage of the number of active participants | n/a | 0.74% | n/a | 0.45% | n/a | 0.72% |

Figure H.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland ²⁴²



²⁴¹ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁴² Ibid.

Table H.28 AAT cases by open/closed and decision – Queensland ^{243 244}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 3,747 | 3,745 |
| Open AAT Cases | 584 | 584 |
| Closed AAT Cases | 3,163 | 3,161 |
| Resolved before hearing | 3,103 | 3,101 |
| Gone to hearing and received a substantive decision | 60 | 60 |

Table H.29 AAT Supports in dispute – Queensland ^{245 246 247}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 31 | <11 | <11 |
| Core Supports | 193 | 71 | 26 |
| Capacity Building Support | 193 | 91 | 32 |
| General Support | 46 | 18 | <11 |
| Assistive Technology | 70 | 24 | <11 |
| SDA | 42 | 15 | <11 |
| Home Modifications | 16 | <11 | <11 |
| SIL | 62 | 39 | <11 |
| Everyday Living Costs | 12 | 14 | <11 |
| Transport | 28 | 13 | <11 |
| Other | <11 | <11 | <11 |
| Total | 367 | 158 | 51 |

²⁴³ Of the 60 cases which went to hearing and received a substantive decision: 25 affirmed the NDIA's decision, 12 varied the NDIA's decision and 23 set aside the NDIA's decision.

²⁴⁴ 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.

²⁴⁵ Supports in dispute data is only available for 2022-23 Q3 onwards.

²⁴⁶ Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.

²⁴⁷ 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 H.30 Closed AAT by outcome – Queensland

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 51 | 2% | <11 | n/a | 60 | 2% |
| Decided by Tribunal - Affirmed | 20 | 1% | <11 | n/a | 25 | 1% |
| Decided by Tribunal - Varied | 11 | 0% | <11 | n/a | 12 | 0% |
| Decided by Tribunal - Set Aside | 20 | 1% | <11 | n/a | 23 | 1% |
| Not Decided by Tribunal - Total | 2,906 | 98% | 197 | 96% | 3,103 | 98% |
| Not Decided by Tribunal - Resolved by consent | 2,093 | 71% | 153 | 74% | 2,246 | 71% |
| Not Decided by Tribunal - Withdrawn | 585 | 20% | 25 | 12% | 610 | 19% |
| Not Decided by Tribunal - No jurisdiction | 21 | 1% | <11 | n/a | 21 | 1% |
| Not Decided by Tribunal - Extension of Time Declined | 12 | 0% | <11 | n/a | 12 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Dismissed | 192 | 6% | 19 | 9% | 211 | 7% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 2,957 | 100% | 206 | 100% | 3,163 | 100% |

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table H.31 Number of active providers in 2023-24 Q3 by registration status and plan management type – Queensland ^{248 249 250 251}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|--------------|---------------|-----------------|
| Agency-managed | 2,367 | <5 | 2,367 |
| Plan-managed | 4,099 | 47,787 | 51,727 |
| Self-managed | 1,325 | 11,166 | 12,459 |
| All plan management types | 4,475 | 52,759 | 57,066 |

Table H.32 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Queensland ^{252 253 254 255 256}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|--------------|--------------|------------------------|
| Agency-managed | 616 | 0 | 616 |
| Plan-managed | 650 | 662 | 1,323 |
| Self-managed | 15 | 34 | 244 |
| All management types | 1,281 | 697 | 2,183 |

²⁴⁸ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

²⁴⁹ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

²⁵⁰ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

²⁵¹ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

²⁵² Registration status is determined as at the posting date of payment.

²⁵³ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

²⁵⁴ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

²⁵⁵ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

²⁵⁶ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figure H.5 to H.13 and in Table H.33 to Table H.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table H.33 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Queensland

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 1.6% | 1.6% |
| \$5,001-\$10,000 | 5.8% | 5.7% |
| \$10,001-\$15,000 | 12.3% | 12.1% |
| \$15,001-\$20,000 | 14.8% | 14.8% |
| \$20,001-\$25,000 | 10.4% | 10.4% |
| \$25,001-\$30,000 | 4.7% | 4.7% |
| \$30,001-\$50,000 | 12.5% | 12.5% |
| \$50,001-\$100,000 | 16.8% | 16.8% |
| \$100,001-\$150,000 | 7.7% | 7.7% |
| \$150,001-\$200,000 | 3.7% | 3.7% |
| \$200,001-\$250,000 | 2.2% | 2.2% |
| \$250,001+ | 7.5% | 7.6% |

Table H.34 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Queensland

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 1.6% | 1.6% |
| \$5,001-\$10,000 | 6.1% | 6.0% |
| \$10,001-\$15,000 | 12.9% | 12.8% |
| \$15,001-\$20,000 | 15.5% | 15.6% |
| \$20,001-\$25,000 | 11.0% | 11.0% |
| \$25,001-\$30,000 | 5.0% | 5.0% |
| \$30,001-\$50,000 | 13.2% | 13.1% |
| \$50,001-\$100,000 | 17.7% | 17.7% |
| \$100,001-\$150,000 | 8.1% | 8.1% |
| \$150,001-\$200,000 | 3.8% | 3.9% |
| \$200,001-\$250,000 | 2.0% | 2.1% |
| \$250,001+ | 3.1% | 3.2% |

Figure H.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – Queensland

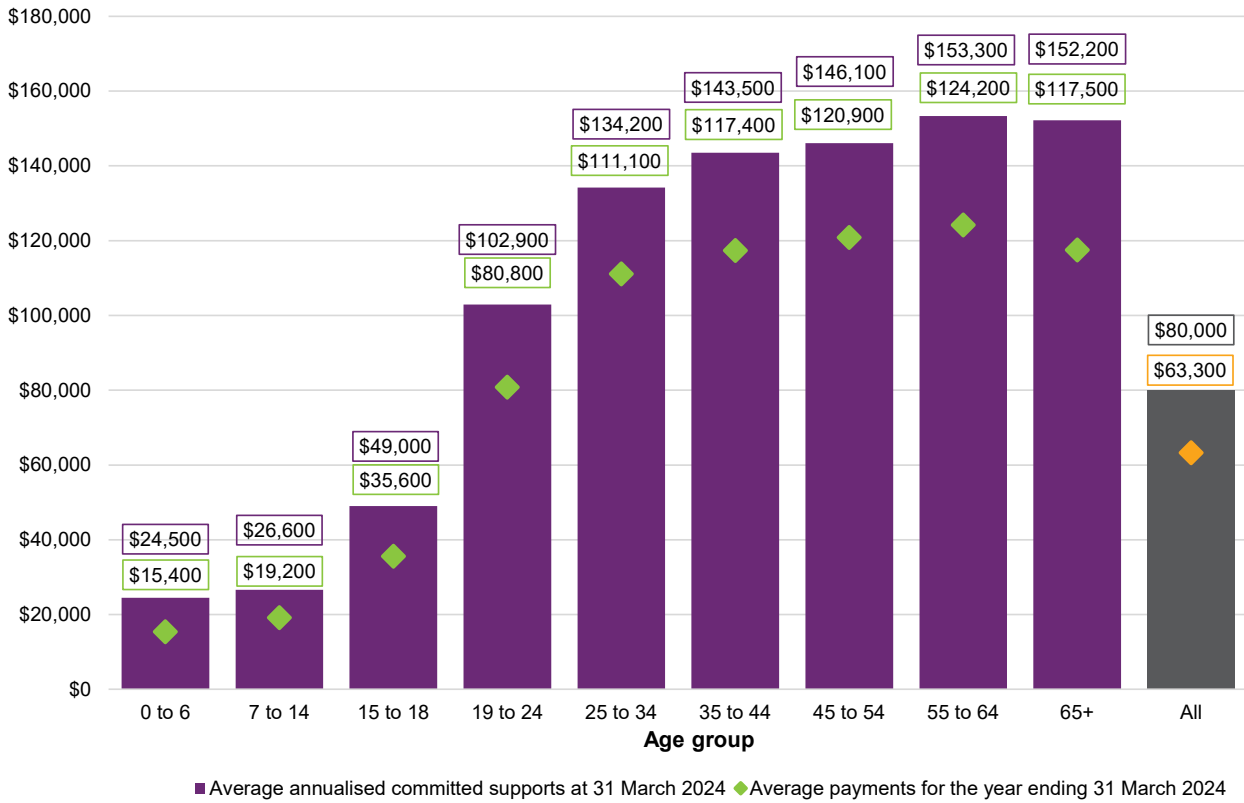


Figure H.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Queensland

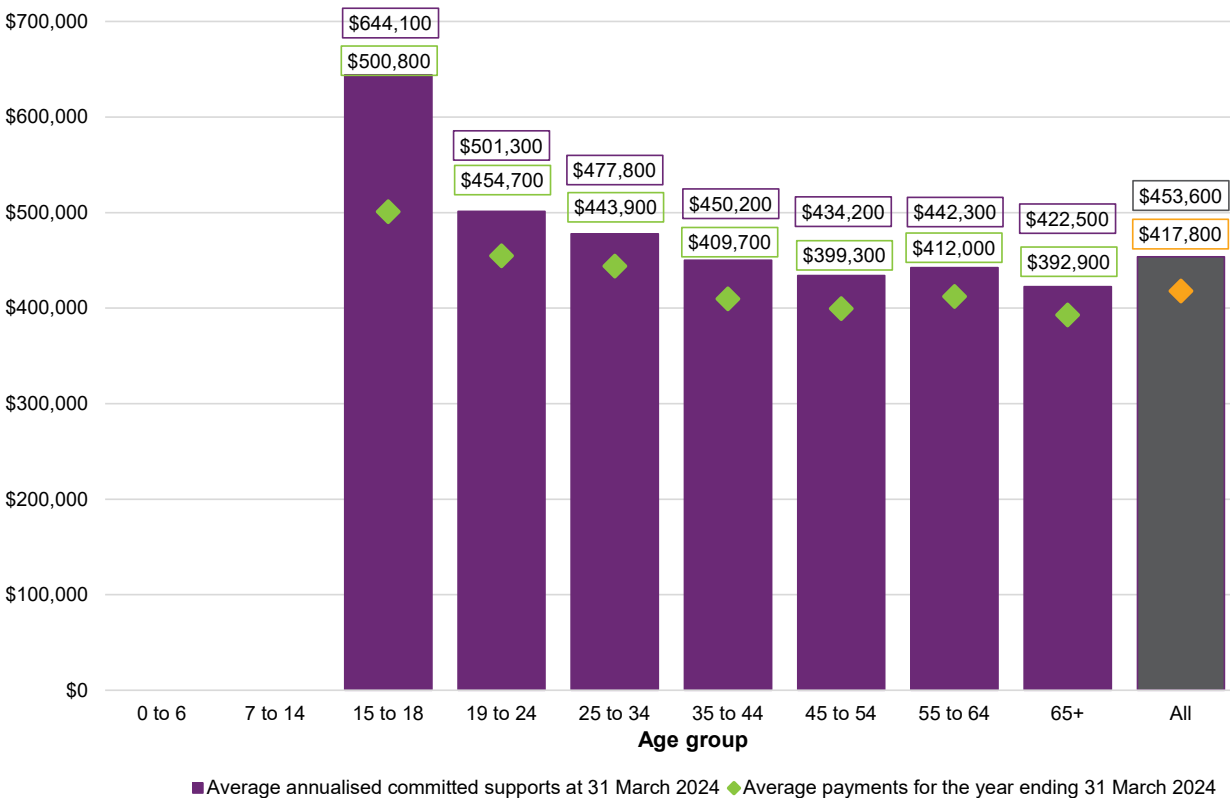


Figure H.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Queensland

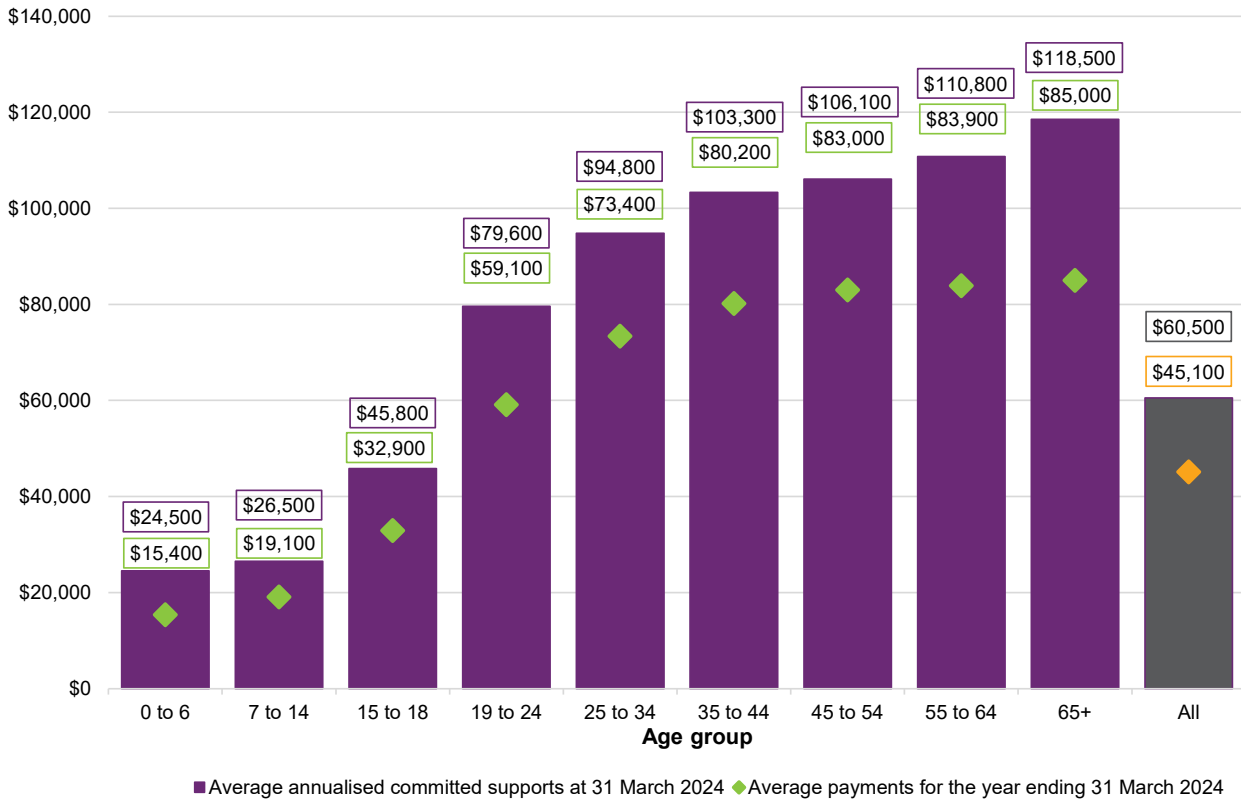


Figure H.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Queensland

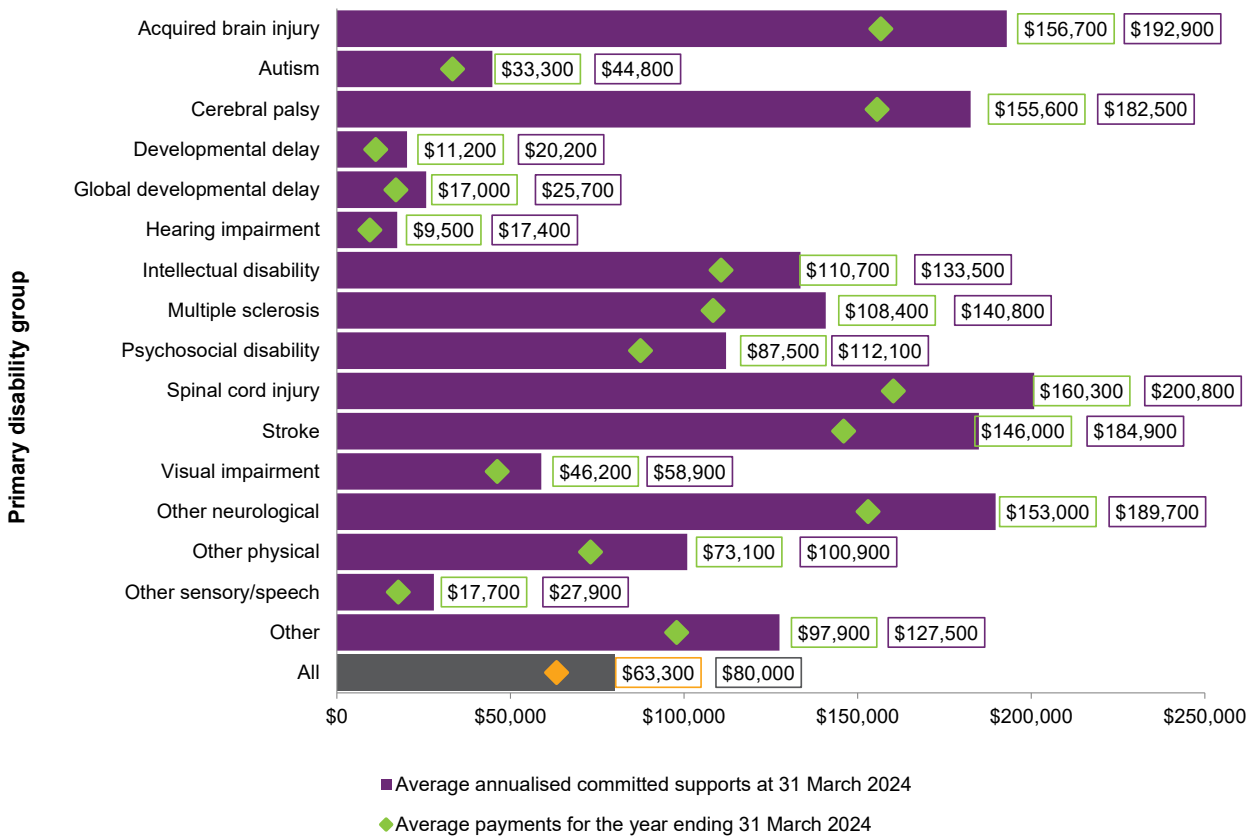


Figure H.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Queensland

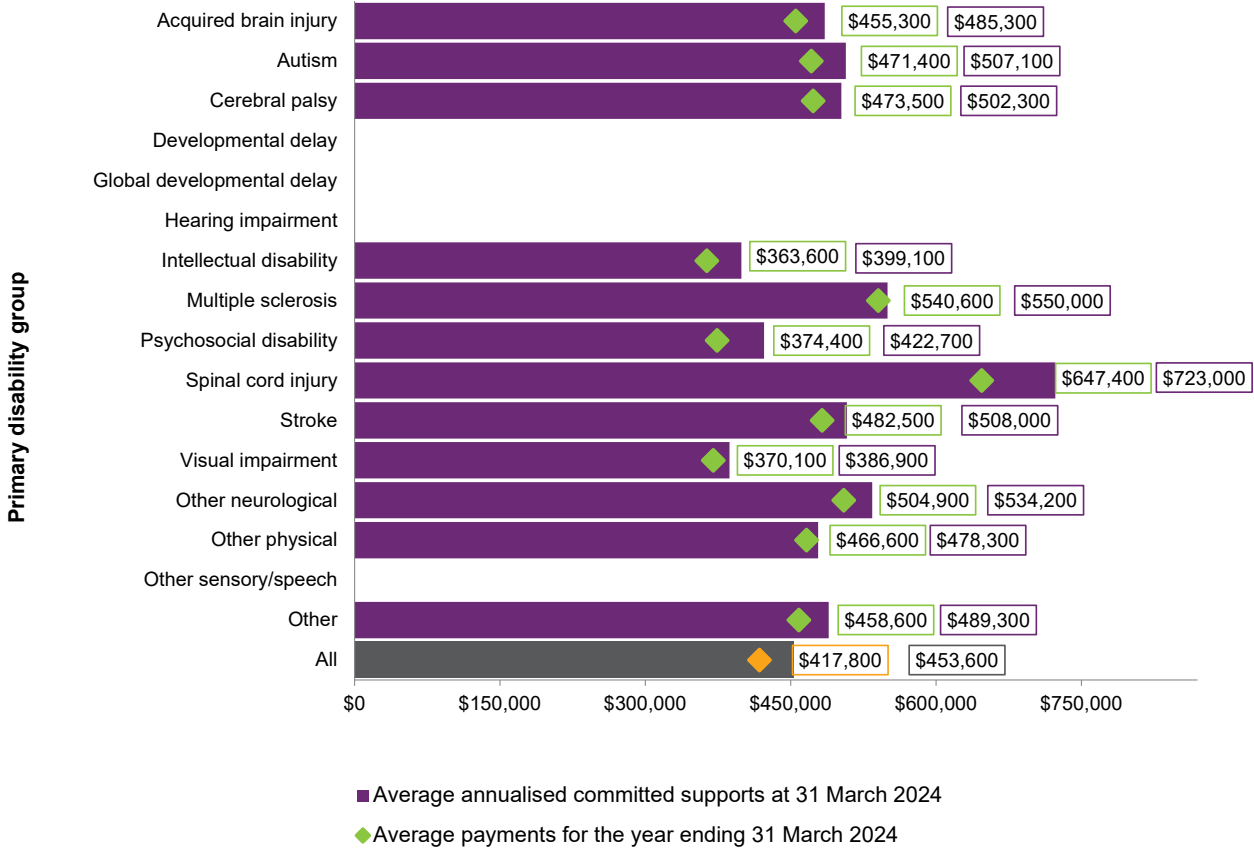


Figure H.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Queensland

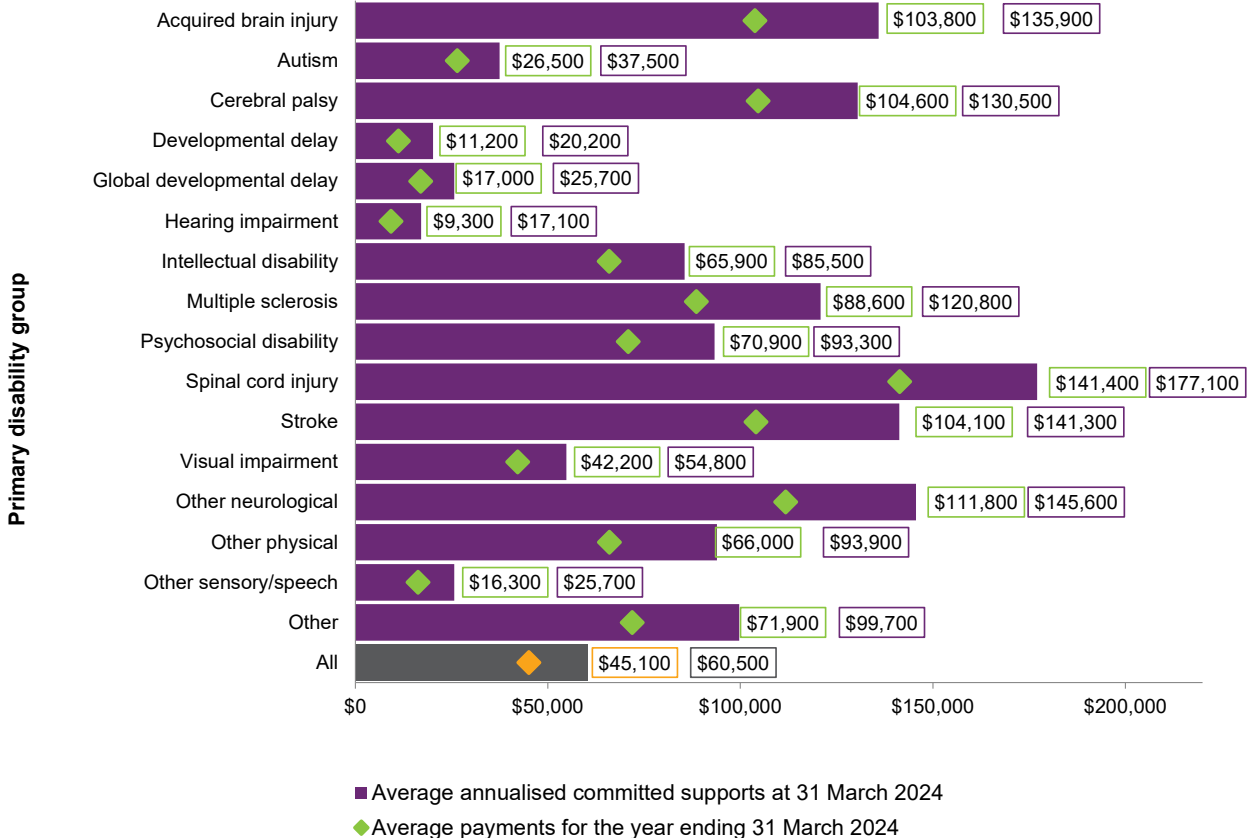


Figure H.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Queensland

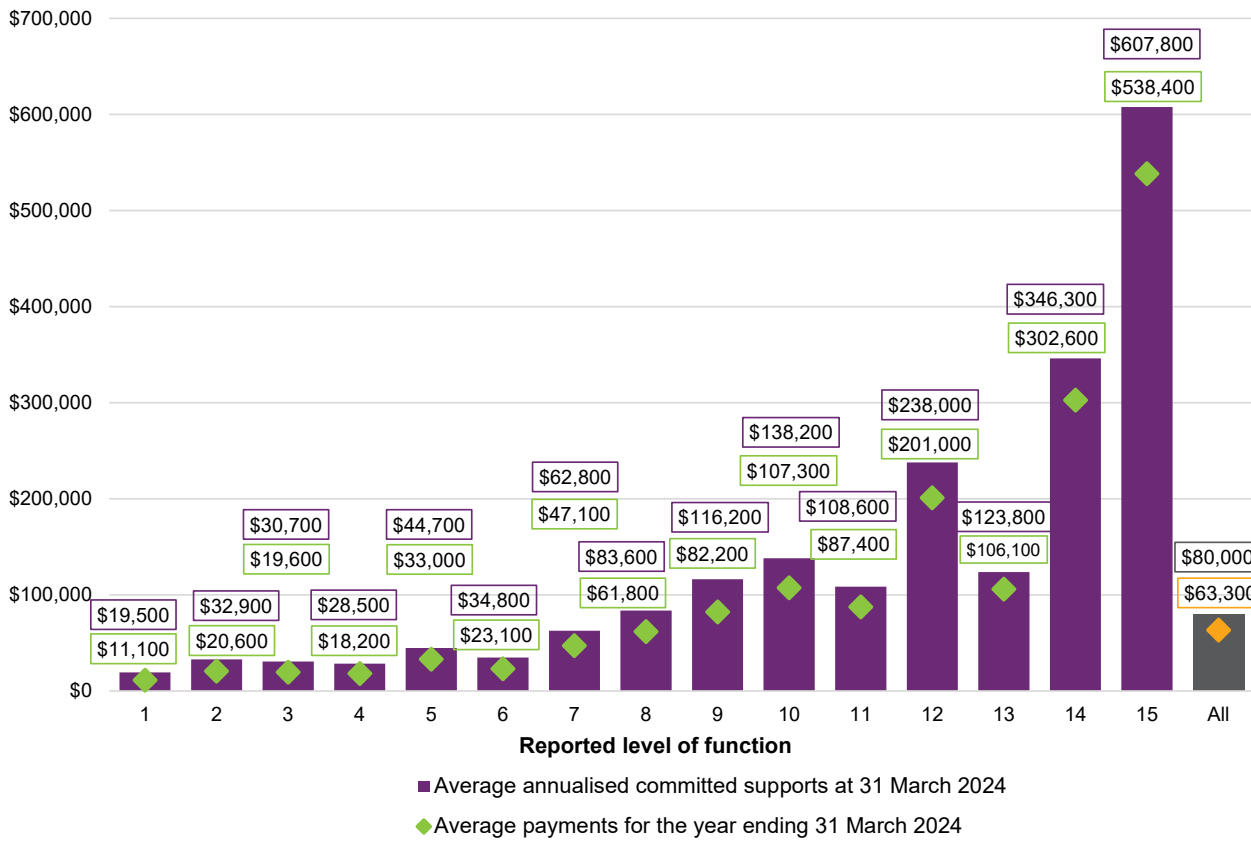


Figure H.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Queensland

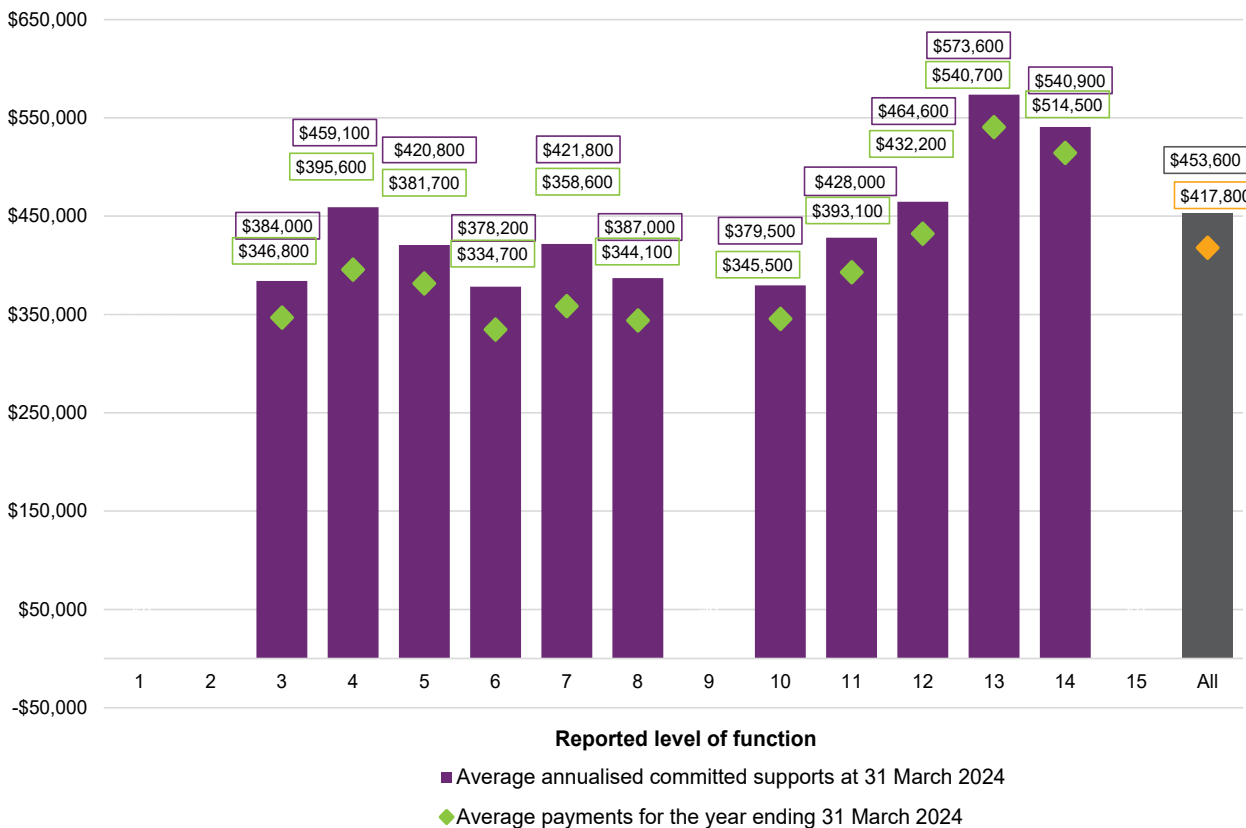


Figure H.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Queensland

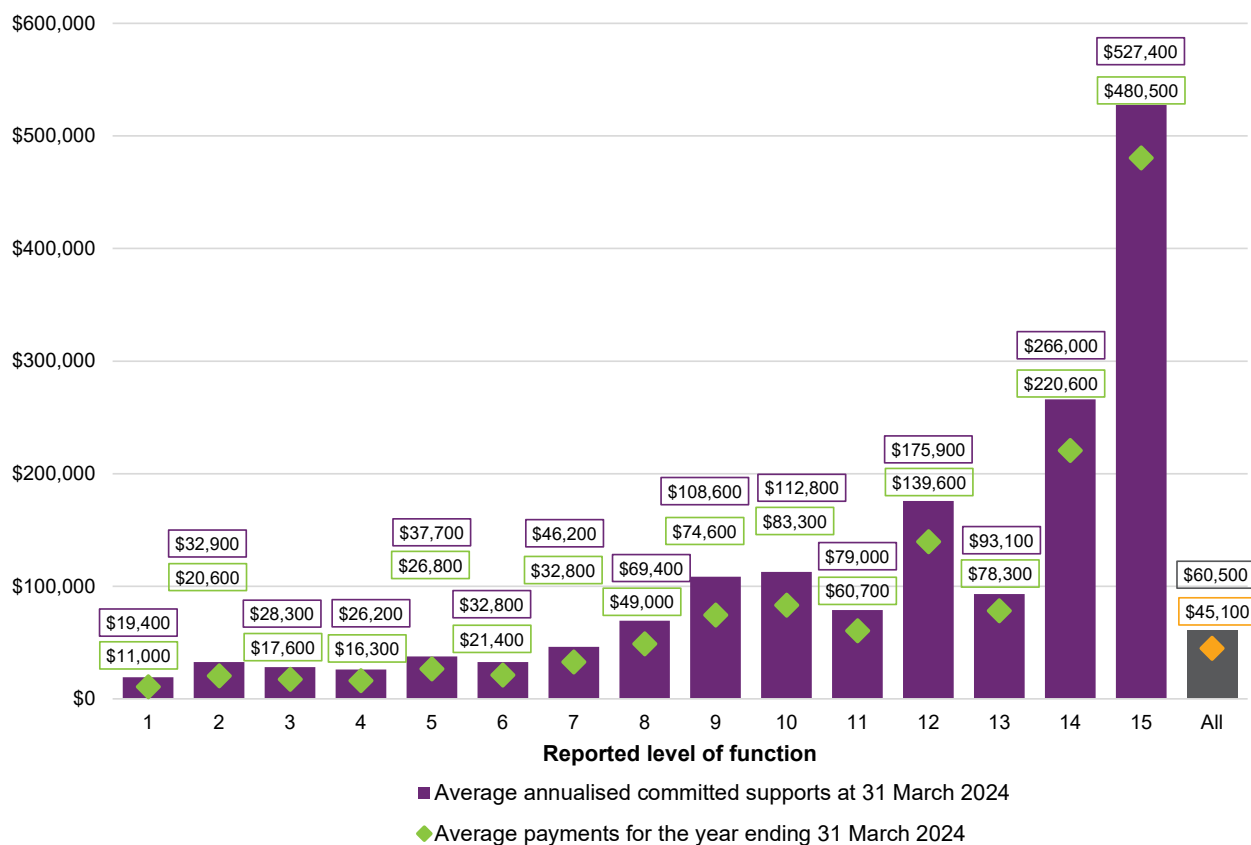


Table H.35 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Queensland ²⁵⁷ ²⁵⁸

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 4,419.4 | 5,488.1 |
| Core: Consumables | 158.9 | 213.8 |
| Core: Social and Civic | 2,018.4 | 2,360.1 |
| Core: Transport | 128.4 | 102.4 |
| Capacity Building: Choice and Control | 121.4 | 138.3 |
| Capacity Building: Daily Activities | 1,048.1 | 1,759.8 |
| Capacity Building: Employment | 22.3 | 74.3 |
| Capacity Building: Health and Wellbeing | 5.8 | 13.0 |
| Capacity Building: Home Living | 0.1 | 0.6 |
| Capacity Building: Lifelong learning | 0.02 | 0.1 |
| Capacity Building: Relationships | 88.8 | 182.2 |
| Capacity Building: Social and Civic | 31.2 | 71.0 |
| Capacity Building: Support Coordination | 214.9 | 295.0 |
| Capital: Assistive Technology | 136.8 | 320.0 |
| Capital: Home Modifications | 96.1 | 146.7 |
| All | 8,490.6 | 11,165.3 |

²⁵⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁵⁸ Total payments for home modifications in Queensland were \$96.1 million. Of which, \$66.2 million (69%) has been paid for specialised disability accommodation (SDA) supports, and \$29.9 million (31%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$146.7 million. Of which, \$98.8 million (67%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.9 million (33%) has been allocated for non-SDA supports.

Table H.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Queensland ²⁵⁹ ²⁶⁰

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 2,090.3 | 2,279.2 |
| Core: Consumables | 22.2 | 25.3 |
| Core: Social and Civic | 411.5 | 513.0 |
| Core: Transport | 10.9 | 15.9 |
| Capacity Building: Choice and Control | 6.9 | 7.5 |
| Capacity Building: Daily Activities | 57.3 | 85.7 |
| Capacity Building: Employment | 0.6 | 2.2 |
| 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 | 35.4 | 60.1 |
| Capacity Building: Social and Civic | 0.4 | 0.9 |
| Capacity Building: Support Coordination | 37.8 | 46.0 |
| Capital: Assistive Technology | 19.1 | 38.3 |
| Capital: Home Modifications | 45.6 | 67.7 |
| All | 2,738.3 | 3,142.9 |

²⁵⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁶⁰ Total payments for home modifications in Queensland were \$45.6 million. Of which, \$44.5 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.1 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$67.7 million. Of which, \$65.9 million (97.4%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.7 million (2.6%) 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 March 2024 (\$m) – Queensland ^{261 262}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 2,329.0 | 3,209.0 |
| Core: Consumables | 136.7 | 188.5 |
| Core: Social and Civic | 1,607.0 | 1,847.0 |
| Core: Transport | 117.5 | 86.5 |
| Capacity Building: Choice and Control | 114.5 | 130.8 |
| Capacity Building: Daily Activities | 990.8 | 1,674.1 |
| Capacity Building: Employment | 21.7 | 72.1 |
| Capacity Building: Health and Wellbeing | 5.4 | 12.0 |
| Capacity Building: Home Living | 0.1 | 0.6 |
| Capacity Building: Lifelong learning | 0.02 | 0.1 |
| Capacity Building: Relationships | 53.4 | 122.0 |
| Capacity Building: Social and Civic | 30.8 | 70.1 |
| Capacity Building: Support Coordination | 177.1 | 248.9 |
| Capital: Assistive Technology | 117.7 | 281.6 |
| Capital: Home Modifications | 50.5 | 79.1 |
| All | 5,752.3 | 8,022.4 |

Table H.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ^{263 264}

| 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 | 1.4 | 4.7 | 12.9 | 230.6 | 868.9 | 2,529.7 | 5,142.2 | 6,827.9 | 7,932.0 | 9,857.6 | 8,403.1 |
| Total Paid | 0.7 | 2.4 | 6.1 | 129.9 | 553.5 | 1,662.3 | 3,599.7 | 5,005.4 | 6,129.4 | 7,492.4 | 6,227.4 |
| % utilised to date | 47% | 52% | 47% | 56% | 64% | 66% | 70% | 73% | 77% | 76% | 74% |

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

| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Intraplan Inflation | 8.3% | 9.1% | 11.9% | 7.1% | 8.1% | 8.3% | 10.1% | 6.8% | 5.7% |
| Interplan Inflation | 1.6% | 3.9% | 8.7% | 7.3% | 4.5% | 3.8% | 6.2% | 7.2% | 2.5% |
| Total Inflation | 9.9% | 13.0% | 20.5% | 14.4% | 12.6% | 12.1% | 16.4% | 14.0% | 8.2% |

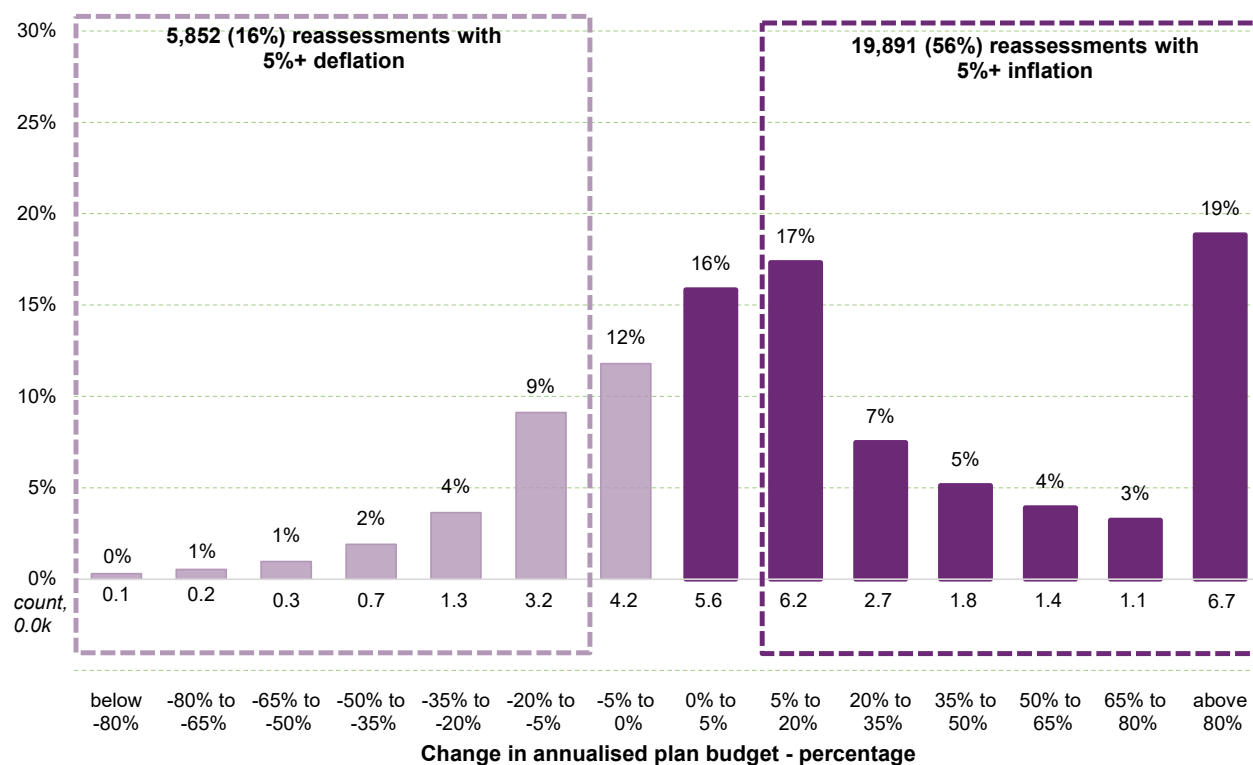
²⁶¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

²⁶² Total payments for home modifications in Queensland were \$50.5 million. Of which, \$21.7 million (43%) has been paid for specialised disability accommodation (SDA) supports, and \$28.9 million (57%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$79.1 million. Of which, \$32.8 million (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.2 million (58%) has been allocated for non-SDA supports.

²⁶³ The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

²⁶⁴ 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 March 2024) - all participants – Queensland ²⁶⁵



²⁶⁵ 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

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

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|--------------|---------------|
| Access decisions | 69,239 | 1,108 | 70,347 |
| Active Eligible - Total | 56,242 | 940 | 57,182 |
| Active Eligible - New | 37,496 | 931 | 38,427 |
| Active Eligible - State | 15,977 | <11 | 15,983 |
| Active Eligible - Commonwealth | 2,769 | <11 | 2,772 |
| Active Participant Plans - Total | 55,395 | 790 | 56,185 |
| Active Participant Plans - New | 36,714 | 785 | 37,499 |
| Active Participant Plans - State | 15,928 | <11 | 15,931 |
| Active Participant Plans - Commonwealth | 2,753 | <11 | 2,755 |
| Active Participant Plans - Total | 55,395 | 790 | 56,185 |
| Active Participant Plans - Early Intervention (s25) | 12,666 | 519 | 13,185 |
| Active Participant Plans - Permanent Disability (s24) | 42,729 | 271 | 43,000 |

Table I.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Western Australia

| People leaving the Scheme | Total |
|--|--------------|
| Number of people who have left the Scheme | 3,118 |
| Early Intervention participants | 588 |
| Permanent disability participants | 2,530 |

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 | 10,800 | 97% | 4,450 | 97% | 135 | 97% | 15,385 | 97% |
| 7 to 14 | 8,865 | 93% | 4,258 | 93% | 242 | 90% | 13,365 | 93% |
| 15 to 18 | 2,611 | 94% | 1,524 | 92% | 106 | 89% | 4,241 | 93% |
| 19 to 24 | 2,331 | 93% | 1,446 | 87% | 76 | 82% | 3,853 | 90% |
| 25 to 34 | 2,846 | 90% | 2,268 | 84% | 87 | 77% | 5,201 | 87% |
| 35 to 44 | 2,494 | 87% | 2,280 | 77% | 58 | 61% | 4,832 | 81% |
| 45 to 54 | 3,133 | 83% | 2,871 | 73% | 70 | 64% | 6,074 | 78% |
| 55 to 64 | 3,967 | 77% | 3,695 | 65% | 81 | 55% | 7,743 | 71% |
| 65+ | 203 | 66% | 181 | 61% | <11 | n/a | 391 | 63% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 37,251 | 90% | 22,973 | 82% | 862 | 79% | 61,086 | 87% |

Table I.4 Assessment of access by primary disability group and gender – Western Australia ²⁶⁶

| 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 | 1,250 | 92% | 694 | 93% | 20 | 80% | 1,964 | 92% |
| Autism | 15,005 | 98% | 6,250 | 98% | 455 | 97% | 21,710 | 98% |
| Cerebral palsy | 1,054 | 97% | 852 | 97% | 11 | 85% | 1,917 | 97% |
| Developmental delay | 3,687 | 97% | 1,416 | 97% | 65 | 98% | 5,168 | 97% |
| Global developmental delay | 1,180 | 98% | 432 | 98% | 14 | 100% | 1,626 | 98% |
| Hearing impairment | 1,112 | 91% | 1,280 | 89% | 31 | 94% | 2,423 | 90% |
| Intellectual disability | 5,410 | 97% | 4,194 | 96% | 50 | 83% | 9,654 | 97% |
| Multiple sclerosis | 276 | 92% | 824 | 92% | 14 | 93% | 1,114 | 92% |
| Psychosocial disability | 3,040 | 78% | 2,840 | 66% | 64 | 46% | 5,944 | 71% |
| Spinal cord injury | 555 | 95% | 212 | 95% | <11 | n/a | 775 | 95% |
| Stroke | 509 | 87% | 354 | 81% | 13 | 81% | 876 | 84% |
| Visual impairment | 476 | 87% | 477 | 89% | 11 | 73% | 964 | 88% |
| Other neurological | 1,610 | 84% | 1,301 | 83% | 32 | 82% | 2,943 | 83% |
| Other physical | 1,047 | 53% | 1,154 | 43% | 23 | 30% | 2,224 | 47% |
| Other sensory/speech | 108 | 40% | 36 | 32% | <11 | n/a | 147 | 38% |
| Other | 699 | 51% | 494 | 35% | 33 | 41% | 1,226 | 43% |
| Missing | 233 | 81% | 163 | 75% | 15 | 75% | 411 | 78% |
| Total | 37,251 | 90% | 22,973 | 82% | 862 | 79% | 61,086 | 87% |

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

²⁶⁶ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table I.5 Participant profile per quarter by participants identifying as First Nations Peoples – Western Australia ²⁶⁷

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| First Nations Participants | 4,484 | 8% | 88 | 11% | 4,572 | 8% |
| Non-First Nations Participants | 45,099 | 81% | 616 | 78% | 45,715 | 81% |
| Not Stated | 5,812 | 10% | 86 | 11% | 5,898 | 10% |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 100% |

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ^{268 269}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Culturally and linguistically diverse | 4,367 | 8% | 49 | 6% | 4,416 | 8% |
| Not culturally and linguistically diverse | 45,696 | 82% | 678 | 86% | 46,374 | 83% |
| Not stated | 5,332 | 10% | 63 | 8% | 5,395 | 10% |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 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 March 2024 – Western Australia ²⁷⁰

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | <11 |
| 45 to 54 | <11 |
| 55 to 64 | 106 |
| Total YPIRAC (under 65) | 116 |

²⁶⁷ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁶⁸ The number of CALD participants excludes participants who identify as First Nations Peoples.

²⁶⁹ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁷⁰ There are a further 128 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 ²⁷¹

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| Mar-21 | <11 | 263 |
| Jun-21 | <11 | 267 |
| Sep-21 | <11 | 258 |
| Dec-21 | <11 | 257 |
| Mar-22 | -18 | 239 |
| Jun-22 | -18 | 221 |
| Sep-22 | -20 | 201 |
| Dec-22 | -15 | 186 |
| Mar-23 | <11 | 176 |
| Jun-23 | -14 | 162 |
| Sep-23 | -18 | 144 |
| Dec-23 | -11 | 133 |
| Mar-24 | -17 | 116 |

Table I.9 Participant profile per quarter by remoteness – Western Australia ²⁷²

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Major cities | 43,635 | 79% | 612 | 77% | 44,247 | 79% |
| Population > 50,000 | 2,801 | 5% | 36 | 5% | 2,837 | 5% |
| Population between 15,000 and 50,000 | 3,391 | 6% | 45 | 6% | 3,436 | 6% |
| Population between 5,000 and 15,000 | 630 | 1% | 19 | 2% | 649 | 1% |
| Population less than 5,000 | 2,428 | 4% | 27 | 3% | 2,455 | 4% |
| Remote | 1,548 | 3% | 30 | 4% | 1,578 | 3% |
| Very Remote | 958 | 2% | 21 | 3% | 979 | 2% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 100% |

²⁷¹ 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.

²⁷² The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

Table I.10 Participant profile per quarter by primary disability group – Western Australia ^{273 274}
^{275 276}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 20,966 | 38% | 169 | 21% | 21,135 | 38% |
| Intellectual disability | 9,074 | 16% | 31 | 4% | 9,105 | 16% |
| Developmental delay | 4,170 | 8% | 405 | 51% | 4,575 | 8% |
| Psychosocial disability | 5,419 | 10% | 18 | 2% | 5,437 | 10% |
| Hearing impairment | 2,318 | 4% | 19 | 2% | 2,337 | 4% |
| Other neurological | 2,293 | 4% | 27 | 3% | 2,320 | 4% |
| Other physical | 1,846 | 3% | <11 | n/a | 1,852 | 3% |
| Acquired brain injury | 1,634 | 3% | 20 | 3% | 1,654 | 3% |
| Cerebral palsy | 1,847 | 3% | <11 | n/a | 1,852 | 3% |
| Global developmental delay | 1,371 | 2% | 28 | 4% | 1,399 | 2% |
| Multiple sclerosis | 1,046 | 2% | <11 | n/a | 1,052 | 2% |
| Visual impairment | 896 | 2% | <11 | n/a | 901 | 2% |
| Other | 1,005 | 2% | 31 | 4% | 1,036 | 2% |
| Stroke | 710 | 1% | 14 | 2% | 724 | 1% |
| Spinal cord Injury | 687 | 1% | <11 | n/a | 693 | 1% |
| Other sensory/speech | 113 | 0% | <11 | n/a | 113 | 0% |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 100% |

²⁷³ Table order based on national proportions in Supplement E (highest to lowest).

²⁷⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁷⁵ Down syndrome is included in intellectual disability, representing 2% (1,120) of all Scheme participants in Western Australia.

²⁷⁶ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{277 278}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 394 | 13% | <11 | n/a | 394 | 13% |
| Intellectual disability | 1,289 | 41% | <11 | n/a | 1,289 | 41% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 304 | 10% | <11 | n/a | 304 | 10% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 255 | 8% | <11 | n/a | 255 | 8% |
| Other physical | 30 | 1% | <11 | n/a | 30 | 1% |
| Acquired brain injury | 328 | 10% | <11 | n/a | 333 | 11% |
| Cerebral palsy | 279 | 9% | <11 | n/a | 279 | 9% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 45 | 1% | <11 | n/a | 45 | 1% |
| Visual impairment | 11 | 0% | <11 | n/a | 11 | 0% |
| Other | 59 | 2% | <11 | n/a | 59 | 2% |
| Stroke | 87 | 3% | <11 | n/a | 87 | 3% |
| Spinal cord Injury | 53 | 2% | <11 | n/a | 53 | 2% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 3,135 | 100% | <11 | n/a | 3,140 | 100% |

²⁷⁷ 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.

²⁷⁸ Down syndrome is included in intellectual disability, representing 6% (186) of participants in SIL.

Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ²⁷⁹

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 20,572 | 39% | 169 | 22% | 20,741 | 39% |
| Intellectual disability | 7,785 | 15% | 31 | 4% | 7,816 | 15% |
| Developmental delay | 4,170 | 8% | 405 | 52% | 4,575 | 9% |
| Psychosocial disability | 5,115 | 10% | 18 | 2% | 5,133 | 10% |
| Hearing impairment | 2,318 | 4% | 19 | 2% | 2,337 | 4% |
| Other neurological | 2,038 | 4% | 27 | 3% | 2,065 | 4% |
| Other physical | 1,816 | 3% | <11 | n/a | 1,822 | 3% |
| Acquired brain injury | 1,306 | 2% | 15 | 2% | 1,321 | 2% |
| Cerebral palsy | 1,568 | 3% | <11 | n/a | 1,573 | 3% |
| Global developmental delay | 1,371 | 3% | 28 | 4% | 1,399 | 3% |
| Multiple sclerosis | 1,001 | 2% | <11 | n/a | 1,007 | 2% |
| Visual impairment | 885 | 2% | <11 | n/a | 890 | 2% |
| Other | 946 | 2% | 31 | 4% | 977 | 2% |
| Stroke | 623 | 1% | 14 | 2% | 637 | 1% |
| Spinal cord Injury | 634 | 1% | <11 | n/a | 640 | 1% |
| Other sensory/speech | 112 | 0% | <11 | n/a | 112 | 0% |
| Total | 52,260 | 100% | 785 | 100% | 53,045 | 100% |

Table I.13 Participant profile per quarter by reported level of function – Western Australia ²⁸⁰

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 1 (High Function) | 5,026 | 9% | 211 | 35% | 5,237 | 9% |
| 2 (High Function) | 209 | 0% | <11 | n/a | 210 | 0% |
| 3 (High Function) | 2,711 | 5% | 68 | 11% | 2,779 | 5% |
| 4 (High Function) | 2,812 | 5% | <11 | n/a | 2,822 | 5% |
| 5 (High Function) | 3,089 | 6% | 54 | 9% | 3,143 | 6% |
| 6 (Moderate Function) | 13,345 | 24% | 73 | 12% | 13,418 | 24% |
| 7 (Moderate Function) | 2,486 | 4% | 20 | 3% | 2,506 | 4% |
| 8 (Moderate Function) | 3,563 | 6% | 14 | 2% | 3,577 | 6% |
| 9 (Moderate Function) | 303 | 1% | <11 | n/a | 304 | 1% |
| 10 (Moderate Function) | 5,751 | 10% | 27 | 4% | 5,778 | 10% |
| 11 (Low Function) | 1,842 | 3% | <11 | n/a | 1,846 | 3% |
| 12 (Low Function) | 8,395 | 15% | 26 | 4% | 8,421 | 15% |
| 13 (Low Function) | 4,691 | 8% | 96 | 16% | 4,787 | 9% |
| 14 (Low Function) | 914 | 2% | <11 | n/a | 917 | 2% |
| 15 (Low Function) | 14 | 0% | <11 | n/a | 14 | 0% |
| Missing | 244 | 0% | 182 | 0% | 426 | 0% |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 100% |

²⁷⁹ Down syndrome is included in intellectual disability, representing 2% (934) of participants not in SIL.

²⁸⁰ The increase in Missing level of function in the March 2024 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 ²⁸¹

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 0 to 6 | 6,501 | 12% | 515 | 65% | 7,016 | 12% |
| 7 to 14 | 14,052 | 25% | 109 | 14% | 14,161 | 25% |
| 15 to 18 | 5,668 | 10% | 15 | 2% | 5,683 | 10% |
| 19 to 24 | 5,454 | 10% | 13 | 2% | 5,467 | 10% |
| 25 to 34 | 5,625 | 10% | 19 | 2% | 5,644 | 10% |
| 35 to 44 | 4,644 | 8% | 23 | 3% | 4,667 | 8% |
| 45 to 54 | 4,860 | 9% | 36 | 5% | 4,896 | 9% |
| 55 to 64 | 5,834 | 11% | 52 | 7% | 5,886 | 10% |
| 65+ | 2,757 | 5% | <11 | n/a | 2,765 | 5% |
| Total | 55,395 | 100% | 790 | 100% | 56,185 | 100% |

Table I.15 Participation rates by age group and gender at 31 March 2024 – Western Australia ²⁸²

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 3.9% | 1.9% | 2.9% |
| 7 to 14 | 6.5% | 3.0% | 4.8% |
| 15 to 18 | 5.0% | 2.7% | 4.0% |
| 19 to 24 | 3.3% | 1.9% | 2.7% |
| 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% |

Table I.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Western Australia ^{283 284}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | 15% | 6% |
| Health & Wellbeing | 24% | 62% | 27% |
| Lifelong Learning | 14% | 42% | 16% |
| Other | 10% | 21% | 11% |
| Non-categorised | 2% | n/a | 3% |
| Any mainstream service | 32% | 81% | 36% |

²⁸¹ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

²⁸² 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.

²⁸³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

²⁸⁴ 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.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Western Australia ²⁸⁵

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|-------------|
| Choice and control over my life | 6% | 6% | 6% |
| Daily life | 18% | 19% | 18% |
| Health and wellbeing | 76% | 77% | 76% |
| Learning | 35% | 27% | 34% |
| Relationships | 4% | 3% | 4% |
| Social and community activities | 11% | 9% | 11% |
| Where I live | 2% | 4% | 2% |
| Work | 7% | 6% | 7% |
| Unknown | 11% | 6% | 10% |
| Any mainstream service | 100% | 95% | 100% |

²⁸⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
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Part Two: Participant and family/carer outcomes

Note: In Tables I.18 to I.22 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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,925), 'participant social and community engagement rate' (n=4,934), 'parent and carer employment rate' (n=3,775) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,530) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - Western Australia ²⁸⁶

| Age group | Baseline | R1 | R2 | 2023-24 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 17% | 22% | 26% | 26% |
| Participant employment rate - Aged 25 to 34 years | 33% | 35% | 34% | 26% |
| Participant employment rate - Aged 35 to 44 years | 29% | 30% | 29% | 26% |
| Participant employment rate - Aged 45 to 54 years | 28% | 27% | 28% | 26% |
| Participant employment rate - Aged 55 to 64 years | 21% | 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% | 27% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 36% | 39% | 35% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 37% | 41% | 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% | 40% | 39% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 32% | 34% | 34% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 36% | 40% | 42% | 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% | 52% | 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 | 72% | 76% | 75% |

²⁸⁶ 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 March 2022 and have had a second plan reassessment to date.

Table I.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,594), ‘participant social and community engagement rate’ (n=3,599), ‘parent and carer employment rate’ (n=2,159) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=2,194) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Western Australia ²⁸⁷

| Age group | Baseline | R1 | R2 | R3 | 2023-24 Target |
|--|----------|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 14% | 17% | 20% | 24% | 26% |
| Participant employment rate - Aged 25 to 34 years | 33% | 33% | 26% | 33% | 26% |
| Participant employment rate - Aged 35 to 44 years | 24% | 28% | 23% | 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% | 15% | 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% | 36% | 42% | 39% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 38% | 41% | 45% | 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 | 40% | 41% | 45% | 45% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 36% | 35% | 36% | 35% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 35% | 37% | 35% | 37% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 37% | 39% | 41% | 41% | 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% | 53% | 50% |
| Parent and carer employment rate - Aged 15+ years | 49% | 54% | 50% | 50% | 50% |
| Parent and carer employment rate - All ages | 46% | 50% | 46% | 52% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 65% | 70% | 67% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 76% | 81% | 82% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 72% | 77% | 77% | 75% |

²⁸⁷ 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 March 2021 and have had a third plan reassessment to date.

Table I.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,822), ‘participant social and community engagement rate’ (n=1,814), ‘parent and carer employment rate’ (n=1,048) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=1,312) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Western Australia ²⁸⁸

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 13% | 20% | 26% | 23% | 27% | 26% |
| Participant employment rate - Aged 25 to 34 years | 28% | 29% | 27% | 24% | 33% | 26% |
| Participant employment rate - Aged 35 to 44 years | 29% | 30% | 26% | 24% | 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% | 20% | 20% | 9% | 15% | 26% |
| Participant employment rate - Aged 65+ years | 7% | 7% | 6% | 4% | 3% | 26% |
| Participant employment rate - Aged 25 to 64 years | 26% | 26% | 25% | 18% | 24% | 26% |
| Participant employment rate - Aged 15 to 64 years | 23% | 24% | 25% | 20% | 25% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 39% | 42% | 41% | 34% | 40% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 41% | 44% | 42% | 49% | 45% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 47% | 48% | 47% | 59% | 47% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 40% | 43% | 41% | 41% | 43% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 39% | 43% | 45% | 41% | 44% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 36% | 38% | 30% | 34% | 42% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 41% | 43% | 42% | 45% | 44% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 40% | 43% | 42% | 43% | 43% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 41% | 42% | 46% | 48% | 50% | 50% |
| Parent and carer employment rate - Aged 15+ years | 50% | 50% | 54% | 47% | 52% | 50% |
| Parent and carer employment rate - All ages | 46% | 46% | 50% | 47% | 51% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 65% | 69% | 68% | 70% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 73% | 77% | 80% | 81% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 70% | 74% | 76% | 77% | 75% |

²⁸⁸ 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 March 2020 and have had a fourth plan reassessment to date.

Table I.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=554), ‘participant social and community engagement rate’ (n=552), ‘parent and carer employment rate’ (n=359) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=449) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Western Australia ²⁸⁹

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 12% | 16% | 22% | 22% | 23% | 27% | 26% |
| Participant employment rate - Aged 25 to 34 years | 33% | 33% | 32% | 34% | 26% | 29% | 26% |
| Participant employment rate - Aged 55 to 64 years | 18% | 17% | 16% | 14% | 9% | 13% | 26% |
| Participant employment rate - Aged 25 to 64 years | 28% | 27% | 26% | 32% | 21% | 26% | 26% |
| Participant employment rate - Aged 15 to 64 years | 25% | 25% | 26% | 30% | 21% | 26% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 30% | 21% | 30% | 27% | 29% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 46% | 47% | 56% | 49% | 41% | 49% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 41% | 41% | 43% | 35% | 41% | 43% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 45% | 46% | 46% | 44% | 36% | 46% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 43% | 44% | 41% | 42% | 35% | 43% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 39% | 41% | 33% | 44% | 54% | 46% | 50% |
| Parent and carer employment rate - All ages | 41% | 44% | 40% | 54% | 54% | 50% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 72% | 66% | 71% | 71% | 66% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 80% | 82% | 82% | 78% | 84% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 78% | 77% | 79% | 75% | 78% | 75% |

²⁸⁹ 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 March 2019 and have had a fifth plan reassessment to date.

Table I.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=115), ‘participant social and community engagement rate’ (n=111), ‘parent and carer employment rate’ (n=56) 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 March 2018 - Western Australia ²⁹⁰

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | 2023-24 Target |
|---|----------|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 25 to 64 years | 34% | 31% | 33% | 33% | 26% | 13% | 27% | 26% |
| Participant employment rate - Aged 15 to 64 years | 32% | 29% | 32% | 33% | 25% | 15% | 30% | 26% |
| Participant social and community engagement rate - Aged 25+ years | 37% | 40% | 46% | 44% | 53% | 46% | 48% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 34% | 39% | 47% | 45% | 52% | 42% | 46% | 46% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 61% | 69% | 82% | 83% | 55% | 71% | 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 | 69% | 72% | 83% | 88% | 77% | 80% | 75% |

²⁹⁰ 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 March 2018 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table I.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 12 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 203 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 173 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 417 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 167 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 865 in 2023-24 Q3) – Western Australia ^{291 292}

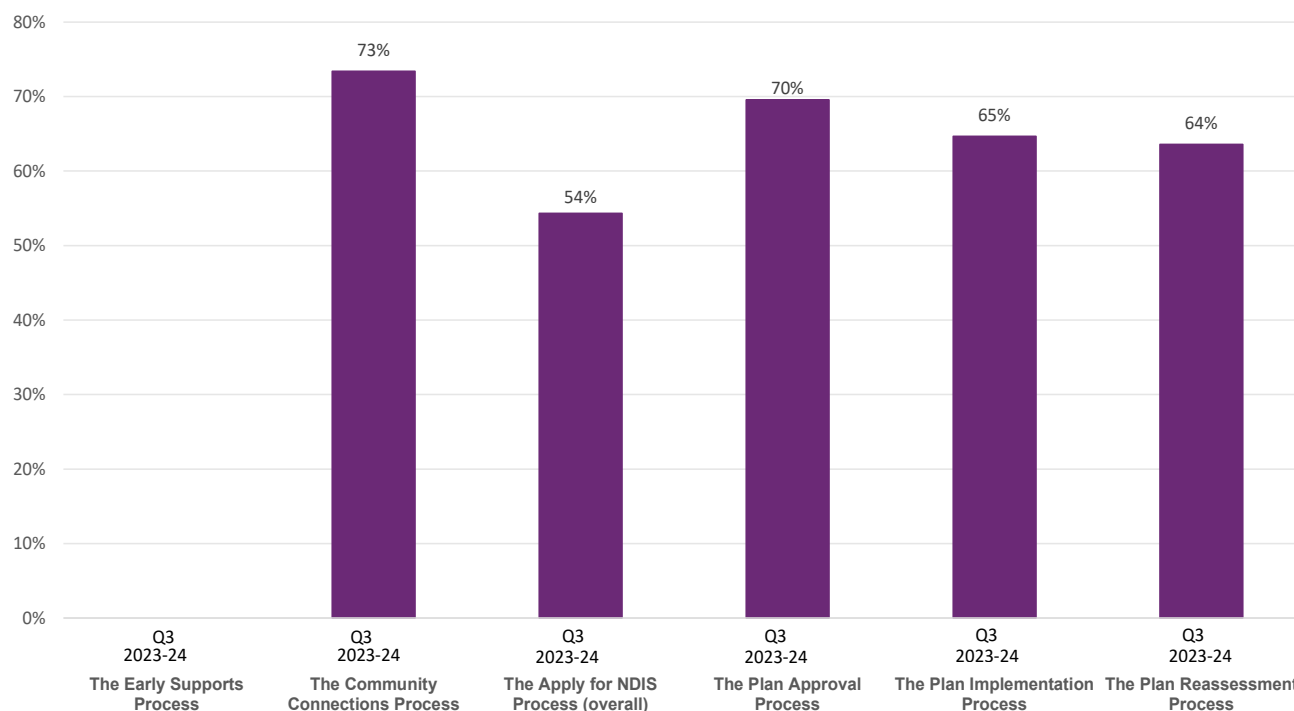
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | n/a |
| Early Supports - Were decisions and outcomes explained to you? | n/a | n/a |
| Early Supports - Were your questions and concerns acknowledged? | n/a | n/a |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | n/a |
| Community Connections - Was information easy to understand? | n/a | 82% |
| Community Connections - Was communication in your preferred format? | n/a | 93% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 79% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 74% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 67% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 54% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 96% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 77% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 68% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 88% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 55% |
| Plan Approval - Were you treated with respect? | n/a | 94% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 82% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 84% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 87% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 70% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 66% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 81% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 59% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 63% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 64% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 65% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 82% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 66% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 65% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 66% |
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 66% |

²⁹¹ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

²⁹² Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 65% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 64% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 74% |

Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia
293



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q3. The charts show quarterly trends in complaints based on experience over 3 years. Table I.24 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table I.25 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

²⁹³ Ibid.
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30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table I.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Western Australia
294 295 296

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|---|----------------|--------------|---------------|-------------------------------|
| People who have submitted an access request: Complaint about Early Connections Partner | 22 | <11 | 23 | 22 |
| People who have submitted an access request: Complaint about LAC Partner | 429 | 25 | 454 | 409 |
| People who have submitted an access request: Complaints about service providers | 728 | 34 | 762 | 601 |
| People who have submitted an access request: Complaints about the Agency | 9,979 | 1,296 | 11,275 | 6,350 |
| People who have submitted an access request: Unclassified | 88 | <11 | 88 | 83 |
| People who have submitted an access request: Total | 11,246 | 1,356 | 12,602 | 6,955 |
| Percentage of the number of active participants | 5.7% | 9.7% | 6.0% | n/a |
| Total PCIs | 3,957 | 488 | 4,445 | n/a |

²⁹⁴ Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

²⁹⁵ 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.

²⁹⁶ From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

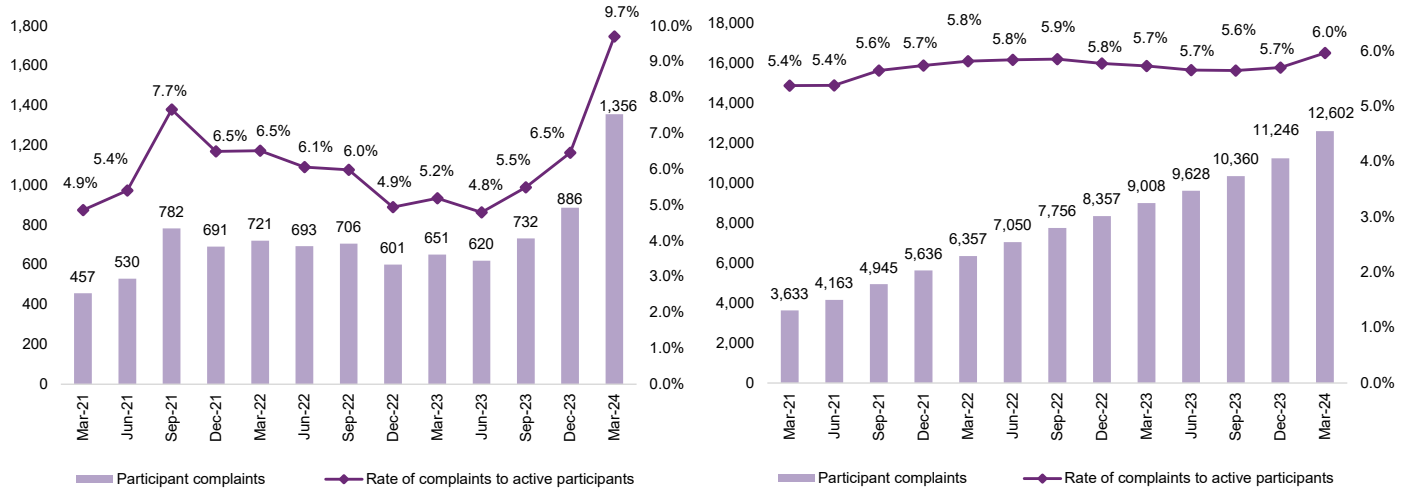
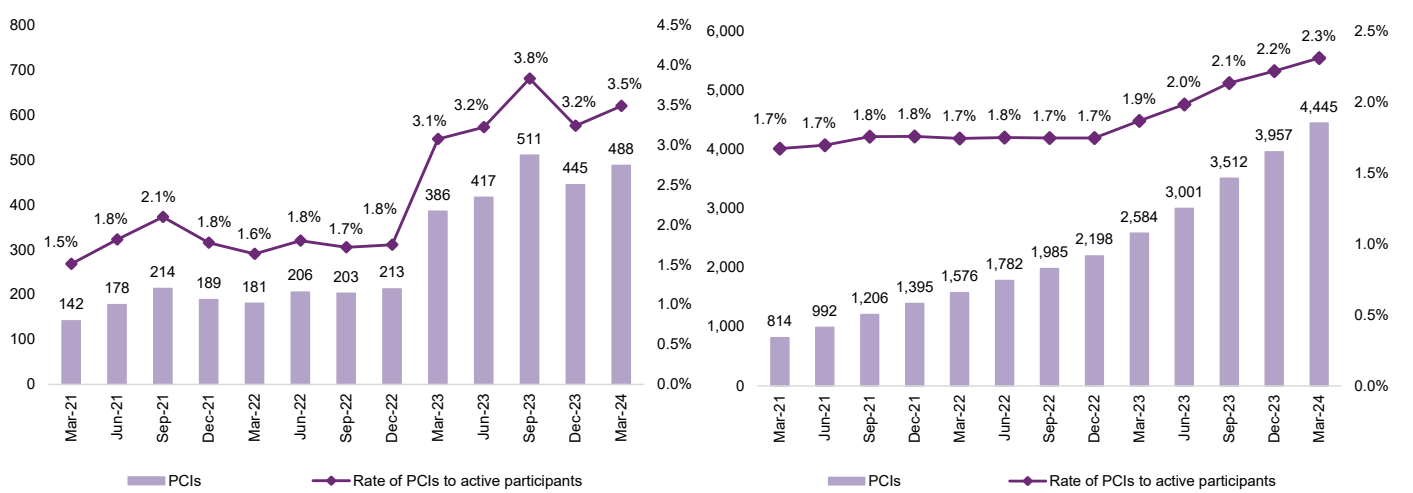


Figure I.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Western Australia ²⁹⁷



²⁹⁷ Ibid.
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Table I.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ²⁹⁸

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 149 | 1% | <11 | n/a | 149 | 1% |
| Complaints about the Agency - Information unclear | 76 | 1% | <11 | n/a | 76 | 1% |
| Complaints about the Agency - NDIA Access | 283 | 3% | 24 | 2% | 307 | 3% |
| Complaints about the Agency - NDIA Engagement | 15 | 0% | <11 | n/a | 15 | 0% |
| Complaints about the Agency - NDIA Finance | 709 | 7% | 56 | 4% | 765 | 7% |
| Complaints about the Agency - NDIA Fraud and Compliance | 58 | 1% | <11 | n/a | 65 | 1% |
| Complaints about the Agency - NDIA Plan | 2,762 | 28% | 230 | 18% | 2,992 | 27% |
| Complaints about the Agency - NDIA Process | 1,087 | 11% | 115 | 9% | 1,202 | 11% |
| Complaints about the Agency - NDIA Resources | 120 | 1% | 20 | 2% | 140 | 1% |
| Complaints about the Agency - NDIA Staff | 720 | 7% | 71 | 5% | 791 | 7% |
| Complaints about the Agency - NDIA Timeliness | 2,556 | 26% | 769 | 59% | 3,325 | 29% |
| 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 | 0% | <11 | n/a | 13 | 0% |
| Complaints about the Agency - Reasonable and necessary supports | 170 | 2% | <11 | n/a | 170 | 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 | 145 | 1% | <11 | n/a | 145 | 1% |
| Complaints about the Agency - Timeliness | 529 | 5% | <11 | n/a | 529 | 5% |
| Complaints about the Agency - Other | 506 | 5% | <11 | n/a | 508 | 5% |
| Complaints about the Agency - Total | 9,979 | 100% | 1,296 | 100% | 11,275 | 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 | 22 | 100% | <11 | n/a | 23 | 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 | 59 | 14% | <11 | n/a | 60 | 13% |
| Complaints about LAC Partner - LAC Process | 52 | 12% | <11 | n/a | 53 | 12% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 262 | 61% | 19 | 76% | 281 | 62% |

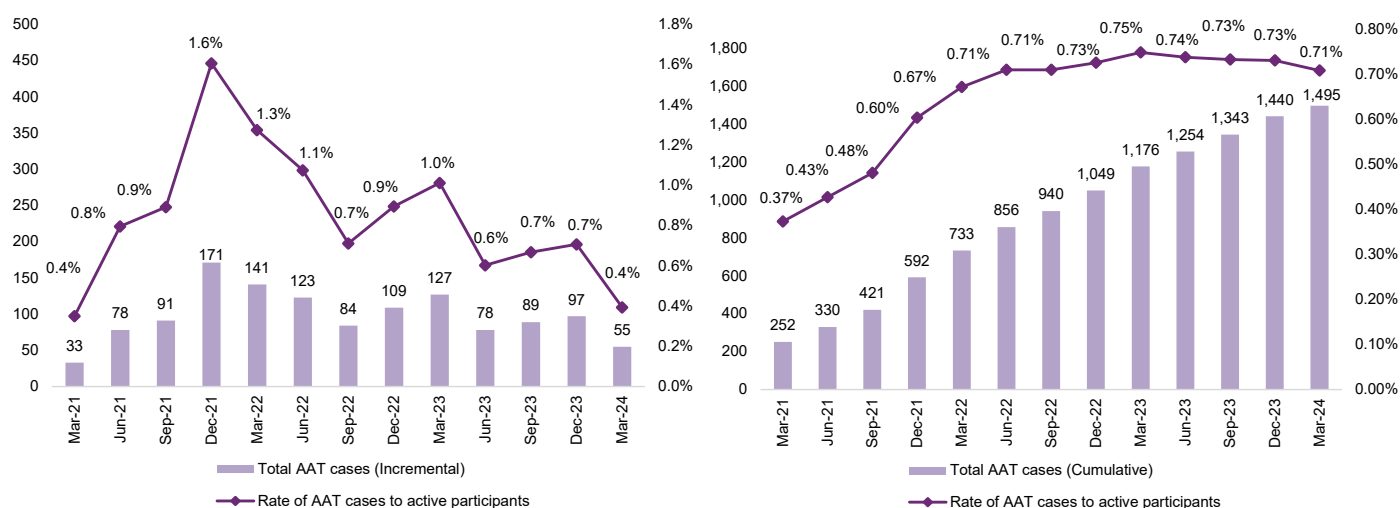
²⁹⁸ There are 11,246 total participant complaints in prior quarters, 1,356 total participant complaints in 2023-24 Q3, and 12,602 total participant complaints as at 31 March 2024, including 88 unclassified participant complaints as at 31 March 2024.

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - LAC Timeliness | 48 | 11% | <11 | n/a | 51 | 11% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 429 | 100% | 25 | 100% | 454 | 100% |
| Complaints about service providers - Provider Costs | 16 | 2% | <11 | n/a | 16 | 2% |
| Complaints about service providers - Provider Finance | 51 | 7% | <11 | n/a | 53 | 7% |
| Complaints about service providers - Provider Fraud and Compliance | 61 | 8% | <11 | n/a | 69 | 9% |
| Complaints about service providers - Provider Process | 16 | 2% | <11 | n/a | 16 | 2% |
| Complaints about service providers - Provider Service | 340 | 47% | 12 | 35% | 352 | 46% |
| Complaints about service providers - Provider Staff | 130 | 18% | 11 | 32% | 141 | 19% |
| Complaints about service providers - Service Delivery | 24 | 3% | <11 | n/a | 24 | 3% |
| Complaints about service providers - Staff Conduct | 19 | 3% | <11 | n/a | 19 | 2% |
| Complaints about service providers - Supports being provided | 25 | 3% | <11 | n/a | 25 | 3% |
| Complaints about service providers - Other | 46 | 6% | <11 | n/a | 47 | 6% |
| Complaints about service providers - Total | 728 | 100% | 34 | 100% | 762 | 100% |

Table I.26 AAT Cases by category at 31 March 2024 – Western Australia ²⁹⁹

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 245 | 17% | 14 | 25% | 259 | 17% |
| Plan | 1,095 | 76% | 33 | 60% | 1,128 | 75% |
| Plan Reassessment | 33 | 2% | <11 | n/a | 35 | 2% |
| Other | 67 | 5% | <11 | n/a | 73 | 5% |
| Total cases | 1,440 | 100% | 55 | 100% | 1,495 | 100% |
| Percentage of the number of active participants | n/a | 0.73% | n/a | 0.39% | n/a | 0.71% |

Figure I.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia ³⁰⁰



²⁹⁹ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁰⁰ Ibid.

Table I.27 AAT cases by open/closed and decision – Western Australia ^{301 302}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 1,495 | 1,493 |
| Open AAT Cases | 228 | 228 |
| Closed AAT Cases | 1,267 | 1,264 |
| Resolved before hearing | 1,256 | 1,253 |
| Gone to hearing and received a substantive decision | 11 | 11 |

Table I.28 AAT Supports in dispute – Western Australia ^{303 304 305}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 13 | <11 | <11 |
| Core Supports | 81 | 21 | 12 |
| Capacity Building Support | 119 | 26 | <11 |
| General Support | 24 | <11 | <11 |
| Assistive Technology | 36 | <11 | <11 |
| SDA | 18 | <11 | <11 |
| Home Modifications | <11 | <11 | <11 |
| SIL | 26 | 15 | <11 |
| Everyday Living Costs | 14 | <11 | <11 |
| Transport | 19 | <11 | <11 |
| Other | <11 | <11 | <11 |
| Total | 201 | 52 | 16 |

³⁰¹ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

³⁰² 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.

³⁰³ Supports in dispute data is only available for 2022-23 Q3 onwards.

³⁰⁴ Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.

³⁰⁵ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Table I.29 Closed AAT by outcome – Western Australia

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | <11 | n/a | <11 | n/a | 11 | 1% |
| Decided by Tribunal - Affirmed | <11 | n/a | <11 | n/a | <11 | 0% |
| Decided by Tribunal - Varied | <11 | n/a | <11 | n/a | <11 | 1% |
| Decided by Tribunal - Set Aside | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Total | 1,163 | 99% | 93 | 98% | 1,256 | 99% |
| Not Decided by Tribunal - Resolved by consent | 879 | 75% | 70 | 74% | 949 | 75% |
| Not Decided by Tribunal - Withdrawn | 229 | 20% | 14 | 15% | 243 | 19% |
| Not Decided by Tribunal - No jurisdiction | <11 | n/a | <11 | n/a | <11 | 1% |
| Not Decided by Tribunal - Extension of Time Declined | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | 17 | 1% | <11 | n/a | 17 | 1% |
| Not Decided by Tribunal - Dismissed | 25 | 2% | <11 | n/a | 34 | 3% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 1,172 | 100% | 95 | 100% | 1,267 | 100% |

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table I.30 Number of active providers in 2023-24 Q3 by registration status and plan management type – Western Australia ^{306 307 308 309}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|--------------|---------------|-----------------|
| Agency-managed | 1,121 | <5 | 1,121 |
| Plan-managed | 1,766 | 14,121 | 15,834 |
| Self-managed | 642 | 4,927 | 5,560 |
| All plan management types | 1,995 | 16,855 | 18,795 |

Table I.31 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Western Australia ^{310 311 312 313 314}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|------------|--------------|------------------------|
| Agency-managed | 332 | 0 | 332 |
| Plan-managed | 273 | 161 | 440 |
| Self-managed | 8 | 13 | 105 |
| All management types | 613 | 174 | 877 |

³⁰⁶ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

³⁰⁷ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

³⁰⁸ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

³⁰⁹ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

³¹⁰ Registration status is determined as at the posting date of payment.

³¹¹ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

³¹² Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

³¹³ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

³¹⁴ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figure I.5 to I.13 and in Table I.32 to Table I.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table I.32 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Western Australia

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.4% | 2.3% |
| \$5,001-\$10,000 | 5.0% | 4.8% |
| \$10,001-\$15,000 | 8.6% | 8.5% |
| \$15,001-\$20,000 | 9.7% | 9.9% |
| \$20,001-\$25,000 | 12.0% | 12.1% |
| \$25,001-\$30,000 | 6.8% | 6.7% |
| \$30,001-\$50,000 | 17.0% | 16.9% |
| \$50,001-\$100,000 | 17.9% | 17.9% |
| \$100,001-\$150,000 | 6.6% | 6.6% |
| \$150,001-\$200,000 | 3.5% | 3.5% |
| \$200,001-\$250,000 | 2.3% | 2.3% |
| \$250,001+ | 8.4% | 8.5% |

Table I.33 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Western Australia

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.5% | 2.5% |
| \$5,001-\$10,000 | 5.2% | 5.1% |
| \$10,001-\$15,000 | 9.1% | 9.0% |
| \$15,001-\$20,000 | 10.3% | 10.4% |
| \$20,001-\$25,000 | 12.7% | 12.8% |
| \$25,001-\$30,000 | 7.2% | 7.1% |
| \$30,001-\$50,000 | 17.9% | 17.9% |
| \$50,001-\$100,000 | 18.9% | 18.9% |
| \$100,001-\$150,000 | 6.9% | 7.0% |
| \$150,001-\$200,000 | 3.6% | 3.6% |
| \$200,001-\$250,000 | 2.2% | 2.2% |
| \$250,001+ | 3.4% | 3.5% |

Figure I.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – Western Australia

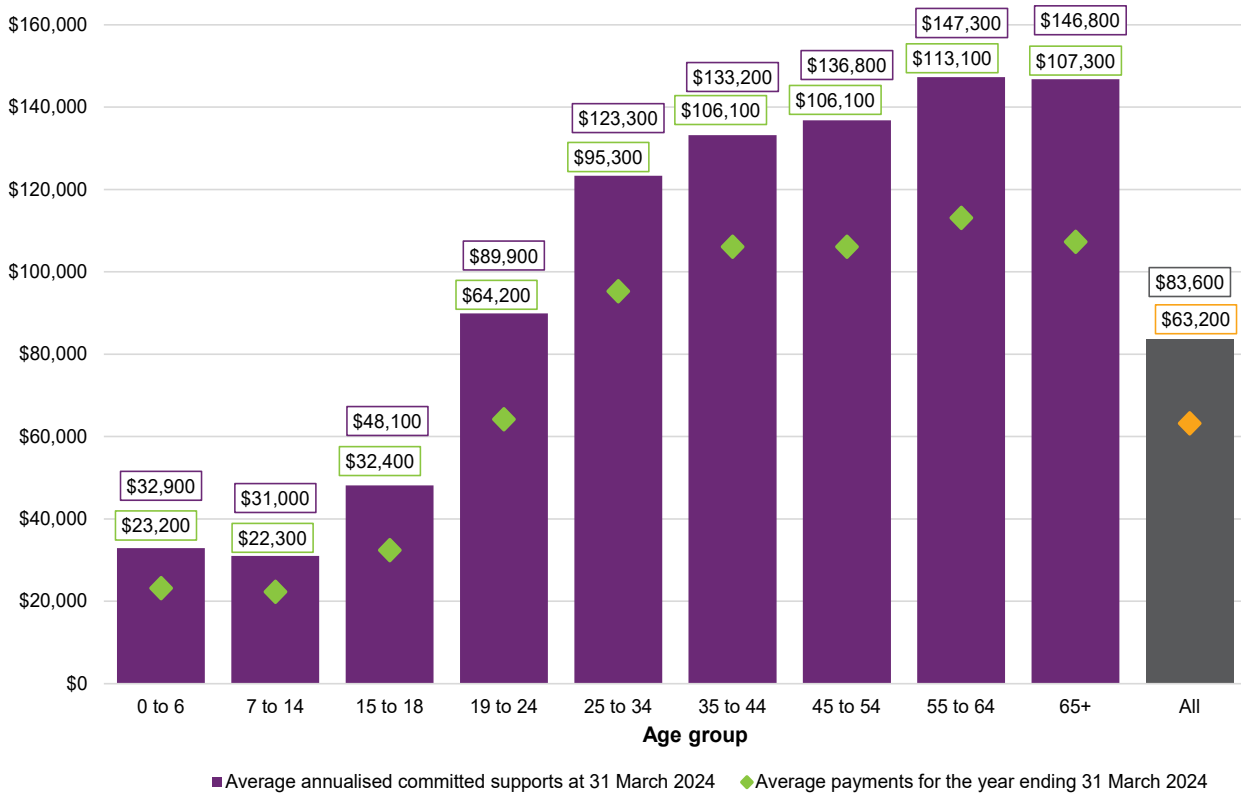


Figure I.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Western Australia



Figure I.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Western Australia

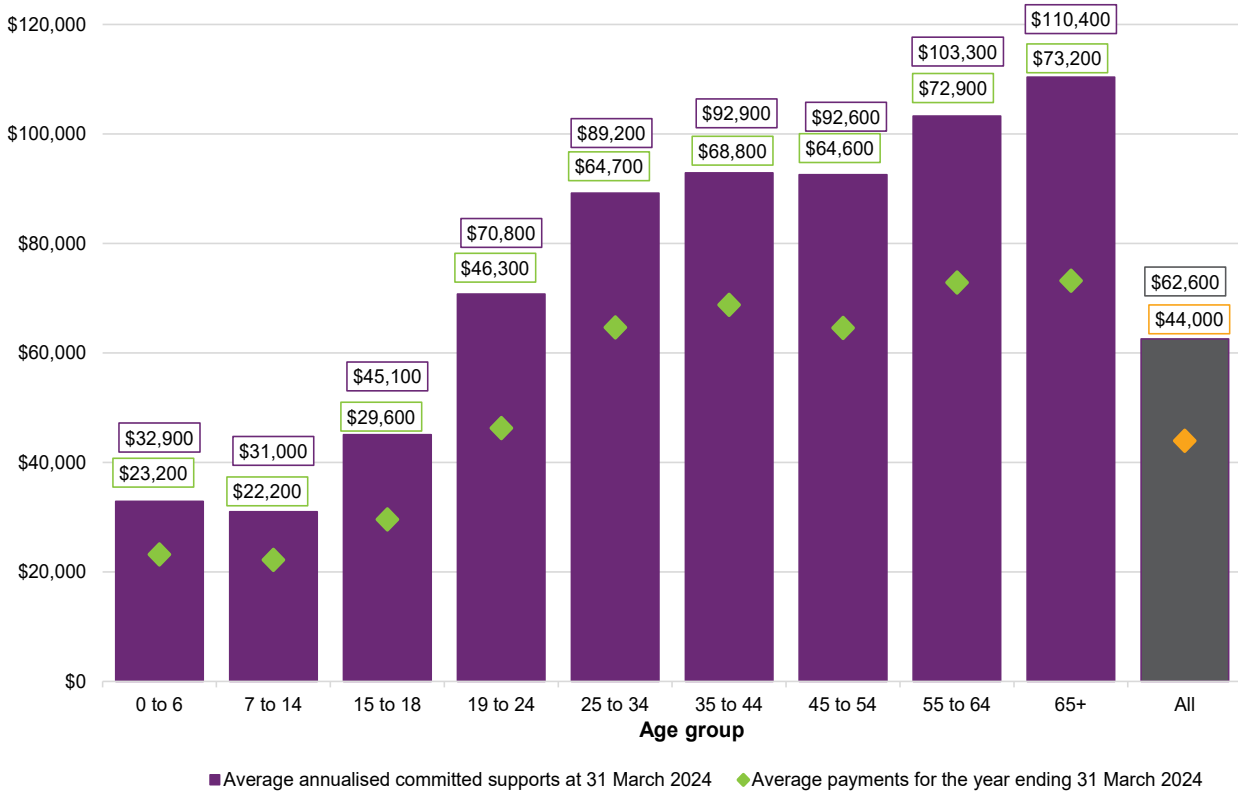


Figure I.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Western Australia

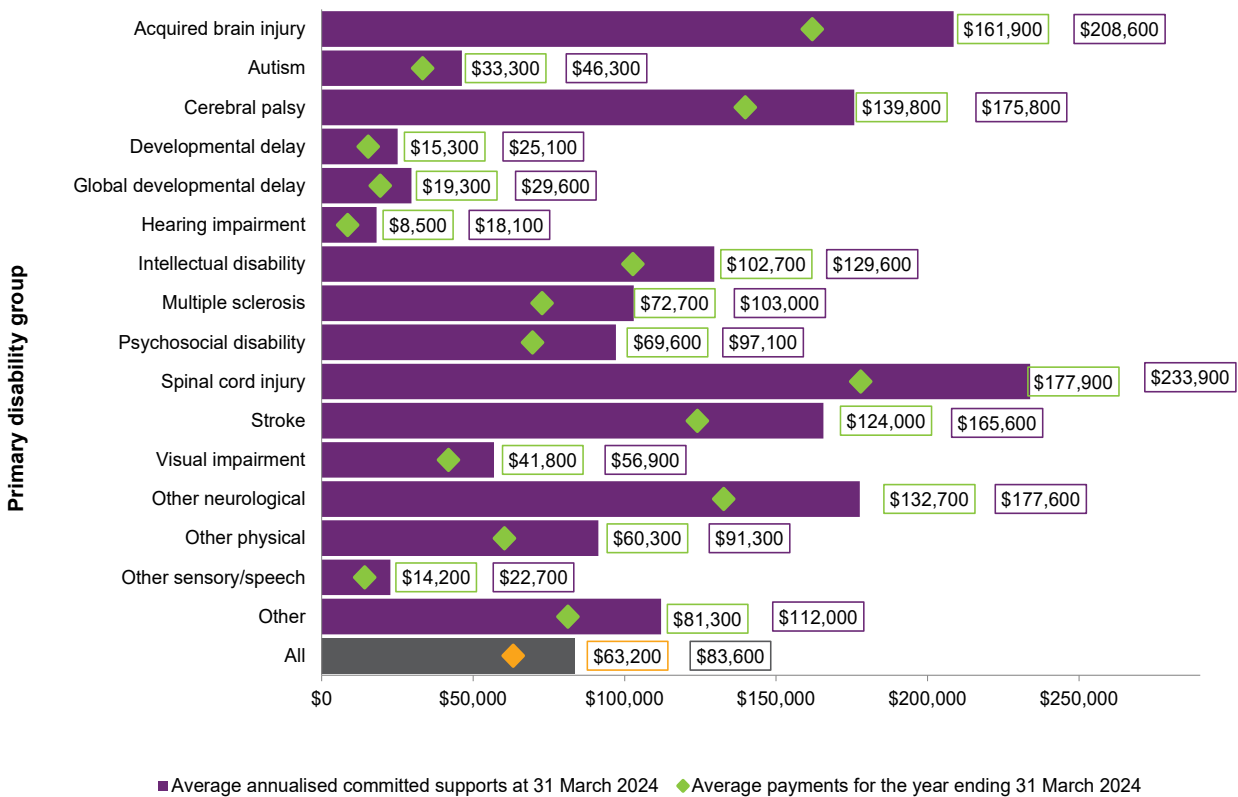


Figure I.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Western Australia

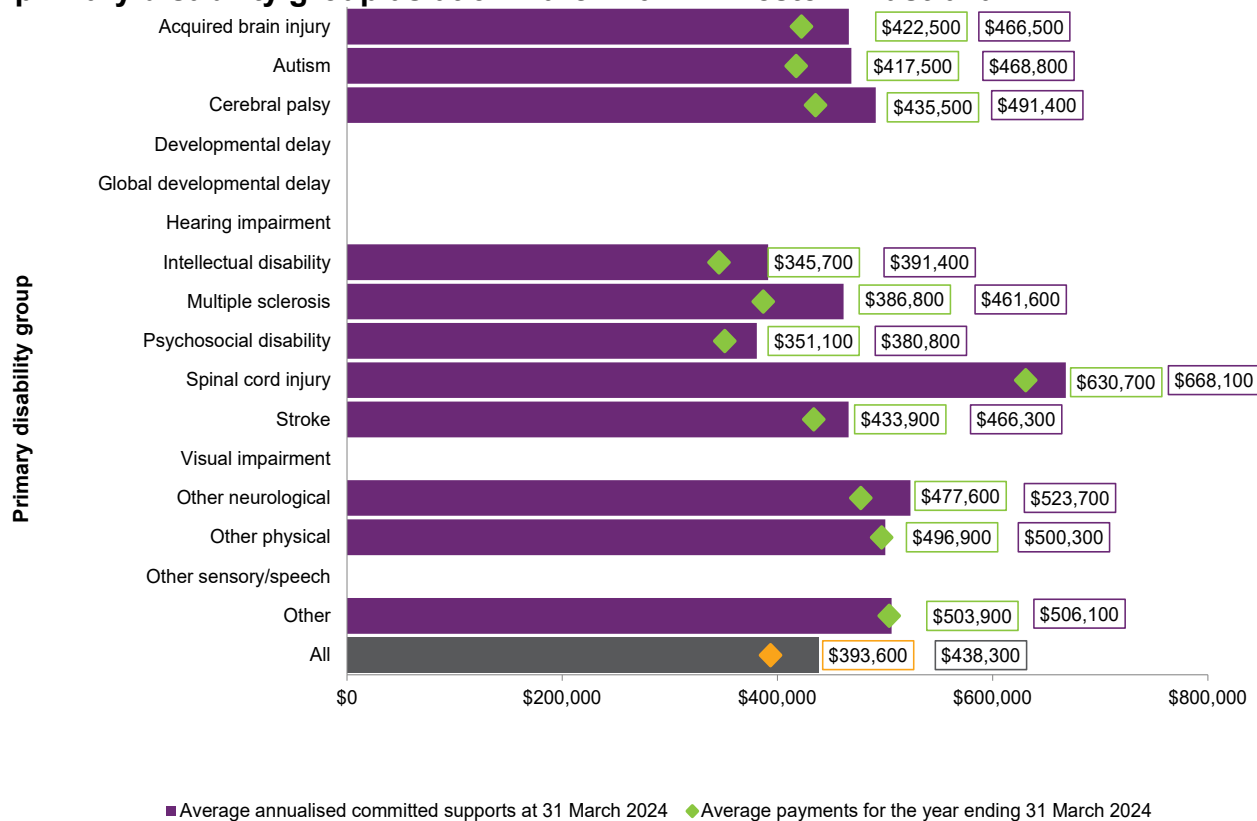


Figure I.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Western Australia



Figure I.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Western Australia

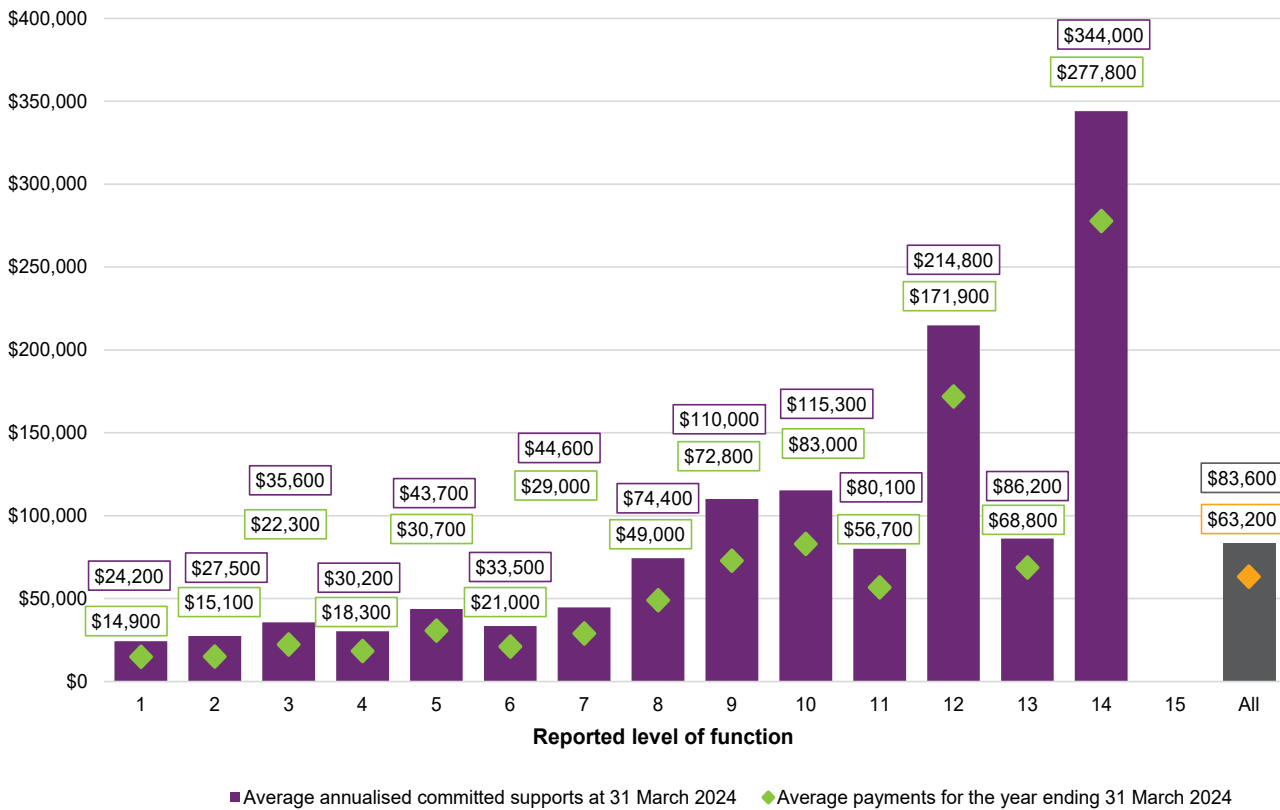


Figure I.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Western Australia

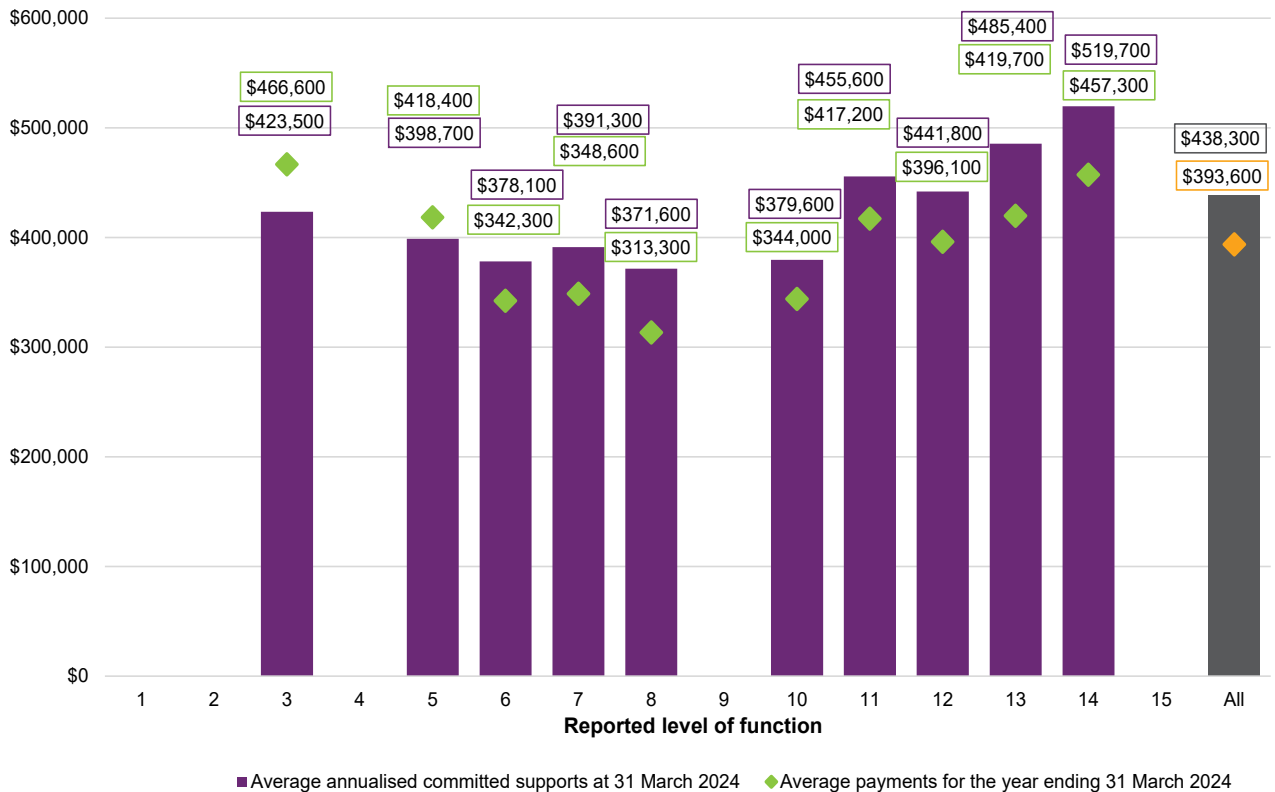


Figure I.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Western Australia

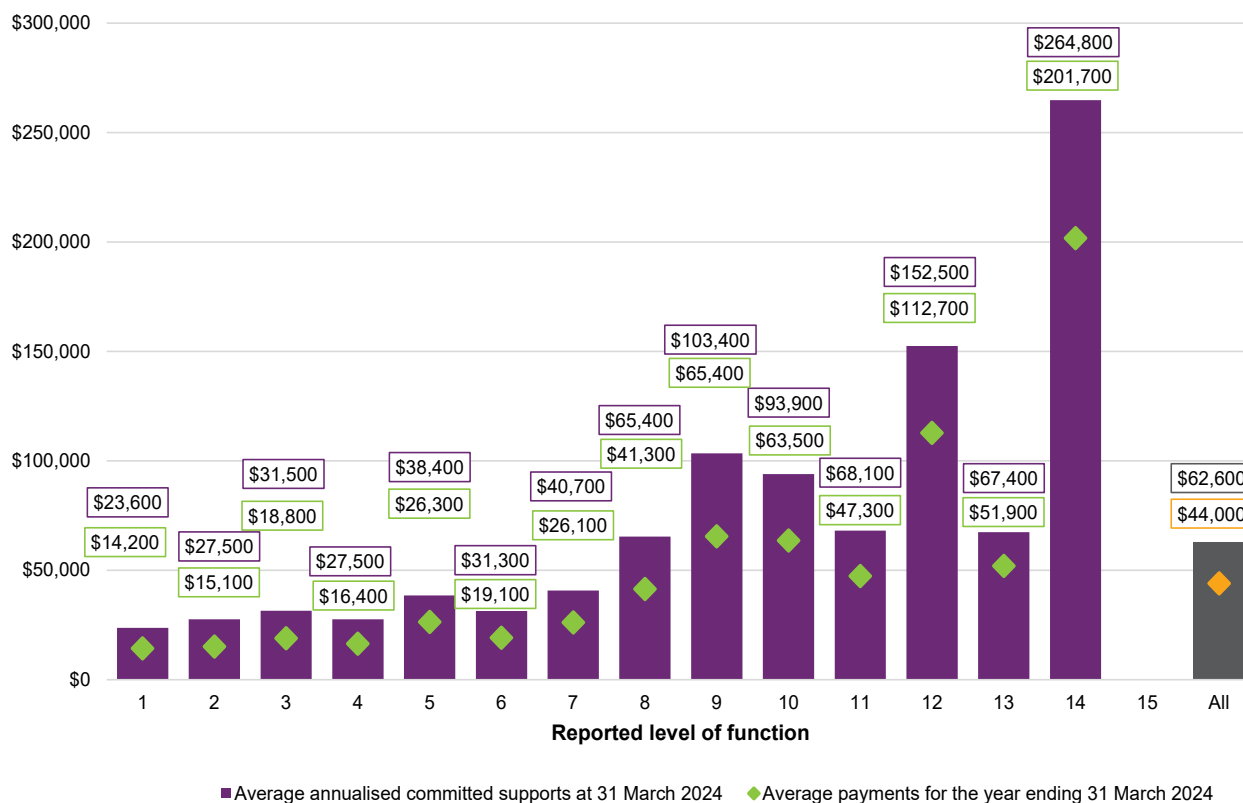


Table I.34 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Western Australia ^{315 316}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 1,787.1 | 2,212.4 |
| Core: Consumables | 59.9 | 88.9 |
| Core: Social and Civic | 713.6 | 929.2 |
| Core: Transport | 50.8 | 44.2 |
| Capacity Building: Choice and Control | 42.6 | 50.5 |
| Capacity Building: Daily Activities | 459.8 | 761.7 |
| Capacity Building: Employment | 12.2 | 49.2 |
| Capacity Building: Health and Wellbeing | 2.1 | 4.5 |
| Capacity Building: Home Living | 0.07 | 0.3 |
| Capacity Building: Lifelong learning | 0.02 | 0.06 |
| Capacity Building: Relationships | 66.5 | 130.3 |
| Capacity Building: Social and Civic | 27.1 | 61.2 |
| Capacity Building: Support Coordination | 91.7 | 135.3 |
| Capital: Assistive Technology | 64.5 | 174.9 |
| Capital: Home Modifications | 24.4 | 53.3 |
| All | 3,410.8 | 4,696.0 |

³¹⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.

³¹⁶ Total payments for home modifications in Western Australia were \$24.4 million. Of which, \$12.2 million (50%) has been paid for specialised disability accommodation (SDA) supports, and \$12.2 million (50%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$53.3 million. Of which, \$31.9 million (60%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.4 million (40%) has been allocated for non-SDA supports.

Table I.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Western Australia ^{317 318}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 900.2 | 988.2 |
| Core: Consumables | 9.5 | 12.6 |
| Core: Social and Civic | 149.9 | 207.0 |
| Core: Transport | 3.8 | 7.2 |
| Capacity Building: Choice and Control | 2.2 | 2.6 |
| Capacity Building: Daily Activities | 32.7 | 47.1 |
| Capacity Building: Employment | 0.4 | 1.8 |
| Capacity Building: Health and Wellbeing | 0.4 | 0.7 |
| Capacity Building: Home Living | n/a | 0.0 |
| Capacity Building: Lifelong learning | n/a | n/a |
| Capacity Building: Relationships | 23.4 | 39.8 |
| Capacity Building: Social and Civic | 0.3 | 0.7 |
| Capacity Building: Support Coordination | 15.9 | 21.0 |
| Capital: Assistive Technology | 11.2 | 23.8 |
| Capital: Home Modifications | 8.2 | 23.8 |
| All | 1,166.0 | 1,376.2 |

³¹⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.

³¹⁸ Total payments for home modifications in Western Australia were \$8.2 million. Of which, \$8.0 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$23.8 million. Of which, \$23.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (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 March 2024 (\$m) – Western Australia ^{319 320}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 886.9 | 1,224.2 |
| Core: Consumables | 50.3 | 76.3 |
| Core: Social and Civic | 563.7 | 722.2 |
| Core: Transport | 47.0 | 37.0 |
| Capacity Building: Choice and Control | 40.4 | 47.9 |
| Capacity Building: Daily Activities | 427.1 | 714.6 |
| Capacity Building: Employment | 11.9 | 47.4 |
| Capacity Building: Health and Wellbeing | 1.7 | 3.9 |
| Capacity Building: Home Living | 0.07 | 0.3 |
| Capacity Building: Lifelong learning | 0.02 | 0.06 |
| Capacity Building: Relationships | 43.0 | 90.6 |
| Capacity Building: Social and Civic | 26.7 | 60.6 |
| Capacity Building: Support Coordination | 75.8 | 114.3 |
| Capital: Assistive Technology | 53.3 | 151.1 |
| Capital: Home Modifications | 16.2 | 29.6 |
| All | 2,244.8 | 3,319.9 |

Table I.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{321 322}

| 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 | 173.6 | 226.8 | 550.4 | 1,540.4 | 2,734.4 | 3,192.4 | 4,062.7 | 3,516.6 |
| Total Paid | 0.1 | 11.3 | 51.8 | 133.4 | 168.2 | 395.3 | 1,026.3 | 1,936.3 | 2,359.3 | 11,512.7 | 2,490.9 |
| % utilised to date | 24% | 57% | 73% | 77% | 74% | 72% | 67% | 71% | 74% | 72% | 71% |

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

| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Intraplan Inflation | 5.2% | 5.8% | 9.0% | 5.2% | 6.7% | 4.9% | 7.9% | 6.4% | 5.1% |
| Interplan Inflation | 5.3% | 10.5% | 16.0% | 12.3% | 8.6% | 7.9% | 8.3% | 7.2% | 2.7% |
| Total Inflation | 10.5% | 16.2% | 25.0% | 17.6% | 15.3% | 12.8% | 16.1% | 13.6% | 7.8% |

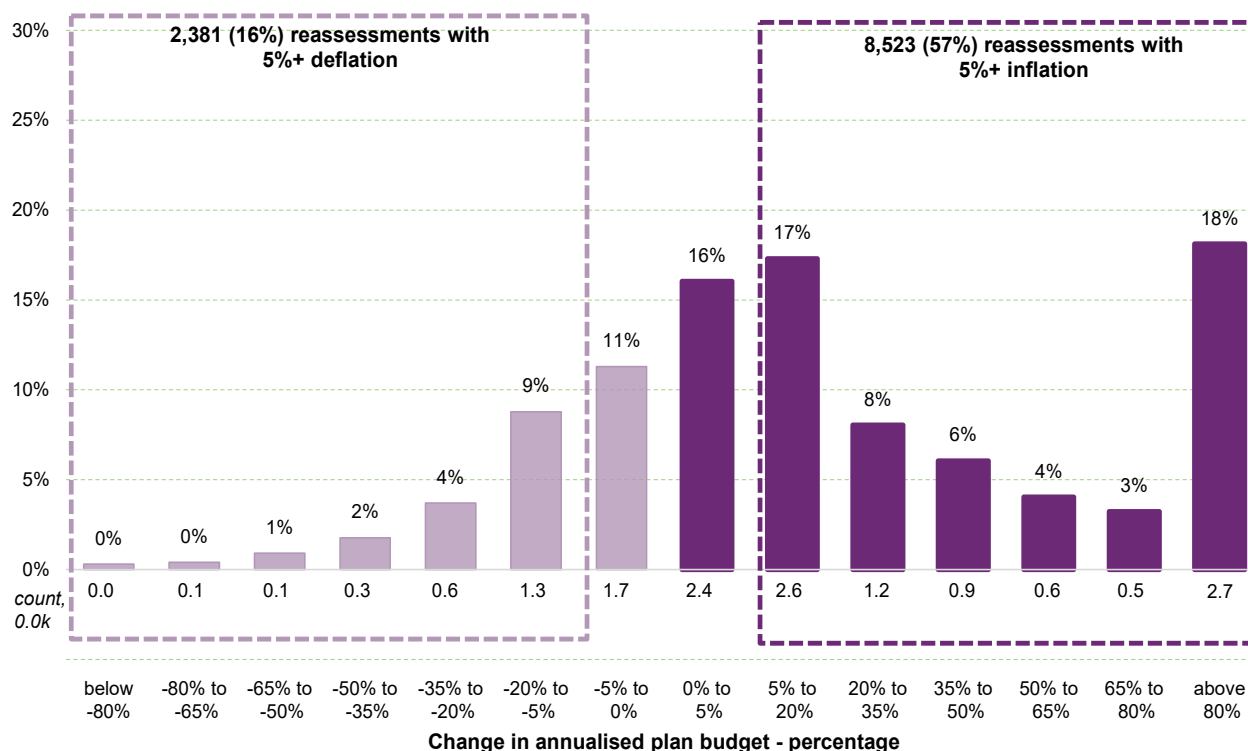
³¹⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.

³²⁰ Total payments for home modifications in Western Australia were \$16.2 million. Of which, \$4.2 million (26%) has been paid for specialised disability accommodation (SDA) supports, and \$12.0 million (74%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$29.6 million. Of which, \$8.7 million (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$20.8 million (70%) has been allocated for non-SDA supports.

³²¹ 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.

³²² 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 March 2024) - all participants – Western Australia ^{323 324}



³²³ 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.

³²⁴ The lower number of plan reassessments in the March 2024 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

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

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|--------------|---------------|
| Access decisions | 71,120 | 1,221 | 72,341 |
| Active Eligible - Total | 55,848 | 1,021 | 56,869 |
| Active Eligible - New | 40,516 | 1,010 | 41,526 |
| Active Eligible - State | 12,452 | <11 | 12,455 |
| Active Eligible - Commonwealth | 2,880 | <11 | 2,888 |
| Active Participant Plans - Total | 55,145 | 681 | 55,826 |
| Active Participant Plans - New | 39,874 | 676 | 40,550 |
| Active Participant Plans - State | 12,399 | <11 | 12,401 |
| Active Participant Plans - Commonwealth | 2,872 | <11 | 2,875 |
| Active Participant Plans - Total | 55,145 | 681 | 55,826 |
| Active Participant Plans - Early Intervention (s25) | 19,115 | 429 | 19,544 |
| Active Participant Plans - Permanent Disability (s24) | 36,030 | 252 | 36,282 |

Table J.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – South Australia

| People leaving the Scheme | Total |
|--|--------------|
| Number of people who have left the Scheme | 4,576 |
| Early Intervention participants | 2,020 |
| Permanent disability participants | 2,556 |

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 | 14,870 | 97% | 6,111 | 97% | 221 | 94% | 21,202 | 97% |
| 7 to 14 | 8,406 | 90% | 4,368 | 90% | 293 | 92% | 13,067 | 90% |
| 15 to 18 | 1,670 | 91% | 1,179 | 89% | 132 | 93% | 2,981 | 90% |
| 19 to 24 | 1,624 | 89% | 1,089 | 84% | 127 | 86% | 2,840 | 87% |
| 25 to 34 | 2,336 | 87% | 1,771 | 81% | 127 | 84% | 4,234 | 84% |
| 35 to 44 | 2,292 | 84% | 1,907 | 75% | 124 | 86% | 4,323 | 80% |
| 45 to 54 | 3,021 | 81% | 2,639 | 70% | 162 | 74% | 5,822 | 75% |
| 55 to 64 | 3,951 | 76% | 3,338 | 64% | 201 | 67% | 7,490 | 70% |
| 65+ | 171 | 60% | 173 | 58% | 16 | 62% | 360 | 59% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 38,341 | 89% | 22,575 | 81% | 1,403 | 83% | 62,319 | 86% |

Table J.4 Assessment of access by primary disability group and gender – South Australia ³²⁵

| 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 | 1,383 | 94% | 741 | 91% | 47 | 84% | 2,171 | 93% |
| Autism | 16,099 | 98% | 7,201 | 99% | 589 | 98% | 23,889 | 98% |
| Cerebral palsy | 742 | 97% | 621 | 97% | 30 | 94% | 1,393 | 97% |
| Developmental delay | 4,541 | 97% | 1,903 | 97% | 72 | 94% | 6,516 | 97% |
| Global developmental delay | 1,631 | 99% | 745 | 99% | 39 | 100% | 2,415 | 99% |
| Hearing impairment | 1,026 | 91% | 1,059 | 89% | 56 | 90% | 2,141 | 90% |
| Intellectual disability | 5,193 | 95% | 3,993 | 95% | 255 | 93% | 9,441 | 95% |
| Multiple sclerosis | 294 | 92% | 764 | 89% | 23 | 79% | 1,081 | 89% |
| Psychosocial disability | 2,362 | 69% | 1,840 | 57% | 72 | 50% | 4,274 | 63% |
| Spinal cord injury | 353 | 96% | 174 | 96% | 21 | 100% | 548 | 96% |
| Stroke | 473 | 86% | 338 | 83% | 27 | 87% | 838 | 85% |
| Visual impairment | 445 | 87% | 423 | 83% | 21 | 91% | 889 | 85% |
| Other neurological | 1,292 | 82% | 1,044 | 79% | 32 | 78% | 2,368 | 81% |
| Other physical | 1,173 | 54% | 1,040 | 40% | 54 | 43% | 2,267 | 46% |
| Other sensory/speech | 585 | 53% | 209 | 45% | <11 | n/a | 801 | 51% |
| Other | 540 | 48% | 325 | 28% | 16 | 28% | 881 | 38% |
| Missing | 209 | 83% | 155 | 77% | 42 | 89% | 406 | 81% |
| Total | 38,341 | 89% | 22,575 | 81% | 1,403 | 83% | 62,319 | 86% |

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

³²⁵ Down syndrome is included in intellectual disability.
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Table J.5 Participant profile per quarter by participants identifying as First Nations Peoples – South Australia ³²⁶

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| First Nations Participants | 3,603 | 7% | 70 | 10% | 3,673 | 7% |
| Non-First Nations Participants | 44,662 | 81% | 527 | 77% | 45,189 | 81% |
| Not Stated | 6,880 | 12% | 84 | 12% | 6,964 | 12% |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 100% |

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ^{327 328}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Culturally and linguistically diverse | 3,885 | 7% | 37 | 5% | 3,922 | 7% |
| Not culturally and linguistically diverse | 50,438 | 91% | 496 | 73% | 50,934 | 91% |
| Not stated | 822 | 1% | 148 | 22% | 970 | 2% |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 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 March 2024 – South Australia ³²⁹

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | <11 |
| 45 to 54 | <11 |
| 55 to 64 | 57 |
| Total YPIRAC (under 65) | 65 |

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ³³⁰

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -6 | 65 |

³²⁶ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³²⁷ The number of CALD participants excludes participants who identify as First Nations Peoples.

³²⁸ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³²⁹ There are a further 117 active participants aged 65 years or over who are currently in residential aged care.

³³⁰ 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 ³³¹

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Major cities | 41,668 | 76% | 489 | 72% | 42,157 | 76% |
| Population > 50,000 | 1,020 | 2% | 18 | 3% | 1,038 | 2% |
| Population between 15,000 and 50,000 | 4,952 | 9% | 73 | 11% | 5,025 | 9% |
| Population between 5,000 and 15,000 | 1,895 | 3% | 29 | 4% | 1,924 | 3% |
| Population less than 5,000 | 4,245 | 8% | 45 | 7% | 4,290 | 8% |
| Remote | 982 | 2% | 16 | 2% | 998 | 2% |
| Very Remote | 381 | 1% | 11 | 2% | 392 | 1% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 100% |

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{332 333 334 335}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 22,875 | 41% | 163 | 24% | 23,038 | 41% |
| Intellectual disability | 8,743 | 16% | 36 | 5% | 8,779 | 16% |
| Developmental delay | 4,929 | 9% | 308 | 45% | 5,237 | 9% |
| Psychosocial disability | 3,872 | 7% | 26 | 4% | 3,898 | 7% |
| Hearing impairment | 1,979 | 4% | 18 | 3% | 1,997 | 4% |
| Other neurological | 1,773 | 3% | 13 | 2% | 1,786 | 3% |
| Other physical | 1,802 | 3% | <11 | n/a | 1,809 | 3% |
| Acquired brain injury | 1,784 | 3% | <11 | n/a | 1,794 | 3% |
| Cerebral palsy | 1,299 | 2% | <11 | n/a | 1,302 | 2% |
| Global developmental delay | 2,049 | 4% | 61 | 9% | 2,110 | 4% |
| Multiple sclerosis | 990 | 2% | <11 | n/a | 991 | 2% |
| Visual impairment | 818 | 1% | <11 | n/a | 821 | 1% |
| Other | 717 | 1% | 19 | 3% | 736 | 1% |
| Stroke | 704 | 1% | <11 | n/a | 714 | 1% |
| Spinal cord Injury | 466 | 1% | <11 | n/a | 468 | 1% |
| Other sensory/speech | 345 | 1% | <11 | n/a | 346 | 1% |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 100% |

³³¹ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

³³² Table order based on national proportions in Supplement E (highest to lowest).

³³³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³³⁴ Down syndrome is included in intellectual disability, representing 1% (807) of all Scheme participants in South Australia.

³³⁵ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{336 337}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 420 | 14% | <11 | n/a | 420 | 14% |
| Intellectual disability | 1,496 | 48% | <11 | n/a | 1,497 | 48% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 253 | 8% | <11 | n/a | 254 | 8% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 214 | 7% | <11 | n/a | 214 | 7% |
| Other physical | 38 | 1% | <11 | n/a | 38 | 1% |
| Acquired brain injury | 282 | 9% | <11 | n/a | 283 | 9% |
| Cerebral palsy | 202 | 7% | <11 | n/a | 202 | 6% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 52 | 2% | <11 | n/a | 52 | 2% |
| Visual impairment | 12 | 0% | <11 | n/a | 12 | 0% |
| Other | 41 | 1% | <11 | n/a | 42 | 1% |
| Stroke | 75 | 2% | <11 | n/a | 76 | 2% |
| Spinal cord Injury | 21 | 1% | <11 | n/a | 21 | 1% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 3,106 | 100% | <11 | n/a | 3,111 | 100% |

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ³³⁸

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 22,455 | 43% | 163 | 24% | 22,618 | 43% |
| Intellectual disability | 7,247 | 14% | 35 | 5% | 7,282 | 14% |
| Developmental delay | 4,929 | 9% | 308 | 46% | 5,237 | 10% |
| Psychosocial disability | 3,619 | 7% | 25 | 4% | 3,644 | 7% |
| Hearing impairment | 1,979 | 4% | 18 | 3% | 1,997 | 4% |
| Other neurological | 1,559 | 3% | 13 | 2% | 1,572 | 3% |
| Other physical | 1,764 | 3% | <11 | n/a | 1,771 | 3% |
| Acquired brain injury | 1,502 | 3% | <11 | n/a | 1,511 | 3% |
| Cerebral palsy | 1,097 | 2% | <11 | n/a | 1,100 | 2% |
| Global developmental delay | 2,049 | 4% | 61 | 9% | 2,110 | 4% |
| Multiple sclerosis | 938 | 2% | <11 | n/a | 939 | 2% |
| Visual impairment | 806 | 2% | <11 | n/a | 809 | 2% |
| Other | 676 | 1% | 18 | 3% | 694 | 1% |
| Stroke | 629 | 1% | <11 | n/a | 638 | 1% |
| Spinal cord Injury | 445 | 1% | <11 | n/a | 447 | 1% |
| Other sensory/speech | 345 | 1% | <11 | n/a | 346 | 1% |
| Total | 52,039 | 100% | 676 | 100% | 52,715 | 100% |

³³⁶ 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.

³³⁷ Down syndrome is included in intellectual disability, representing 7% (209) of participants in SIL.

³³⁸ Down syndrome is included in intellectual disability, representing 1% (598) of participants not in SIL.

Table J.13 Participant profile per quarter by reported level of function – South Australia ³³⁹

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 1 (High Function) | 5,356 | 10% | 186 | 27% | 5,542 | 10% |
| 2 (High Function) | 104 | 0% | <11 | n/a | 104 | 0% |
| 3 (High Function) | 2,814 | 5% | 62 | 9% | 2,876 | 5% |
| 4 (High Function) | 2,455 | 4% | <11 | n/a | 2,459 | 4% |
| 5 (High Function) | 3,620 | 7% | 44 | 6% | 3,664 | 7% |
| 6 (Moderate Function) | 16,067 | 29% | 49 | 7% | 16,116 | 29% |
| 7 (Moderate Function) | 2,670 | 5% | 12 | 2% | 2,682 | 5% |
| 8 (Moderate Function) | 3,291 | 6% | 18 | 3% | 3,309 | 6% |
| 9 (Moderate Function) | 273 | 0% | <11 | n/a | 273 | 0% |
| 10 (Moderate Function) | 5,139 | 9% | 17 | 2% | 5,156 | 9% |
| 11 (Low Function) | 1,648 | 3% | <11 | n/a | 1,650 | 3% |
| 12 (Low Function) | 5,903 | 11% | 24 | 4% | 5,927 | 11% |
| 13 (Low Function) | 4,934 | 9% | 49 | 7% | 4,983 | 9% |
| 14 (Low Function) | 599 | 1% | <11 | n/a | 600 | 1% |
| 15 (Low Function) | <11 | n/a | <11 | n/a | <11 | n/a |
| Missing | 266 | 0% | 213 | 31% | 479 | 1% |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 100% |

Table J.14 Participant profile per quarter by age group – South Australia ³⁴⁰

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 0 to 6 | 7,115 | 13% | 446 | 65% | 7,561 | 14% |
| 7 to 14 | 15,763 | 29% | 87 | 13% | 15,850 | 28% |
| 15 to 18 | 6,165 | 11% | 14 | 2% | 6,179 | 11% |
| 19 to 24 | 4,985 | 9% | <11 | n/a | 4,994 | 9% |
| 25 to 34 | 4,375 | 8% | 17 | 2% | 4,392 | 8% |
| 35 to 44 | 3,979 | 7% | 28 | 4% | 4,007 | 7% |
| 45 to 54 | 4,426 | 8% | 30 | 4% | 4,456 | 8% |
| 55 to 64 | 5,582 | 10% | 46 | 7% | 5,628 | 10% |
| 65+ | 2,755 | 5% | <11 | n/a | 2,759 | 5% |
| Total | 55,145 | 100% | 681 | 100% | 55,826 | 100% |

³³⁹ The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁴⁰ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table J.15 Participation rates by age group and gender at 31 March 2024 – South Australia ³⁴¹

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0-6 | 7.2% | 3.4% | 5.4% |
| 7-14 | 12.2% | 5.8% | 9.2% |
| 15-18 | 8.8% | 4.9% | 7.0% |
| 19-24 | 4.5% | 2.6% | 3.7% |
| 25-44 | 1.9% | 1.4% | 1.7% |
| 45-64 | 2.3% | 2.0% | 2.2% |
| Total (aged 0 to 64) | 4.4% | 2.6% | 3.6% |

Table J.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – South Australia ^{342 343}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | 5% | n/a | 5% |
| Health & Wellbeing | 13% | 35% | 14% |
| Lifelong Learning | 8% | 25% | 8% |
| Other | 5% | n/a | 5% |
| Non-categorised | 4% | n/a | 4% |
| Any mainstream service | 24% | 51% | 25% |

Table J.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – South Australia ³⁴⁴

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 3% | 4% | 3% |
| Daily life | 16% | 17% | 16% |
| Health and wellbeing | 68% | 70% | 68% |
| Learning | 33% | 25% | 33% |
| Relationships | 4% | 2% | 3% |
| Social and community activities | 6% | 5% | 6% |
| Where I live | 2% | 3% | 2% |
| Work | 5% | 3% | 5% |
| Unknown | 14% | 7% | 14% |
| Any mainstream service | 100% | 94% | 99% |

³⁴¹ 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.

³⁴² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁴³ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

³⁴⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,038), 'participant social and community engagement rate' (n=4,046), 'parent and carer employment rate' (n=3,429) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,175) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - South Australia ³⁴⁵

| Age group | Baseline | R1 | R2 | 2023-24 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 12% | 18% | 23% | 26% |
| Participant employment rate - Aged 25 to 34 years | 35% | 35% | 37% | 26% |
| Participant employment rate - Aged 35 to 44 years | 34% | 33% | 32% | 26% |
| Participant employment rate - Aged 45 to 54 years | 29% | 29% | 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 | 29% | 29% | 28% | 26% |
| Participant employment rate - Aged 15 to 64 years | 25% | 26% | 27% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 33% | 36% | 35% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 36% | 42% | 41% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 36% | 40% | 35% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 33% | 39% | 37% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 35% | 37% | 38% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 38% | 40% | 42% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 35% | 39% | 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% | 72% | 75% |

³⁴⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a second plan reassessment to date.

Table J.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,482), ‘participant social and community engagement rate’ (n=3,491), ‘parent and carer employment rate’ (n=2,434) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=2,100) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - South Australia ³⁴⁶

| 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% | 36% | 35% | 34% | 26% |
| Participant employment rate - Aged 35 to 44 years | 32% | 32% | 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 | 28% | 29% | 26% | 25% | 26% |
| Participant employment rate - Aged 15 to 64 years | 24% | 26% | 25% | 26% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 32% | 33% | 33% | 34% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 42% | 43% | 45% | 43% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 35% | 36% | 38% | 37% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 40% | 39% | 32% | 42% | 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 | 36% | 38% | 40% | 37% | 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 | 44% | 50% | 52% | 45% | 50% |
| Parent and carer employment rate - All ages | 45% | 49% | 51% | 48% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 59% | 64% | 69% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 67% | 73% | 76% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 65% | 70% | 75% | 75% |

³⁴⁶ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a third plan reassessment to date.

Table J.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,748), ‘participant social and community engagement rate’ (n=2,764), ‘parent and carer employment rate’ (n=1,316) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=1,781) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - South Australia ³⁴⁷

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 10% | 16% | 21% | 23% | 27% | 26% |
| Participant employment rate - Aged 25 to 34 years | 37% | 37% | 34% | 25% | 34% | 26% |
| Participant employment rate - Aged 35 to 44 years | 34% | 34% | 32% | 27% | 29% | 26% |
| Participant employment rate - Aged 45 to 54 years | 30% | 25% | 26% | 27% | 25% | 26% |
| Participant employment rate - Aged 55 to 64 years | 25% | 24% | 21% | 18% | 17% | 26% |
| Participant employment rate - Aged 65+ years | 16% | 13% | 11% | 9% | 9% | 26% |
| Participant employment rate - Aged 25 to 64 years | 31% | 29% | 28% | 23% | 25% | 26% |
| Participant employment rate - Aged 15 to 64 years | 27% | 27% | 26% | 23% | 26% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 35% | 39% | 33% | 31% | 33% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 39% | 40% | 42% | 50% | 43% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 38% | 40% | 39% | 43% | 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 | 41% | 40% | 36% | 39% | 39% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 33% | 30% | 27% | 23% | 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 | 39% | 40% | 37% | 38% | 39% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 44% | 46% | 48% | 54% | 50% | 50% |
| Parent and carer employment rate - Aged 15+ years | 44% | 45% | 48% | 45% | 42% | 50% |
| Parent and carer employment rate - All ages | 44% | 46% | 48% | 50% | 47% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 56% | 64% | 66% | 68% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 65% | 72% | 76% | 77% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 62% | 70% | 72% | 74% | 75% |

³⁴⁷ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a fourth plan reassessment to date.

Table J.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,417), ‘participant social and community engagement rate’ (n=1,418), ‘parent and carer employment rate’ (n=741) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=1,005) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - South Australia ³⁴⁸

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 9% | 9% | 16% | 25% | 25% | 24% | 26% |
| Participant employment rate - Aged 25 to 34 years | 32% | 35% | 38% | 22% | 39% | 29% | 26% |
| Participant employment rate - Aged 35 to 44 years | 36% | 30% | 29% | 37% | 19% | 30% | 26% |
| Participant employment rate - Aged 45 to 54 years | 33% | 33% | 34% | 32% | 32% | 28% | 26% |
| Participant employment rate - Aged 55 to 64 years | 23% | 22% | 19% | 17% | 13% | 17% | 26% |
| Participant employment rate - Aged 65+ years | 20% | 20% | 18% | 11% | 15% | 8% | 26% |
| Participant employment rate - Aged 25 to 64 years | 30% | 29% | 30% | 26% | 25% | 25% | 26% |
| Participant employment rate - Aged 15 to 64 years | 26% | 25% | 26% | 26% | 25% | 25% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 30% | 32% | 37% | 41% | 32% | 35% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 39% | 49% | 50% | 41% | 40% | 48% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 44% | 46% | 50% | 43% | 40% | 41% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 43% | 42% | 39% | 44% | 47% | 46% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 39% | 39% | 43% | 40% | 37% | 41% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 42% | 40% | 41% | 42% | 29% | 40% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 41% | 43% | 45% | 42% | 39% | 43% | 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% | 54% | 55% | 50% | 41% | 52% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 48% | 56% | 60% | 45% | 46% | 50% |
| Parent and carer employment rate - All ages | 47% | 51% | 56% | 54% | 43% | 49% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 59% | 63% | 69% | 71% | 70% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 64% | 71% | 80% | 77% | 78% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 62% | 68% | 75% | 74% | 75% | 75% |

³⁴⁸ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fifth plan reassessment to date.

Table J.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=308), ‘participant social and community engagement rate’ (n=313), ‘parent and carer employment rate’ (n=312) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=257) 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 March 2018 - South Australia ³⁴⁹

| Age group | Baseline | R1 | R2 | R3 | R4 | R5 | R6 | 2023-24 Target |
|---|----------|-----|-----|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 25 to 64 years | 35% | 32% | 29% | 35% | 29% | 28% | 27% | 26% |
| Participant employment rate - Aged 15 to 64 years | 27% | 26% | 25% | 31% | 28% | 33% | 29% | 26% |
| Participant social and community engagement rate - Aged 25+ years | 36% | 42% | 42% | 43% | 43% | 36% | 40% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 35% | 42% | 41% | 42% | 43% | 33% | 39% | 46% |
| Parent and carer employment rate - All ages | 44% | 46% | 50% | 53% | 57% | 42% | 54% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 43% | 60% | 63% | 65% | 69% | 69% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 58% | 70% | 64% | 62% | 61% | 75% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 51% | 64% | 63% | 64% | 67% | 71% | 75% |

³⁴⁹ Results are drawn from participants’ responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table J.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n = 19 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 242 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 198 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 375 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 199 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 970 in 2023-24 Q3) – South Australia ^{350 351}

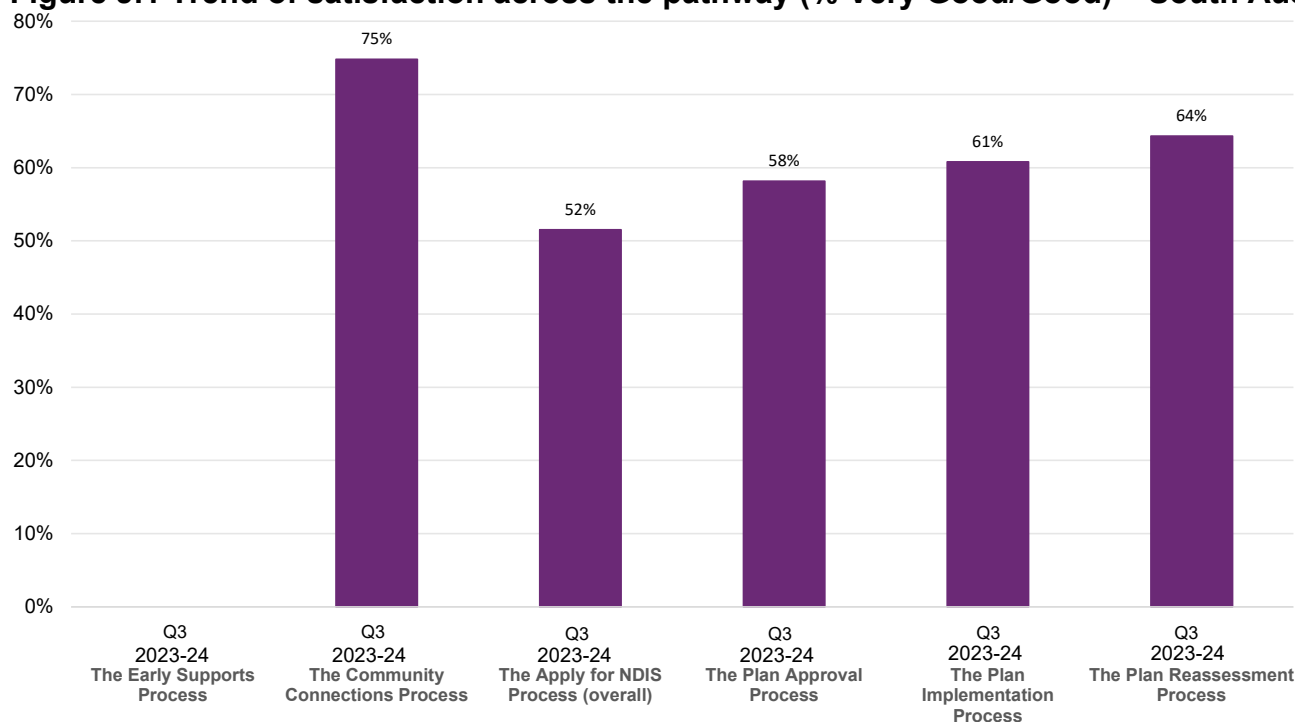
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | n/a |
| Early Supports - Were decisions and outcomes explained to you? | n/a | n/a |
| Early Supports - Were your questions and concerns acknowledged? | n/a | n/a |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | n/a |
| Community Connections - Was information easy to understand? | n/a | 85% |
| Community Connections - Was communication in your preferred format? | n/a | 92% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 79% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 77% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 76% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 54% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 95% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 70% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 66% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 83% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 58% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 56% |
| Plan Approval - Were you treated with respect? | n/a | 92% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 75% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 81% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 85% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 63% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 64% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 76% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 62% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 64% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 55% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 57% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 58% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 81% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 65% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 66% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 65% |
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 64% |

³⁵⁰ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

³⁵¹ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 64% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 63% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 75% |

Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ³⁵²



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q3. The charts show quarterly trends in complaints based on experience over 3 years. Table J.24 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table J.25 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

³⁵² Ibid.
March 2024 | NDIS Quarterly Report to Disability Ministers

30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table J.24 Complaints and Participant Critical Incidents (PCIs) by quarter – South Australia ³⁵³
354 355

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|--|----------------|--------------|---------------|-------------------------------|
| People who have submitted an access request: Complaint about Early Connections Partner | 37 | <11 | 39 | 34 |
| People who have submitted an access request: Complaint about LAC Partner | 432 | 23 | 455 | 396 |
| People who have submitted an access request: Complaints about service providers | 862 | 58 | 920 | 734 |
| People who have submitted an access request: Complaints about the Agency | 15,604 | 1,422 | 17,026 | 8,438 |
| People who have submitted an access request: Unclassified | 509 | <11 | 509 | 468 |
| People who have submitted an access request: Total | 17,444 | 1,505 | 18,949 | 9,113 |
| Percentage of the number of active participants | 7.4% | 10.8% | 7.6% | n/a |
| Total PCIs | 4,137 | 510 | 4,647 | n/a |

³⁵³ Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

³⁵⁴ 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.

³⁵⁵ From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

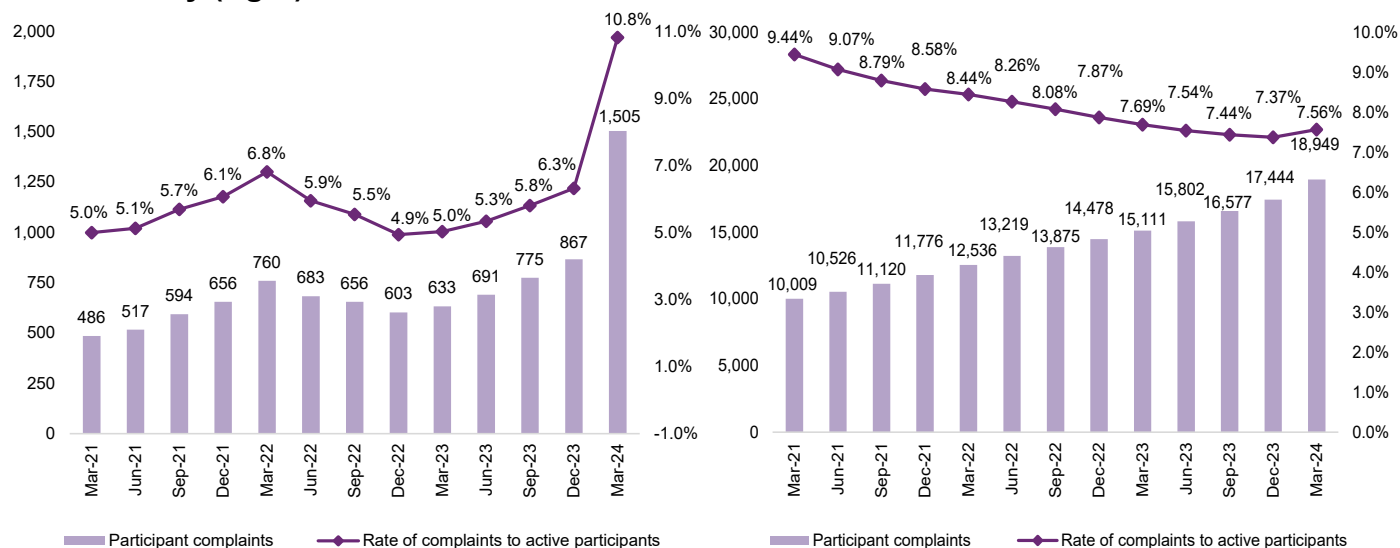


Figure J.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – South Australia ³⁵⁶

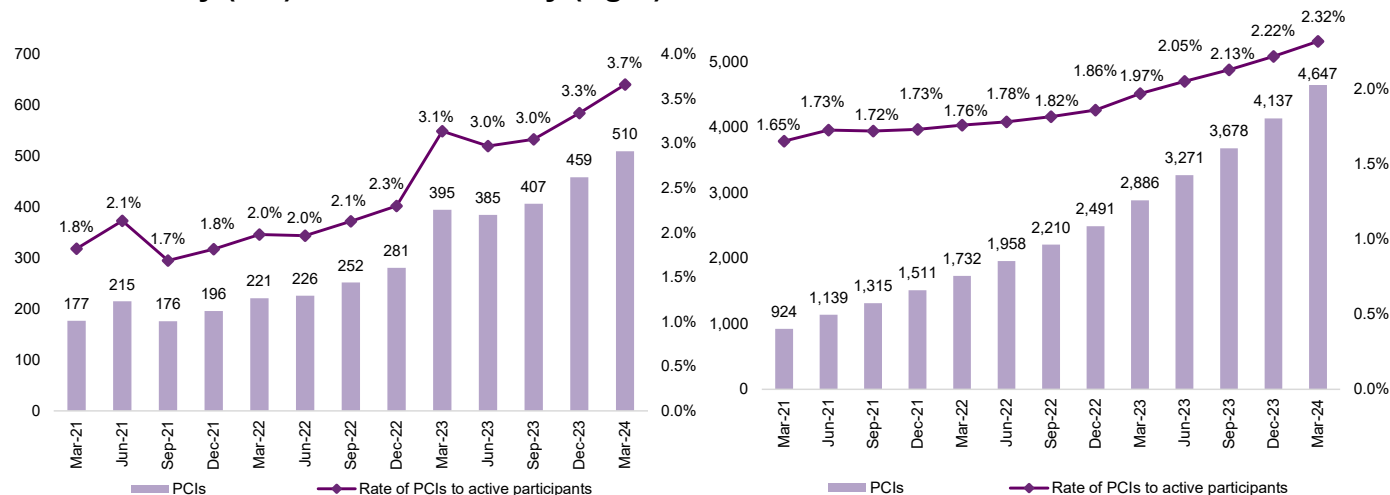


Table J.25 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ³⁵⁷

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 560 | 4% | <11 | n/a | 560 | 3% |
| Complaints about the Agency - Information unclear | 294 | 2% | <11 | n/a | 294 | 2% |
| Complaints about the Agency - NDIA Access | 361 | 2% | 41 | 3% | 402 | 2% |
| Complaints about the Agency - NDIA Engagement | 15 | 0% | <11 | n/a | 16 | 0% |
| Complaints about the Agency - NDIA Finance | 801 | 5% | 47 | 3% | 848 | 5% |
| Complaints about the Agency - NDIA Fraud and Compliance | 62 | 0% | <11 | n/a | 68 | 0% |
| Complaints about the Agency - NDIA Plan | 3,091 | 20% | 245 | 17% | 3,336 | 20% |
| Complaints about the Agency - NDIA Process | 1,081 | 7% | 112 | 8% | 1,193 | 7% |

³⁵⁶ Ibid.

³⁵⁷ There are 17,444 total participant complaints in prior quarters, 1,505 total participant complaints in 2023-24 Q3, and 18,949 total participant complaints as at 31 March 2024, including 509 unclassified participant complaints as at 31 March 2024.

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - NDIA Resources | 99 | 1% | 14 | 1% | 113 | 1% |
| Complaints about the Agency - NDIA Staff | 668 | 4% | 75 | 5% | 743 | 4% |
| Complaints about the Agency - NDIA Timeliness | 2,451 | 16% | 878 | 62% | 3,329 | 20% |
| Complaints about the Agency - Participation, engagement and inclusion | 52 | 0% | <11 | n/a | 52 | 0% |
| Complaints about the Agency - Provider Portal | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about the Agency - Quality & Safeguards Commission | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about the Agency - Reasonable and necessary supports | 1,168 | 7% | <11 | n/a | 1,168 | 7% |
| 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 | 302 | 2% | <11 | n/a | 302 | 2% |
| Complaints about the Agency - Timeliness | 2,952 | 19% | <11 | n/a | 2,952 | 17% |
| Complaints about the Agency - Other | 1,490 | 10% | <11 | n/a | 1,492 | 9% |
| Complaints about the Agency - Total | 15,604 | 100% | 1,422 | 100% | 17,026 | 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 | 17 | 46% | <11 | n/a | 19 | 49% |
| 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 | 37 | 100% | <11 | n/a | 39 | 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 | 83 | 19% | <11 | n/a | 84 | 18% |
| Complaints about LAC Partner - LAC Process | 51 | 12% | <11 | n/a | 54 | 12% |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 237 | 55% | 16 | 70% | 253 | 56% |
| Complaints about LAC Partner - LAC Timeliness | 53 | 12% | <11 | n/a | 56 | 12% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 432 | 100% | 23 | 100% | 455 | 100% |
| Complaints about service providers - Provider Costs | 30 | 3% | <11 | n/a | 30 | 3% |
| Complaints about service providers - Provider Finance | 66 | 8% | <11 | n/a | 76 | 8% |
| Complaints about service providers - Provider Fraud and Compliance | 72 | 8% | <11 | n/a | 78 | 8% |
| Complaints about service providers - Provider Process | 35 | 4% | <11 | n/a | 35 | 4% |
| Complaints about service providers - Provider Service | 290 | 34% | 27 | 47% | 317 | 34% |
| Complaints about service providers - Provider Staff | 155 | 18% | 15 | 26% | 170 | 18% |
| Complaints about service providers - Service Delivery | 35 | 4% | <11 | n/a | 35 | 4% |
| Complaints about service providers - Staff Conduct | 39 | 5% | <11 | n/a | 39 | 4% |
| Complaints about service providers - Supports being provided | 49 | 6% | <11 | n/a | 49 | 5% |
| Complaints about service providers - Other | 91 | 11% | <11 | n/a | 91 | 10% |
| Complaints about service providers - Total | 862 | 100% | 58 | 100% | 920 | 100% |

Table J.26 AAT Cases by category at 31 March 2024 – South Australia ³⁵⁸

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 344 | 16% | 30 | 34% | 374 | 17% |
| Plan | 1,645 | 76% | 51 | 58% | 1,696 | 76% |
| Plan Reassessment | 48 | 2% | <11 | n/a | 48 | 2% |
| Other | 118 | 5% | <11 | n/a | 125 | 6% |
| Total cases | 2,155 | 100% | 88 | 100% | 2,243 | 100% |
| Percentage of the number of active participants | n/a | 0.91% | n/a | 0.63% | n/a | 0.90% |

Figure J.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia ³⁵⁹

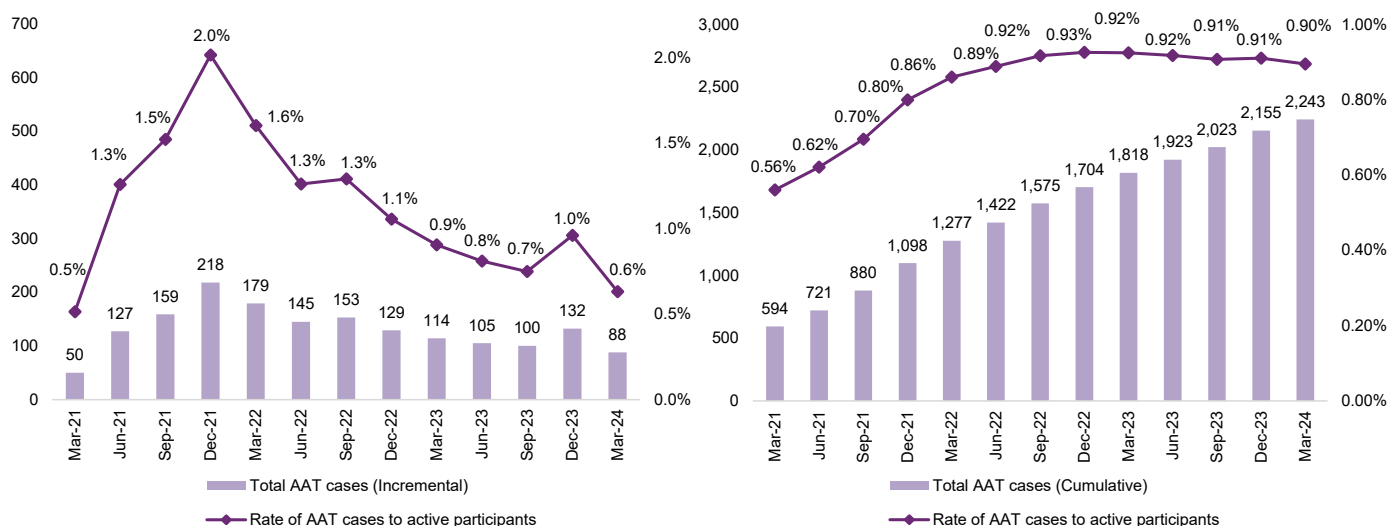


Table J.27 AAT cases by open/closed and decision – South Australia ^{360 361}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 2,243 | 2,235 |
| Open AAT Cases | 333 | 333 |
| Closed AAT Cases | 1,910 | 1,902 |
| Resolved before hearing | 1,881 | 1,873 |
| Gone to hearing and received a substantive decision | 29 | 29 |

³⁵⁸ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁵⁹ Ibid.

³⁶⁰ Of the 29 cases which went to hearing and received a substantive decision: 12 affirmed the NDIA's decision, 6 varied the NDIA's decision and 11 set aside the NDIA's decision.

³⁶¹ 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.28 AAT Supports in dispute – South Australia ^{362 363 364}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | 17 | <11 | <11 |
| Core Supports | 100 | 33 | 19 |
| Capacity Building Support | 117 | 59 | 19 |
| General Support | 28 | 12 | <11 |
| Assistive Technology | 47 | 13 | <11 |
| SDA | 22 | <11 | <11 |
| Home Modifications | 11 | <11 | <11 |
| SIL | 49 | 19 | <11 |
| Everyday Living Costs | 15 | <11 | <11 |
| Transport | 16 | <11 | <11 |
| Other | <11 | <11 | <11 |
| Total | 225 | 83 | 31 |

Table J.29 Closed AAT by outcome – South Australia

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 26 | 1% | <11 | n/a | 29 | 2% |
| Decided by Tribunal - Affirmed | 11 | 1% | <11 | n/a | 12 | 1% |
| Decided by Tribunal - Varied | <11 | n/a | <11 | n/a | <11 | 0% |
| Decided by Tribunal - Set Aside | <11 | n/a | <11 | n/a | 11 | 1% |
| Not Decided by Tribunal - Total | 1,786 | 99% | 95 | 97% | 1,881 | 98% |
| Not Decided by Tribunal - Resolved by consent | 1,268 | 70% | 65 | 66% | 1,333 | 70% |
| Not Decided by Tribunal - Withdrawn | 415 | 23% | 19 | 19% | 434 | 23% |
| Not Decided by Tribunal - No jurisdiction | 21 | 1% | <11 | n/a | 21 | 1% |
| Not Decided by Tribunal - Extension of Time Declined | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Dismissed | 79 | 4% | 11 | 11% | 90 | 5% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 1,812 | 100% | 98 | 100% | 1,910 | 100% |

³⁶² Supports in dispute data is only available for 2022-23 Q3 onwards.

³⁶³ Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.

³⁶⁴ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table J.30 Number of active providers in 2023-24 Q3 by registration status and plan management type – South Australia ^{365 366 367 368}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|--------------|---------------|-----------------|
| Agency-managed | 796 | <5 | 796 |
| Plan-managed | 1,716 | 14,563 | 16,223 |
| Self-managed | 543 | 3,871 | 4,406 |
| All plan management types | 1,889 | 16,292 | 18,124 |

Table J.31 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – South Australia ^{369 370 371 372 373}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|------------|--------------|------------------------|
| Agency-managed | 265 | 0 | 265 |
| Plan-managed | 307 | 200 | 511 |
| Self-managed | 5 | 9 | 71 |
| All management types | 577 | 209 | 846 |

³⁶⁵ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

³⁶⁶ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

³⁶⁷ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

³⁶⁸ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

³⁶⁹ Registration status is determined as at the posting date of payment.

³⁷⁰ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

³⁷¹ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

³⁷² Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

³⁷³ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figure J.5 to J.13 and in Table J.32 to Table J.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table J.32 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – South Australia

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.4% | 2.4% |
| \$5,001-\$10,000 | 7.6% | 7.3% |
| \$10,001-\$15,000 | 11.7% | 11.6% |
| \$15,001-\$20,000 | 12.2% | 12.2% |
| \$20,001-\$25,000 | 12.3% | 12.4% |
| \$25,001-\$30,000 | 5.9% | 5.9% |
| \$30,001-\$50,000 | 13.7% | 13.7% |
| \$50,001-\$100,000 | 15.6% | 15.7% |
| \$100,001-\$150,000 | 6.0% | 6.1% |
| \$150,001-\$200,000 | 3.1% | 3.1% |
| \$200,001-\$250,000 | 1.9% | 1.9% |
| \$250,001+ | 7.5% | 7.7% |

Table J.33 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – South Australia

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 2.5% | 2.5% |
| \$5,001-\$10,000 | 8.0% | 7.8% |
| \$10,001-\$15,000 | 12.4% | 12.3% |
| \$15,001-\$20,000 | 12.9% | 13.0% |
| \$20,001-\$25,000 | 13.0% | 13.2% |
| \$25,001-\$30,000 | 6.3% | 6.2% |
| \$30,001-\$50,000 | 14.5% | 14.5% |
| \$50,001-\$100,000 | 16.5% | 16.6% |
| \$100,001-\$150,000 | 6.3% | 6.4% |
| \$150,001-\$200,000 | 3.1% | 3.1% |
| \$200,001-\$250,000 | 1.6% | 1.7% |
| \$250,001+ | 2.7% | 2.8% |

Figure J.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – South Australia

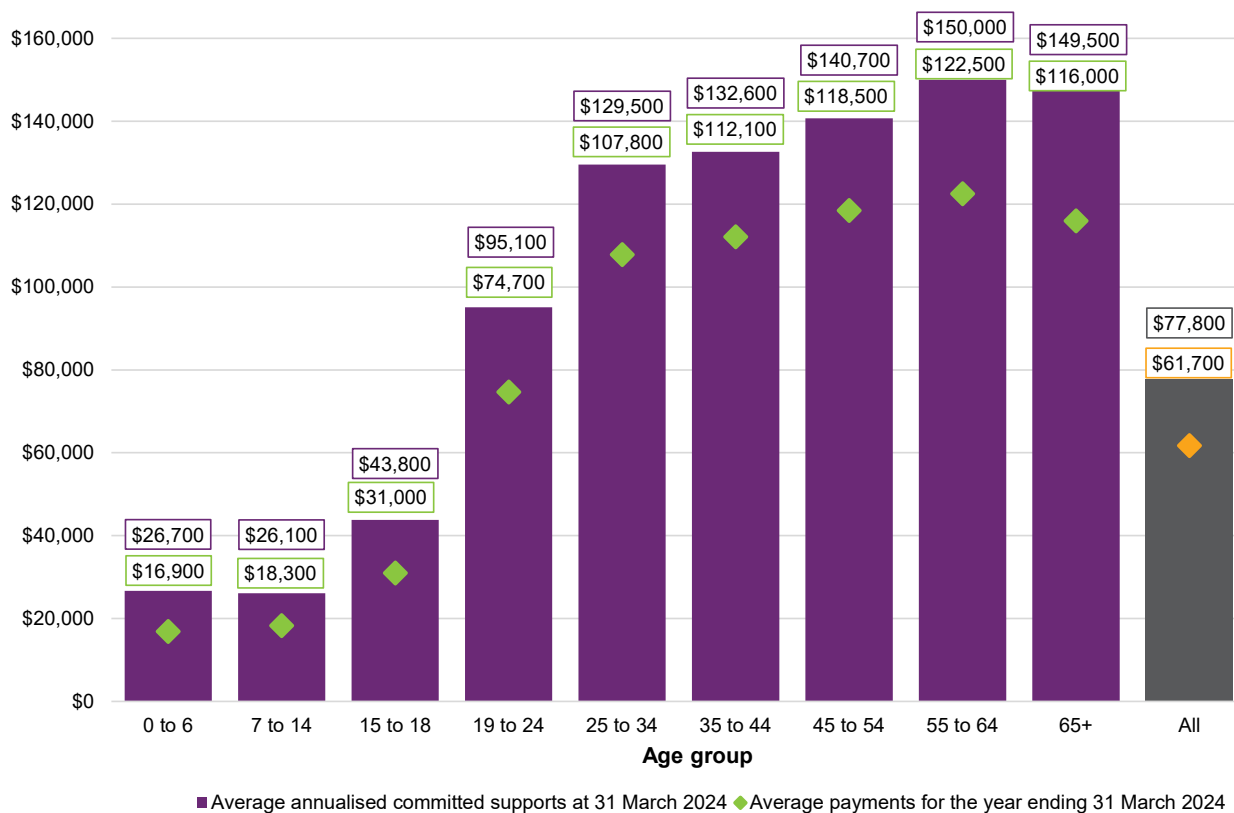


Figure J.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – South Australia



Figure J.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – South Australia

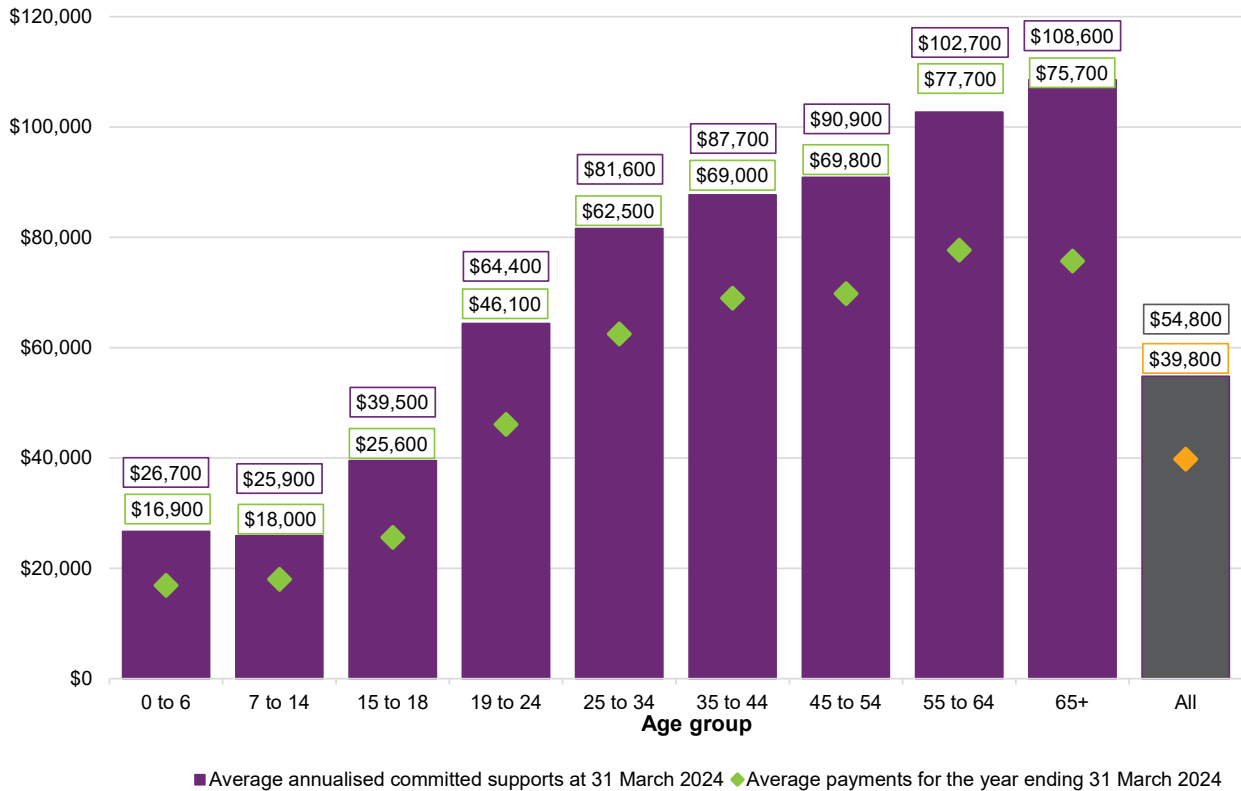


Figure J.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – South Australia

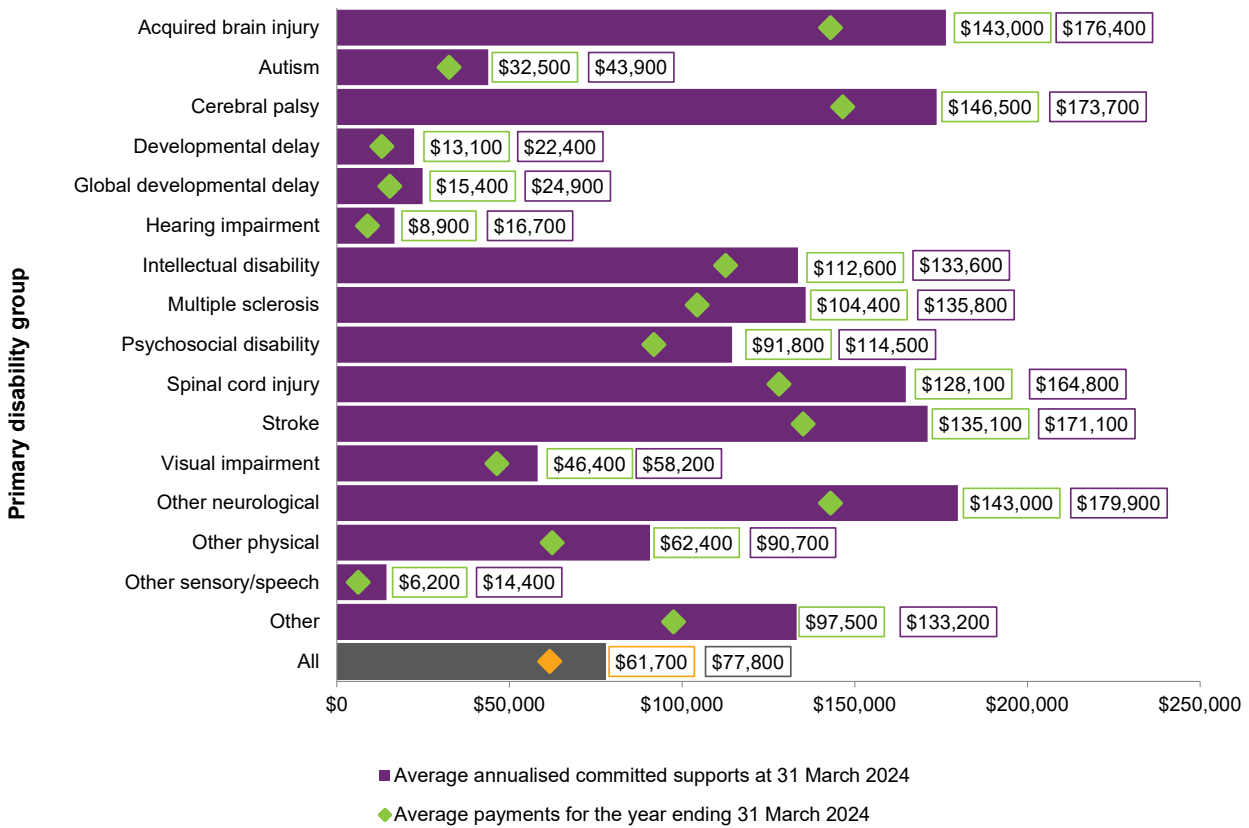


Figure J.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – South Australia

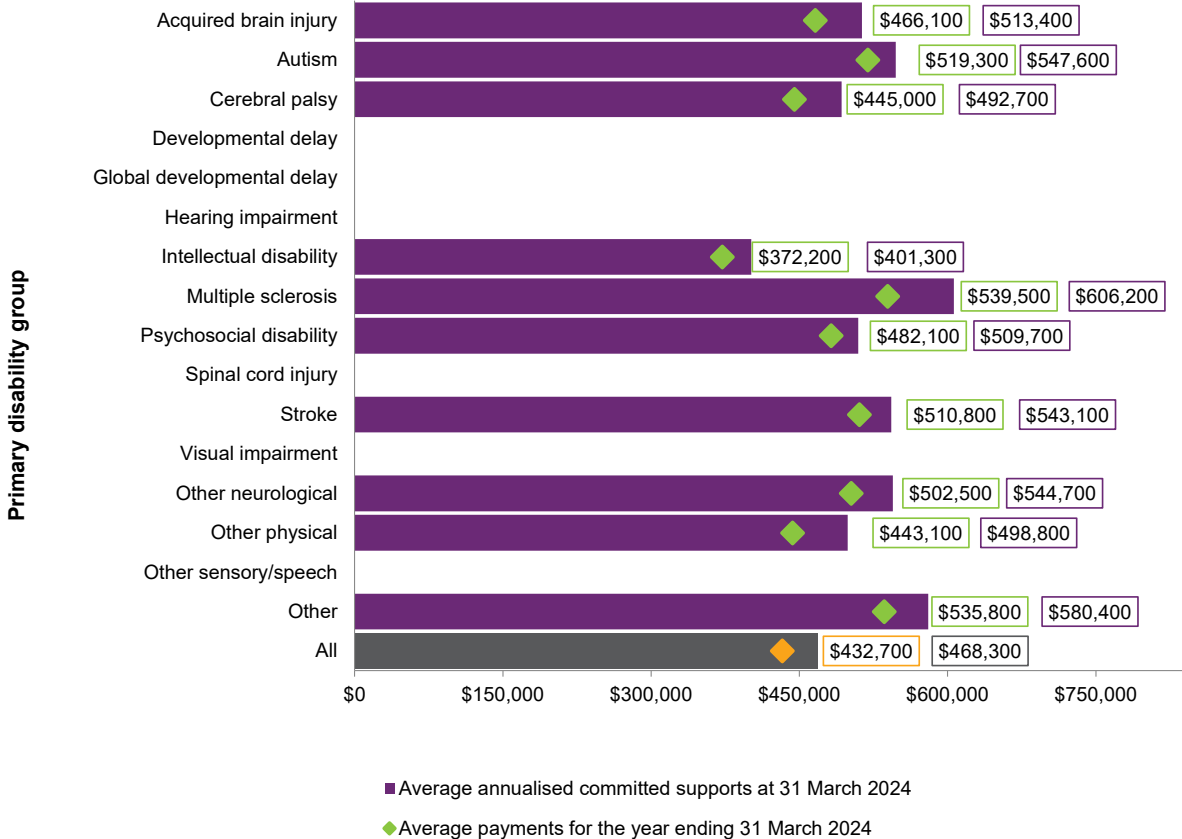


Figure J.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – South Australia

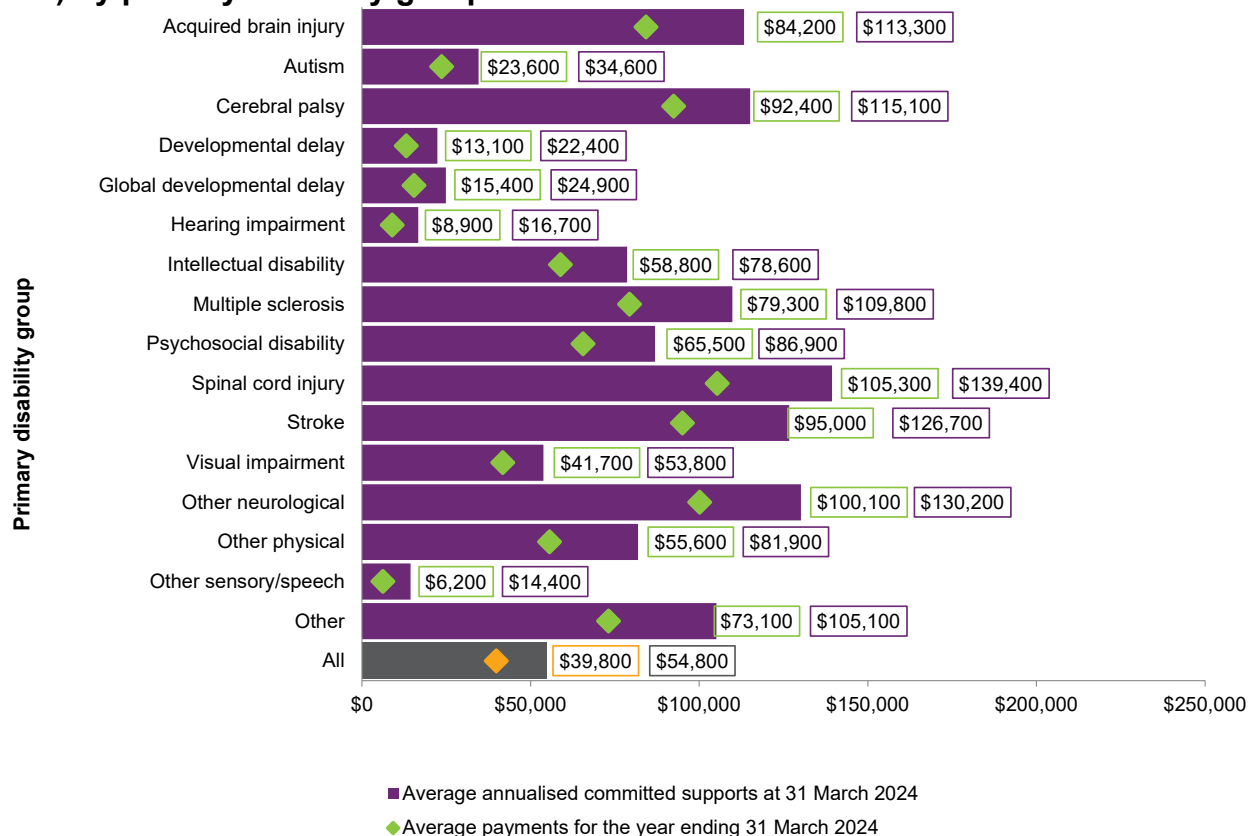


Figure J.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – South Australia

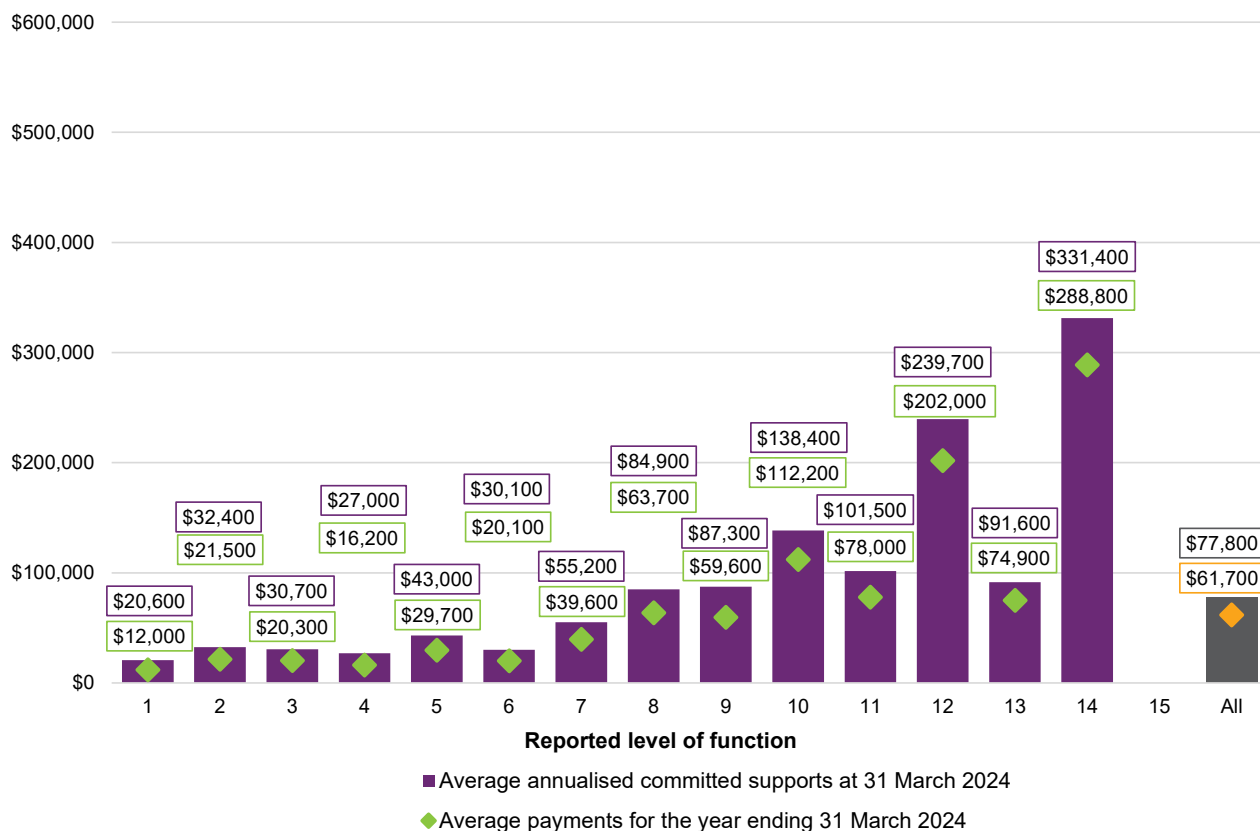


Figure J.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – South Australia

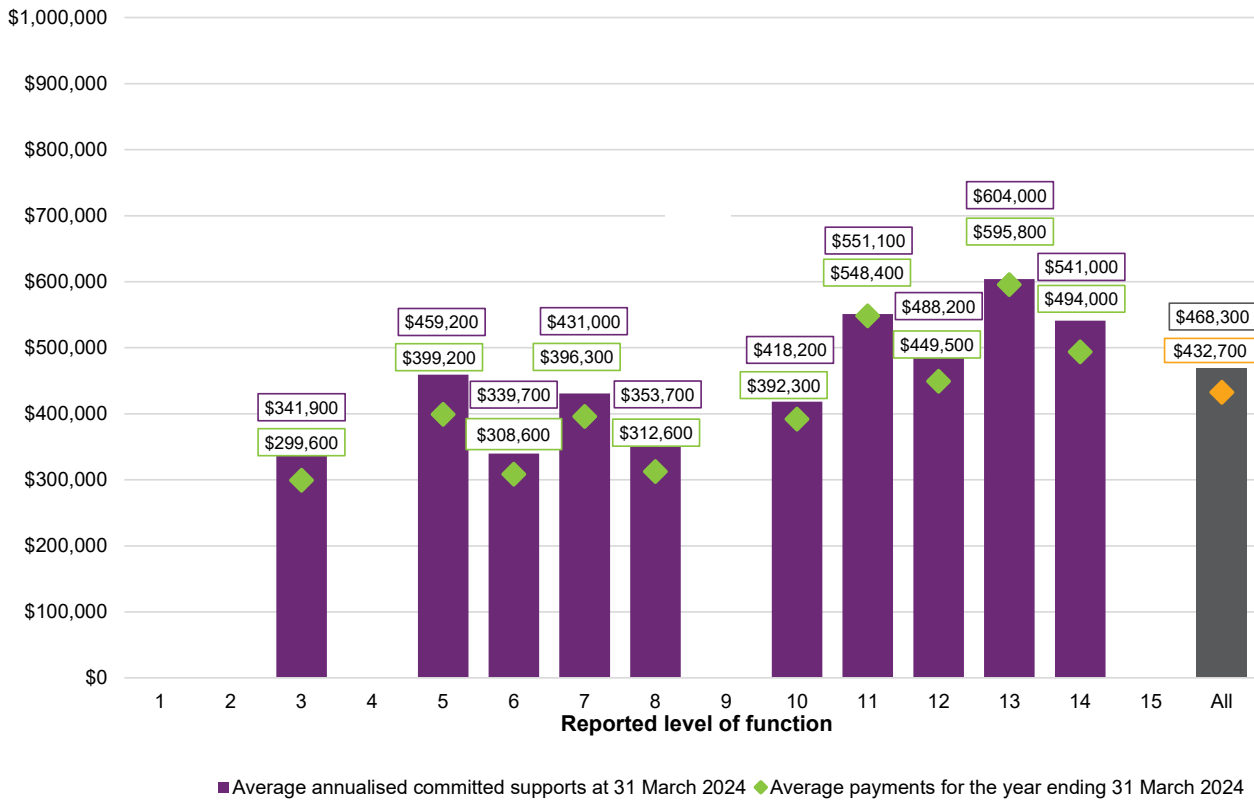


Figure J.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – South Australia

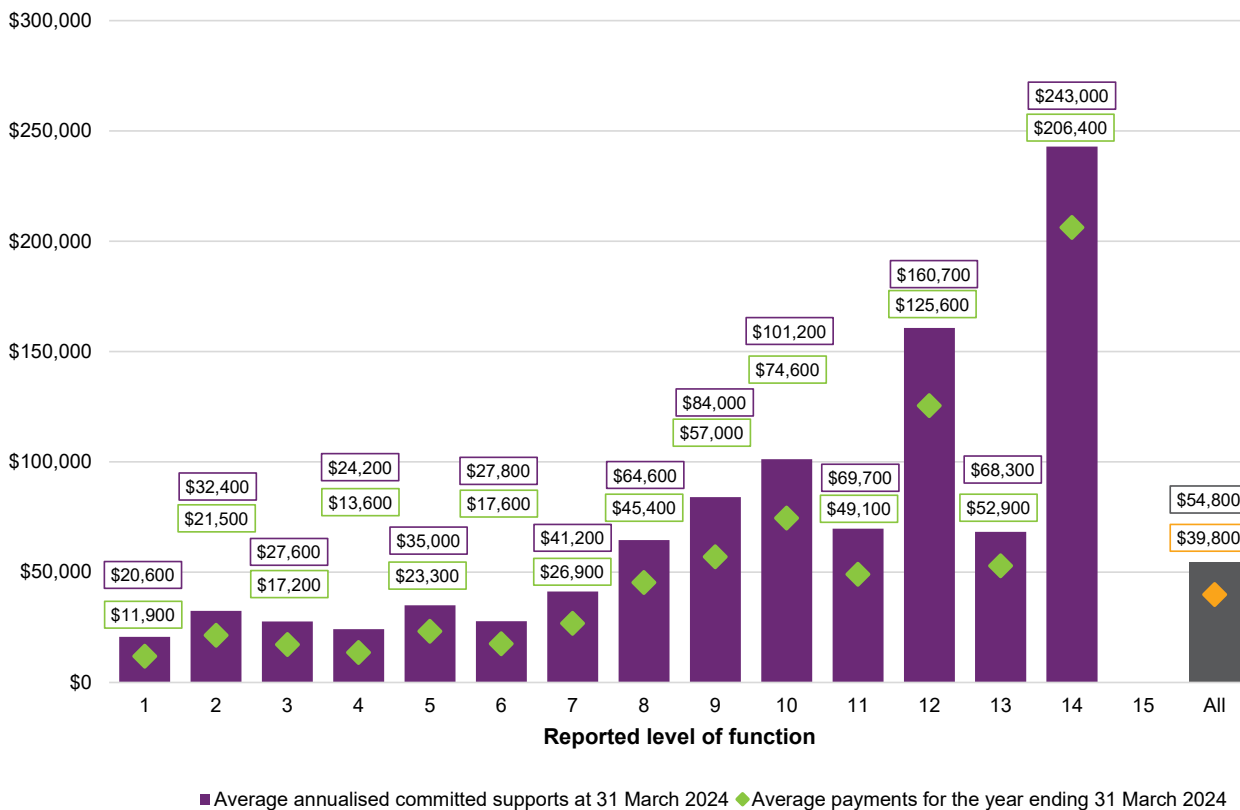


Table J.34 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – South Australia ^{374 375}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 1,876.3 | 2,235.0 |
| Core: Consumables | 59.1 | 74.9 |
| Core: Social and Civic | 639.2 | 819.3 |
| Core: Transport | 44.2 | 40.8 |
| Capacity Building: Choice and Control | 53.4 | 59.8 |
| Capacity Building: Daily Activities | 423.6 | 662.7 |
| Capacity Building: Employment | 11.1 | 33.1 |
| Capacity Building: Health and Wellbeing | 1.8 | 4.0 |
| Capacity Building: Home Living | 0.02 | 0.2 |
| Capacity Building: Lifelong learning | 0.05 | 0.2 |
| Capacity Building: Relationships | 54.5 | 108.4 |
| Capacity Building: Social and Civic | 8.1 | 23.2 |
| Capacity Building: Support Coordination | 83.1 | 114.4 |
| Capital: Assistive Technology | 44.9 | 115.5 |
| Capital: Home Modifications | 31.6 | 53.2 |
| All | 3,330.8 | 4,344.7 |

³⁷⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

³⁷⁵ Total payments for home modifications in South Australia were \$31.6 million. Of which, \$23.8 million (75%) has been paid for specialised disability accommodation (SDA) supports, and \$7.8 million (25%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$53.2 million. Of which, \$39.6 million (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.6 million (26%) has been allocated for non-SDA supports.

Table J.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – South Australia ^{376 377}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 1,045.6 | 1,081.2 |
| Core: Consumables | 10.4 | 11.9 |
| Core: Social and Civic | 139.7 | 199.6 |
| Core: Transport | 4.3 | 7.1 |
| Capacity Building: Choice and Control | 4.2 | 4.3 |
| Capacity Building: Daily Activities | 30.7 | 39.1 |
| Capacity Building: Employment | 0.3 | 1.1 |
| Capacity Building: Health and Wellbeing | 0.2 | 0.5 |
| Capacity Building: Home Living | n/a | n/a |
| Capacity Building: Lifelong learning | 0.005 | 0.03 |
| Capacity Building: Relationships | 24.4 | 42.9 |
| Capacity Building: Social and Civic | 0.2 | 0.6 |
| Capacity Building: Support Coordination | 16.7 | 21.9 |
| Capital: Assistive Technology | 7.2 | 15.3 |
| Capital: Home Modifications | 18.5 | 31.1 |
| All | 1,302.4 | 1,456.8 |

³⁷⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

³⁷⁷ Total payments for home modifications in South Australia were \$18.5 million. Of which, \$18.05 million (97.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.47 million (2.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$31.1 million. Of which, \$30.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) 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 March 2024 (\$m) – South Australia ^{378 379}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 830.6 | 1,153.7 |
| Core: Consumables | 48.7 | 63.0 |
| Core: Social and Civic | 499.5 | 619.7 |
| Core: Transport | 39.9 | 33.7 |
| Capacity Building: Choice and Control | 49.2 | 55.5 |
| Capacity Building: Daily Activities | 392.9 | 623.7 |
| Capacity Building: Employment | 10.8 | 32.0 |
| Capacity Building: Health and Wellbeing | 1.6 | 3.5 |
| Capacity Building: Home Living | 0.02 | 0.2 |
| Capacity Building: Lifelong learning | 0.04 | 0.1 |
| Capacity Building: Relationships | 30.2 | 65.5 |
| Capacity Building: Social and Civic | 7.8 | 22.6 |
| Capacity Building: Support Coordination | 66.3 | 92.6 |
| Capital: Assistive Technology | 37.7 | 100.1 |
| Capital: Home Modifications | 13.1 | 22.1 |
| All | 2,028.4 | 2,887.9 |

Table J.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ³⁸⁰

| 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 | 48.4 | 102.2 | 186.8 | 370.6 | 1,158.4 | 2,123.7 | 2,770.3 | 3,169.7 | 3,924.5 | 3,316.6 |
| Total Paid | 5.7 | 29.6 | 63.1 | 104.8 | 221.6 | 793.4 | 1,490.7 | 1,999.7 | 2,417.9 | 2,956.3 | 2,418.7 |
| % utilised to date | 54% | 61% | 62% | 56% | 60% | 68% | 70% | 72% | 76% | 75% | 73% |

Table J.38 Percentage change in plan budgets for active participants – South Australia

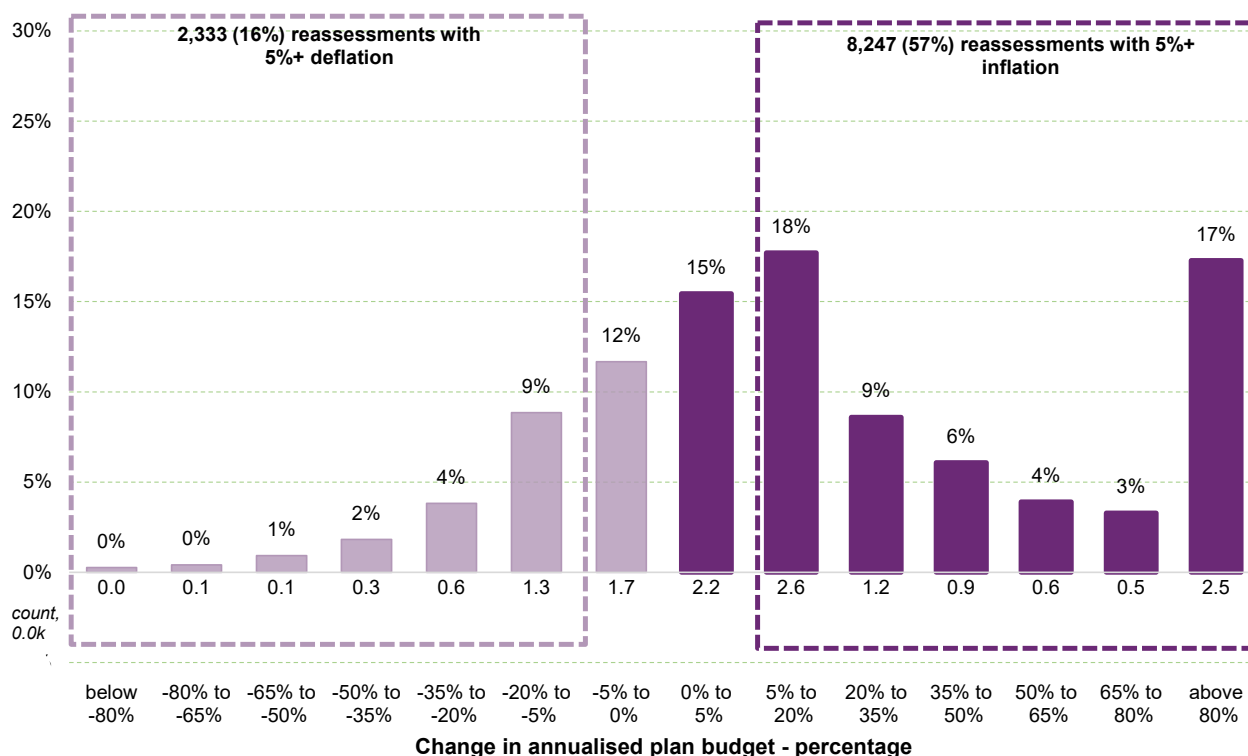
| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Intraplan Inflation | 6.7% | 9.3% | 13.2% | 8.9% | 10.1% | 9.6% | 10.9% | 8.2% | 7.3% |
| Interplan Inflation | -0.6% | 3.5% | 8.6% | 9.1% | 8.2% | 9.7% | 6.2% | 3.1% | 0.7% |
| Total Inflation | 6.1% | 12.8% | 21.9% | 18.0% | 18.3% | 19.3% | 17.1% | 11.3% | 7.9% |

³⁷⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

³⁷⁹ Total payments for home modifications in South Australia were \$13.1 million. Of which, \$5.7 million (44%) has been paid for specialised disability accommodation (SDA) supports, and \$7.3 million (56%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.1 million. Of which, \$9.0 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.1 million (59%) has been allocated for non-SDA supports.

³⁸⁰ 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 March 2024) - all participants – South Australia ^{381 382}



³⁸¹ 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.

³⁸² The lower number of plan reassessments in the March 2024 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry, by service previously received and entry type – Tasmania

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|------------|---------------|
| Access decisions | 17,583 | 334 | 17,917 |
| Active Eligible - Total | 13,928 | 262 | 14,190 |
| Active Eligible - New | 9,591 | 254 | 9,845 |
| Active Eligible - State | 2,891 | <11 | 2,895 |
| Active Eligible - Commonwealth | 1,446 | <11 | 1,450 |
| Active Participant Plans - Total | 13,751 | 196 | 13,947 |
| Active Participant Plans - New | 9,423 | 195 | 9,618 |
| Active Participant Plans - State | 2,885 | <11 | 2,885 |
| Active Participant Plans - Commonwealth | 1,443 | <11 | 1,444 |
| Active Participant Plans - Total | 13,751 | 196 | 13,947 |
| Active Participant Plans - Early Intervention (s25) | 3,870 | 114 | 3,984 |
| Active Participant Plans - Permanent Disability (s24) | 9,881 | 82 | 9,963 |

Table K.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Tasmania

| People leaving the Scheme | Total |
|--|--------------|
| Number of people who have left the Scheme | 1,113 |
| Early Intervention participants | 392 |
| Permanent disability participants | 721 |

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 | 2,537 | 97% | 1,167 | 97% | 193 | 100% | 3,897 | 97% |
| 7 to 14 | 2,034 | 90% | 1,025 | 90% | 148 | 89% | 3,207 | 90% |
| 15 to 18 | 997 | 91% | 593 | 89% | 53 | 95% | 1,643 | 91% |
| 19 to 24 | 548 | 86% | 363 | 83% | 37 | 90% | 948 | 85% |
| 25 to 34 | 473 | 84% | 408 | 77% | 27 | 73% | 908 | 80% |
| 35 to 44 | 597 | 83% | 561 | 77% | 11 | 65% | 1,169 | 80% |
| 45 to 54 | 785 | 83% | 780 | 74% | 36 | 80% | 1,601 | 78% |
| 55 to 64 | 1,045 | 82% | 933 | 71% | 48 | 77% | 2,026 | 77% |
| 65+ | 35 | 65% | 35 | 52% | <11 | n/a | 71 | 57% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 9,051 | 89% | 5,865 | 82% | 554 | 89% | 15,470 | 86% |

Table K.4 Assessment of access by primary disability group and gender – Tasmania ³⁸³

| 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 | 356 | 93% | 172 | 88% | 12 | 86% | 540 | 91% |
| Autism | 3,386 | 96% | 1,521 | 98% | 258 | 94% | 5,165 | 97% |
| Cerebral palsy | 244 | 95% | 214 | 97% | 15 | 100% | 473 | 96% |
| Developmental delay | 855 | 97% | 390 | 96% | 88 | 100% | 1,333 | 97% |
| Global developmental delay | 187 | 99% | 68 | 100% | <11 | n/a | 263 | 99% |
| Hearing impairment | 258 | 90% | 247 | 87% | 17 | 94% | 522 | 89% |
| Intellectual disability | 1,771 | 95% | 1,397 | 94% | 61 | 94% | 3,229 | 94% |
| Multiple sclerosis | 89 | 90% | 312 | 92% | <11 | n/a | 408 | 91% |
| Psychosocial disability | 653 | 71% | 575 | 61% | 28 | 60% | 1,256 | 65% |
| Spinal cord injury | 103 | 94% | 44 | 92% | <11 | n/a | 149 | 94% |
| Stroke | 116 | 85% | 99 | 84% | 11 | 100% | 226 | 85% |
| Visual impairment | 119 | 93% | 108 | 85% | <11 | n/a | 233 | 89% |
| Other neurological | 363 | 84% | 296 | 85% | 18 | 90% | 677 | 85% |
| Other physical | 273 | 59% | 236 | 43% | <11 | n/a | 514 | 51% |
| Other sensory/speech | 30 | 41% | 14 | 45% | <11 | n/a | 44 | 42% |
| Other | 183 | 54% | 120 | 35% | 15 | 58% | 318 | 45% |
| Missing | 65 | 87% | 52 | 72% | <11 | n/a | 120 | 80% |
| Total | 9,051 | 89% | 5,865 | 82% | 554 | 89% | 15,470 | 86% |

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

³⁸³ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table K.5 Participant profile per quarter by participants identifying as First Nations Peoples – Tasmania ³⁸⁴

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| First Nations Participants | 1,368 | 10% | 29 | 15% | 1,397 | 10% |
| Non-First Nations Participants | 10,124 | 74% | 151 | 77% | 10,275 | 74% |
| Not Stated | 2,259 | 16% | 16 | 8% | 2,275 | 16% |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 100% |

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ³⁸⁵

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Culturally and linguistically diverse | 353 | 3% | <11 | n/a | 359 | 3% |
| Not culturally and linguistically diverse | 9,661 | 70% | 168 | 86% | 9,829 | 70% |
| Not stated | 3,737 | 27% | 22 | 11% | 3,759 | 27% |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 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 March 2024 – Tasmania ³⁸⁶

| Age group | Total number of active participants |
|--------------------------------|-------------------------------------|
| Under 45 | <11 |
| 45 to 54 | <11 |
| 55 to 64 | 24 |
| Total YPIRAC (under 65) | 32 |

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ³⁸⁷

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | -1 | 32 |

³⁸⁴ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

³⁸⁵ The number of CALD participants excludes participants who identify as First Nations Peoples.

³⁸⁶ There are a further 42 active participants aged 65 years or over who are currently in residential aged care.

³⁸⁷ 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 ³⁸⁸

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Major cities | <11 | n/a | <11 | n/a | <11 | n/a |
| Population > 50,000 | 9,006 | 65% | 137 | 70% | 9,143 | 66% |
| Population between 15,000 and 50,000 | 2,470 | 18% | 31 | 16% | 2,501 | 18% |
| Population between 5,000 and 15,000 | 63 | 0% | <11 | n/a | 64 | 0% |
| Population less than 5,000 | 2,045 | 15% | 27 | 14% | 2,072 | 15% |
| Remote | 138 | 1% | <11 | n/a | 138 | 1% |
| Very Remote | 29 | 0% | <11 | n/a | 29 | 0% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 100% |

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{389 390 391}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 4,928 | 36% | 55 | 28% | 4,983 | 36% |
| Intellectual disability | 2,996 | 22% | 14 | 7% | 3,010 | 22% |
| Developmental delay | 943 | 7% | 69 | 35% | 1,012 | 7% |
| Psychosocial disability | 1,150 | 8% | <11 | n/a | 1,159 | 8% |
| Hearing impairment | 486 | 4% | <11 | n/a | 495 | 4% |
| Other neurological | 499 | 4% | <11 | n/a | 507 | 4% |
| Other physical | 408 | 3% | <11 | n/a | 411 | 3% |
| Acquired brain injury | 474 | 3% | <11 | n/a | 476 | 3% |
| Cerebral palsy | 433 | 3% | <11 | n/a | 435 | 3% |
| Global developmental delay | 209 | 2% | <11 | n/a | 215 | 2% |
| Multiple sclerosis | 379 | 3% | <11 | n/a | 381 | 3% |
| Visual impairment | 210 | 2% | <11 | n/a | 212 | 2% |
| Other | 278 | 2% | <11 | n/a | 286 | 2% |
| Stroke | 183 | 1% | <11 | n/a | 190 | 1% |
| Spinal cord Injury | 138 | 1% | <11 | n/a | 138 | 1% |
| Other sensory/speech | 37 | 0% | <11 | n/a | 37 | 0% |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 100% |

³⁸⁸ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

³⁸⁹ Table order based on national proportions in Supplement E (highest to lowest).

³⁹⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁹¹ Down syndrome is included in intellectual disability, representing 2% (304) of all Scheme participants in Tasmania.

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{392 393}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 163 | 16% | <11 | n/a | 163 | 16% |
| Intellectual disability | 444 | 43% | <11 | n/a | 445 | 43% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 148 | 14% | <11 | n/a | 148 | 14% |
| Hearing impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other neurological | 65 | 6% | <11 | n/a | 65 | 6% |
| Other physical | <11 | n/a | <11 | n/a | <11 | n/a |
| Acquired brain injury | 88 | 8% | <11 | n/a | 88 | 8% |
| Cerebral palsy | 69 | 7% | <11 | n/a | 69 | 7% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 13 | 1% | <11 | n/a | 13 | 1% |
| Visual impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Stroke | 21 | 2% | <11 | n/a | 23 | 2% |
| 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 | 1,044 | 100% | <11 | n/a | 1,047 | 100% |

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ³⁹⁴

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 4,765 | 37% | 55 | 28% | 4,820 | 37% |
| Intellectual disability | 2,552 | 20% | 13 | 7% | 2,565 | 20% |
| Developmental delay | 943 | 7% | 69 | 36% | 1,012 | 8% |
| Psychosocial disability | 1,002 | 8% | <11 | n/a | 1,011 | 8% |
| Hearing impairment | 486 | 4% | <11 | n/a | 495 | 4% |
| Other neurological | 434 | 3% | <11 | n/a | 442 | 3% |
| Other physical | 399 | 3% | <11 | n/a | 402 | 3% |
| Acquired brain injury | 386 | 3% | <11 | n/a | 388 | 3% |
| Cerebral palsy | 364 | 3% | <11 | n/a | 366 | 3% |
| Global developmental delay | 209 | 2% | <11 | n/a | 215 | 2% |
| Multiple sclerosis | 366 | 3% | <11 | n/a | 368 | 3% |
| Visual impairment | 204 | 2% | <11 | n/a | 206 | 2% |
| Other | 270 | 2% | <11 | n/a | 278 | 2% |
| Stroke | 162 | 1% | <11 | n/a | 167 | 1% |
| Spinal cord Injury | 128 | 1% | <11 | n/a | 128 | 1% |
| Other sensory/speech | 37 | 0% | <11 | n/a | 37 | 0% |
| Total | 12,707 | 100% | 193 | 100% | 12,900 | 100% |

³⁹² 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.

³⁹³ Down syndrome is included in intellectual disability, representing 6% (68) of participants in SIL.

³⁹⁴ 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 ³⁹⁵

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 1 (High Function) | 1,268 | 9.2% | 68 | 35% | 1,336 | 10% |
| 2 (High Function) | 30 | 0.2% | <11 | n/a | 30 | 0% |
| 3 (High Function) | 599 | 4.4% | 26 | 13% | 625 | 4% |
| 4 (High Function) | 781 | 5.7% | <11 | n/a | 781 | 6% |
| 5 (High Function) | 913 | 6.6% | 15 | 8% | 928 | 7% |
| 6 (Moderate Function) | 3,042 | 22.1% | 19 | 10% | 3,061 | 22% |
| 7 (Moderate Function) | 881 | 6.4% | <11 | n/a | 887 | 6% |
| 8 (Moderate Function) | 802 | 5.8% | <11 | n/a | 807 | 6% |
| 9 (Moderate Function) | 93 | 0.7% | <11 | n/a | 93 | 1% |
| 10 (Moderate Function) | 1,289 | 9.4% | 12 | 6% | 1,301 | 9% |
| 11 (Low Function) | 394 | 2.9% | <11 | n/a | 396 | 3% |
| 12 (Low Function) | 1,957 | 14.2% | 17 | 9% | 1,974 | 14% |
| 13 (Low Function) | 851 | 6.2% | <11 | n/a | 856 | 6% |
| 14 (Low Function) | 212 | 1.5% | <11 | n/a | 212 | 2% |
| 15 (Low Function) | <11 | n/a | <11 | n/a | <11 | n/a |
| Missing | 630 | 4.6% | 21 | 11% | 651 | 5% |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 100% |

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

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 0 to 6 | 1,568 | 11% | 96 | 49% | 1,664 | 12% |
| 7 to 14 | 3,218 | 23% | 42 | 21% | 3,260 | 23% |
| 15 to 18 | 1,348 | 10% | <11 | n/a | 1,354 | 10% |
| 19 to 24 | 1,460 | 11% | <11 | n/a | 1,463 | 10% |
| 25 to 34 | 1,604 | 12% | 11 | 6% | 1,615 | 12% |
| 35 to 44 | 1,046 | 8% | <11 | n/a | 1,050 | 8% |
| 45 to 54 | 1,293 | 9% | 11 | 6% | 1,304 | 9% |
| 55 to 64 | 1,525 | 11% | 19 | 10% | 1,544 | 11% |
| 65+ | 689 | 5% | <11 | n/a | 693 | 5% |
| Total | 13,751 | 100% | 196 | 100% | 13,947 | 100% |

Table K.15 Participation rates by age group and gender at 31 March 2024 – Tasmania ³⁹⁶

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 4.7% | 2.5% | 3.9% |
| 7 to 14 | 7.8% | 3.9% | 6.2% |
| 15 to 18 | 5.8% | 3.3% | 4.9% |
| 19 to 24 | 4.6% | 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% |

³⁹⁵ The higher number of Missing level of function is attributed to adaptation to the new computer system and integration of new processes.

³⁹⁶ 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.

Table K.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Tasmania ^{397 398}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | n/a | n/a | n/a |
| Health & Wellbeing | 6% | n/a | 6% |
| Lifelong Learning | 5% | n/a | 5% |
| Other | n/a | n/a | n/a |
| Non-categorised | 5% | n/a | 5% |
| Any mainstream service | 14% | n/a | 14% |

Table K.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Tasmania ³⁹⁹

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 7% | 6% | 6% |
| Daily life | 19% | 20% | 19% |
| Health and wellbeing | 77% | 77% | 77% |
| Learning | 30% | 36% | 31% |
| Relationships | 4% | 3% | 3% |
| Social and community activities | 10% | 10% | 10% |
| Where I live | 2% | 2% | 2% |
| Work | 4% | 3% | 4% |
| Unknown | 6% | 2% | 6% |
| Any mainstream service | 96% | 94% | 96% |

³⁹⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

³⁹⁸ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

³⁹⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Two: Participant and family/carer outcomes

Note: In Tables K.18 to K.22 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 K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,083), 'participant social and community engagement rate' (n=1,100), 'parent and carer employment rate' (n=1,059) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=646) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - Tasmania ⁴⁰⁰

| 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% | 23% | 30% | 26% |
| Participant employment rate - Aged 35 to 44 years | 22% | 23% | 19% | 26% |
| Participant employment rate - Aged 45 to 54 years | 20% | 17% | 19% | 26% |
| Participant employment rate - Aged 55 to 64 years | 17% | 14% | 14% | 26% |
| Participant employment rate - Aged 65+ years | 15% | 12% | 11% | 26% |
| Participant employment rate - Aged 25 to 64 years | 20% | 18% | 19% | 26% |
| Participant employment rate - Aged 15 to 64 years | 18% | 17% | 17% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 22% | 23% | 23% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 28% | 30% | 31% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 30% | 36% | 32% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 32% | 29% | 32% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 30% | 32% | 34% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 28% | 34% | 33% | 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% | 41% | 36% | 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% |

⁴⁰⁰ 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 March 2022 and have had a second plan reassessment to date.

Table K.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=789), ‘participant social and community engagement rate’ (n=797), ‘parent and carer employment rate’ (n=619) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=531) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Tasmania
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| Age group | Baseline | R1 | R2 | R3 | 2023-24 Target |
|--|----------|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 5% | 8% | 10% | 14% | 26% |
| Participant employment rate - Aged 25 to 34 years | 25% | 26% | 12% | 25% | 26% |
| Participant employment rate - Aged 35 to 44 years | 29% | 32% | 19% | 28% | 26% |
| Participant employment rate - Aged 45 to 54 years | 26% | 30% | 25% | 21% | 26% |
| Participant employment rate - Aged 55 to 64 years | 16% | 20% | 15% | 13% | 26% |
| Participant employment rate - Aged 65+ years | 7% | 0% | 5% | 7% | 26% |
| Participant employment rate - Aged 25 to 64 years | 24% | 27% | 18% | 21% | 26% |
| Participant employment rate - Aged 15 to 64 years | 18% | 21% | 15% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 29% | 28% | 31% | 34% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 25% | 32% | 26% | 32% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 34% | 38% | 43% | 43% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 31% | 39% | 36% | 39% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 36% | 45% | 39% | 44% | 46% |
| Participant social and community engagement rate - Aged 65+ years | 29% | 29% | 38% | 36% | 46% |
| Participant social and community engagement rate - Aged 25+ years | 32% | 39% | 37% | 40% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 31% | 36% | 35% | 38% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 35% | 38% | 38% | 42% | 50% |
| Parent and carer employment rate - Aged 15+ years | 38% | 42% | 37% | 41% | 50% |
| Parent and carer employment rate - All ages | 37% | 39% | 38% | 42% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 56% | 62% | 59% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 77% | 80% | 84% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 72% | 74% | 77% | 75% |

⁴⁰¹ 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 March 2021 and have had a third plan reassessment to date.

Table K.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=431), ‘participant social and community engagement rate’ (n=431), ‘parent and carer employment rate’ (n=301) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=335) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Tasmania ⁴⁰²

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 3% | 6% | 9% | 13% | 19% | 26% |
| Participant employment rate - Aged 25 to 34 years | 30% | 31% | 32% | 24% | 25% | 26% |
| Participant employment rate - Aged 35 to 44 years | 27% | 30% | 27% | 39% | 22% | 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 | 23% | 25% | 25% | 19% | 14% | 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 | 25% | 27% | 26% | 24% | 19% | 26% |
| Participant employment rate - Aged 15 to 64 years | 18% | 19% | 18% | 18% | 19% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 23% | 26% | 27% | 26% | 30% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 33% | 36% | 34% | 24% | 33% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 39% | 45% | 33% | 43% | 43% | 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% | 44% | 45% | 38% | 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% | 38% | 36% | 38% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 31% | 35% | 33% | 31% | 35% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 46% | 48% | 51% | 47% | 48% | 50% |
| Parent and carer employment rate - Aged 15+ years | 52% | 51% | 46% | 62% | 52% | 50% |
| Parent and carer employment rate - All ages | 49% | 49% | 49% | 55% | 50% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 51% | 61% | 65% | 66% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 78% | 78% | 87% | 82% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 69% | 73% | 74% | 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 March 2021 and have had a third plan reassessment to date.

Table K.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=163), ‘participant social and community engagement rate’ (n=163), ‘parent and carer employment rate’ (n=107) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=160) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Tasmania ⁴⁰³

| 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 | 29% | 28% | 31% | 29% | 10% | 27% | 26% |
| Participant employment rate - Aged 15 to 64 years | 19% | 18% | 17% | 24% | 22% | 26% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 29% | 29% | 38% | 37% | 32% | 34% | 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 | 33% | 28% | 31% | 44% | 40% | 36% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 31% | 28% | 35% | 40% | 36% | 35% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | n/a | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - Aged 15+ years | n/a | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - All ages | 45% | 50% | 57% | 53% | 46% | 51% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 45% | 52% | 53% | 56% | 64% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 62% | 73% | 78% | 96% | 86% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 51% | 57% | 58% | 63% | 70% | 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 March 2019 and have had a fifth plan reassessment to date.

Table K.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=53), ‘participant social and community engagement rate’ (n=55), ‘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=45) 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 March 2018 - Tasmania ⁴⁰⁴

| 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 | 61% | 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 | 69% | 66% | 65% | 71% | 67% | 73% | 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 March 2018 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table K.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n<20 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 33 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 44 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 414 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 377 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 594 in 2023-24 Q3) – Tasmania ⁴⁰⁵ ⁴⁰⁶

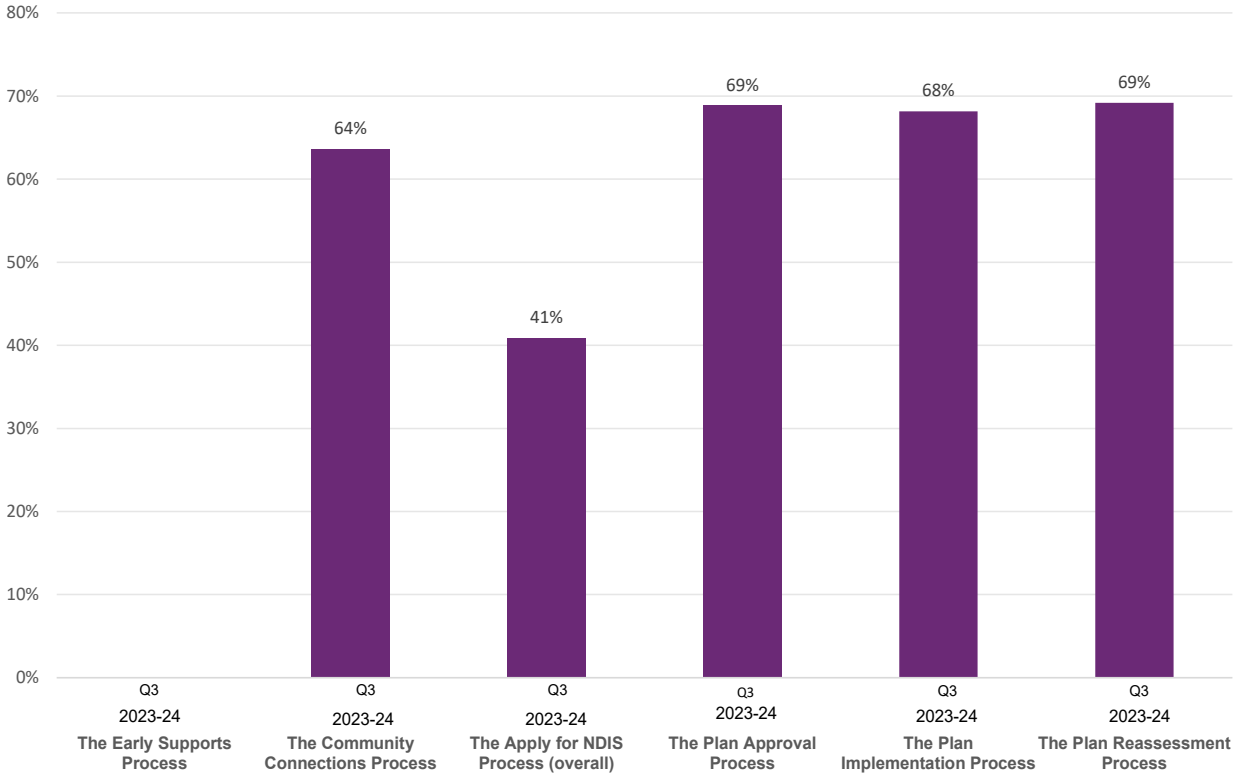
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | n/a |
| Early Supports - Were decisions and outcomes explained to you? | n/a | n/a |
| Early Supports - Were your questions and concerns acknowledged? | n/a | n/a |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | n/a |
| Community Connections - Was information easy to understand? | n/a | 81% |
| Community Connections - Was communication in your preferred format? | n/a | 84% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 70% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 76% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 67% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 48% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 90% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 76% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 64% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 93% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 48% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 45% |
| Plan Approval - Were you treated with respect? | n/a | 95% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 80% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 84% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 84% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 63% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 70% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 84% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 64% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 67% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 61% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 66% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 62% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 86% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 69% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 70% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 72% |
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 64% |

⁴⁰⁵ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

⁴⁰⁶ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 67% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 68% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 75% |

Figure K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{407 408}



Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table K.24 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table K.25 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

⁴⁰⁷ Ibid.

⁴⁰⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table K.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania ⁴⁰⁹ ⁴¹⁰
411

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | Total | Number of unique complainants |
|---|----------------|------------|--------------|-------------------------------|
| People who have submitted an access request: Complaint about Early Connections Partner | 14 | <11 | 16 | 13 |
| People who have submitted an access request: Complaint about LAC Partner | 60 | <11 | 64 | 59 |
| People who have submitted an access request: Complaints about service providers | 208 | 11 | 219 | 181 |
| People who have submitted an access request: Complaints about the Agency | 3,075 | 274 | 3,349 | 1,866 |
| People who have submitted an access request: Unclassified | 40 | <11 | 40 | 36 |
| People who have submitted an access request: Total | 3,397 | 291 | 3,688 | 2,016 |
| Percentage of the number of active participants | 5.8% | 8.4% | 6.0% | n/a |
| Total PCIs | 613 | 88 | 701 | n/a |

⁴⁰⁹ Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

⁴¹⁰ 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.

⁴¹¹ From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

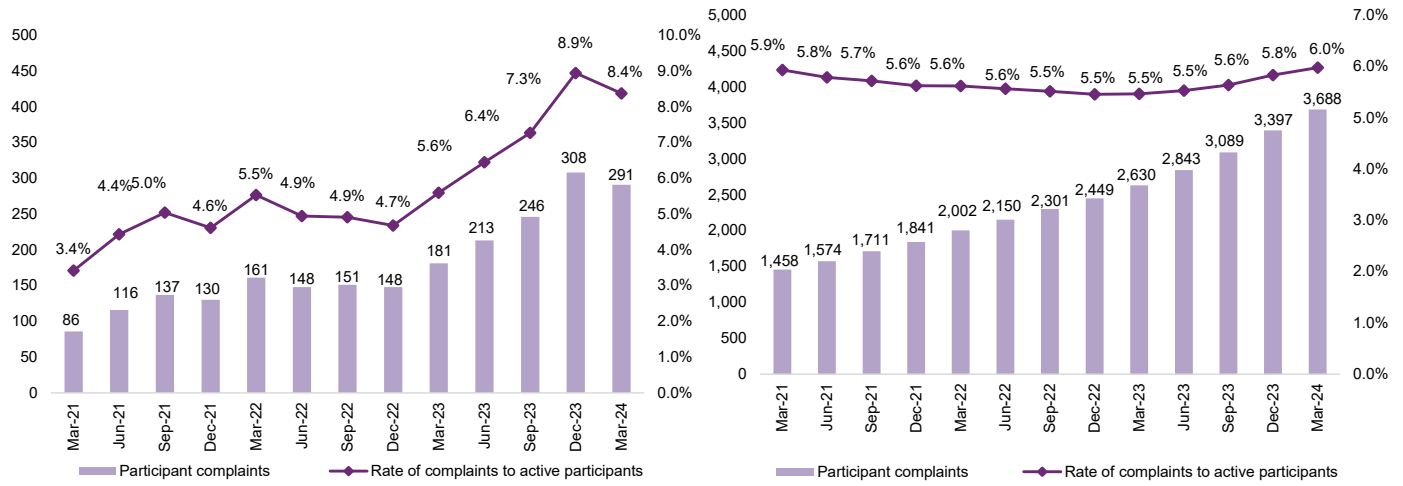


Figure K.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Tasmania ⁴¹²

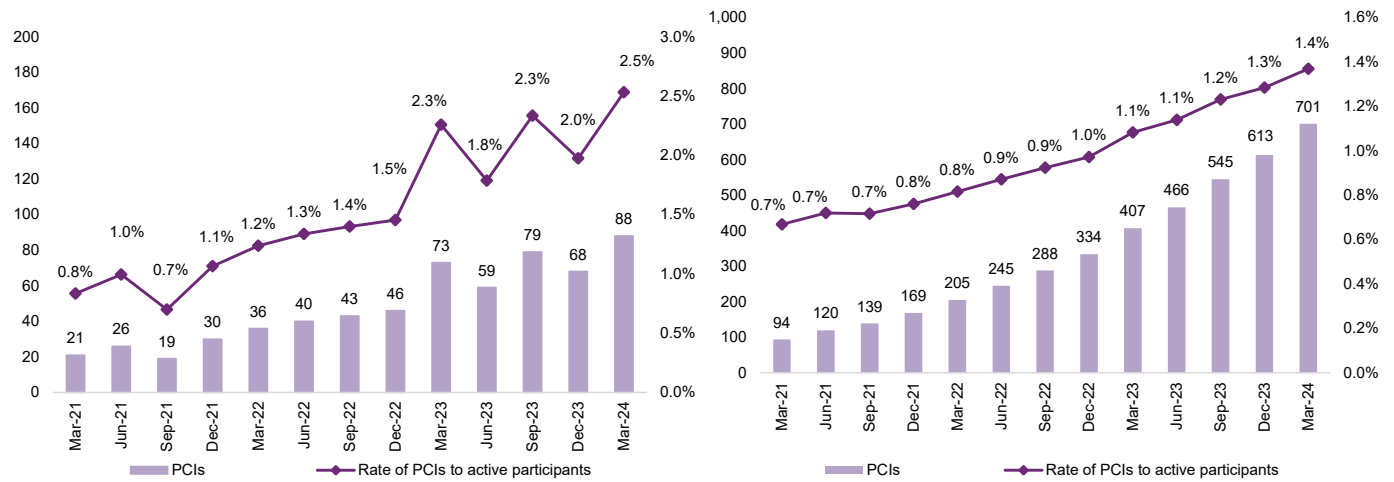


Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ⁴¹³

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 84 | 3% | <11 | n/a | 84 | 3% |
| Complaints about the Agency - Information unclear | 42 | 1% | <11 | n/a | 42 | 1% |
| Complaints about the Agency - NDIA Access | 132 | 4% | <11 | n/a | 139 | 4% |
| Complaints about the Agency - NDIA Engagement | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about the Agency - NDIA Finance | 204 | 7% | 27 | 10% | 231 | 7% |
| Complaints about the Agency - NDIA Fraud and Compliance | 20 | 1% | <11 | n/a | 22 | 1% |
| Complaints about the Agency - NDIA Plan | 726 | 24% | 69 | 25% | 795 | 24% |
| Complaints about the Agency - NDIA Process | 232 | 8% | 23 | 8% | 255 | 8% |
| Complaints about the Agency - NDIA Resources | 47 | 2% | <11 | n/a | 52 | 2% |
| Complaints about the Agency - NDIA Staff | 167 | 5% | 23 | 8% | 190 | 6% |
| Complaints about the Agency - NDIA Timeliness | 601 | 20% | 117 | 43% | 718 | 21% |
| 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 | 81 | 3% | <11 | n/a | 81 | 2% |
| Complaints about the Agency - Staff conduct - Agency | 42 | 1% | <11 | n/a | 42 | 1% |
| Complaints about the Agency - The way the NDIA carried out its decision making | 73 | 2% | <11 | n/a | 73 | 2% |
| Complaints about the Agency - Timeliness | 290 | 9% | <11 | n/a | 290 | 9% |
| Complaints about the Agency - Other | 320 | 10% | <11 | n/a | 320 | 10% |
| Complaints about the Agency - Total | 3,075 | 100% | 274 | 100% | 3,349 | 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 | 14 | 100% | <11 | n/a | 16 | 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 | 35 | 58% | <11 | n/a | 37 | 58% |
| Complaints about LAC Partner - LAC Timeliness | <11 | n/a | <11 | n/a | <11 | n/a |

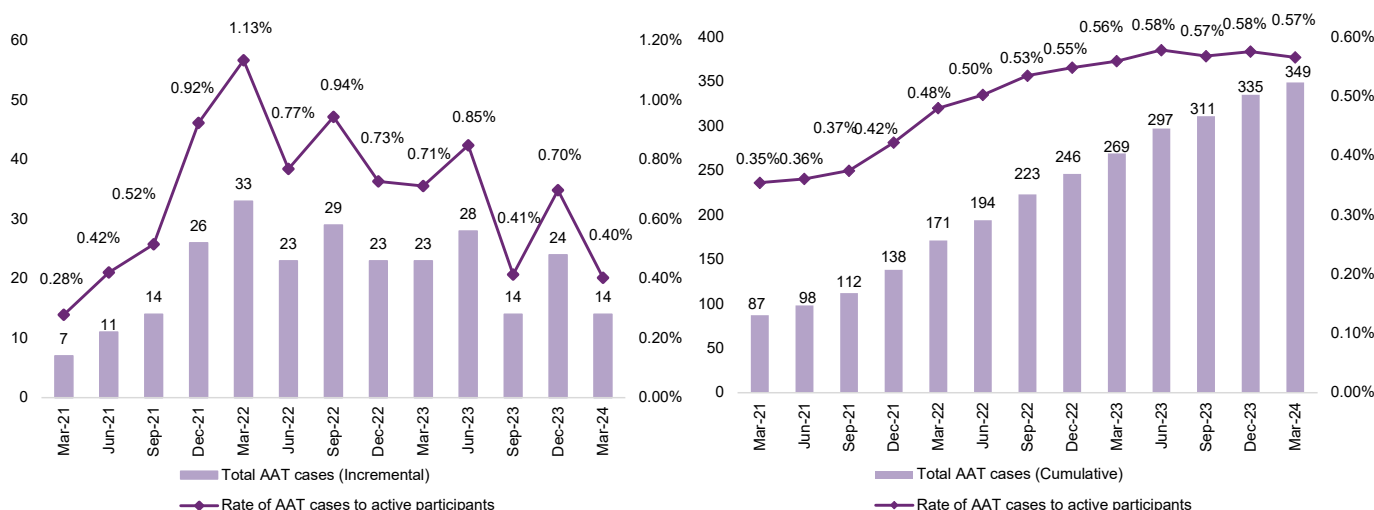
⁴¹³ There are 3,397 total participant complaints in prior quarters, 291 total participant complaints in 2023-24 Q3, and 3,688 total participant complaints as at 31 March 2024, including 40 unclassified participant complaints as at 31 March 2024.
March 2024 | NDIS Quarterly Report to Disability Ministers

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 60 | 100% | <11 | n/a | 64 | 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 | 19 | 9% | <11 | n/a | 22 | 10% |
| Complaints about service providers - Provider Process | 13 | 6% | <11 | n/a | 13 | 6% |
| Complaints about service providers - Provider Service | 67 | 32% | <11 | n/a | 70 | 32% |
| Complaints about service providers - Provider Staff | 19 | 9% | <11 | n/a | 23 | 11% |
| Complaints about service providers - Service Delivery | 21 | 10% | <11 | n/a | 21 | 10% |
| Complaints about service providers - Staff Conduct | 17 | 8% | <11 | n/a | 17 | 8% |
| Complaints about service providers - Supports being provided | 14 | 7% | <11 | n/a | 14 | 6% |
| Complaints about service providers - Other | 22 | 11% | <11 | n/a | 22 | 10% |
| Complaints about service providers - Total | 208 | 100% | 11 | 100% | 219 | 100% |

Table K.26 AAT Cases by category at 31 March 2024 – Tasmania ⁴¹⁴

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 66 | 20% | <11 | n/a | 70 | 20% |
| Plan | 238 | 71% | <11 | n/a | 248 | 71% |
| Plan Reassessment | 13 | 4% | <11 | n/a | 13 | 4% |
| Other | 18 | 5% | <11 | n/a | 18 | 5% |
| Total cases | 335 | 100% | 14 | 100% | 349 | 100% |
| Percentage of the number of active participants | n/a | 0.58% | n/a | 0.40% | n/a | 0.57% |

Figure K.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Tasmania ⁴¹⁵



⁴¹⁴ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴¹⁵ Ibid.

Table K.27 AAT cases by open/closed and decision – Tasmania ^{416 417}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 349 | 349 |
| Open AAT Cases | 63 | 63 |
| Closed AAT Cases | 286 | 286 |
| Resolved before hearing | 281 | 281 |
| Gone to hearing and received a substantive decision | <11 | <11 |

Table K.28 AAT Supports in dispute – Tasmania ^{418 419 420}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|---------------|
| Plan Management Decision | <11 | <11 | <11 |
| Core Supports | 15 | <11 | <11 |
| Capacity Building Support | 18 | <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 | 38 | 13 | <11 |

⁴¹⁶ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

⁴¹⁷ 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.

⁴¹⁸ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁴¹⁹ Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.

⁴²⁰ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Table K.29 Closed AAT by outcome – Tasmania

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | <11 | n/a | <11 | n/a | <11 | 2% |
| Decided by Tribunal - Affirmed | <11 | n/a | <11 | n/a | <11 | 0% |
| Decided by Tribunal - Varied | <11 | n/a | <11 | n/a | <11 | 0% |
| Decided by Tribunal - Set Aside | <11 | n/a | <11 | n/a | <11 | 1% |
| Not Decided by Tribunal - Total | 266 | 98% | 15 | 100% | 281 | 98% |
| Not Decided by Tribunal - Resolved by consent | 170 | 63% | <11 | n/a | 180 | 63% |
| Not Decided by Tribunal - Withdrawn | 75 | 28% | <11 | n/a | 78 | 27% |
| Not Decided by Tribunal - No jurisdiction | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Extension of Time Declined | <11 | n/a | <11 | n/a | <11 | 0% |
| Not Decided by Tribunal - Extension of Time Not opposed | <11 | n/a | <11 | n/a | <11 | 1% |
| Not Decided by Tribunal - Dismissed | 15 | 6% | <11 | n/a | 17 | 6% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | 0% |
| Total | 271 | 100% | 15 | 100% | 286 | 100% |

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table K.30 Number of active providers in 2023-24 Q3 by registration status and plan management type – Tasmania ^{421 422 423 424}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|------------|--------------|-----------------|
| Agency-managed | 345 | <5 | 345 |
| Plan-managed | 781 | 3,873 | 4,645 |
| Self-managed | 344 | 2,034 | 2,375 |
| All plan management types | 901 | 5,043 | 5,934 |

Table K.31 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Tasmania ^{425 426 427 428 429}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|------------|--------------|------------------------|
| Agency-managed | 102 | 0 | 102 |
| Plan-managed | 75 | 52 | 128 |
| Self-managed | 4 | 6 | 20 |
| All management types | 181 | 58 | 249 |

⁴²¹ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

⁴²² Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁴²³ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

⁴²⁴ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁴²⁵ Registration status is determined as at the posting date of payment.

⁴²⁶ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

⁴²⁷ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁴²⁸ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

⁴²⁹ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figures K.5 to K.13 and in Tables K.32 to K.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table K.32 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Tasmania

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 3.6% | 3.6% |
| \$5,001-\$10,000 | 5.8% | 5.6% |
| \$10,001-\$15,000 | 8.6% | 8.5% |
| \$15,001-\$20,000 | 11.0% | 10.8% |
| \$20,001-\$25,000 | 9.2% | 9.3% |
| \$25,001-\$30,000 | 5.6% | 5.6% |
| \$30,001-\$50,000 | 15.2% | 15.1% |
| \$50,001-\$100,000 | 18.7% | 18.9% |
| \$100,001-\$150,000 | 7.1% | 7.1% |
| \$150,001-\$200,000 | 3.3% | 3.5% |
| \$200,001-\$250,000 | 2.2% | 2.2% |
| \$250,001+ | 9.9% | 9.9% |

Table K.33 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Tasmania

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 3.9% | 3.9% |
| \$5,001-\$10,000 | 6.3% | 6.0% |
| \$10,001-\$15,000 | 9.3% | 9.2% |
| \$15,001-\$20,000 | 11.9% | 11.6% |
| \$20,001-\$25,000 | 10.0% | 10.0% |
| \$25,001-\$30,000 | 6.1% | 6.1% |
| \$30,001-\$50,000 | 16.4% | 16.4% |
| \$50,001-\$100,000 | 20.2% | 20.4% |
| \$100,001-\$150,000 | 7.6% | 7.7% |
| \$150,001-\$200,000 | 3.4% | 3.7% |
| \$200,001-\$250,000 | 1.9% | 1.9% |
| \$250,001+ | 3.2% | 3.1% |

Figure K.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – Tasmania

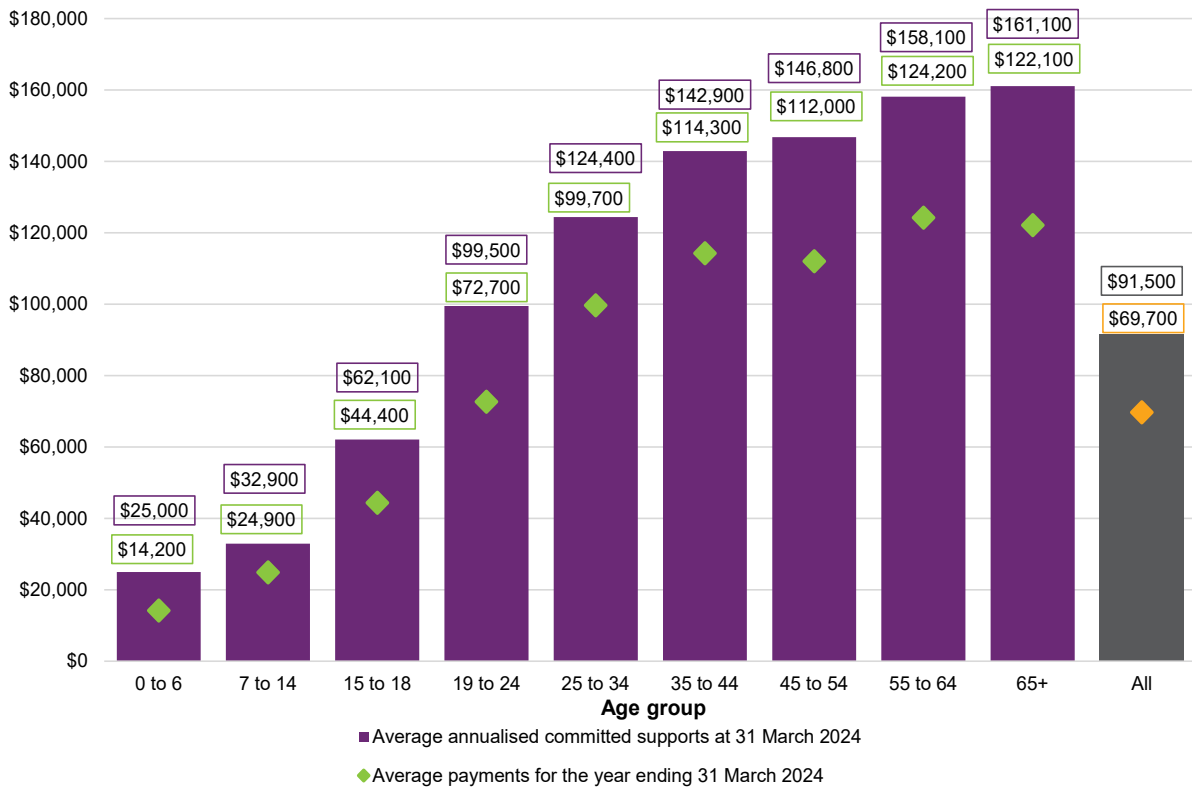


Figure K.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Tasmania

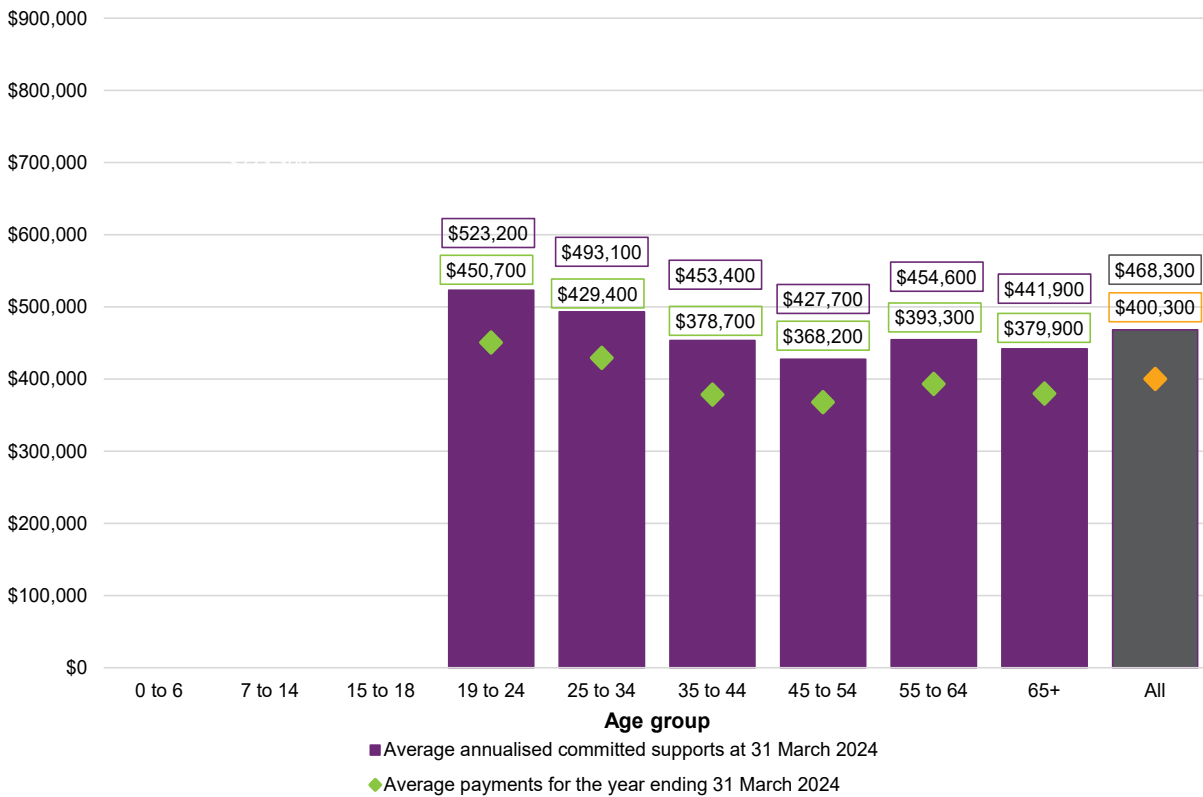


Figure K.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Tasmania

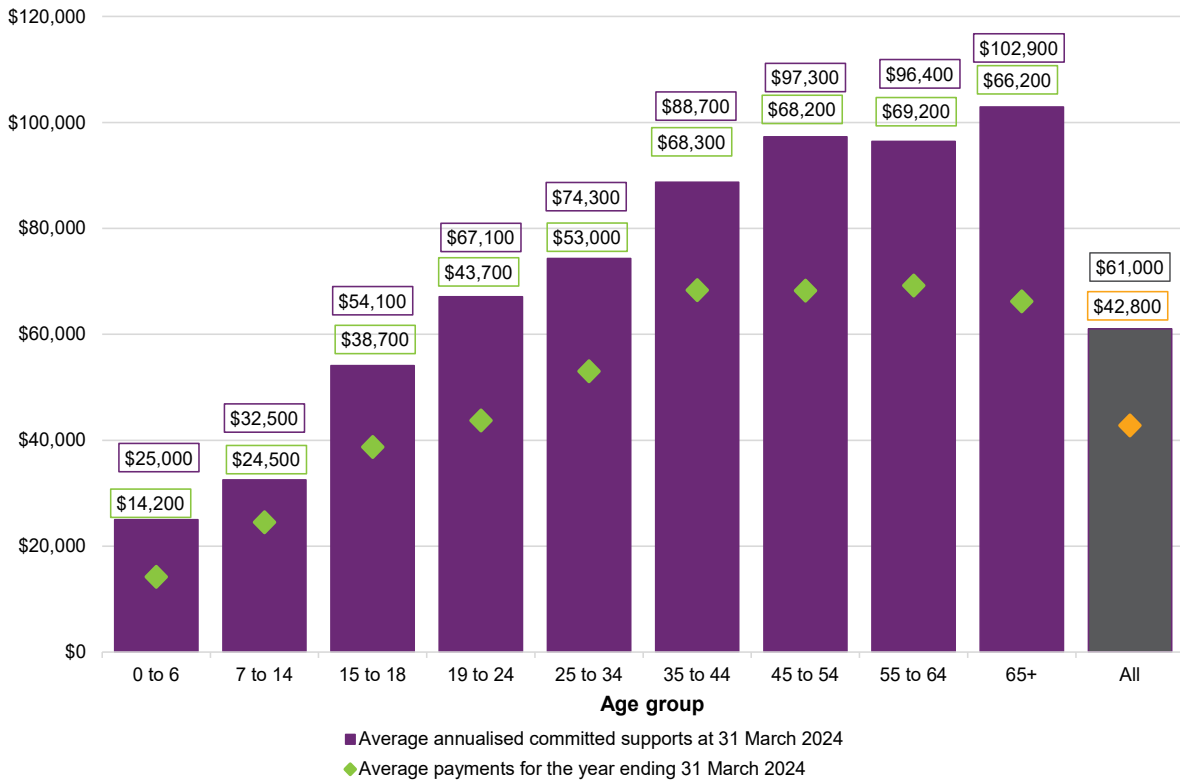


Figure K.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Tasmania

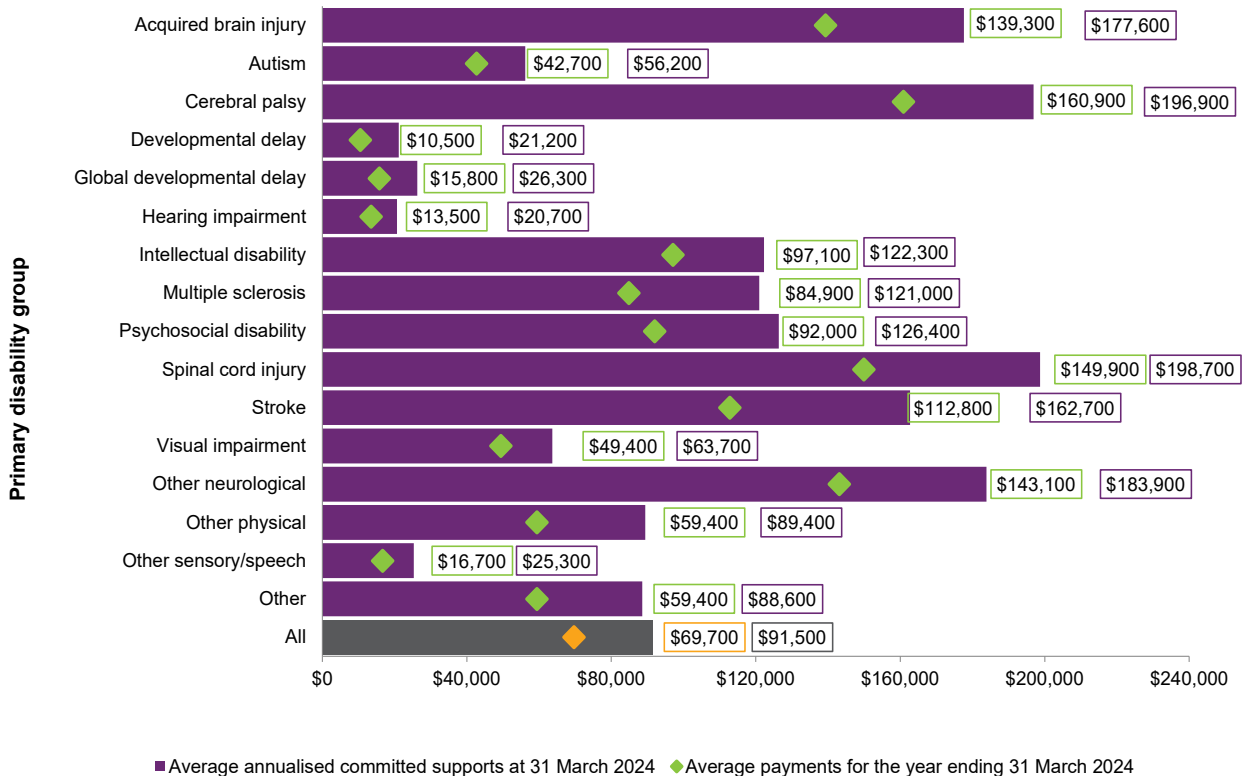


Figure K.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Tasmania



Figure K.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Tasmania

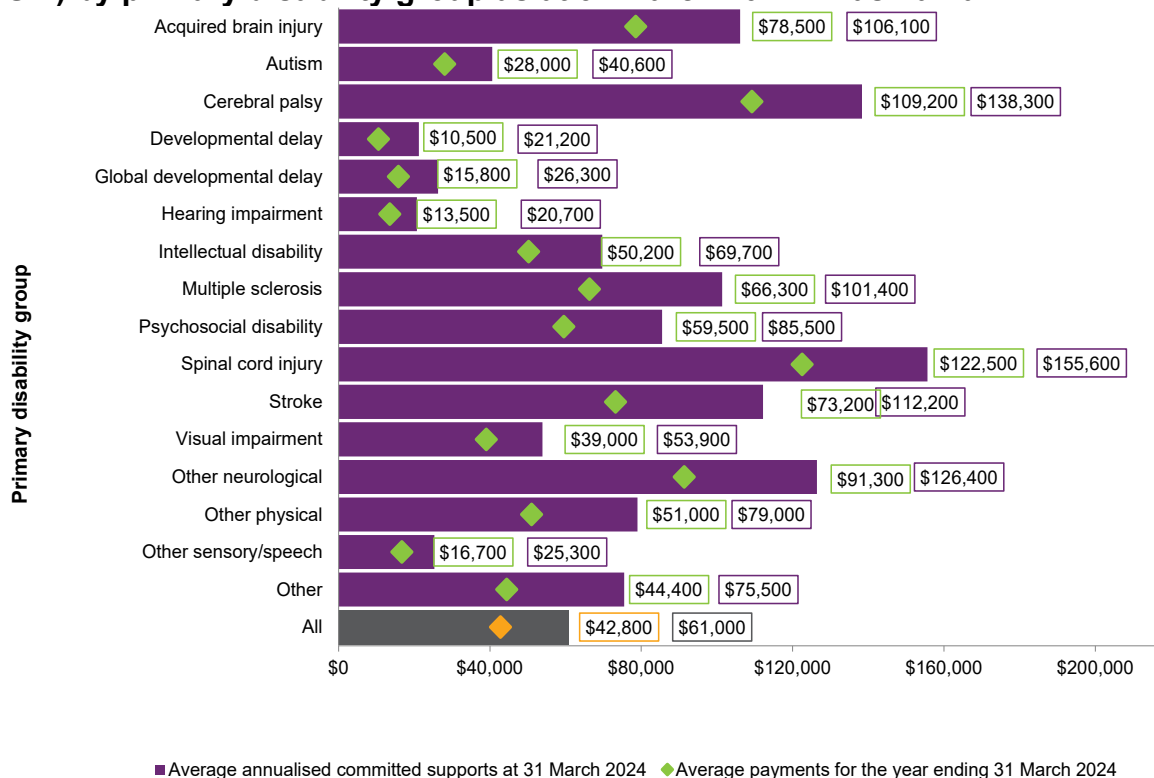


Figure K.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Tasmania

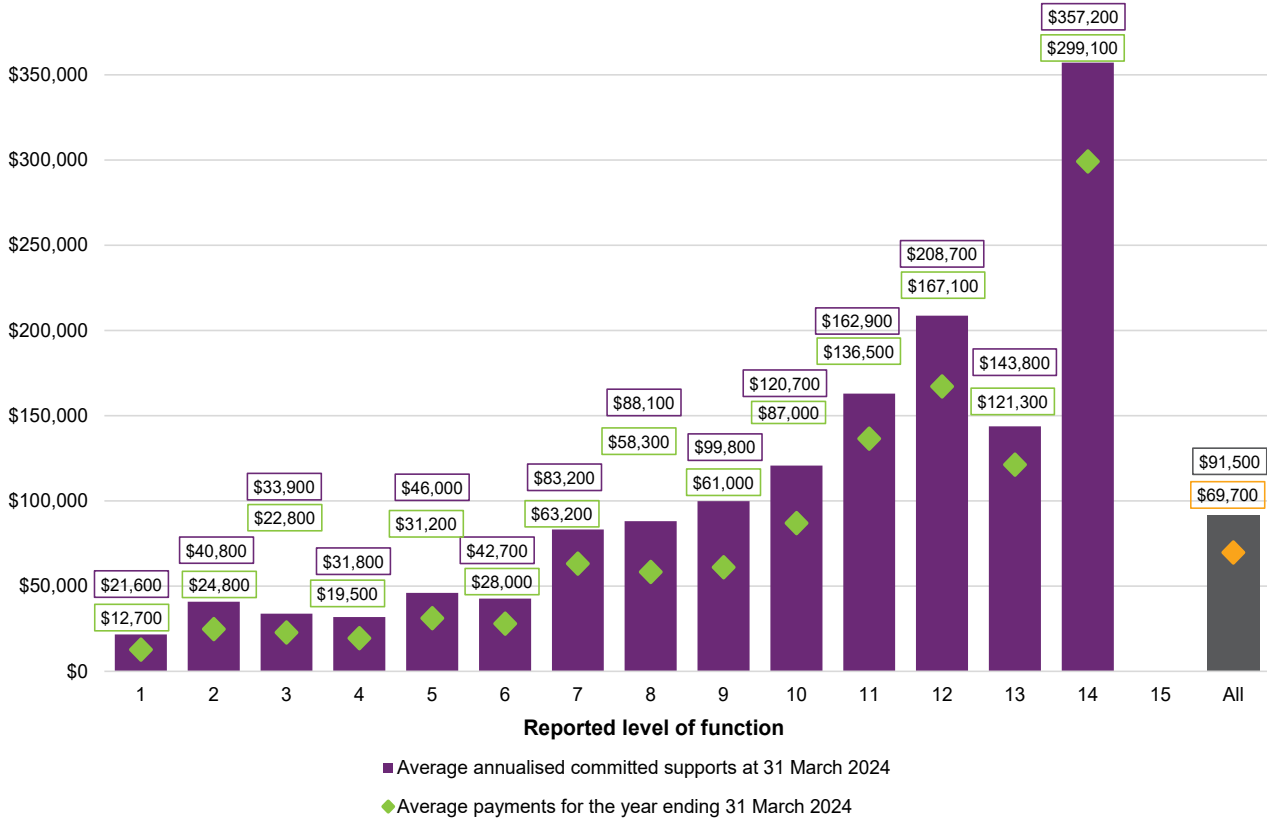


Figure K.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Tasmania

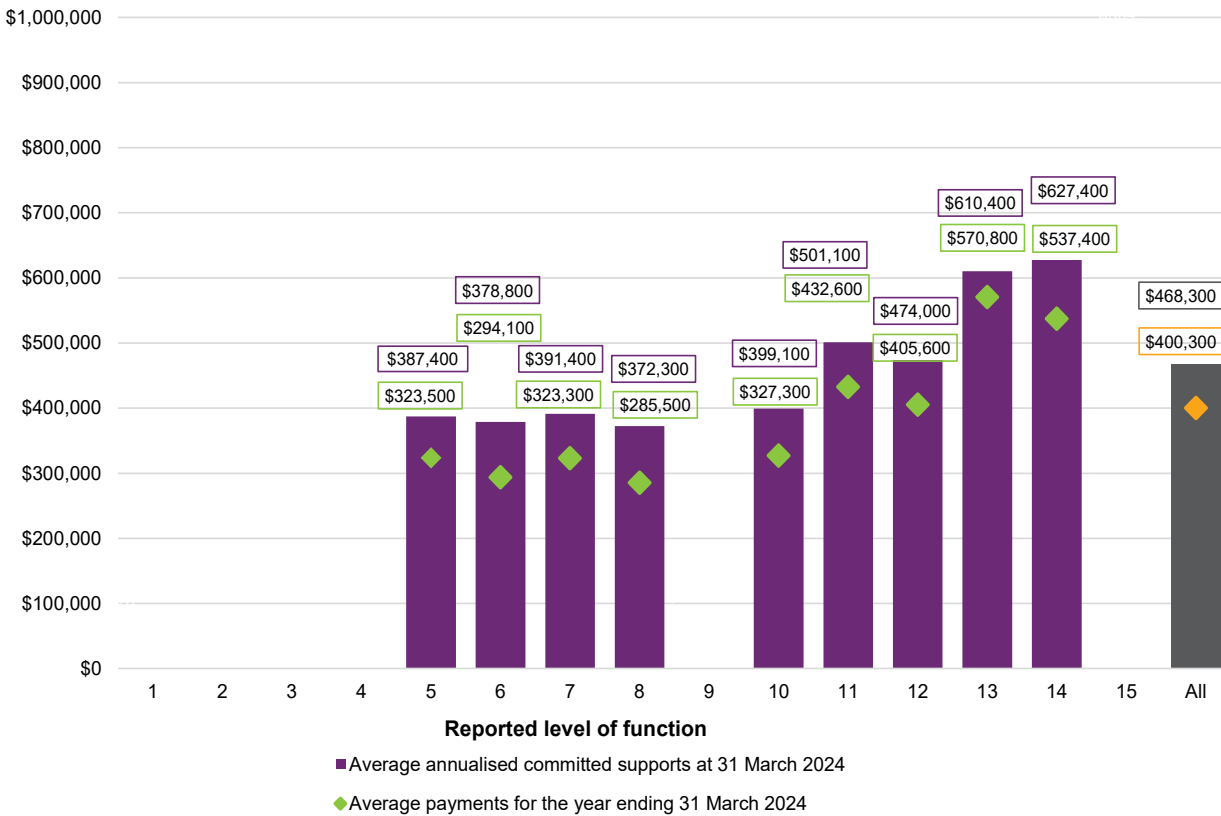


Figure K.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Tasmania

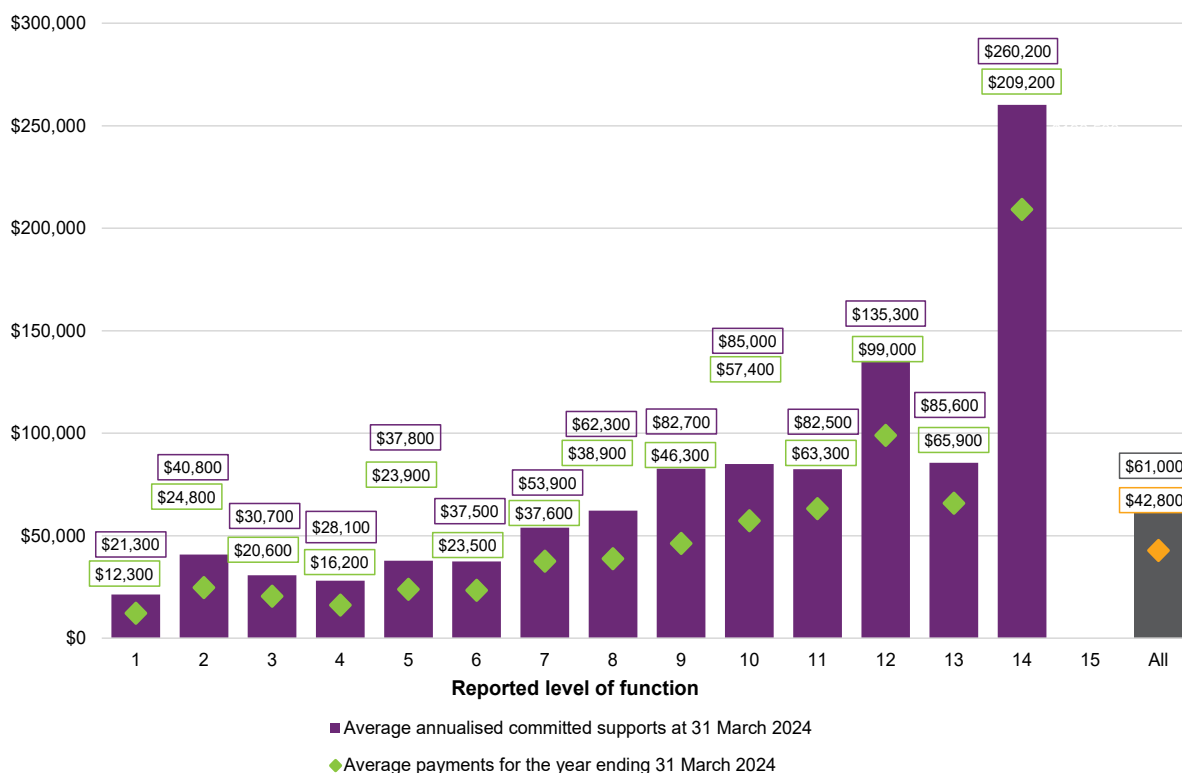


Table K.35 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Tasmania ⁴³⁰ ⁴³¹

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 534.9 | 640.4 |
| Core: Consumables | 14.8 | 19.3 |
| Core: Social and Civic | 228.0 | 300.1 |
| Core: Transport | 13.0 | 13.3 |
| Capacity Building: Choice and Control | 13.5 | 14.8 |
| Capacity Building: Daily Activities | 76.8 | 153.3 |
| Capacity Building: Employment | 2.7 | 9.7 |
| Capacity Building: Health and Wellbeing | 0.9 | 2.3 |
| Capacity Building: Home Living | 0.1 | 0.1 |
| Capacity Building: Lifelong learning | n/a | 0.04 |
| Capacity Building: Relationships | 13.3 | 29.2 |
| Capacity Building: Social and Civic | 6.5 | 16.8 |
| Capacity Building: Support Coordination | 23.2 | 32.1 |
| Capital: Assistive Technology | 14.7 | 28.0 |
| Capital: Home Modifications | 6.2 | 17.2 |
| All | 948.6 | 1,276.6 |

⁴³⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴³¹ Total payments for home modifications in Tasmania were \$6.2 million. Of which, \$1.9 million (31%) has been paid for specialised disability accommodation (SDA) supports, and \$4.3 million (69%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$17.2 million. Of which, \$11.2 million (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (35%) has been allocated for non-SDA supports.

Table K.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Tasmania ⁴³² ⁴³³

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 304.8 | 345.6 |
| Core: Consumables | 2.4 | 3.1 |
| Core: Social and Civic | 76.2 | 92.7 |
| Core: Transport | 1.8 | 2.6 |
| Capacity Building: Choice and Control | 1.2 | 1.3 |
| Capacity Building: Daily Activities | 6.8 | 12.2 |
| Capacity Building: Employment | 0.2 | 0.4 |
| 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 | 6.7 | 11.9 |
| Capacity Building: Social and Civic | 0.4 | 0.6 |
| Capacity Building: Support Coordination | 5.2 | 6.4 |
| Capital: Assistive Technology | 2.2 | 3.6 |
| Capital: Home Modifications | 2.0 | 9.5 |
| All | 410.1 | 490.3 |

⁴³² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴³³ Total payments for home modifications in Tasmania were \$2.00 million. Of which, \$1.65 million (83%) has been paid for specialised disability accommodation (SDA) supports, and \$0.35 million (17%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$9.5 million. Of which, \$9.3 million (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (1.9%) has been allocated for non-SDA supports.

Table K.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2024 (\$m) – Tasmania ^{434 435}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 230.1 | 294.8 |
| Core: Consumables | 12.3 | 16.1 |
| Core: Social and Civic | 151.9 | 207.3 |
| Core: Transport | 11.2 | 10.7 |
| Capacity Building: Choice and Control | 12.3 | 13.5 |
| Capacity Building: Daily Activities | 70.0 | 141.1 |
| Capacity Building: Employment | 2.6 | 9.2 |
| Capacity Building: Health and Wellbeing | 0.8 | 2.1 |
| Capacity Building: Home Living | 0.1 | 0.1 |
| Capacity Building: Lifelong learning | n/a | 0.04 |
| Capacity Building: Relationships | 6.5 | 17.3 |
| Capacity Building: Social and Civic | 6.1 | 16.3 |
| Capacity Building: Support Coordination | 18.0 | 25.6 |
| Capital: Assistive Technology | 12.5 | 24.4 |
| Capital: Home Modifications | 4.2 | 7.7 |
| All | 538.5 | 786.4 |

Table K.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania 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 | 17.2 | 49.9 | 64.9 | 99.8 | 189.3 | 400.6 | 660.7 | 844.3 | 947.3 | 1,076.0 | 1,053.5 |
| Total Paid | 9.6 | 35.5 | 47.6 | 77.3 | 153.2 | 296.3 | 477.1 | 632.1 | 757.0 | 873.2 | 685.8 |
| % utilised to date | 56% | 71% | 73% | 77% | 81% | 74% | 72% | 75% | 80% | 81% | 65% |

Table K.39 Percentage change in plan budgets for active participants – Tasmania

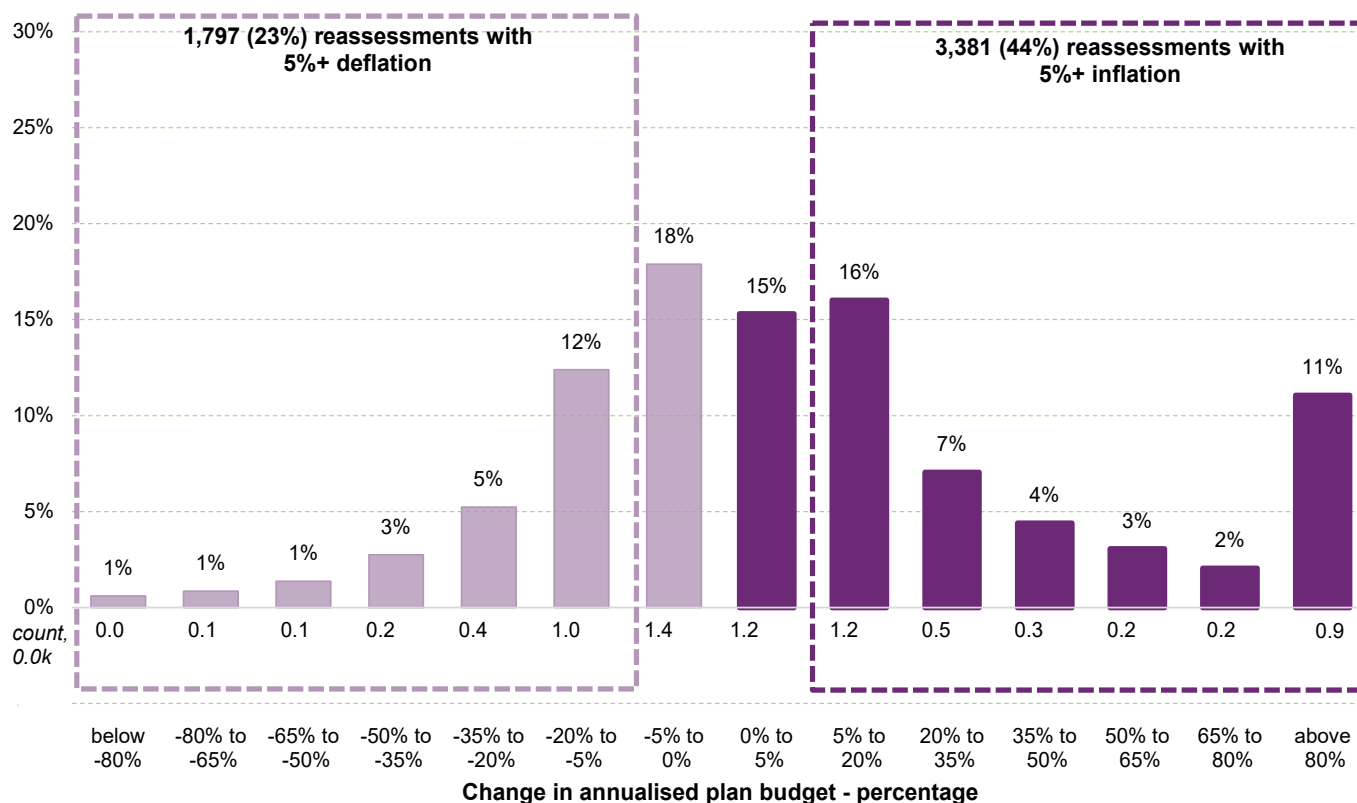
| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Intraplan Inflation | 5.7% | 7.8% | 10.0% | 6.8% | 5.1% | 5.2% | 8.0% | 6.8% | 7.6% |
| Interplan Inflation | 1.1% | 2.6% | 11.7% | 8.1% | 4.9% | 7.3% | 10.6% | 6.4% | -1.1% |
| Total Inflation | 6.8% | 10.4% | 21.6% | 14.9% | 10.0% | 12.4% | 18.6% | 13.3% | 6.5% |

⁴³⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴³⁵ Total payments for home modifications in Tasmania were \$4.2 million. Of which, \$0.3 million (7%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0 million (93%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.7 million. Of which, \$1.9 million (25%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.8 million (75%) has been allocated for non-SDA supports.

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 K.14 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 31 March 2024) - all participants – Tasmania 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 the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement L: Australian Capital Territory

This supplement shows the data for Australian Capital Territory. There are five parts in the supplement.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry, by service previously received and entry type – Australian Capital Territory

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|------------|---------------|
| Access decisions | 15,070 | 217 | 15,287 |
| Active Eligible - Total | 10,762 | 175 | 10,937 |
| Active Eligible - New | 8,044 | 174 | 8,218 |
| Active Eligible - State | 2,405 | <11 | 2,406 |
| Active Eligible - Commonwealth | 313 | <11 | 313 |
| Active Participant Plans - Total | 10,668 | 112 | 10,780 |
| Active Participant Plans - New | 7,953 | 111 | 8,064 |
| Active Participant Plans - State | 2,403 | <11 | 2,404 |
| Active Participant Plans - Commonwealth | 312 | <11 | 312 |
| Active Participant Plans - Total | 10,668 | 112 | 10,780 |
| Active Participant Plans - Early Intervention (s25) | 4,057 | 83 | 4,140 |
| Active Participant Plans - Permanent Disability (s24) | 6,611 | 29 | 6,640 |

Table L.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Australian Capital Territory

| People leaving the Scheme | Total |
|--|--------------|
| Number of people who have left the Scheme | 1,687 |
| Early Intervention participants | 944 |
| Permanent disability participants | 743 |

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 | 3,027 | 96% | 1,212 | 94% | 57 | 95% | 4,296 | 95% |
| 7 to 14 | 1,603 | 86% | 821 | 83% | 57 | 88% | 2,481 | 85% |
| 15 to 18 | 443 | 89% | 280 | 82% | 23 | 100% | 746 | 86% |
| 19 to 24 | 306 | 88% | 255 | 78% | 28 | 90% | 589 | 83% |
| 25 to 34 | 453 | 85% | 433 | 75% | 23 | 70% | 909 | 80% |
| 35 to 44 | 523 | 78% | 508 | 71% | 16 | 73% | 1,047 | 75% |
| 45 to 54 | 572 | 81% | 571 | 70% | 19 | 68% | 1,162 | 75% |
| 55 to 64 | 670 | 76% | 787 | 69% | 14 | 61% | 1,471 | 72% |
| 65+ | 35 | 59% | 33 | 48% | <11 | n/a | 69 | 53% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 7,632 | 87% | 4,900 | 78% | 238 | 83% | 12,770 | 84% |

Table L.4 Assessment of access by primary disability group and gender – Australian Capital 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 | 197 | 92% | 87 | 96% | <11 | n/a | 289 | 93% |
| Autism | 2,683 | 97% | 1,226 | 97% | 123 | 98% | 4,032 | 97% |
| Cerebral palsy | 183 | 95% | 149 | 94% | <11 | n/a | 332 | 95% |
| Developmental delay | 1,298 | 96% | 537 | 94% | 32 | 94% | 1,867 | 95% |
| Global developmental delay | 198 | 99% | 74 | 97% | <11 | n/a | 277 | 99% |
| Hearing impairment | 230 | 87% | 268 | 83% | <11 | n/a | 503 | 85% |
| Intellectual disability | 947 | 97% | 702 | 95% | 13 | 93% | 1,662 | 96% |
| Multiple sclerosis | 59 | 92% | 196 | 92% | <11 | n/a | 260 | 92% |
| Psychosocial disability | 698 | 72% | 608 | 61% | 27 | 68% | 1,333 | 66% |
| Spinal cord injury | 72 | 95% | 24 | 89% | <11 | n/a | 97 | 92% |
| Stroke | 91 | 89% | 77 | 89% | <11 | n/a | 171 | 89% |
| Visual impairment | 102 | 89% | 99 | 89% | <11 | n/a | 201 | 89% |
| Other neurological | 316 | 81% | 251 | 78% | <11 | n/a | 574 | 79% |
| Other physical | 264 | 54% | 421 | 51% | <11 | n/a | 695 | 52% |
| Other sensory/speech | 184 | 58% | 71 | 55% | <11 | n/a | 255 | 57% |
| Other | 97 | 49% | 98 | 36% | <11 | n/a | 196 | 40% |
| Missing | 13 | 23% | 12 | 28% | <11 | n/a | 26 | 26% |
| Total | 7,632 | 87% | 4,900 | 78% | 238 | 83% | 12,770 | 84% |

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

⁴³⁹ Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory ⁴⁴⁰

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| First Nations Participants | 479 | 4% | <11 | n/a | 486 | 5% |
| Non-First Nations Participants | 8,912 | 84% | 102 | 91% | 9,014 | 84% |
| Not Stated | 1,277 | 12% | <11 | n/a | 1,280 | 12% |
| Total | 10,668 | 100% | 112 | 100% | 10,780 | 100% |

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ^{441 442}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Culturally and linguistically diverse | 1,028 | 10% | <11 | n/a | 1,034 | 10% |
| Not culturally and linguistically diverse | 9,276 | 87% | 88 | 79% | 9,364 | 87% |
| Not stated | 364 | 3% | 18 | 16% | 382 | 4% |
| Total | 10,668 | 100% | 112 | 100% | 10,780 | 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 March 2024 – Australian Capital Territory ^{443 444}

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

⁴⁴⁰ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁴¹ The number of CALD participants excludes participants who identify as First Nations Peoples.

⁴⁴² The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁴³ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers.

⁴⁴⁴ There are a further 23 active participants aged 65 years or over who are currently in residential aged care.

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 ⁴⁴⁵

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | <11 | <11 |

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ⁴⁴⁶

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Major cities | 10,654 | 100% | 112 | 100% | 10,766 | 100% |
| Population > 50,000 | 13 | 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 | 10,668 | 100% | 112 | 100% | 10,780 | 100% |

⁴⁴⁵ 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.

⁴⁴⁶ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{447 448 449 450}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 3,864 | 36% | 20 | 18% | 3,884 | 36% |
| Intellectual disability | 1,531 | 14% | <11 | n/a | 1,534 | 14% |
| Developmental delay | 1,128 | 11% | 58 | 52% | 1,186 | 11% |
| Psychosocial disability | 1,167 | 11% | <11 | n/a | 1,170 | 11% |
| Hearing impairment | 455 | 4% | <11 | n/a | 455 | 4% |
| Other neurological | 421 | 4% | <11 | n/a | 424 | 4% |
| Other physical | 520 | 5% | <11 | n/a | 521 | 5% |
| Acquired brain injury | 230 | 2% | <11 | n/a | 232 | 2% |
| Cerebral palsy | 303 | 3% | <11 | n/a | 303 | 3% |
| Global developmental delay | 209 | 2% | 12 | 11% | 221 | 2% |
| Multiple sclerosis | 230 | 2% | <11 | n/a | 230 | 2% |
| Visual impairment | 181 | 2% | <11 | n/a | 181 | 2% |
| Other | 142 | 1% | <11 | n/a | 150 | 1% |
| Stroke | 147 | 1% | <11 | n/a | 149 | 1% |
| Spinal cord Injury | 82 | 1% | <11 | n/a | 82 | 1% |
| Other sensory/speech | 58 | 1% | <11 | n/a | 58 | 1% |
| Total | 10,668 | 100% | 112 | 100% | 10,780 | 100% |

⁴⁴⁷ Table order based on national proportions in Supplement E (highest to lowest).

⁴⁴⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴⁴⁹ Down syndrome is included in intellectual disability, representing 2% (228) of all Scheme participants in Australian Capital Territory.

⁴⁵⁰ The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{451 452}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 77 | 13% | <11 | n/a | 77 | 13% |
| Intellectual disability | 235 | 38% | <11 | n/a | 235 | 38% |
| Developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Psychosocial disability | 108 | 18% | <11 | n/a | 108 | 18% |
| 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 | 45 | 7% | <11 | n/a | 45 | 7% |
| Cerebral palsy | 46 | 7% | <11 | n/a | 46 | 7% |
| Global developmental delay | <11 | n/a | <11 | n/a | <11 | n/a |
| Multiple sclerosis | 11 | 2% | <11 | n/a | 11 | 2% |
| Visual impairment | <11 | n/a | <11 | n/a | <11 | n/a |
| Other | 11 | 2% | <11 | n/a | 11 | 2% |
| Stroke | 17 | 3% | <11 | n/a | 18 | 3% |
| 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 | 615 | 100% | <11 | n/a | 616 | 100% |

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ⁴⁵³

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 3,787 | 38% | 20 | 18% | 3,807 | 37% |
| Intellectual disability | 1,296 | 13% | <11 | n/a | 1,299 | 13% |
| Developmental delay | 1,128 | 11% | 58 | 52% | 1,186 | 12% |
| Psychosocial disability | 1,059 | 11% | <11 | n/a | 1,062 | 10% |
| Hearing impairment | 455 | 5% | <11 | n/a | 455 | 4% |
| Other neurological | 372 | 4% | <11 | n/a | 375 | 4% |
| Other physical | 510 | 5% | <11 | n/a | 511 | 5% |
| Acquired brain injury | 185 | 2% | <11 | n/a | 187 | 2% |
| Cerebral palsy | 257 | 3% | <11 | n/a | 257 | 3% |
| Global developmental delay | 209 | 2% | 12 | 11% | 221 | 2% |
| Multiple sclerosis | 219 | 2% | <11 | n/a | 219 | 2% |
| Visual impairment | 181 | 2% | <11 | n/a | 181 | 2% |
| Other | 131 | 1% | <11 | n/a | 139 | 1% |
| Stroke | 130 | 1% | <11 | n/a | 131 | 1% |
| Spinal cord Injury | 76 | 1% | <11 | n/a | 76 | 1% |
| Other sensory/speech | 58 | 1% | <11 | n/a | 58 | 1% |
| Total | 10,053 | 100% | 111 | 100% | 10,164 | 100% |

⁴⁵¹ 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.

⁴⁵² Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.

⁴⁵³ Down syndrome is included in intellectual disability, representing 2% (184) of participants not in SIL.

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory ⁴⁵⁴

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 1 (High Function) | 1,245 | 12% | 41 | 37% | 1,286 | 12% |
| 2 (High Function) | 26 | 0% | <11 | n/a | 26 | 0% |
| 3 (High Function) | 545 | 5% | <11 | n/a | 552 | 5% |
| 4 (High Function) | 998 | 9% | <11 | n/a | 999 | 9% |
| 5 (High Function) | 666 | 6% | <11 | n/a | 676 | 6% |
| 6 (Moderate Function) | 2,682 | 25% | <11 | n/a | 2,684 | 25% |
| 7 (Moderate Function) | 534 | 5% | <11 | n/a | 536 | 5% |
| 8 (Moderate Function) | 670 | 6% | <11 | n/a | 672 | 6% |
| 9 (Moderate Function) | 58 | 1% | <11 | n/a | 58 | 1% |
| 10 (Moderate Function) | 950 | 9% | <11 | n/a | 951 | 9% |
| 11 (Low Function) | 295 | 3% | <11 | n/a | 296 | 3% |
| 12 (Low Function) | 1,100 | 10% | <11 | n/a | 1,105 | 10% |
| 13 (Low Function) | 692 | 6% | 12 | 11% | 704 | 7% |
| 14 (Low Function) | 158 | 1% | <11 | n/a | 158 | 1% |
| 15 (Low Function) | <11 | n/a | <11 | n/a | <11 | n/a |
| Missing | 49 | 21% | 28 | n/a | 77 | 21% |
| Total | 10,668 | 100% | 112 | 100% | 10,780 | 100% |

Table L.14 Participant profile per quarter by age group – Australian Capital Territory ⁴⁵⁵

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 0 to 6 | 1,280 | 12% | 78 | 70% | 1,358 | 13% |
| 7 to 14 | 2,842 | 27% | 13 | 12% | 2,855 | 26% |
| 15 to 18 | 988 | 9% | <11 | n/a | 989 | 9% |
| 19 to 24 | 1,034 | 10% | <11 | n/a | 1,035 | 10% |
| 25 to 34 | 1,018 | 10% | <11 | n/a | 1,021 | 9% |
| 35 to 44 | 846 | 8% | <11 | n/a | 852 | 8% |
| 45 to 54 | 973 | 9% | <11 | n/a | 980 | 9% |
| 55 to 64 | 993 | 9% | <11 | n/a | 996 | 9% |
| 65+ | 694 | 7% | <11 | n/a | 694 | 6% |
| Total | 10,668 | 100% | 112 | 100% | 10,780 | 100% |

⁴⁵⁴ The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁵⁵ The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table L.15 Participation rates by age group and gender at 31 March 2024 – Australian Capital Territory ⁴⁵⁶

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 4.7% | 2.0% | 3.4% |
| 7 to 14 | 8.2% | 3.8% | 6.1% |
| 15 to 18 | 5.6% | 3.1% | 4.4% |
| 19 to 24 | 3.0% | 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% |

Table L.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Australian Capital Territory ^{457 458}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|------------------------|----------------|------------|-------|
| Daily Activities | n/a | n/a | n/a |
| Health & Wellbeing | 14% | n/a | 14% |
| Lifelong Learning | 9% | n/a | 9% |
| Other | 7% | n/a | 7% |
| Non-categorised | 3% | n/a | 3% |
| Any mainstream service | 26% | n/a | 26% |

Table L.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Australian Capital Territory ⁴⁵⁹

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|-------|
| Choice and control over my life | 3% | 4% | 3% |
| Daily life | 14% | 13% | 14% |
| Health and wellbeing | 74% | 73% | 74% |
| Learning | 38% | 34% | 38% |
| Relationships | 5% | n/a | 5% |
| Social and community activities | 10% | 7% | 10% |
| Where I live | 3% | 4% | 3% |
| Work | 7% | 6% | 7% |
| Unknown | 7% | 3% | 7% |
| Any mainstream service | 100% | 95% | 99% |

⁴⁵⁶ 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.

⁴⁵⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁴⁵⁸ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

⁴⁵⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=492), 'participant social and community engagement rate' (n=490), 'parent and carer employment rate' (n=587) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=273) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2022 - Australian Capital Territory
460

| Age group | Baseline | R1 | R2 | 2023-24 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 18% | 14% | 26% | 26% |
| Participant employment rate - Aged 25 to 34 years | 37% | 40% | 41% | 26% |
| Participant employment rate - Aged 35 to 44 years | 42% | 36% | 39% | 26% |
| Participant employment rate - Aged 45 to 54 years | 33% | 37% | 34% | 26% |
| Participant employment rate - Aged 55 to 64 years | 27% | 22% | 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% | 33% | 26% |
| Participant employment rate - Aged 15 to 64 years | 31% | 29% | 32% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 37% | 38% | 34% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 33% | 38% | 38% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 33% | 39% | 33% | 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 | 42% | 49% | 42% | 46% |
| Participant social and community engagement rate - Aged 65+ years | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 25+ years | 35% | 40% | 38% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 35% | 40% | 37% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 57% | 61% | 65% | 50% |
| Parent and carer employment rate - Aged 15+ years | 57% | 61% | 59% | 50% |
| Parent and carer employment rate - All ages | 57% | 61% | 64% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 59% | 67% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 74% | 78% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 71% | 76% | 75% |

⁴⁶⁰ 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 March 2022 and have had a second plan reassessment to date.

Table L.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=458), ‘participant social and community engagement rate’ (n=457), ‘parent and carer employment rate’ (n=304) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=360) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Australian Capital Territory ⁴⁶¹

| Age group | Baseline | R1 | R2 | R3 | 2023-24 Target |
|--|----------|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 15% | 19% | 25% | 25% | 26% |
| Participant employment rate - Aged 25 to 34 years | 34% | 37% | 32% | 38% | 26% |
| Participant employment rate - Aged 35 to 44 years | 37% | 37% | 23% | 33% | 26% |
| Participant employment rate - Aged 45 to 54 years | 31% | 29% | 26% | 29% | 26% |
| Participant employment rate - Aged 55 to 64 years | 17% | 19% | 18% | 18% | 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% | 25% | 29% | 26% |
| Participant employment rate - Aged 15 to 64 years | 27% | 28% | 25% | 29% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 37% | 34% | 33% | 35% | 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 | 39% | 43% | 44% | 43% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 39% | 44% | 43% | 39% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 30% | 36% | 46% | 39% | 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% | 40% | 42% | 41% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 39% | 41% | 40% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 51% | 54% | 59% | 57% | 50% |
| Parent and carer employment rate - Aged 15+ years | 65% | 69% | 73% | 62% | 50% |
| Parent and carer employment rate - All ages | 54% | 57% | 62% | 58% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 67% | 72% | 71% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 72% | 76% | 80% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 71% | 75% | 78% | 75% |

⁴⁶¹ 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 March 2021 and have had a third plan reassessment to date.

Table L.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=328), ‘participant social and community engagement rate’ (n=330), ‘parent and carer employment rate’ (n=157) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=291) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Australian Capital Territory ⁴⁶²

| Age group | Baseline | R1 | R2 | R3 | R4 | 2023-24 Target |
|--|----------|-----|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 9% | 20% | 24% | 21% | 35% | 26% |
| Participant employment rate - Aged 25 to 34 years | 33% | 33% | 35% | 33% | 38% | 26% |
| Participant employment rate - Aged 35 to 44 years | 33% | 35% | 38% | 47% | 35% | 26% |
| Participant employment rate - Aged 45 to 54 years | 33% | 40% | 37% | 37% | 26% | 26% |
| Participant employment rate - Aged 55 to 64 years | 32% | 24% | 32% | 19% | 21% | 26% |
| Participant employment rate - Aged 65+ years | n/a | n/a | n/a | n/a | n/a | 26% |
| Participant employment rate - Aged 25 to 64 years | 33% | 33% | 36% | 34% | 30% | 26% |
| Participant employment rate - Aged 15 to 64 years | 29% | 31% | 33% | 32% | 31% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 38% | 38% | 42% | 36% | 47% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 43% | 44% | 51% | 58% | 53% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 33% | 36% | 47% | 52% | 43% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 37% | 38% | 45% | 57% | 44% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 32% | 43% | 46% | 45% | 48% | 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% | 46% | 51% | 45% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 39% | 45% | 48% | 45% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 55% | 54% | 58% | 58% | 59% | 50% |
| Parent and carer employment rate - Aged 15+ years | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - All ages | 59% | 56% | 64% | 60% | 61% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 55% | 64% | 56% | 65% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 75% | 76% | 79% | 80% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 70% | 73% | 73% | 76% | 75% |

⁴⁶² 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 March 2020 and have had a fourth plan reassessment to date.

Table L.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=259), ‘participant social and community engagement rate’ (n=254), ‘parent and carer employment rate’ (n=76) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=220) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Australian Capital Territory ⁴⁶³

| 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 | 51% | 51% | 41% | 36% | 30% | 47% | 26% |
| Participant employment rate - Aged 35 to 44 years | 27% | 29% | 29% | 38% | 40% | 30% | 26% |
| Participant employment rate - Aged 45 to 54 years | n/a | n/a | n/a | n/a | n/a | n/a | 26% |
| Participant employment rate - Aged 55 to 64 years | n/a | n/a | n/a | n/a | n/a | n/a | 26% |
| Participant employment rate - Aged 65+ years | n/a | n/a | n/a | n/a | n/a | n/a | 26% |
| Participant employment rate - Aged 25 to 64 years | 34% | 34% | 30% | 30% | 30% | 31% | 26% |
| Participant employment rate - Aged 15 to 64 years | 30% | 31% | 28% | 30% | 30% | 33% | 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 | 31% | 41% | 38% | 44% | 60% | 42% | 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 | 38% | 41% | 42% | 41% | 50% | 43% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 40% | 41% | 41% | 49% | 42% | 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% | 66% | 65% | 67% | 76% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 76% | 82% | 85% | 82% | 82% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 73% | 77% | 80% | 78% | 80% | 75% |

⁴⁶³ 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 March 2019 and have had a fifth plan reassessment to date.

Table L.22 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=26) 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 March 2018 - Australian Capital Territory ⁴⁶⁴

| 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% | 35% | 29% | 37% | 30% | 22% | 27% | 26% |
| Participant employment rate - Aged 15 to 64 years | 31% | 33% | 27% | 36% | 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 | 38% | 44% | 49% | 46% | 48% | 52% | 48% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 39% | 44% | 48% | 45% | 47% | 55% | 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 | 66% | 70% | 72% | 80% | 89% | 83% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 68% | 71% | 70% | 77% | 88% | 80% | 75% |

⁴⁶⁴ 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 March 2018 and have had a sixth plan reassessment to date.

Table L.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=74), ‘participant social and community engagement rate’ (n=73), ‘parent and carer employment rate’ (n=8) 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=62) 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 March 2017 - Australian Capital Territory ⁴⁶⁵

| 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 | n/a | 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 | 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 | 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 | n/a | 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 | 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 | n/a | 50% |
| Parent and carer employment rate - Aged 15+ years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - All ages | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 68% | 74% | 81% | 78% | 85% | 76% | 83% | 75% |

⁴⁶⁵ 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 March 2017 and have had a seventh plan reassessment to date.

Part Three: Participant experience

Table L.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n < 20 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n = 56 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n = 52 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 54 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n = 40 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 203 in 2023-24 Q3) – Australian Capital Territory ^{466 467}

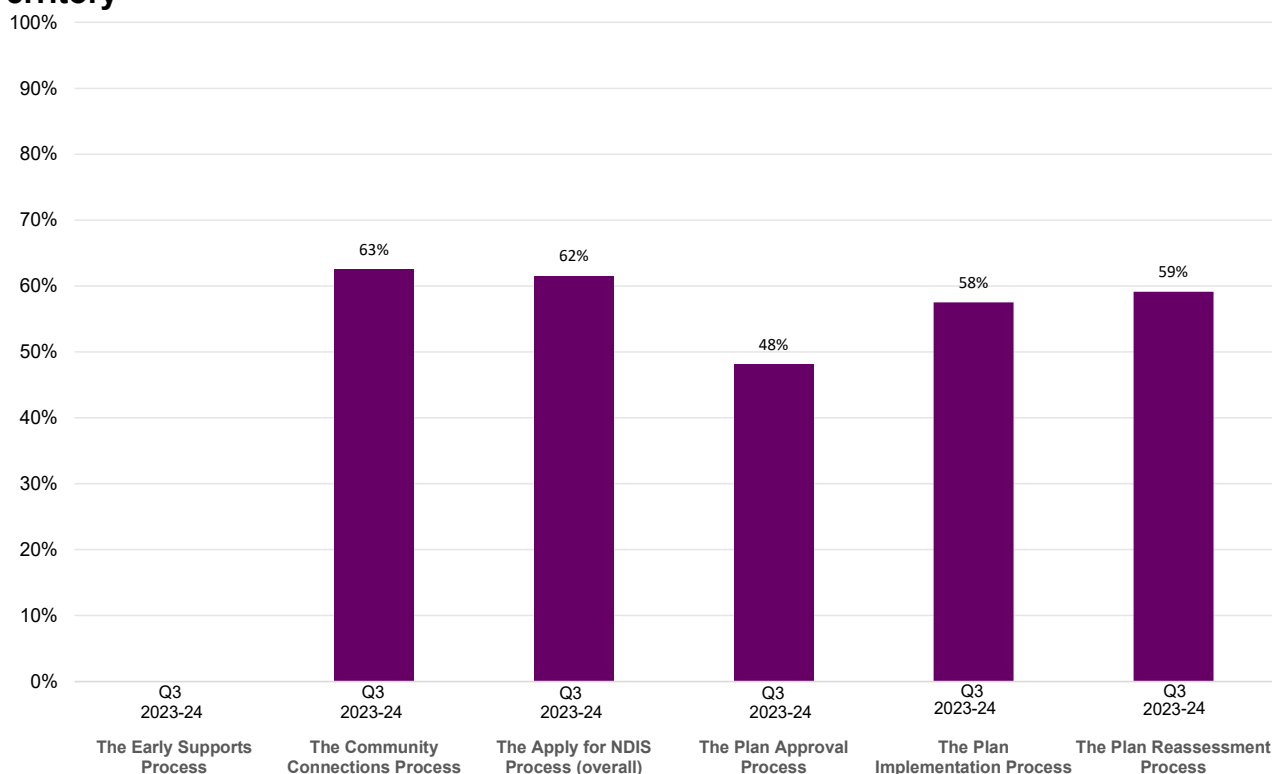
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | n/a |
| Early Supports - Were decisions and outcomes explained to you? | n/a | n/a |
| Early Supports - Were your questions and concerns acknowledged? | n/a | n/a |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | n/a |
| Community Connections - Was information easy to understand? | n/a | 75% |
| Community Connections - Was communication in your preferred format? | n/a | 89% |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | 68% |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | 75% |
| Community Connections - To what extent were you included in decisions that were made? | n/a | 64% |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | 43% |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | 98% |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | 72% |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | 65% |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | 76% |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 60% |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | 60% |
| Plan Approval - Were you treated with respect? | n/a | 96% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 77% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 79% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 85% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 61% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 61% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | 90% |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 58% |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | 68% |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | 55% |
| Plan Implementation - Do you feel confident in using your plan? | n/a | 55% |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | 58% |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 79% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 62% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 61% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 60% |

⁴⁶⁶ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

⁴⁶⁷ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 64% |
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 65% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 66% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 75% |

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{468 469}



Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table L.25 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table L.26 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the ‘My Feedback’ tile. The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the ‘My Customer Requests’ tile (noting the previous ‘My Feedback’ tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

⁴⁶⁸ Ibid.

⁴⁶⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table L.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory ^{470 471 472}

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | 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 | 72 | <11 | 73 | 66 |
| People who have submitted an access request: Complaints about service providers | 150 | <11 | 156 | 137 |
| People who have submitted an access request: Complaints about the Agency | 3,164 | 202 | 3,366 | 1,685 |
| People who have submitted an access request: Unclassified | 168 | <11 | 168 | 144 |
| People who have submitted an access request: Total | 3,558 | 210 | 3,768 | 1,846 |
| <i>Percentage of the number of active participants</i> | 6.2% | 7.8% | 6.3% | n/a |
| Total PCIs | 425 | 46 | 471 | n/a |

⁴⁷⁰ Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

⁴⁷¹ 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.

⁴⁷² From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

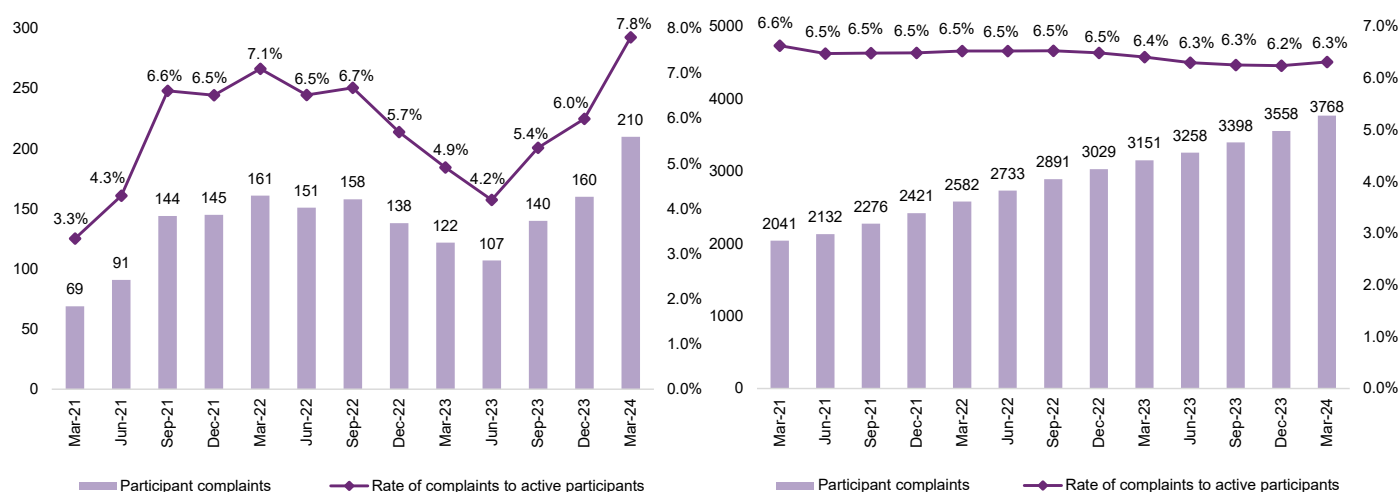


Figure L.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁷³ ⁴⁷⁴

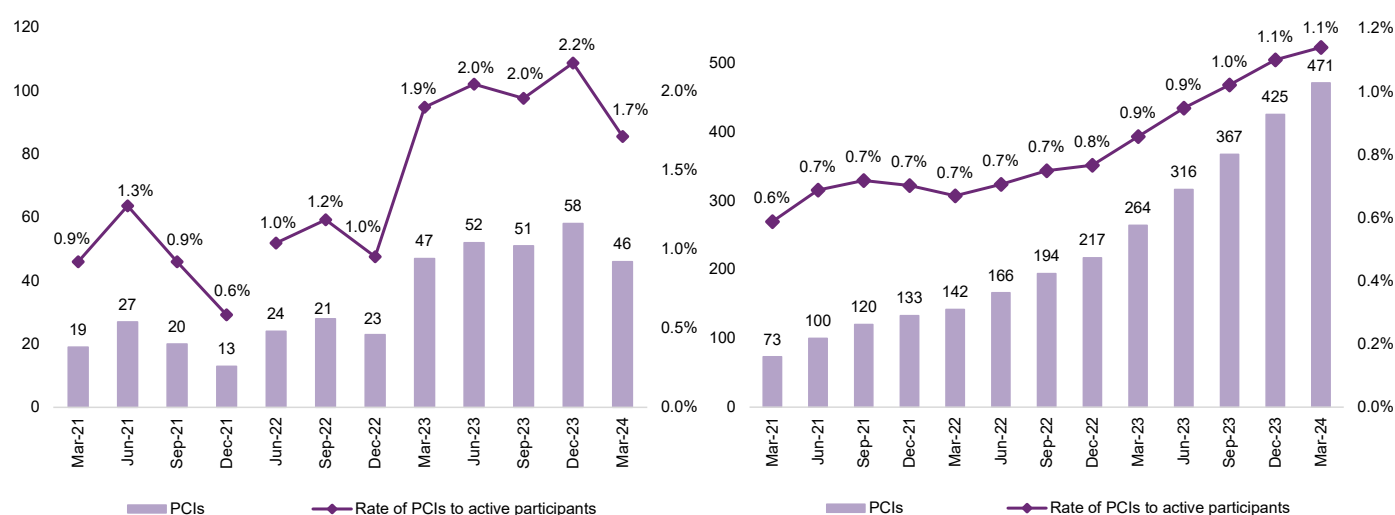


Table L.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ⁴⁷⁵

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - Individual needs | 189 | 6% | <11 | n/a | 189 | 6% |
| Complaints about the Agency - Information unclear | 44 | 1% | <11 | n/a | 44 | 1% |
| Complaints about the Agency - NDIA Access | 78 | 2% | <11 | n/a | 80 | 2% |
| Complaints about the Agency - NDIA Engagement | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about the Agency - NDIA Finance | 153 | 5% | <11 | n/a | 163 | 5% |
| Complaints about the Agency - NDIA Fraud and Compliance | 16 | 1% | <11 | n/a | 16 | 0% |
| Complaints about the Agency - NDIA Plan | 648 | 20% | 35 | 17% | 683 | 20% |
| Complaints about the Agency - NDIA Process | 259 | 8% | 17 | 8% | 276 | 8% |

⁴⁷³ Ibid.

⁴⁷⁴ There are some quarters where there are insufficient numbers to show the incremental count of PCI.

⁴⁷⁵ There are 3,558 total participant complaints in prior quarters, 210 total participant complaints in 2023-24 Q3, and 3,768 total participant complaints as at 31 March 2024, including 168 unclassified participant complaints as at 31 March 2024.

| Complaints by source, subject and type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about the Agency - NDIA Resources | 35 | 1% | <11 | n/a | 39 | 1% |
| Complaints about the Agency - NDIA Staff | 160 | 5% | 14 | 7% | 174 | 5% |
| Complaints about the Agency - NDIA Timeliness | 424 | 13% | 120 | 59% | 544 | 16% |
| Complaints about the Agency - Participation, engagement and inclusion | 26 | 1% | <11 | n/a | 26 | 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 | 133 | 4% | <11 | n/a | 133 | 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 | 68 | 2% | <11 | n/a | 68 | 2% |
| Complaints about the Agency - Timeliness | 415 | 13% | <11 | n/a | 415 | 12% |
| Complaints about the Agency - Other | 474 | 15% | <11 | n/a | 474 | 14% |
| Complaints about the Agency - Total | 3164 | 100% | 202 | 100% | 3366 | 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 | 17% | <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 | 40 | 56% | <11 | n/a | 40 | 55% |
| Complaints about LAC Partner - LAC Timeliness | 12 | 17% | <11 | n/a | 12 | 16% |
| Complaints about LAC Partner - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - Total | 72 | 100% | <11 | n/a | 73 | 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 | 7% | <11 | n/a | 11 | 7% |
| Complaints about service providers - Provider Process | 15 | 10% | <11 | n/a | 15 | 10% |
| Complaints about service providers - Provider Service | 28 | 19% | <11 | n/a | 31 | 20% |
| Complaints about service providers - Provider Staff | 18 | 12% | <11 | n/a | 19 | 12% |
| Complaints about service providers - Service Delivery | 20 | 13% | <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 | 9% | <11 | n/a | 14 | 9% |
| Complaints about service providers - Other | 20 | 13% | <11 | n/a | 20 | 13% |
| Complaints about service providers - Total | 150 | 100% | <11 | n/a | 156 | 100% |

Table L.27 AAT Cases by category at 31 March 2024 – Australian Capital Territory ⁴⁷⁶

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Access | 267 | 27% | <11 | n/a | 270 | 26% |
| Plan | 638 | 64% | 24 | 83% | 662 | 64% |
| Plan Reassessment | 31 | 3% | <11 | n/a | 31 | 3% |
| Other | 63 | 6% | <11 | n/a | 65 | 6% |
| Total cases | 999 | 100% | 29 | 100% | 1028 | 100% |
| Percentage of the number of active participants | n/a | 2% | n/a | 1% | n/a | 2% |

Figure L.4 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory ⁴⁷⁷

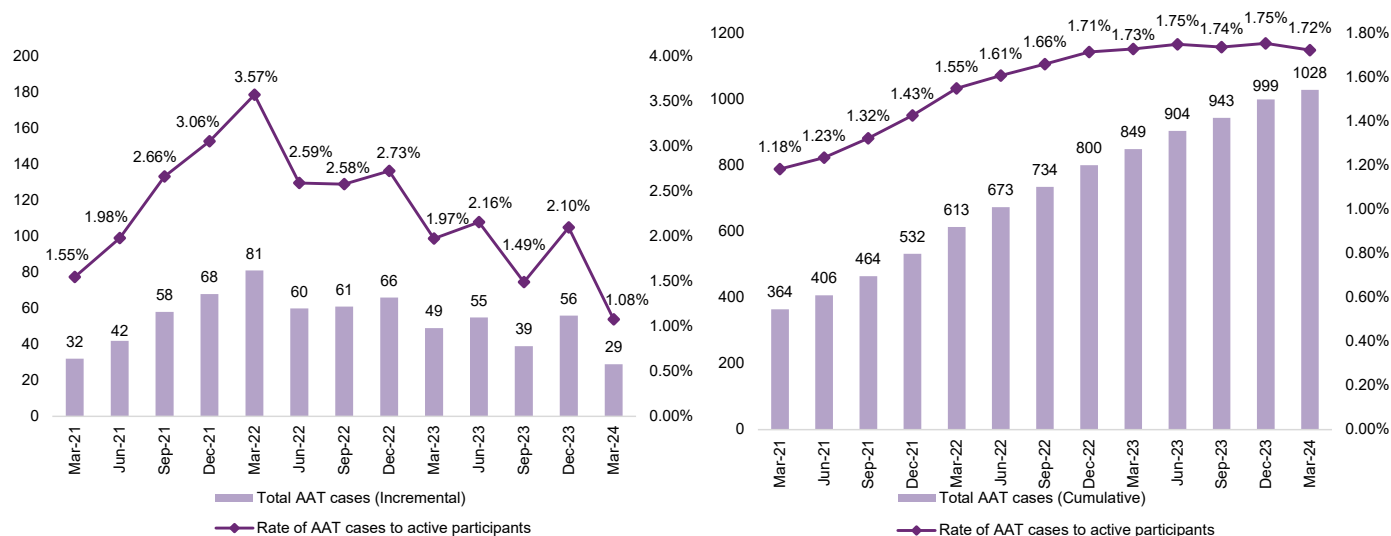


Table L.28 AAT cases by open/closed and decision – Australian Capital Territory ^{478 479}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 1028 | 1026 |
| Open AAT Cases | 115 | 115 |
| Closed AAT Cases | 913 | 911 |
| Resolved before hearing | 883 | 881 |
| Gone to hearing and received a substantive decision | 30 | 30 |

⁴⁷⁶ The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁴⁷⁷ Ibid.

⁴⁷⁸ 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.

⁴⁷⁹ 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.29 AAT Supports in dispute – Australian Capital Territory ^{480 481 482}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|------------|------------|
| Plan Management Decision | <11 | <11 | <11 |
| Core Supports | 49 | <11 | <11 |
| Capacity Building Support | 54 | 12 | <11 |
| General Support | <11 | <11 | <11 |
| Assistive Technology | 19 | <11 | <11 |
| SDA | <11 | <11 | <11 |
| Home Modifications | <11 | <11 | <11 |
| SIL | 14 | <11 | <11 |
| Everyday Living Costs | <11 | <11 | <11 |
| Transport | <11 | <11 | <11 |
| Other | <11 | <11 | <11 |
| Total | 95 | 25 | 16 |

Table L.30 Closed AAT by outcome – Australian Capital Territory

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | 30 | 3% | <11 | n/a | 30 | 3% |
| Decided by Tribunal - Affirmed | 19 | 2% | <11 | n/a | 19 | 2% |
| Decided by Tribunal - Varied | <11 | n/a | <11 | n/a | <11 | n/a |
| Decided by Tribunal - Set Aside | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Total | 841 | 97% | 42 | 100% | 883 | 97% |
| Not Decided by Tribunal - Resolved by consent | 561 | 64% | 33 | 79% | 594 | 65% |
| Not Decided by Tribunal - Withdrawn | 215 | 25% | <11 | n/a | 220 | 24% |
| Not Decided by Tribunal - No jurisdiction | 14 | 2% | <11 | n/a | 14 | 2% |
| Not Decided by Tribunal - Extension of Time Declined | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Extension of Time Not opposed | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Dismissed | 46 | 5% | <11 | n/a | 50 | 5% |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 871 | 100% | 42 | 100% | 913 | 100% |

⁴⁸⁰ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁴⁸¹ Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.

⁴⁸² 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

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.31 Number of active providers in 2023-24 Q3 by registration status and plan management type – Australian Capital Territory ^{483 484 485 486}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|------------|--------------|-----------------|
| Agency-managed | 330 | <5 | 330 |
| Plan-managed | 757 | 2,337 | 3,075 |
| Self-managed | 224 | 1,022 | 1,244 |
| All plan management types | 886 | 2,903 | 3,769 |

Table L.32 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Australian Capital Territory ^{487 488 489 490 491}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|------------|--------------|------------------------|
| Agency-managed | 51 | 0 | 51 |
| Plan-managed | 55 | 20 | 76 |
| Self-managed | 2 | 2 | 23 |
| All management types | 108 | 22 | 150 |

⁴⁸³ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

⁴⁸⁴ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁴⁸⁵ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

⁴⁸⁶ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁴⁸⁷ Registration status is determined as at the posting date of payment.

⁴⁸⁸ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

⁴⁸⁹ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁴⁹⁰ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

⁴⁹¹ Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figures L.5 to L.13 and in Tables L.33 and L.34, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table L.33 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Australian Capital Territory

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 3.4% | 3.5% |
| \$5,001-\$10,000 | 8.0% | 7.8% |
| \$10,001-\$15,000 | 13.2% | 13.2% |
| \$15,001-\$20,000 | 15.3% | 15.3% |
| \$20,001-\$25,000 | 10.2% | 10.3% |
| \$25,001-\$30,000 | 5.6% | 5.6% |
| \$30,001-\$50,000 | 14.2% | 14.1% |
| \$50,001-\$100,000 | 13.1% | 13.2% |
| \$100,001-\$150,000 | 5.3% | 5.3% |
| \$150,001-\$200,000 | 2.4% | 2.4% |
| \$200,001-\$250,000 | 1.7% | 1.7% |
| \$250,001+ | 7.5% | 7.7% |

Table L.34 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Australian Capital Territory

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 3.6% | 3.7% |
| \$5,001-\$10,000 | 8.5% | 8.2% |
| \$10,001-\$15,000 | 14.0% | 14.0% |
| \$15,001-\$20,000 | 16.3% | 16.3% |
| \$20,001-\$25,000 | 10.8% | 10.9% |
| \$25,001-\$30,000 | 5.9% | 5.9% |
| \$30,001-\$50,000 | 15.0% | 14.9% |
| \$50,001-\$100,000 | 13.9% | 14.0% |
| \$100,001-\$150,000 | 5.6% | 5.6% |
| \$150,001-\$200,000 | 2.5% | 2.5% |
| \$200,001-\$250,000 | 1.5% | 1.6% |
| \$250,001+ | 2.4% | 2.5% |

Figure L.5 Average annualised committed supports and average payments by age group as at 31 March 2024 – Australian Capital Territory

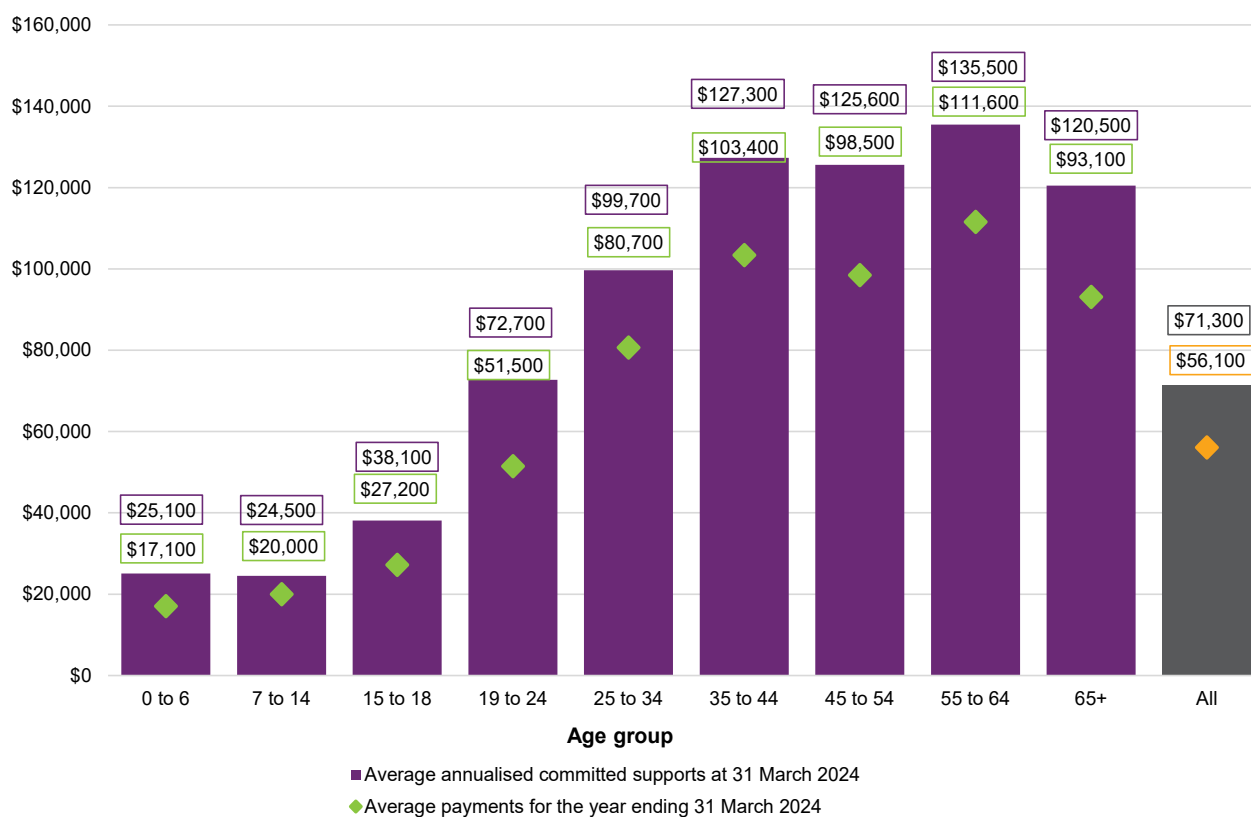


Figure L.6 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Australian Capital Territory

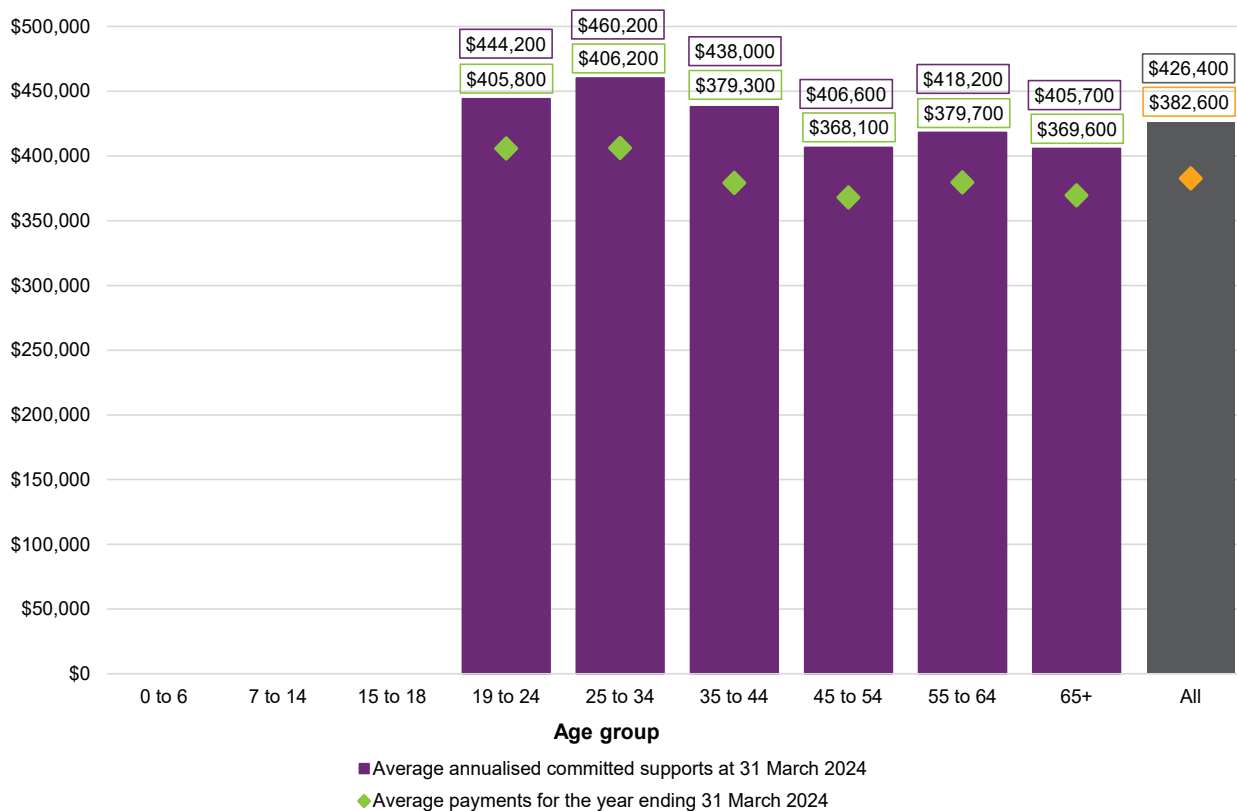


Figure L.7 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Australian Capital Territory

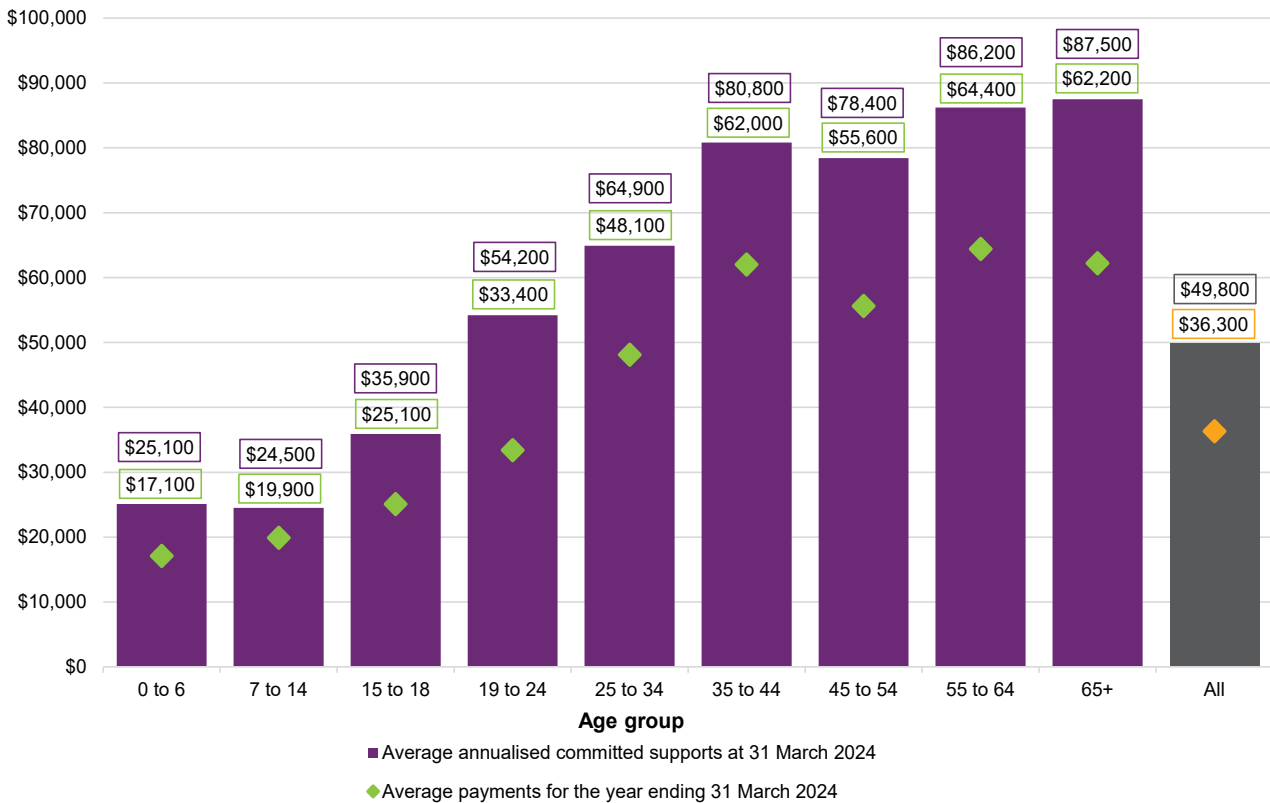


Figure L.8 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Australian Capital Territory

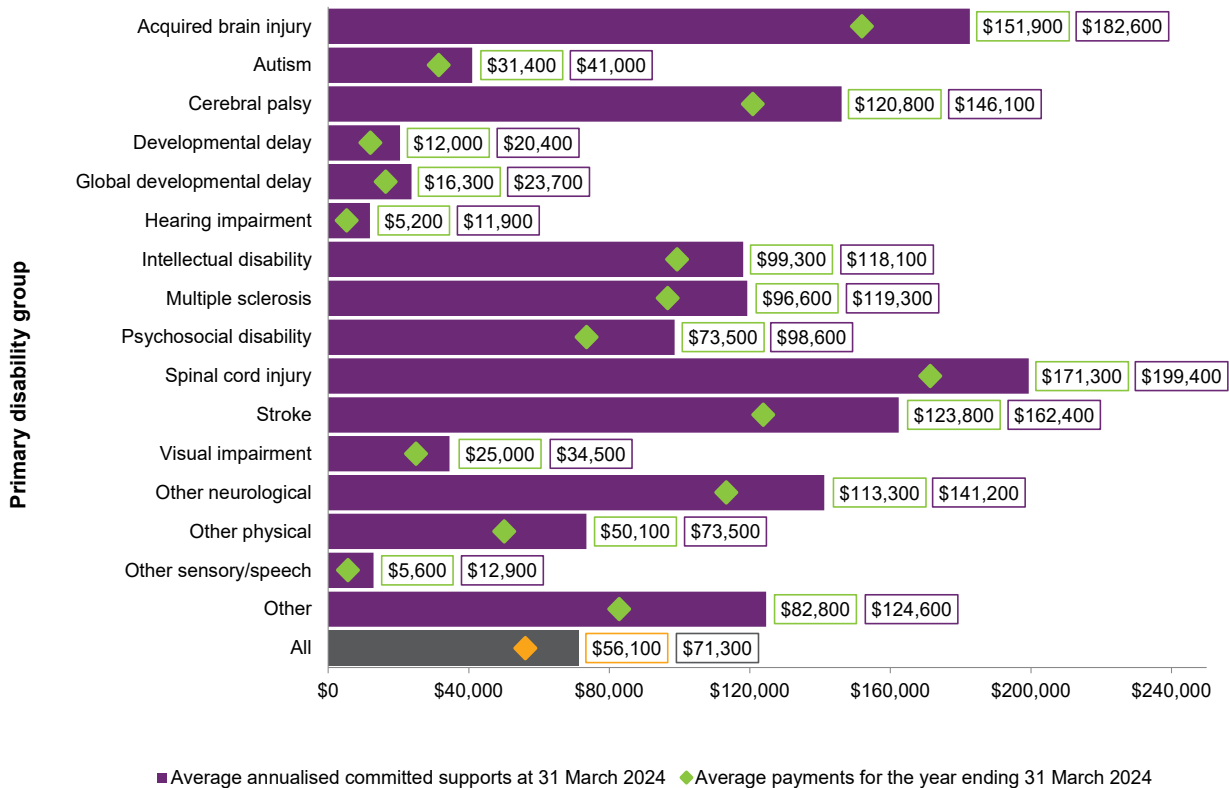


Figure L.9 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Australian Capital Territory



Figure L.10 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Australian Capital Territory

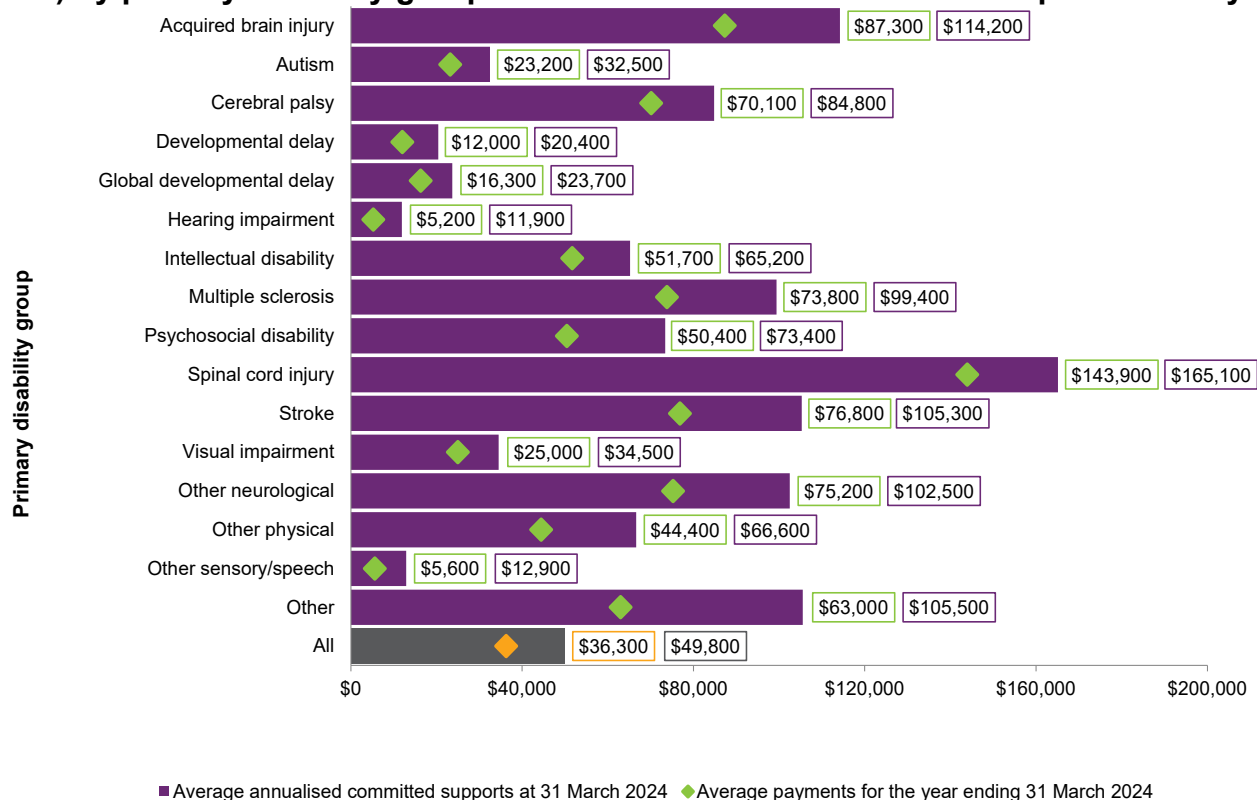


Figure L.11 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Australian Capital Territory

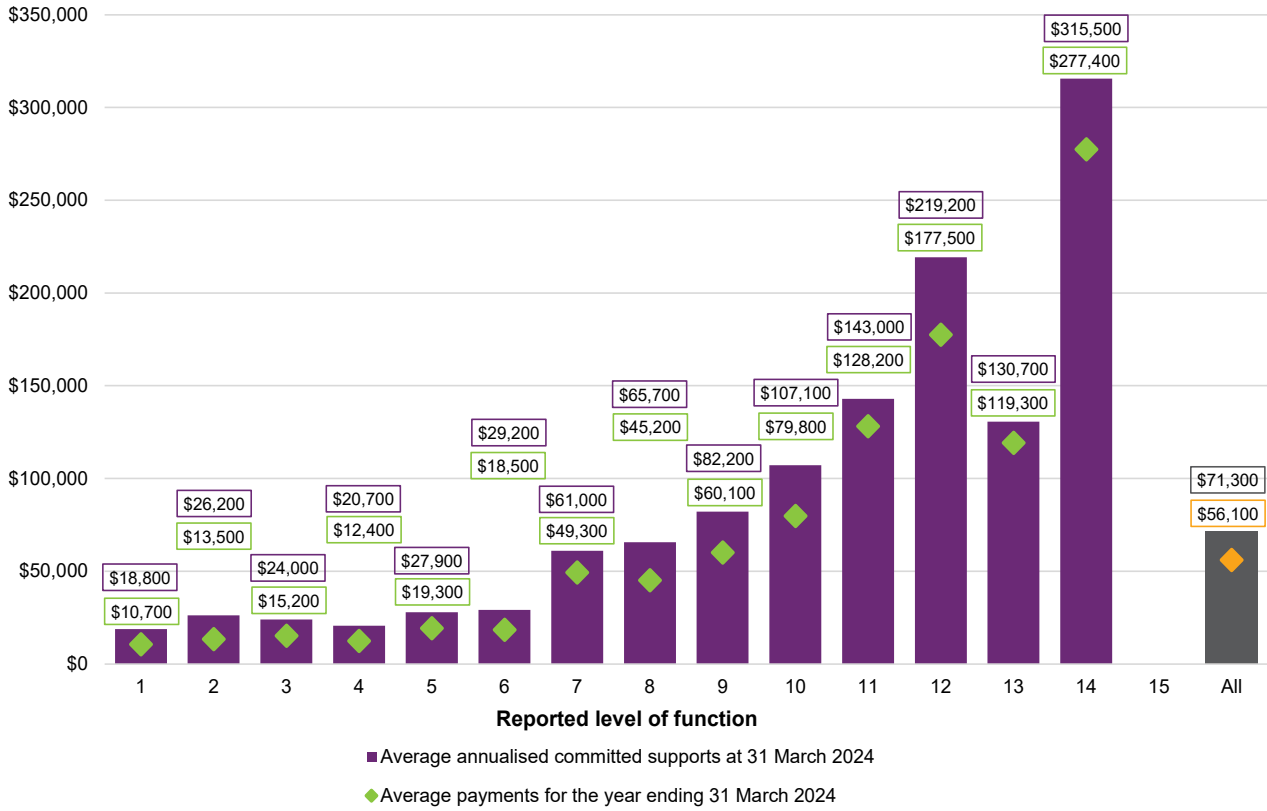


Figure L.12 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Australian Capital Territory

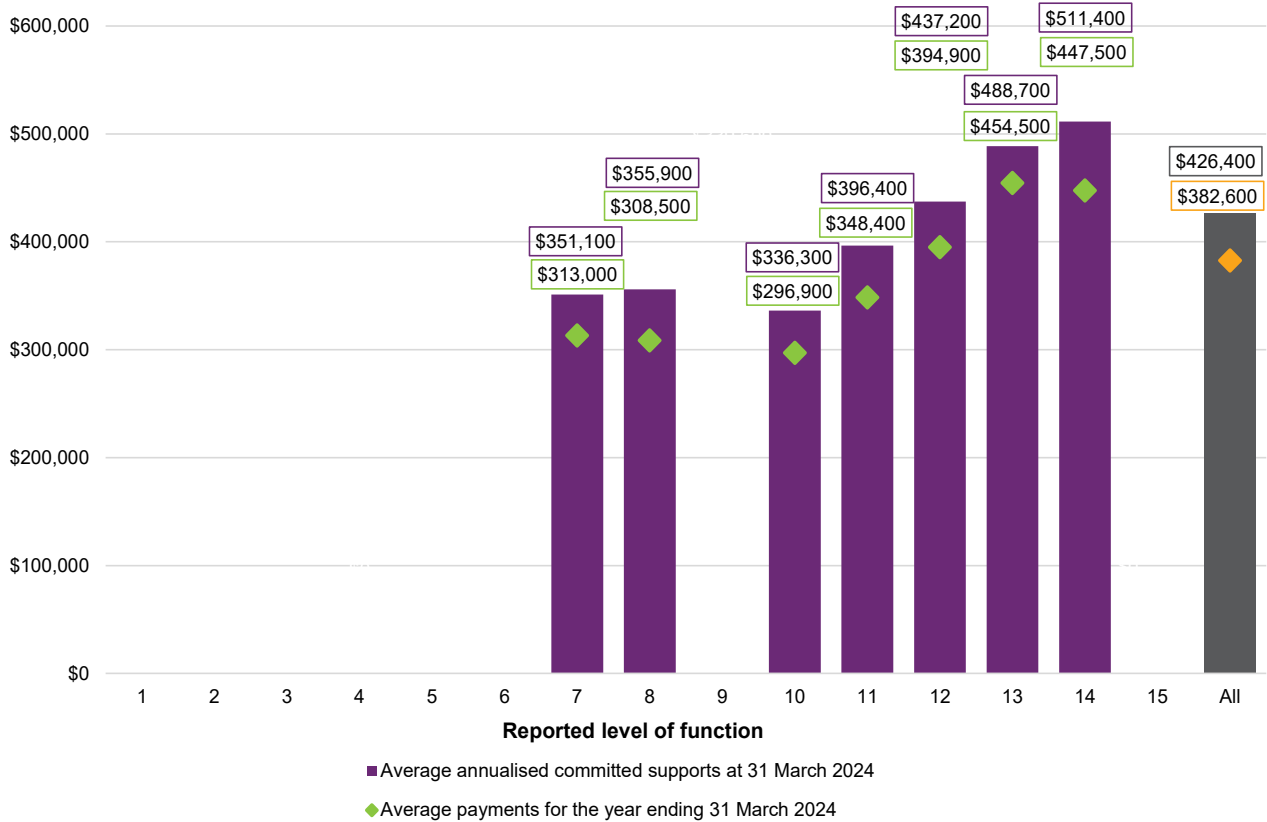


Figure L.13 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Australian Capital Territory

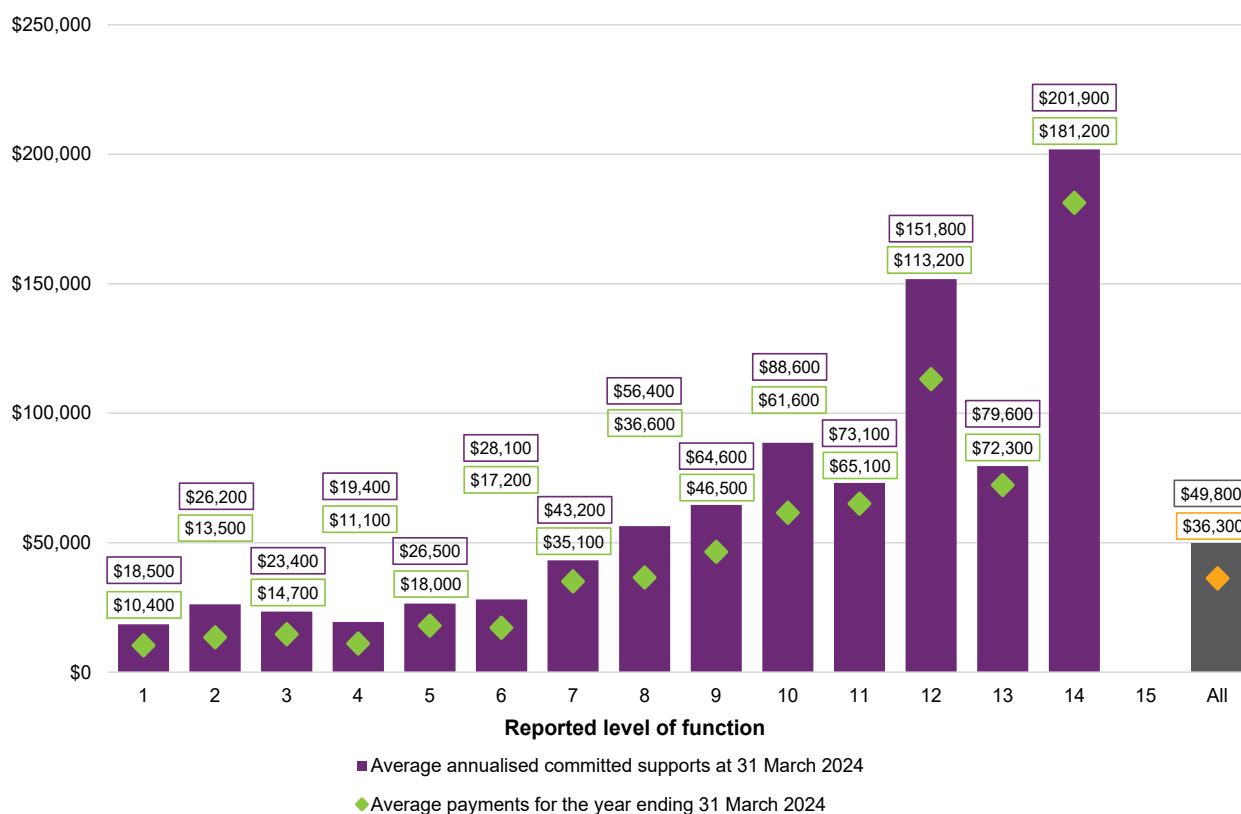


Table L.35 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Australian Capital Territory ^{492 493}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 336.2 | 388.4 |
| Core: Consumables | 9.3 | 13.1 |
| Core: Social and Civic | 108.5 | 142.3 |
| Core: Transport | 13.8 | 8.6 |
| Capacity Building: Choice and Control | 7.0 | 8.0 |
| Capacity Building: Daily Activities | 70.9 | 120.6 |
| Capacity Building: Employment | 2.3 | 6.8 |
| Capacity Building: Health and Wellbeing | 1.7 | 2.8 |
| Capacity Building: Home Living | 0.01 | 0.01 |
| Capacity Building: Lifelong learning | n/a | 0.002 |
| Capacity Building: Relationships | 8.4 | 16.2 |
| Capacity Building: Social and Civic | 5.4 | 12.1 |
| Capacity Building: Support Coordination | 12.7 | 17.9 |
| Capital: Assistive Technology | 9.3 | 22.1 |
| Capital: Home Modifications | 5.0 | 10.3 |
| All | 590.6 | 769.1 |

⁴⁹² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴⁹³ Total payments for home modifications in Australian Capital Territory were \$5.0 million. Of which, \$3.4 million (67.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (32.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$10.3 million. Of which, \$6.8 million (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.5 million (34%) has been allocated for non-SDA supports.

Table L.36 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Australian Capital Territory ^{494 495}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 186.0 | 196.0 |
| Core: Consumables | 1.7 | 2.1 |
| Core: Social and Civic | 27.7 | 38.1 |
| Core: Transport | 1.2 | 1.4 |
| Capacity Building: Choice and Control | 0.7 | 0.7 |
| Capacity Building: Daily Activities | 4.2 | 7.2 |
| Capacity Building: Employment | 0.1 | 0.2 |
| 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 | 3.1 | 5.6 |
| Capacity Building: Social and Civic | 0.1 | 0.2 |
| Capacity Building: Support Coordination | 2.7 | 3.3 |
| Capital: Assistive Technology | 1.5 | 3.3 |
| Capital: Home Modifications | 1.3 | 4.3 |
| All | 230.5 | 262.7 |

⁴⁹⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴⁹⁵ Total payments for home modifications in Australian Capital Territory were \$1.32 million. Of which, \$1.24 million (94.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.073 million (5.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.27 million. Of which, \$4.12 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.37 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2024 (\$m) – Australian Capital Territory ^{496 497}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 150.2 | 192.4 |
| Core: Consumables | 7.6 | 11.0 |
| Core: Social and Civic | 80.8 | 104.2 |
| Core: Transport | 12.6 | 7.2 |
| Capacity Building: Choice and Control | 6.3 | 7.2 |
| Capacity Building: Daily Activities | 66.7 | 113.4 |
| Capacity Building: Employment | 2.2 | 6.6 |
| Capacity Building: Health and Wellbeing | 1.6 | 2.5 |
| Capacity Building: Home Living | 0.01 | 0.01 |
| Capacity Building: Lifelong learning | n/a | 0.002 |
| Capacity Building: Relationships | 5.3 | 10.6 |
| Capacity Building: Social and Civic | 5.3 | 11.9 |
| Capacity Building: Support Coordination | 10.1 | 14.6 |
| Capital: Assistive Technology | 7.7 | 18.8 |
| Capital: Home Modifications | 3.7 | 6.0 |
| All | 360.0 | 506.4 |

Table L.38 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{498 499}

| 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 | 126.8 | 266.0 | 305.3 | 367.3 | 462.2 | 557.1 | 609.5 | 713.4 | 588.7 |
| Total Paid | 0.2 | 20.8 | 110.1 | 180.9 | 220.9 | 277.3 | 339.0 | 418.2 | 477.3 | 541.6 | 423.1 |
| % utilised to date | 57% | 83% | 87% | 68% | 72% | 75% | 73% | 75% | 78% | 76% | 72% |

Table L.39 Percentage change in plan budgets for active participants – Australian Capital Territory

| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|--------------|--------------|--------------|-------------|--------------|--------------|-------------|-------------|
| Intraplan Inflation | 3.9% | 5.4% | 7.9% | 3.8% | 4.1% | 5.0% | 7.6% | 4.2% | 3.0% |
| Interplan Inflation | 2.0% | 4.7% | 8.7% | 9.9% | 4.9% | 5.2% | 4.9% | 2.3% | 2.9% |
| Total Inflation | 5.9% | 10.0% | 16.6% | 13.7% | 9.1% | 10.2% | 12.5% | 6.5% | 5.9% |

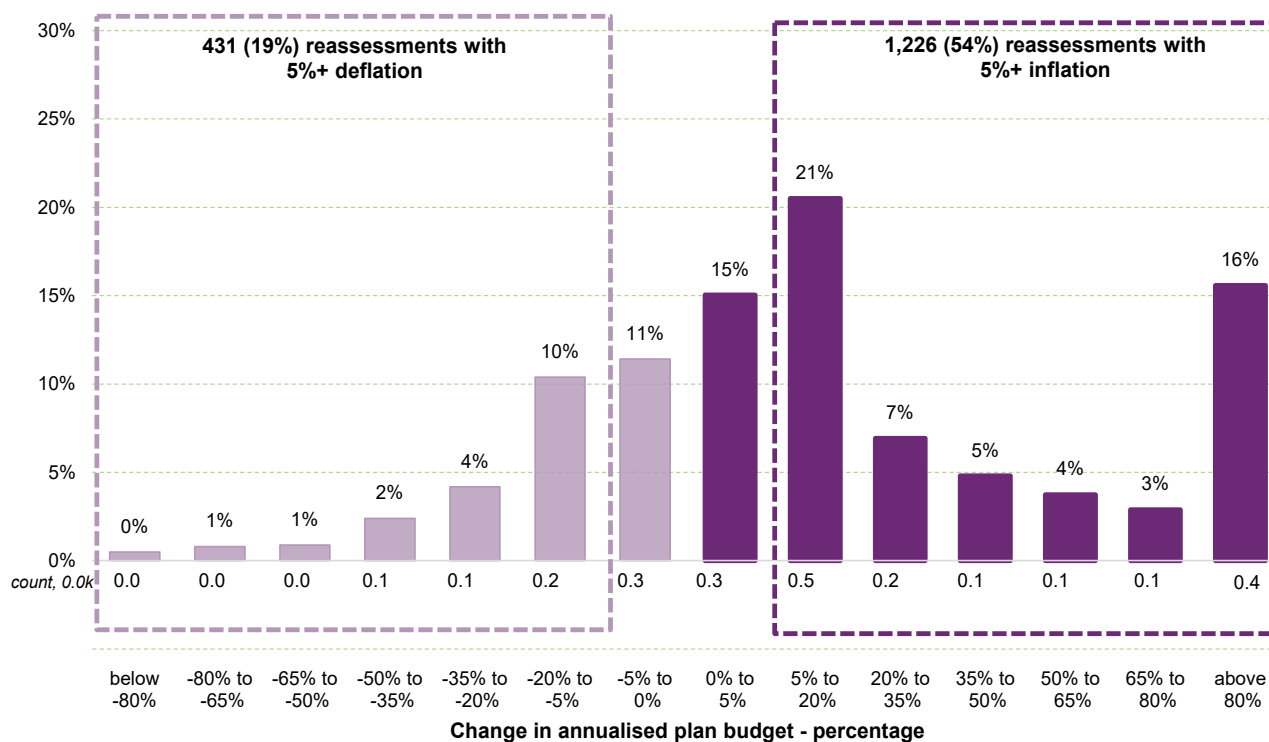
⁴⁹⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁴⁹⁷ Total payments for home modifications in Australian Capital Territory were \$3.7 million. Of which, \$2.1 million (57.6%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (42.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.0 million. Of which, \$2.6 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4 million (56%) has been allocated for non-SDA supports.

⁴⁹⁸ 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.

⁴⁹⁹ 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 March 2024) - all participants – Australian Capital Territory ⁵⁰⁰
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⁵⁰⁰ 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.

⁵⁰¹ The lower number of plan reassessments in the March 2024 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.

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 and March quarters, 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.

Total includes participants with missing characteristics, where applicable.

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry, by service previously received and entry type – Northern Territory

| Participant breakdown | Prior Quarters | 2023-24 Q3 | Total |
|---|----------------|------------|--------------|
| Access decisions | 7,683 | 155 | 7,838 |
| Active Eligible - Total | 5,953 | 127 | 6,080 |
| Active Eligible - New | 3,942 | 118 | 4,060 |
| Active Eligible - State | 1,601 | <11 | 1,609 |
| Active Eligible - Commonwealth | 410 | <11 | 411 |
| Active Participant Plans - Total | 5,838 | 87 | 5,925 |
| Active Participant Plans - New | 3,837 | 84 | 3,921 |
| Active Participant Plans - State | 1,594 | <11 | 1,597 |
| Active Participant Plans - Commonwealth | 407 | <11 | 407 |
| Active Participant Plans - Total | 5,838 | 87 | 5,925 |
| Active Participant Plans - Early Intervention (s25) | 2,068 | 38 | 2,106 |
| Active Participant Plans - Permanent Disability (s24) | 3,770 | 49 | 3,819 |

Table M.2 People who have left the Scheme since 1 July 2013 as at 31 March 2024 – Northern Territory

| People leaving the Scheme | Total |
|--|------------|
| Number of people who have left the Scheme | 635 |
| Early Intervention participants | 189 |
| Permanent disability participants | 446 |

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 | 1,541 | 97% | 617 | 98% | 25 | 93% | 2,183 | 97% |
| 7 to 14 | 836 | 87% | 367 | 86% | 15 | 88% | 1,218 | 87% |
| 15 to 18 | 263 | 87% | 132 | 83% | <11 | n/a | 401 | 86% |
| 19 to 24 | 205 | 87% | 105 | 83% | <11 | n/a | 315 | 86% |
| 25 to 34 | 335 | 88% | 190 | 79% | <11 | n/a | 533 | 84% |
| 35 to 44 | 383 | 86% | 261 | 80% | <11 | n/a | 654 | 84% |
| 45 to 54 | 411 | 82% | 317 | 77% | <11 | n/a | 736 | 79% |
| 55 to 64 | 410 | 81% | 333 | 74% | <11 | n/a | 747 | 78% |
| 65+ | 12 | 46% | 17 | 61% | <11 | n/a | 29 | 53% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 4,396 | 89% | 2,339 | 83% | 81 | 79% | 6,816 | 87% |

Table M.4 Assessment of access by primary disability group and gender – Northern Territory
502

| Primary disability group | Male - Number of access met | Male - Percentage of access decisions eligible | Female - Number of access met | Female - Percentage of access decisions eligible | Other - Number of access met | Other - Percentage of access decisions eligible | Total - Number of access met | Total - Percentage of access decisions eligible |
|----------------------------|-----------------------------|--|-------------------------------|--|------------------------------|---|------------------------------|---|
| Acquired brain injury | 268 | 94% | 102 | 93% | <11 | n/a | 372 | 93% |
| Autism | 1,036 | 98% | 364 | 98% | 26 | 96% | 1,426 | 98% |
| Cerebral palsy | 116 | 98% | 94 | 96% | <11 | n/a | 211 | 97% |
| Developmental delay | 747 | 98% | 285 | 99% | 16 | 100% | 1,048 | 98% |
| Global developmental delay | 164 | 99% | 73 | 97% | <11 | n/a | 239 | 98% |
| Hearing impairment | 119 | 88% | 121 | 82% | <11 | n/a | 243 | 85% |
| Intellectual disability | 739 | 95% | 484 | 94% | <11 | n/a | 1,231 | 95% |
| Multiple sclerosis | <11 | n/a | 21 | 95% | <11 | n/a | 29 | 94% |
| Psychosocial disability | 470 | 79% | 181 | 62% | <11 | n/a | 661 | 73% |
| Spinal cord injury | 79 | 96% | 28 | 97% | <11 | n/a | 109 | 96% |
| Stroke | 126 | 90% | 126 | 88% | <11 | n/a | 254 | 89% |
| Visual impairment | 42 | 82% | 50 | 83% | <11 | n/a | 92 | 82% |
| Other neurological | 163 | 80% | 136 | 76% | <11 | n/a | 300 | 79% |
| Other physical | 151 | 59% | 155 | 61% | <11 | n/a | 307 | 59% |
| Other sensory/speech | 28 | 48% | <11 | n/a | <11 | n/a | 33 | 45% |
| Other | 126 | 57% | 98 | 53% | <11 | n/a | 227 | 55% |
| Missing | 14 | 78% | 16 | 84% | <11 | n/a | 34 | 81% |
| Total | 4,396 | 89% | 2,339 | 83% | 81 | 79% | 6,816 | 87% |

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

⁵⁰² Down syndrome is included in intellectual disability.
March 2024 | NDIS Quarterly Report to Disability Ministers

Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory ⁵⁰³

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| First Nations Participants | 2,977 | 51% | 55 | 63% | 3,032 | 51% |
| Non-First Nations Participants | 2,426 | 42% | 25 | 29% | 2,451 | 41% |
| Not Stated | 435 | 7% | <11 | 8% | 442 | 7% |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 100% |

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory ^{504 505}

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Culturally and linguistically diverse | 334 | 6% | <11 | n/a | 335 | 6% |
| Not culturally and linguistically diverse | 5,411 | 93% | 79 | 91% | 5,490 | 93% |
| Not stated | 93 | 2% | <11 | n/a | 100 | 2% |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 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 March 2024 – Northern Territory ^{506 507}

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

⁵⁰³ The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁵⁰⁴ The number of CALD participants excludes participants who identify as First Nations Peoples.

⁵⁰⁵ The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁵⁰⁶ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers.

⁵⁰⁷ There are a further 12 active participants aged 65 years or over who are currently in residential aged care.

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ⁵⁰⁸

| Participants in residential aged care (under 65) | Incremental | Cumulative |
|--|-------------|------------|
| 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 |
| Mar-24 | <11 | <11 |

Table M.9 Participant profile per quarter by remoteness – Northern Territory ⁵⁰⁹

| Participant profile | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Major cities | <11 | n/a | <11 | n/a | <11 | n/a |
| Population > 50,000 | 3,379 | 58% | 32 | 37% | 3,411 | 58% |
| Population between 15,000 and 50,000 | <11 | n/a | <11 | n/a | <11 | n/a |
| Population between 5,000 and 15,000 | <11 | n/a | <11 | n/a | <11 | n/a |
| Population less than 5,000 | 69 | 1% | <11 | n/a | 69 | 1% |
| Remote | 1,224 | 21% | 24 | 28% | 1,248 | 21% |
| Very Remote | 1,161 | 20% | 30 | 34% | 1,191 | 20% |
| Missing | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 100% |

⁵⁰⁸ 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.

⁵⁰⁹ The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ⁵¹⁰
511 512

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 1,374 | 24% | 14 | 16% | 1,388 | 23% |
| Intellectual disability | 1,136 | 19% | <11 | n/a | 1,145 | 19% |
| Developmental delay | 819 | 14% | 22 | 25% | 841 | 14% |
| Psychosocial disability | 582 | 10% | <11 | n/a | 592 | 10% |
| Hearing impairment | 224 | 4% | <11 | n/a | 228 | 4% |
| Other neurological | 216 | 4% | <11 | n/a | 224 | 4% |
| Other physical | 198 | 3% | <11 | n/a | 199 | 3% |
| Acquired brain injury | 314 | 5% | <11 | n/a | 317 | 5% |
| Cerebral palsy | 196 | 3% | <11 | n/a | 196 | 3% |
| Global developmental delay | 216 | 4% | <11 | n/a | 218 | 4% |
| Multiple sclerosis | 23 | 0% | <11 | n/a | 23 | 0% |
| Visual impairment | 73 | 1% | <11 | n/a | 73 | 1% |
| Other | 161 | 3% | <11 | n/a | 166 | 3% |
| Stroke | 194 | 3% | <11 | n/a | 200 | 3% |
| Spinal cord Injury | 85 | 1% | <11 | n/a | 88 | 1% |
| Other sensory/speech | 27 | 0% | <11 | n/a | 27 | 0% |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 100% |

⁵¹⁰ Table order based on national proportions in Supplement E (highest to lowest).

⁵¹¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁵¹² Down syndrome is included in intellectual disability, representing 2% (104) of all Scheme participants in Northern Territory.

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{513 514}

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 36 | 6% | <11 | n/a | 36 | 6% |
| Intellectual disability | 169 | 29% | <11 | n/a | 169 | 28% |
| 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 | 37 | 6% | <11 | n/a | 38 | 6% |
| Other physical | <11 | n/a | <11 | n/a | <11 | n/a |
| Acquired brain injury | 90 | 15% | <11 | n/a | 91 | 15% |
| Cerebral palsy | 61 | 10% | <11 | n/a | 61 | 10% |
| 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 |
| Other | 23 | 4% | <11 | n/a | 23 | 4% |
| Stroke | 54 | 9% | <11 | n/a | 55 | 9% |
| Spinal cord Injury | 19 | 3% | <11 | n/a | 19 | 3% |
| Other sensory/speech | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 592 | 100% | <11 | n/a | 595 | 100% |

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ⁵¹⁵

| Primary disability group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Autism | 1,338 | 26% | 14 | 17% | 1,352 | 25% |
| Intellectual disability | 967 | 18% | <11 | n/a | 976 | 18% |
| Developmental delay | 819 | 16% | 22 | 26% | 841 | 16% |
| Psychosocial disability | 493 | 9% | <11 | n/a | 503 | 9% |
| Hearing impairment | 224 | 4% | <11 | n/a | 228 | 4% |
| Other neurological | 179 | 3% | <11 | n/a | 186 | 3% |
| Other physical | 188 | 4% | <11 | n/a | 189 | 4% |
| Acquired brain injury | 224 | 4% | <11 | n/a | 226 | 4% |
| Cerebral palsy | 135 | 3% | <11 | n/a | 135 | 3% |
| Global developmental delay | 216 | 4% | <11 | n/a | 218 | 4% |
| Multiple sclerosis | 23 | 0% | <11 | n/a | 23 | 0% |
| Visual impairment | 69 | 1% | <11 | n/a | 69 | 1% |
| Other | 138 | 3% | <11 | n/a | 143 | 3% |
| Stroke | 140 | 3% | <11 | n/a | 145 | 3% |
| Spinal cord Injury | 66 | 1% | <11 | n/a | 69 | 1% |
| Other sensory/speech | 27 | 1% | <11 | n/a | 27 | 1% |
| Total | 5,246 | 100% | 84 | 100% | 5,330 | 100% |

⁵¹³ 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.

⁵¹⁴ Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

⁵¹⁵ 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 ⁵¹⁶

| Reported level of function | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|----------------------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 1 (High Function) | 976 | 17% | <11 | n/a | 982 | 17% |
| 2 (High Function) | <11 | n/a | <11 | n/a | <11 | n/a |
| 3 (High Function) | 399 | 7% | <11 | n/a | 403 | 7% |
| 4 (High Function) | 289 | 5% | <11 | n/a | 291 | 5% |
| 5 (High Function) | 449 | 8% | <11 | n/a | 452 | 8% |
| 6 (Moderate Function) | 1,130 | 19% | <11 | n/a | 1,136 | 19% |
| 7 (Moderate Function) | 328 | 6% | <11 | n/a | 332 | 6% |
| 8 (Moderate Function) | 453 | 8% | <11 | n/a | 456 | 8% |
| 9 (Moderate Function) | 35 | 1% | <11 | n/a | 35 | 1% |
| 10 (Moderate Function) | 618 | 11% | <11 | n/a | 621 | 10% |
| 11 (Low Function) | 131 | 2% | <11 | n/a | 131 | 2% |
| 12 (Low Function) | 515 | 9% | 13 | 15% | 528 | 9% |
| 13 (Low Function) | 368 | 6% | 11 | 13% | 379 | 6% |
| 14 (Low Function) | 120 | 2% | <11 | n/a | 120 | 2% |
| 15 (Low Function) | <11 | n/a | <11 | n/a | <11 | n/a |
| Missing | 20 | 0% | 32 | 0% | 52 | 0% |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 100% |

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

| Age Group | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--------------|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| 0 to 6 | 980 | 17% | 33 | 38% | 1,013 | 17% |
| 7 to 14 | 1,569 | 27% | <11 | n/a | 1,577 | 27% |
| 15 to 18 | 492 | 8% | <11 | n/a | 498 | 8% |
| 19 to 24 | 420 | 7% | <11 | n/a | 423 | 7% |
| 25 to 34 | 488 | 8% | <11 | n/a | 494 | 8% |
| 35 to 44 | 558 | 10% | <11 | n/a | 565 | 10% |
| 45 to 54 | 561 | 10% | 12 | 14% | 573 | 10% |
| 55 to 64 | 573 | 10% | 12 | 14% | 585 | 10% |
| 65+ | 197 | 3% | <11 | n/a | 197 | 3% |
| Total | 5,838 | 100% | 87 | 100% | 5,925 | 100% |

⁵¹⁶ The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Table M.15 Participation rates by age group and gender at 31 March 2024 – Northern Territory⁵¹⁷

| Age group | Participation Rate - Male | Participation Rate - Female | Participation Rate - Total |
|-----------------------------|---------------------------|-----------------------------|----------------------------|
| 0 to 6 | 5.4% | 2.5% | 4.0% |
| 7 to 14 | 7.8% | 3.3% | 5.6% |
| 15 to 18 | 5.1% | 2.5% | 3.9% |
| 19 to 24 | 2.5% | 1.2% | 1.9% |
| 25 to 44 | 1.4% | 0.9% | 1.2% |
| 45 to 64 | 2.1% | 1.7% | 1.9% |
| Total (aged 0 to 64) | 3.1% | 1.6% | 2.4% |

Table M.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Northern Territory^{518 519}

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|-------------------------------|----------------|------------|------------|
| Daily Activities | n/a | n/a | 3% |
| Health & Wellbeing | 22% | n/a | 23% |
| Lifelong Learning | 9% | n/a | 10% |
| Other | 5% | n/a | 6% |
| Non-categorised | 4% | n/a | 4% |
| Any mainstream service | 30% | 80% | 32% |

Table M.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Northern Territory⁵²⁰

| Mainstream service | Prior Quarters | 2023-24 Q3 | Total |
|---------------------------------|----------------|------------|------------|
| Choice and control over my life | 4% | 7% | 4% |
| Daily life | 21% | 24% | 21% |
| Health and wellbeing | 65% | 70% | 65% |
| Learning | 27% | 19% | 26% |
| Relationships | 4% | 4% | 4% |
| Social and community activities | 8% | 4% | 8% |
| Where I live | 2% | 3% | 2% |
| Work | 3% | 3% | 3% |
| Unknown | 12% | 5% | 11% |
| Any mainstream service | 100% | 95% | 99% |

⁵¹⁷ 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.

⁵¹⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁵¹⁹ The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.

⁵²⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Two: Participant and family/carer outcomes

Note: In Tables M.18 to M.22 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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=427), 'participant social and community engagement rate' (n=424), 'parent and carer employment rate' (n=267) 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 March 2022 - Northern Territory ⁵²¹

| Age group | Baseline | R1 | R2 | 2022-23 Target |
|--|----------|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 12% | 13% | 21% | 26% |
| Participant employment rate - Aged 25 to 34 years | 18% | 17% | 17% | 26% |
| Participant employment rate - Aged 35 to 44 years | 11% | 11% | 8% | 26% |
| Participant employment rate - Aged 45 to 54 years | 18% | 9% | 20% | 26% |
| Participant employment rate - Aged 55 to 64 years | 10% | 13% | 11% | 26% |
| Participant employment rate - Aged 65+ years | n/a | n/a | n/a | 26% |
| Participant employment rate - Aged 25 to 64 years | 14% | 13% | 14% | 26% |
| Participant employment rate - Aged 15 to 64 years | 14% | 13% | 16% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 39% | 51% | 41% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 44% | 56% | 49% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | 38% | 42% | 41% | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 44% | 47% | 44% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 46% | 43% | 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% | 49% | 45% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 42% | 49% | 44% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 48% | 56% | 52% | 50% |
| Parent and carer employment rate - Aged 15+ years | 47% | 57% | 56% | 50% |
| Parent and carer employment rate - All ages | 48% | 56% | 54% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 59% | 59% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 51% | 65% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 53% | 63% | 75% |

⁵²¹ 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 March 2022 and have had a second plan reassessment to date.

Table M.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=316), ‘participant social and community engagement rate’ (n=321), ‘parent and carer employment rate’ (n=218) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=162) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Northern Territory ⁵²²

| Age group | Baseline | R1 | R2 | R3 | 2022-23 Target |
|--|----------|-----|-----|-----|----------------|
| Participant employment rate - Aged 15 to 24 years | 6% | 15% | 0% | 10% | 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% | 10% | 16% | 26% |
| Participant employment rate - Aged 55 to 64 years | 14% | 7% | 5% | 14% | 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% | 17% | 8% | 15% | 26% |
| Participant employment rate - Aged 15 to 64 years | 14% | 17% | 6% | 14% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | 37% | 37% | 42% | 38% | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | 33% | 36% | 35% | 37% | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | 36% | 33% | 34% | 36% | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | 30% | 30% | 38% | 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 | 36% | 35% | 38% | 40% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 36% | 35% | 39% | 40% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | 52% | 61% | 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% | 61% | 57% | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | 64% | 77% | 66% | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 67% | 66% | 74% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 66% | 69% | 72% | 75% |

⁵²² 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 March 2021 and have had a third plan reassessment to date.
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Table M.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=251), ‘participant social and community engagement rate’ (n=253), ‘parent and carer employment rate’ (n=110) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=153) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Northern Territory ⁵²³

| 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% | 8% | 13% | 5% | 17% | 26% |
| Participant employment rate - Aged 15 to 64 years | 11% | 8% | 12% | 6% | 16% | 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% | 52% | 49% | 46% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 46% | 46% | 52% | 45% | 47% | 46% |
| Parent and carer employment rate - Aged 0 to 14 years | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - Aged 15+ years | n/a | n/a | n/a | n/a | n/a | 50% |
| Parent and carer employment rate - All ages | n/a | n/a | n/a | n/a | n/a | 50% |
| Participant Choice and Control - Aged 15 to 24 years | n/a | n/a | n/a | n/a | n/a | 75% |
| Participant Choice and Control - Aged 25+ years | n/a | 60% | 68% | 76% | 76% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 58% | 67% | 71% | 71% | 75% |

⁵²³ 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 March 2020 and have had a fourth plan reassessment to date.

Table M.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=153), ‘participant social and community engagement rate’ (n=159), ‘parent and carer employment rate’ (n=54) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=129) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Northern Territory ⁵²⁴

| 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% | 11% | 13% | 17% | 14% | 15% | 26% |
| Participant employment rate - Aged 15 to 64 years | 14% | 11% | 13% | 18% | 14% | 17% | 26% |
| Participant social and community engagement rate - Aged 15 to 24 years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 25 to 34 years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 35 to 44 years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 45 to 54 years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 55 to 64 years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 65+ years | n/a | n/a | n/a | n/a | n/a | n/a | 46% |
| Participant social and community engagement rate - Aged 25+ years | 44% | 49% | 42% | 48% | 54% | 53% | 46% |
| Participant social and community engagement rate - Aged 15+ years | 43% | 49% | 44% | 44% | 51% | 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 | 52% | 70% | 62% | 71% | 74% | 75% |
| Participant Choice and Control - Aged 15+ years | n/a | 53% | 71% | 65% | 67% | 72% | 75% |

⁵²⁴ 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 March 2019 and have had a fifth plan reassessment to date.

Table M.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=70), ‘participant social and community engagement rate’ (n=70), ‘parent and carer employment rate’ (n=6) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=47) 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 March 2018 - Northern Territory ⁵²⁵

| 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 | n/a | n/a | n/a | n/a | n/a | n/a | 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 | 45% | 60% | 55% | 71% | 85% | 71% | 75% |

⁵²⁵ 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 March 2018 and have had a sixth plan reassessment to date.

Part Three: Participant Experience

Table M.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 0 in Prior Quarters, n < 20 in 2023-24 Q3), 'Community Connections' (n = 0 in Prior Quarters, n < 20 in 2023-24 Q3), 'Apply for NDIS' (n = 0 in Prior Quarters, n < 20 in 2023-24 Q3), 'Plan Approval' (n = 0 in Prior Quarters, n = 31 in 2023-24 Q3), 'Plan Implementation' (n = 0 in Prior Quarters, n < 20 in 2023-24 Q3) and 'Plan Reassessment' (n = 0 in Prior Quarters, n = 87 in 2023-24 Q3) – Northern Territory^{526 527}

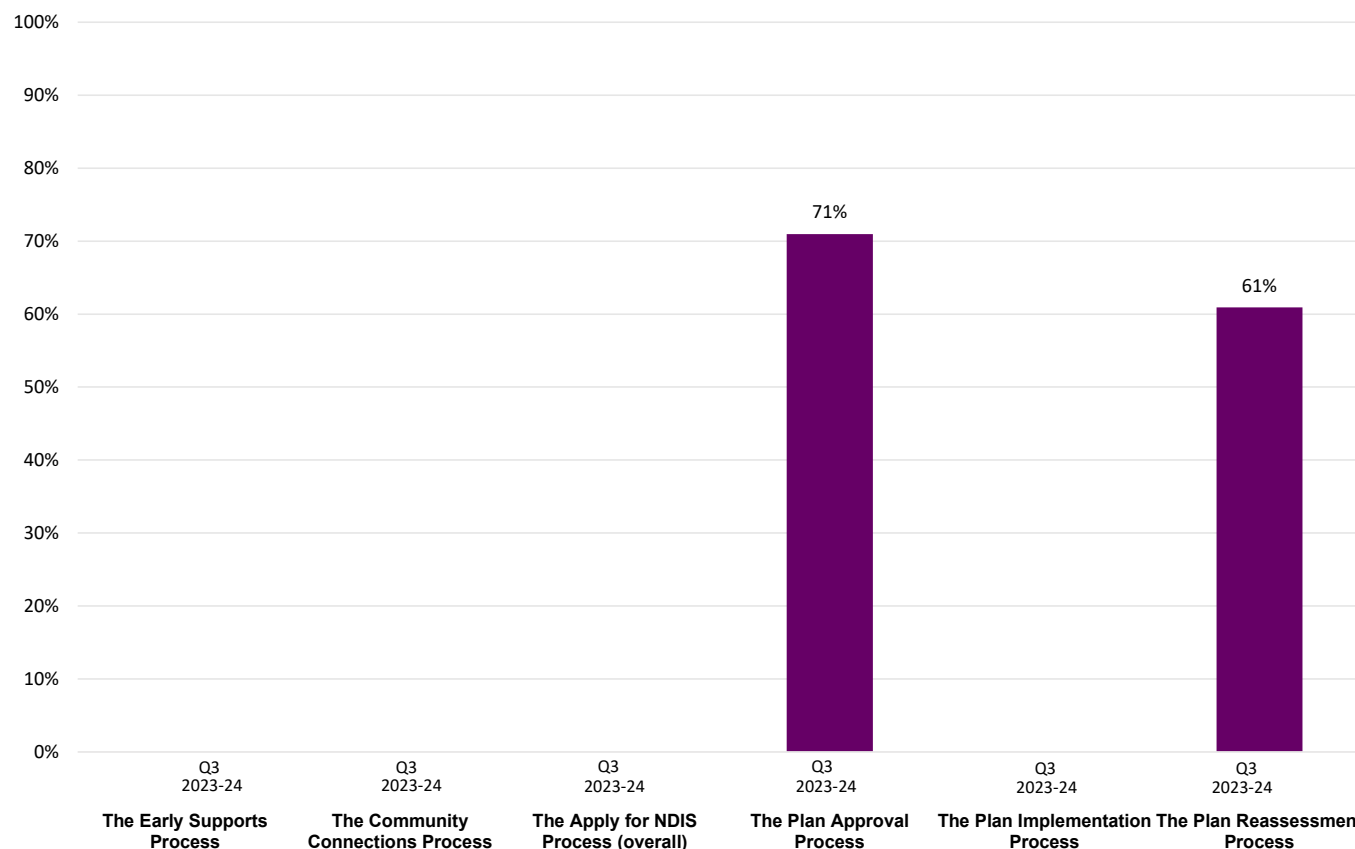
| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Early Supports - Were you treated with respect? | n/a | n/a |
| Early Supports - Were decisions and outcomes explained to you? | n/a | n/a |
| Early Supports - Were your questions and concerns acknowledged? | n/a | n/a |
| Early Supports - How well does your early supports plan meet your child's needs? | n/a | n/a |
| Community Connections - Was information easy to understand? | n/a | n/a |
| Community Connections - Was communication in your preferred format? | n/a | n/a |
| Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life? | n/a | n/a |
| Community Connections - To what extent were your circumstances and needs considered? | n/a | n/a |
| Community Connections - To what extent were you included in decisions that were made? | n/a | n/a |
| Community Connections - How confident are you in reaching out to community supports and other government services? | n/a | n/a |
| Apply for NDIS (overall) - Were you treated with respect? | n/a | n/a |
| Apply for NDIS (overall) - Were decisions and outcomes explained to you? | n/a | n/a |
| Apply for NDIS (overall) - Was information easy to understand? | n/a | n/a |
| Apply for NDIS (overall) - Was communication in your preferred format? | n/a | n/a |
| Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | n/a |
| Apply for NDIS (overall) - To what extent were your circumstances and needs considered? | n/a | n/a |
| Plan Approval - Were you treated with respect? | n/a | 100% |
| Plan Approval - Were decisions and outcomes explained to you? | n/a | 80% |
| Plan Approval - Were your questions and concerns acknowledged? | n/a | 93% |
| Plan Approval - Do you know where to go for more help with using your plan? | n/a | 86% |
| Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 61% |
| Plan Approval - How well does your NDIS plan meet your needs? | n/a | 71% |
| Plan Implementation - Do you know where to go for more help with using your plan? | n/a | n/a |
| Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | n/a |
| Plan Implementation - To what extent were your circumstances and needs considered? | n/a | n/a |
| Plan Implementation - Did you feel prepared for your plan implementation meeting? | n/a | n/a |
| Plan Implementation - Do you feel confident in using your plan? | n/a | n/a |
| Plan Implementation - Do you feel confident in accessing supports? | n/a | n/a |
| Plan Reassessment - Were you able to connect with the NDIS in your preferred way? | n/a | 80% |
| Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life? | n/a | 64% |
| Plan Reassessment - To what extent were your circumstances and needs considered? | n/a | 63% |
| Plan Reassessment - To what extent were you included in decisions that were made? | n/a | 67% |

⁵²⁶ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

⁵²⁷ Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

| Stage of NDIS journey | Proportion of respondents responding positively Prior Quarters | Proportion of respondents responding positively 2023-24 Q3 |
|---|--|--|
| Plan Reassessment - Did you feel prepared for your check-in or plan reassessment? | n/a | 67% |
| Plan Reassessment - Do you feel confident in using your plan? | n/a | 60% |
| Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals? | n/a | 63% |
| Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan? | n/a | 71% |

Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory
528 529



Complaints submitted from the 1 July 2016 until the end of 2023-24 Q3 are reported in the following tables. Table M.24 shows the number of complaints in 2023-24 Q3 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options. Table M.25 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.

Prior to October 2019, complaints were entered in CRM via a feedback item in the 'My Feedback' tile. The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints and hence, most of the complaints received by the NDIA from October 2019 to October 2023 were captured in the 'My Customer Requests' tile (noting the previous 'My Feedback' tile was still being used in a small number of cases). Participant Critical Incident (PCI) data up to and including October 2023 was captured by the Escalation and Participant Incident Team (EaPIT). Recording of complaints and PCIs commenced transitioning to the new computer system on

⁵²⁸ Ibid.

⁵²⁹ Participant satisfaction results are not shown if there is insufficient data in the group.

30 October 2023. The new computer system provides improved functionality to complaints and PCI reporting.

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. On the 'My Customer Requests' tile and in the new computer system, it is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, 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.

In the last 3 quarters, the Agency has experienced higher than usual levels of contact from participants, which has resulted in increased volumes of complaints. The NDIA is prioritising the resolution of these complaints and is supporting its workforce to continue to build capability with the new system and processes.

Table M.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory
530 531 532

| Complaints made by or on behalf of: | Prior Quarters | 2023-24 Q3 | 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 | 25 | <11 | 26 | 25 |
| People who have submitted an access request: Complaints about service providers | 78 | <11 | 79 | 60 |
| People who have submitted an access request: Complaints about the Agency | 925 | 64 | 989 | 628 |
| People who have submitted an access request: Unclassified | 18 | <11 | 18 | 15 |
| People who have submitted an access request: Total | 1,048 | 66 | 1,114 | 688 |
| Percentage of the number of active participants | 4.8% | 4.4% | 4.8% | n/a |
| Total PCIs | 594 | 45 | 639 | n/a |

⁵³⁰ Note that 70% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.

⁵³¹ 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.

⁵³² From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

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

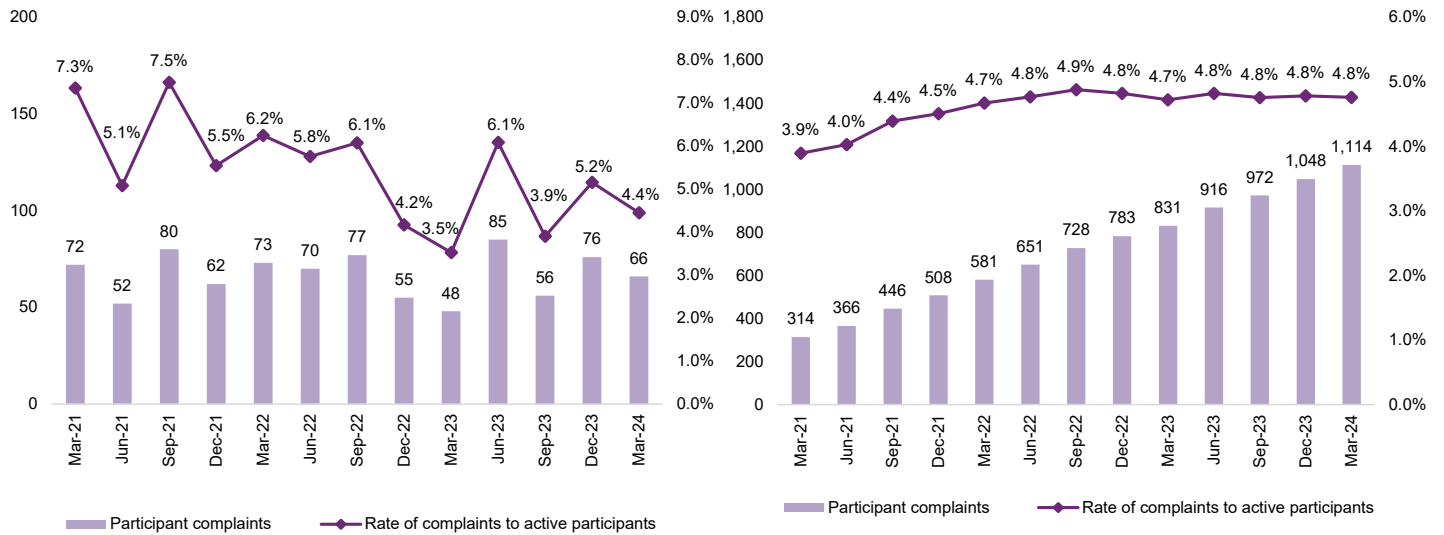
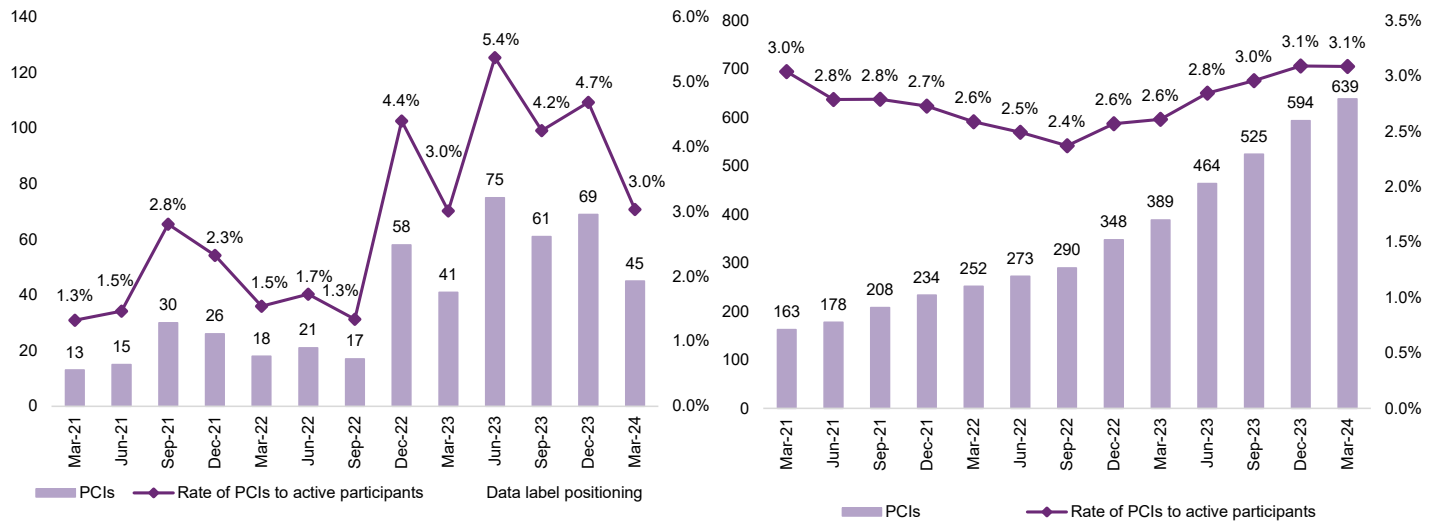


Figure M.3 Number and proportion of Participant Critical Incidents (PCIs) over time incrementally (left) and cumulatively (right) – Northern Territory ⁵³³



⁵³³ Ibid.
 March 2024 | NDIS Quarterly Report to Disability Ministers

Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ⁵³⁴

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - 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 | 133 | 14% | 13 | 20% | 146 | 15% |
| Complaints about the Agency - NDIA Fraud and Compliance | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about the Agency - NDIA Plan | 237 | 26% | 20 | 31% | 257 | 26% |
| Complaints about the Agency - NDIA Process | 126 | 14% | <11 | n/a | 131 | 13% |
| Complaints about the Agency - NDIA Resources | 15 | 2% | <11 | n/a | 18 | 2% |
| Complaints about the Agency - NDIA Staff | 56 | 6% | <11 | n/a | 58 | 6% |
| Complaints about the Agency - NDIA Timeliness | 205 | 22% | 20 | 31% | 225 | 23% |
| 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 | 3% | <11 | n/a | 31 | 3% |
| Complaints about the Agency - Other | 61 | 7% | <11 | n/a | 61 | 6% |
| Complaints about the Agency - Total | 925 | 100% | 64 | 100% | 989 | 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 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Process | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Resources | <11 | n/a | <11 | n/a | <11 | n/a |
| Complaints about LAC Partner - LAC Staff | 15 | 60% | <11 | n/a | 16 | 62% |
| 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 |

⁵³⁴ There are 1,048 total participant complaints in prior quarters, 66 total participant complaints in 2023-24 Q3, and 1,114 total participant complaints as at 31 March 2024, including 18 unclassified participant complaints as at 31 March 2024.

| Type | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|--|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Complaints about LAC Partner - Total | 25 | 100% | <11 | n/a | 26 | 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 | 20 | 26% | <11 | n/a | 21 | 27% |
| Complaints about service providers - Provider Staff | 16 | 21% | <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 | 15 | 19% | <11 | n/a | 15 | 19% |
| Complaints about service providers - Total | 78 | 100% | <11 | n/a | 79 | 100% |

Table M.26 AAT Cases by category at 31 March 2024 – Northern Territory ^{535 536}

| Category | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - 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% |
| Percentage of the number of active participants | n/a | 0.05% | n/a | 0.00% | n/a | 0.05% |

Table M.27 AAT cases by open/closed and decision – Northern Territory ^{537 538}

| AAT cases by open/closed and decision | Number of cases | Number of unique active participants |
|---|-----------------|--------------------------------------|
| AAT Cases | 12 | 12 |
| Open AAT Cases | <11 | <11 |
| Closed AAT Cases | 12 | 12 |
| Resolved before hearing | <11 | <11 |
| Gone to hearing and received a substantive decision | <11 | <11 |

⁵³⁵ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁵³⁶ The lower number of AATs in March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

⁵³⁷ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

⁵³⁸ 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.28 AAT Supports in dispute – Northern Territory ^{539 540 541 542}

| Type of support | Prior Quarters | 2023-24 Q2 | 2023-24 Q3 |
|---------------------------|----------------|---------------|---------------|
| 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.29 Closed AAT by outcome – Northern Territory ⁵⁴³

| Outcome | Prior Quarters - Count | Prior Quarters - Percentage | 2023-24 Q3 - Count | 2023-24 Q3 - Percentage | Total - Count | Total - Percentage |
|---|------------------------|-----------------------------|--------------------|-------------------------|---------------|--------------------|
| Decided by Tribunal - Total | <11 | n/a | <11 | n/a | <11 | n/a |
| Decided by Tribunal - Affirmed | <11 | n/a | <11 | n/a | <11 | n/a |
| Decided by Tribunal - Varied | <11 | n/a | <11 | n/a | <11 | n/a |
| Decided by Tribunal - Set Aside | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Total | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Resolved by consent | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Withdrawn | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - No jurisdiction | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Extension of Time Declined | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Extension of Time Not opposed | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Dismissed | <11 | n/a | <11 | n/a | <11 | n/a |
| Not Decided by Tribunal - Other | <11 | n/a | <11 | n/a | <11 | n/a |
| Total | 11 | 100% | <11 | n/a | 12 | 100% |

⁵³⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁵⁴⁰ Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.

⁵⁴¹ 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.

⁵⁴² The numbers of AAT Supports in dispute for Northern Territory are not shown due to insufficient numbers.

⁵⁴³ The numbers of closed AAT by outcomes for Northern Territory are not shown due to insufficient numbers.

Part Four: Providers and the growing market

Part 4 has been updated to focus on active provider counts and payments made to these providers across varying registration status and plan management types. Part 4 aligns with Section 4 of the main report.

Table M.30 Number of active providers in 2023-24 Q3 by registration status and plan management type – Northern Territory ^{544 545 546 547}

| Plan management type | Registered | Unregistered | Total providers |
|----------------------------------|------------|--------------|-----------------|
| Agency-managed | 255 | <5 | 255 |
| Plan-managed | 558 | 1,314 | 1,864 |
| Self-managed | 74 | 166 | 240 |
| All plan management types | 630 | 1,394 | 2,016 |

Table M.31 Total active provider payments in 2023-24 Q3 by registration status and plan management type (\$m) – Northern Territory ^{548 549 550 551 552}

| Plan management type | Registered | Unregistered | All registration types |
|-----------------------------|------------|--------------|------------------------|
| Agency-managed | 73 | 0 | 73 |
| Plan-managed | 55 | 21 | 76 |
| Self-managed | 0 | 0 | 4 |
| All management types | 129 | 21 | 153 |

⁵⁴⁴ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

⁵⁴⁵ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

⁵⁴⁶ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

⁵⁴⁷ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁵⁴⁸ Registration status is determined as at the posting date of payment.

⁵⁴⁹ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

⁵⁵⁰ Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

⁵⁵¹ Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.

⁵⁵² Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

Part Five: Financial sustainability

Note: In Figures M.4 to M.12 and in Tables M.32 and M.33, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 March 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table M.32 Distribution of participants by average annualised committed support band (including participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Northern Territory

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 1.0% | 0.9% |
| \$5,001-\$10,000 | 3.7% | 3.6% |
| \$10,001-\$15,000 | 6.1% | 5.8% |
| \$15,001-\$20,000 | 8.8% | 8.7% |
| \$20,001-\$25,000 | 13.6% | 13.2% |
| \$25,001-\$30,000 | 6.9% | 6.9% |
| \$30,001-\$50,000 | 17.0% | 17.0% |
| \$50,001-\$100,000 | 17.5% | 17.6% |
| \$100,001-\$150,000 | 6.5% | 6.6% |
| \$150,001-\$200,000 | 3.5% | 3.5% |
| \$200,001-\$250,000 | 2.0% | 2.1% |
| \$250,001+ | 13.5% | 14.1% |

Table M.33 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q3 compared with active participants with initial plan approvals as at 2023-24 Q2 – Northern Territory

| Average annualised committed supports band | As at 2023-24 Q2 distribution of participants | As at 2023-24 Q3 distribution of participants |
|--|---|---|
| \$0-\$5,000 | 1.1% | 1.1% |
| \$5,001-\$10,000 | 4.1% | 4.0% |
| \$10,001-\$15,000 | 6.8% | 6.5% |
| \$15,001-\$20,000 | 9.7% | 9.6% |
| \$20,001-\$25,000 | 15.1% | 14.6% |
| \$25,001-\$30,000 | 7.6% | 7.7% |
| \$30,001-\$50,000 | 18.8% | 18.9% |
| \$50,001-\$100,000 | 19.4% | 19.5% |
| \$100,001-\$150,000 | 7.2% | 7.3% |
| \$150,001-\$200,000 | 3.9% | 3.9% |
| \$200,001-\$250,000 | 2.0% | 2.2% |
| \$250,001+ | 4.4% | 4.7% |

Figure M.4 Average annualised committed supports and average payments by age group as at 31 March 2024 – Northern Territory

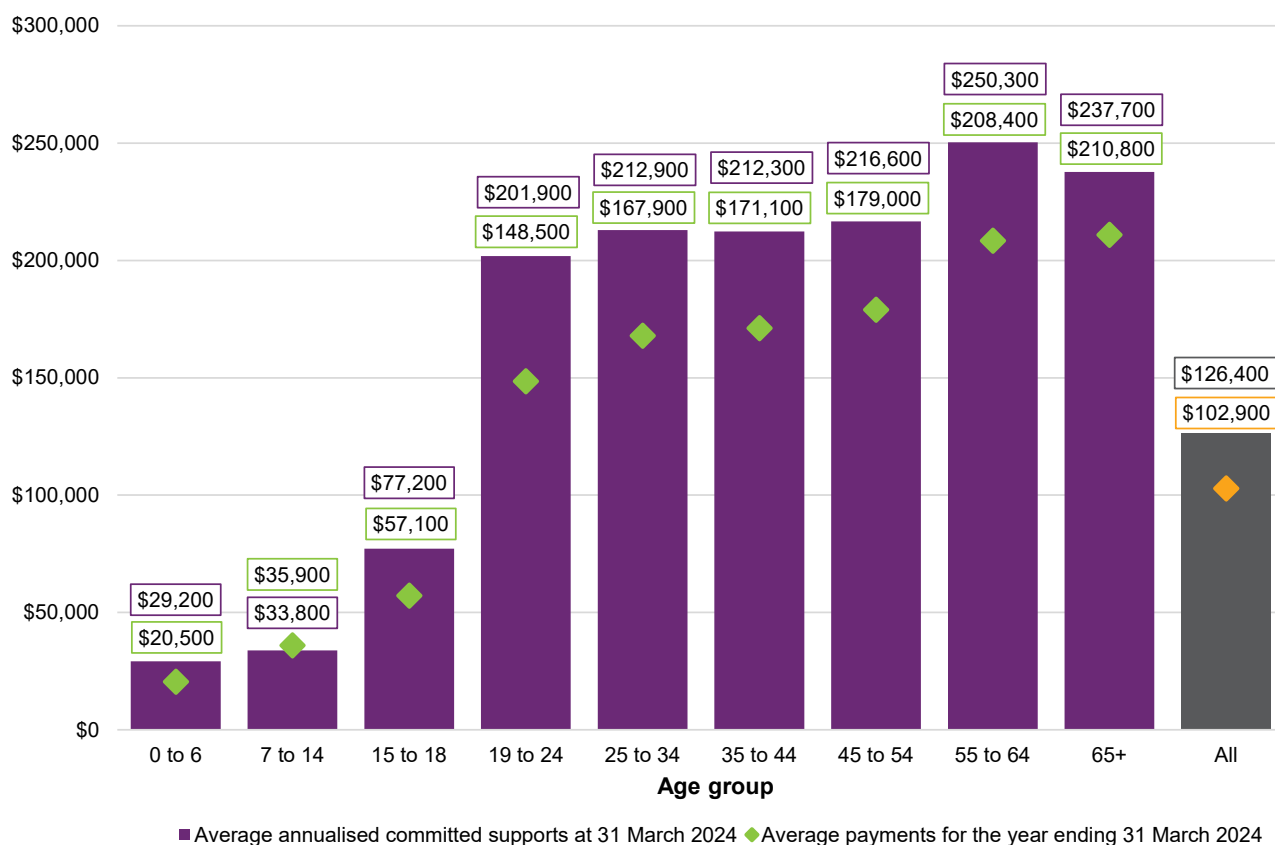


Figure M.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2024 – Northern Territory

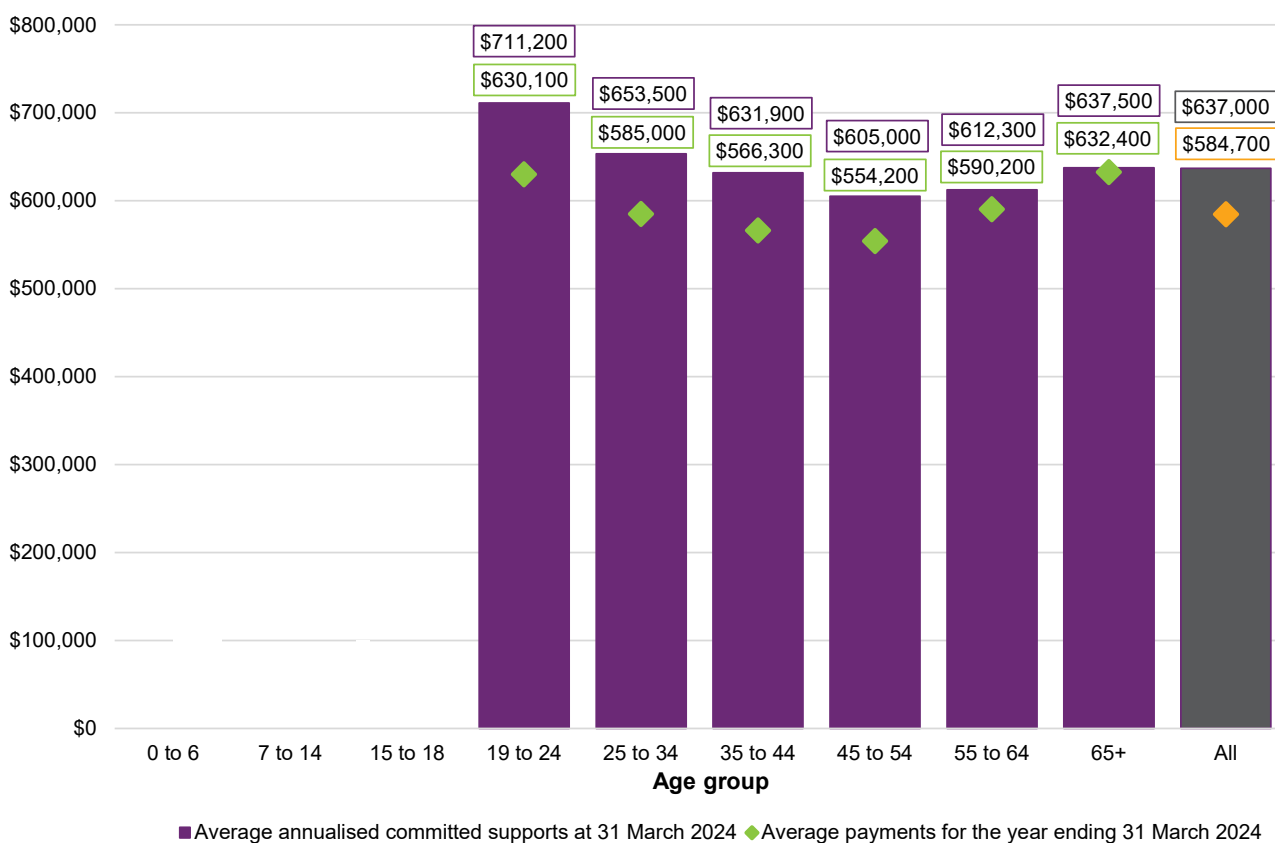


Figure M.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2024 – Northern Territory

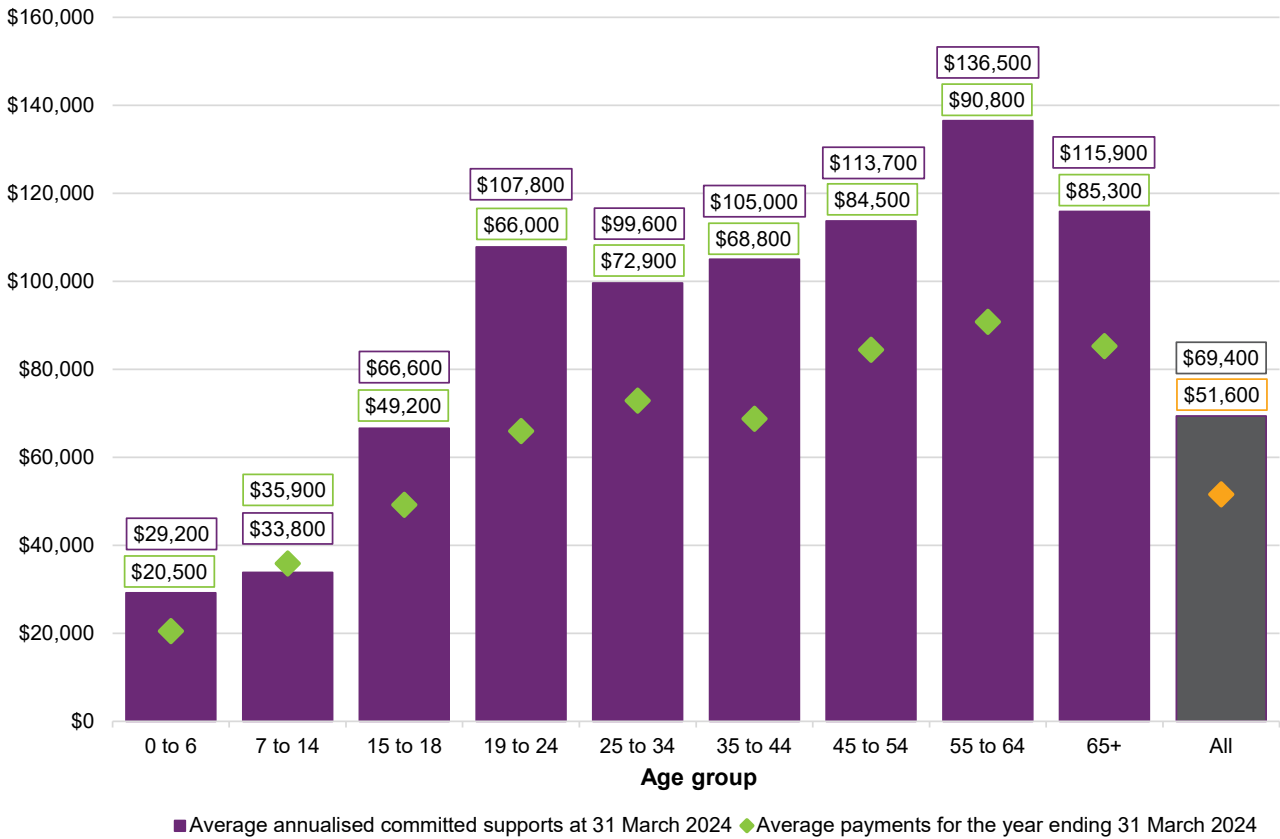


Figure M.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2024 – Northern Territory



Figure M.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2024 – Northern Territory

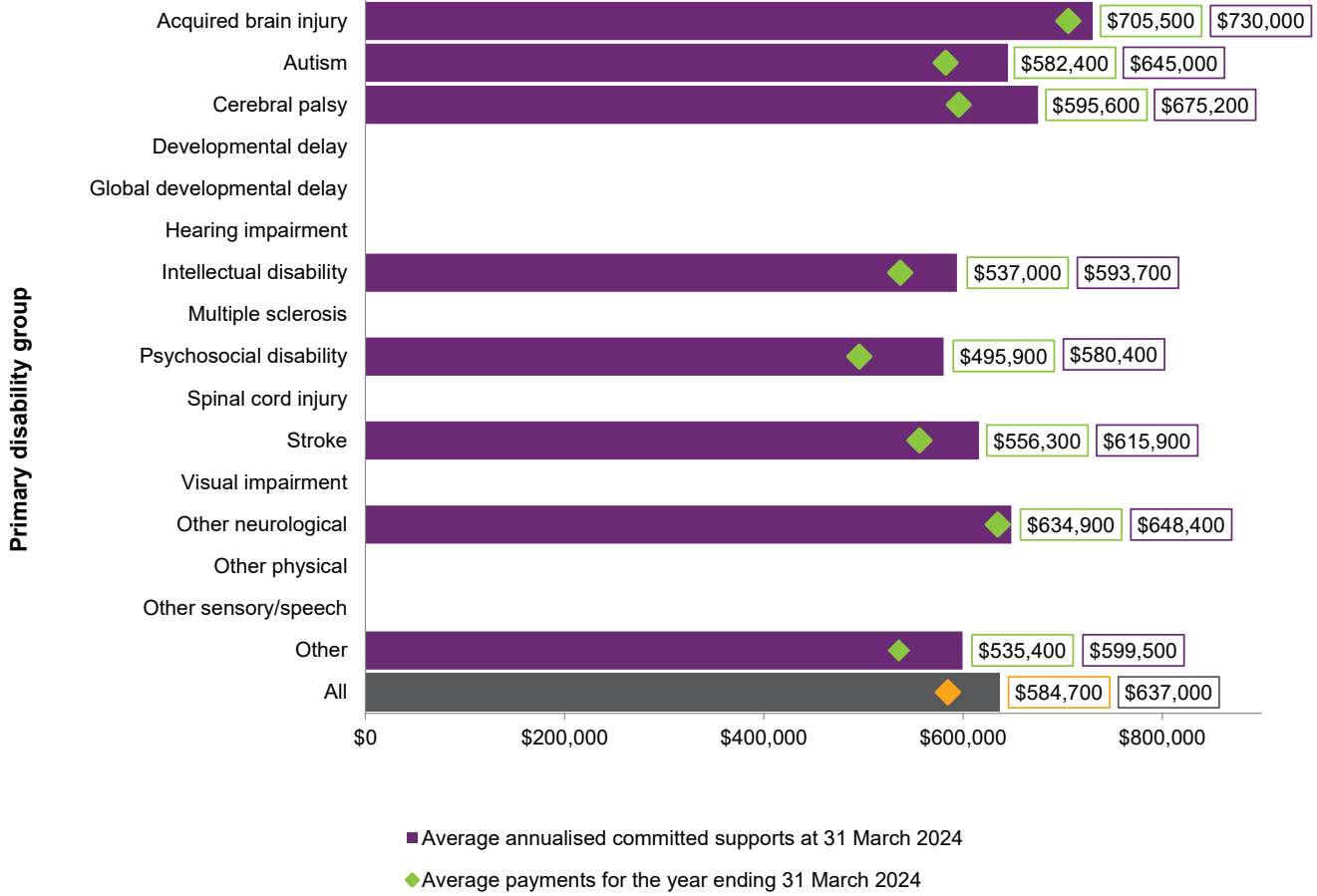


Figure M.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2024 – Northern Territory

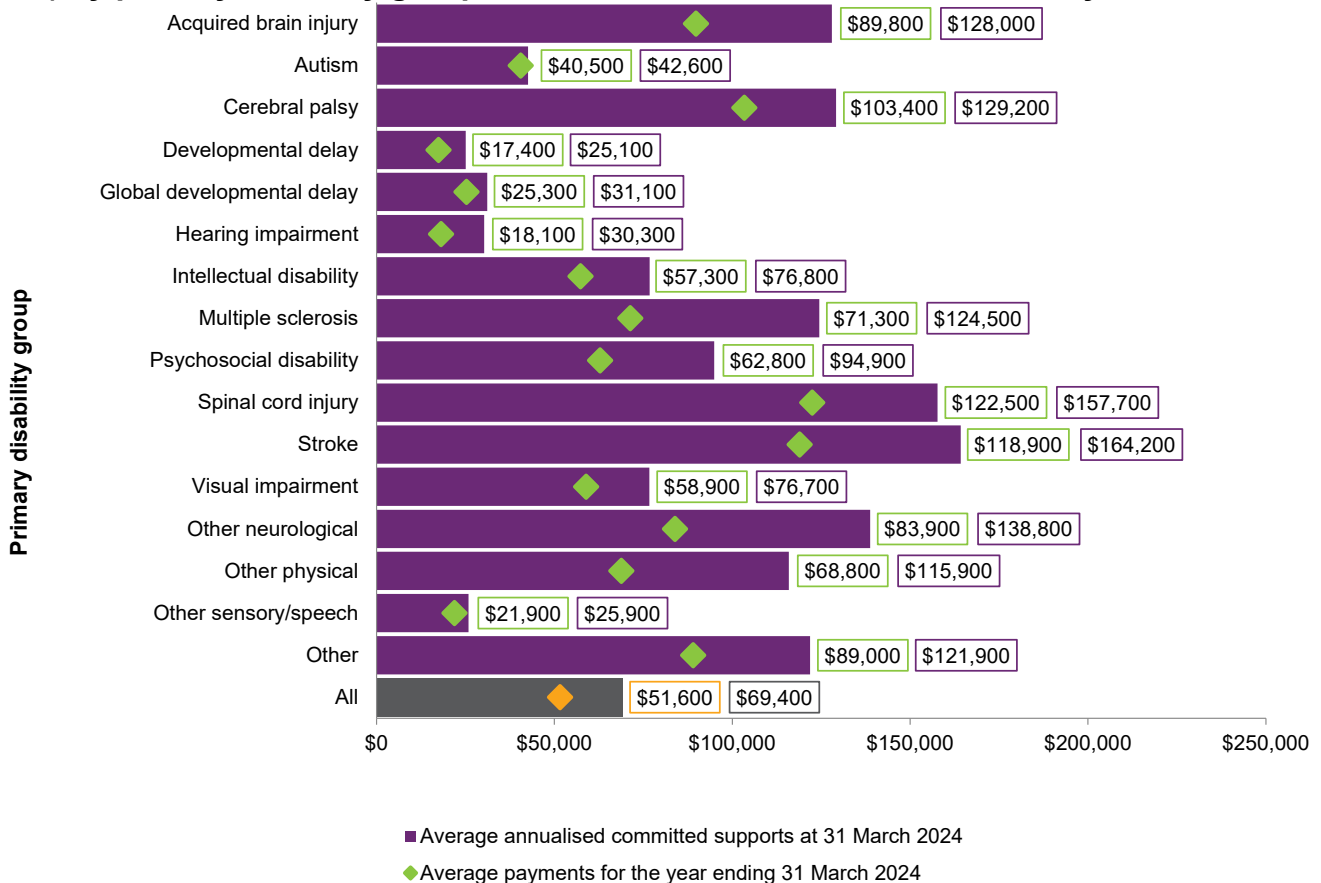


Figure M.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2024 – Northern Territory

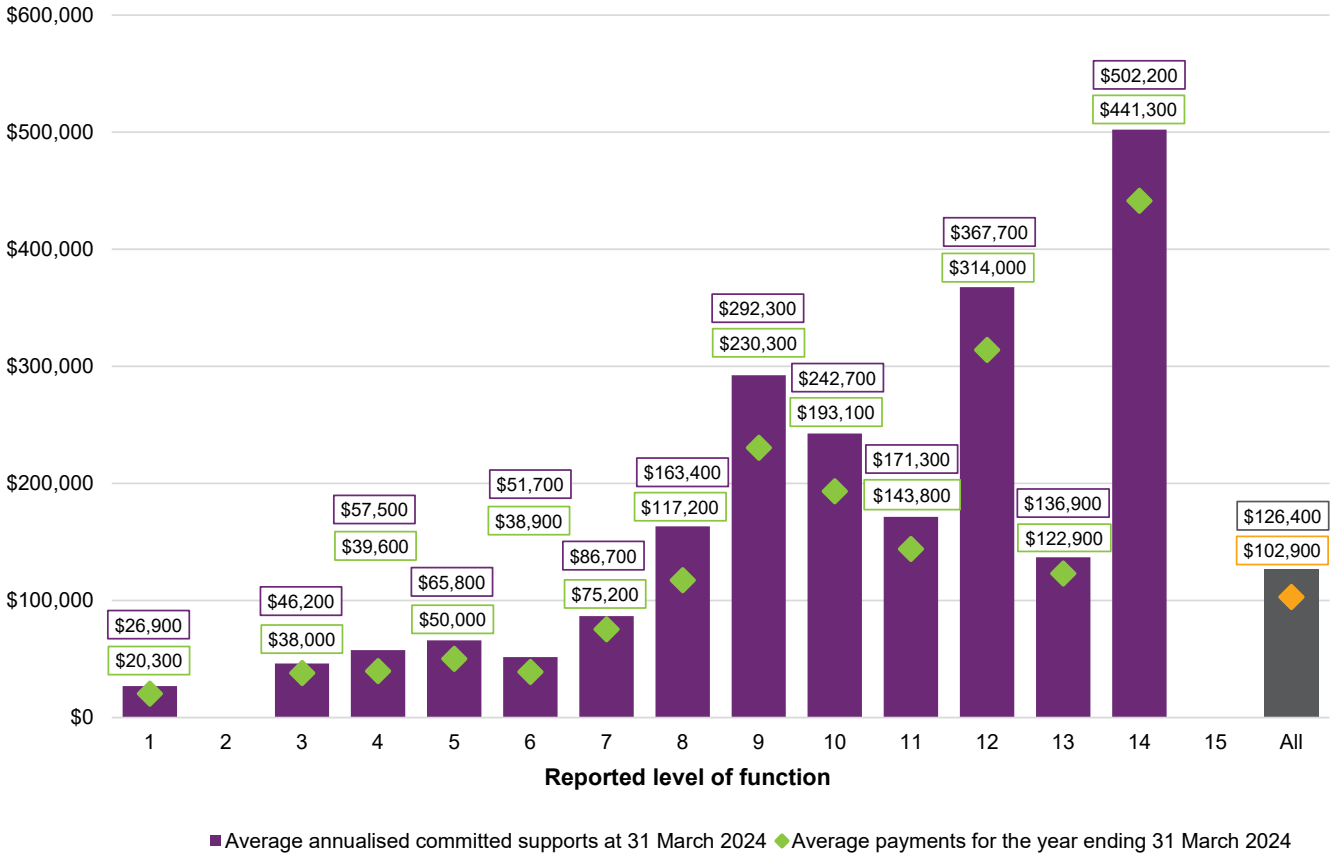


Figure M.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2024 – Northern Territory

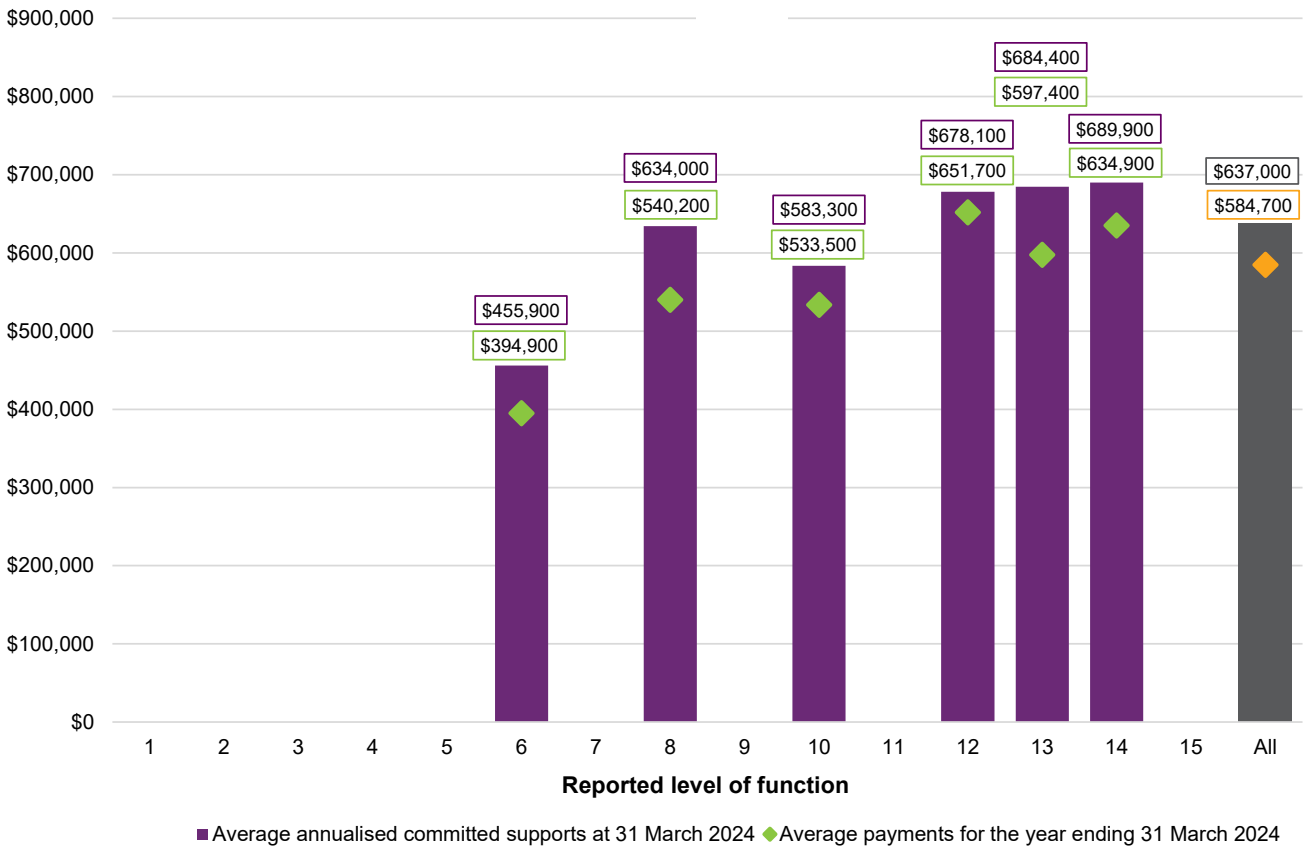


Figure M.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2024 – Northern Territory

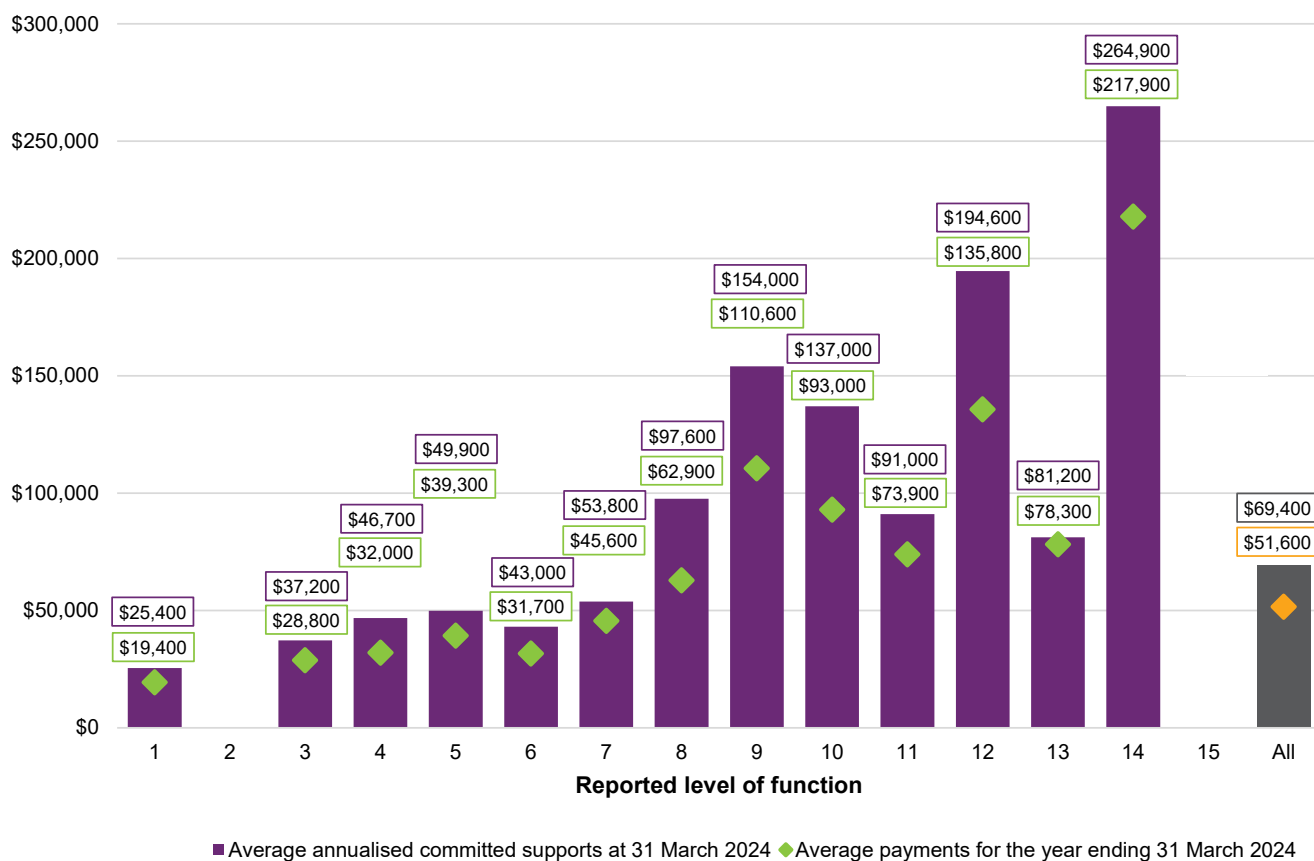


Table M.34 Total annualised committed supports and total payments by support category as at 31 March 2024 (\$m) – Northern Territory ^{553 554}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 386.3 | 418.8 |
| Core: Consumables | 5.9 | 8.1 |
| Core: Social and Civic | 98.8 | 132.0 |
| Core: Transport | 7.5 | 4.7 |
| Capacity Building: Choice and Control | 7.3 | 8.6 |
| Capacity Building: Daily Activities | 43.4 | 90.3 |
| Capacity Building: Employment | 0.9 | 5.0 |
| Capacity Building: Health and Wellbeing | 0.1 | 0.3 |
| Capacity Building: Home Living | 0.004 | 0.03 |
| Capacity Building: Lifelong learning | n/a | n/a |
| Capacity Building: Relationships | 10.3 | 18.6 |
| Capacity Building: Social and Civic | 4.5 | 10.6 |
| Capacity Building: Support Coordination | 22.9 | 31.2 |
| Capital: Assistive Technology | 5.9 | 14.6 |
| Capital: Home Modifications | 2.1 | 6.3 |
| All | 596.1 | 749.2 |

⁵⁵³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁵⁵⁴ Total payments for home modifications in Northern Territory were \$2.1 million. Of which, \$1.4 million (67%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (33%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$6.3 million. Of which, \$4.9 million (78%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.4 million (22%) has been allocated for non-SDA supports.

Table M.35 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2024 (\$m) – Northern Territory ^{555 556}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 261.5 | 284.4 |
| Core: Consumables | 1.9 | 1.9 |
| Core: Social and Civic | 41.4 | 56.9 |
| Core: Transport | 0.5 | 1.3 |
| Capacity Building: Choice and Control | 0.8 | 0.9 |
| Capacity Building: Daily Activities | 5.5 | 9.5 |
| Capacity Building: Employment | 0.2 | 0.7 |
| Capacity Building: Health and Wellbeing | 0.01 | 0.1 |
| Capacity Building: Home Living | n/a | n/a |
| Capacity Building: Lifelong learning | n/a | n/a |
| Capacity Building: Relationships | 5.7 | 8.7 |
| Capacity Building: Social and Civic | 0.2 | 0.6 |
| Capacity Building: Support Coordination | 5.5 | 6.6 |
| Capital: Assistive Technology | 1.6 | 3.3 |
| Capital: Home Modifications | 1.3 | 4.1 |
| All | 326.2 | 379.0 |

⁵⁵⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁵⁵⁶ Total payments for home modifications in Northern Territory were \$1.3 million. Of which, \$1.3 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.1 million. Of which, \$4.07 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.03 million (1%) has been allocated for non-SDA supports.

Table M.36 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2024 (\$m) – Northern Territory ^{557 558}

| Support Category | Total payments for the year ending 31 March 2024 | Total annualised committed supports at 31 March 2024 |
|---|--|--|
| Core: Daily Activities | 124.8 | 134.4 |
| Core: Consumables | 4.0 | 6.2 |
| Core: Social and Civic | 57.4 | 75.1 |
| Core: Transport | 7.1 | 3.4 |
| Capacity Building: Choice and Control | 6.5 | 7.7 |
| Capacity Building: Daily Activities | 38.0 | 80.9 |
| Capacity Building: Employment | 0.8 | 4.3 |
| Capacity Building: Health and Wellbeing | 0.1 | 0.3 |
| Capacity Building: Home Living | 0.004 | 0.03 |
| Capacity Building: Lifelong learning | n/a | n/a |
| Capacity Building: Relationships | 4.7 | 9.9 |
| Capacity Building: Social and Civic | 4.3 | 10.0 |
| Capacity Building: Support Coordination | 17.4 | 24.6 |
| Capital: Assistive Technology | 4.2 | 11.3 |
| Capital: Home Modifications | 0.8 | 2.2 |
| All | 269.9 | 370.2 |

Table M.37 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{559 560}

| Financial year | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 YTD |
|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-------------|
| Total Committed | 0.0 | 2.0 | 5.9 | 20.5 | 100.2 | 201.5 | 388.8 | 513.4 | 543.5 | 692.8 | 585.1 |
| Total Paid | 0.0 | 1.7 | 4.2 | 11.8 | 66.9 | 136.8 | 265.5 | 374.6 | 420.1 | 526.4 | 426.5 |
| % utilised to date | 38% | 82% | 71% | 58% | 67% | 68% | 68% | 73% | 77% | 76% | 73% |

Table M.38 Percentage change in plan budgets for active participants – Northern Territory

| Inflation type | Mar-22 | Jun-22 | Sep-22 | Dec-22 | Mar-23 | Jun-23 | Sep-23 | Dec-23 | Mar-24 |
|------------------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Intraplan Inflation | 6.6% | 4.3% | 8.1% | 9.1% | 6.5% | 5.7% | 8.4% | 6.8% | 7.2% |
| Interplan Inflation | 2.6% | 2.0% | 10.3% | 14.1% | 9.5% | 7.2% | 7.7% | 7.6% | 4.6% |
| Total Inflation | 9.2% | 6.3% | 18.4% | 23.2% | 15.9% | 12.9% | 16.1% | 14.4% | 11.7% |

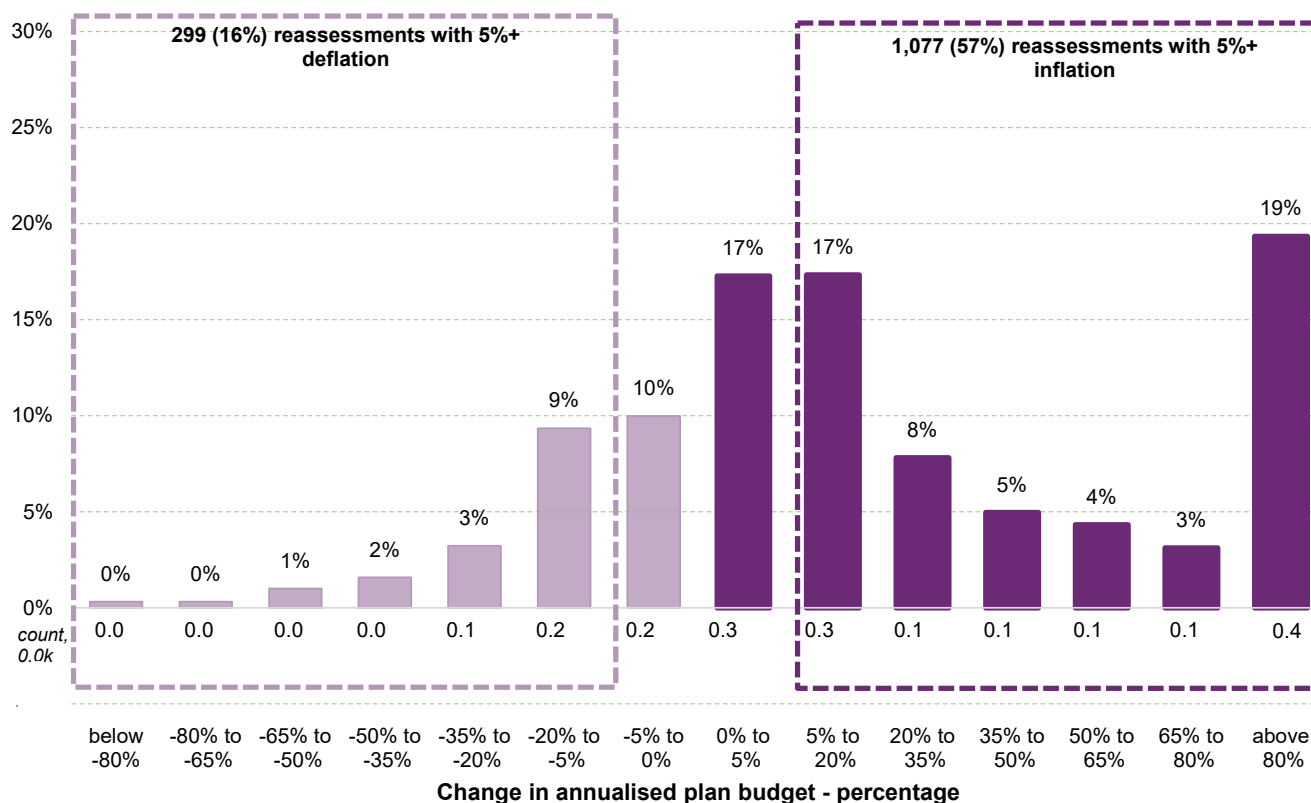
⁵⁵⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.

⁵⁵⁸ Total payments for home modifications in Northern Territory were \$0.76 million. Of which, \$0.06 million (8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.70 million (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.21 million. Of which, \$0.84 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.37 million (62%) has been allocated for non-SDA supports.

⁵⁵⁹ 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.

⁵⁶⁰ 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 March 2024) - all participants – Northern Territory ⁵⁶¹ ⁵⁶²



⁵⁶¹ 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.

⁵⁶² The lower number of plan reassessments in the March 2024 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 March 2024 ⁵⁶³ ⁵⁶⁴ ⁵⁶⁵ ⁵⁶⁶ ⁵⁶⁷ ⁵⁶⁸ ⁵⁶⁹ ⁵⁷⁰

| 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 | 153,155 | 79% | 190,772 | 99% | 35,411 | 18% | 193,468 |
| NSW - Hunter New England | Jul-13 | 25,178 | 78% | 31,594 | 98% | 5,792 | 18% | 32,274 |
| NSW - Central Coast | Jul-16 | 8,517 | 78% | 10,854 | 99% | 1,837 | 17% | 10,975 |
| NSW - Far West | Jul-17 | 763 | 84% | 906 | 100% | 168 | 19% | 908 |
| NSW - Illawarra Shoalhaven | Jul-17 | 9,363 | 84% | 10,997 | 98% | 2,266 | 20% | 11,203 |
| NSW - Mid North Coast | Jul-17 | 6,958 | 87% | 7,966 | 99% | 1,342 | 17% | 8,018 |
| NSW - Murrumbidgee | Jul-17 | 7,715 | 90% | 8,513 | 100% | 1,759 | 21% | 8,541 |
| NSW - Nepean Blue Mountains | Jul-15 | 8,400 | 73% | 11,225 | 98% | 1,928 | 17% | 11,435 |
| NSW - North Sydney | Jul-16 | 10,113 | 78% | 12,791 | 98% | 2,706 | 21% | 12,996 |
| NSW - Northern NSW | Jul-17 | 8,813 | 95% | 9,225 | 100% | 1,660 | 18% | 9,269 |
| NSW - South Eastern Sydney | Jul-17 | 11,018 | 84% | 13,034 | 99% | 2,472 | 19% | 13,144 |
| NSW - South Western Sydney | Jul-16 | 22,252 | 74% | 29,762 | 99% | 5,246 | 17% | 30,164 |
| NSW - Southern NSW | Jul-16 | 4,433 | 84% | 5,214 | 98% | 1,017 | 19% | 5,302 |
| NSW - Sydney | Jul-17 | 6,651 | 88% | 7,463 | 99% | 1,435 | 19% | 7,552 |
| NSW - Western NSW | Jul-17 | 6,642 | 83% | 7,923 | 99% | 1,715 | 21% | 7,999 |
| NSW - Western Sydney | Jul-16 | 16,310 | 69% | 23,272 | 98% | 4,062 | 17% | 23,654 |
| NSW - Other | n/a | 29 | 85% | 33 | 97% | <11 | n/a | 34 |
| VIC | Jan-19 | 167,081 | 96% | 172,223 | 99% | 29,004 | 17% | 173,758 |
| VIC - Barwon | Jul-13 | 10,945 | 94% | 11,538 | 99% | 2,016 | 17% | 11,687 |
| VIC - Central Highlands | Jan-17 | 6,248 | 92% | 6,724 | 99% | 1,200 | 18% | 6,815 |

⁵⁶³ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁶⁴ 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).

⁵⁶⁵ 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.

⁵⁶⁶ 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.

⁵⁶⁷ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁵⁶⁸ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁵⁶⁹ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁵⁷⁰ 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 - Loddon | May-17 | 8,729 | 96% | 8,993 | 99% | 1,392 | 15% | 9,073 |
| VIC - North East Melbourne | Jul-16 | 15,806 | 95% | 16,481 | 99% | 2,900 | 17% | 16,683 |
| VIC - Inner Gippsland | Oct-17 | 6,376 | 97% | 6,495 | 99% | 1,084 | 17% | 6,545 |
| VIC - Ovens Murray | Oct-17 | 3,906 | 92% | 4,222 | 99% | 769 | 18% | 4,260 |
| VIC - Western District | Oct-17 | 4,375 | 95% | 4,563 | 99% | 898 | 19% | 4,614 |
| VIC - Inner East Melbourne | Nov-17 | 11,206 | 95% | 11,631 | 99% | 2,409 | 20% | 11,790 |
| VIC - Outer East Melbourne | Nov-17 | 11,753 | 97% | 11,980 | 99% | 2,166 | 18% | 12,106 |
| VIC - Hume Moreland | Mar-18 | 12,087 | 98% | 12,285 | 99% | 1,755 | 14% | 12,391 |
| VIC - Bayside Peninsula | Apr-18 | 20,552 | 98% | 20,801 | 99% | 3,852 | 18% | 20,947 |
| VIC - Southern Melbourne | Sep-18 | 16,173 | 97% | 16,615 | 99% | 2,774 | 17% | 16,744 |
| VIC - Brimbank Melton | Oct-18 | 11,611 | 97% | 11,872 | 99% | 1,541 | 13% | 11,937 |
| VIC - Western Melbourne | Oct-18 | 16,752 | 97% | 17,075 | 99% | 2,296 | 13% | 17,187 |
| VIC - Goulburn | Jan-19 | 4,916 | 95% | 5,156 | 100% | 906 | 18% | 5,174 |
| VIC - Mallee | Jan-19 | 2,945 | 98% | 3,015 | 100% | 511 | 17% | 3,020 |
| VIC - Outer Gippsland | Jan-19 | 2,681 | 97% | 2,756 | 100% | 532 | 19% | 2,764 |
| VIC - Other | n/a | 20 | 95% | 21 | 100% | <11 | n/a | 21 |
| QLD | Jan-19 | 133,474 | 96% | 139,048 | 100% | 24,876 | 18% | 139,608 |
| QLD - Bundaberg | Sep-17 | 3,632 | 95% | 3,807 | 99% | 757 | 20% | 3,830 |
| QLD - Ipswich | Jul-17 | 10,751 | 95% | 11,265 | 100% | 1,959 | 17% | 11,303 |
| QLD - Mackay | Nov-16 | 4,027 | 94% | 4,282 | 99% | 855 | 20% | 4,304 |
| QLD - Toowoomba | Jan-17 | 8,057 | 97% | 8,321 | 100% | 1,706 | 20% | 8,347 |
| QLD - Townsville | Apr-16 | 7,442 | 94% | 7,872 | 100% | 1,515 | 19% | 7,910 |
| QLD - Rockhampton | Nov-17 | 6,921 | 90% | 7,625 | 99% | 1,251 | 16% | 7,696 |
| QLD - Beenleigh | Jul-18 | 15,477 | 97% | 15,928 | 100% | 2,510 | 16% | 15,961 |
| QLD - Brisbane | Jul-18 | 25,045 | 97% | 25,725 | 100% | 4,589 | 18% | 25,837 |
| QLD - Cairns | Jul-18 | 6,757 | 98% | 6,900 | 100% | 1,421 | 21% | 6,920 |
| QLD - Maryborough | Jul-18 | 5,138 | 94% | 5,415 | 99% | 1,003 | 18% | 5,444 |
| QLD - Robina | Jul-18 | 13,866 | 97% | 14,204 | 99% | 2,385 | 17% | 14,276 |
| QLD - Caboolture/Strathpine | Jan-19 | 14,366 | 92% | 15,512 | 100% | 2,616 | 17% | 15,555 |
| QLD - Maroochydore | Jan-19 | 11,979 | 98% | 12,176 | 100% | 2,307 | 19% | 12,207 |
| QLD - Other | n/a | 16 | 89% | 16 | 89% | <11 | n/a | 18 |
| WA | Jul-19 | 49,733 | 89% | 55,427 | 99% | 13,112 | 23% | 56,185 |
| WA - North East Metro | Jul-14 | 7,304 | 87% | 8,232 | 99% | 2,127 | 25% | 8,356 |
| WA - Wheat Belt | Jan-17 | 1,166 | 88% | 1,310 | 99% | 327 | 25% | 1,327 |
| WA - South Metro | Jul-18 | 7,720 | 85% | 8,936 | 98% | 1,964 | 22% | 9,092 |
| WA - Central South Metro | Jul-18 | 6,224 | 89% | 6,874 | 98% | 1,577 | 23% | 6,997 |
| WA - South West | Sep-18 | 4,133 | 91% | 4,460 | 98% | 980 | 22% | 4,550 |
| WA - Goldfields-Esperance | Oct-18 | 790 | 83% | 945 | 100% | 193 | 20% | 949 |
| WA - North Metro | Oct-18 | 6,683 | 88% | 7,554 | 99% | 1,831 | 24% | 7,631 |
| WA - Kimberley-Pilbara | Oct-18 | 1,513 | 89% | 1,706 | 100% | 364 | 21% | 1,708 |
| WA - South East Metro | Jul-19 | 5,948 | 93% | 6,337 | 99% | 1,712 | 27% | 6,403 |

| 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 |
|-----------------------------------|---------------|-----------------------|----------------------------|------------------------------------|---|--------------------------|-------------------------------|---------------------------|
| WA - Central North Metro | Jul-19 | 5,887 | 93% | 6,294 | 99% | 1,528 | 24% | 6,358 |
| WA - Great Southern | Jul-19 | 1,153 | 88% | 1,289 | 98% | 249 | 19% | 1,312 |
| WA - Midwest-Gascoyne | Jul-19 | 1,171 | 80% | 1,444 | 99% | 251 | 17% | 1,456 |
| WA - Other | n/a | 41 | 89% | 46 | 100% | <11 | n/a | 46 |
| SA | Jul-13 | 52,436 | 94% | 55,365 | 99% | 10,017 | 18% | 55,826 |
| SA - Adelaide Hills | Jul-13 | 2,093 | 93% | 2,214 | 98% | 335 | 15% | 2,254 |
| SA - Barossa, Light and Low North | Jul-13 | 2,604 | 93% | 2,797 | 100% | 389 | 14% | 2,811 |
| SA - Eastern Adelaide | Jul-13 | 4,356 | 92% | 4,685 | 99% | 900 | 19% | 4,714 |
| SA - Eyre and Western | Jul-13 | 1,595 | 94% | 1,669 | 98% | 346 | 20% | 1,697 |
| SA - Far North (SA) | Jul-13 | 562 | 94% | 588 | 99% | 110 | 18% | 595 |
| SA - Fleurieu and Kangaroo Island | Jul-13 | 1,487 | 94% | 1,571 | 99% | 305 | 19% | 1,585 |
| SA - Limestone Coast | Jul-13 | 1,691 | 93% | 1,781 | 98% | 325 | 18% | 1,810 |
| SA - Murray and Mallee | Jul-13 | 2,071 | 92% | 2,212 | 98% | 392 | 17% | 2,255 |
| SA - Northern Adelaide | Jul-13 | 17,884 | 94% | 18,902 | 99% | 3,287 | 17% | 19,078 |
| SA - Southern Adelaide | Jul-13 | 11,456 | 95% | 11,971 | 100% | 2,284 | 19% | 12,015 |
| SA - Western Adelaide | Jul-13 | 4,580 | 95% | 4,812 | 99% | 939 | 19% | 4,837 |
| SA - Yorke and Mid North | Jul-13 | 2,012 | 95% | 2,114 | 99% | 398 | 19% | 2,125 |
| SA - Other | n/a | 45 | 90% | 49 | 98% | <11 | n/a | 50 |
| TAS | Jul-13 | 12,984 | 93% | 13,649 | 98% | 2,712 | 19% | 13,947 |
| TAS - North | Jul-13 | 3,836 | 95% | 3,976 | 99% | 820 | 20% | 4,021 |
| TAS - North West | Jul-13 | 2,796 | 91% | 2,996 | 98% | 606 | 20% | 3,063 |
| TAS - South East | Jul-13 | 2,835 | 90% | 3,041 | 97% | 600 | 19% | 3,140 |
| TAS - South West | Jul-13 | 3,517 | 94% | 3,636 | 98% | 686 | 18% | 3,723 |
| TAS - Other | n/a | <11 | n/a | <11 | n/a | <11 | n/a | <11 |
| ACT | Jul-14 | 9,466 | 88% | 10,657 | 99% | 1,786 | 17% | 10,780 |
| ACT | Jul-14 | 9,463 | 88% | 10,654 | 99% | 1,784 | 17% | 10,777 |
| ACT - Other | n/a | <11 | n/a | <11 | n/a | <11 | n/a | <11 |
| NT | Jul-17 | 5,643 | 95% | 5,901 | 100% | 1,114 | 19% | 5,925 |
| NT - Barkly | Jul-14 | 139 | 94% | 147 | 99% | 33 | 22% | 148 |
| NT - Central Australia | Jul-17 | 934 | 95% | 981 | 100% | 252 | 26% | 983 |
| NT - Darwin Remote | Jul-17 | 504 | 97% | 518 | 100% | 77 | 15% | 518 |
| NT - Darwin Urban | Jan-17 | 3,310 | 95% | 3,466 | 99% | 586 | 17% | 3,485 |
| NT - East Arnhem | Jan-17 | 238 | 98% | 242 | 100% | 48 | 20% | 242 |
| NT - Katherine | Jul-17 | 294 | 95% | 310 | 100% | 80 | 26% | 311 |
| NT - Other | n/a | 224 | 94% | 237 | 100% | 38 | 16% | 238 |
| OT | n/a | 58 | 91% | 64 | 100% | 11 | 17% | 64 |
| Missing | n/a | 56 | 90% | 61 | 98% | 11 | 18% | 62 |
| Total | n/a | 584,086 | 90% | 643,167 | 99% | 118,054 | 18% | 649,623 |

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 March 2024 ^{571 572 573}

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants |
|-----------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|---------------------------|
| NSW | \$79,300 | \$30,000 | \$65,700 | \$19,800 | 193,468 |
| NSW - Hunter New England | \$78,100 | \$28,300 | \$63,300 | \$17,100 | 32,274 |
| NSW - Central Coast | \$71,700 | \$25,600 | \$59,000 | \$17,100 | 10,975 |
| NSW - Far West | \$87,700 | \$41,400 | \$56,300 | \$16,500 | 908 |
| NSW - Illawarra Shoalhaven | \$83,100 | \$36,600 | \$68,700 | \$22,700 | 11,203 |
| NSW - Mid North Coast | \$74,100 | \$26,000 | \$58,400 | \$16,000 | 8,018 |
| NSW - Murrumbidgee | \$75,800 | \$30,900 | \$58,400 | \$16,500 | 8,541 |
| NSW - Nepean Blue Mountains | \$76,800 | \$26,100 | \$63,600 | \$16,700 | 11,435 |
| NSW - North Sydney | \$88,500 | \$29,700 | \$73,900 | \$19,800 | 12,996 |
| NSW - Northern NSW | \$79,800 | \$36,700 | \$63,800 | \$21,100 | 9,269 |
| NSW - South Eastern Sydney | \$86,000 | \$33,000 | \$71,700 | \$21,200 | 13,144 |
| NSW - South Western Sydney | \$77,300 | \$28,300 | \$69,300 | \$22,500 | 30,164 |
| NSW - Southern NSW | \$66,800 | \$29,700 | \$50,500 | \$16,200 | 5,302 |
| NSW - Sydney | \$84,100 | \$43,200 | \$67,900 | \$23,700 | 7,552 |
| NSW - Western NSW | \$84,700 | \$36,400 | \$61,200 | \$16,700 | 7,999 |
| NSW - Western Sydney | \$79,500 | \$26,200 | \$69,500 | \$20,400 | 23,654 |
| NSW - Other | \$91,600 | \$30,700 | \$66,400 | \$8,300 | 34 |
| VIC | \$73,300 | \$30,900 | \$58,400 | \$17,900 | 173,758 |
| VIC - Barwon | \$76,600 | \$35,400 | \$58,500 | \$17,000 | 11,687 |
| VIC - Central Highlands | \$74,100 | \$28,400 | \$56,200 | \$14,000 | 6,815 |
| VIC - Loddon | \$65,000 | \$25,200 | \$48,100 | \$13,000 | 9,073 |
| VIC - North East Melbourne | \$78,300 | \$30,900 | \$64,700 | \$17,500 | 16,683 |
| VIC - Inner Gippsland | \$68,400 | \$32,400 | \$53,200 | \$17,100 | 6,545 |
| VIC - Ovens Murray | \$66,200 | \$29,700 | \$49,400 | \$15,800 | 4,260 |
| VIC - Western District | \$71,200 | \$31,700 | \$53,200 | \$15,800 | 4,614 |
| VIC - Inner East Melbourne | \$85,600 | \$36,500 | \$68,800 | \$19,500 | 11,790 |
| VIC - Outer East Melbourne | \$73,200 | \$32,300 | \$58,200 | \$18,300 | 12,106 |
| VIC - Hume Moreland | \$66,500 | \$27,100 | \$56,500 | \$17,600 | 12,391 |
| VIC - Bayside Peninsula | \$80,000 | \$38,500 | \$63,700 | \$20,700 | 20,947 |
| VIC - Southern Melbourne | \$72,600 | \$29,200 | \$60,800 | \$18,900 | 16,744 |
| VIC - Brimbank Melton | \$68,400 | \$25,300 | \$55,600 | \$15,900 | 11,937 |
| VIC - Western Melbourne | \$70,000 | \$28,200 | \$56,800 | \$16,800 | 17,187 |
| VIC - Goulburn | \$65,200 | \$28,200 | \$47,600 | \$14,300 | 5,174 |
| VIC - Mallee | \$67,600 | \$29,600 | \$47,500 | \$14,300 | 3,020 |

⁵⁷¹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁷² Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁷³ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 March 2024, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants |
|-------------------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|---------------------------|
| VIC - Outer Gippsland | \$76,100 | \$38,200 | \$57,100 | \$19,900 | 2,764 |
| VIC - Other | n/a | n/a | n/a | n/a | 21 |
| QLD | \$80,000 | \$30,800 | \$63,300 | \$17,100 | 139,608 |
| QLD - Bundaberg | \$78,400 | \$33,800 | \$61,200 | \$15,700 | 3,830 |
| QLD - Ipswich | \$77,800 | \$30,900 | \$62,000 | \$16,400 | 11,303 |
| QLD - Mackay | \$70,200 | \$24,800 | \$51,800 | \$12,000 | 4,304 |
| QLD - Toowoomba | \$87,500 | \$35,100 | \$66,400 | \$16,400 | 8,347 |
| QLD - Townsville | \$82,800 | \$29,300 | \$62,200 | \$13,400 | 7,910 |
| QLD - Rockhampton | \$68,300 | \$25,800 | \$49,600 | \$11,900 | 7,696 |
| QLD - Beenleigh | \$76,000 | \$24,900 | \$62,200 | \$15,400 | 15,961 |
| QLD - Brisbane | \$82,000 | \$33,700 | \$65,700 | \$18,100 | 25,837 |
| QLD - Cairns | \$91,900 | \$40,300 | \$71,000 | \$20,000 | 6,920 |
| QLD - Maryborough | \$79,300 | \$33,800 | \$61,600 | \$16,800 | 5,444 |
| QLD - Robina | \$81,500 | \$32,200 | \$66,000 | \$19,000 | 14,276 |
| QLD - Caboolture/Strathpine | \$76,600 | \$26,300 | \$63,000 | \$15,800 | 15,555 |
| QLD - Maroochydore | \$83,400 | \$36,200 | \$66,400 | \$20,000 | 12,207 |
| QLD - Other | n/a | n/a | n/a | n/a | 18 |
| WA | \$83,600 | \$35,900 | \$63,200 | \$19,800 | 56,185 |
| WA - North East Metro | \$88,200 | \$36,100 | \$68,600 | \$19,000 | 8,356 |
| WA - Wheat Belt | \$66,500 | \$36,600 | \$40,300 | \$14,500 | 1,327 |
| WA - South Metro | \$73,200 | \$29,200 | \$56,400 | \$16,900 | 9,092 |
| WA - Central South Metro | \$83,800 | \$35,700 | \$62,200 | \$19,000 | 6,997 |
| WA - South West | \$74,000 | \$34,500 | \$53,900 | \$17,300 | 4,550 |
| WA - Goldfields-Esperance | \$95,000 | \$38,800 | \$62,300 | \$16,600 | 949 |
| WA - North Metro | \$76,000 | \$31,400 | \$58,800 | \$18,300 | 7,631 |
| WA - Kimberley-Pilbara | \$93,100 | \$44,000 | \$63,500 | \$20,200 | 1,708 |
| WA - South East Metro | \$96,200 | \$40,900 | \$75,300 | \$22,900 | 6,403 |
| WA - Central North Metro | \$98,300 | \$44,100 | \$77,000 | \$24,000 | 6,358 |
| WA - Great Southern | \$75,700 | \$33,500 | \$51,400 | \$14,200 | 1,312 |
| WA - Midwest-Gascoyne | \$74,900 | \$35,800 | \$48,600 | \$17,800 | 1,456 |
| WA - Other | \$88,100 | \$38,600 | \$51,500 | \$8,900 | 46 |
| SA | \$77,800 | \$28,300 | \$61,700 | \$15,600 | 55,826 |
| SA - Adelaide Hills | \$60,900 | \$23,200 | \$47,400 | \$12,200 | 2,254 |
| SA - Barossa, Light and Lower North | \$56,600 | \$22,700 | \$43,600 | \$11,700 | 2,811 |
| SA - Eastern Adelaide | \$89,500 | \$33,500 | \$72,100 | \$16,200 | 4,714 |
| SA - Eyre and Western | \$77,700 | \$37,700 | \$53,300 | \$16,900 | 1,697 |
| SA - Far North (SA) | \$87,200 | \$42,600 | \$54,100 | \$12,600 | 595 |
| SA - Fleurieu and Kangaroo Island | \$74,800 | \$31,600 | \$58,000 | \$15,300 | 1,585 |
| SA - Limestone Coast | \$74,100 | \$25,600 | \$53,100 | \$10,200 | 1,810 |
| SA - Murray and Mallee | \$67,800 | \$26,700 | \$49,700 | \$11,900 | 2,255 |
| SA - Northern Adelaide | \$78,200 | \$26,100 | \$64,800 | \$15,300 | 19,078 |
| SA - Southern Adelaide | \$83,300 | \$31,400 | \$66,500 | \$17,000 | 12,015 |
| SA - Western Adelaide | \$82,300 | \$32,700 | \$65,800 | \$17,600 | 4,837 |

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants |
|--------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|---------------------------|
| SA - Yorke and Mid North | \$67,000 | \$29,700 | \$46,300 | \$13,800 | 2,125 |
| SA - Other | \$74,000 | \$39,500 | \$26,300 | \$6,300 | 50 |
| TAS | \$91,500 | \$38,000 | \$69,700 | \$18,500 | 13,947 |
| TAS - North | \$88,900 | \$40,100 | \$67,400 | \$18,600 | 4,021 |
| TAS - North West | \$96,900 | \$40,800 | \$78,200 | \$19,700 | 3,063 |
| TAS - South East | \$80,300 | \$30,300 | \$58,300 | \$15,000 | 3,140 |
| TAS - South West | \$99,500 | \$41,700 | \$74,600 | \$19,100 | 3,723 |
| TAS - Other | n/a | n/a | n/a | n/a | <11 |
| ACT | \$71,300 | \$25,100 | \$56,100 | \$13,300 | 10,780 |
| ACT | \$71,300 | \$25,100 | \$56,100 | \$13,300 | 10,777 |
| ACT - Other | n/a | n/a | n/a | n/a | <11 |
| NT | \$126,400 | \$40,800 | \$102,900 | \$25,800 | 5,925 |
| NT - Barkly | \$135,200 | \$45,400 | \$86,900 | \$13,400 | 148 |
| NT - Central Australia | \$202,600 | \$65,600 | \$170,000 | \$35,900 | 983 |
| NT - Darwin Remote | \$72,900 | \$51,700 | \$45,500 | \$23,700 | 518 |
| NT - Darwin Urban | \$111,900 | \$29,200 | \$95,600 | \$23,200 | 3,485 |
| NT - East Arnhem | \$117,500 | \$69,800 | \$67,100 | \$27,300 | 242 |
| NT - Katherine | \$160,700 | \$44,600 | \$137,900 | \$31,800 | 311 |
| NT - Other | \$99,900 | \$47,200 | \$67,100 | \$17,400 | 238 |
| OT | \$108,600 | \$70,000 | \$58,400 | \$24,600 | 64 |
| Missing | \$55,200 | \$30,900 | \$459,300 | \$2,100 | 62 |
| Total | \$78,600 | \$31,000 | \$63,000 | \$18,400 | 649,623 |

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 March 2024 ^{574 575 576}

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants not in SIL |
|-----------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|--------------------------------------|
| NSW | \$57,200 | \$26,500 | \$45,100 | \$18,200 | 181,908 |
| NSW - Hunter New England | \$54,200 | \$24,900 | \$40,800 | \$15,700 | 30,241 |
| NSW - Central Coast | \$50,700 | \$23,200 | \$39,600 | \$15,800 | 10,357 |
| NSW - Far West | \$67,900 | \$38,700 | \$40,500 | \$15,200 | 870 |
| NSW - Illawarra Shoalhaven | \$60,000 | \$32,400 | \$47,400 | \$20,400 | 10,496 |
| NSW - Mid North Coast | \$58,600 | \$24,000 | \$44,400 | \$15,100 | 7,689 |
| NSW - Murrumbidgee | \$54,900 | \$27,600 | \$39,500 | \$15,200 | 8,055 |
| NSW - Nepean Blue Mountains | \$52,400 | \$23,600 | \$40,500 | \$15,100 | 10,698 |
| NSW - North Sydney | \$58,800 | \$24,700 | \$46,100 | \$17,400 | 11,947 |
| NSW - Northern NSW | \$63,500 | \$34,100 | \$48,900 | \$19,800 | 8,853 |
| NSW - South Eastern Sydney | \$62,800 | \$29,100 | \$51,000 | \$19,200 | 12,320 |
| NSW - South Western Sydney | \$57,100 | \$25,400 | \$50,400 | \$20,600 | 28,566 |
| NSW - Southern NSW | \$52,400 | \$27,100 | \$37,300 | \$15,300 | 5,064 |
| NSW - Sydney | \$67,100 | \$39,800 | \$52,300 | \$21,900 | 7,157 |
| NSW - Western NSW | \$59,800 | \$31,400 | \$37,600 | \$15,100 | 7,396 |
| NSW - Western Sydney | \$55,600 | \$23,300 | \$47,000 | \$18,600 | 22,166 |
| NSW - Other | \$74,900 | \$28,500 | \$55,000 | \$8,200 | 33 |
| VIC | \$56,700 | \$28,700 | \$43,200 | \$16,800 | 166,448 |
| VIC - Barwon | \$58,500 | \$33,100 | \$41,600 | \$16,000 | 11,167 |
| VIC - Central Highlands | \$52,100 | \$25,600 | \$36,600 | \$12,800 | 6,429 |
| VIC - Loddon | \$50,400 | \$23,600 | \$35,200 | \$12,200 | 8,742 |
| VIC - North East Melbourne | \$57,000 | \$27,900 | \$44,500 | \$16,100 | 15,792 |
| VIC - Inner Gippsland | \$55,600 | \$30,900 | \$41,000 | \$16,100 | 6,342 |
| VIC - Ovens Murray | \$52,700 | \$27,600 | \$36,800 | \$14,800 | 4,090 |
| VIC - Western District | \$50,300 | \$28,700 | \$34,300 | \$14,600 | 4,319 |
| VIC - Inner East Melbourne | \$61,200 | \$32,100 | \$45,800 | \$17,500 | 11,006 |
| VIC - Outer East Melbourne | \$56,100 | \$29,700 | \$42,500 | \$17,000 | 11,586 |
| VIC - Hume Moreland | \$56,000 | \$25,800 | \$46,600 | \$16,900 | 12,071 |
| VIC - Bayside Peninsula | \$62,900 | \$35,400 | \$48,000 | \$19,100 | 19,934 |
| VIC - Southern Melbourne | \$56,100 | \$27,400 | \$45,900 | \$17,900 | 16,117 |
| VIC - Brimbank Melton | \$53,900 | \$24,500 | \$43,000 | \$15,300 | 11,567 |
| VIC - Western Melbourne | \$56,200 | \$26,800 | \$44,600 | \$16,100 | 16,681 |
| VIC - Goulburn | \$52,700 | \$26,600 | \$37,700 | \$13,400 | 5,003 |
| VIC - Mallee | \$55,200 | \$27,800 | \$36,100 | \$13,700 | 2,917 |

⁵⁷⁴ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁷⁵ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁷⁶ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 March 2024, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants not in SIL |
|-------------------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|--------------------------------------|
| VIC - Outer Gippsland | \$64,100 | \$36,300 | \$46,300 | \$18,200 | 2,664 |
| VIC - Other | n/a | n/a | n/a | n/a | 21 |
| QLD | \$60,500 | \$27,900 | \$45,100 | \$15,900 | 132,679 |
| QLD - Bundaberg | \$60,300 | \$30,400 | \$44,300 | \$14,300 | 3,643 |
| QLD - Ipswich | \$57,600 | \$28,200 | \$42,800 | \$15,100 | 10,752 |
| QLD - Mackay | \$54,600 | \$23,500 | \$37,300 | \$11,200 | 4,128 |
| QLD - Toowoomba | \$63,000 | \$30,800 | \$43,800 | \$14,500 | 7,781 |
| QLD - Townsville | \$59,500 | \$26,800 | \$40,900 | \$12,400 | 7,449 |
| QLD - Rockhampton | \$52,800 | \$24,300 | \$35,500 | \$11,400 | 7,415 |
| QLD - Beenleigh | \$56,900 | \$23,400 | \$43,900 | \$14,300 | 15,242 |
| QLD - Brisbane | \$63,300 | \$30,400 | \$48,800 | \$16,700 | 24,570 |
| QLD - Cairns | \$69,300 | \$36,200 | \$50,300 | \$18,200 | 6,530 |
| QLD - Maryborough | \$61,100 | \$30,800 | \$44,700 | \$15,600 | 5,182 |
| QLD - Robina | \$62,200 | \$28,900 | \$47,700 | \$17,600 | 13,560 |
| QLD - Caboolture/Strathpine | \$57,200 | \$24,000 | \$44,200 | \$14,600 | 14,802 |
| QLD - Maroochydore | \$64,700 | \$33,100 | \$49,100 | \$18,300 | 11,607 |
| QLD - Other | n/a | n/a | n/a | n/a | 18 |
| WA | \$62,600 | \$33,000 | \$44,000 | \$18,300 | 53,045 |
| WA - North East Metro | \$61,300 | \$31,800 | \$43,500 | \$17,100 | 7,716 |
| WA - Wheat Belt | \$58,200 | \$35,800 | \$34,200 | \$14,200 | 1,294 |
| WA - South Metro | \$55,500 | \$27,000 | \$39,600 | \$15,900 | 8,666 |
| WA - Central South Metro | \$64,000 | \$32,900 | \$45,400 | \$17,600 | 6,629 |
| WA - South West | \$59,000 | \$32,200 | \$40,600 | \$16,200 | 4,370 |
| WA - Goldfields-Esperance | \$72,900 | \$36,700 | \$41,900 | \$15,200 | 909 |
| WA - North Metro | \$59,100 | \$29,600 | \$43,500 | \$17,300 | 7,312 |
| WA - Kimberley-Pilbara | \$73,700 | \$42,800 | \$44,400 | \$19,400 | 1,656 |
| WA - South East Metro | \$67,200 | \$36,600 | \$49,300 | \$20,000 | 5,885 |
| WA - Central North Metro | \$72,600 | \$39,700 | \$52,500 | \$21,600 | 5,895 |
| WA - Great Southern | \$58,000 | \$30,800 | \$36,500 | \$13,400 | 1,253 |
| WA - Midwest-Gascoyne | \$62,400 | \$35,200 | \$39,100 | \$17,100 | 1,416 |
| WA - Other | \$75,900 | \$36,600 | \$42,800 | \$7,900 | 44 |
| SA | \$54,800 | \$25,900 | \$39,800 | \$14,500 | 52,715 |
| SA - Adelaide Hills | \$46,500 | \$22,400 | \$33,200 | \$11,600 | 2,171 |
| SA - Barossa, Light and Lower North | \$44,700 | \$22,100 | \$32,600 | \$11,200 | 2,734 |
| SA - Eastern Adelaide | \$63,300 | \$29,600 | \$47,200 | \$14,800 | 4,430 |
| SA - Eyre and Western | \$63,400 | \$35,700 | \$39,500 | \$16,100 | 1,642 |
| SA - Far North (SA) | \$61,500 | \$37,600 | \$33,100 | \$11,800 | 559 |
| SA - Fleurieu and Kangaroo Island | \$60,400 | \$29,500 | \$44,200 | \$14,600 | 1,525 |
| SA - Limestone Coast | \$51,500 | \$23,900 | \$32,200 | \$9,400 | 1,709 |
| SA - Murray and Mallee | \$50,700 | \$25,100 | \$33,200 | \$11,200 | 2,147 |
| SA - Northern Adelaide | \$51,800 | \$24,500 | \$39,200 | \$14,100 | 17,960 |
| SA - Southern Adelaide | \$56,100 | \$27,600 | \$40,700 | \$15,200 | 11,155 |
| SA - Western Adelaide | \$61,700 | \$29,300 | \$47,000 | \$16,300 | 4,585 |

| Service district | Average annualised committed supports | Median annualised committed supports | Average payments | Median payments | Total active participants not in SIL |
|--------------------------|---------------------------------------|--------------------------------------|------------------|-----------------|--------------------------------------|
| SA - Yorke and Mid North | \$55,800 | \$28,500 | \$36,600 | \$13,100 | 2,049 |
| SA - Other | \$67,000 | \$39,100 | \$25,700 | \$6,200 | 49 |
| TAS | \$61,000 | \$33,500 | \$42,800 | \$16,600 | 12,900 |
| TAS - North | \$63,800 | \$35,900 | \$45,600 | \$17,000 | 3,780 |
| TAS - North West | \$62,400 | \$35,800 | \$45,200 | \$17,600 | 2,826 |
| TAS - South East | \$54,600 | \$27,100 | \$37,800 | \$13,600 | 2,949 |
| TAS - South West | \$62,100 | \$34,700 | \$41,900 | \$16,600 | 3,345 |
| TAS - Other | n/a | n/a | n/a | n/a | <11 |
| ACT | \$49,800 | \$23,400 | \$36,300 | \$12,200 | 10,164 |
| ACT | \$49,800 | \$23,400 | \$36,300 | \$12,200 | 10,161 |
| ACT - Other | n/a | n/a | n/a | n/a | <11 |
| NT | \$69,400 | \$35,400 | \$51,600 | \$22,300 | 5,330 |
| NT - Barkly | \$90,500 | \$42,800 | \$48,100 | \$12,300 | 135 |
| NT - Central Australia | \$90,100 | \$47,000 | \$66,400 | \$27,000 | 813 |
| NT - Darwin Remote | \$67,100 | \$50,800 | \$42,200 | \$22,700 | 511 |
| NT - Darwin Urban | \$60,200 | \$25,500 | \$48,800 | \$20,400 | 3,145 |
| NT - East Arnhem | \$104,600 | \$67,800 | \$59,600 | \$26,200 | 236 |
| NT - Katherine | \$77,000 | \$40,800 | \$57,800 | \$23,400 | 265 |
| NT - Other | \$70,500 | \$43,200 | \$45,700 | \$16,800 | 225 |
| OT | \$99,700 | \$68,000 | \$56,100 | \$24,500 | 62 |
| Missing | \$55,200 | \$30,900 | \$42,300 | \$4,600 | 62 |
| Total | \$58,100 | \$28,100 | \$43,900 | \$17,100 | 615,313 |

Table O.4 Participation rates for all participants by service district and age group as at 31 March 2024 ^{577 578}

| Service district | 0 to 6 years | 7 to 14 years | 15 to 18 years | 19 to 24 years | 25 to 34 years | 35 to 44 years | 45 to 54 years | 55 to 64 years | Total excl. 65+ years |
|-----------------------------|--------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|
| NSW | 4.8% | 6.2% | 4.1% | 2.7% | 1.5% | 1.2% | 1.6% | 2.1% | 2.7% |
| NSW - Hunter New England | 6.7% | 8.3% | 6.2% | 4.2% | 2.4% | 2.0% | 2.1% | 2.5% | 3.9% |
| NSW - Central Coast | 5.0% | 9.0% | 6.3% | 4.3% | 2.5% | 1.7% | 1.9% | 2.4% | 3.7% |
| NSW - Far West | 5.0% | 8.0% | 5.6% | 3.6% | 2.7% | 2.4% | 2.2% | 2.6% | 3.7% |
| NSW - Illawarra Shoalhaven | 4.0% | 6.5% | 4.7% | 3.3% | 2.3% | 1.8% | 2.1% | 2.3% | 3.1% |
| NSW - Mid North Coast | 8.5% | 9.8% | 6.6% | 5.0% | 2.8% | 2.2% | 2.1% | 2.4% | 4.4% |
| NSW - Murrumbidgee | 6.1% | 6.7% | 4.4% | 3.4% | 2.2% | 1.6% | 1.9% | 2.2% | 3.3% |
| NSW - Nepean Blue Mountains | 5.3% | 8.1% | 5.4% | 3.3% | 1.9% | 1.4% | 1.8% | 2.1% | 3.3% |
| NSW - North Sydney | 2.8% | 3.4% | 2.5% | 1.6% | 1.0% | 0.6% | 1.0% | 1.5% | 1.6% |
| NSW - Northern NSW | 5.5% | 7.9% | 6.1% | 5.0% | 2.8% | 1.8% | 2.1% | 2.2% | 3.7% |
| NSW - South Eastern Sydney | 3.4% | 4.4% | 2.7% | 1.7% | 0.8% | 0.8% | 1.2% | 1.7% | 1.8% |
| NSW - South Western Sydney | 4.8% | 6.2% | 3.5% | 2.6% | 1.5% | 1.1% | 1.5% | 2.0% | 2.7% |
| NSW - Southern NSW | 4.2% | 6.4% | 4.7% | 3.6% | 2.0% | 1.5% | 1.6% | 1.8% | 2.8% |
| NSW - Sydney | 2.8% | 4.4% | 2.5% | 1.0% | 0.5% | 0.7% | 1.4% | 2.1% | 1.4% |
| NSW - Western NSW | 4.7% | 6.5% | 4.6% | 3.8% | 2.0% | 1.7% | 2.1% | 2.4% | 3.3% |
| NSW - Western Sydney | 5.0% | 5.1% | 3.0% | 2.0% | 1.2% | 0.9% | 1.4% | 2.0% | 2.3% |
| VIC | 5.5% | 7.1% | 4.5% | 2.6% | 1.4% | 1.4% | 1.8% | 2.3% | 2.9% |
| VIC - Barwon | 5.2% | 8.9% | 6.9% | 4.6% | 2.5% | 2.0% | 2.4% | 2.8% | 4.0% |
| VIC - Central Highlands | 4.9% | 7.9% | 5.4% | 4.2% | 2.4% | 2.0% | 2.1% | 2.7% | 3.6% |
| VIC - Loddon | 6.9% | 9.6% | 7.3% | 4.6% | 2.6% | 2.2% | 2.2% | 2.4% | 4.2% |
| VIC - North East Melbourne | 5.3% | 6.5% | 4.1% | 2.3% | 1.2% | 1.3% | 2.0% | 2.6% | 2.7% |
| VIC - Inner Gippsland | 5.7% | 8.4% | 5.1% | 4.1% | 2.6% | 2.2% | 2.4% | 2.5% | 3.8% |
| VIC - Ovens Murray | 5.7% | 8.3% | 6.1% | 4.3% | 2.3% | 2.0% | 2.2% | 2.4% | 3.7% |
| VIC - Western District | 5.0% | 7.0% | 5.3% | 4.4% | 2.5% | 2.2% | 2.4% | 2.4% | 3.6% |
| VIC - Inner East Melbourne | 3.8% | 4.5% | 2.7% | 1.6% | 1.1% | 1.0% | 1.4% | 1.9% | 2.0% |
| VIC - Outer East Melbourne | 4.7% | 8.0% | 5.4% | 2.8% | 1.9% | 1.6% | 1.9% | 2.2% | 3.1% |
| VIC - Hume Moreland | 7.1% | 7.8% | 4.6% | 2.3% | 1.2% | 1.1% | 1.9% | 2.8% | 3.1% |
| VIC - Bayside Peninsula | 4.8% | 6.1% | 3.6% | 2.1% | 1.3% | 1.3% | 1.7% | 2.2% | 2.5% |
| VIC - Southern Melbourne | 5.4% | 6.2% | 3.6% | 2.3% | 1.2% | 1.2% | 1.6% | 2.2% | 2.7% |
| VIC - Brimbank Melton | 7.5% | 8.5% | 4.7% | 2.8% | 1.5% | 1.3% | 1.6% | 2.1% | 3.4% |
| VIC - Western Melbourne | 5.4% | 7.1% | 4.1% | 1.6% | 0.9% | 0.9% | 1.7% | 2.1% | 2.4% |
| VIC - Goulburn | 5.6% | 7.4% | 5.4% | 3.5% | 2.1% | 1.7% | 2.0% | 2.3% | 3.4% |
| VIC - Mallee | 7.3% | 8.1% | 5.9% | 3.6% | 2.2% | 1.7% | 2.1% | 2.3% | 3.7% |
| VIC - Outer Gippsland | 5.0% | 7.3% | 5.5% | 4.5% | 2.7% | 2.4% | 2.6% | 2.5% | 3.7% |
| QLD | 5.2% | 6.9% | 4.7% | 2.7% | 1.6% | 1.4% | 1.7% | 2.2% | 3.0% |
| QLD - Bundaberg | 8.0% | 9.2% | 7.5% | 6.3% | 3.2% | 2.6% | 2.4% | 2.9% | 4.7% |
| QLD - Ipswich | 5.1% | 7.9% | 5.7% | 3.6% | 1.9% | 1.5% | 2.0% | 2.5% | 3.5% |
| QLD - Mackay | 5.1% | 6.2% | 4.4% | 2.4% | 1.2% | 0.9% | 1.2% | 1.7% | 2.5% |

⁵⁷⁷ Participation rate refers to the proportion of general population that are NDIS participants.

⁵⁷⁸ A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

| 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 - Toowoomba | 4.7% | 6.3% | 5.7% | 3.5% | 1.9% | 1.8% | 2.2% | 2.7% | 3.4% |
| QLD - Townsville | 6.6% | 6.9% | 4.2% | 2.5% | 1.7% | 1.4% | 1.9% | 2.3% | 3.2% |
| QLD - Rockhampton | 5.5% | 9.1% | 6.1% | 3.5% | 1.7% | 1.4% | 1.6% | 1.9% | 3.5% |
| QLD - Beenleigh | 6.7% | 8.2% | 6.2% | 2.7% | 1.8% | 1.4% | 1.7% | 2.1% | 3.5% |
| QLD - Brisbane | 4.1% | 5.0% | 3.0% | 1.7% | 1.1% | 1.1% | 1.5% | 2.2% | 2.2% |
| QLD - Cairns | 4.0% | 5.3% | 4.0% | 2.9% | 1.6% | 1.5% | 1.7% | 2.0% | 2.6% |
| QLD - Maryborough | 6.9% | 8.8% | 7.3% | 5.4% | 3.2% | 2.5% | 2.7% | 2.8% | 4.4% |
| QLD - Robina | 4.6% | 6.4% | 4.1% | 2.5% | 1.3% | 1.1% | 1.3% | 1.8% | 2.5% |
| QLD - Caboolture/Strathpine | 6.6% | 8.5% | 5.8% | 3.3% | 2.0% | 1.5% | 1.7% | 2.2% | 3.6% |
| QLD - Maroochydore | 5.1% | 7.5% | 5.3% | 3.4% | 1.9% | 1.6% | 1.6% | 2.0% | 3.2% |
| WA | 2.9% | 4.8% | 4.0% | 2.7% | 1.4% | 1.1% | 1.4% | 1.8% | 2.2% |
| WA - North East Metro | 3.1% | 5.3% | 4.6% | 3.3% | 1.6% | 1.3% | 1.6% | 2.1% | 2.5% |
| WA - Wheat Belt | 1.8% | 4.3% | 4.3% | 3.1% | 1.8% | 1.2% | 1.0% | 1.4% | 2.0% |
| WA - South Metro | 3.3% | 5.7% | 5.4% | 3.0% | 1.6% | 1.2% | 1.3% | 1.9% | 2.6% |
| WA - Central South Metro | 2.4% | 5.4% | 4.0% | 2.6% | 1.5% | 1.0% | 1.3% | 1.7% | 2.1% |
| WA - South West | 2.8% | 5.1% | 4.8% | 3.8% | 2.1% | 1.4% | 1.5% | 1.9% | 2.6% |
| WA - Goldfields-Esperance | 2.1% | 4.2% | 3.4% | 2.1% | 1.1% | 1.1% | 0.9% | 1.1% | 1.8% |
| WA - North Metro | 3.4% | 5.1% | 3.8% | 2.9% | 1.6% | 1.0% | 1.1% | 1.3% | 2.3% |
| WA - Kimberley-Pilbara | 2.0% | 3.8% | 2.9% | 2.5% | 0.9% | 0.9% | 1.2% | 1.5% | 1.7% |
| WA - South East Metro | 3.1% | 4.4% | 3.8% | 1.9% | 1.3% | 1.2% | 1.6% | 2.2% | 2.2% |
| WA - Central North Metro | 2.8% | 3.3% | 2.3% | 1.8% | 1.0% | 1.0% | 1.4% | 2.1% | 1.8% |
| WA - Great Southern | 2.5% | 4.6% | 4.1% | 3.1% | 2.4% | 1.3% | 1.3% | 1.6% | 2.4% |
| WA - Midwest-Gascoyne | 4.1% | 5.9% | 4.1% | 2.8% | 1.6% | 1.0% | 1.0% | 1.4% | 2.4% |
| SA | 5.4% | 9.2% | 7.0% | 3.7% | 1.8% | 1.7% | 2.0% | 2.5% | 3.6% |
| SA - Adelaide Hills | 5.6% | 8.3% | 6.9% | 3.7% | 1.6% | 1.3% | 1.1% | 1.2% | 3.2% |
| SA - Barossa, Light and Lower North | 7.8% | 10.7% | 10.0% | 5.0% | 2.0% | 1.4% | 1.4% | 1.9% | 4.3% |
| SA - Eastern Adelaide | 3.2% | 5.7% | 3.7% | 2.1% | 1.1% | 1.2% | 1.7% | 2.3% | 2.3% |
| SA - Eyre and Western | 4.8% | 8.2% | 7.2% | 3.5% | 1.9% | 1.9% | 1.5% | 2.1% | 3.4% |
| SA - Far North (SA) | 3.5% | 5.1% | 4.2% | 3.0% | 1.4% | 1.8% | 2.3% | 1.9% | 2.6% |
| SA - Fleurieu and Kangaroo Island | 5.3% | 9.4% | 7.9% | 6.9% | 2.5% | 1.9% | 1.9% | 2.0% | 3.9% |
| SA - Limestone Coast | 4.4% | 6.6% | 5.8% | 4.0% | 2.2% | 1.6% | 1.8% | 2.0% | 3.1% |
| SA - Murray and Mallee | 6.3% | 8.8% | 7.1% | 4.7% | 2.2% | 1.7% | 2.2% | 2.1% | 3.8% |
| SA - Northern Adelaide | 6.9% | 11.5% | 8.5% | 4.1% | 1.9% | 1.9% | 2.4% | 3.0% | 4.4% |
| SA - Southern Adelaide | 4.9% | 9.0% | 7.5% | 4.2% | 1.9% | 1.8% | 2.1% | 2.6% | 3.7% |
| SA - Western Adelaide | 4.4% | 9.0% | 5.5% | 2.6% | 1.4% | 1.4% | 2.0% | 2.8% | 3.0% |
| SA - Yorke and Mid North | 4.7% | 8.0% | 7.6% | 4.6% | 2.3% | 1.8% | 1.9% | 1.8% | 3.5% |
| TAS | 3.9% | 6.2% | 4.9% | 3.9% | 2.0% | 1.4% | 1.9% | 2.0% | 2.9% |
| TAS - North | 4.9% | 6.2% | 5.0% | 3.8% | 2.3% | 1.5% | 2.0% | 2.0% | 3.1% |
| TAS - North West | 2.8% | 6.4% | 5.5% | 4.9% | 2.5% | 1.6% | 1.8% | 2.2% | 3.1% |
| TAS - South East | 4.3% | 6.9% | 5.6% | 4.2% | 1.9% | 1.2% | 1.7% | 1.7% | 2.9% |
| TAS - South West | 3.4% | 5.4% | 3.9% | 3.2% | 1.7% | 1.5% | 1.9% | 2.1% | 2.5% |
| ACT | 3.4% | 6.1% | 4.4% | 2.5% | 1.3% | 1.1% | 1.7% | 2.2% | 2.5% |
| ACT | 3.4% | 6.1% | 4.4% | 2.5% | 1.3% | 1.1% | 1.7% | 2.2% | 2.5% |

| 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 | 4.0% | 5.6% | 3.9% | 1.9% | 1.0% | 1.3% | 1.7% | 2.2% | 2.4% |
| NT - Barkly | 1.1% | 2.7% | 2.7% | 1.5% | 1.2% | 1.8% | 2.3% | 3.6% | 2.0% |
| NT - Central Australia | 2.6% | 5.6% | 3.2% | 2.2% | 1.1% | 1.7% | 2.0% | 3.1% | 2.5% |
| NT - Darwin Remote | 2.1% | 3.2% | 1.8% | 1.1% | 1.5% | 2.2% | 2.7% | 2.5% | 2.1% |
| NT - Darwin Urban | 5.2% | 6.5% | 5.4% | 2.1% | 0.9% | 1.0% | 1.3% | 1.7% | 2.4% |
| NT - East Arnhem | 2.0% | 2.4% | 1.2% | 1.8% | 2.0% | 2.5% | 3.7% | 3.3% | 2.3% |
| NT - Katherine | 4.9% | 6.9% | 4.3% | 1.8% | 0.8% | 1.5% | 2.2% | 3.2% | 2.8% |
| Total | 4.8% | 6.6% | 4.5% | 2.7% | 1.5% | 1.3% | 1.7% | 2.1% | 2.8% |

Table O.5 Participation rates for male participants by service district and age group as at 31 March 2024 ^{579 580}

| 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 | 6.4% | 8.3% | 5.2% | 3.3% | 1.8% | 1.3% | 1.7% | 2.2% | 3.4% |
| NSW - Hunter New England | 8.9% | 11.1% | 8.1% | 5.2% | 2.8% | 2.1% | 2.3% | 2.7% | 4.9% |
| NSW - Central Coast | 6.7% | 12.0% | 7.9% | 5.2% | 3.0% | 1.8% | 2.0% | 2.5% | 4.7% |
| NSW - Far West | 6.5% | 10.8% | 8.1% | 4.0% | 3.6% | 3.0% | 2.6% | 3.0% | 4.8% |
| NSW - Illawarra Shoalhaven | 5.4% | 8.5% | 6.0% | 4.1% | 2.6% | 2.0% | 2.2% | 2.3% | 3.8% |
| NSW - Mid North Coast | 11.2% | 12.6% | 8.2% | 6.2% | 3.6% | 2.6% | 2.4% | 2.6% | 5.6% |
| NSW - Murrumbidgee | 8.0% | 8.8% | 5.5% | 4.1% | 2.6% | 1.6% | 2.1% | 2.2% | 4.1% |
| NSW - Nepean Blue Mountains | 7.2% | 11.0% | 6.9% | 4.2% | 2.3% | 1.5% | 1.9% | 2.3% | 4.3% |
| NSW - North Sydney | 3.8% | 4.7% | 3.0% | 1.9% | 1.3% | 0.7% | 1.1% | 1.6% | 2.0% |
| NSW - Northern NSW | 7.3% | 10.4% | 7.5% | 6.0% | 3.5% | 1.9% | 2.4% | 2.4% | 4.6% |
| NSW - South Eastern Sydney | 4.7% | 5.9% | 3.3% | 2.1% | 1.1% | 0.9% | 1.3% | 1.8% | 2.3% |
| NSW - South Western Sydney | 6.6% | 8.5% | 4.6% | 3.2% | 1.9% | 1.3% | 1.6% | 2.1% | 3.5% |
| NSW - Southern NSW | 5.7% | 8.3% | 5.6% | 4.4% | 2.3% | 1.7% | 1.6% | 1.8% | 3.5% |
| NSW - Sydney | 3.9% | 6.0% | 3.3% | 1.2% | 0.5% | 0.7% | 1.6% | 2.4% | 1.7% |
| NSW - Western NSW | 6.2% | 8.7% | 5.6% | 4.7% | 2.3% | 1.9% | 2.3% | 2.7% | 4.1% |
| NSW - Western Sydney | 6.9% | 6.9% | 3.8% | 2.4% | 1.4% | 1.0% | 1.5% | 2.1% | 2.9% |
| VIC | 7.2% | 9.2% | 5.4% | 3.1% | 1.6% | 1.4% | 1.8% | 2.3% | 3.5% |
| VIC - Barwon | 6.6% | 11.3% | 8.5% | 5.7% | 2.8% | 2.2% | 2.4% | 2.7% | 4.7% |
| VIC - Central Highlands | 6.6% | 10.2% | 6.5% | 4.9% | 2.7% | 2.1% | 2.0% | 2.6% | 4.3% |
| VIC - Loddon | 8.7% | 12.2% | 8.5% | 5.4% | 3.0% | 2.3% | 2.1% | 2.5% | 5.0% |
| VIC - North East Melbourne | 6.8% | 8.6% | 4.8% | 2.8% | 1.3% | 1.4% | 2.1% | 2.7% | 3.3% |
| VIC - Inner Gippsland | 7.4% | 10.5% | 6.4% | 5.0% | 3.0% | 2.2% | 2.2% | 2.6% | 4.5% |
| VIC - Ovens Murray | 7.6% | 10.6% | 7.2% | 5.8% | 2.7% | 2.3% | 2.3% | 2.5% | 4.6% |
| VIC - Western District | 6.5% | 9.1% | 6.8% | 5.0% | 2.8% | 2.3% | 2.5% | 2.4% | 4.3% |
| VIC - Inner East Melbourne | 5.1% | 5.8% | 3.2% | 1.9% | 1.2% | 1.1% | 1.4% | 1.8% | 2.4% |
| VIC - Outer East Melbourne | 6.1% | 9.9% | 7.2% | 3.1% | 2.2% | 1.5% | 1.7% | 2.1% | 3.7% |
| VIC - Hume Moreland | 9.1% | 10.2% | 5.6% | 2.8% | 1.3% | 1.2% | 1.9% | 2.7% | 3.7% |
| VIC - Bayside Peninsula | 6.2% | 8.0% | 4.0% | 2.5% | 1.4% | 1.3% | 1.6% | 2.2% | 3.0% |
| VIC - Southern Melbourne | 7.3% | 8.5% | 4.2% | 2.7% | 1.4% | 1.2% | 1.5% | 2.1% | 3.4% |
| VIC - Brimbank Melton | 9.7% | 11.6% | 5.8% | 3.4% | 1.8% | 1.4% | 1.7% | 2.1% | 4.3% |
| VIC - Western Melbourne | 7.1% | 9.5% | 5.1% | 1.9% | 1.0% | 0.9% | 1.7% | 2.2% | 3.0% |
| VIC - Goulburn | 7.2% | 9.5% | 6.7% | 4.3% | 2.4% | 1.8% | 1.9% | 2.1% | 4.1% |
| VIC - Mallee | 9.4% | 10.7% | 7.0% | 4.4% | 2.6% | 1.8% | 2.0% | 2.3% | 4.5% |
| VIC - Outer Gippsland | 6.7% | 9.8% | 6.9% | 5.2% | 2.7% | 2.4% | 2.5% | 2.2% | 4.3% |
| QLD | 6.9% | 9.0% | 5.8% | 3.2% | 1.8% | 1.5% | 1.7% | 2.3% | 3.6% |
| QLD - Bundaberg | 11.4% | 11.5% | 9.5% | 7.7% | 3.5% | 3.0% | 2.5% | 3.1% | 5.8% |
| QLD - Ipswich | 6.7% | 10.2% | 6.8% | 4.3% | 2.2% | 1.7% | 2.0% | 2.7% | 4.3% |

⁵⁷⁹ Participation rate refers to the proportion of general population that are NDIS participants.

⁵⁸⁰ A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

| 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 - Mackay | 7.1% | 8.1% | 5.1% | 3.0% | 1.4% | 1.0% | 1.2% | 1.7% | 3.1% |
| QLD - Toowoomba | 6.2% | 8.2% | 6.7% | 4.0% | 2.2% | 2.1% | 2.4% | 3.0% | 4.1% |
| QLD - Townsville | 8.6% | 9.3% | 5.5% | 2.9% | 1.9% | 1.7% | 2.1% | 2.3% | 3.9% |
| QLD - Rockhampton | 7.4% | 11.8% | 7.0% | 4.5% | 2.1% | 1.5% | 1.5% | 2.0% | 4.3% |
| QLD - Beenleigh | 8.2% | 11.3% | 9.0% | 2.9% | 2.0% | 1.5% | 1.6% | 2.1% | 4.3% |
| QLD - Brisbane | 5.5% | 6.6% | 3.7% | 2.0% | 1.2% | 1.2% | 1.6% | 2.3% | 2.6% |
| QLD - Cairns | 5.2% | 7.1% | 4.9% | 3.5% | 1.9% | 1.8% | 2.0% | 2.1% | 3.3% |
| QLD - Maryborough | 8.7% | 11.6% | 8.1% | 6.5% | 4.0% | 2.8% | 2.8% | 3.2% | 5.4% |
| QLD - Robina | 6.0% | 8.4% | 4.8% | 3.1% | 1.5% | 1.1% | 1.5% | 1.8% | 3.1% |
| QLD - Caboolture/Strathpine | 8.7% | 10.7% | 6.5% | 4.1% | 2.3% | 1.5% | 1.6% | 2.2% | 4.4% |
| QLD - Maroochydore | 6.7% | 9.7% | 6.5% | 4.0% | 2.1% | 1.7% | 1.7% | 2.1% | 3.9% |
| WA | 3.9% | 6.5% | 5.0% | 3.3% | 1.7% | 1.2% | 1.4% | 1.8% | 2.7% |
| WA - North East Metro | 4.3% | 7.3% | 6.5% | 4.2% | 1.9% | 1.3% | 1.6% | 2.2% | 3.2% |
| WA - Wheat Belt | 2.2% | 5.9% | 5.2% | 3.4% | 2.1% | 1.3% | 1.1% | 1.3% | 2.4% |
| WA - South Metro | 4.1% | 7.9% | 6.5% | 3.9% | 1.9% | 1.2% | 1.3% | 1.8% | 3.2% |
| WA - Central South Metro | 3.3% | 6.8% | 4.4% | 3.3% | 1.7% | 1.1% | 1.2% | 1.8% | 2.6% |
| WA - South West | 3.7% | 6.4% | 5.9% | 4.6% | 2.6% | 1.3% | 1.5% | 1.8% | 3.1% |
| WA - Goldfields-Esperance | 2.7% | 5.4% | 4.2% | 2.4% | 1.2% | 1.2% | 0.9% | 1.3% | 2.1% |
| WA - North Metro | 4.5% | 6.7% | 4.9% | 3.2% | 1.8% | 1.1% | 1.0% | 1.2% | 2.8% |
| WA - Kimberley-Pilbara | 2.5% | 5.6% | 3.8% | 3.2% | 1.1% | 0.9% | 1.3% | 1.3% | 2.1% |
| WA - South East Metro | 4.2% | 6.3% | 4.8% | 2.5% | 1.5% | 1.3% | 1.8% | 2.3% | 2.7% |
| WA - Central North Metro | 3.9% | 4.3% | 2.9% | 2.3% | 1.2% | 1.1% | 1.7% | 2.2% | 2.1% |
| WA - Great Southern | 3.3% | 6.0% | 5.4% | 3.9% | 2.5% | 1.3% | 1.2% | 1.6% | 2.8% |
| WA - Midwest-Gascoyne | 5.2% | 8.6% | 5.0% | 3.5% | 1.9% | 1.3% | 0.8% | 1.2% | 3.0% |
| SA | 7.2% | 12.2% | 8.8% | 4.5% | 2.0% | 1.8% | 2.1% | 2.6% | 4.4% |
| SA - Adelaide Hills | 7.5% | 11.0% | 8.7% | 4.3% | 1.7% | 1.4% | 1.2% | 1.1% | 4.0% |
| SA - Barossa, Light and Lower North | 10.2% | 13.7% | 12.9% | 6.0% | 2.3% | 1.6% | 1.4% | 1.9% | 5.3% |
| SA - Eastern Adelaide | 4.2% | 7.8% | 4.8% | 2.4% | 1.3% | 1.4% | 1.9% | 2.6% | 2.9% |
| SA - Eyre and Western | 6.4% | 11.1% | 9.0% | 3.6% | 2.2% | 1.9% | 1.6% | 2.0% | 4.1% |
| SA - Far North (SA) | 4.9% | 6.7% | 5.0% | 4.4% | 1.8% | 2.1% | 2.7% | 1.8% | 3.3% |
| SA - Fleurieu and Kangaroo Island | 6.6% | 11.8% | 9.8% | 8.4% | 2.9% | 2.0% | 1.8% | 2.4% | 4.8% |
| SA - Limestone Coast | 6.1% | 8.5% | 7.2% | 4.9% | 2.5% | 2.0% | 1.8% | 2.1% | 3.9% |
| SA - Murray and Mallee | 8.5% | 12.0% | 8.7% | 5.0% | 2.4% | 2.1% | 2.2% | 2.2% | 4.6% |
| SA - Northern Adelaide | 9.3% | 15.4% | 10.9% | 5.1% | 2.1% | 2.0% | 2.4% | 3.3% | 5.4% |
| SA - Southern Adelaide | 6.4% | 11.9% | 9.3% | 5.2% | 2.2% | 1.9% | 2.3% | 2.7% | 4.5% |
| SA - Western Adelaide | 5.7% | 12.7% | 6.5% | 3.2% | 1.7% | 1.6% | 2.2% | 2.9% | 3.7% |
| SA - Yorke and Mid North | 6.2% | 10.2% | 9.0% | 6.0% | 2.5% | 2.0% | 2.2% | 1.9% | 4.3% |
| TAS | 4.7% | 7.8% | 5.8% | 4.6% | 2.4% | 1.5% | 1.9% | 2.1% | 3.4% |
| TAS - North | 5.7% | 7.5% | 6.4% | 4.2% | 2.7% | 1.5% | 1.9% | 1.9% | 3.5% |
| TAS - North West | 3.7% | 8.3% | 6.7% | 5.9% | 3.0% | 1.5% | 2.0% | 2.3% | 3.7% |
| TAS - South East | 5.2% | 8.7% | 6.0% | 5.2% | 2.4% | 1.4% | 1.6% | 1.8% | 3.5% |
| TAS - South West | 4.0% | 6.8% | 4.4% | 3.7% | 2.0% | 1.6% | 1.9% | 2.2% | 3.0% |
| ACT | 4.7% | 8.2% | 5.6% | 3.0% | 1.4% | 1.2% | 1.7% | 2.1% | 3.0% |

| Service District | 0 to 6 years | 7 to 14 years | 15 to 18 years | 19 to 24 years | 25 to 34 years | 35 to 44 years | 45 to 54 years | 55 to 64 years | Total excl. 65+ years |
|------------------------|--------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|
| ACT | 4.7% | 8.2% | 5.6% | 3.0% | 1.4% | 1.2% | 1.7% | 2.1% | 3.0% |
| NT | 5.4% | 7.8% | 5.1% | 2.5% | 1.3% | 1.6% | 1.9% | 2.5% | 3.1% |
| NT - Barkly | 1.0% | 4.3% | 3.4% | 1.5% | 1.0% | 1.4% | 1.3% | 5.6% | 2.3% |
| NT - Central Australia | 3.6% | 8.2% | 4.6% | 3.4% | 1.4% | 1.7% | 2.4% | 3.4% | 3.2% |
| NT - Darwin Remote | 3.2% | 5.5% | 2.5% | 1.6% | 2.3% | 3.4% | 3.3% | 3.0% | 3.1% |
| NT - Darwin Urban | 6.7% | 8.5% | 7.2% | 2.6% | 1.1% | 1.2% | 1.4% | 1.9% | 3.1% |
| NT - East Arnhem | 2.8% | 3.4% | 1.7% | 2.3% | 3.0% | 3.8% | 4.4% | 4.2% | 3.2% |
| NT - Katherine | 6.7% | 9.5% | 4.7% | 2.3% | 1.0% | 1.2% | 2.0% | 3.0% | 3.5% |
| Total | 6.4% | 8.7% | 5.6% | 3.3% | 1.8% | 1.4% | 1.7% | 2.2% | 3.5% |

Table O.6 Participation rates for female participants by service district and age group as at 31 March 2024 ^{581 582}

| Service District | 0 to 6 years | 7 to 14 years | 15 to 18 years | 19 to 24 years | 25 to 34 years | 35 to 44 years | 45 to 54 years | 55 to 64 years | Total excl. 65+ years |
|-----------------------------|--------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|
| NSW | 2.9% | 3.7% | 2.8% | 1.9% | 1.2% | 1.1% | 1.4% | 1.9% | 1.9% |
| NSW - Hunter New England | 4.2% | 5.0% | 4.0% | 2.9% | 1.9% | 1.8% | 2.0% | 2.3% | 2.8% |
| NSW - Central Coast | 3.1% | 5.7% | 4.3% | 3.1% | 2.0% | 1.5% | 1.9% | 2.3% | 2.7% |
| NSW - Far West | 3.3% | 5.0% | 2.8% | 2.5% | 1.8% | 1.8% | 1.7% | 2.1% | 2.5% |
| NSW - Illawarra Shoalhaven | 2.4% | 3.9% | 3.2% | 2.4% | 1.9% | 1.5% | 2.0% | 2.2% | 2.3% |
| NSW - Mid North Coast | 5.6% | 6.5% | 4.8% | 3.4% | 2.0% | 1.7% | 1.8% | 2.1% | 3.1% |
| NSW - Murrumbidgee | 3.8% | 4.2% | 3.0% | 2.6% | 1.7% | 1.4% | 1.7% | 2.2% | 2.5% |
| NSW - Nepean Blue Mountains | 3.2% | 4.9% | 3.5% | 2.3% | 1.5% | 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% | 4.9% | 4.3% | 3.7% | 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% | 3.6% | 2.6% | 1.7% | 1.3% | 1.5% | 1.7% | 2.1% |
| NSW - Sydney | 1.6% | 2.5% | 1.7% | 0.7% | 0.4% | 0.6% | 1.1% | 1.6% | 1.0% |
| NSW - Western NSW | 2.9% | 3.9% | 3.3% | 2.7% | 1.6% | 1.5% | 1.8% | 2.1% | 2.3% |
| NSW - Western Sydney | 3.0% | 3.0% | 2.0% | 1.4% | 0.9% | 0.8% | 1.3% | 1.8% | 1.6% |
| VIC | 3.4% | 4.5% | 3.2% | 1.9% | 1.2% | 1.3% | 1.8% | 2.3% | 2.2% |
| VIC - Barwon | 3.5% | 6.1% | 4.9% | 3.3% | 2.0% | 1.9% | 2.3% | 2.8% | 3.1% |
| VIC - Central Highlands | 3.0% | 5.2% | 3.9% | 3.3% | 1.9% | 1.8% | 2.2% | 2.7% | 2.8% |
| VIC - Loddon | 4.2% | 6.3% | 5.4% | 3.5% | 2.1% | 2.1% | 2.3% | 2.2% | 3.2% |
| VIC - North East Melbourne | 3.2% | 4.2% | 3.0% | 1.6% | 1.0% | 1.1% | 1.8% | 2.4% | 2.0% |
| VIC - Inner Gippsland | 3.8% | 5.6% | 3.5% | 2.9% | 2.2% | 2.1% | 2.5% | 2.5% | 3.0% |
| VIC - Ovens Murray | 3.6% | 5.4% | 4.7% | 2.6% | 1.8% | 1.7% | 2.0% | 2.2% | 2.8% |
| VIC - Western District | 3.2% | 4.6% | 3.5% | 3.5% | 2.2% | 2.1% | 2.3% | 2.3% | 2.8% |
| VIC - Inner East Melbourne | 2.3% | 2.7% | 2.0% | 1.2% | 0.9% | 0.9% | 1.3% | 1.9% | 1.5% |
| VIC - Outer East Melbourne | 3.0% | 5.4% | 3.5% | 2.2% | 1.6% | 1.5% | 2.0% | 2.2% | 2.5% |
| VIC - Hume Moreland | 4.4% | 5.1% | 3.5% | 1.7% | 1.1% | 1.0% | 1.9% | 2.9% | 2.4% |
| VIC - Bayside Peninsula | 3.1% | 3.9% | 2.9% | 1.6% | 1.1% | 1.2% | 1.7% | 2.2% | 2.0% |
| VIC - Southern Melbourne | 3.3% | 3.6% | 2.8% | 1.8% | 1.0% | 1.1% | 1.7% | 2.3% | 2.0% |
| VIC - Brimbank Melton | 4.6% | 5.1% | 3.2% | 2.0% | 1.1% | 1.2% | 1.4% | 2.2% | 2.4% |
| VIC - Western Melbourne | 3.2% | 4.3% | 2.7% | 1.1% | 0.7% | 0.9% | 1.6% | 1.9% | 1.7% |
| VIC - Goulburn | 3.5% | 4.7% | 3.8% | 2.5% | 1.7% | 1.6% | 2.0% | 2.5% | 2.6% |
| VIC - Mallee | 4.8% | 5.3% | 4.5% | 2.7% | 1.9% | 1.6% | 2.2% | 2.2% | 2.9% |
| VIC - Outer Gippsland | 3.2% | 4.5% | 3.8% | 3.5% | 2.6% | 2.5% | 2.6% | 2.7% | 3.0% |
| QLD | 3.4% | 4.5% | 3.4% | 2.1% | 1.3% | 1.2% | 1.6% | 2.0% | 2.2% |
| QLD - Bundaberg | 4.4% | 6.4% | 5.3% | 4.7% | 2.8% | 2.3% | 2.3% | 2.7% | 3.5% |
| QLD - Ipswich | 3.2% | 5.1% | 4.2% | 2.6% | 1.5% | 1.3% | 2.0% | 2.3% | 2.6% |
| QLD - Mackay | 3.0% | 4.1% | 3.6% | 1.9% | 1.0% | 0.7% | 1.1% | 1.7% | 1.9% |

⁵⁸¹ Participation rate refers to the proportion of general population that are NDIS participants.

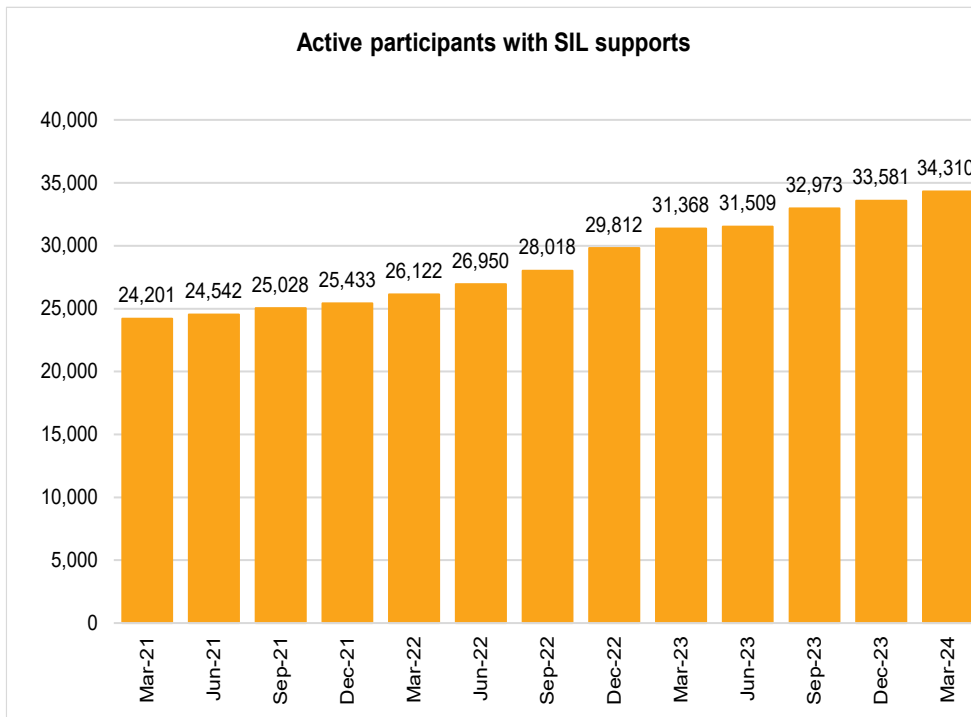
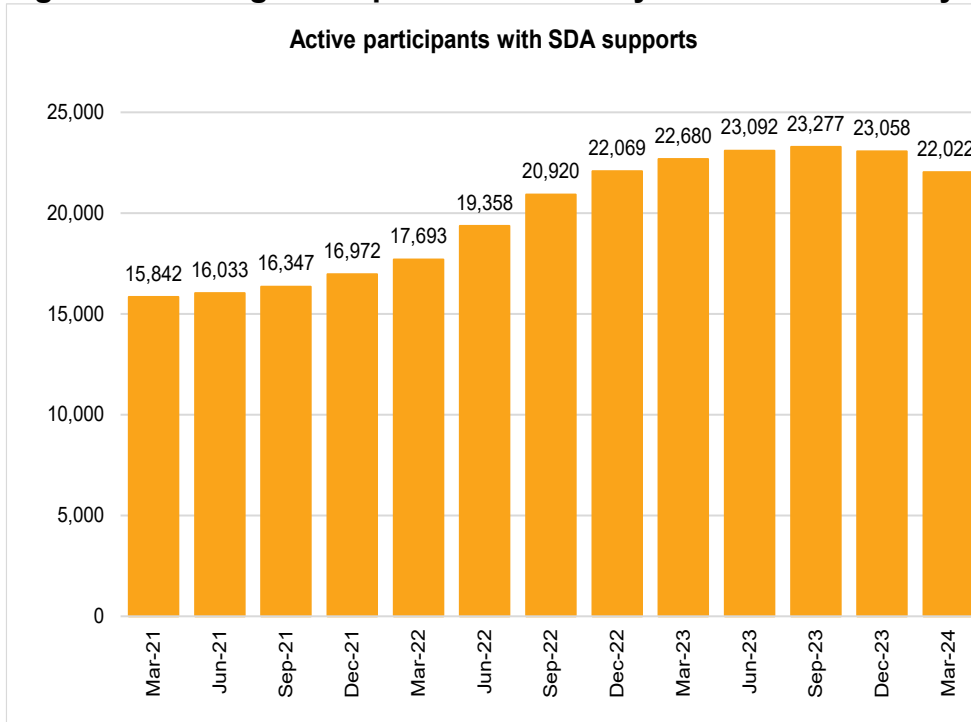
⁵⁸² A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

| 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 - Toowoomba | 3.0% | 4.4% | 4.4% | 2.8% | 1.5% | 1.6% | 2.0% | 2.4% | 2.6% |
| QLD - Townsville | 4.3% | 4.3% | 2.8% | 1.9% | 1.4% | 1.2% | 1.7% | 2.2% | 2.3% |
| QLD - Rockhampton | 3.4% | 6.1% | 4.7% | 2.4% | 1.3% | 1.3% | 1.7% | 1.8% | 2.6% |
| QLD - Beenleigh | 4.8% | 5.1% | 3.8% | 2.1% | 1.4% | 1.3% | 1.7% | 2.0% | 2.6% |
| QLD - Brisbane | 2.6% | 3.2% | 2.2% | 1.3% | 0.9% | 0.9% | 1.4% | 2.0% | 1.6% |
| QLD - Cairns | 2.5% | 3.2% | 2.9% | 2.2% | 1.2% | 1.2% | 1.3% | 1.8% | 1.9% |
| QLD - Maryborough | 4.9% | 5.8% | 6.1% | 4.0% | 2.3% | 2.2% | 2.6% | 2.4% | 3.4% |
| QLD - Robina | 2.9% | 4.1% | 3.0% | 1.8% | 1.1% | 1.0% | 1.2% | 1.7% | 1.9% |
| QLD - Caboolture/Strathpine | 4.3% | 5.9% | 4.6% | 2.4% | 1.6% | 1.5% | 1.7% | 2.2% | 2.7% |
| QLD - Maroochydore | 3.3% | 5.1% | 3.8% | 2.6% | 1.6% | 1.6% | 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% | 2.5% | 2.1% | 1.2% | 1.2% | 1.5% | 2.0% | 1.8% |
| WA - Wheat Belt | 1.3% | 2.6% | 3.2% | 2.6% | 1.4% | 1.1% | 0.8% | 1.4% | 1.6% |
| WA - South Metro | 2.4% | 3.5% | 3.9% | 2.0% | 1.2% | 1.2% | 1.3% | 1.9% | 2.0% |
| WA - Central South Metro | 1.3% | 3.7% | 3.3% | 1.8% | 1.1% | 0.9% | 1.2% | 1.5% | 1.6% |
| WA - South West | 1.8% | 3.4% | 3.5% | 2.7% | 1.7% | 1.4% | 1.5% | 1.9% | 2.1% |
| WA - Goldfields-Esperance | 1.4% | 2.6% | 2.6% | 1.5% | 1.0% | 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% | 1.8% |
| WA - Kimberley-Pilbara | 1.5% | 2.2% | 1.8% | 1.6% | 0.7% | 0.9% | 1.1% | 1.7% | 1.3% |
| WA - South East Metro | 1.9% | 2.6% | 2.5% | 1.3% | 1.0% | 1.0% | 1.4% | 2.0% | 1.6% |
| WA - Central North Metro | 1.7% | 2.1% | 1.5% | 1.3% | 0.8% | 0.8% | 1.2% | 2.0% | 1.3% |
| WA - Great Southern | 1.6% | 3.1% | 2.5% | 2.0% | 2.2% | 1.3% | 1.4% | 1.5% | 1.9% |
| WA - Midwest-Gascoyne | 2.7% | 3.2% | 3.1% | 2.0% | 1.3% | 0.8% | 1.1% | 1.5% | 1.8% |
| SA | 3.4% | 5.8% | 4.9% | 2.6% | 1.4% | 1.4% | 1.8% | 2.2% | 2.6% |
| SA - Adelaide Hills | 3.6% | 5.3% | 4.8% | 2.9% | 1.6% | 1.1% | 1.0% | 1.3% | 2.3% |
| SA - Barossa, Light and Lower North | 4.9% | 7.2% | 6.1% | 3.5% | 1.5% | 1.1% | 1.3% | 1.8% | 3.0% |
| SA - Eastern Adelaide | 2.1% | 3.3% | 2.5% | 1.6% | 0.9% | 0.9% | 1.4% | 2.1% | 1.7% |
| SA - Eyre and Western | 2.9% | 4.7% | 4.8% | 3.2% | 1.6% | 1.9% | 1.4% | 2.1% | 2.5% |
| SA - Far North (SA) | 2.2% | 3.4% | 2.9% | 1.3% | 0.9% | 1.4% | 1.9% | 2.0% | 1.9% |
| SA - Fleurieu and Kangaroo Island | 3.7% | 6.7% | 5.9% | 4.7% | 2.0% | 1.6% | 2.0% | 1.7% | 3.0% |
| SA - Limestone Coast | 2.7% | 4.3% | 4.0% | 2.8% | 1.8% | 1.1% | 1.7% | 1.9% | 2.3% |
| SA - Murray and Mallee | 3.8% | 5.2% | 5.0% | 3.9% | 1.9% | 1.2% | 1.9% | 2.0% | 2.7% |
| SA - Northern Adelaide | 4.2% | 7.3% | 5.8% | 2.8% | 1.5% | 1.7% | 2.2% | 2.5% | 3.1% |
| SA - Southern Adelaide | 3.2% | 5.8% | 5.3% | 2.9% | 1.6% | 1.7% | 1.9% | 2.5% | 2.7% |
| SA - Western Adelaide | 3.0% | 5.0% | 4.1% | 1.8% | 1.1% | 1.2% | 1.7% | 2.6% | 2.2% |
| SA - Yorke and Mid North | 3.0% | 5.3% | 5.7% | 3.0% | 2.0% | 1.4% | 1.5% | 1.8% | 2.6% |
| TAS | 2.5% | 3.9% | 3.3% | 2.9% | 1.6% | 1.3% | 1.8% | 1.9% | 2.2% |
| TAS - North | 3.3% | 4.3% | 3.1% | 3.0% | 1.8% | 1.4% | 2.1% | 2.0% | 2.4% |
| TAS - North West | 1.8% | 4.1% | 3.8% | 3.8% | 2.0% | 1.7% | 1.6% | 2.0% | 2.4% |
| TAS - South East | 2.8% | 4.2% | 4.1% | 2.8% | 1.4% | 1.1% | 1.7% | 1.5% | 2.1% |
| TAS - South West | 2.2% | 3.3% | 2.8% | 2.4% | 1.3% | 1.3% | 1.8% | 2.0% | 1.9% |
| ACT | 2.0% | 3.8% | 3.1% | 1.9% | 1.1% | 1.1% | 1.6% | 2.1% | 1.9% |
| ACT | 2.0% | 3.8% | 3.1% | 1.9% | 1.1% | 1.1% | 1.6% | 2.1% | 1.9% |

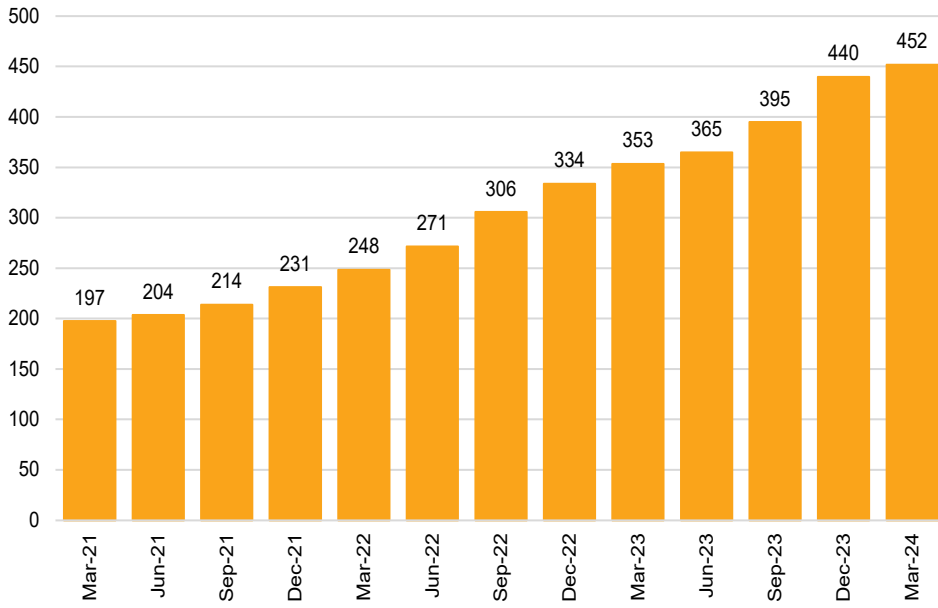
| Service District | 0 to 6 years | 7 to 14 years | 15 to 18 years | 19 to 24 years | 25 to 34 years | 35 to 44 years | 45 to 54 years | 55 to 64 years | Total excl. 65+ years |
|------------------------|--------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|
| NT | 2.5% | 3.3% | 2.5% | 1.2% | 0.7% | 1.1% | 1.5% | 1.8% | 1.6% |
| NT - Barkly | 1.2% | 1.1% | 1.8% | 1.1% | 1.4% | 2.1% | 3.1% | 1.4% | 1.6% |
| NT - Central Australia | 1.7% | 3.0% | 1.6% | 1.0% | 0.8% | 1.6% | 1.6% | 2.9% | 1.7% |
| NT - Darwin Remote | 0.8% | 1.1% | 0.9% | 0.5% | 0.6% | 1.1% | 2.1% | 1.8% | 1.1% |
| NT - Darwin Urban | 3.3% | 4.1% | 3.5% | 1.4% | 0.7% | 0.8% | 1.2% | 1.3% | 1.7% |
| NT - East Arnhem | 1.2% | 1.5% | 0.6% | 1.3% | 1.0% | 1.2% | 2.9% | 2.6% | 1.5% |
| NT - Katherine | 2.7% | 4.0% | 2.9% | 1.3% | 0.5% | 1.9% | 2.4% | 3.4% | 2.1% |
| Total | 3.0% | 4.1% | 3.2% | 2.0% | 1.2% | 1.2% | 1.6% | 2.0% | 2.1% |

Supplement P: Specialist Disability Accommodation

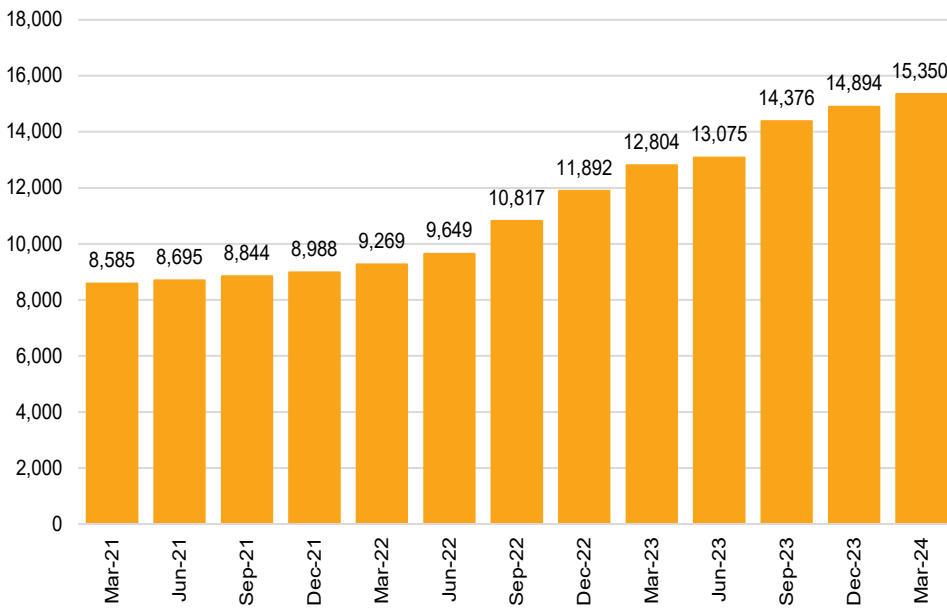
Figure P.1 Changes in Specialist Disability Accommodation by quarter – National



Annualised SDA supports in active plans (\$m)



Annualised committed support for participants with SIL (\$m)



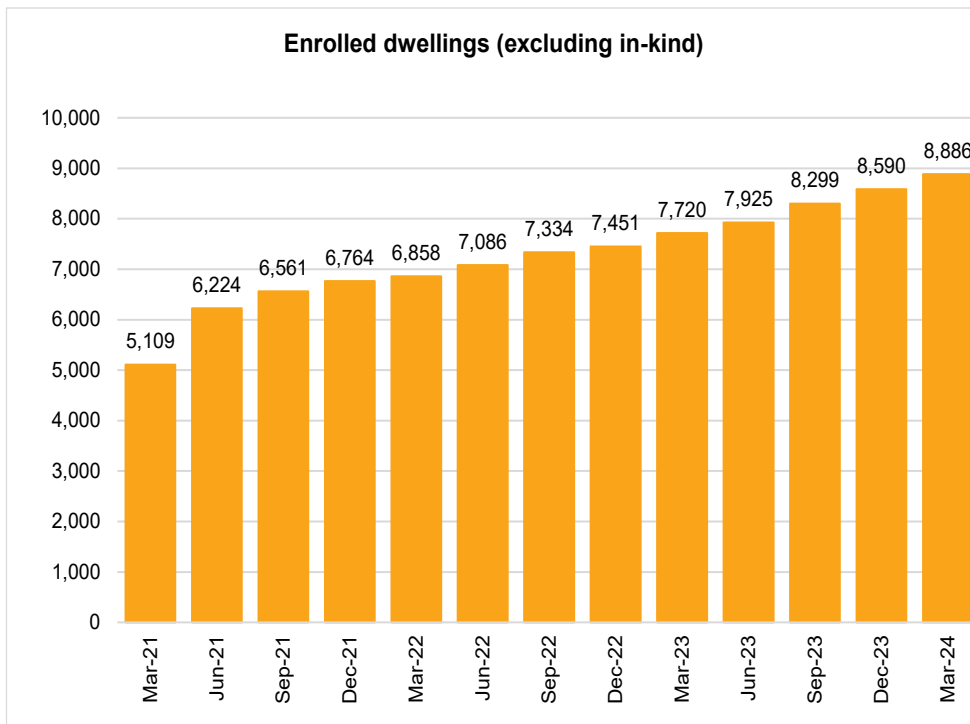


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2024 ⁵⁸³ ⁵⁸⁴

| 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 | 7,253 | 3.7% | 11,560 | 6.0% | 193,468 |
| NSW - Hunter New England | 981 | 3.0% | 2,033 | 6.3% | 32,274 |
| NSW - Central Coast | 382 | 3.5% | 618 | 5.6% | 10,975 |
| NSW - Far West | 19 | 2.1% | 38 | 4.2% | 908 |
| NSW - Illawarra Shoalhaven | 457 | 4.1% | 707 | 6.3% | 11,203 |
| NSW - Mid North Coast | 203 | 2.5% | 329 | 4.1% | 8,018 |
| NSW - Murrumbidgee | 332 | 3.9% | 486 | 5.7% | 8,541 |
| NSW - Nepean Blue Mountains | 505 | 4.4% | 737 | 6.4% | 11,435 |
| NSW - North Sydney | 871 | 6.7% | 1,049 | 8.1% | 12,996 |
| NSW - Northern NSW | 294 | 3.2% | 416 | 4.5% | 9,269 |
| NSW - South Eastern Sydney | 580 | 4.4% | 824 | 6.3% | 13,144 |
| NSW - South Western Sydney | 861 | 2.9% | 1,598 | 5.3% | 30,164 |
| NSW - Southern NSW | 156 | 2.9% | 238 | 4.5% | 5,302 |
| NSW - Sydney | 223 | 3.0% | 395 | 5.2% | 7,552 |
| NSW - Western NSW | 383 | 4.8% | 603 | 7.5% | 7,999 |
| NSW - Western Sydney | 1,006 | 4.3% | 1,488 | 6.3% | 23,654 |
| NSW - Other | <11 | n/a | <11 | n/a | 34 |
| VIC | 6,527 | 3.8% | 7,310 | 4.2% | 173,758 |
| VIC - Barwon | 452 | 3.9% | 520 | 4.4% | 11,687 |
| VIC - Central Highlands | 348 | 5.1% | 386 | 5.7% | 6,815 |
| VIC - Loddon | 272 | 3.0% | 331 | 3.6% | 9,073 |
| VIC - North East Melbourne | 800 | 4.8% | 891 | 5.3% | 16,683 |

⁵⁸³ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁵⁸⁴ 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 - Inner Gippsland | 174 | 2.7% | 203 | 3.1% | 6,545 |
| VIC - Ovens Murray | 143 | 3.4% | 170 | 4.0% | 4,260 |
| VIC - Western District | 282 | 6.1% | 295 | 6.4% | 4,614 |
| VIC - Inner East Melbourne | 774 | 6.6% | 784 | 6.6% | 11,790 |
| VIC - Outer East Melbourne | 511 | 4.2% | 520 | 4.3% | 12,106 |
| VIC - Hume Moreland | 274 | 2.2% | 320 | 2.6% | 12,391 |
| VIC - Bayside Peninsula | 903 | 4.3% | 1,013 | 4.8% | 20,947 |
| VIC - Southern Melbourne | 463 | 2.8% | 627 | 3.7% | 16,744 |
| VIC - Brimbank Melton | 303 | 2.5% | 370 | 3.1% | 11,937 |
| VIC - Western Melbourne | 492 | 2.9% | 506 | 2.9% | 17,187 |
| VIC - Goulburn | 141 | 2.7% | 171 | 3.3% | 5,174 |
| VIC - Mallee | 98 | 3.2% | 103 | 3.4% | 3,020 |
| VIC - Outer Gippsland | 96 | 3.5% | 100 | 3.6% | 2,764 |
| VIC - Other | <11 | n/a | <11 | n/a | 21 |
| QLD | 3,390 | 2.4% | 6,929 | 5.0% | 139,608 |
| QLD - Bundaberg | 108 | 2.8% | 187 | 4.9% | 3,830 |
| QLD - Ipswich | 298 | 2.6% | 551 | 4.9% | 11,303 |
| QLD - Mackay | 67 | 1.6% | 176 | 4.1% | 4,304 |
| QLD - Toowoomba | 267 | 3.2% | 566 | 6.8% | 8,347 |
| QLD - Townsville | 176 | 2.2% | 461 | 5.8% | 7,910 |
| QLD - Rockhampton | 141 | 1.8% | 281 | 3.7% | 7,696 |
| QLD - Beenleigh | 393 | 2.5% | 719 | 4.5% | 15,961 |
| QLD - Brisbane | 640 | 2.5% | 1,267 | 4.9% | 25,837 |
| QLD - Cairns | 156 | 2.3% | 390 | 5.6% | 6,920 |
| QLD - Maryborough | 144 | 2.6% | 262 | 4.8% | 5,444 |
| QLD - Robina | 338 | 2.4% | 716 | 5.0% | 14,276 |
| QLD - Caboolture/Strathpine | 404 | 2.6% | 753 | 4.8% | 15,555 |
| QLD - Maroochydore | 258 | 2.1% | 600 | 4.9% | 12,207 |
| QLD - Other | <11 | n/a | <11 | n/a | 18 |
| WA | 1,590 | 2.8% | 3,140 | 5.6% | 56,185 |
| WA - North East Metro | 309 | 3.7% | 640 | 7.7% | 8,356 |
| WA - Wheat Belt | 13 | 1.0% | 33 | 2.5% | 1,327 |
| WA - South Metro | 200 | 2.2% | 426 | 4.7% | 9,092 |
| WA - Central South Metro | 166 | 2.4% | 368 | 5.3% | 6,997 |
| WA - South West | 68 | 1.5% | 180 | 4.0% | 4,550 |
| WA - Goldfields-Esperance | 29 | 3.1% | 40 | 4.2% | 949 |
| WA - North Metro | 181 | 2.4% | 319 | 4.2% | 7,631 |
| WA - Kimberley-Pilbara | 20 | 1.2% | 52 | 3.0% | 1,708 |
| WA - South East Metro | 280 | 4.4% | 518 | 8.1% | 6,403 |
| WA - Central North Metro | 269 | 4.2% | 463 | 7.3% | 6,358 |
| WA - Great Southern | 28 | 2.1% | 59 | 4.5% | 1,312 |
| WA - Midwest-Gascoyne | 27 | 1.9% | 40 | 2.7% | 1,456 |
| WA - Other | <11 | n/a | <11 | n/a | 46 |
| SA | 2,232 | 4.0% | 3,111 | 5.6% | 55,826 |
| SA - Adelaide Hills | 47 | 2.1% | 83 | 3.7% | 2,254 |

| 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 - Barossa, Light and Lower North | 48 | 1.7% | 77 | 2.7% | 2,811 |
| SA - Eastern Adelaide | 244 | 5.2% | 284 | 6.0% | 4,714 |
| SA - Eyre and Western | 40 | 2.4% | 55 | 3.2% | 1,697 |
| SA - Far North (SA) | 18 | 3.0% | 36 | 6.1% | 595 |
| SA - Fleurieu and Kangaroo Island | 44 | 2.8% | 60 | 3.8% | 1,585 |
| SA - Limestone Coast | 63 | 3.5% | 101 | 5.6% | 1,810 |
| SA - Murray and Mallee | 73 | 3.2% | 108 | 4.8% | 2,255 |
| SA - Northern Adelaide | 780 | 4.1% | 1,118 | 5.9% | 19,078 |
| SA - Southern Adelaide | 638 | 5.3% | 860 | 7.2% | 12,015 |
| SA - Western Adelaide | 196 | 4.1% | 252 | 5.2% | 4,837 |
| SA - Yorke and Mid North | 40 | 1.9% | 76 | 3.6% | 2,125 |
| SA - Other | <11 | n/a | <11 | n/a | 50 |
| TAS | 469 | 3.4% | 1,047 | 7.5% | 13,947 |
| TAS - North | 131 | 3.3% | 241 | 6.0% | 4,021 |
| TAS - North West | 113 | 3.7% | 237 | 7.7% | 3,063 |
| TAS - South East | 84 | 2.7% | 191 | 6.1% | 3,140 |
| TAS - South West | 141 | 3.8% | 378 | 10.2% | 3,723 |
| TAS - Other | <11 | n/a | <11 | n/a | <11 |
| ACT | 321 | 3.0% | 616 | 5.7% | 10,780 |
| ACT | 321 | 3.0% | 616 | 5.7% | 10,777 |
| ACT - Other | <11 | n/a | <11 | n/a | <11 |
| NT | 240 | 4.1% | 595 | 10.0% | 5,925 |
| NT - Barkly | <11 | n/a | 13 | 8.8% | 148 |
| NT - Central Australia | 64 | 6.5% | 170 | 17.3% | 983 |
| NT - Darwin Remote | <11 | n/a | <11 | n/a | 518 |
| NT - Darwin Urban | 137 | 3.9% | 340 | 9.8% | 3,485 |
| NT - East Arnhem | <11 | n/a | <11 | n/a | 242 |
| NT - Katherine | 23 | 7.4% | 46 | 14.8% | 311 |
| NT - Other | <11 | n/a | 13 | 5.5% | 238 |
| Other | <11 | n/a | <11 | n/a | 64 |
| Missing | <11 | n/a | <11 | n/a | 62 |
| Total | 22,022 | 3.4% | 34,310 | 5.3% | 649,623 |

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2024 ^{585 586 587}

| 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 | \$139,124,387 | 0.91% | \$4,939,345,927 | 32% | \$15,339,042,295 |
| VIC | \$119,361,417 | 0.94% | \$3,302,194,472 | 26% | \$12,736,629,432 |
| QLD | \$98,763,108 | 0.88% | \$3,142,880,530 | 28% | \$11,165,324,274 |
| WA | \$31,927,636 | 0.68% | \$1,376,153,692 | 29% | \$4,696,042,999 |
| SA | \$39,588,048 | 0.91% | \$1,456,801,946 | 34% | \$4,344,709,427 |
| TAS | \$11,226,576 | 0.88% | \$490,258,010 | 38% | \$1,276,613,884 |
| ACT | \$6,751,672 | 0.88% | \$262,670,379 | 34% | \$769,109,051 |
| NT | \$4,910,645 | 0.66% | \$379,000,767 | 51% | \$749,166,305 |
| Other Territories | n/a | n/a | \$767,344 | 11% | \$6,950,127 |
| Missing | n/a | n/a | n/a | n/a | \$3,424,701 |
| Total | \$451,653,488 | 0.88% | \$15,350,073,066 | 30% | \$51,087,012,495 |

Table P.3 Active SDA providers by State/Territory as at 31 March 2024 ^{588 589 590}

| State/Territory | Providers of SDA supports that have ever been active | Providers of SDA supports active in 2022-23 Q3 |
|-----------------|--|--|
| NSW | 219 | 155 |
| VIC | 165 | 120 |
| QLD | 160 | 103 |
| WA | 65 | 48 |
| SA | 63 | 42 |
| TAS | 23 | 10 |
| ACT | 18 | 7 |
| NT | 12 | 9 |
| OT | <5 | <5 |
| National | 547 | 422 |

⁵⁸⁵ State/Territory is defined by the current residing address of the participant.

⁵⁸⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁸⁷ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2024.

⁵⁸⁸ 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.

⁵⁸⁹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁵⁹⁰ 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 March 2024 (excluding in-kind arrangements)

| SA4 Region | Existing | Legacy | New Build | New Build (refurbished) | Total |
|--|--------------|-----------|--------------|-------------------------|--------------|
| ACT | 113 | 0 | 63 | 0 | 176 |
| ACT - Australian Capital Territory | 113 | 0 | 63 | 0 | 176 |
| NSW | 1,272 | 53 | 1,319 | 24 | 2,668 |
| NSW - Capital Region | 57 | 1 | 15 | 0 | 73 |
| NSW - Central Coast | 61 | 2 | 78 | 1 | 142 |
| NSW - Central West | 48 | 3 | 22 | 1 | 74 |
| NSW - Coffs Harbour - Grafton | 25 | 5 | 3 | 0 | 33 |
| NSW - Far West and Orana | 46 | 4 | 26 | 0 | 76 |
| NSW - Hunter Valley exc Newcastle | 35 | 1 | 28 | 2 | 66 |
| NSW - Illawarra | 41 | 1 | 64 | 0 | 106 |
| NSW - Mid North Coast | 43 | 2 | 15 | 0 | 60 |
| NSW - Murray | 51 | 1 | 35 | 0 | 87 |
| NSW - New England and North West | 30 | 2 | 11 | 0 | 43 |
| NSW - Newcastle and Lake Macquarie | 73 | 1 | 126 | 2 | 202 |
| NSW - Richmond - Tweed | 43 | 1 | 29 | 0 | 73 |
| NSW - Riverina | 24 | 1 | 28 | 0 | 53 |
| NSW - Southern Highlands and Shoalhaven | 15 | 0 | 25 | 0 | 40 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 42 | 6 | 19 | 1 | 68 |
| NSW - Sydney - Blacktown | 69 | 4 | 55 | 2 | 130 |
| 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 |

| SA4 Region | Existing | Legacy | New Build | New Build (refurbished) | Total |
|--|------------|-----------|--------------|-------------------------|--------------|
| NSW - Sydney - Inner West | 17 | 1 | 17 | 0 | 35 |
| NSW - Sydney - North Sydney and Hornsby | 31 | 1 | 47 | 2 | 81 |
| NSW - Sydney - Northern Beaches | 30 | 1 | 35 | 0 | 66 |
| NSW - Sydney - Outer South West | 41 | 0 | 34 | 2 | 77 |
| NSW - Sydney - Outer West and Blue Mountains | 77 | 3 | 164 | 3 | 247 |
| NSW - Sydney - Parramatta | 98 | 0 | 151 | 2 | 251 |
| NSW - Sydney - Ryde | 73 | 1 | 62 | 0 | 136 |
| NSW - Sydney - South West | 39 | 1 | 106 | 1 | 147 |
| NSW - Sydney - Sutherland | 57 | 4 | 39 | 0 | 100 |
| NT | 17 | 0 | 57 | 2 | 76 |
| NT - Darwin | 10 | 0 | 44 | 2 | 56 |
| NT - Northern Territory - Outback | 7 | 0 | 13 | 0 | 20 |
| QLD | 339 | 22 | 1,441 | 19 | 1,821 |
| QLD - Brisbane - East | 11 | 0 | 81 | 1 | 93 |
| QLD - Brisbane - North | 20 | 0 | 46 | 0 | 66 |
| QLD - Brisbane - South | 13 | 2 | 63 | 0 | 78 |
| QLD - Brisbane - West | 43 | 2 | 13 | 0 | 58 |
| QLD - Brisbane Inner City | 8 | 0 | 60 | 1 | 69 |
| QLD - Cairns | 11 | 1 | 70 | 0 | 82 |
| QLD - Central Queensland | 23 | 2 | 12 | 1 | 38 |
| QLD - Darling Downs - Maranoa | 2 | 1 | 10 | 1 | 14 |
| QLD - Gold Coast | 23 | 1 | 171 | 1 | 196 |
| QLD - Ipswich | 32 | 1 | 190 | 1 | 224 |
| QLD - Logan - Beaudesert | 12 | 1 | 208 | 1 | 222 |
| QLD - Mackay - Isaac - Whitsunday | 5 | 0 | 29 | 0 | 34 |
| QLD - Moreton Bay - North | 17 | 2 | 148 | 2 | 169 |
| QLD - Moreton Bay - South | 14 | 0 | 43 | 0 | 57 |
| QLD - Queensland - Outback | 0 | 0 | 0 | 0 | 0 |
| QLD - Sunshine Coast | 16 | 1 | 69 | 1 | 87 |
| QLD - Toowoomba | 14 | 5 | 79 | 2 | 100 |
| QLD - Townsville | 24 | 2 | 62 | 4 | 92 |
| QLD - Wide Bay | 51 | 1 | 87 | 3 | 142 |
| SA | 925 | 5 | 406 | 3 | 1,339 |
| SA - Adelaide - Central and Hills | 79 | 1 | 102 | 2 | 184 |
| SA - Adelaide - North | 304 | 1 | 146 | 0 | 451 |
| SA - Adelaide - South | 281 | 1 | 70 | 1 | 353 |
| 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 | 16 | 3 | 56 | 1 | 76 |
| 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 | 4 | 1 | 30 | 0 | 35 |

| SA4 Region | Existing | Legacy | New Build | New Build (refurbished) | Total |
|--|--------------|------------|--------------|-------------------------|--------------|
| VIC | 1,162 | 94 | 1,119 | 64 | 2,439 |
| VIC - Ballarat | 40 | 5 | 114 | 2 | 161 |
| VIC - Bendigo | 28 | 3 | 31 | 0 | 62 |
| VIC - Geelong | 52 | 3 | 90 | 11 | 156 |
| VIC - Hume | 52 | 1 | 4 | 2 | 59 |
| VIC - Latrobe - Gippsland | 63 | 7 | 15 | 0 | 85 |
| VIC - Melbourne - Inner | 43 | 6 | 138 | 12 | 199 |
| VIC - Melbourne - Inner East | 82 | 9 | 39 | 0 | 130 |
| VIC - Melbourne - Inner South | 109 | 11 | 47 | 8 | 175 |
| VIC - Melbourne - North East | 146 | 7 | 78 | 6 | 237 |
| VIC - Melbourne - North West | 44 | 3 | 20 | 1 | 68 |
| VIC - Melbourne - Outer East | 126 | 4 | 51 | 6 | 187 |
| VIC - Melbourne - South East | 121 | 5 | 126 | 4 | 256 |
| VIC - Melbourne - West | 69 | 11 | 284 | 5 | 369 |
| VIC - Mornington Peninsula | 52 | 6 | 32 | 1 | 91 |
| VIC - North West | 68 | 8 | 14 | 6 | 96 |
| VIC - Shepparton | 30 | 3 | 17 | 0 | 50 |
| VIC - Warrnambool and South West | 37 | 2 | 19 | 0 | 58 |
| WA | 10 | 1 | 280 | 0 | 291 |
| WA - Bunbury | 0 | 0 | 5 | 0 | 5 |
| WA - Mandurah | 0 | 0 | 20 | 0 | 20 |
| WA - Perth - Inner | 5 | 0 | 21 | 0 | 26 |
| WA - Perth - North East | 1 | 1 | 21 | 0 | 23 |
| WA - Perth - North West | 1 | 0 | 45 | 0 | 46 |
| WA - Perth - South East | 3 | 0 | 90 | 0 | 93 |
| WA - Perth - South West | 0 | 0 | 66 | 0 | 66 |
| 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 | 3 | 0 | 3 |
| Total | 3,854 | 178 | 4,741 | 113 | 8,886 |

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 March 2024 (excluding in-kind arrangements)

| SA4 Region | Basic | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|------------------------------------|--------------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| ACT | 31 | 59 | 63 | 15 | 7 | 1 | 176 |
| ACT - Australian Capital Territory | 31 | 59 | 63 | 15 | 7 | 1 | 176 |
| NSW | 1,054 | 421 | 831 | 137 | 212 | 13 | 2,668 |
| NSW - Capital Region | 51 | 3 | 9 | 3 | 7 | 0 | 73 |
| NSW - Central Coast | 55 | 13 | 57 | 5 | 12 | 0 | 142 |
| NSW - Central West | 35 | 10 | 11 | 8 | 9 | 1 | 74 |
| NSW - Coffs Harbour - Grafton | 19 | 4 | 6 | 2 | 2 | 0 | 33 |
| NSW - Far West and Orana | 43 | 6 | 12 | 9 | 3 | 3 | 76 |
| NSW - Hunter Valley exc Newcastle | 29 | 3 | 21 | 4 | 9 | 0 | 66 |
| NSW - Illawarra | 42 | 20 | 43 | 1 | 0 | 0 | 106 |
| NSW - Mid North Coast | 39 | 11 | 1 | 6 | 3 | 0 | 60 |

| SA4 Region | Basic | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|--|------------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| NSW - Murray | 34 | 17 | 11 | 15 | 7 | 3 | 87 |
| NSW - New England and North West | 18 | 11 | 7 | 0 | 7 | 0 | 43 |
| NSW - Newcastle and Lake Macquarie | 65 | 13 | 112 | 3 | 8 | 1 | 202 |
| NSW - Richmond - Tweed | 34 | 14 | 13 | 6 | 6 | 0 | 73 |
| NSW - Riverina | 23 | 8 | 17 | 4 | 1 | 0 | 53 |
| NSW - Southern Highlands and Shoalhaven | 9 | 17 | 8 | 6 | 0 | 0 | 40 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 33 | 15 | 11 | 2 | 7 | 0 | 68 |
| NSW - Sydney - Blacktown | 62 | 10 | 44 | 1 | 13 | 0 | 130 |
| 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 | 47 | 0 | 9 | 0 | 146 |
| 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 | 29 | 6 | 20 | 0 | 11 | 0 | 66 |
| NSW - Sydney - Outer South West | 35 | 3 | 31 | 6 | 2 | 0 | 77 |
| NSW - Sydney - Outer West and Blue Mountains | 57 | 79 | 65 | 18 | 28 | 0 | 247 |
| NSW - Sydney - Parramatta | 66 | 52 | 104 | 6 | 23 | 0 | 251 |
| NSW - Sydney - Ryde | 42 | 13 | 51 | 5 | 25 | 0 | 136 |
| NSW - Sydney - South West | 32 | 28 | 67 | 7 | 13 | 0 | 147 |
| NSW - Sydney - Sutherland | 53 | 22 | 19 | 2 | 2 | 2 | 100 |
| NT | 7 | 4 | 28 | 16 | 15 | 6 | 76 |
| NT - Darwin | 3 | 3 | 20 | 16 | 13 | 1 | 56 |
| NT - Northern Territory - Outback | 4 | 1 | 8 | 0 | 2 | 5 | 20 |
| QLD | 98 | 206 | 1,054 | 242 | 218 | 3 | 1,821 |
| QLD - Brisbane - East | 4 | 6 | 73 | 7 | 3 | 0 | 93 |
| QLD - Brisbane - North | 12 | 7 | 43 | 1 | 2 | 1 | 66 |
| QLD - Brisbane - South | 9 | 5 | 48 | 4 | 12 | 0 | 78 |
| QLD - Brisbane - West | 1 | 20 | 37 | 0 | 0 | 0 | 58 |
| QLD - Brisbane Inner City | 5 | 2 | 52 | 0 | 10 | 0 | 69 |
| QLD - Cairns | 2 | 2 | 52 | 8 | 18 | 0 | 82 |
| QLD - Central Queensland | 7 | 9 | 8 | 0 | 14 | 0 | 38 |
| QLD - Darling Downs - Maranoa | 1 | 3 | 4 | 3 | 3 | 0 | 14 |
| QLD - Gold Coast | 8 | 14 | 138 | 11 | 25 | 0 | 196 |
| QLD - Ipswich | 6 | 22 | 107 | 73 | 16 | 0 | 224 |
| QLD - Logan - Beaudesert | 5 | 20 | 145 | 36 | 16 | 0 | 222 |
| QLD - Mackay - Isaac - Whitsunday | 0 | 5 | 22 | 4 | 2 | 1 | 34 |
| QLD - Moreton Bay - North | 0 | 12 | 104 | 37 | 16 | 0 | 169 |
| QLD - Moreton Bay - South | 1 | 12 | 34 | 4 | 6 | 0 | 57 |
| QLD - Queensland - Outback | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| QLD - Sunshine Coast | 4 | 8 | 39 | 24 | 12 | 0 | 87 |
| QLD - Toowoomba | 11 | 17 | 49 | 12 | 11 | 0 | 100 |
| QLD - Townsville | 6 | 11 | 54 | 4 | 17 | 0 | 92 |
| QLD - Wide Bay | 16 | 31 | 45 | 14 | 35 | 1 | 142 |
| SA | 529 | 318 | 302 | 69 | 119 | 2 | 1,339 |
| SA - Adelaide - Central and Hills | 57 | 20 | 90 | 7 | 10 | 0 | 184 |

| SA4 Region | Basic | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|--|--------------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| SA - Adelaide - North | 138 | 146 | 111 | 24 | 31 | 1 | 451 |
| SA - Adelaide - South | 173 | 52 | 68 | 15 | 44 | 1 | 353 |
| 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 | 16 | 0 | 76 |
| 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 | 9 | 0 | 35 |
| VIC | 315 | 496 | 857 | 373 | 394 | 4 | 2,439 |
| VIC - Ballarat | 9 | 74 | 42 | 24 | 10 | 2 | 161 |
| VIC - Bendigo | 4 | 16 | 25 | 14 | 3 | 0 | 62 |
| VIC - Geelong | 12 | 29 | 85 | 21 | 8 | 1 | 156 |
| VIC - Hume | 24 | 11 | 11 | 4 | 9 | 0 | 59 |
| VIC - Latrobe - Gippsland | 17 | 36 | 10 | 14 | 8 | 0 | 85 |
| VIC - Melbourne - Inner | 19 | 31 | 142 | 2 | 5 | 0 | 199 |
| VIC - Melbourne - Inner East | 16 | 22 | 44 | 14 | 34 | 0 | 130 |
| VIC - Melbourne - Inner South | 43 | 24 | 52 | 14 | 42 | 0 | 175 |
| VIC - Melbourne - North East | 29 | 53 | 69 | 31 | 55 | 0 | 237 |
| VIC - Melbourne - North West | 7 | 15 | 13 | 13 | 20 | 0 | 68 |
| VIC - Melbourne - Outer East | 32 | 33 | 38 | 16 | 67 | 1 | 187 |
| VIC - Melbourne - South East | 33 | 43 | 95 | 59 | 26 | 0 | 256 |
| VIC - Melbourne - West | 7 | 34 | 174 | 115 | 39 | 0 | 369 |
| VIC - Mornington Peninsula | 11 | 21 | 26 | 7 | 26 | 0 | 91 |
| VIC - North West | 21 | 25 | 8 | 9 | 33 | 0 | 96 |
| VIC - Shepparton | 9 | 18 | 8 | 10 | 5 | 0 | 50 |
| VIC - Warrnambool and South West | 22 | 11 | 15 | 6 | 4 | 0 | 58 |
| WA | 3 | 17 | 199 | 9 | 54 | 9 | 291 |
| WA - Bunbury | 0 | 0 | 3 | 0 | 2 | 0 | 5 |
| WA - Mandurah | 0 | 0 | 9 | 0 | 8 | 3 | 20 |
| WA - Perth - Inner | 0 | 0 | 21 | 0 | 3 | 2 | 26 |
| WA - Perth - North East | 1 | 2 | 15 | 0 | 4 | 1 | 23 |
| WA - Perth - North West | 1 | 2 | 39 | 2 | 2 | 0 | 46 |
| WA - Perth - South East | 1 | 12 | 59 | 4 | 17 | 0 | 93 |
| WA - Perth - South West | 0 | 1 | 50 | 2 | 12 | 1 | 66 |
| 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 | 3 | 0 | 0 | 0 | 3 |
| Total | 2,041 | 1,551 | 3,352 | 869 | 1,035 | 38 | 8,886 |

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2024 (excluding in-kind arrangements)

| SA4 Region | 1 Resident | 2 Residents | 3 Residents | 4 Residents | 5 Residents | 6+ Residents | Total |
|--|--------------|-------------|-------------|-------------|-------------|--------------|--------------|
| ACT | 55 | 55 | 32 | 24 | 10 | 0 | 176 |
| ACT - Australian Capital Territory | 55 | 55 | 32 | 24 | 10 | 0 | 176 |
| NSW | 1,068 | 359 | 255 | 306 | 627 | 53 | 2,668 |
| NSW - Capital Region | 34 | 10 | 3 | 10 | 15 | 1 | 73 |
| NSW - Central Coast | 58 | 15 | 12 | 18 | 37 | 2 | 142 |
| NSW - Central West | 12 | 7 | 7 | 14 | 31 | 3 | 74 |
| NSW - Coffs Harbour - Grafton | 6 | 5 | 6 | 3 | 8 | 5 | 33 |
| NSW - Far West and Orana | 32 | 15 | 3 | 11 | 11 | 4 | 76 |
| NSW - Hunter Valley exc Newcastle | 15 | 3 | 16 | 13 | 18 | 1 | 66 |
| NSW - Illawarra | 53 | 3 | 11 | 10 | 28 | 1 | 106 |
| NSW - Mid North Coast | 20 | 12 | 9 | 1 | 16 | 2 | 60 |
| NSW - Murray | 42 | 14 | 7 | 7 | 16 | 1 | 87 |
| NSW - New England and North West | 4 | 8 | 6 | 3 | 20 | 2 | 43 |
| NSW - Newcastle and Lake Macquarie | 78 | 38 | 27 | 19 | 39 | 1 | 202 |
| NSW - Richmond - Tweed | 27 | 8 | 10 | 7 | 20 | 1 | 73 |
| NSW - Riverina | 11 | 12 | 9 | 11 | 9 | 1 | 53 |
| NSW - Southern Highlands and Shoalhaven | 4 | 15 | 6 | 4 | 11 | 0 | 40 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 11 | 4 | 2 | 18 | 27 | 6 | 68 |
| NSW - Sydney - Blacktown | 43 | 6 | 14 | 17 | 46 | 4 | 130 |
| 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 | 65 | 12 | 8 | 13 | 46 | 2 | 146 |
| NSW - Sydney - Inner West | 14 | 1 | 5 | 4 | 10 | 1 | 35 |
| NSW - Sydney - North Sydney and Hornsby | 40 | 8 | 4 | 9 | 19 | 1 | 81 |
| NSW - Sydney - Northern Beaches | 13 | 5 | 5 | 13 | 29 | 1 | 66 |
| NSW - Sydney - Outer South West | 28 | 13 | 7 | 15 | 14 | 0 | 77 |
| NSW - Sydney - Outer West and Blue Mountains | 106 | 40 | 43 | 24 | 31 | 3 | 247 |
| NSW - Sydney - Parramatta | 170 | 16 | 10 | 15 | 40 | 0 | 251 |
| NSW - Sydney - Ryde | 56 | 30 | 7 | 16 | 26 | 1 | 136 |
| NSW - Sydney - South West | 71 | 33 | 9 | 13 | 20 | 1 | 147 |
| NSW - Sydney - Sutherland | 39 | 15 | 8 | 10 | 24 | 4 | 100 |
| NT | 4 | 50 | 12 | 3 | 7 | 0 | 76 |
| NT - Darwin | 1 | 41 | 6 | 2 | 6 | 0 | 56 |
| NT - Northern Territory - Outback | 3 | 9 | 6 | 1 | 1 | 0 | 20 |
| QLD | 857 | 388 | 402 | 113 | 39 | 22 | 1,821 |
| QLD - Brisbane - East | 62 | 9 | 20 | 1 | 1 | 0 | 93 |
| QLD - Brisbane - North | 37 | 11 | 11 | 3 | 4 | 0 | 66 |
| QLD - Brisbane - South | 49 | 11 | 12 | 2 | 2 | 2 | 78 |
| QLD - Brisbane - West | 35 | 15 | 2 | 3 | 1 | 2 | 58 |
| QLD - Brisbane Inner City | 63 | 0 | 3 | 2 | 1 | 0 | 69 |
| QLD - Cairns | 42 | 7 | 25 | 7 | 0 | 1 | 82 |
| QLD - Central Queensland | 10 | 9 | 8 | 8 | 1 | 2 | 38 |
| QLD - Darling Downs - Maranoa | 2 | 5 | 4 | 1 | 1 | 1 | 14 |
| QLD - Gold Coast | 146 | 9 | 35 | 3 | 2 | 1 | 196 |

| SA4 Region | 1 Resident | 2 Residents | 3 Residents | 4 Residents | 5 Residents | 6+ Residents | Total |
|-----------------------------------|------------|-------------|-------------|-------------|-------------|--------------|--------------|
| QLD - Ipswich | 76 | 64 | 70 | 12 | 1 | 1 | 224 |
| QLD - Logan - Beaudesert | 106 | 47 | 54 | 13 | 1 | 1 | 222 |
| QLD - Mackay - Isaac - Whitsunday | 6 | 17 | 3 | 7 | 1 | 0 | 34 |
| QLD - Moreton Bay - North | 65 | 37 | 47 | 11 | 7 | 2 | 169 |
| QLD - Moreton Bay - South | 25 | 16 | 8 | 6 | 2 | 0 | 57 |
| QLD - Queensland - Outback | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| QLD - Sunshine Coast | 50 | 8 | 19 | 5 | 4 | 1 | 87 |
| QLD - Toowoomba | 24 | 40 | 19 | 10 | 2 | 5 | 100 |
| QLD - Townsville | 15 | 44 | 18 | 9 | 4 | 2 | 92 |
| QLD - Wide Bay | 44 | 39 | 44 | 10 | 4 | 1 | 142 |
| SA | 417 | 508 | 206 | 121 | 82 | 5 | 1,339 |
| SA - Adelaide - Central and Hills | 95 | 43 | 22 | 16 | 7 | 1 | 184 |
| SA - Adelaide - North | 115 | 176 | 83 | 49 | 27 | 1 | 451 |
| SA - Adelaide - South | 111 | 137 | 42 | 28 | 34 | 1 | 353 |
| SA - Adelaide - West | 78 | 81 | 33 | 14 | 11 | 0 | 217 |
| SA - Barossa - Yorke - Mid North | 0 | 5 | 3 | 2 | 0 | 1 | 11 |
| SA - South Australia - Outback | 4 | 8 | 1 | 3 | 1 | 0 | 17 |
| SA - South Australia - South East | 14 | 58 | 22 | 9 | 2 | 1 | 106 |
| TAS | 40 | 16 | 3 | 14 | 0 | 3 | 76 |
| TAS - Hobart | 3 | 3 | 3 | 2 | 0 | 0 | 11 |
| TAS - Launceston and North East | 14 | 5 | 0 | 9 | 0 | 2 | 30 |
| TAS - South East | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TAS - West and North West | 23 | 8 | 0 | 3 | 0 | 1 | 35 |
| VIC | 874 | 385 | 308 | 159 | 619 | 94 | 2,439 |
| VIC - Ballarat | 87 | 30 | 16 | 5 | 18 | 5 | 161 |
| VIC - Bendigo | 31 | 4 | 5 | 7 | 12 | 3 | 62 |
| VIC - Geelong | 70 | 35 | 16 | 5 | 27 | 3 | 156 |
| VIC - Hume | 7 | 22 | 7 | 6 | 16 | 1 | 59 |
| VIC - Latrobe - Gippsland | 32 | 12 | 8 | 3 | 23 | 7 | 85 |
| VIC - Melbourne - Inner | 159 | 6 | 7 | 5 | 16 | 6 | 199 |
| VIC - Melbourne - Inner East | 41 | 4 | 6 | 12 | 58 | 9 | 130 |
| VIC - Melbourne - Inner South | 75 | 8 | 18 | 9 | 54 | 11 | 175 |
| VIC - Melbourne - North East | 52 | 35 | 45 | 17 | 81 | 7 | 237 |
| VIC - Melbourne - North West | 4 | 17 | 10 | 4 | 30 | 3 | 68 |
| VIC - Melbourne - Outer East | 43 | 17 | 27 | 23 | 73 | 4 | 187 |
| VIC - Melbourne - South East | 89 | 37 | 38 | 23 | 64 | 5 | 256 |
| VIC - Melbourne - West | 116 | 119 | 68 | 10 | 45 | 11 | 369 |
| VIC - Mornington Peninsula | 19 | 14 | 13 | 7 | 32 | 6 | 91 |
| VIC - North West | 22 | 16 | 10 | 11 | 29 | 8 | 96 |
| VIC - Shepparton | 20 | 1 | 5 | 6 | 15 | 3 | 50 |
| VIC - Warrnambool and South West | 7 | 8 | 9 | 6 | 26 | 2 | 58 |
| WA | 150 | 52 | 75 | 8 | 5 | 1 | 291 |
| WA - Bunbury | 0 | 3 | 2 | 0 | 0 | 0 | 5 |
| WA - Mandurah | 4 | 5 | 10 | 1 | 0 | 0 | 20 |
| WA - Perth - Inner | 19 | 7 | 0 | 0 | 0 | 0 | 26 |
| WA - Perth - North East | 4 | 6 | 9 | 2 | 1 | 1 | 23 |

| SA4 Region | 1 Resident | 2 Residents | 3 Residents | 4 Residents | 5 Residents | 6+ Residents | Total |
|--|-------------------|--------------------|--------------------|--------------------|--------------------|---------------------|--------------|
| WA - Perth - North West | 25 | 5 | 12 | 2 | 2 | 0 | 46 |
| WA - Perth - South East | 43 | 20 | 26 | 2 | 2 | 0 | 93 |
| WA - Perth - South West | 50 | 6 | 9 | 1 | 0 | 0 | 66 |
| 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 | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| Total | 3,465 | 1,813 | 1,293 | 748 | 1,389 | 178 | 8,886 |

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 March 2024 (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 | 667 | 1,302 | 195 | 333 | 38 | 2,535 |
| NSW - Capital Region | 0 | 18 | 7 | 4 | 0 | 29 |
| NSW - Central Coast | 25 | 105 | 3 | 37 | 0 | 170 |
| NSW - Central West | 13 | 16 | 17 | 0 | 4 | 50 |
| NSW - Coffs Harbour - Grafton | 5 | 6 | 0 | 0 | 0 | 11 |
| NSW - Far West and Orana | 15 | 21 | 6 | 0 | 6 | 48 |
| NSW - Hunter Valley exc Newcastle | 6 | 64 | 12 | 10 | 0 | 92 |
| NSW - Illawarra | 40 | 65 | 3 | 0 | 0 | 108 |
| NSW - Mid North Coast | 16 | 3 | 6 | 9 | 0 | 34 |
| NSW - Murray | 10 | 20 | 12 | 5 | 8 | 55 |
| NSW - New England and North West | 0 | 9 | 0 | 17 | 0 | 26 |
| NSW - Newcastle and Lake Macquarie | 36 | 239 | 5 | 10 | 3 | 293 |
| NSW - Richmond - Tweed | 15 | 27 | 6 | 10 | 0 | 58 |
| NSW - Riverina | 13 | 39 | 5 | 4 | 0 | 61 |
| NSW - Southern Highlands and Shoalhaven | 23 | 21 | 19 | 0 | 0 | 63 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 25 | 10 | 1 | 20 | 0 | 56 |
| NSW - Sydney - Blacktown | 17 | 65 | 0 | 35 | 0 | 117 |
| 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 | 64 | 0 | 10 | 0 | 100 |
| NSW - Sydney - Inner West | 0 | 21 | 4 | 0 | 0 | 25 |
| NSW - Sydney - North Sydney and Hornsby | 7 | 42 | 10 | 5 | 4 | 68 |
| NSW - Sydney - Northern Beaches | 15 | 53 | 0 | 36 | 0 | 104 |
| NSW - Sydney - Outer South West | 4 | 42 | 13 | 2 | 0 | 61 |
| NSW - Sydney - Outer West and Blue Mountains | 143 | 79 | 28 | 44 | 0 | 294 |
| NSW - Sydney - Parramatta | 78 | 106 | 7 | 10 | 0 | 201 |
| NSW - Sydney - Ryde | 37 | 28 | 7 | 38 | 0 | 110 |
| NSW - Sydney - South West | 39 | 102 | 15 | 22 | 0 | 178 |
| NSW - Sydney - Sutherland | 27 | 31 | 2 | 5 | 10 | 75 |
| NT | 3 | 56 | 33 | 15 | 18 | 125 |
| NT - Darwin | 3 | 43 | 33 | 15 | 3 | 97 |
| NT - Northern Territory - Outback | 0 | 13 | 0 | 0 | 15 | 28 |
| QLD | 147 | 1,862 | 323 | 294 | 11 | 2,637 |
| QLD - Brisbane - East | 5 | 104 | 5 | 6 | 0 | 120 |
| QLD - Brisbane - North | 3 | 52 | 3 | 3 | 2 | 63 |
| QLD - Brisbane - South | 0 | 71 | 8 | 19 | 0 | 98 |
| QLD - Brisbane - West | 2 | 23 | 0 | 0 | 0 | 25 |
| QLD - Brisbane Inner City | 0 | 53 | 0 | 16 | 0 | 69 |
| QLD - Cairns | 0 | 103 | 8 | 13 | 0 | 124 |
| QLD - Central Queensland | 0 | 23 | 0 | 9 | 0 | 32 |
| QLD - Darling Downs - Maranoa | 5 | 11 | 6 | 4 | 0 | 26 |

| SA4 Region | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|-----------------------------------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| QLD - Gold Coast | 12 | 190 | 12 | 34 | 0 | 248 |
| QLD - Ipswich | 20 | 243 | 101 | 31 | 0 | 395 |
| QLD - Logan - Beaudesert | 25 | 269 | 59 | 24 | 0 | 377 |
| QLD - Mackay - Isaac - Whitsunday | 0 | 43 | 6 | 8 | 4 | 61 |
| QLD - Moreton Bay - North | 11 | 225 | 38 | 21 | 0 | 295 |
| QLD - Moreton Bay - South | 5 | 61 | 7 | 2 | 0 | 75 |
| QLD - Queensland - Outback | 0 | 0 | 0 | 0 | 0 | 0 |
| QLD - Sunshine Coast | 4 | 78 | 21 | 20 | 0 | 123 |
| QLD - Toowoomba | 22 | 100 | 22 | 30 | 0 | 174 |
| QLD - Townsville | 7 | 109 | 10 | 19 | 0 | 145 |
| QLD - Wide Bay | 26 | 104 | 17 | 35 | 5 | 187 |
| SA | 212 | 357 | 150 | 51 | 6 | 776 |
| SA - Adelaide - Central and Hills | 35 | 100 | 17 | 2 | 0 | 154 |
| SA - Adelaide - North | 91 | 166 | 48 | 9 | 4 | 318 |
| SA - Adelaide - South | 28 | 68 | 32 | 23 | 2 | 153 |
| 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 | 27 | 8 | 34 | 0 | 92 |
| TAS - Hobart | 0 | 6 | 2 | 0 | 0 | 8 |
| TAS - Launceston and North East | 8 | 13 | 2 | 20 | 0 | 43 |
| TAS - South East | 0 | 0 | 0 | 0 | 0 | 0 |
| TAS - West and North West | 15 | 8 | 4 | 14 | 0 | 41 |
| VIC | 287 | 1,122 | 421 | 131 | 11 | 1,972 |
| VIC - Ballarat | 97 | 58 | 10 | 7 | 6 | 178 |
| VIC - Bendigo | 12 | 30 | 10 | 0 | 0 | 52 |
| VIC - Geelong | 12 | 134 | 24 | 6 | 2 | 178 |
| VIC - Hume | 5 | 7 | 1 | 0 | 0 | 13 |
| VIC - Latrobe - Gippsland | 10 | 21 | 1 | 2 | 0 | 34 |
| VIC - Melbourne - Inner | 16 | 133 | 0 | 3 | 0 | 152 |
| 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 | 106 | 31 | 11 | 0 | 169 |
| VIC - Melbourne - North West | 6 | 26 | 13 | 4 | 0 | 49 |
| VIC - Melbourne - Outer East | 16 | 53 | 2 | 15 | 3 | 89 |
| VIC - Melbourne - South East | 22 | 124 | 67 | 7 | 0 | 220 |
| VIC - Melbourne - West | 36 | 258 | 218 | 16 | 0 | 528 |
| VIC - Mornington Peninsula | 3 | 45 | 6 | 20 | 0 | 74 |
| VIC - North West | 12 | 0 | 0 | 28 | 0 | 40 |
| VIC - Shepparton | 8 | 9 | 7 | 0 | 0 | 24 |
| VIC - Warrnambool and South West | 6 | 37 | 10 | 10 | 0 | 63 |
| WA | 27 | 304 | 17 | 135 | 20 | 503 |
| WA - Bunbury | 0 | 6 | 0 | 6 | 0 | 12 |
| WA - Mandurah | 0 | 17 | 0 | 25 | 6 | 48 |

| SA4 Region | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|--|----------------------|-----------------------|--------------|------------------|-----------------------|--------------|
| WA - Perth - Inner | 0 | 16 | 0 | 3 | 4 | 23 |
| WA - Perth - North East | 6 | 35 | 0 | 8 | 2 | 51 |
| WA - Perth - North West | 6 | 69 | 4 | 5 | 0 | 84 |
| WA - Perth - South East | 13 | 100 | 9 | 44 | 0 | 166 |
| WA - Perth - South West | 2 | 58 | 3 | 28 | 2 | 93 |
| 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 | 3 | 0 | 0 | 0 | 3 |
| Total | 1,388 | 5,096 | 1,155 | 996 | 107 | 8,742 |

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 March 2024 ⁵⁹¹

| SA4 Region | Basic | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|--|----------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| ACT | 0 | 0 | 34 | 1 | 0 | 1 | 36 |
| ACT - Australian Capital Territory | 0 | 0 | 34 | 1 | 0 | 1 | 36 |
| NSW | 0 | 88 | 638 | 140 | 48 | 9 | 923 |
| 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 | 18 | 10 | 5 | 0 | 39 |
| NSW - Coffs Harbour - Grafton | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NSW - Far West and Orana | 0 | 1 | 11 | 2 | 1 | 0 | 15 |
| NSW - Hunter Valley exc Newcastle | 0 | 6 | 10 | 1 | 6 | 1 | 24 |
| NSW - Illawarra | 0 | 0 | 22 | 0 | 0 | 0 | 22 |
| NSW - Mid North Coast | 0 | 1 | 2 | 0 | 2 | 1 | 6 |
| NSW - Murray | 0 | 0 | 8 | 7 | 0 | 0 | 15 |
| NSW - New England and North West | 0 | 2 | 10 | 4 | 2 | 0 | 18 |
| NSW - Newcastle and Lake Macquarie | 0 | 0 | 18 | 10 | 6 | 0 | 34 |
| NSW - Richmond - Tweed | 0 | 0 | 4 | 2 | 0 | 0 | 6 |
| NSW - Riverina | 0 | 1 | 12 | 1 | 2 | 0 | 16 |
| NSW - Southern Highlands and Shoalhaven | 0 | 0 | 3 | 0 | 0 | 1 | 4 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 0 | 5 | 25 | 6 | 2 | 0 | 38 |
| NSW - Sydney - Blacktown | 0 | 10 | 49 | 19 | 1 | 1 | 80 |
| 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 | 42 | 3 | 1 | 0 | 47 |
| 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 | 1 | 40 | 0 | 1 | 2 | 44 |
| NSW - Sydney - Outer West and Blue Mountains | 0 | 24 | 71 | 6 | 1 | 0 | 102 |
| NSW - Sydney - Parramatta | 0 | 3 | 115 | 20 | 5 | 0 | 143 |
| NSW - Sydney - Ryde | 0 | 1 | 27 | 6 | 0 | 0 | 34 |
| NSW - Sydney - South West | 0 | 6 | 41 | 28 | 8 | 0 | 83 |
| NSW - Sydney - Sutherland | 0 | 0 | 14 | 3 | 0 | 0 | 17 |
| NT | 0 | 0 | 32 | 11 | 3 | 0 | 46 |
| NT - Darwin | 0 | 0 | 24 | 11 | 0 | 0 | 35 |
| NT - Northern Territory - Outback | 0 | 0 | 8 | 0 | 3 | 0 | 11 |
| QLD | 0 | 76 | 839 | 217 | 50 | 8 | 1,190 |
| QLD - Brisbane - East | 0 | 4 | 31 | 2 | 0 | 0 | 37 |

⁵⁹¹ 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 - North | 0 | 21 | 15 | 0 | 1 | 0 | 37 |
| QLD - Brisbane - South | 0 | 1 | 34 | 0 | 25 | 3 | 63 |
| QLD - Brisbane - West | 0 | 0 | 9 | 0 | 0 | 0 | 9 |
| QLD - Brisbane Inner City | 0 | 0 | 33 | 0 | 0 | 0 | 33 |
| QLD - Cairns | 0 | 2 | 34 | 12 | 1 | 0 | 49 |
| QLD - Central Queensland | 0 | 0 | 56 | 10 | 1 | 3 | 70 |
| QLD - Darling Downs - Maranoa | 0 | 0 | 2 | 1 | 0 | 0 | 3 |
| QLD - Gold Coast | 0 | 2 | 59 | 0 | 0 | 0 | 61 |
| QLD - Ipswich | 0 | 7 | 56 | 60 | 6 | 0 | 129 |
| QLD - Logan - Beaudesert | 0 | 14 | 83 | 39 | 8 | 0 | 144 |
| QLD - Mackay - Isaac - Whitsunday | 0 | 0 | 66 | 8 | 0 | 1 | 75 |
| QLD - Moreton Bay - North | 0 | 1 | 57 | 8 | 0 | 1 | 67 |
| 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 | 1 | 22 | 1 | 1 | 0 | 25 |
| QLD - Toowoomba | 0 | 3 | 49 | 22 | 2 | 0 | 76 |
| QLD - Townsville | 0 | 4 | 131 | 20 | 1 | 0 | 156 |
| QLD - Wide Bay | 0 | 16 | 65 | 30 | 3 | 0 | 114 |
| SA | 0 | 74 | 231 | 69 | 17 | 6 | 397 |
| SA - Adelaide - Central and Hills | 0 | 4 | 33 | 1 | 0 | 0 | 38 |
| SA - Adelaide - North | 0 | 40 | 117 | 39 | 9 | 0 | 205 |
| SA - Adelaide - South | 0 | 12 | 31 | 14 | 3 | 5 | 65 |
| SA - Adelaide - West | 0 | 17 | 11 | 0 | 0 | 1 | 29 |
| 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 | 34 | 15 | 5 | 0 | 55 |
| TAS | 0 | 17 | 68 | 5 | 0 | 0 | 90 |
| TAS - Hobart | 0 | 0 | 61 | 2 | 0 | 0 | 63 |
| TAS - Launceston and North East | 0 | 1 | 2 | 2 | 0 | 0 | 5 |
| TAS - South East | 0 | 0 | 5 | 0 | 0 | 0 | 5 |
| TAS - West and North West | 0 | 16 | 0 | 1 | 0 | 0 | 17 |
| VIC | 0 | 128 | 895 | 483 | 25 | 12 | 1,543 |
| VIC - Ballarat | 0 | 6 | 16 | 29 | 0 | 1 | 52 |
| VIC - Bendigo | 0 | 1 | 20 | 10 | 0 | 0 | 31 |
| VIC - Geelong | 0 | 10 | 71 | 20 | 0 | 0 | 101 |
| VIC - Hume | 0 | 1 | 5 | 0 | 1 | 0 | 7 |
| VIC - Latrobe - Gippsland | 0 | 8 | 24 | 6 | 9 | 0 | 47 |
| VIC - Melbourne - Inner | 0 | 7 | 75 | 0 | 1 | 0 | 83 |
| VIC - Melbourne - Inner East | 0 | 7 | 31 | 4 | 0 | 0 | 42 |
| VIC - Melbourne - Inner South | 0 | 2 | 53 | 5 | 0 | 4 | 64 |
| VIC - Melbourne - North East | 0 | 8 | 56 | 40 | 5 | 0 | 109 |
| VIC - Melbourne - North West | 0 | 3 | 35 | 26 | 0 | 0 | 64 |
| VIC - Melbourne - Outer East | 0 | 2 | 12 | 2 | 0 | 0 | 16 |
| VIC - Melbourne - South East | 0 | 31 | 120 | 81 | 2 | 0 | 234 |
| VIC - Melbourne - West | 0 | 10 | 315 | 222 | 6 | 1 | 554 |

| SA4 Region | Basic | Improved Liveability | High Physical Support | Robust | Fully Accessible | Multi-Design Category | Total |
|--|----------|----------------------|-----------------------|------------|------------------|-----------------------|--------------|
| VIC - Mornington Peninsula | 0 | 2 | 23 | 24 | 0 | 6 | 55 |
| VIC - North West | 0 | 11 | 14 | 2 | 0 | 0 | 27 |
| VIC - Shepparton | 0 | 19 | 9 | 5 | 0 | 0 | 33 |
| VIC - Warrnambool and South West | 0 | 0 | 16 | 7 | 1 | 0 | 24 |
| WA | 0 | 18 | 435 | 20 | 49 | 6 | 528 |
| WA - Bunbury | 0 | 1 | 25 | 0 | 0 | 0 | 26 |
| WA - Mandurah | 0 | 2 | 48 | 3 | 10 | 0 | 63 |
| WA - Perth - Inner | 0 | 1 | 33 | 0 | 0 | 5 | 39 |
| WA - Perth - North East | 0 | 3 | 58 | 0 | 1 | 0 | 62 |
| WA - Perth - North West | 0 | 3 | 70 | 7 | 2 | 0 | 82 |
| WA - Perth - South East | 0 | 7 | 97 | 7 | 15 | 1 | 127 |
| WA - Perth - South West | 0 | 1 | 97 | 3 | 18 | 0 | 119 |
| 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 | 401 | 3,172 | 946 | 192 | 42 | 4,753 |

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2024 ⁵⁹²

| 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 | 107 | 321 | 27 | 348 |
| ACT - Australian Capital Territory | 214 | 107 | 321 | 27 | 348 |
| NSW | 4,901 | 2,352 | 7,253 | 476 | 7,729 |
| NSW - Capital Region | 121 | 46 | 167 | 9 | 176 |
| NSW - Central Coast | 255 | 127 | 382 | 36 | 418 |
| NSW - Central West | 179 | 76 | 255 | 9 | 264 |
| NSW - Coffs Harbour - Grafton | 84 | 54 | 138 | 5 | 143 |
| NSW - Far West and Orana | 115 | 42 | 157 | 9 | 166 |
| NSW - Hunter Valley exc Newcastle | 142 | 84 | 226 | 20 | 246 |
| NSW - Illawarra | 221 | 116 | 337 | 14 | 351 |
| NSW - Mid North Coast | 128 | 83 | 211 | 20 | 231 |
| NSW - Murray | 121 | 46 | 167 | 9 | 176 |
| NSW - New England and North West | 102 | 55 | 157 | 13 | 170 |
| NSW - Newcastle and Lake Macquarie | 372 | 133 | 505 | 40 | 545 |
| NSW - Richmond - Tweed | 152 | 89 | 241 | 27 | 268 |
| NSW - Riverina | 104 | 51 | 155 | 7 | 162 |
| NSW - Southern Highlands and Shoalhaven | 85 | 65 | 150 | 7 | 157 |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 214 | 42 | 256 | 7 | 263 |
| NSW - Sydney - Blacktown | 289 | 108 | 397 | 18 | 415 |
| NSW - Sydney - City and Inner South | 67 | 56 | 123 | 10 | 133 |
| NSW - Sydney - Eastern Suburbs | 48 | 45 | 93 | 13 | 106 |
| NSW - Sydney - Inner South West | 248 | 160 | 408 | 28 | 436 |
| NSW - Sydney - Inner West | 86 | 71 | 157 | 16 | 173 |
| NSW - Sydney - North Sydney and Hornsby | 130 | 88 | 218 | 11 | 229 |
| NSW - Sydney - Northern Beaches | 186 | 61 | 247 | 11 | 258 |
| NSW - Sydney - Outer South West | 137 | 108 | 245 | 17 | 262 |
| NSW - Sydney - Outer West and Blue Mountains | 353 | 125 | 478 | 18 | 496 |
| NSW - Sydney - Parramatta | 331 | 151 | 482 | 43 | 525 |
| NSW - Sydney - Ryde | 268 | 61 | 329 | 14 | 343 |
| NSW - Sydney - South West | 162 | 161 | 323 | 28 | 351 |
| NSW - Sydney - Sutherland | 201 | 48 | 249 | 17 | 266 |
| NT | 70 | 170 | 240 | 48 | 288 |
| NT - Darwin | 54 | 83 | 137 | 29 | 166 |
| NT - Northern Territory - Outback | 16 | 86 | 102 | 19 | 121 |

⁵⁹² 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 |
|-----------------------------------|---|---|-------------------------------|--|--|
| NT - Other | 0 | 1 | 1 | 0 | 1 |
| QLD | 2,100 | 1,290 | 3,390 | 579 | 3,969 |
| QLD - Brisbane - East | 82 | 79 | 161 | 26 | 187 |
| QLD - Brisbane - North | 84 | 71 | 155 | 27 | 182 |
| QLD - Brisbane - South | 73 | 71 | 144 | 41 | 185 |
| QLD - Brisbane - West | 84 | 28 | 112 | 17 | 129 |
| QLD - Brisbane Inner City | 61 | 36 | 97 | 14 | 111 |
| QLD - Cairns | 91 | 62 | 153 | 18 | 171 |
| QLD - Central Queensland | 76 | 64 | 140 | 26 | 166 |
| QLD - Darling Downs - Maranoa | 21 | 29 | 50 | 13 | 63 |
| QLD - Gold Coast | 229 | 110 | 339 | 76 | 415 |
| QLD - Ipswich | 209 | 148 | 357 | 105 | 462 |
| QLD - Logan - Beaudesert | 210 | 80 | 290 | 31 | 321 |
| QLD - Mackay - Isaac - Whitsunday | 35 | 32 | 67 | 7 | 74 |
| QLD - Moreton Bay - North | 205 | 96 | 301 | 31 | 332 |
| QLD - Moreton Bay - South | 70 | 35 | 105 | 15 | 120 |
| QLD - Queensland - Outback | 1 | 6 | 7 | 4 | 11 |
| QLD - Sunshine Coast | 138 | 82 | 220 | 35 | 255 |
| QLD - Toowoomba | 130 | 99 | 229 | 38 | 267 |
| QLD - Townsville | 104 | 69 | 173 | 26 | 199 |
| QLD - Wide Bay | 197 | 93 | 290 | 29 | 319 |
| QLD - Other | 0 | 0 | 0 | 0 | 0 |
| SA | 1,421 | 811 | 2,232 | 181 | 2,413 |
| SA - Adelaide - Central and Hills | 198 | 93 | 291 | 23 | 314 |
| SA - Adelaide - North | 492 | 252 | 744 | 53 | 797 |
| SA - Adelaide - South | 408 | 230 | 638 | 50 | 688 |
| SA - Adelaide - West | 177 | 90 | 267 | 26 | 293 |
| SA - Barossa - Yorke - Mid North | 17 | 36 | 53 | 5 | 58 |
| SA - South Australia - Outback | 18 | 41 | 59 | 5 | 64 |
| SA - South Australia - South East | 111 | 69 | 180 | 19 | 199 |
| TAS | 96 | 373 | 469 | 93 | 562 |
| TAS - Hobart | 9 | 214 | 223 | 43 | 266 |
| TAS - Launceston and North East | 59 | 72 | 131 | 23 | 154 |
| TAS - South East | 0 | 2 | 2 | 4 | 6 |
| TAS - West and North West | 28 | 85 | 113 | 23 | 136 |
| TAS - Other | 0 | 0 | 0 | 0 | 0 |
| VIC | 4,947 | 1,580 | 6,527 | 504 | 7,031 |
| VIC - Ballarat | 236 | 46 | 282 | 19 | 301 |
| VIC - Bendigo | 136 | 51 | 187 | 23 | 210 |
| VIC - Geelong | 284 | 96 | 380 | 29 | 409 |
| VIC - Hume | 126 | 35 | 161 | 19 | 180 |
| VIC - Latrobe - Gippsland | 186 | 84 | 270 | 26 | 296 |

| 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 |
|--|---|---|-------------------------------|--|--|
| VIC - Melbourne - Inner | 223 | 104 | 327 | 30 | 357 |
| VIC - Melbourne - Inner East | 358 | 69 | 427 | 15 | 442 |
| VIC - Melbourne - Inner South | 386 | 79 | 465 | 19 | 484 |
| VIC - Melbourne - North East | 562 | 145 | 707 | 46 | 753 |
| VIC - Melbourne - North West | 184 | 85 | 269 | 37 | 306 |
| VIC - Melbourne - Outer East | 488 | 133 | 621 | 39 | 660 |
| VIC - Melbourne - South East | 528 | 222 | 750 | 72 | 822 |
| VIC - Melbourne - West | 467 | 190 | 657 | 61 | 718 |
| VIC - Mornington Peninsula | 241 | 96 | 337 | 33 | 370 |
| VIC - North West | 237 | 36 | 273 | 13 | 286 |
| VIC - Shepparton | 121 | 56 | 177 | 12 | 189 |
| VIC - Warrnambool and South West | 184 | 52 | 236 | 11 | 247 |
| VIC - Other | 0 | 1 | 1 | 0 | 1 |
| WA | 339 | 1,251 | 1,590 | 211 | 1,801 |
| WA - Bunbury | 14 | 54 | 68 | 14 | 82 |
| WA - Mandurah | 23 | 47 | 70 | 10 | 80 |
| WA - Perth - Inner | 23 | 59 | 82 | 10 | 92 |
| WA - Perth - North East | 41 | 212 | 253 | 30 | 283 |
| WA - Perth - North West | 74 | 294 | 368 | 43 | 411 |
| WA - Perth - South East | 99 | 317 | 416 | 49 | 465 |
| WA - Perth - South West | 50 | 166 | 216 | 38 | 254 |
| WA - Western Australia - Outback (North) | 1 | 19 | 20 | 7 | 27 |
| WA - Western Australia - Outback (South) | 14 | 42 | 56 | 4 | 60 |
| WA - Western Australia - Wheat Belt | 0 | 41 | 41 | 6 | 47 |
| Missing | 0 | 0 | 0 | 0 | 0 |
| Total | 14,088 | 7,934 | 22,022 | 2,119 | 24,141 |

Table P.10 Number and Percentage of Participants not using SDA funding and SA4 Region as at 31 March 2024 ⁵⁹³

| SA4 Region | Participants with SDA Funding, SDA not in use | Percentage of participants with SDA funding not in use |
|--|---|--|
| ACT | 107 | 33% |
| ACT - Australian Capital Territory | 107 | 33% |
| NSW | 2,352 | 32% |
| NSW - Capital Region | 46 | 28% |
| NSW - Central Coast | 127 | 33% |
| NSW - Central West | 76 | 30% |
| NSW - Coffs Harbour - Grafton | 54 | 39% |
| NSW - Far West and Orana | 42 | 27% |
| NSW - Hunter Valley exc Newcastle | 84 | 37% |
| NSW - Illawarra | 116 | 34% |
| NSW - Mid North Coast | 83 | 39% |
| NSW - Murray | 46 | 28% |
| NSW - New England and North West | 55 | 35% |
| NSW - Newcastle and Lake Macquarie | 133 | 26% |
| NSW - Richmond - Tweed | 89 | 37% |
| NSW - Riverina | 51 | 33% |
| NSW - Southern Highlands and Shoalhaven | 65 | 43% |
| NSW - Sydney - Baulkham Hills and Hawkesbury | 42 | 16% |
| NSW - Sydney - Blacktown | 108 | 27% |
| NSW - Sydney - City and Inner South | 56 | 46% |
| NSW - Sydney - Eastern Suburbs | 45 | 48% |
| NSW - Sydney - Inner South West | 160 | 39% |
| NSW - Sydney - Inner West | 71 | 45% |
| NSW - Sydney - North Sydney and Hornsby | 88 | 40% |
| NSW - Sydney - Northern Beaches | 61 | 25% |
| NSW - Sydney - Outer South West | 108 | 44% |
| NSW - Sydney - Outer West and Blue Mountains | 125 | 26% |
| NSW - Sydney - Parramatta | 151 | 31% |
| NSW - Sydney - Ryde | 61 | 19% |
| NSW - Sydney - South West | 161 | 50% |
| NSW - Sydney - Sutherland | 48 | 19% |
| NT | 170 | 71% |
| NT - Darwin | 83 | 61% |
| NT - Northern Territory - Outback | 86 | 84% |
| NT - Other | 1 | 100% |
| QLD | 1,290 | 38% |

⁵⁹³The 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 not in use | Percentage of participants with SDA funding not in use |
|-----------------------------------|---|--|
| QLD - Brisbane - East | 79 | 49% |
| QLD - Brisbane - North | 71 | 46% |
| QLD - Brisbane - South | 71 | 49% |
| QLD - Brisbane - West | 28 | 25% |
| QLD - Brisbane Inner City | 36 | 37% |
| QLD - Cairns | 62 | 41% |
| QLD - Central Queensland | 64 | 46% |
| QLD - Darling Downs - Maranoa | 29 | 58% |
| QLD - Gold Coast | 110 | 32% |
| QLD - Ipswich | 148 | 41% |
| QLD - Logan - Beaudesert | 80 | 28% |
| QLD - Mackay - Isaac - Whitsunday | 32 | 48% |
| QLD - Moreton Bay - North | 96 | 32% |
| QLD - Moreton Bay - South | 35 | 33% |
| QLD - Queensland - Outback | 6 | 86% |
| QLD - Sunshine Coast | 82 | 37% |
| QLD - Toowoomba | 99 | 43% |
| QLD - Townsville | 69 | 40% |
| QLD - Wide Bay | 93 | 32% |
| QLD - Other | 0 | - |
| SA | 811 | 36% |
| SA - Adelaide - Central and Hills | 93 | 32% |
| SA - Adelaide - North | 252 | 34% |
| SA - Adelaide - South | 230 | 36% |
| SA - Adelaide - West | 90 | 34% |
| SA - Barossa - Yorke - Mid North | 36 | 68% |
| SA - South Australia - Outback | 41 | 69% |
| SA - South Australia - South East | 69 | 38% |
| TAS | 373 | 80% |
| TAS - Hobart | 214 | 96% |
| TAS - Launceston and North East | 72 | 55% |
| TAS - South East | 2 | 100% |
| TAS - West and North West | 85 | 75% |
| TAS - Other | 0 | - |
| VIC | 1,580 | 24% |
| VIC - Ballarat | 46 | 16% |
| VIC - Bendigo | 51 | 27% |
| VIC - Geelong | 96 | 25% |
| VIC - Hume | 35 | 22% |
| VIC - Latrobe - Gippsland | 84 | 31% |
| VIC - Melbourne - Inner | 104 | 32% |
| VIC - Melbourne - Inner East | 69 | 16% |
| VIC - Melbourne - Inner South | 79 | 17% |
| VIC - Melbourne - North East | 145 | 21% |

| SA4 Region | Participants with SDA Funding, SDA not in use | Percentage of participants with SDA funding not in use |
|--|---|--|
| VIC - Melbourne - North West | 85 | 32% |
| VIC - Melbourne - Outer East | 133 | 21% |
| VIC - Melbourne - South East | 222 | 30% |
| VIC - Melbourne - West | 190 | 29% |
| VIC - Mornington Peninsula | 96 | 28% |
| VIC - North West | 36 | 13% |
| VIC - Shepparton | 56 | 32% |
| VIC - Warrnambool and South West | 52 | 22% |
| VIC - Other | 1 | 100% |
| WA | 1,251 | 79% |
| WA - Bunbury | 54 | 79% |
| WA - Mandurah | 47 | 67% |
| WA - Perth - Inner | 59 | 72% |
| WA - Perth - North East | 212 | 84% |
| WA - Perth - North West | 294 | 80% |
| WA - Perth - South East | 317 | 76% |
| WA - Perth - South West | 166 | 77% |
| WA - Western Australia - Outback (North) | 19 | 95% |
| WA - Western Australia - Outback (South) | 42 | 75% |
| WA - Western Australia - Wheat Belt | 41 | 100% |
| Missing | 0 | - |
| Total | 7,934 | 36% |

Endnotes

Supplement E

- 1 Down syndrome is included in intellectual disability.
- 2 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 3 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 4 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 5 There are a further 1,887 active participants aged 65 years or over who are currently in residential aged care.
- 6 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.
- 7 Includes all participants who were under 65 at the time of exit from residential aged care. Residential aged care exits do not include participants who are deceased or have exited the Scheme.
- 8 Other includes participants with housing support data that is unavailable.
- 9 The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 10 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 11 Down syndrome is included in intellectual disability, representing 2% (11,651) of all Scheme participants.
- 12 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 13 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.
- 14 Down syndrome is included in intellectual disability, representing 6% (2,214) of participants in SIL.
- 15 Down syndrome is included in intellectual disability, representing 2% (9,437) of participants not in SIL.

- 16 The increase in 'Missing' level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 17 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 18 Down syndrome is included in intellectual disability.
- 19 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.
- 20 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 21 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 22 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 23 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 March 2022 and have had a second plan reassessment to date.
- 24 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 March 2021 and have had a third plan reassessment to date.
- 25 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 March 2020 and have had a fourth plan reassessment to date.
- 26 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 March 2019 and have had a fifth plan reassessment to date.
- 27 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 March 2018 and have had a sixth plan reassessment to date.
- 28 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 March 2017 and have had a seventh plan reassessment to date.
- 29 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 30 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 31 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

- 32 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 33 Reporting on PSG 8 commenced in the March 2024 quarter.
- 34 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 35 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 36 Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.
- 37 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 38 Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.
- 39 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 40 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 41 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 42 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 43 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 44 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 45 Note that 68% of all complainants made only one complaint, 16% made two complaints, and 16% made three or more complaints.
- 46 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.
- 47 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.

- 48 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 49 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 50 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.
- 51 There are 166,865 total participant complaints in prior quarters, 17,768 total participant complaints in 2023-24 Q3, and 184,633 total participant complaints as at 31 March 2024 (which includes 3,325 unclassified participant complaints).
- 52 There are 9,550 total provider complaints in Prior Quarters, 848 total provider complaints in 2023-24 Q3, and 10,398 total provider complaints as at 31 March 2024 (which includes 244 unclassified provider complaints).
- 53 There are 7,179 total other complaints in Prior Quarters, 482 total other complaints in 2023-24 Q3, and 7,661 total other complaints as at 31 March 2024 (which includes 116 unclassified other complaints).
- 54 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 55 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.
- 56 There are 179,722 total unique complaints in Prior Quarters, 19,080 total unique complaints in 2023-24 Q3, and 198,802 total unique complaints as at 31 March 2024 (which includes 3,685 unclassified unique complaints).
- 57 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 58 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 59 Of the 380 cases which went to hearing and received a substantive decision: 166 affirmed the NDIA's decision, 83 varied the NDIA's decision, and 131 set aside the NDIA's decision.
- 60 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.

- 61 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 62 Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.
- 63 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 64 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 65 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 66 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 67 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 68 Registration status is determined as at the posting date of payment.
- 69 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 70 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 71 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 72 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 73 The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.
- 74 The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.
- 75 Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.
- 76 The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

- 77 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.
- 78 Total payments for home modifications were \$415.1 million. Of which, \$290.4 million (70%) has been paid for specialised disability accommodation (SDA) supports, and \$124.6 million (30%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$660.7 million. Of which, \$451.7 million (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$209.1 million (32%) has been allocated for non-SDA supports.
- 79 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 80 Total payments for home modifications were \$222.8 million. Of which, \$219.4 million (98.5%) has been paid for specialised disability accommodation (SDA) supports, and \$3.4 million (1.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$343.3 million. Of which, \$337.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.9 million (2%) has been allocated for non-SDA supports.
- 81 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 82 Total payments for home modifications were \$192.2 million. Of which, \$71.0 million (37%) has been paid for specialised disability accommodation (SDA) supports, and \$121.2 million (63%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$317.4 million. Of which, \$114.3 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$203.1 million (64%) has been allocated for non-SDA supports.
- 83 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.
- 84 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.
- 85 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 86 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.
- 87 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 88 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.

89 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement F

90 Down syndrome is included in intellectual disability.

91 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

92 The number of CALD participants excludes participants who identify as First Nations Peoples.

93 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

94 There are a further 673 active participants aged 65 years or over who are currently in residential aged care.

95 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.

96 The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

97 Table order based on national proportions in Supplement E (highest to lowest).

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

99 Down syndrome is included in intellectual disability, representing 2% (3,751) of all Scheme participants in New South Wales.

100 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

101 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.

102 Down syndrome is included in intellectual disability, representing 6% (670) of participants in SIL.

103 Down syndrome is included in intellectual disability, representing 2% (3,081) of participants not in SIL.

104 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

105 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

- 106 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 107 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 108 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 109 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 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 March 2022 and have had a second plan reassessment to date.
- 111 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a third plan reassessment to date.
- 112 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 March 2020 and have had a fourth plan reassessment to date.
- 113 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 March 2019 and have had a fifth plan reassessment to date.
- 114 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 March 2018 and have had a sixth plan reassessment to date.
- 115 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 March 2017 and have had a seventh plan reassessment to date.
- 116 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 117 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 118 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 119 Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

- 120 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.
- 121 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 122 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 123 There are 49,581 total participant complaints in prior quarters, 5,244 total participant complaints in 2023-24 Q3, and 54,825 total participant complaints as at 31 March 2024, including 1,513 unclassified participant complaints as at 31 March 2024.
- 124 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 125 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 126 Of the 146 cases which went to hearing and received a substantive decision: 72 affirmed the NDIA's decision, 31 varied the NDIA's decision and 43 set aside the NDIA's decision.
- 127 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.
- 128 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 129 Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.
- 130 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.
- 131 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 132 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 133 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

- 134 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 135 Registration status is determined as at the posting date of payment.
- 136 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 137 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 138 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 139 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 140 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 141 Total payments for home modifications in New South Wales were \$128.6 million. Of which, \$93.2 million (73%) has been paid for specialised disability accommodation (SDA) supports, and \$35.3 million (27%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$196.7 million. Of which, \$139.1 million (71%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.6 million (29%) has been allocated for non-SDA supports.
- 142 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 143 Total payments for home modifications in New South Wales were \$71.9 million. Of which, \$71.3 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$109.5 million. Of which, \$107.9 million (98.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.6 million (1.4%) has been allocated for non-SDA supports.
- 144 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 145 Total payments for home modifications in New South Wales were \$56.6 million. Of which, \$21.9 million (39%) has been paid for specialised disability accommodation (SDA) supports, and \$34.7 million (61%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$87.3 million. Of which, \$31.2 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.1 million (64%) has been allocated for non-SDA supports.
- 146 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

- 147 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.
- 148 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement G

- 149 Down syndrome is included in intellectual disability.
- 150 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 151 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 152 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 153 There are a further 536 active participants aged 65 years or over who are currently in residential aged care.
- 154 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.
- 155 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 156 Table order based on national proportions in Supplement E (highest to lowest).
- 157 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 158 Down syndrome is included in intellectual disability, representing 2% (2,860) of all Scheme participants in Victoria.
- 159 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 160 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.
- 161 Down syndrome is included in intellectual disability, representing 8% (563) of participants in SIL.
- 162 Down syndrome is included in intellectual disability, representing 1% (2,297) of participants not in SIL.

- 163 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 164 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 165 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.
- 166 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 167 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 168 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 169 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 March 2022 and have had a second plan reassessment to date.
- 170 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 March 2021 and have had a third plan reassessment to date.
- 171 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 March 2020 and have had a fourth plan reassessment to date.
- 172 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 March 2019 and have had a fifth plan reassessment to date.
- 173 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 March 2018 and have had a sixth plan reassessment to date.
- 174 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 March 2017 and have had a seventh plan reassessment to date.
- 175 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 176 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 177 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

- 178 Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.
- 179 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.
- 180 From November 2023 onwards 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.
- 181 From November 2023 onwards 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.
- 182 There are 41,051 total participant complaints in prior quarters, 4,656 total participant complaints in 2023-24 Q3, and 45,707 total participant complaints as at 31 March 2024, including 635 unclassified participant complaints as at 31 March 2024.
- 183 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 184 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 185 Of the 97 cases which went to hearing and received a substantive decision: 33 affirmed the NDIA's decision, 22 varied the NDIA's decision and 42 set aside the NDIA's decision.
- 186 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.
- 187 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 188 Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.
- 189 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.
- 190 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 191 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

- 192 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 193 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 194 Registration status is determined as at the posting date of payment.
- 195 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 196 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 197 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 198 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 199 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 200 Total payments for home modifications in Victoria were \$121.0 million. Of which, \$88.4 million (73%) has been paid for specialised disability accommodation (SDA) supports, and \$32.6 million (27%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$176.8 million. Of which, \$119.4 million (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.4 million (32%) has been allocated for non-SDA supports.
- 201 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 202 Total payments for home modifications in Victoria were \$73.9 million. Of which, \$73.3 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$93.4 million. Of which, \$92.2 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.
- 203 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 204 Total payments for home modifications in Victoria were \$47.0 million. Of which, \$15.1 million (32%) has been paid for specialised disability accommodation (SDA) supports, and \$32.0 million (68%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$83.4 million. Of which, \$27.1 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.2 million (67%) has been allocated for non-SDA supports.
- 205 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

- 206 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.
- 207 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement H

- 208 Down syndrome is included in intellectual disability.
- 209 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 210 The number of CALD participants has excluded participants who identify as First Nations Peoples.
- 211 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 212 There are a further 356 active participants aged 65 years or over who are currently in residential aged care.
- 213 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.
- 214 The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 215 Table order based on national proportions in Supplement E (highest to lowest).
- 216 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 217 Down syndrome is included in intellectual disability, representing 2% (2,474) of all Scheme participants in Queensland.
- 218 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 219 The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.
- 220 Down syndrome is included in intellectual disability, representing 7% (459) of participants in SIL.
- 221 Down syndrome is included in intellectual disability, representing 2% (2,015) of participants not in SIL.
- 222 The higher number of Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

- 223 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 224 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.
- 225 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 226 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 227 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 228 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 March 2022 and have had a second plan reassessment to date.
- 229 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 March 2021 and have had a third plan reassessment to date.
- 230 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 March 2020 and have had a fourth plan reassessment to date.
- 231 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 March 2019 and have had a fifth plan reassessment to date.
- 232 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 March 2018 and have had a sixth plan reassessment to date.
- 233 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 234 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 235 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 236 Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

- 237 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.
- 238 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 239 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 240 There are 28,735 total participant complaints in prior quarters, 3,955 total participant complaints in 2023-24 Q3, and 32,690 total participant complaints as at 31 March 2024, including 246 unclassified participant complaints as at 31 March 2024.
- 241 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 242 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 243 Of the 60 cases which went to hearing and received a substantive decision: 25 affirmed the NDIA's decision, 12 varied the NDIA's decision and 23 set aside the NDIA's decision.
- 244 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.
- 245 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 246 Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.
- 247 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.
- 248 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 249 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 250 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

- 251 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 252 Registration status is determined as at the posting date of payment.
- 253 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 254 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 255 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 256 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 257 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 258 Total payments for home modifications in Queensland were \$96.1 million. Of which, \$66.2 million (69%) has been paid for specialised disability accommodation (SDA) supports, and \$29.9 million (31%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$146.7 million. Of which, \$98.8 million (67%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.9 million (33%) has been allocated for non-SDA supports.
- 259 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 260 Total payments for home modifications in Queensland were \$45.6 million. Of which, \$44.5 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.1 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$67.7 million. Of which, \$65.9 million (97.4%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.7 million (2.6%) has been allocated for non-SDA supports.
- 261 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 262 Total payments for home modifications in Queensland were \$50.5 million. Of which, \$21.7 million (43%) has been paid for specialised disability accommodation (SDA) supports, and \$28.9 million (57%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$79.1 million. Of which, \$32.8 million (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.2 million (58%) has been allocated for non-SDA supports.
- 263 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.
- 264 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.

265 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

266 Down syndrome is included in intellectual disability.

267 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

268 The number of CALD participants excludes participants who identify as First Nations Peoples.

269 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

270 There are a further 128 active participants aged 65 years or over who are currently in residential aged care.

271 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.

272 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.

273 Table order based on national proportions in Supplement E (highest to lowest).

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

275 Down syndrome is included in intellectual disability, representing 2% (1,120) of all Scheme participants in Western Australia.

276 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

277 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.

278 Down syndrome is included in intellectual disability, representing 6% (186) of participants in SIL.

279 Down syndrome is included in intellectual disability, representing 2% (934) of participants not in SIL.

280 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

- 281 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 282 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.
- 283 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 284 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 285 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 286 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 March 2022 and have had a second plan reassessment to date.
- 287 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 March 2021 and have had a third plan reassessment to date.
- 288 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 March 2020 and have had a fourth plan reassessment to date.
- 289 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 March 2019 and have had a fifth plan reassessment to date.
- 290 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 March 2018 and have had a sixth plan reassessment to date.
- 291 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 292 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 293 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 294 Note that 64% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.
- 295 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.

- 296 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 297 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 298 There are 11,246 total participant complaints in prior quarters, 1,356 total participant complaints in 2023-24 Q3, and 12,602 total participant complaints as at 31 March 2024, including 88 unclassified participant complaints as at 31 March 2024.
- 299 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 300 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 301 The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.
- 302 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.
- 303 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 304 Results for 2023-24 Q3 is incomplete; only reporting data until end of February 2024.
- 305 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 306 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 307 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 308 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 309 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

- 310 Registration status is determined as at the posting date of payment.
- 311 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 312 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 313 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 314 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 315 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.
- 316 Total payments for home modifications in Western Australia were \$24.4 million. Of which, \$12.2 million (50%) has been paid for specialised disability accommodation (SDA) supports, and \$12.2 million (50%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$53.3 million. Of which, \$31.9 million (60%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.4 million (40%) has been allocated for non-SDA supports.
- 317 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.
- 318 Total payments for home modifications in Western Australia were \$8.2 million. Of which, \$8.0 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$23.8 million. Of which, \$23.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.
- 319 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. A small quantity of payments and committed supports have missing support category and are included in totals.
- 320 Total payments for home modifications in Western Australia were \$16.2 million. Of which, \$4.2 million (26%) has been paid for specialised disability accommodation (SDA) supports, and \$12.0 million (74%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$29.6 million. Of which, \$8.7 million (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$20.8 million (70%) has been allocated for non-SDA supports.
- 321 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.

- 322 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.
- 323 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.
- 324 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement J

- 325 Down syndrome is included in intellectual disability.
- 326 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 327 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 328 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 329 There are a further 117 active participants aged 65 years or over who are currently in residential aged care.
- 330 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.
- 331 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 332 Table order based on national proportions in Supplement E (highest to lowest).
- 333 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 334 Down syndrome is included in intellectual disability, representing 1% (807) of all Scheme participants in South Australia.
- 335 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 336 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.
- 337 Down syndrome is included in intellectual disability, representing 7% (209) of participants in SIL.

- 338 Down syndrome is included in intellectual disability, representing 1% (598) of participants not in SIL.
- 339 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 340 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 341 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.
- 342 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 343 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 344 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 345 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a second plan reassessment to date.
- 346 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a third plan reassessment to date.
- 347 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a fourth plan reassessment to date.
- 348 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fifth plan reassessment to date.
- 349 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a sixth plan reassessment to date.
- 350 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 351 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 352 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 353 Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

- 354 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.
- 355 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 356 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 357 There are 17,444 total participant complaints in prior quarters, 1,505 total participant complaints in 2023-24 Q3, and 18,949 total participant complaints as at 31 March 2024, including 509 unclassified participant complaints as at 31 March 2024.
- 358 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 359 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 360 Of the 29 cases which went to hearing and received a substantive decision: 12 affirmed the NDIA's decision, 6 varied the NDIA's decision and 11 set aside the NDIA's decision.
- 361 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.
- 362 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 363 Results for 2023-24 Q3 are incomplete, only reporting data until the end of February 2024.
- 364 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 365 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 366 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 367 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

- 368 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 369 Registration status is determined as at the posting date of payment.
- 370 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 371 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 372 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 373 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 374 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 375 Total payments for home modifications in South Australia were \$31.6 million. Of which, \$23.8 million (75%) has been paid for specialised disability accommodation (SDA) supports, and \$7.8 million (25%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$53.2 million. Of which, \$39.6 million (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.6 million (26%) has been allocated for non-SDA supports.
- 376 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 377 Total payments for home modifications in South Australia were \$18.5 million. Of which, \$18.05 million (97.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.47 million (2.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$31.1 million. Of which, \$30.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.
- 378 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 379 Total payments for home modifications in South Australia were \$13.1 million. Of which, \$5.7 million (44%) has been paid for specialised disability accommodation (SDA) supports, and \$7.3 million (56%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.1 million. Of which, \$9.0 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.1 million (59%) has been allocated for non-SDA supports.
- 380 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

- 381 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.
- 382 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes

Supplement K

- 383 Down syndrome is included in intellectual disability.
- 384 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 385 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 386 There are a further 42 active participants aged 65 years or over who are currently in residential aged care.
- 387 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.
- 388 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 389 Table order based on national proportions in Supplement E (highest to lowest).
- 390 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 391 Down syndrome is included in intellectual disability, representing 2% (304) of all Scheme participants in Tasmania.
- 392 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.
- 393 Down syndrome is included in intellectual disability, representing 6% (68) of participants in SIL.
- 394 Down syndrome is included in intellectual disability, representing 2% (236) of participants not in SIL.
- 395 The higher number of Missing level of function is attributed to adaptation to the new computer system and integration of new processes.
- 396 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.
- 397 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

- 398 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 399 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 400 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 March 2022 and have had a second plan reassessment to date.
- 401 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 March 2021 and have had a third plan reassessment to date.
- 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 March 2021 and have had a third plan reassessment to date.
- 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 March 2019 and have had a fifth plan reassessment to date.
- 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 March 2018 and have had a sixth plan reassessment to date.
- 405 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 406 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 407 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 408 Participant satisfaction results are not shown if there is insufficient data in the group.
- 409 Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.
- 410 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.
- 411 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

- 412 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 413 There are 3,397 total participant complaints in prior quarters, 291 total participant complaints in 2023-24 Q3, and 3,688 total participant complaints as at 31 March 2024, including 40 unclassified participant complaints as at 31 March 2024.
- 414 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 415 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 416 The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.
- 417 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.
- 418 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 419 Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.
- 420 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 421 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 422 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 423 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 424 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 425 Registration status is determined as at the posting date of payment.
- 426 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

- 427 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 428 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 429 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 430 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 431 Total payments for home modifications in Tasmania were \$6.2 million. Of which, \$1.9 million (31%) has been paid for specialised disability accommodation (SDA) supports, and \$4.3 million (69%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$17.2 million. Of which, \$11.2 million (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (35%) has been allocated for non-SDA supports.
- 432 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 433 Total payments for home modifications in Tasmania were \$2.00 million. Of which, \$1.65 million (83%) has been paid for specialised disability accommodation (SDA) supports, and \$0.35 million (17%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$9.5 million. Of which, \$9.3 million (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (1.9%) has been allocated for non-SDA supports.
- 434 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 435 Total payments for home modifications in Tasmania were \$4.2 million. Of which, \$0.3 million (7%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0 million (93%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.7 million. Of which, \$1.9 million (25%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.8 million (75%) has been allocated for non-SDA supports.
- 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.
- 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 the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement L

- 439 Down syndrome is included in intellectual disability.
- 440 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

- 441 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 442 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 443 The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers.
- 444 There are a further 23 active participants aged 65 years or over who are currently in residential aged care.
- 445 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.
- 446 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 447 Table order based on national proportions in Supplement E (highest to lowest).
- 448 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 449 Down syndrome is included in intellectual disability, representing 2% (228) of all Scheme participants in Australian Capital Territory.
- 450 The proportional increase in developmental delay and proportional decrease in autism in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 451 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.
- 452 Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.
- 453 Down syndrome is included in intellectual disability, representing 2% (184) of participants not in SIL.
- 454 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 455 The proportional increase in the 0-6 age group in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 456 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.

- 457 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 458 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 459 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 460 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 March 2022 and have had a second plan reassessment to date.
- 461 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 March 2021 and have had a third plan reassessment to date.
- 462 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 March 2020 and have had a fourth plan reassessment to date.
- 463 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 March 2019 and have had a fifth plan reassessment to date.
- 464 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 March 2018 and have had a sixth plan reassessment to date.
- 465 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 March 2017 and have had a seventh plan reassessment to date.
- 466 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 467 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 468 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 469 Participant satisfaction results are not shown if there is insufficient data in the group.
- 470 Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.
- 471 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.

- 472 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 473 From November 2023 onwards, PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 474 There are some quarters where there are insufficient numbers to show the incremental count of PCI.
- 475 There are 3,558 total participant complaints in prior quarters, 210 total participant complaints in 2023-24 Q3, and 3,768 total participant complaints as at 31 March 2024, including 168 unclassified participant complaints as at 31 March 2024.
- 476 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 477 The lower number of AATs in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 478 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.
- 479 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.
- 480 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 481 Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.
- 482 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.
- 483 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 484 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 485 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 486 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

- 487 Registration status is determined as at the posting date of payment.
- 488 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 489 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 490 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 491 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 492 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 493 Total payments for home modifications in Australian Capital Territory were \$5.0 million. Of which, \$3.4 million (67.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (32.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$10.3 million. Of which, \$6.8 million (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.5 million (34%) has been allocated for non-SDA supports.
- 494 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 495 Total payments for home modifications in Australian Capital Territory were \$1.32 million. Of which, \$1.24 million (94.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.073 million (5.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.27 million. Of which, \$4.12 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.
- 496 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 497 Total payments for home modifications in Australian Capital Territory were \$3.7 million. Of which, \$2.1 million (57.6%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (42.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.0 million. Of which, \$2.6 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4 million (56%) has been allocated for non-SDA supports.
- 498 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.
- 499 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.

- 500 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.
- 501 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement M

- 502 Down syndrome is included in intellectual disability.
- 503 The lower number of First Nations participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 504 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 505 The lower number of CALD participants in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 506 The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers.
- 507 There are a further 12 active participants aged 65 years or over who are currently in residential aged care.
- 508 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.
- 509 The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness. Unadjusted values of the MMM were utilised from the March 2024 quarter which has resulted in a re-distribution of remoteness across participant profiles.
- 510 Table order based on national proportions in Supplement E (highest to lowest).
- 511 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 512 Down syndrome is included in intellectual disability, representing 2% (104) of all Scheme participants in Northern Territory.
- 513 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.
- 514 Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.
- 515 Down syndrome is included in intellectual disability, representing 2% (89) of participants not in SIL.
- 516 The increase in Missing level of function in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

- 517 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.
- 518 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 519 The reduction in mainstream services in the old computer system is attributed to adaptation to the new computer system and integration of new processes.
- 520 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 521 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 March 2022 and have had a second plan reassessment to date.
- 522 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 March 2021 and have had a third plan reassessment to date.
- 523 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 March 2020 and have had a fourth plan reassessment to date.
- 524 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 March 2019 and have had a fifth plan reassessment to date.
- 525 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 March 2018 and have had a sixth plan reassessment to date.
- 526 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 527 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 528 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 529 Participant satisfaction results are not shown if there is insufficient data in the group.
- 530 Note that 70% of all complainants made only one complaint, 16% made two complaints and 14% made three or more complaints.
- 531 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.

- 532 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 533 From November 2023 onwards PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 534 There are 1,048 total participant complaints in prior quarters, 66 total participant complaints in 2023-24 Q3, and 1,114 total participant complaints as at 31 March 2024, including 18 unclassified participant complaints as at 31 March 2024.
- 535 The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.
- 536 The lower number of AATs in March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.
- 537 The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.
- 538 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.
- 539 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 540 Results for 2023-24 Q3 are incomplete; only reporting data until end of February 2024.
- 541 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.
- 542 The numbers of AAT Supports in dispute for Northern Territory are not shown due to insufficient numbers.
- 543 The numbers of closed AAT by outcomes for Northern Territory are not shown due to insufficient numbers.
- 544 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.
- 545 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 546 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

- 547 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 548 Registration status is determined as at the posting date of payment.
- 549 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 550 Provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 551 Payments are on a cash and in-kind basis. In-kind payments are included in the payments for Agency-managed (registered) providers.
- 552 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 553 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 554 Total payments for home modifications in Northern Territory were \$2.1 million. Of which, \$1.4 million (67%) has been paid for specialised disability accommodation (SDA) supports, and \$0.7 million (33%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$6.3 million. Of which, \$4.9 million (78%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.4 million (22%) has been allocated for non-SDA supports.
- 555 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 556 Total payments for home modifications in Northern Territory were \$1.3 million. Of which, \$1.3 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.1 million. Of which, \$4.07 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.03 million (1%) has been allocated for non-SDA supports.
- 557 Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024.
- 558 Total payments for home modifications in Northern Territory were \$0.76 million. Of which, \$0.06 million (8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.70 million (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.21 million. Of which, \$0.84 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.37 million (62%) has been allocated for non-SDA supports.
- 559 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.

- 560 The utilisation rate for 2023-24 YTD will likely increase due to a lag between when support is provided and when it is paid.
- 561 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.
- 562 The lower number of plan reassessments in the March 2024 quarter is attributed to adaptation to the new computer system and integration of new processes.

Supplement N

Supplement O

- 563 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 564 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).
- 565 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.
- 566 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.
- 567 The phasing date shown for Hunter New England is for the Hunter Trial Site.
- 568 Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.
- 569 Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.
- 570 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 571 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 572 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 573 Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 March 2024, 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.

- 574 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 575 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 576 Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 March 2024, 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.
- 577 Participation rate refers to the proportion of general population that are NDIS participants.
- 578 A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.
- 579 Participation rate refers to the proportion of general population that are NDIS participants.
- 580 A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.
- 581 Participation rate refers to the proportion of general population that are NDIS participants.
- 582 A small portion (<0.1%) of NDIS participants do not reside in the service districts shown above. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

Supplement P

- 583 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 584 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 585 State/Territory is defined by the current residing address of the participant.
- 586 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 587 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2024.
- 588 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.
- 589 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 590 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.

- 591 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.
- 592 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.
- 593 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.