

# Supplement E:

## National

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This supplement shows the data for National.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability.

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	846,200	16,274	862,474
<b>Active Eligible - Total</b>	<b>659,417</b>	<b>13,501</b>	<b>672,918</b>
Active Eligible - New	441,404	13,308	454,712
Active Eligible - State	176,600	128	176,728
Active Eligible - Commonwealth	41,413	65	41,478
<b>Active Participant Plans - Total</b>	<b>646,926</b>	<b>14,341</b>	<b>661,267</b>
Active Participant Plans - New	430,256	14,054	444,310
Active Participant Plans - State	175,457	203	175,660
Active Participant Plans - Commonwealth	41,213	84	41,297
<b>Active Participant Plans - Total</b>	<b>646,926</b>	<b>14,341</b>	<b>661,267</b>
Active Participant Plans - Early Intervention (s25)	208,848	7,861	216,709
Active Participant Plans - Permanent Disability (s24)	438,078	6,480	444,558

**Table E.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – National**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>54,390</b>
Early Intervention participants	17,926
Permanent disability participants	36,464

**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	167,112	98%	70,601	98%	5,045	98%	242,758	98%
7 to 14	90,532	90%	45,967	90%	3,639	89%	140,138	90%
15 to 18	27,447	91%	17,052	89%	1,561	91%	46,060	90%
19 to 24	22,167	90%	14,729	85%	1,067	83%	37,963	88%
25 to 34	28,145	87%	22,509	80%	1,184	75%	51,838	84%
35 to 44	28,788	84%	25,660	75%	931	70%	55,379	79%
45 to 54	35,938	80%	33,586	70%	1,107	64%	70,631	75%
55 to 64	45,962	75%	41,771	63%	1,380	58%	89,113	68%
65+	2,056	58%	1,849	50%	68	47%	3,973	54%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>448,148</b>	<b>89%</b>	<b>273,726</b>	<b>80%</b>	<b>15,983</b>	<b>82%</b>	<b>737,857</b>	<b>86%</b>

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

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	14,580	92%	7,367	91%	340	84%	22,287	92%
Autism	167,318	97%	72,401	98%	7,303	96%	247,022	98%
Cerebral palsy	10,418	97%	8,406	96%	189	93%	19,013	97%
Developmental delay	67,411	98%	28,625	98%	2,732	99%	98,768	98%
Global developmental delay	13,455	99%	5,594	99%	470	98%	19,519	99%
Hearing impairment	13,845	90%	14,608	87%	608	88%	29,061	89%
Intellectual disability	62,601	96%	47,368	95%	1,117	89%	111,086	95%
Multiple sclerosis	2,988	91%	8,695	90%	198	84%	11,881	91%
Psychosocial disability	36,025	74%	33,609	64%	1,148	52%	70,782	69%
Spinal cord injury	4,849	94%	1,997	91%	129	89%	6,975	93%
Stroke	6,553	87%	4,762	84%	257	86%	11,572	85%
Visual impairment	5,829	88%	5,500	86%	143	75%	11,472	87%
Other neurological	16,861	82%	13,687	79%	517	75%	31,065	80%
Other physical	12,634	50%	12,744	38%	344	30%	25,722	43%
Other sensory/speech	2,612	49%	1,029	44%	29	25%	3,670	47%
Other	7,099	47%	4,978	32%	305	36%	12,382	40%
Missing	3,070	83%	2,356	76%	154	78%	5,580	79%
<b>Total</b>	<b>448,148</b>	<b>89%</b>	<b>273,726</b>	<b>80%</b>	<b>15,983</b>	<b>82%</b>	<b>737,857</b>	<b>86%</b>

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

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	51,025	8%	1,424	10%	52,449	8%
Non-First Nations Participants	501,896	78%	11,474	80%	513,370	78%
Not Stated	94,005	15%	1,443	10%	95,448	14%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

**Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National <sup>1</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	58,243	9%	1,090	8%	59,333	9%
Not culturally and linguistically diverse	568,898	88%	10,376	72%	579,274	88%
Not stated	19,785	3%	2,875	20%	22,660	3%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

**Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – National <sup>2</sup>**

Age group	Total number of active participants
Under 45	25
45 to 54	143
55 to 64	1,014
<b>Total YPIRAC (under 65)</b>	<b>1,182</b>

<sup>1</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>2</sup> There are a further 1,835 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 <sup>3</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	-125	1,182

**Table E.9 Participants aged under 65 who exited residential aged care with housing support, by housing support type – National <sup>4 5</sup>**

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
Specialist Disability Accommodation	226	64	290
Other group residential setting	383	84	467
Other	65	<11	66
<b>Total</b>	<b>971</b>	<b>160</b>	<b>1,131</b>

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> Other includes participants with housing support data that is unavailable.

**Table E.10 Participant profile per quarter by remoteness – National <sup>6</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	443,251	69%	9,976	70%	453,227	69%
Population > 50,000	69,795	11%	1,458	10%	71,253	11%
Population between 15,000 and 50,000	53,381	8%	1,067	7%	54,448	8%
Population between 5,000 and 15,000	29,177	5%	600	4%	29,777	5%
Population less than 5,000	41,453	6%	875	6%	42,328	6%
Remote	5,955	1%	216	2%	6,171	1%
Very Remote	3,855	1%	145	1%	4,000	1%
Missing	59	0%	<11	n/a	63	0%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

**Table E.11 Participant profile per quarter by primary disability group – National <sup>7</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	234,347	36%	4,597	32%	238,944	36%
Intellectual disability	102,533	16%	723	5%	103,256	16%
Developmental delay	76,254	12%	5,002	35%	81,256	12%
Psychosocial disability	63,143	10%	694	5%	63,837	10%
Hearing impairment	27,214	4%	375	3%	27,589	4%
Other neurological	22,779	4%	467	3%	23,246	4%
Other physical	19,882	3%	186	1%	20,068	3%
Acquired brain injury	18,414	3%	294	2%	18,708	3%
Cerebral palsy	17,794	3%	83	1%	17,877	3%
Global developmental delay	16,566	3%	768	5%	17,334	3%
Multiple sclerosis	10,684	2%	154	1%	10,838	2%
Other	9,803	2%	548	4%	10,351	2%
Visual impairment	10,209	2%	100	1%	10,309	2%
Stroke	9,340	1%	269	2%	9,609	1%
Spinal cord Injury	5,973	1%	71	0%	6,044	1%
Other sensory/speech	1,991	0%	<11	n/a	2,001	0%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

<sup>6</sup> 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.

<sup>7</sup> Down syndrome is included in intellectual disability, representing 2% (11,645) of all Scheme participants.

**Table E.12 Participant profile per quarter (participants in SIL) by primary disability group – National** <sup>8 9</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	4,192	12%	<11	n/a	4,192	12%
Intellectual disability	15,359	44%	<11	n/a	15,364	44%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	4,068	12%	<11	n/a	4,074	12%
Hearing impairment	14	0%	<11	n/a	14	0%
Other neurological	2,461	7%	40	28%	2,501	7%
Other physical	350	1%	<11	n/a	353	1%
Acquired brain injury	2,985	9%	34	24%	3,019	9%
Cerebral palsy	2,703	8%	<11	n/a	2,704	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	474	1%	<11	n/a	474	1%
Other	604	2%	14	10%	618	2%
Visual impairment	117	0%	<11	n/a	117	0%
Stroke	1,050	3%	37	26%	1,087	3%
Spinal cord Injury	326	1%	<11	n/a	328	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>34,708</b>	<b>100%</b>	<b>142</b>	<b>100%</b>	<b>34,850</b>	<b>100%</b>

<sup>8</sup> 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.

<sup>9</sup> 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 <sup>10</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	230,155	38%	4,597	32%	234,752	37%
Intellectual disability	87,174	14%	718	5%	87,892	14%
Developmental delay	76,254	12%	5,002	35%	81,256	13%
Psychosocial disability	59,075	10%	688	5%	59,763	10%
Hearing impairment	27,200	4%	375	3%	27,575	4%
Other neurological	20,318	3%	427	3%	20,745	3%
Other physical	19,532	3%	183	1%	19,715	3%
Acquired brain injury	15,429	3%	260	2%	15,689	3%
Cerebral palsy	15,091	2%	82	1%	15,173	2%
Global developmental delay	16,566	3%	768	5%	17,334	3%
Multiple sclerosis	10,210	2%	154	1%	10,364	2%
Other	9,199	2%	534	4%	9,733	2%
Visual impairment	10,092	2%	100	1%	10,192	2%
Stroke	8,290	1%	232	2%	8,522	1%
Spinal cord Injury	5,647	1%	69	0%	5,716	1%
Other sensory/speech	1,986	0%	<11	n/a	1,996	0%
<b>Total</b>	<b>612,218</b>	<b>100%</b>	<b>14,199</b>	<b>100%</b>	<b>626,417</b>	<b>100%</b>

<sup>10</sup> Down syndrome is included in intellectual disability, representing 2% (9,431) of participants not in SIL.  
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**Table E.14 Participant profile per quarter by reported level of function – National**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	79,394	12%	3,737	26%	83,131	13%
2 (High Function)	1,378	0%	16	0%	1,394	0%
3 (High Function)	33,043	5%	1,149	8%	34,192	5%
4 (High Function)	38,882	6%	201	1%	39,083	6%
5 (High Function)	44,247	7%	937	7%	45,184	7%
6 (Moderate Function)	158,731	25%	1,782	12%	160,513	24%
7 (Moderate Function)	33,484	5%	407	3%	33,891	5%
8 (Moderate Function)	35,740	6%	436	3%	36,176	5%
9 (Moderate Function)	3,287	1%	25	0%	3,312	1%
10 (Moderate Function)	60,818	9%	642	4%	61,460	9%
11 (Low Function)	17,992	3%	73	1%	18,065	3%
12 (Low Function)	80,310	12%	868	6%	81,178	12%
13 (Low Function)	43,787	7%	458	3%	44,245	7%
14 (Low Function)	9,507	1%	25	0%	9,532	1%
15 (Low Function)	166	0%	<11	n/a	166	0%
Missing	6,160	1%	3,585	25%	9,745	1%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	96,376	15%	6,917	48%	103,293	16%
7 to 14	175,608	27%	2,576	18%	178,184	27%
15 to 18	60,808	9%	807	6%	61,615	9%
19 to 24	55,292	9%	529	4%	55,821	8%
25 to 34	57,115	9%	681	5%	57,796	9%
35 to 44	48,528	8%	641	4%	49,169	7%
45 to 54	54,961	8%	852	6%	55,813	8%
55 to 64	65,019	10%	1,181	8%	66,200	10%
65+	33,219	5%	157	1%	33,376	5%
<b>Total</b>	<b>646,926</b>	<b>100%</b>	<b>14,341</b>	<b>100%</b>	<b>661,267</b>	<b>100%</b>

**Table E.16 Number and proportion of active participants by gender and age group at 30 June 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	69,100	10%	31,087	5%	3,106	0%	103,293	16%	2.2
7 to 14	121,137	18%	53,952	8%	3,095	0%	178,184	27%	2.2
15 to 18	39,048	6%	21,031	3%	1,536	0%	61,615	9%	1.9
19 to 24	34,964	5%	19,546	3%	1,311	0%	55,821	8%	1.8
25 to 34	33,510	5%	23,133	3%	1,153	0%	57,796	9%	1.4
35 to 44	25,984	4%	22,366	3%	819	0%	49,169	7%	1.2
45 to 54	28,455	4%	26,532	4%	826	0%	55,813	8%	1.1
55 to 64	33,298	5%	31,910	5%	992	0%	66,200	10%	1.0
65+	16,875	3%	16,181	2%	320	0%	33,376	5%	1.0
<b>Total</b>	<b>402,371</b>	<b>61%</b>	<b>245,738</b>	<b>37%</b>	<b>13,158</b>	<b>2%</b>	<b>661,267</b>	<b>100%</b>	<b>1.6</b>

**Table E.17 Number and proportion of active participants by gender and primary disability group at 30 June 2024 – National**

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	162,779	25%	70,042	11%	6,123	1%	238,944	36%	2.3
Intellectual disability	58,243	9%	44,071	7%	942	0%	103,256	16%	1.3
Psychosocial disability	32,109	5%	30,716	5%	1,012	0%	63,837	10%	1.0
Developmental delay	55,319	8%	23,733	4%	2,204	0%	81,256	12%	2.3
Hearing impairment	13,102	2%	13,931	2%	556	0%	27,589	4%	0.9
Other neurological	12,429	2%	10,445	2%	372	0%	23,246	4%	1.2
Other physical	9,625	1%	10,179	2%	264	0%	20,068	3%	0.9
Cerebral palsy	9,780	1%	7,929	1%	168	0%	17,877	3%	1.2
Acquired brain injury	12,190	2%	6,250	1%	268	0%	18,708	3%	2.0
Global developmental delay	11,937	2%	5,009	1%	388	0%	17,334	3%	2.4
Visual impairment	5,191	1%	4,996	1%	122	0%	10,309	2%	1.0
Multiple sclerosis	2,667	0%	8,028	1%	143	0%	10,838	2%	0.3
Stroke	5,393	1%	4,015	1%	201	0%	9,609	1%	1.3
Spinal cord injury	4,203	1%	1,736	0%	105	0%	6,044	1%	2.4
Other	5,986	1%	4,098	1%	267	0%	10,351	2%	1.5
Other sensory/speech	1,418	0%	560	0%	23	0%	2,001	0%	2.5
<b>Total</b>	<b>402,371</b>	<b>61%</b>	<b>245,738</b>	<b>37%</b>	<b>13,158</b>	<b>2%</b>	<b>661,267</b>	<b>100%</b>	<b>1.6</b>

**Table E.18 Participation rates by age group and gender at 30 June 2024 – National <sup>11</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.2%	3.0%	4.8%
7 to 14	9.0%	4.2%	6.8%
15 to 18	5.7%	3.3%	4.7%
19 to 24	3.4%	2.0%	2.8%
25 to 44	1.6%	1.2%	1.4%
45 to 64	2.0%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.5%</b>	<b>2.1%</b>	<b>2.9%</b>

**Table E.19 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – National <sup>12</sup>**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	20%	32%	20%
Lifelong Learning	12%	12%	12%
Other	8%	n/a	8%
Non-categorised	5%	n/a	5%
<b>Any mainstream service</b>	<b>32%</b>	<b>48%</b>	<b>32%</b>

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

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	3%	4%	3%
Daily life	19%	19%	19%
Health and wellbeing	73%	77%	73%
Learning	32%	30%	32%
Relationships	4%	4%	4%
Social and community activities	9%	7%	9%
Where I live	1%	2%	1%
Work	5%	3%	4%
Unknown	12%	4%	11%
<b>Any mainstream service</b>	<b>99%</b>	<b>94%</b>	<b>99%</b>

<sup>11</sup> 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.

<sup>12</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table E.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=47,360), ‘participant social and community engagement rate’ (n=47,604), ‘parent and carer employment rate’ (n=48,532) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=27,848) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - National <sup>13</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	21%	21%	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	32%	37%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	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%	37%	36%	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	32%	38%	37%	46%
Participant social and community engagement rate - Aged 15+ years	32%	38%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	48%	48%	50%
Parent and carer employment rate - All ages	47%	48%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	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%

<sup>13</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=40,266), ‘participant social and community engagement rate’ (n=40,510), ‘parent and carer employment rate’ (n=31,335) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=27,741) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - National <sup>14</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	27%	28%	25%	29%	26%
Participant employment rate - Aged 35 to 44 years	26%	27%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	25%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	12%	11%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	21%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	42%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	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%	66%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	77%	75%

<sup>14</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=30,362), ‘participant social and community engagement rate’ (n=30,595), ‘parent and carer employment rate’ (n=20,320) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=23,116) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - National <sup>15</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	16%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	29%	25%	31%	26%
Participant employment rate - Aged 35 to 44 years	29%	30%	30%	26%	28%	26%
Participant employment rate - Aged 45 to 54 years	26%	26%	25%	22%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	25%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	23%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	41%	43%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	47%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	42%	45%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	39%	40%	42%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	43%	44%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	50%	51%	55%	50%
Parent and carer employment rate - Aged 15+ years	49%	51%	52%	52%	51%	50%
Parent and carer employment rate - All ages	47%	49%	51%	51%	54%	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	70%	76%	78%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	74%	77%	75%

<sup>15</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=21,103), ‘participant social and community engagement rate’ (n=21,309), ‘parent and carer employment rate’ (n=11,840) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=17,219) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - National <sup>16</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	14%	20%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	27%	28%	28%	30%	25%	28%	26%
Participant employment rate - Aged 35 to 44 years	31%	30%	27%	28%	25%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	25%	28%	24%	24%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	18%	18%	14%	16%	26%
Participant employment rate - Aged 65+ years	14%	14%	11%	10%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	25%	26%	21%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	25%	21%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	41%	43%	45%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	46%	49%	46%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	46%	46%	48%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	44%	46%	45%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	42%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	42%	42%	39%	44%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	44%	45%	44%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	43%	45%	44%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	49%	48%	55%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	55%	51%	52%	50%
Parent and carer employment rate - All ages	46%	48%	49%	51%	49%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	69%	69%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	75%	75%	76%	75%

<sup>16</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=11,633), ‘participant social and community engagement rate’ (n=11,761), ‘parent and carer employment rate’ (n=6,024) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=9,672) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - National <sup>17</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	14%	19%	25%	16%	28%	26%
Participant employment rate - Aged 25 to 34 years	26%	28%	27%	27%	28%	23%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	31%	33%	28%	24%	30%	26%
Participant employment rate - Aged 45 to 54 years	30%	31%	29%	28%	28%	22%	24%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	20%	19%	13%	18%	26%
Participant employment rate - Aged 65+ years	16%	16%	12%	11%	9%	6%	8%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	27%	26%	26%	20%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	25%	26%	20%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	39%	42%	44%	46%	44%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	42%	47%	51%	50%	49%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	46%	49%	50%	51%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	47%	50%	49%	54%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	41%	41%	41%	45%	45%	46%
Participant social and community engagement rate - Aged 65+ years	38%	44%	47%	44%	41%	41%	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	46%	47%	47%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	45%	47%	46%	48%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	51%	51%	52%	54%	60%	50%
Parent and carer employment rate - Aged 15+ years	49%	51%	51%	53%	52%	51%	52%	50%
Parent and carer employment rate - All ages	48%	50%	51%	52%	52%	53%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	64%	67%	69%	69%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	80%	81%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	76%	77%	76%	75%

<sup>17</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=4,649), ‘participant social and community engagement rate’ (n=4,754), ‘parent and carer employment rate’ (n=2,213) 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=3,929) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - National <sup>18</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	16%	21%	24%	27%	27%	30%	33%	26%
Participant employment rate - Aged 25 to 34 years	23%	26%	26%	26%	27%	30%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	34%	36%	34%	32%	33%	35%	29%	33%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	33%	31%	31%	30%	22%	28%	26%
Participant employment rate - Aged 55 to 64 years	26%	26%	23%	20%	22%	21%	16%	18%	26%
Participant employment rate - Aged 65+ years	16%	17%	12%	9%	9%	9%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	28%	30%	29%	27%	28%	29%	23%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	29%	28%	27%	28%	29%	23%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	40%	43%	47%	48%	46%	40%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	50%	49%	51%	49%	51%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	51%	46%	49%	48%	51%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	48%	49%	48%	49%	45%	53%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	47%	47%	47%	46%	45%	45%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	45%	45%	44%	44%	37%	50%	46%
Participant social and community engagement rate - Aged 25+ years	37%	43%	49%	48%	48%	48%	47%	50%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	48%	48%	48%	47%	46%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	52%	51%	54%	53%	54%	61%	50%
Parent and carer employment rate - Aged 15+ years	48%	54%	55%	52%	60%	53%	55%	58%	50%
Parent and carer employment rate - All ages	47%	52%	53%	52%	57%	53%	54%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	67%	70%	73%	71%	64%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	79%	81%	81%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	73%	76%	78%	77%	72%	75%

<sup>18</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table E.40 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.41 to E.43 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 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 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**

PSG 2	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	27,036	29,409	28,870	29,687	32,117	32,654	14,782	14,256	17,762
Within timeframe	26,996	29,392	28,854	28,564	32,051	32,494	14,734	6,976	5,323
Percentage within timeframe	100%	100%	100%	96%	100%	100%	100%	49%	30%

**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**

PSG 4	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	2,839	2,476	2,635	2,736	3,344	3,286	2,426	1,304	1,505
Within timeframe	2,808	2,456	2,599	2,629	3,248	2,986	2,353	699	607
Percentage within timeframe	99%	99%	99%	96%	97%	91%	97%	54%	40%

**Table E.29 PSG 6: Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports), and proportion achieved within timeframe by quarter – National**

PSG 6	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	10,865	11,605	10,674	11,145	11,066	12,143	7,553	2,046	6,566
Within timeframe	9,783	10,811	10,102	10,329	10,454	11,328	6,442	1,045	1,484
Percentage within timeframe (56 days)	90%	93%	95%	93%	94%	93%	85%	51%	23%

**Table E.30 PSG 7: Approve a plan for ECA participants, after an access decision has been made, and proportion achieved within 90 day timeframe by quarter – National**

PSG 7	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	8,586	11,727	9,895	10,021	10,193	11,459	7,425	5,326	7,858
Within timeframe	8,233	11,506	9,701	9,783	9,961	11,130	7,017	5,313	7,811
Percentage within timeframe	96%	98%	98%	98%	98%	97%	95%	100%	99%

**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 <sup>19</sup>**

PSG 8	Mar-24	Jun-24
Number of tasks	39,131	72,503
Within timeframe	31,672	59,029
Breaches	7,459	13,474
Percentage within timeframe	81%	81%

<sup>19</sup> Reporting on PSG 8 commenced in the March 2024 quarter.  
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**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 <sup>20</sup>**

PSG 11	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	63,093	65,015	40,646	45,512	48,302	50,914	38,862	7,097	7,666
Within timeframe	36,775	54,941	29,676	31,143	36,606	37,247	27,380	4,586	5,401
Percentage within timeframe	58%	85%	73%	68%	76%	73%	70%	65%	70%

**Table E.33 PSG 12: Decide whether to undertake a participant initiated plan reassessment, after the request is received, and proportion achieved within 21 day timeframe by quarter – National <sup>21 22</sup>**

PSG 12	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	28,002	28,793	33,293	37,897	35,097	38,238	21,707	12,460	16,769
Within timeframe	28,002	26,825	27,111	29,797	28,802	27,703	6,761	2,624	2,964
Percentage within timeframe	100%	93%	81%	79%	82%	72%	31%	21%	18%

**Table E.34 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National <sup>23</sup>**

PSG 13	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	22,821	23,014	25,017	25,989	25,754	28,273	22,240	9,875	22,873
Within timeframe	13,771	15,527	17,859	17,375	16,610	18,091	12,666	6,175	17,005
Percentage within timeframe (28 days)	60%	67%	71%	67%	64%	64%	57%	63%	74%

**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 <sup>24</sup>**

PSG 14	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	20,852	19,941	18,173	19,309	17,330	16,312	8,321	2,009	5,259
Within timeframe	19,178	18,607	17,058	17,908	15,677	15,181	7,149	1,270	2,053
Percentage within timeframe	92%	93%	94%	93%	90%	93%	86%	63%	39%

**Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National <sup>25</sup>**

PSG 17	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Number of tasks	10,299	10,550	8,141	8,482	8,488	8,396	7,197	3,838	6,960
Within timeframe	9,888	9,917	7,767	7,964	8,293	7,889	5,935	762	1,689
Percentage within timeframe (60 days)	96%	94%	95%	94%	98%	94%	82%	20%	24%

<sup>20</sup> Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

<sup>21</sup> From 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.

<sup>22</sup> Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

<sup>23</sup> From 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.

<sup>24</sup> From 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.

<sup>25</sup> From 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.37 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = 208 in Prior Quarters, n = 188 in 2023-24 Q4), ‘Community Connections’ (n = 2,885 in Prior Quarters, n = 1,485 in 2023-24 Q4), ‘Apply for NDIS’ (n = 2,029 in Prior Quarters, n = 1,398 in 2023-24 Q4), ‘Plan Approval’ (n = 3,717 in Prior Quarters, n = 3,327 in 2023-24 Q4), ‘Plan Implementation’ (n = 2,476 in Prior Quarters, n = 2,930 in 2023-24 Q4) and ‘Plan Reassessment’ (n = 10,377 in Prior Quarters, n = 8,147 in 2023-24 Q4) - National <sup>26 27</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Early Supports - Were you treated with respect?	99%	99%
Early Supports - Were decisions and outcomes explained to you?	84%	85%
Early Supports - Were your questions and concerns acknowledged?	90%	89%
Early Supports - How well does your early supports plan meet your child's needs?	50%	48%
Community Connections - Was information easy to understand?	85%	84%
Community Connections - Was communication in your preferred format?	93%	95%
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?	79%	75%
Community Connections - To what extent were your circumstances and needs considered?	78%	76%
Community Connections - To what extent were you included in decisions that were made?	75%	75%
Community Connections - How confident are you in reaching out to community supports and other government services?	56%	49%
Apply for NDIS (overall) - Were you treated with respect?	95%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	70%
Apply for NDIS (overall) - Was information easy to understand?	74%	72%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	58%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	58%	57%
Plan Approval - Were you treated with respect?	94%	90%
Plan Approval - Were decisions and outcomes explained to you?	80%	75%
Plan Approval - Were your questions and concerns acknowledged?	83%	74%
Plan Approval - Do you know where to go for more help with using your plan?	86%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	52%
Plan Approval - How well does your NDIS plan meet your needs?	65%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	66%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	58%
Plan Implementation - Do you feel confident in using your plan?	66%	63%
Plan Implementation - Do you feel confident in accessing supports?	65%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	67%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	70%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	66%
Plan Reassessment - Do you feel confident in using your plan?	68%	70%

<sup>26</sup> Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

<sup>27</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	68%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	79%

**Table E.38 Open and closed complaints over time – National**

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
Jun-21	717	6%	6,968	92%
Sep-21	968	5%	7,729	93%
Dec-21	629	9%	8,160	96%
Mar-22	804	8%	8,302	95%
Jun-22	1,087	7%	7,697	91%
Sep-22	937	16%	8,340	88%
Dec-22	690	14%	7,448	84%
Mar-23	1,361	4%	6,883	91%
Jun-23	1,703	14%	8,004	76%
Sep-23	1,952	11%	9,279	60%
Dec-23	3,520	44%	9,736	69%
Mar-24	8,413	51%	14,288	39%
Jun-24	7,763	58%	21,803	36%

**Table E.39 Closed and open Participant Critical Incident (PCIs) cases over time – National**

Quarter ending	Closed PCIs (including withdrawn)	Percentage closed within 21 days	Open PCIs
Jun-21	1,478	98.7%	60
Sep-21	1,332	99.9%	79
Dec-21	1,328	99.8%	46
Mar-22	1,408	99.8%	140
Jun-22	1,873	97.3%	127
Sep-22	2,022	98.9%	118
Dec-22	2,195	98.7%	124
Mar-23	3,171	98.2%	332
Jun-23	3,735	97.4%	229
Sep-23	3,889	98.8%	225
Dec-23	3,759	95.8%	384
Mar-24	4,050	88.4%	773
Jun-24	4,752	80.6%	379

**Table E.40 Complaints and Participant Critical Incidents (PCIs) by quarter – National** <sup>28 29 30</sup>

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	781	56	837	783
People who have submitted an access request: Complaints about LAC Partner	4,412	238	4,650	4,200
People who have submitted an access request: Complaints about service providers	12,225	560	12,785	10,422
People who have submitted an access request: Complaints about the Agency	164,056	19,165	183,221	98,773
People who have submitted an access request: Unclassified	3,321	<11	3,329	2,995
<b>People who have submitted an access request: Total</b>	<b>184,795</b>	<b>20,027</b>	<b>204,822</b>	<b>108,586</b>
Percentage of the number of active participants	6.7%	12.2%	7.1%	n/a
Providers who have submitted a registration request: Complaints about Early Connections Partner	6	<5	6	6
Providers who have submitted a registration request: Complaints about LAC Partner	100	8	108	93
Providers who have submitted a registration request: Complaints about service providers	994	27	1,021	877
Providers who have submitted a registration request: Complaints about the Agency	9,067	735	9,802	7,647
Providers who have submitted a registration request: Unclassified	242	5	247	229
<b>Providers who have submitted a registration request: Total</b>	<b>10,409</b>	<b>775</b>	<b>11,184</b>	<b>8,457</b>
Percentage of all registration requests	4.4%	6.8%	4.6%	n/a
Other: Complaints about Early Connections Partner	26	<11	26	26
Other: Complaints about LAC Partner	109	<11	111	110
Other: Complaints about service providers	1,355	40	1,395	1,395
Other: Complaints about the Agency	5,944	315	6,259	6,253
Other: Unclassified	116	<11	116	116
<b>Other: Total</b>	<b>7,550</b>	<b>357</b>	<b>7,907</b>	<b>7,897</b>
<b>Total Complaints</b>	<b>198,862</b>	<b>21,153</b>	<b>220,015</b>	<b>124,940</b>
<b>New PCIs</b>	<b>36,383</b>	<b>4,358</b>	<b>40,741</b>	<b>n/a</b>

<sup>28</sup> Note that 67% of all complainants made only one complaint, 17% made two complaints, and 16% made three or more complaints.

<sup>29</sup> 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.

<sup>30</sup> 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.

**Table E.41 Number and proportion of participant complaints over time, incrementally and cumulatively – National**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	6,053	5%	87,887	7%
Sep-21	7,390	6%	95,277	7%
Dec-21	7,345	6%	102,622	7%
Mar-22	7,946	6%	110,568	7%
Jun-22	7,405	6%	117,973	7%
Sep-22	7,578	6%	125,551	7%
Dec-22	6,691	5%	132,242	7%
Mar-23	7,038	5%	139,280	7%
Jun-23	7,920	5%	147,200	7%
Sep-23	9,060	6%	156,260	6%
Dec-23	10,560	7%	166,820	6%
Mar-24	17,975	11%	184,795	7%
Jun-24	20,027	12%	204,822	7%

**Table E.42 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – National**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	1,469	1.3%	6,908	0.9%
Sep-21	1,351	1.1%	8,259	1.0%
Dec-21	1,295	1.0%	9,554	1.0%
Mar-22	1,502	1.2%	11,056	1.0%
Jun-22	1,860	1.4%	12,916	1.0%
Sep-22	2,013	1.5%	14,929	1.1%
Dec-22	2,201	1.6%	17,130	1.1%
Mar-23	3,379	2.3%	20,509	1.2%
Jun-23	3,632	2.4%	24,141	1.3%
Sep-23	3,885	2.5%	28,026	1.4%
Dec-23	3,918	2.5%	31,944	1.5%
Mar-24	4,439	2.7%	36,383	1.6%
Jun-24	4,358	2.7%	40,741	1.7%



**Table E.43 Number and proportion of provider complaints over time, incrementally and cumulatively – National**

Provider complaints in quarter ending	Incremental	Rate of incremental to providers	Cumulative	Rate of cumulative to providers
Jun-21	510	6%	6,361	5%
Sep-21	367	4%	6,728	5%
Dec-21	335	4%	7,063	5%
Mar-22	406	4%	7,469	5%
Jun-22	347	4%	7,816	5%
Sep-22	351	4%	8,167	5%
Dec-22	217	2%	8,384	5%
Mar-23	222	2%	8,606	4%
Jun-23	241	2%	8,847	4%
Sep-23	237	2%	9,084	4%
Dec-23	468	4%	9,552	4%
Mar-24	857	8%	10,409	4%
Jun-24	775	7%	11,184	5%

**Table E.44 Participant complaints by type. Complaints with a related party who has submitted an access request – National <sup>31 32</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,376	3%	<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	4,315	3%	294	2%	4,609	3%
Complaints about the Agency - NDIA Engagement	188	0%	58	0%	246	0%
Complaints about the Agency - NDIA Finance	10,347	6%	1,000	5%	11,347	6%
Complaints about the Agency - NDIA Fraud and Compliance	793	0%	61	0%	854	0%
Complaints about the Agency - NDIA Plan	36,663	22%	3,393	18%	40,056	22%
Complaints about the Agency - NDIA Process	13,463	8%	1,426	7%	14,889	8%
Complaints about the Agency - NDIA Resources	1,483	1%	144	1%	1,627	1%
Complaints about the Agency - NDIA Staff	9,766	6%	872	5%	10,638	6%
Complaints about the Agency - NDIA Timeliness	37,696	23%	11,866	62%	49,562	27%
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	125	0%	12	0%	137	0%
Complaints about the Agency - Reasonable and necessary supports	6,269	4%	<11	n/a	6,269	3%
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	10%	<11	n/a	16,693	9%
Complaints about the Agency - Other	13,225	8%	39	0%	13,264	7%
<b>Complaints about the Agency - Total</b>	<b>164,056</b>	<b>100%</b>	<b>19,165</b>	<b>100%</b>	<b>183,221</b>	<b>100%</b>

<sup>31</sup> 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.

<sup>32</sup> There are 184,795 total participant complaints in prior quarters, 20,027 total participant complaints in 2023-24 Q4, and 204,822 total participant complaints as at 30 June 2024 (which includes 3,329 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
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	1%
Complaints about Early Connections Partner - Early Connections Plan	94	12%	<11	n/a	97	12%
Complaints about Early Connections Partner - Early Connections Process	90	12%	<11	n/a	93	11%
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	356	46%	28	50%	384	46%
Complaints about Early Connections Partner - Early Connections Timeliness	225	29%	19	34%	244	29%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>781</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>837</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	17	0%	<11	n/a	18	0%
Complaints about LAC Partner - LAC Fraud and Compliance	58	1%	<11	n/a	60	1%
Complaints about LAC Partner - LAC Plan	646	15%	11	5%	657	14%
Complaints about LAC Partner - LAC Process	473	11%	20	8%	493	11%
Complaints about LAC Partner - LAC Resources	24	1%	<11	n/a	25	1%
Complaints about LAC Partner - LAC Staff	2,739	62%	174	73%	2,913	63%
Complaints about LAC Partner - LAC Timeliness	455	10%	29	12%	484	10%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>4,412</b>	<b>100%</b>	<b>238</b>	<b>100%</b>	<b>4,650</b>	<b>100%</b>
Complaints about service providers - Provider Costs	342	3%	<11	n/a	342	3%
Complaints about service providers - Provider Finance	782	6%	74	13%	856	7%
Complaints about service providers - Provider Fraud and Compliance	1,205	10%	108	19%	1,313	10%
Complaints about service providers - Provider Process	399	3%	<11	n/a	399	3%
Complaints about service providers - Provider Service	4,281	35%	193	34%	4,474	35%
Complaints about service providers - Provider Staff	2,337	19%	178	32%	2,515	20%
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	4%
Complaints about service providers - Supports being provided	638	5%	<11	n/a	638	5%
Complaints about service providers - Other	1,086	9%	<11	n/a	1,093	9%
<b>Complaints about service providers - Total</b>	<b>12,225</b>	<b>100%</b>	<b>560</b>	<b>100%</b>	<b>12,785</b>	<b>100%</b>

**Table E.45 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National <sup>33</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - 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	2%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	12	0%
Complaints about the Agency - NDIA Engagement	16	0%	<11	n/a	25	0%
Complaints about the Agency - NDIA Finance	2,217	24%	173	24%	2,390	24%
Complaints about the Agency - NDIA Fraud and Compliance	49	1%	<11	n/a	53	1%
Complaints about the Agency - NDIA Plan	666	7%	66	9%	732	7%
Complaints about the Agency - NDIA Process	638	7%	95	13%	733	7%
Complaints about the Agency - NDIA Resources	836	9%	67	9%	903	9%
Complaints about the Agency - NDIA Staff	445	5%	66	9%	511	5%
Complaints about the Agency - NDIA Timeliness	907	10%	251	34%	1,158	12%
Complaints about the Agency - Participation, engagement and inclusion	49	1%	<11	n/a	49	0%
Complaints about the Agency - Provider Portal	424	5%	<11	n/a	424	4%
Complaints about the Agency - Quality & Safeguards Commission	79	1%	<11	n/a	80	1%
Complaints about the Agency - Reasonable and necessary supports	117	1%	<11	n/a	117	1%
Complaints about the Agency - Staff conduct - Agency	126	1%	<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	9%	<11	n/a	820	8%
Complaints about the Agency - Other	1,018	11%	<11	n/a	1,018	10%
<b>Complaints about the Agency - Total</b>	<b>9,067</b>	<b>100%</b>	<b>735</b>	<b>100%</b>	<b>9,802</b>	<b>100%</b>
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
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
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	11%
Complaints about LAC Partner - LAC Process	14	14%	<11	n/a	14	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	56	56%	<11	n/a	62	57%
Complaints about LAC Partner - LAC Timeliness	11	11%	<11	n/a	13	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a

<sup>33</sup> There are 10,409 total provider complaints in Prior Quarters, 775 total provider complaints in 2023-24 Q4, and 11,184 total provider complaints as at 30 June 2024 (which includes 247 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Complaints about LAC Partner - Total</b>	<b>100</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>108</b>	<b>100%</b>
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	1%
Complaints about service providers - Provider Finance	87	9%	<11	n/a	91	9%
Complaints about service providers - Provider Fraud and Compliance	127	13%	<11	n/a	134	13%
Complaints about service providers - Provider Process	31	3%	<11	n/a	31	3%
Complaints about service providers - Provider Service	291	29%	<11	n/a	300	29%
Complaints about service providers - Provider Staff	231	23%	<11	n/a	238	23%
Complaints about service providers - Service Delivery	34	3%	<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%
<b>Complaints about service providers - Total</b>	<b>994</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>1,021</b>	<b>100%</b>

**Table E.46 Other complaints and Participant Critical Incidents (PCIs) by type – National** <sup>34</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	6%	<11	n/a	378	6%
Complaints about the Agency - Information unclear	170	3%	<11	n/a	170	3%
Complaints about the Agency - NDIA Access	238	4%	<11	n/a	244	4%
Complaints about the Agency - NDIA Engagement	61	1%	<11	n/a	63	1%
Complaints about the Agency - NDIA Finance	313	5%	47	15%	360	6%
Complaints about the Agency - NDIA Fraud and Compliance	181	3%	<11	n/a	185	3%
Complaints about the Agency - NDIA Plan	839	14%	42	13%	881	14%
Complaints about the Agency - NDIA Process	821	14%	51	16%	872	14%
Complaints about the Agency - NDIA Resources	431	7%	44	14%	475	8%
Complaints about the Agency - NDIA Staff	505	8%	27	9%	532	8%
Complaints about the Agency - NDIA Timeliness	758	13%	75	24%	833	13%
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	98	2%	17	5%	115	2%
Complaints about the Agency - Reasonable and necessary supports	87	1%	<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	5%	<11	n/a	324	5%
Complaints about the Agency - Other	535	9%	<11	n/a	535	9%
<b>Complaints about the Agency - Total</b>	<b>5,944</b>	<b>100%</b>	<b>315</b>	<b>100%</b>	<b>6,259</b>	<b>100%</b>
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
<b>Complaints about Early Connections Partner - Total</b>	<b>26</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>26</b>	<b>100%</b>
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	78	72%	<11	n/a	80	72%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>109</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>111</b>	<b>100%</b>

<sup>34</sup> There are 7,550 total other complaints in Prior Quarters, 357 total other complaints in 2023-24 Q4, and 7,907 total other complaints as at 30 June 2024 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	79	6%	<11	n/a	81	6%
Complaints about service providers - Provider Fraud and Compliance	206	15%	<11	n/a	213	15%
Complaints about service providers - Provider Process	13	1%	<11	n/a	13	1%
Complaints about service providers - Provider Service	520	38%	17	43%	537	38%
Complaints about service providers - Provider Staff	348	26%	14	35%	362	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%
<b>Complaints about service providers - Total</b>	<b>1,355</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>1,395</b>	<b>100%</b>
New Reportable PCIs were NOT Withdrawn or miscategorised	5,820	16%	591	14%	6,411	16%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	30,563	84%	3,767	86%	34,330	84%
<b>New PCIs - Total</b>	<b>36,383</b>	<b>100%</b>	<b>4,358</b>	<b>100%</b>	<b>40,741</b>	<b>100%</b>

**Table E.47 Unique complaints by type – National** <sup>35 36</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,103	3%	<11	n/a	6,103	3%
Complaints about the Agency - Information unclear	2,455	1%	<11	n/a	2,455	1%
Complaints about the Agency - NDIA Access	4,504	3%	303	1%	4,807	2%
Complaints about the Agency - NDIA Engagement	260	0%	69	0%	329	0%
Complaints about the Agency - NDIA Finance	12,069	7%	1,215	6%	13,284	7%
Complaints about the Agency - NDIA Fraud and Compliance	999	1%	69	0%	1,068	1%
Complaints about the Agency - NDIA Plan	37,460	21%	3,500	17%	40,960	21%
Complaints about the Agency - NDIA Process	14,582	8%	1,572	8%	16,154	8%
Complaints about the Agency - NDIA Resources	2,706	2%	255	1%	2,961	2%
Complaints about the Agency - NDIA Staff	10,394	6%	965	5%	11,359	6%
Complaints about the Agency - NDIA Timeliness	38,551	22%	12,192	60%	50,743	26%
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	299	0%	30	0%	329	0%
Complaints about the Agency - Reasonable and necessary supports	6,473	4%	<11	n/a	6,473	3%
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	10%	<11	n/a	17,837	9%
Complaints about the Agency - Other	14,778	8%	39	0%	14,817	8%
<b>Complaints about the Agency - Total</b>	<b>175,945</b>	<b>100%</b>	<b>20,209</b>	<b>100%</b>	<b>196,154</b>	<b>100%</b>
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	12	1%
Complaints about Early Connections Partner - Early Connections Plan	91	12%	<11	n/a	94	11%
Complaints about Early Connections Partner - Early Connections Process	87	11%	<11	n/a	90	11%
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	347	45%	28	50%	375	46%
Complaints about Early Connections Partner - Early Connections Timeliness	220	29%	19	34%	239	29%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>763</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>819</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	18	0%	<11	n/a	19	0%
Complaints about LAC Partner - LAC Fraud and Compliance	64	1%	<11	n/a	66	1%
Complaints about LAC Partner - LAC Plan	638	15%	11	4%	649	14%
Complaints about LAC Partner - LAC Process	469	11%	20	8%	489	11%
Complaints about LAC Partner - LAC Resources	26	1%	<11	n/a	27	1%
Complaints about LAC Partner - LAC Staff	2,739	62%	182	73%	2,921	63%
Complaints about LAC Partner - LAC Timeliness	441	10%	31	13%	472	10%

<sup>35</sup> 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.

<sup>36</sup> There are 198,862 total unique complaints in Prior Quarters, 21,153 total unique complaints in 2023-24 Q4, and 220,015 total unique complaints as at 30 June 2024 (which includes 3,692 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>4,395</b>	<b>100%</b>	<b>248</b>	<b>100%</b>	<b>4,643</b>	<b>100%</b>
Complaints about service providers - Provider costs	366	3%	<11	n/a	366	2%
Complaints about service providers - Provider Finance	896	6%	80	13%	976	7%
Complaints about service providers - Provider Fraud and Compliance	1,458	10%	122	19%	1,580	11%
Complaints about service providers - Provider process	443	3%	<11	n/a	443	3%
Complaints about service providers - Provider Service	4,868	35%	219	35%	5,087	35%
Complaints about service providers - Provider Staff	2,778	20%	199	32%	2,977	20%
Complaints about service providers - Service Delivery	644	5%	<11	n/a	644	4%
Complaints about service providers - Staff conduct	644	5%	<11	n/a	644	4%
Complaints about service providers - Supports being provided	698	5%	<11	n/a	698	5%
Complaints about service providers - Other	1,285	9%	<11	n/a	1,292	9%
<b>Complaints about service providers - Total</b>	<b>14,080</b>	<b>100%</b>	<b>627</b>	<b>100%</b>	<b>14,707</b>	<b>100%</b>

**Table E.48 Actual outcomes for complaints – National**

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaint	8,372	4%	21	0%	8,393	4%
Compliment	57	0%	<11	n/a	57	0%
Deleted - Duplicate	1,228	1%	72	0%	1,300	1%
Desired Action Completed	93,926	49%	18,780	86%	112,706	53%
Determined to not be a Complaint	1,157	1%	16	0%	1,173	1%
Formal Reply Endorsed and Issued	7,855	4%	1,139	5%	8,994	4%
General	42,878	23%	<11	n/a	42,878	20%
Referred to NDIS Q & S Commission	1,902	1%	27	0%	1,929	1%
Referred to State/Territory Authority	429	0%	<11	n/a	431	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	1,587	1%	24	0%	1,611	1%
Withdrawn by Participant/Representative	153	0%	<11	n/a	157	0%
Other	30,905	16%	1,718	8%	32,623	15%
<b>Total</b>	<b>190,449</b>	<b>100%</b>	<b>21,803</b>	<b>100%</b>	<b>212,252</b>	<b>100%</b>



**Table E.49 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – National**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	3,832	20%	209	18%	4,041	20%
Plan	13,618	71%	822	70%	14,440	71%
Plan Reassessment	510	3%	20	2%	530	3%
Other	1,236	6%	119	10%	1,355	7%
<b>Total cases</b>	<b>19,196</b>	<b>100%</b>	<b>1,170</b>	<b>100%</b>	<b>20,366</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.70%</b>	<b>n/a</b>	<b>0.71%</b>	<b>n/a</b>	<b>0.70%</b>	<b>n/a</b>

**Table E.50 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – National**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	894	1%	6,067	1%
Sep-21	1,211	1%	7,278	1%
Dec-21	1,875	2%	9,153	1%
Mar-22	1,550	1%	10,703	1%
Jun-22	1,291	1%	11,994	1%
Sep-22	1,189	1%	13,183	1%
Dec-22	1,116	1%	14,299	1%
Mar-23	960	1%	15,259	1%
Jun-23	1,064	1%	16,323	1%
Sep-23	1,045	1%	17,368	1%
Dec-23	1,147	1%	18,515	1%
Mar-24	681	0%	19,196	1%
Jun-24	1,170	1%	20,366	1%

**Table E.51 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – National <sup>37</sup>**

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>20,366</b>	<b>20,328</b>
<b>Open AAT Cases</b>	<b>2,973</b>	<b>2,949</b>
<b>Closed AAT Cases</b>	<b>17,393</b>	<b>15,836</b>
Resolved before hearing	16,981	15,475
Gone to hearing and received a substantive decision	412	361

<sup>37</sup> 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.52 Administrative Appeals Tribunal (AAT) Supports in dispute – National** <sup>38 39 40</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	215	39	254
Core (excluding Consumables and Transport)	1,447	235	1,682
Capacity Building	1,783	248	2,031
General Support	329	59	388
Assistive Technology	541	90	631
Specialist Disability Accommodation	244	26	270
Home Modifications	130	26	156
Supported Independent Living	526	82	608
Everyday Living Costs	179	28	207
Transport	248	48	296
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>3,089</b>	<b>420</b>	<b>3,509</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>5,643</b>	<b>881</b>	<b>6,524</b>

**Table E.53 Closed Administrative Appeals Tribunal (AAT) cases by outcome – National**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>380</b>	<b>2%</b>	<b>32</b>	<b>2%</b>	<b>412</b>	<b>2%</b>
Decided by Tribunal - Affirmed	167	1%	12	1%	179	1%
Decided by Tribunal - Varied	82	0%	<11	n/a	85	0%
Decided by Tribunal - Set Aside	131	1%	17	1%	148	1%
<b>Not Decided by Tribunal - Total</b>	<b>16,095</b>	<b>98%</b>	<b>886</b>	<b>98%</b>	<b>16,981</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	11,280	68%	681	68%	11,961	68%
Not Decided by Tribunal - Withdrawn	3,504	21%	141	21%	3,645	21%
Not Decided by Tribunal - No jurisdiction	258	2%	<11	n/a	264	2%
Not Decided by Tribunal - Extension of Time Declined	55	0%	<11	n/a	58	0%
Not Decided by Tribunal - Extension of Time Not opposed	84	1%	<11	n/a	87	1%
Not Decided by Tribunal - Dismissed	912	6%	52	6%	964	6%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>16,475</b>	<b>100%</b>	<b>918</b>	<b>100%</b>	<b>17,393</b>	<b>100%</b>

<sup>38</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>39</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>40</sup> 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

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 E.54 Number of active providers in 2023-24 Q4 by registration status and plan management type – National** <sup>41 42 43 44</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	8,964	0	8,964
Plan-managed	13,289	176,403	188,943
Self-managed	5,770	55,777	61,359
<b>All plan management types</b>	<b>14,168</b>	<b>202,396</b>	<b>215,779</b>

**Table E.55 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – National** <sup>45 46 47 48 49</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	3,520	0	3,520
Plan-managed	3,602	2,692	6,340
Self-managed	115	205	1,212
<b>All management types</b>	<b>7,238</b>	<b>2,897</b>	<b>11,073</b>

**Table E.56 Choice and control - distribution of service districts - gap to benchmark - Trend – National** <sup>50</sup>

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

<sup>41</sup> 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.

<sup>42</sup> 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.

<sup>43</sup> 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.

<sup>44</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>45</sup> Registration status is determined as at the posting date of payment.

<sup>46</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>47</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>48</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>49</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

<sup>50</sup> 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.57 Utilisation - distribution of service districts - gap to benchmark - Trend – National <sup>51</sup>**

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

**Table E.58 Market concentration - distribution of service districts - gap to benchmark - Trend – National <sup>52</sup>**

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

<sup>51</sup> 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.

<sup>52</sup> 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

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table E.59 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – National**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.2%	2.2%
\$5,001-\$10,000	5.6%	5.4%
\$10,001-\$15,000	10.7%	10.5%
\$15,001-\$20,000	13.9%	14.0%
\$20,001-\$25,000	11.7%	11.7%
\$25,001-\$30,000	5.1%	5.2%
\$30,001-\$50,000	13.8%	13.8%
\$50,001-\$100,000	17.1%	17.2%
\$100,001-\$150,000	6.7%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	7.7%	7.9%

**Table E.60 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – National**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	5.9%	5.7%
\$10,001-\$15,000	11.3%	11.1%
\$15,001-\$20,000	14.7%	14.8%
\$20,001-\$25,000	12.4%	12.4%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.5%	14.5%
\$50,001-\$100,000	18.1%	18.1%
\$100,001-\$150,000	7.1%	7.1%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	1.9%	1.9%
\$250,001+	3.0%	3.1%

**Table E.61 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – National**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$17,900	\$26,100	n/a	n/a	\$17,900	\$26,100
7 to 14	\$22,000	\$27,700	n/a	n/a	\$21,900	\$27,700
15 to 18	\$37,700	\$48,100	\$626,900	\$663,700	\$34,400	\$44,700
19 to 24	\$78,100	\$99,500	\$507,900	\$554,900	\$55,100	\$75,500
25 to 34	\$102,600	\$123,700	\$443,800	\$478,400	\$67,600	\$87,200
35 to 44	\$110,800	\$134,000	\$404,800	\$442,000	\$72,400	\$93,500
45 to 54	\$115,900	\$139,500	\$394,700	\$429,300	\$74,600	\$96,300
55 to 64	\$124,200	\$150,300	\$403,300	\$431,800	\$80,800	\$104,600
65+	\$120,100	\$149,000	\$391,400	\$422,000	\$83,200	\$110,700
<b>All</b>	<b>\$64,400</b>	<b>\$79,500</b>	<b>\$417,400</b>	<b>\$451,100</b>	<b>\$44,900</b>	<b>\$58,900</b>

**Table E.62 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – National**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$157,300	\$188,900	\$461,900	\$491,900	\$101,600	\$130,600
Autism	\$36,000	\$45,900	\$475,600	\$509,200	\$28,200	\$37,600
Cerebral palsy	\$155,600	\$181,400	\$454,600	\$493,800	\$102,600	\$125,700
Developmental delay	\$13,400	\$21,800	n/a	n/a	\$13,400	\$21,800
Global developmental delay	\$18,300	\$25,900	n/a	n/a	\$18,300	\$25,900
Hearing impairment	\$9,600	\$17,200	n/a	n/a	\$9,400	\$17,000
Intellectual disability	\$108,500	\$128,200	\$368,900	\$401,800	\$63,200	\$80,400
Multiple sclerosis	\$101,000	\$129,600	\$523,400	\$550,000	\$82,900	\$110,400
Psychosocial disability	\$83,100	\$105,100	\$377,200	\$414,500	\$63,900	\$84,000
Spinal cord injury	\$163,900	\$203,400	\$633,500	\$675,600	\$139,400	\$176,300
Stroke	\$143,300	\$179,500	\$490,600	\$522,700	\$102,500	\$135,700
Visual impairment	\$43,600	\$55,500	\$362,100	\$373,400	\$40,000	\$51,800
Other neurological	\$144,100	\$177,100	\$505,200	\$524,500	\$105,200	\$135,200
Other physical	\$69,500	\$94,600	\$472,100	\$494,800	\$62,400	\$87,400
Other sensory/speech	\$11,000	\$19,000	n/a	n/a	\$10,700	\$18,100
Other	\$93,500	\$121,200	\$496,100	\$511,600	\$69,000	\$95,900
<b>All</b>	<b>\$64,400</b>	<b>\$79,500</b>	<b>\$417,400</b>	<b>\$451,100</b>	<b>\$44,900</b>	<b>\$58,900</b>

**Table E.63 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – National**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$12,800	\$20,700	\$358,200	\$387,300	\$12,700	\$20,600
2	\$19,000	\$30,300	n/a	n/a	\$18,900	\$30,000
3	\$21,300	\$31,100	\$371,000	\$404,900	\$19,200	\$28,700
4	\$17,200	\$26,400	\$401,300	\$445,100	\$15,500	\$24,500
5	\$30,800	\$40,900	\$375,200	\$405,700	\$26,100	\$35,700
6	\$23,500	\$34,100	\$339,900	\$380,100	\$21,600	\$32,000
7	\$49,800	\$61,900	\$377,300	\$408,500	\$35,000	\$46,000
8	\$56,400	\$77,800	\$336,200	\$382,500	\$45,400	\$65,100
9	\$76,200	\$106,100	\$443,400	\$474,500	\$67,500	\$96,300
10	\$95,800	\$122,900	\$354,400	\$386,900	\$73,000	\$98,800
11	\$100,500	\$119,000	\$416,300	\$449,500	\$64,700	\$80,200
12	\$183,800	\$216,100	\$421,200	\$453,600	\$123,800	\$154,000
13	\$101,300	\$114,300	\$528,000	\$561,800	\$72,200	\$83,300
14	\$298,400	\$339,700	\$495,600	\$531,000	\$218,900	\$259,700
15	\$469,800	\$528,500	\$745,800	\$769,400	\$400,100	\$461,800
<b>All</b>	<b>\$64,400</b>	<b>\$79,500</b>	<b>\$417,400</b>	<b>\$451,100</b>	<b>\$44,900</b>	<b>\$58,900</b>

**Table E.64 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – National** <sup>53 54</sup>

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	10,620.3	11,261.1
Core: Consumables	105.2	119.7
Core: Social and Civic	2,040.8	2,561.4
Core: Transport	62.5	83.6
Capacity Building: Choice and Control	36.2	38.9
Capacity Building: Daily Activities	311.6	453.2
Capacity Building: Employment	3.5	12.4
Capacity Building: Health and Wellbeing	3.6	6.6
Capacity Building: Home Living	0.003	0.61
Capacity Building: Lifelong learning	0.017	0.03
Capacity Building: Relationships	246.9	395.8
Capacity Building: Social and Civic	3.0	6.5
Capacity Building: Support Coordination	190.5	231.8
Capital: Assistive Technology	94.4	188.96
Capital: Home Modifications	239.3	359.1
<b>All</b>	<b>13,964.6</b>	<b>15,719.7</b>

<sup>53</sup> Total payments for home modifications were \$239.3 million. Of which, \$235.4 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.9 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$359.1 million. Of which, \$353.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (2%) has been allocated for non-SDA supports.

<sup>54</sup> Total payments for home modifications were \$239.3 million. Of which, \$235.4 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.9 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$359.1 million. Of which, \$353.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (2%) has been allocated for non-SDA supports.



**Table E.65 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – National <sup>55 56</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	10,803.4	13,847.6
Core: Consumables	580.01	793.96
Core: Social and Civic	7,431.87	8,734.5
Core: Transport	763.9	437.3
Capacity Building: Choice and Control	522.5	590.1
Capacity Building: Daily Activities	4,864.7	7,972.9
Capacity Building: Employment	128.2	384.11
Capacity Building: Health and Wellbeing	30.6	62.7
Capacity Building: Home Living	1.0	4.5
Capacity Building: Lifelong learning	0.2	0.9
Capacity Building: Relationships	383.997	815.8
Capacity Building: Social and Civic	194.54	443.8
Capacity Building: Support Coordination	882.0	1,222.5
Capital: Assistive Technology	491.6	1,243.6
Capital: Home Modifications	192.9	321.9
<b>All</b>	<b>27,271.9</b>	<b>36,875.97</b>

**Table E.66 Payments by financial year in which support was provided, compared to committed supports (\$m) – National <sup>57</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	134.0	497.2	940.6	3,243.5	7,773.1	14,566.1	24,373.3	32,354.1	37,180.8	46,045.0	52,527.4
Total Paid	85.8	370.9	704.3	2,187.1	5,442.8	10,404.5	17,311.6	23,541.6	28,462.3	35,041.0	39,634.0
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	76%	75%

**Table E.67 Percentage change in plan budgets for active participants - National**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	8.1%	11.4%	7.1%	7.5%	7.5%	9.6%	6.9%	5.7%	7.6%
Interplan Inflation	4.5%	9.2%	8.8%	5.5%	4.8%	5.5%	4.2%	1.8%	2.5%
<b>Total Inflation</b>	<b>12.7%</b>	<b>20.6%</b>	<b>15.9%</b>	<b>13.0%</b>	<b>12.3%</b>	<b>15.1%</b>	<b>11.2%</b>	<b>7.5%</b>	<b>10.1%</b>

<sup>55</sup> Total payments for home modifications were \$192.9 million. Of which, \$80.2 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$112.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications were \$321.9 million. Of which, \$116.9 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$204.9 million (64%) has been allocated for non-SDA supports.

<sup>56</sup> Total payments for home modifications were \$192.9 million. Of which, \$80.2 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$112.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications were \$321.9 million. Of which, \$116.9 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$204.9 million (64%) has been allocated for non-SDA supports.

<sup>57</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

**Table E.68 Percentage change in plan budgets for plans reassessed in this financial year (1 July 2023 to 30 June 2024) by participants in SIL and not in SIL – National**

Financial year ending	Number of reassessments, participants in SIL	% of reassessments, participants in SIL	Number of reassessments, participants not in SIL	% of reassessments, participants not in SIL
Below -80%	<11	n/a	676	0%
-80% to -65%	<11	n/a	1,143	1%
-65% to -50%	20	0%	2,238	1%
-50% to -35%	124	1%	4,320	2%
-35% to -20%	469	2%	8,301	4%
-20% to -5%	2,391	10%	18,876	9%
Reassessments with 5%+ deflation	3,007	12%	35,554	18%
-5% to 0%	4,245	18%	21,652	11%
0% to 5%	6,278	26%	29,077	15%
Reassessments within 5% inflation and deflation	10,523	44%	50,729	25%
5% to 20%	6,109	25%	33,104	17%
20% to 35%	1,330	6%	16,808	8%
35% to 50%	628	3%	11,951	6%
50% to 65%	353	1%	8,807	4%
65% to 80%	273	1%	6,888	3%
Above 80%	1,924	8%	35,815	18%
Reassessments with 5%+ inflation	10,617	44%	113,373	57%

## Supplement F: New South Wales

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This supplement shows the data for New South Wales.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability.

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	257,349	4,918	262,267
<b>Active Eligible - Total</b>	<b>196,311</b>	<b>3,974</b>	<b>200,285</b>
Active Eligible - New	132,763	3,936	136,699
Active Eligible - State	50,110	21	50,131
Active Eligible - Commonwealth	13,438	17	13,455
<b>Active Participant Plans - Total</b>	<b>192,572</b>	<b>4,298</b>	<b>196,870</b>
Active Participant Plans - New	129,413	4,243	133,656
Active Participant Plans - State	49,773	39	49,812
Active Participant Plans - Commonwealth	13,386	16	13,402
<b>Active Participant Plans - Total</b>	<b>192,572</b>	<b>4,298</b>	<b>196,870</b>
Active Participant Plans - Early Intervention (s25)	63,871	2,444	66,315
Active Participant Plans - Permanent Disability (s24)	128,701	1,854	130,555

**Table F.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – New South Wales**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>17,465</b>
Early Intervention participants	5,084
Permanent disability participants	12,381

**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	53,033	98%	21,595	98%	1,396	97%	76,024	98%
7 to 14	25,251	86%	11,968	86%	977	85%	38,196	86%
15 to 18	8,751	90%	5,209	87%	407	88%	14,367	89%
19 to 24	6,738	90%	4,281	84%	244	80%	11,263	88%
25 to 34	8,301	87%	6,219	79%	269	72%	14,789	83%
35 to 44	8,764	83%	7,221	74%	274	67%	16,259	78%
45 to 54	11,095	80%	9,616	68%	318	61%	21,029	74%
55 to 64	14,815	74%	12,813	61%	436	56%	28,064	67%
65+	661	55%	537	46%	15	37%	1,213	50%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>137,409</b>	<b>88%</b>	<b>79,459</b>	<b>79%</b>	<b>4,337</b>	<b>79%</b>	<b>221,205</b>	<b>84%</b>

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

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	4,034	92%	1,954	90%	75	74%	6,063	91%
Autism	50,489	97%	19,154	98%	1,959	96%	71,602	97%
Cerebral palsy	3,338	97%	2,680	97%	49	96%	6,067	97%
Developmental delay	18,411	98%	7,784	98%	539	98%	26,734	98%
Global developmental delay	5,198	99%	2,053	99%	177	99%	7,428	99%
Hearing impairment	4,349	89%	4,442	85%	201	86%	8,992	87%
Intellectual disability	19,851	95%	14,905	95%	320	87%	35,076	95%
Multiple sclerosis	889	90%	2,321	89%	51	77%	3,261	89%
Psychosocial disability	11,395	72%	9,415	61%	361	51%	21,171	66%
Spinal cord injury	1,578	94%	612	90%	39	85%	2,229	93%
Stroke	2,314	88%	1,605	85%	73	85%	3,992	87%
Visual impairment	1,879	86%	1,725	86%	54	73%	3,658	86%
Other neurological	5,529	80%	4,329	78%	189	76%	10,047	79%
Other physical	3,994	49%	3,791	36%	112	28%	7,897	41%
Other sensory/speech	928	49%	393	45%	11	23%	1,332	48%
Other	2,268	47%	1,522	32%	82	35%	3,872	40%
Missing	965	82%	774	77%	45	79%	1,784	79%
<b>Total</b>	<b>137,409</b>	<b>88%</b>	<b>79,459</b>	<b>79%</b>	<b>4,337</b>	<b>79%</b>	<b>221,205</b>	<b>84%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	17,240	9%	513	12%	17,753	9%
Non-First Nations Participants	137,573	71%	3,395	79%	140,968	72%
Not Stated	37,759	20%	390	9%	38,149	19%
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	20,894	11%	411	10%	21,305	11%
Not culturally and linguistically diverse	167,967	87%	2,944	68%	170,911	87%
Not stated	3,711	2%	943	22%	4,654	2%
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

<sup>58</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.  
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**Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – New South Wales <sup>59</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	42
55 to 64	324
<b>Total YPIRAC (under 65)</b>	<b>370</b>

**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 <sup>60</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	-43	370

**Table F.9 Participant profile per quarter by remoteness – New South Wales <sup>61</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	135,147	70%	3,066	71%	138,213	70%
Population > 50,000	5,718	3%	150	3%	5,868	3%
Population between 15,000 and 50,000	25,839	13%	505	12%	26,344	13%
Population between 5,000 and 15,000	11,584	6%	242	6%	11,826	6%
Population less than 5,000	13,483	7%	309	7%	13,792	7%
Remote	711	0%	24	1%	735	0%
Very Remote	85	0%	<11	n/a	86	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

<sup>59</sup> There are a further 658 active participants aged 65 years or over who are currently in residential aged care.

<sup>60</sup> 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.

<sup>61</sup> 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.

**Table F.10 Participant profile per quarter by primary disability group – New South Wales** <sup>62 63</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	67,775	35%	1,303	30%	69,078	35%
Intellectual disability	32,019	17%	217	5%	32,236	16%
Developmental delay	20,519	11%	1,427	33%	21,946	11%
Psychosocial disability	18,801	10%	228	5%	19,029	10%
Hearing impairment	8,414	4%	115	3%	8,529	4%
Other neurological	7,175	4%	141	3%	7,316	4%
Other physical	5,789	3%	78	2%	5,867	3%
Acquired brain injury	5,016	3%	66	2%	5,082	3%
Cerebral palsy	5,680	3%	24	1%	5,704	3%
Global developmental delay	6,420	3%	357	8%	6,777	3%
Multiple sclerosis	2,909	2%	38	1%	2,947	1%
Other	2,989	2%	166	4%	3,155	2%
Visual impairment	3,225	2%	35	1%	3,260	2%
Stroke	3,194	2%	77	2%	3,271	2%
Spinal cord Injury	1,884	1%	23	1%	1,907	1%
Other sensory/speech	763	0%	<11	n/a	766	0%
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

**Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales** <sup>64 65</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,354	12%	<11	n/a	1,354	12%
Intellectual disability	5,107	44%	<11	n/a	5,110	44%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	1,814	16%	<11	n/a	1,817	16%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	801	7%	13	29%	814	7%
Other physical	110	1%	<11	n/a	110	1%
Acquired brain injury	815	7%	<11	n/a	821	7%
Cerebral palsy	867	7%	<11	n/a	867	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	118	1%	<11	n/a	118	1%
Other	194	2%	<11	n/a	199	2%
Visual impairment	33	0%	<11	n/a	33	0%
Stroke	359	3%	15	33%	374	3%
Spinal cord Injury	90	1%	<11	n/a	90	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>11,669</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>11,714</b>	<b>100%</b>

<sup>62</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>63</sup> Down syndrome is included in intellectual disability, representing 2% (3,745) of all Scheme participants in New South Wales.

<sup>64</sup> 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.

<sup>65</sup> Down syndrome is included in intellectual disability, representing 6% (672) of participants in SIL.

**Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales <sup>66</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	66,421	37%	1,303	31%	67,724	37%
Intellectual disability	26,912	15%	214	5%	27,126	15%
Developmental delay	20,519	11%	1,427	34%	21,946	12%
Psychosocial disability	16,987	9%	225	5%	17,212	9%
Hearing impairment	8,409	5%	115	3%	8,524	5%
Other neurological	6,374	4%	128	3%	6,502	4%
Other physical	5,679	3%	78	2%	5,757	3%
Acquired brain injury	4,201	2%	60	1%	4,261	2%
Cerebral palsy	4,813	3%	24	1%	4,837	3%
Global developmental delay	6,420	4%	357	8%	6,777	4%
Multiple sclerosis	2,791	2%	38	1%	2,829	2%
Other	2,795	2%	161	4%	2,956	2%
Visual impairment	3,192	2%	35	1%	3,227	2%
Stroke	2,835	2%	62	1%	2,897	2%
Spinal cord Injury	1,794	1%	23	1%	1,817	1%
Other sensory/speech	761	0%	<11	n/a	764	0%
<b>Total</b>	<b>180,903</b>	<b>100%</b>	<b>4,253</b>	<b>100%</b>	<b>185,156</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	23,488	12%	1,250	29%	24,738	13%
2 (High Function)	355	0%	<11	n/a	360	0%
3 (High Function)	9,724	5%	372	9%	10,096	5%
4 (High Function)	14,092	7%	59	1%	14,151	7%
5 (High Function)	13,696	7%	307	7%	14,003	7%
6 (Moderate Function)	44,330	23%	410	10%	44,740	23%
7 (Moderate Function)	11,233	6%	131	3%	11,364	6%
8 (Moderate Function)	9,784	5%	117	3%	9,901	5%
9 (Moderate Function)	967	1%	<11	n/a	970	0%
10 (Moderate Function)	17,145	9%	178	4%	17,323	9%
11 (Low Function)	5,614	3%	23	1%	5,637	3%
12 (Low Function)	24,500	13%	253	6%	24,753	13%
13 (Low Function)	12,952	7%	141	3%	13,093	7%
14 (Low Function)	3,041	2%	11	0%	3,052	2%
15 (Low Function)	51	0%	<11	n/a	51	0%
Missing	1,600	1%	1,038	24%	2,638	1%
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

<sup>66</sup> Down syndrome is included in intellectual disability, representing 2% (3,073) of participants not in SIL.  
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**Table F.14 Participant profile per quarter by age group – New South Wales**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	29,925	16%	2,239	52%	32,164	16%
7 to 14	51,090	27%	743	17%	51,833	26%
15 to 18	17,098	9%	193	4%	17,291	9%
19 to 24	16,579	9%	130	3%	16,709	8%
25 to 34	17,575	9%	173	4%	17,748	9%
35 to 44	13,886	7%	160	4%	14,046	7%
45 to 54	16,199	8%	253	6%	16,452	8%
55 to 64	19,494	10%	360	8%	19,854	10%
65+	10,726	6%	47	1%	10,773	5%
<b>Total</b>	<b>192,572</b>	<b>100%</b>	<b>4,298</b>	<b>100%</b>	<b>196,870</b>	<b>100%</b>

**Table F.15 Participation rates by age group and gender at 30 June 2024 – New South Wales <sup>67</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.3%	2.9%	4.8%
7 to 14	8.5%	3.8%	6.3%
15 to 18	5.3%	2.9%	4.2%
19 to 24	3.4%	1.9%	2.7%
25 to 44	1.6%	1.1%	1.4%
45 to 64	2.0%	1.7%	1.8%
<b>Total (aged 0 to 64)</b>	<b>3.4%</b>	<b>1.9%</b>	<b>2.7%</b>

**Table F.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – New South Wales <sup>68</sup>**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	23%	n/a	23%
Lifelong Learning	12%	n/a	12%
Other	9%	n/a	9%
Non-categorised	5%	n/a	5%
<b>Any mainstream service</b>	<b>33%</b>	<b>n/a</b>	<b>34%</b>

<sup>67</sup> 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.

<sup>68</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	2%	4%	3%
Daily life	17%	18%	17%
Health and wellbeing	79%	81%	79%
Learning	35%	32%	35%
Relationships	5%	4%	5%
Social and community activities	10%	8%	10%
Where I live	1%	2%	1%
Work	5%	3%	4%
Unknown	9%	3%	8%
<b>Any mainstream service</b>	<b>100%</b>	<b>95%</b>	<b>99%</b>

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table F.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,930), ‘participant social and community engagement rate’ (n=13,040), ‘parent and carer employment rate’ (n=15,104) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=8,041) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - New South Wales <sup>69</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	30%	26%
Participant employment rate - Aged 35 to 44 years	27%	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%	11%	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	33%	37%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	40%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	36%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	37%	36%	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	31%	36%	37%	46%
Participant social and community engagement rate - Aged 25+ years	30%	37%	37%	46%
Participant social and community engagement rate - Aged 15+ years	31%	37%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	55%	50%
Parent and carer employment rate - Aged 15+ years	48%	49%	49%	50%
Parent and carer employment rate - All ages	49%	50%	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%	74%	75%

<sup>69</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=12,056), ‘participant social and community engagement rate’ (n=12,174), ‘parent and carer employment rate’ (n=10,493) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=8,620) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - New South Wales <sup>70</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	15%	21%	26%
Participant employment rate - Aged 25 to 34 years	31%	32%	28%	32%	26%
Participant employment rate - Aged 35 to 44 years	28%	31%	28%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	25%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	15%	26%
Participant employment rate - Aged 65+ years	14%	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	20%	22%	20%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	42%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	41%	46%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	43%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	44%	44%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	50%	54%	50%
Parent and carer employment rate - Aged 15+ years	51%	55%	53%	53%	50%
Parent and carer employment rate - All ages	48%	51%	51%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	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%	73%	75%	75%

<sup>70</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=10,356), ‘participant social and community engagement rate’ (n=10,471), ‘parent and carer employment rate’ (n=7,083) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=8,293) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - New South Wales <sup>71</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	12%	17%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	31%	33%	32%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	32%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	31%	28%	29%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	21%	17%	18%	26%
Participant employment rate - Aged 65+ years	14%	14%	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	29%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	25%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	43%	47%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	52%	51%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	44%	48%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	46%	51%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	44%	43%	44%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	43%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	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%	55%	55%	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%	67%	70%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	74%	76%	75%

<sup>71</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=7,858), ‘participant social and community engagement rate’ (n=7,998), ‘parent and carer employment rate’ (n=4,131) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=6,515) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - New South Wales <sup>72</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	12%	14%	21%	22%	27%	26%
Participant employment rate - Aged 25 to 34 years	30%	32%	31%	32%	28%	32%	26%
Participant employment rate - Aged 35 to 44 years	34%	36%	31%	33%	30%	34%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	28%	31%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	25%	25%	21%	22%	19%	18%	26%
Participant employment rate - Aged 65+ years	17%	16%	13%	14%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	28%	29%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	27%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	39%	44%	45%	49%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	47%	51%	50%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	42%	47%	49%	48%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	44%	47%	46%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	42%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	42%	43%	44%	46%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	45%	47%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	44%	47%	47%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	49%	48%	51%	56%	50%
Parent and carer employment rate - Aged 15+ years	50%	52%	52%	55%	56%	56%	50%
Parent and carer employment rate - All ages	46%	48%	50%	50%	53%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	69%	69%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	73%	78%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	74%	77%	75%

<sup>72</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=5,966), ‘participant social and community engagement rate’ (n=6,055), ‘parent and carer employment rate’ (n=2,933) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=4,889) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - New South Wales <sup>73</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	13%	17%	25%	18%	29%	26%
Participant employment rate - Aged 25 to 34 years	25%	28%	26%	25%	30%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	36%	37%	34%	35%	32%	26%	33%	26%
Participant employment rate - Aged 45 to 54 years	33%	35%	32%	31%	28%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	28%	26%	23%	20%	21%	17%	20%	26%
Participant employment rate - Aged 65+ years	19%	19%	15%	13%	11%	8%	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	28%	27%	27%	22%	27%	26%
Participant employment rate - Aged 15 to 64 years	26%	28%	26%	25%	27%	22%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	43%	47%	48%	48%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	39%	47%	52%	51%	51%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	46%	48%	51%	52%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	45%	53%	52%	54%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	42%	41%	41%	48%	47%	46%
Participant social and community engagement rate - Aged 65+ years	38%	44%	47%	45%	44%	44%	48%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	45%	48%	48%	50%	50%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	45%	48%	48%	50%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	52%	51%	53%	56%	56%	61%	50%
Parent and carer employment rate - Aged 15+ years	50%	52%	53%	53%	55%	53%	54%	50%
Parent and carer employment rate - All ages	49%	52%	51%	53%	55%	54%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	62%	66%	69%	68%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	80%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	73%	76%	76%	76%	75%

<sup>73</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,952), ‘participant social and community engagement rate’ (n=3,037), ‘parent and carer employment rate’ (n=1,279) 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=2,441) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - New South Wales <sup>74</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	16%	19%	23%	31%	26%	36%	39%	26%
Participant employment rate - Aged 25 to 34 years	24%	27%	27%	27%	29%	33%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	37%	39%	34%	33%	37%	40%	34%	33%	26%
Participant employment rate - Aged 45 to 54 years	36%	36%	34%	32%	33%	28%	24%	29%	26%
Participant employment rate - Aged 55 to 64 years	28%	27%	25%	20%	25%	23%	14%	20%	26%
Participant employment rate - Aged 65+ years	17%	18%	12%	9%	9%	6%	6%	7%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	29%	28%	31%	31%	24%	28%	26%
Participant employment rate - Aged 15 to 64 years	29%	30%	29%	27%	31%	31%	25%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	43%	45%	49%	50%	48%	46%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	43%	50%	51%	53%	54%	54%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	52%	47%	49%	51%	58%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	49%	52%	54%	54%	51%	58%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	46%	48%	47%	47%	46%	46%	46%
Participant social and community engagement rate - Aged 65+ years	34%	38%	44%	47%	39%	44%	38%	48%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	49%	49%	50%	51%	50%	52%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	49%	49%	50%	51%	50%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	51%	52%	52%	54%	55%	51%	61%	50%
Parent and carer employment rate - Aged 15+ years	47%	53%	54%	51%	58%	50%	55%	58%	50%
Parent and carer employment rate - All ages	48%	52%	53%	51%	56%	52%	53%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	66%	68%	70%	68%	63%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	78%	81%	81%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	72%	74%	77%	76%	73%	75%

<sup>74</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.



## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table F.25 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table F.28 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 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.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 71 in Prior Quarters, n = 62 in 2023-24 Q4), 'Community Connections' (n = 924 in Prior Quarters, n = 418 in 2023-24 Q4), 'Apply for NDIS' (n = 603 in Prior Quarters, n = 390 in 2023-24 Q4), 'Plan Approval' (n = 773 in Prior Quarters, n = 790 in 2023-24 Q4), 'Plan Implementation' (n = 617 in Prior Quarters, n = 862 in 2023-24 Q4) and 'Plan Reassessment' (n = 2,966 in Prior Quarters, n = 2,214 in 2023-24 Q4) - New South Wales <sup>75 76</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Early Supports - Were you treated with respect?	97%	98%
Early Supports - Were decisions and outcomes explained to you?	84%	82%
Early Supports - Were your questions and concerns acknowledged?	90%	88%
Early Supports - How well does your early supports plan meet your child's needs?	51%	44%
Community Connections - Was information easy to understand?	85%	85%
Community Connections - Was communication in your preferred format?	93%	95%
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?	81%	76%
Community Connections - To what extent were your circumstances and needs considered?	80%	76%
Community Connections - To what extent were you included in decisions that were made?	76%	72%
Community Connections - How confident are you in reaching out to community supports and other government services?	57%	49%
Apply for NDIS (overall) - Were you treated with respect?	95%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	70%
Apply for NDIS (overall) - Was information easy to understand?	79%	74%
Apply for NDIS (overall) - Was communication in your preferred format?	89%	89%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	57%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	59%	58%
Plan Approval - Were you treated with respect?	95%	91%
Plan Approval - Were decisions and outcomes explained to you?	80%	76%
Plan Approval - Were your questions and concerns acknowledged?	83%	73%
Plan Approval - Do you know where to go for more help with using your plan?	86%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	55%
Plan Approval - How well does your NDIS plan meet your needs?	64%	60%
Plan Implementation - Do you know where to go for more help with using your plan?	88%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	60%
Plan Implementation - To what extent were your circumstances and needs considered?	69%	61%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	66%	61%
Plan Implementation - Do you feel confident in using your plan?	69%	65%
Plan Implementation - Do you feel confident in accessing supports?	66%	65%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	70%
Plan Reassessment - To what extent were your circumstances and needs considered?	70%	71%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	72%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	70%	69%
Plan Reassessment - Do you feel confident in using your plan?	70%	73%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	71%

<sup>75</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

<sup>76</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	80%

**Table F.25 Complaints and Participant Critical Incidents (PCIs) by quarter – New South Wales**  
77 78

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	137	23	160	149
People who have submitted an access request: Complaints about LAC Partner	924	57	981	878
People who have submitted an access request: Complaints about service providers	3,411	147	3,558	2,783
People who have submitted an access request: Complaints about the Agency	48,924	5,556	54,480	28,190
People who have submitted an access request: Unclassified	1,513	<11	1,515	1,330
<b>People who have submitted an access request: Total</b>	<b>54,909</b>	<b>5,785</b>	<b>60,694</b>	<b>30,553</b>
Percentage of the number of active participants	6.1%	11.9%	6.4%	n/a
<b>PCIs</b>	<b>9,091</b>	<b>1,128</b>	<b>10,219</b>	<b>n/a</b>

**Table F.26 Number and proportion of participant complaints over time, incrementally and cumulatively – New South Wales**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	1,570	4.4%	28,663	6.7%
Sep-21	1,798	4.9%	30,461	6.5%
Dec-21	1,843	4.9%	32,304	6.4%
Mar-22	2,179	5.6%	34,483	6.3%
Jun-22	1,876	4.7%	36,359	6.2%
Sep-22	1,999	4.9%	38,358	6.1%
Dec-22	1,761	4.2%	40,119	6.0%
Mar-23	1,792	4.1%	41,911	5.9%
Jun-23	2,094	4.7%	44,005	5.8%
Sep-23	2,514	5.4%	46,519	5.8%
Dec-23	3,016	6.3%	49,535	5.8%
Mar-24	5,374	11.1%	54,909	6.1%
Jun-24	5,785	11.9%	60,694	6.4%

<sup>77</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.

<sup>78</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table F.27 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – New South Wales**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	380	1.1%	1,651	0.7%
Sep-21	311	0.8%	1,962	0.7%
Dec-21	270	0.7%	2,232	0.7%
Mar-22	351	0.9%	2,583	0.7%
Jun-22	438	1.1%	3,021	0.8%
Sep-22	564	1.4%	3,585	0.8%
Dec-22	581	1.4%	4,166	0.9%
Mar-23	847	1.9%	5,013	1.0%
Jun-23	924	2.1%	5,937	1.1%
Sep-23	992	2.1%	6,929	1.1%
Dec-23	1,014	2.1%	7,943	1.2%
Mar-24	1,148	2.4%	9,091	1.3%
Jun-24	1,128	2.3%	10,219	1.4%

**Table F.28 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales** <sup>79 80</sup>

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,369	5%	<11	n/a	2,369	4%
Complaints about the Agency - Information unclear	742	2%	<11	n/a	742	1%
Complaints about the Agency - NDIA Access	1,069	2%	100	2%	1,169	2%
Complaints about the Agency - NDIA Engagement	50	0%	<11	n/a	60	0%
Complaints about the Agency - NDIA Finance	2,740	6%	267	5%	3,007	6%
Complaints about the Agency - NDIA Fraud and Compliance	199	0%	18	0%	217	0%
Complaints about the Agency - NDIA Plan	10,082	21%	954	17%	11,036	20%
Complaints about the Agency - NDIA Process	3,431	7%	389	7%	3,820	7%
Complaints about the Agency - NDIA Resources	347	1%	43	1%	390	1%
Complaints about the Agency - NDIA Staff	2,301	5%	223	4%	2,524	5%
Complaints about the Agency - NDIA Timeliness	10,505	21%	3,540	64%	14,045	26%
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	31	0%	<11	n/a	33	0%
Complaints about the Agency - Reasonable and necessary supports	2,261	5%	<11	n/a	2,261	4%
Complaints about the Agency - Staff conduct - Agency	683	1%	<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	2%
Complaints about the Agency - Timeliness	5,940	12%	<11	n/a	5,940	11%
Complaints about the Agency - Other	4,676	10%	<11	n/a	4,686	9%
<b>Complaints about the Agency - Total</b>	<b>48,924</b>	<b>100%</b>	<b>5,556</b>	<b>100%</b>	<b>54,480</b>	<b>100%</b>
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	17	12%	<11	n/a	18	11%
Complaints about Early Connections Partner - Early Connections Process	14	10%	<11	n/a	15	9%
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	78	57%	17	74%	95	59%
Complaints about Early Connections Partner - Early Connections Timeliness	27	20%	<11	n/a	30	19%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>137</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>160</b>	<b>100%</b>
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	143	15%	<11	n/a	146	15%
Complaints about LAC Partner - LAC Process	99	11%	<11	n/a	102	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	597	65%	44	77%	641	65%

<sup>79</sup> 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.

<sup>80</sup> There are 54,909 total participant complaints in prior quarters, 5,785 total participant complaints in 2023-24 Q4, and 60,694 total participant complaints as at 30 June 2024 (which includes 1,515 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Timeliness	66	7%	<11	n/a	73	7%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>924</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>981</b>	<b>100%</b>
Complaints about service providers - Provider Costs	145	4%	<11	n/a	145	4%
Complaints about service providers - Provider Finance	209	6%	16	11%	225	6%
Complaints about service providers - Provider Fraud and Compliance	300	9%	29	20%	329	9%
Complaints about service providers - Provider Process	144	4%	<11	n/a	144	4%
Complaints about service providers - Provider Service	996	29%	54	37%	1,050	30%
Complaints about service providers - Provider Staff	501	15%	47	32%	548	15%
Complaints about service providers - Service Delivery	237	7%	<11	n/a	237	7%
Complaints about service providers - Staff Conduct	217	6%	<11	n/a	217	6%
Complaints about service providers - Supports being provided	254	7%	<11	n/a	254	7%
Complaints about service providers - Other	408	12%	<11	n/a	409	11%
<b>Complaints about service providers - Total</b>	<b>3,411</b>	<b>100%</b>	<b>147</b>	<b>100%</b>	<b>3,558</b>	<b>100%</b>

**Table F.29 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	1,191	22%	53	19%	1,244	22%
Plan	3,721	68%	187	68%	3,908	68%
Plan Reassessment	197	4%	<11	n/a	205	4%
Other	345	6%	28	10%	373	7%
<b>Total cases</b>	<b>5,454</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>5,730</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.61%</b>	<b>n/a</b>	<b>0.57%</b>	<b>n/a</b>	<b>0.60%</b>

**Table F.30 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – New South Wales**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	218	0.6%	2,007	0.5%
Sep-21	320	0.9%	2,327	0.5%
Dec-21	515	1.4%	2,842	0.6%
Mar-22	393	1.0%	3,235	0.6%
Jun-22	355	0.9%	3,590	0.6%
Sep-22	304	0.7%	3,894	0.6%
Dec-22	272	0.6%	4,166	0.6%
Mar-23	265	0.6%	4,431	0.6%
Jun-23	310	0.7%	4,741	0.6%
Sep-23	255	0.5%	4,996	0.6%
Dec-23	287	0.6%	5,283	0.6%
Mar-24	171	0.4%	5,454	0.6%
Jun-24	276	0.6%	5,730	0.6%

**Table F.31 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – New South Wales** <sup>81</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>5,730</b>	<b>5,715</b>
<b>Open AAT Cases</b>	<b>716</b>	<b>708</b>
<b>Closed AAT Cases</b>	<b>5,014</b>	<b>4,522</b>
Resolved before hearing	4,852	4,378
Gone to hearing and received a substantive decision	162	144

**Table F.32 Administrative Appeals Tribunal (AAT) Supports in dispute – New South Wales** <sup>82 83</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	51	<11	58
Core (excluding Consumables and Transport)	376	56	432
Capacity Building	481	64	545
General Support	74	19	93
Assistive Technology	120	21	141
Specialist Disability Accommodation	51	<11	56
Home Modifications	26	<11	30
Supported Independent Living	141	21	162
Everyday Living Costs	42	<11	43
Transport	49	<11	59
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>797</b>	<b>100</b>	<b>897</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,411</b>	<b>208</b>	<b>1,619</b>

<sup>81</sup> 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.

<sup>82</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>83</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>84</sup> 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.33 Closed Administrative Appeals Tribunal (AAT) cases by outcome – New South Wales**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>146</b>	<b>3%</b>	<b>16</b>	<b>3%</b>	<b>162</b>	<b>3%</b>
Decided by Tribunal - Affirmed	72	2%	<11	n/a	76	2%
Decided by Tribunal - Varied	31	1%	<11	n/a	31	1%
Decided by Tribunal - Set Aside	43	1%	12	1%	55	1%
<b>Not Decided by Tribunal - Total</b>	<b>4,597</b>	<b>97%</b>	<b>255</b>	<b>97%</b>	<b>4,852</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	3,268	69%	201	69%	3,469	69%
Not Decided by Tribunal - Withdrawn	953	20%	33	20%	986	20%
Not Decided by Tribunal - No jurisdiction	84	2%	<11	n/a	85	2%
Not Decided by Tribunal - Extension of Time Declined	16	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	250	5%	20	5%	270	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,743</b>	<b>100%</b>	<b>271</b>	<b>100%</b>	<b>5,014</b>	<b>100%</b>



## 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.34 Number of active providers in 2023-24 Q4 by registration status and plan management type – New South Wales** <sup>85 86 87 88</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	4,027	0	4,027
Plan-managed	5,994	49,168	54,923
Self-managed	2,206	14,876	17,023
<b>All plan management types</b>	<b>6,599</b>	<b>56,590</b>	<b>62,940</b>

**Table F.35 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – New South Wales** <sup>89 90 91 92 93</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	1,296	0	1,296
Plan-managed	1,050	699	1,760
Self-managed	36	53	357
<b>All management types</b>	<b>2,382</b>	<b>753</b>	<b>3,414</b>

<sup>85</sup> 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.

<sup>86</sup> 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.

<sup>87</sup> 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.

<sup>88</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>89</sup> Registration status is determined as at the posting date of payment.

<sup>90</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>91</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>92</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>93</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table F.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – New South Wales**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.7%	2.7%
\$5,001-\$10,000	6.0%	5.8%
\$10,001-\$15,000	11.0%	10.8%
\$15,001-\$20,000	14.7%	14.8%
\$20,001-\$25,000	11.4%	11.4%
\$25,001-\$30,000	4.4%	4.5%
\$30,001-\$50,000	12.8%	12.8%
\$50,001-\$100,000	16.6%	16.7%
\$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+	8.3%	8.4%

**Table F.37 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – New South Wales**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.9%	2.9%
\$5,001-\$10,000	6.4%	6.2%
\$10,001-\$15,000	11.7%	11.5%
\$15,001-\$20,000	15.7%	15.7%
\$20,001-\$25,000	12.1%	12.1%
\$25,001-\$30,000	4.6%	4.7%
\$30,001-\$50,000	13.6%	13.6%
\$50,001-\$100,000	17.7%	17.7%
\$100,001-\$150,000	6.9%	6.9%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	2.9%	3.1%

**Table F.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – New South Wales**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$18,900	\$25,400	n/a	n/a	\$18,900	\$25,400
7 to 14	\$23,300	\$25,900	n/a	n/a	\$23,300	\$25,800
15 to 18	\$39,500	\$45,900	\$578,200	\$614,600	\$36,500	\$43,000
19 to 24	\$80,400	\$100,200	\$494,500	\$532,900	\$55,300	\$74,500
25 to 34	\$102,400	\$120,900	\$421,400	\$449,000	\$67,200	\$84,300
35 to 44	\$113,200	\$135,600	\$382,200	\$416,800	\$73,100	\$93,700
45 to 54	\$122,100	\$145,000	\$382,100	\$415,000	\$75,900	\$97,100
55 to 64	\$128,800	\$154,400	\$389,700	\$417,400	\$82,800	\$105,700
65+	\$125,900	\$152,800	\$379,300	\$409,900	\$86,100	\$111,300
<b>All</b>	<b>\$67,000</b>	<b>\$80,100</b>	<b>\$400,400</b>	<b>\$431,300</b>	<b>\$46,100</b>	<b>\$57,900</b>

**Table F.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – New South Wales**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$155,500	\$183,900	\$426,800	\$456,900	\$105,200	\$131,200
Autism	\$38,000	\$44,700	\$449,600	\$480,900	\$29,900	\$36,000
Cerebral palsy	\$150,300	\$173,100	\$445,400	\$485,000	\$98,300	\$117,200
Developmental delay	\$14,000	\$21,200	n/a	n/a	\$14,000	\$21,200
Global developmental delay	\$18,800	\$24,400	n/a	n/a	\$18,800	\$24,400
Hearing impairment	\$9,400	\$15,600	n/a	n/a	\$9,300	\$15,500
Intellectual disability	\$109,300	\$126,000	\$365,700	\$393,700	\$61,000	\$75,600
Multiple sclerosis	\$106,400	\$133,800	\$507,900	\$535,100	\$91,100	\$117,000
Psychosocial disability	\$93,500	\$116,300	\$360,100	\$391,600	\$66,000	\$87,300
Spinal cord injury	\$163,700	\$200,500	\$579,600	\$642,000	\$145,300	\$178,700
Stroke	\$141,500	\$177,400	\$481,000	\$514,300	\$101,900	\$133,900
Visual impairment	\$41,600	\$52,700	\$352,700	\$371,900	\$38,500	\$49,500
Other neurological	\$143,000	\$173,300	\$480,900	\$500,200	\$105,100	\$132,400
Other physical	\$71,300	\$94,600	\$452,900	\$463,100	\$64,600	\$87,600
Other sensory/speech	\$9,700	\$16,500	n/a	n/a	\$9,700	\$15,700
Other	\$91,700	\$116,700	\$459,900	\$482,900	\$68,700	\$91,700
<b>All</b>	<b>\$67,000</b>	<b>\$80,100</b>	<b>\$400,400</b>	<b>\$431,300</b>	<b>\$46,100</b>	<b>\$57,900</b>

**Table F.40 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 (\$m) – New South Wales**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$13,700	\$20,200	n/a	n/a	\$13,500	\$20,100
2	\$18,600	\$28,400	n/a	n/a	\$18,000	\$27,300
3	\$22,000	\$30,000	\$354,400	\$379,600	\$20,000	\$27,800
4	\$16,300	\$24,000	\$412,300	\$426,600	\$14,700	\$22,300
5	\$30,900	\$39,400	\$354,400	\$389,200	\$25,700	\$33,700
6	\$25,700	\$33,600	\$331,000	\$363,500	\$23,600	\$31,200
7	\$58,100	\$68,200	\$367,700	\$392,300	\$37,700	\$46,500
8	\$55,100	\$76,000	\$316,500	\$366,100	\$44,700	\$63,800
9	\$75,000	\$100,700	\$382,700	\$457,700	\$67,900	\$92,000
10	\$95,600	\$121,500	\$339,500	\$367,100	\$72,900	\$97,800
11	\$132,200	\$148,900	\$405,800	\$436,900	\$76,000	\$88,100
12	\$182,600	\$213,200	\$401,200	\$430,600	\$123,700	\$152,300
13	\$109,100	\$118,500	\$496,200	\$528,100	\$75,700	\$82,900
14	\$292,000	\$329,200	\$483,200	\$521,900	\$218,000	\$251,900
15	\$454,000	\$486,800	n/a	n/a	\$435,900	\$461,900
<b>All</b>	<b>\$67,000</b>	<b>\$80,100</b>	<b>\$400,400</b>	<b>\$431,300</b>	<b>\$46,100</b>	<b>\$57,900</b>

**Table F.41 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – New South Wales <sup>94</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	3,455.0	3,643.8
Core: Consumables	32.3	37.6
Core: Social and Civic	651.0	805.1
Core: Transport	23.9	28.0
Capacity Building: Choice and Control	10.3	11.3
Capacity Building: Daily Activities	91.4	139.0
Capacity Building: Employment	1.0	3.5
Capacity Building: Health and Wellbeing	1.9	2.9
Capacity Building: Home Living	0.005	0.5
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	88.0	134.9
Capacity Building: Social and Civic	0.9	2.0
Capacity Building: Support Coordination	57.1	69.6
Capital: Assistive Technology	29.5	59.0
Capital: Home Modifications	78.6	115.4
<b>All</b>	<b>4,520.9</b>	<b>5,052.5</b>

<sup>94</sup> Total payments for home modifications in New South Wales were \$78.6 million. Of which, \$77.8 million (98.9%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (1.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$115.4 million. Of which, \$113.8 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.42 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – New South Wales <sup>95</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	3,203.4	3,977.3
Core: Consumables	163.6	212.7
Core: Social and Civic	2,323.1	2,621.4
Core: Transport	319.3	133.3
Capacity Building: Choice and Control	142.8	162.6
Capacity Building: Daily Activities	1,458.7	2,310.5
Capacity Building: Employment	45.4	117.1
Capacity Building: Health and Wellbeing	13.0	24.3
Capacity Building: Home Living	0.1	0.8
Capacity Building: Lifelong learning	0.02	0.2
Capacity Building: Relationships	124.6	259.2
Capacity Building: Social and Civic	60.3	130.2
Capacity Building: Support Coordination	229.1	316.6
Capital: Assistive Technology	154.6	369.5
Capital: Home Modifications	54.9	87.3
<b>All</b>	<b>8,293.2</b>	<b>10,722.8</b>

**Table F.43 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales <sup>96</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	50.4	184.7	352.3	1,767.6	4,269.1	5,897.9	8,029.9	10,173.1	11,488.4	13,999.2	15,865.9
Total Paid	37.3	141.6	260.1	1,209.8	3,100.3	4,472.9	5,982.1	7,711.1	8,944.4	10,974.8	12,299.9
% utilised to date	74%	77%	74%	68%	73%	76%	74%	76%	78%	78%	78%

**Table F.44 Percentage change in plan budgets for active participants – New South Wales**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	7.2%	10.5%	6.4%	6.7%	6.7%	8.7%	6.2%	4.6%	6.7%
Interplan Inflation	4.8%	9.7%	10.0%	5.6%	4.6%	5.1%	3.4%	2.6%	2.9%
<b>Total Inflation</b>	<b>12.1%</b>	<b>20.2%</b>	<b>16.4%</b>	<b>12.3%</b>	<b>11.2%</b>	<b>13.8%</b>	<b>9.6%</b>	<b>7.2%</b>	<b>9.6%</b>

<sup>95</sup> Total payments for home modifications in New South Wales were \$54.9 million. Of which, \$23.1 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$31.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of -\$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications in New South Wales were \$87.3 million. Of which, \$31.6 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$55.7 million (64%) has been allocated for non-SDA supports.

<sup>96</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

# Supplement G:

## Victoria

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This supplement shows the data for Victoria.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability. Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
<b>Access decisions</b>	<b>224,744</b>	<b>4,381</b>	<b>229,125</b>
<b>Active Eligible - Total</b>	<b>176,598</b>	<b>3,664</b>	<b>180,262</b>
Active Eligible - New	108,796	3,592	112,388
Active Eligible - State	57,772	58	57,830
Active Eligible - Commonwealth	10,030	14	10,044
<b>Active Participant Plans - Total</b>	<b>173,101</b>	<b>3,908</b>	<b>177,009</b>
Active Participant Plans - New	105,910	3,803	109,713
Active Participant Plans - State	57,210	80	57,290
Active Participant Plans - Commonwealth	9,981	25	10,006
<b>Active Participant Plans - Total</b>	<b>173,101</b>	<b>3,908</b>	<b>177,009</b>
Active Participant Plans - Early Intervention (s25)	56,943	2,288	59,231
Active Participant Plans - Permanent Disability (s24)	116,158	1,620	117,778

**Table G.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Victoria**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>14,556</b>
Early Intervention participants	4,350
Permanent disability participants	10,206

**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	46,364	98%	19,905	98%	2,008	98%	68,277	98%
7 to 14	22,409	90%	11,988	91%	1,052	90%	35,449	91%
15 to 18	6,554	92%	4,170	90%	412	92%	11,136	91%
19 to 24	5,635	90%	3,998	85%	283	80%	9,916	87%
25 to 34	7,581	87%	6,406	80%	366	73%	14,353	83%
35 to 44	7,766	84%	7,545	76%	255	70%	15,566	80%
45 to 54	9,418	80%	9,777	72%	270	64%	19,465	76%
55 to 64	11,263	75%	11,062	64%	296	55%	22,621	69%
65+	528	58%	479	50%	16	52%	1,023	54%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>117,518</b>	<b>90%</b>	<b>75,330</b>	<b>82%</b>	<b>4,958</b>	<b>84%</b>	<b>197,806</b>	<b>86%</b>

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

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	3,851	92%	1,918	91%	94	88%	5,863	91%
Autism	40,970	97%	19,060	97%	2,169	96%	62,199	97%
Cerebral palsy	2,459	97%	2,007	96%	55	93%	4,521	97%
Developmental delay	22,093	99%	9,407	99%	1,314	99%	32,814	99%
Global developmental delay	2,463	99%	1,060	99%	119	96%	3,642	99%
Hearing impairment	3,488	90%	3,749	88%	158	88%	7,395	89%
Intellectual disability	17,294	96%	12,271	95%	232	89%	29,797	96%
Multiple sclerosis	886	92%	2,713	92%	57	83%	3,656	92%
Psychosocial disability	10,562	76%	11,685	69%	328	51%	22,575	72%
Spinal cord injury	801	95%	390	90%	30	88%	1,221	93%
Stroke	1,478	86%	1,052	83%	51	80%	2,581	84%
Visual impairment	1,695	91%	1,619	89%	35	76%	3,349	90%
Other neurological	3,959	83%	3,426	81%	132	78%	7,517	82%
Other physical	2,669	46%	3,080	37%	73	30%	5,822	40%
Other sensory/speech	487	53%	202	47%	<11	n/a	695	51%
Other	1,549	44%	1,060	29%	83	36%	2,692	37%
Missing	814	85%	631	76%	22	67%	1,467	80%
<b>Total</b>	<b>117,518</b>	<b>90%</b>	<b>75,330</b>	<b>82%</b>	<b>4,958</b>	<b>84%</b>	<b>197,806</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	6,053	3%	165	4%	6,218	4%
Non-First Nations Participants	141,212	82%	3,382	87%	144,594	82%
Not Stated	25,836	15%	361	9%	26,197	15%
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

**Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria <sup>97</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	19,997	12%	372	10%	20,369	12%
Not culturally and linguistically diverse	150,191	87%	2,782	71%	152,973	86%
Not stated	2,913	2%	754	19%	3,667	2%
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

<sup>97</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.  
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**Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Victoria <sup>98</sup>**

Age group	Total number of active participants
Under 45	15
45 to 54	59
55 to 64	354
<b>Total YPIRAC (under 65)</b>	<b>428</b>

**Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria <sup>99</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	-47	428

**Table G.9 Participant profile per quarter by remoteness – Victoria <sup>100</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	126,045	73%	2,893	74%	128,938	73%
Population > 50,000	16,428	9%	395	10%	16,823	10%
Population between 15,000 and 50,000	11,330	7%	249	6%	11,579	7%
Population between 5,000 and 15,000	9,270	5%	179	5%	9,449	5%
Population less than 5,000	9,960	6%	192	5%	10,152	6%
Remote	58	0%	<11	n/a	58	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

<sup>98</sup> There are a further 529 active participants aged 65 years or over who are currently in residential aged care.

<sup>99</sup> 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.

<sup>100</sup> 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** <sup>101 102</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	59,078	34%	1,184	30%	60,262	34%
Intellectual disability	27,587	16%	169	4%	27,756	16%
Developmental delay	25,540	15%	1,630	42%	27,170	15%
Psychosocial disability	19,966	12%	179	5%	20,145	11%
Hearing impairment	6,932	4%	90	2%	7,022	4%
Other neurological	5,519	3%	107	3%	5,626	3%
Other physical	4,561	3%	44	1%	4,605	3%
Acquired brain injury	4,782	3%	92	2%	4,874	3%
Cerebral palsy	4,207	2%	21	1%	4,228	2%
Global developmental delay	2,998	2%	129	3%	3,127	2%
Multiple sclerosis	3,272	2%	41	1%	3,313	2%
Other	2,204	1%	124	3%	2,328	1%
Visual impairment	2,930	2%	21	1%	2,951	2%
Stroke	2,073	1%	57	1%	2,130	1%
Spinal cord Injury	1,025	1%	18	0%	1,043	1%
Other sensory/speech	427	0%	<11	n/a	429	0%
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

<sup>101</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>102</sup> Down syndrome is included in intellectual disability, representing 2% (2,863) of all Scheme participants in Victoria.

**Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria** <sup>103 104</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	885	12%	<11	n/a	885	12%
Intellectual disability	3,625	49%	<11	n/a	3,625	49%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	618	8%	<11	n/a	618	8%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	430	6%	<11	n/a	440	6%
Other physical	64	1%	<11	n/a	65	1%
Acquired brain injury	643	9%	12	33%	655	9%
Cerebral palsy	643	9%	<11	n/a	643	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	136	2%	<11	n/a	136	2%
Other	100	1%	<11	n/a	102	1%
Visual impairment	25	0%	<11	n/a	25	0%
Stroke	169	2%	<11	n/a	178	2%
Spinal cord Injury	61	1%	<11	n/a	63	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>7,403</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>7,439</b>	<b>100%</b>

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	58,193	35%	1,184	31%	59,377	35%
Intellectual disability	23,962	14%	169	4%	24,131	14%
Developmental delay	25,540	15%	1,630	42%	27,170	16%
Psychosocial disability	19,348	12%	179	5%	19,527	12%
Hearing impairment	6,928	4%	90	2%	7,018	4%
Other neurological	5,089	3%	97	3%	5,186	3%
Other physical	4,497	3%	43	1%	4,540	3%
Acquired brain injury	4,139	2%	80	2%	4,219	2%
Cerebral palsy	3,564	2%	21	1%	3,585	2%
Global developmental delay	2,998	2%	129	3%	3,127	2%
Multiple sclerosis	3,136	2%	41	1%	3,177	2%
Other	2,104	1%	122	3%	2,226	1%
Visual impairment	2,905	2%	21	1%	2,926	2%
Stroke	1,904	1%	48	1%	1,952	1%
Spinal cord Injury	964	1%	16	0%	980	1%
Other sensory/speech	427	0%	<11	n/a	429	0%
<b>Total</b>	<b>165,698</b>	<b>100%</b>	<b>3,872</b>	<b>100%</b>	<b>169,570</b>	<b>100%</b>

<sup>103</sup> 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.

<sup>104</sup> Down syndrome is included in intellectual disability, representing 8% (569) of participants in SIL.

<sup>105</sup> Down syndrome is included in intellectual disability, representing 1% (2,294) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	22,262	13%	1,016	26%	23,278	13%
2 (High Function)	462	0%	<11	n/a	467	0%
3 (High Function)	9,167	5%	332	8%	9,499	5%
4 (High Function)	9,038	5%	53	1%	9,091	5%
5 (High Function)	13,892	8%	300	8%	14,192	8%
6 (Moderate Function)	39,392	23%	480	12%	39,872	23%
7 (Moderate Function)	9,319	5%	129	3%	9,448	5%
8 (Moderate Function)	8,941	5%	118	3%	9,059	5%
9 (Moderate Function)	783	0%	<11	n/a	789	0%
10 (Moderate Function)	16,478	10%	179	5%	16,657	9%
11 (Low Function)	4,697	3%	18	0%	4,715	3%
12 (Low Function)	24,156	14%	243	6%	24,399	14%
13 (Low Function)	10,789	6%	113	3%	10,902	6%
14 (Low Function)	2,185	1%	<11	n/a	2,190	1%
15 (Low Function)	38	0%	<11	n/a	38	0%
Missing	1,502	1%	911	23%	2,413	1%
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	28,200	16%	1,972	50%	30,172	17%
7 to 14	47,401	27%	662	17%	48,063	27%
15 to 18	14,912	9%	229	6%	15,141	9%
19 to 24	13,384	8%	146	4%	13,530	8%
25 to 34	14,614	8%	198	5%	14,812	8%
35 to 44	13,437	8%	165	4%	13,602	8%
45 to 54	15,256	9%	204	5%	15,460	9%
55 to 64	17,466	10%	283	7%	17,749	10%
65+	8,431	5%	49	1%	8,480	5%
<b>Total</b>	<b>173,101</b>	<b>100%</b>	<b>3,908</b>	<b>100%</b>	<b>177,009</b>	<b>100%</b>

**Table G.15 Participation rates by age group and gender at 30 June 2024 – Victoria** <sup>106</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.0%	3.3%	5.5%
7 to 14	9.5%	4.6%	7.2%
15 to 18	5.5%	3.4%	4.6%
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%
<b>Total (aged 0 to 64)</b>	<b>3.6%</b>	<b>2.2%</b>	<b>3.0%</b>

**Table G.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Victoria** <sup>107</sup>

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	6%	n/a	6%
Health & Wellbeing	19%	n/a	19%
Lifelong Learning	12%	n/a	12%
Other	8%	n/a	8%
Non-categorised	7%	n/a	7%
<b>Any mainstream service</b>	<b>33%</b>	<b>n/a</b>	<b>33%</b>

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

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	2%	3%	2%
Daily life	21%	21%	21%
Health and wellbeing	67%	74%	67%
Learning	30%	29%	30%
Relationships	5%	4%	5%
Social and community activities	8%	7%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	15%	4%	14%
<b>Any mainstream service</b>	<b>99%</b>	<b>95%</b>	<b>99%</b>

<sup>106</sup> 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.

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

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table G.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=13,703), ‘participant social and community engagement rate’ (n=13,745), ‘parent and carer employment rate’ (n=14,393) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=8,686) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Victoria <sup>108</sup>**

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%	14%	14%	26%
Participant employment rate - Aged 65+ years	11%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	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%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	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%	47%	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%

<sup>108</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=11,434), ‘participant social and community engagement rate’ (n=11,485), ‘parent and carer employment rate’ (n=8,921) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=8,593) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Victoria <sup>109</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	23%	27%	26%
Participant employment rate - Aged 35 to 44 years	25%	26%	22%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	23%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	14%	26%
Participant employment rate - Aged 65+ years	9%	9%	9%	7%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	19%	22%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	37%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	39%	43%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	36%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	39%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	39%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	47%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	49%	49%	49%	50%
Parent and carer employment rate - All ages	46%	48%	48%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	76%	75%

<sup>109</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

**Table G.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,977), ‘participant social and community engagement rate’ (n=8,021), ‘parent and carer employment rate’ (n=5,586) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=6,308) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Victoria <sup>110</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	12%	15%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	28%	23%	30%	26%
Participant employment rate - Aged 35 to 44 years	26%	26%	30%	21%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	24%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	16%	15%	13%	26%
Participant employment rate - Aged 65+ years	11%	11%	10%	12%	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	32%	36%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	39%	41%	42%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	38%	40%	38%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	34%	36%	37%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	37%	39%	44%	39%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	39%	46%	42%	46%
Participant social and community engagement rate - Aged 25+ years	35%	37%	39%	41%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	37%	39%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	49%	50%	55%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	52%	51%	50%
Parent and carer employment rate - All ages	46%	49%	50%	51%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	66%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	72%	76%	75%

<sup>110</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=5,577), ‘participant social and community engagement rate’ (n=5,619), ‘parent and carer employment rate’ (n=3,314) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=4,623) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Victoria <sup>111</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	14%	17%	14%	23%	26%
Participant employment rate - Aged 25 to 34 years	21%	23%	25%	27%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	27%	26%	25%	22%	20%	24%	26%
Participant employment rate - Aged 45 to 54 years	25%	25%	22%	25%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	16%	16%	11%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	10%	4%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	22%	23%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	20%	22%	18%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	38%	37%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	42%	44%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	42%	42%	41%	48%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	41%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	42%	39%	41%	43%	46%
Participant social and community engagement rate - Aged 65+ years	40%	44%	45%	41%	40%	43%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	41%	42%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	47%	53%	44%	56%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	53%	41%	51%	50%
Parent and carer employment rate - All ages	46%	48%	49%	53%	43%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	67%	65%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	78%	80%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	75%	76%	75%

<sup>111</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,610), ‘participant social and community engagement rate’ (n=2,623), ‘parent and carer employment rate’ (n=1,592) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=2,192) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Victoria <sup>112</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	9%	10%	17%	20%	3%	20%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	25%	27%	23%	20%	27%	26%
Participant employment rate - Aged 35 to 44 years	28%	26%	26%	31%	24%	24%	29%	26%
Participant employment rate - Aged 45 to 54 years	29%	31%	27%	25%	34%	18%	22%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	17%	18%	17%	10%	16%	26%
Participant employment rate - Aged 65+ years	14%	15%	10%	11%	8%	3%	9%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	23%	25%	24%	17%	23%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	21%	24%	23%	15%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	36%	47%	36%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	44%	45%	47%	44%	39%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	42%	48%	47%	43%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	38%	43%	43%	43%	49%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	38%	40%	43%	41%	44%	43%	46%
Participant social and community engagement rate - Aged 65+ years	41%	48%	49%	47%	37%	38%	49%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	43%	45%	43%	43%	46%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	43%	44%	43%	42%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	53%	53%	48%	49%	60%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	45%	50%	44%	55%	49%	50%
Parent and carer employment rate - All ages	47%	50%	50%	52%	46%	51%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	63%	68%	68%	65%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	75%	81%	82%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	69%	73%	76%	76%	74%	75%

<sup>112</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=818), ‘participant social and community engagement rate’ (n=827), ‘parent and carer employment rate’ (n=447) 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=675) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Victoria <sup>113</sup>**

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	20%	23%	21%	22%	16%	23%	8%	29%	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	26%	28%	32%	26%	27%	30%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	22%	20%	17%	15%	21%	15%	26%
Participant employment rate - Aged 65+ years	18%	16%	14%	6%	9%	17%	4%	4%	26%
Participant employment rate - Aged 25 to 64 years	24%	26%	26%	25%	21%	24%	16%	26%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	26%	25%	21%	24%	17%	25%	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	36%	45%	48%	46%	39%	35%	33%	51%	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	33%	41%	46%	44%	38%	33%	30%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	38%	43%	47%	42%	41%	52%	45%	46%
Participant social and community engagement rate - Aged 65+ years	41%	45%	50%	45%	54%	49%	43%	62%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	46%	45%	42%	38%	37%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	46%	45%	43%	38%	38%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	49%	50%	47%	49%	44%	53%	63%	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	47%	52%	51%	51%	56%	56%	55%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	63%	66%	71%	79%	75%	63%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	70%	73%	80%	77%	83%	66%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	68%	71%	77%	78%	80%	65%	75%

<sup>113</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table G.25 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables G.29 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 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.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 54 in Prior Quarters, n = 37 in 2023-24 Q4), 'Community Connections' (n = 623 in Prior Quarters, n = 353 in 2023-24 Q4), 'Apply for NDIS' (n = 472 in Prior Quarters, n = 342 in 2023-24 Q4), 'Plan Approval' (n = 862 in Prior Quarters, n = 776 in 2023-24 Q4), 'Plan Implementation' (n = 575 in Prior Quarters, n = 688 in 2023-24 Q4) and 'Plan Reassessment' (n = 2,372 in Prior Quarters, n = 1,926 in 2023-24 Q4) - Victoria <sup>114 115</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Early Supports - Were you treated with respect?	100%	100%
Early Supports - Were decisions and outcomes explained to you?	85%	82%
Early Supports - Were your questions and concerns acknowledged?	86%	91%
Early Supports - How well does your early supports plan meet your child's needs?	50%	41%
Community Connections - Was information easy to understand?	85%	84%
Community Connections - Was communication in your preferred format?	94%	96%
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?	77%	75%
Community Connections - To what extent were your circumstances and needs considered?	75%	76%
Community Connections - To what extent were you included in decisions that were made?	74%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	58%	50%
Apply for NDIS (overall) - Were you treated with respect?	96%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	77%	70%
Apply for NDIS (overall) - Was information easy to understand?	75%	70%
Apply for NDIS (overall) - Was communication in your preferred format?	90%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	53%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	60%	52%
Plan Approval - Were you treated with respect?	93%	90%
Plan Approval - Were decisions and outcomes explained to you?	83%	74%
Plan Approval - Were your questions and concerns acknowledged?	82%	72%
Plan Approval - Do you know where to go for more help with using your plan?	86%	82%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	50%
Plan Approval - How well does your NDIS plan meet your needs?	64%	55%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	58%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	57%
Plan Implementation - Do you feel confident in using your plan?	69%	62%
Plan Implementation - Do you feel confident in accessing supports?	66%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	70%
Plan Reassessment - To what extent were your circumstances and needs considered?	69%	74%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	73%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	69%
Plan Reassessment - Do you feel confident in using your plan?	68%	73%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	71%

<sup>114</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

<sup>115</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	81%

**Table G.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria** <sup>116 117</sup>

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	166	13	179	169
People who have submitted an access request: Complaint about LAC Partner	816	54	870	784
People who have submitted an access request: Complaints about service providers	2,789	166	2,955	2,347
People who have submitted an access request: Complaints about the Agency	41,389	5,382	46,771	23,979
People who have submitted an access request: Unclassified	634	<11	635	589
<b>People who have submitted an access request: Total</b>	<b>45,794</b>	<b>5,616</b>	<b>51,410</b>	<b>25,778</b>
Percentage of the number of active participants	6.4%	12.8%	6.8%	n/a
<b>Total PCIs</b>	<b>10,452</b>	<b>1,293</b>	<b>11,745</b>	<b>n/a</b>

**Table G.26 Number and proportion of participant complaints over time, incrementally and cumulatively – Victoria**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	1,410	5%	20,929	7%
Sep-21	1,821	6%	22,750	7%
Dec-21	1,780	5%	24,530	7%
Mar-22	1,912	6%	26,442	7%
Jun-22	1,785	5%	28,227	7%
Sep-22	1,964	5%	30,191	6%
Dec-22	1,756	5%	31,947	6%
Mar-23	1,877	5%	33,824	6%
Jun-23	2,156	5%	35,980	6%
Sep-23	2,316	6%	38,296	6%
Dec-23	2,724	6%	41,020	6%
Mar-24	4,774	11%	45,794	6%
Jun-24	5,616	13%	51,410	7%

<sup>116</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

<sup>117</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table G.27 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Victoria**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	416	1%	1,658	1%
Sep-21	369	1%	2,027	1%
Dec-21	376	1%	2,403	1%
Mar-22	444	1%	2,847	1%
Jun-22	545	2%	3,392	1%
Sep-22	567	2%	3,959	1%
Dec-22	642	2%	4,601	1%
Mar-23	1,036	3%	5,637	1%
Jun-23	1,124	3%	6,761	1%
Sep-23	1,208	3%	7,969	2%
Dec-23	1,181	3%	9,150	2%
Mar-24	1,302	3%	10,452	2%
Jun-24	1,293	3%	11,745	2%

**Table G.28 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria** <sup>118 119</sup>

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,138	3%	<11	n/a	1,138	2%
Complaints about the Agency - Information unclear	484	1%	<11	n/a	484	1%
Complaints about the Agency - NDIA Access	1,034	2%	75	1%	1,109	2%
Complaints about the Agency - NDIA Engagement	42	0%	20	0%	62	0%
Complaints about the Agency - NDIA Finance	2,814	7%	320	6%	3,134	7%
Complaints about the Agency - NDIA Fraud and Compliance	190	0%	20	0%	210	0%
Complaints about the Agency - NDIA Plan	9,354	23%	1,008	19%	10,362	22%
Complaints about the Agency - NDIA Process	3,268	8%	384	7%	3,652	8%
Complaints about the Agency - NDIA Resources	346	1%	32	1%	378	1%
Complaints about the Agency - NDIA Staff	2,404	6%	268	5%	2,672	6%
Complaints about the Agency - NDIA Timeliness	9,635	23%	3,249	60%	12,884	28%
Complaints about the Agency - Participation, engagement and inclusion	100	0%	<11	n/a	100	0%
Complaints about the Agency - Provider Portal	29	0%	<11	n/a	29	0%
Complaints about the Agency - Quality & Safeguards Commission	28	0%	<11	n/a	32	0%
Complaints about the Agency - Reasonable and necessary supports	1,560	4%	<11	n/a	1,560	3%
Complaints about the Agency - Staff conduct - Agency	454	1%	<11	n/a	454	1%
Complaints about the Agency - The way the NDIA carried out its decision making	788	2%	<11	n/a	788	2%
Complaints about the Agency - Timeliness	4,495	11%	<11	n/a	4,495	10%
Complaints about the Agency - Other	3,226	8%	<11	n/a	3,228	7%
<b>Complaints about the Agency - Total</b>	<b>41,389</b>	<b>100%</b>	<b>5,382</b>	<b>100%</b>	<b>46,771</b>	<b>100%</b>
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	23	14%	<11	n/a	25	14%
Complaints about Early Connections Partner - Early Connections Process	14	8%	<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	54	33%	<11	n/a	60	34%
Complaints about Early Connections Partner - Early Connections Timeliness	71	43%	<11	n/a	76	42%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>166</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>179</b>	<b>100%</b>
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	112	14%	<11	n/a	113	13%
Complaints about LAC Partner - LAC Process	82	10%	<11	n/a	85	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	532	65%	42	78%	574	66%

<sup>118</sup> 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.

<sup>119</sup> There are 45,794 total participant complaints in prior quarters, 5,616 total participant complaints in 2023-24 Q4, and 51,410 total participant complaints as at 30 June 2024 (which includes 635 unclassified participant complaints).



Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Timeliness	77	9%	<11	n/a	83	10%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>816</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>870</b>	<b>100%</b>
Complaints about service providers - Provider Costs	53	2%	<11	n/a	53	2%
Complaints about service providers - Provider Finance	184	7%	22	13%	206	7%
Complaints about service providers - Provider Fraud and Compliance	282	10%	30	18%	312	11%
Complaints about service providers - Provider Process	90	3%	<11	n/a	90	3%
Complaints about service providers - Provider Service	1,063	38%	64	39%	1,127	38%
Complaints about service providers - Provider Staff	513	18%	49	30%	562	19%
Complaints about service providers - Service Delivery	122	4%	<11	n/a	122	4%
Complaints about service providers - Staff Conduct	126	5%	<11	n/a	126	4%
Complaints about service providers - Supports being provided	137	5%	<11	n/a	137	5%
Complaints about service providers - Other	219	8%	<11	n/a	220	7%
<b>Complaints about service providers - Total</b>	<b>2,789</b>	<b>100%</b>	<b>166</b>	<b>100%</b>	<b>2,955</b>	<b>100%</b>

**Table G.29 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	941	19%	55	17%	996	19%
Plan	3,438	71%	230	71%	3,668	71%
Plan Reassessment	108	2%	<11	n/a	112	2%
Other	377	8%	34	11%	411	8%
<b>Total cases</b>	<b>4,864</b>	<b>100%</b>	<b>323</b>	<b>100%</b>	<b>5,187</b>	<b>100%</b>
Percentage of the number of active participants	0.68%	n/a	0.74%	n/a	0.69%	n/a

**Table G.30 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – Victoria**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	208	1%	1,407	0%
Sep-21	333	1%	1,740	1%
Dec-21	471	1%	2,211	1%
Mar-22	405	1%	2,616	1%
Jun-22	321	1%	2,937	1%
Sep-22	302	1%	3,239	1%
Dec-22	310	1%	3,549	1%
Mar-23	285	1%	3,834	1%
Jun-23	296	1%	4,130	1%
Sep-23	283	1%	4,413	1%
Dec-23	285	1%	4,698	1%
Mar-24	166	0%	4,864	1%
Jun-24	323	1%	5,187	1%

**Table G.31 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Victoria** <sup>120</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>5,187</b>	<b>5,179</b>
<b>Open AAT Cases</b>	<b>790</b>	<b>783</b>
<b>Closed AAT Cases</b>	<b>4,397</b>	<b>3,967</b>
Resolved before hearing	4,296	3,882
Gone to hearing and received a substantive decision	101	85

**Table G.32 Administrative Appeals Tribunal (AAT) Supports in dispute – Victoria** <sup>121 122 123</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	63	17	80
Core (excluding Consumables and Transport)	384	51	435
Capacity Building	487	56	543
General Support	76	13	89
Assistive Technology	145	12	157
Specialist Disability Accommodation	69	<11	76
Home Modifications	36	<11	44
Supported Independent Living	114	15	129
Everyday Living Costs	47	13	60
Transport	74	<11	81
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>845</b>	<b>99</b>	<b>944</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,495</b>	<b>199</b>	<b>1,694</b>

<sup>120</sup> 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.

<sup>121</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>122</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>123</sup> 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.33 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Victoria**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal</b>	<b>97</b>	<b>2%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>101</b>	<b>2%</b>
Hearing Decision - Affirmed	33	1%	<11	n/a	34	1%
Hearing Decision - Varied	22	1%	<11	n/a	23	1%
Hearing Decision - Set Aside	42	1%	<11	n/a	44	1%
<b>Not Decided by Tribunal</b>	<b>4,076</b>	<b>98%</b>	<b>220</b>	<b>98%</b>	<b>4,296</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	2,698	65%	167	75%	2,865	65%
Not Decided by Tribunal - Withdrawn	960	23%	35	16%	995	23%
Not Decided by Tribunal - No jurisdiction	109	3%	<11	n/a	111	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	31	1%	<11	n/a	33	1%
Not Decided by Tribunal - Dismissed	260	6%	14	6%	274	6%
Not Decided by Tribunal - Other	2	0%	<11	n/a	<11	0%
<b>Total</b>	<b>4,173</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>4,397</b>	<b>100%</b>

## 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.34 Number of active providers in 2023-24 Q4 by registration status and plan management type – Victoria** <sup>124 125 126 127</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,471	0	2,471
Plan-managed	4,845	52,266	56,843
Self-managed	1,773	17,892	19,598
<b>All plan management types</b>	<b>5,267</b>	<b>60,731</b>	<b>65,719</b>

**Table G.35 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Victoria** <sup>128 129 130 131 132</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	685	0	685
Plan-managed	952	774	1,738
Self-managed	30	63	355
<b>All management types</b>	<b>1,667</b>	<b>836</b>	<b>2,778</b>

<sup>124</sup> 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.

<sup>125</sup> 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.

<sup>126</sup> 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.

<sup>127</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>128</sup> Registration status is determined as at the posting date of payment.

<sup>129</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>130</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>131</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>132</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table G.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Victoria**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.6%	4.5%
\$10,001-\$15,000	9.9%	9.8%
\$15,001-\$20,000	14.5%	14.6%
\$20,001-\$25,000	13.1%	13.0%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.7%	14.6%
\$50,001-\$100,000	18.2%	18.2%
\$100,001-\$150,000	6.4%	6.4%
\$150,001-\$200,000	3.0%	3.0%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	6.6%	6.7%

**Table G.37 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Victoria**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	4.8%	4.7%
\$10,001-\$15,000	10.3%	10.2%
\$15,001-\$20,000	15.1%	15.3%
\$20,001-\$25,000	13.7%	13.6%
\$25,001-\$30,000	5.7%	5.6%
\$30,001-\$50,000	15.3%	15.2%
\$50,001-\$100,000	19.0%	19.0%
\$100,001-\$150,000	6.6%	6.7%
\$150,001-\$200,000	3.1%	3.1%
\$200,001-\$250,000	1.7%	1.8%
\$250,001+	2.7%	2.8%

**Table G.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Victoria**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$17,500	\$25,800	n/a	n/a	\$17,500	\$25,800
7 to 14	\$22,900	\$29,000	n/a	n/a	\$22,900	\$29,000
15 to 18	\$41,300	\$49,900	\$759,800	\$782,600	\$38,000	\$46,800
19 to 24	\$79,100	\$99,100	\$581,700	\$621,800	\$60,200	\$79,300
25 to 34	\$93,800	\$113,900	\$447,500	\$487,900	\$67,300	\$86,100
35 to 44	\$98,900	\$120,300	\$414,400	\$448,300	\$67,200	\$86,400
45 to 54	\$102,900	\$123,600	\$392,600	\$428,300	\$70,300	\$88,600
55 to 64	\$114,300	\$137,900	\$402,200	\$429,500	\$76,900	\$98,400
65+	\$108,200	\$136,100	\$396,200	\$424,500	\$76,900	\$103,400
<b>All</b>	<b>\$59,900</b>	<b>\$74,000</b>	<b>\$422,900</b>	<b>\$455,700</b>	<b>\$44,300</b>	<b>\$57,300</b>

**Table G.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Victoria**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$148,100	\$177,900	\$490,900	\$509,500	\$99,600	\$126,400
Autism	\$36,500	\$46,500	\$508,000	\$547,800	\$29,400	\$39,000
Cerebral palsy	\$161,800	\$186,800	\$436,400	\$472,900	\$112,300	\$135,500
Developmental delay	\$13,800	\$22,400	n/a	n/a	\$13,800	\$22,400
Global developmental delay	\$18,700	\$27,200	n/a	n/a	\$18,700	\$27,200
Hearing impairment	\$9,800	\$17,600	n/a	n/a	\$9,600	\$17,400
Intellectual disability	\$103,300	\$122,300	\$365,900	\$401,300	\$64,300	\$80,400
Multiple sclerosis	\$98,400	\$124,900	\$534,900	\$550,000	\$80,400	\$106,700
Psychosocial disability	\$67,700	\$85,000	\$399,000	\$421,700	\$58,100	\$74,300
Spinal cord injury	\$159,200	\$197,000	\$613,900	\$634,700	\$134,200	\$168,800
Stroke	\$137,100	\$170,600	\$517,300	\$552,300	\$105,800	\$135,800
Visual impairment	\$42,300	\$52,600	\$381,400	\$395,800	\$39,600	\$49,700
Other neurological	\$131,200	\$162,300	\$531,400	\$537,200	\$102,300	\$130,500
Other physical	\$67,800	\$88,900	\$487,300	\$533,800	\$61,600	\$82,500
Other sensory/speech	\$11,700	\$19,500	n/a	n/a	\$11,700	\$19,500
Other	\$88,600	\$115,200	\$571,800	\$562,200	\$68,200	\$93,700
<b>All</b>	<b>\$59,900</b>	<b>\$74,000</b>	<b>\$422,900</b>	<b>\$455,700</b>	<b>\$44,300</b>	<b>\$57,300</b>

**Table G.40 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Victoria**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$12,300	\$20,800	n/a	n/a	\$12,200	\$20,600
2	\$18,700	\$29,800	n/a	n/a	\$18,700	\$29,800
3	\$20,500	\$30,100	\$381,300	\$405,400	\$19,100	\$28,500
4	\$16,000	\$24,700	n/a	n/a	\$15,300	\$23,800
5	\$28,400	\$37,800	\$346,200	\$376,600	\$26,000	\$35,200
6	\$22,000	\$32,900	\$390,000	\$444,800	\$20,800	\$31,600
7	\$45,400	\$55,900	\$414,200	\$436,900	\$35,500	\$45,400
8	\$46,600	\$64,500	\$325,200	\$369,800	\$41,600	\$58,600
9	\$71,000	\$99,900	n/a	n/a	\$63,000	\$89,400
10	\$79,400	\$103,000	\$341,300	\$383,100	\$65,400	\$87,100
11	\$86,200	\$100,700	\$414,200	\$457,500	\$64,800	\$76,700
12	\$165,100	\$194,400	\$417,600	\$447,600	\$114,200	\$141,400
13	\$107,400	\$117,400	\$572,200	\$610,300	\$80,000	\$88,300
14	\$290,000	\$328,200	\$474,900	\$507,100	\$219,800	\$258,100
15	\$400,700	\$437,500	n/a	n/a	\$301,800	\$342,600
<b>All</b>	<b>\$59,900</b>	<b>\$74,000</b>	<b>\$422,900</b>	<b>\$455,700</b>	<b>\$44,300</b>	<b>\$57,300</b>

**Table G.41 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Victoria <sup>133</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	2,179.4	2,325.7
Core: Consumables	22.4	25.0
Core: Social and Civic	501.8	619.7
Core: Transport	15.9	19.8
Capacity Building: Choice and Control	9.3	9.8
Capacity Building: Daily Activities	78.2	108.5
Capacity Building: Employment	0.6	1.8
Capacity Building: Health and Wellbeing	0.4	1.1
Capacity Building: Home Living	0.0001	0.13
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	51.8	86.0
Capacity Building: Social and Civic	0.5	1.0
Capacity Building: Support Coordination	46.4	53.2
Capital: Assistive Technology	21.5	40.8
Capital: Home Modifications	73.5	97.9
<b>All</b>	<b>3,001.7</b>	<b>3,390.3</b>

<sup>133</sup> Total payments for home modifications in Victoria were \$73.5 million. Of which, \$72.9 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$97.9 million. Of which, \$97.0 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.



**Table G.42 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Victoria** <sup>134</sup>

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	2,804.9	3,417.1
Core: Consumables	153.2	215.7
Core: Social and Civic	1,994.7	2,421.7
Core: Transport	207.3	124.1
Capacity Building: Choice and Control	141.1	157.5
Capacity Building: Daily Activities	1,346.1	2,218.1
Capacity Building: Employment	29.0	81.7
Capacity Building: Health and Wellbeing	6.6	14.7
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.04	0.3
Capacity Building: Relationships	104.5	215.7
Capacity Building: Social and Civic	48.6	115.4
Capacity Building: Support Coordination	279.4	365.4
Capital: Assistive Technology	109.3	282.4
Capital: Home Modifications	47.7	84.6
<b>All</b>	<b>7,273.0</b>	<b>9,716.6</b>

**Table G.43 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria** <sup>135</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	53.9	162.6	204.8	497.8	1,439.5	3,455.5	6,018.2	7,922.1	9,258.6	11,559.6	13,153.7
Total Paid	32.4	128.0	161.3	338.7	956.3	2,367.3	4,128.0	5,456.1	6,813.7	8,596.8	9,850.5
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	74%	75%

**Table G.44 Percentage change in plan budgets for active participants – Victoria**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	9.3%	13.0%	8.1%	8.1%	8.6%	10.8%	7.9%	6.4%	8.9%
Interplan Inflation	3.4%	6.5%	7.1%	4.0%	2.7%	3.6%	1.7%	0.3%	0.9%
<b>Total Inflation</b>	<b>12.7%</b>	<b>19.5%</b>	<b>15.1%</b>	<b>12.1%</b>	<b>11.4%</b>	<b>14.4%</b>	<b>9.6%</b>	<b>6.8%</b>	<b>9.8%</b>

<sup>134</sup> Total payments for home modifications in Victoria were \$47.7 million. Of which, \$17.6 million (37%) has been paid for specialised disability accommodation (SDA) supports, and \$30.1 million (63%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1 million processed off-system in June 2024. Total annualised committed supports for home modifications in Victoria were \$84.6 million. Of which, \$27.9 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.7 million (67%) has been allocated for non-SDA supports.

<sup>135</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement H: Queensland

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This supplement shows the data for Queensland.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability.

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	180,613	3,298	183,911
<b>Active Eligible - Total</b>	<b>141,792</b>	<b>2,815</b>	<b>144,607</b>
Active Eligible - New	98,159	2,769	100,928
Active Eligible - State	33,492	34	33,526
Active Eligible - Commonwealth	10,141	12	10,153
<b>Active Participant Plans - Total</b>	<b>139,093</b>	<b>3,204</b>	<b>142,297</b>
Active Participant Plans - New	95,639	3,118	98,757
Active Participant Plans - State	33,371	61	33,432
Active Participant Plans - Commonwealth	10,083	25	10,108
<b>Active Participant Plans - Total</b>	<b>139,093</b>	<b>3,204</b>	<b>142,297</b>
Active Participant Plans - Early Intervention (s25)	45,610	1,690	47,300
Active Participant Plans - Permanent Disability (s24)	93,483	1,514	94,997

**Table H.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Queensland**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>10,592</b>
Early Intervention participants	4,154
Permanent disability participants	6,438

**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	34,295	98%	15,242	98%	693	98%	50,230	98%
7 to 14	20,792	91%	10,961	91%	684	89%	32,437	91%
15 to 18	6,095	92%	3,906	90%	360	92%	10,361	91%
19 to 24	4,723	90%	3,136	85%	243	85%	8,102	88%
25 to 34	5,776	88%	4,748	80%	236	76%	10,760	84%
35 to 44	5,887	83%	5,291	74%	156	68%	11,334	78%
45 to 54	7,402	79%	6,936	68%	185	59%	14,523	73%
55 to 64	9,715	73%	8,697	61%	249	55%	18,661	66%
65+	404	59%	388	51%	<11	n/a	798	55%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>95,089</b>	<b>89%</b>	<b>59,305</b>	<b>80%</b>	<b>2,812</b>	<b>81%</b>	<b>157,206</b>	<b>85%</b>

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

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	3,203	92%	1,674	91%	72	89%	4,949	92%
Autism	36,841	97%	17,105	97%	1,400	96%	55,346	97%
Cerebral palsy	2,273	96%	1,776	96%	21	81%	4,070	96%
Developmental delay	15,682	99%	6,835	99%	427	100%	22,944	99%
Global developmental delay	2,408	99%	1,078	99%	55	98%	3,541	99%
Hearing impairment	3,227	90%	3,417	89%	116	88%	6,760	90%
Intellectual disability	11,277	96%	9,332	95%	143	83%	20,752	95%
Multiple sclerosis	478	92%	1,526	90%	28	90%	2,032	90%
Psychosocial disability	6,769	73%	6,435	63%	239	55%	13,443	68%
Spinal cord injury	1,296	94%	504	90%	23	85%	1,823	93%
Stroke	1,417	86%	1,090	83%	56	85%	2,563	85%
Visual impairment	1,072	85%	990	83%	13	62%	2,075	84%
Other neurological	3,552	82%	2,852	77%	82	68%	6,486	80%
Other physical	3,051	51%	2,851	38%	61	26%	5,963	43%
Other sensory/speech	264	37%	99	33%	<11	n/a	365	36%
Other	1,552	46%	1,186	33%	57	34%	2,795	40%
Missing	727	87%	555	80%	17	63%	1,299	83%
<b>Total</b>	<b>95,089</b>	<b>89%</b>	<b>59,305</b>	<b>80%</b>	<b>2,812</b>	<b>81%</b>	<b>157,206</b>	<b>85%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	14,621	11%	399	12%	15,020	11%
Non-First Nations Participants	110,872	80%	2,485	78%	113,357	80%
Not Stated	13,600	10%	320	10%	13,920	10%
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>

**Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland <sup>136</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,325	5%	141	4%	7,466	5%
Not culturally and linguistically diverse	129,101	93%	2,390	75%	131,491	92%
Not stated	2,667	2%	673	21%	3,340	2%
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>

**Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Queensland <sup>137</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	22
55 to 64	148
<b>Total YPIRAC (under 65)</b>	<b>173</b>

**Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland <sup>138</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	-18	173

<sup>136</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>137</sup> There are a further 343 active participants aged 65 years or over who are currently in residential aged care.

<sup>138</sup> 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** <sup>139</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	85,233	61%	2,058	64%	87,291	61%
Population > 50,000	31,293	22%	602	19%	31,895	22%
Population between 15,000 and 50,000	5,286	4%	97	3%	5,383	4%
Population between 5,000 and 15,000	5,688	4%	134	4%	5,822	4%
Population less than 5,000	9,184	7%	203	6%	9,387	7%
Remote	1,252	1%	52	2%	1,304	1%
Very Remote	1,149	1%	58	2%	1,207	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>

**Table H.10 Participant profile per quarter by primary disability group – Queensland** <sup>140 141</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	52,648	38%	1,083	34%	53,731	38%
Intellectual disability	19,370	14%	165	5%	19,535	14%
Developmental delay	17,868	13%	1,091	34%	18,959	13%
Psychosocial disability	12,187	9%	128	4%	12,315	9%
Hearing impairment	6,368	5%	91	3%	6,459	5%
Other neurological	4,868	3%	112	3%	4,980	3%
Other physical	4,782	3%	38	1%	4,820	3%
Acquired brain injury	4,181	3%	71	2%	4,252	3%
Cerebral palsy	3,825	3%	19	1%	3,844	3%
Global developmental delay	3,110	2%	123	4%	3,233	2%
Multiple sclerosis	1,838	1%	39	1%	1,877	1%
Other	2,213	2%	136	4%	2,349	2%
Visual impairment	1,888	1%	24	1%	1,912	1%
Stroke	2,114	2%	69	2%	2,183	2%
Spinal cord Injury	1,605	1%	13	0%	1,618	1%
Other sensory/speech	228	0%	<11	n/a	230	0%
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>

<sup>139</sup> 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.

<sup>140</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>141</sup> Down syndrome is included in intellectual disability, representing 2% (2,468) of all Scheme participants in Queensland.

**Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland** <sup>142 143</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	833	12%	<11	n/a	833	12%
Intellectual disability	2,968	42%	<11	n/a	2,969	42%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	715	10%	<11	n/a	716	10%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	583	8%	<11	n/a	591	8%
Other physical	86	1%	<11	n/a	88	1%
Acquired brain injury	689	10%	<11	n/a	698	10%
Cerebral palsy	529	8%	<11	n/a	530	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	89	1%	<11	n/a	89	1%
Other	158	2%	<11	n/a	161	2%
Visual impairment	24	0%	<11	n/a	24	0%
Stroke	271	4%	<11	n/a	279	4%
Spinal cord Injury	70	1%	<11	n/a	70	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>7,021</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>7,054</b>	<b>100%</b>

**Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland** <sup>144</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	51,815	39%	1,083	34%	52,898	39%
Intellectual disability	16,402	12%	164	5%	16,566	12%
Developmental delay	17,868	14%	1,091	34%	18,959	14%
Psychosocial disability	11,472	9%	127	4%	11,599	9%
Hearing impairment	6,364	5%	91	3%	6,455	5%
Other neurological	4,285	3%	104	3%	4,389	3%
Other physical	4,696	4%	36	1%	4,732	3%
Acquired brain injury	3,492	3%	62	2%	3,554	3%
Cerebral palsy	3,296	2%	18	1%	3,314	2%
Global developmental delay	3,110	2%	123	4%	3,233	2%
Multiple sclerosis	1,749	1%	39	1%	1,788	1%
Other	2,055	2%	133	4%	2,188	2%
Visual impairment	1,864	1%	24	1%	1,888	1%
Stroke	1,843	1%	61	2%	1,904	1%
Spinal cord Injury	1,535	1%	13	0%	1,548	1%
Other sensory/speech	226	0%	<11	n/a	228	0%
<b>Total</b>	<b>132,072</b>	<b>100%</b>	<b>3,171</b>	<b>100%</b>	<b>135,243</b>	<b>100%</b>

<sup>142</sup> 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.

<sup>143</sup> Down syndrome is included in intellectual disability, representing 7% (459) of participants in SIL.

<sup>144</sup> Down syndrome is included in intellectual disability, representing 1% (2,009) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	19,485	14%	827	26%	20,312	14%
2 (High Function)	190	0%	<11	n/a	194	0%
3 (High Function)	6,966	5%	212	7%	7,178	5%
4 (High Function)	8,437	6%	50	2%	8,487	6%
5 (High Function)	7,873	6%	146	5%	8,019	6%
6 (Moderate Function)	38,622	28%	452	14%	39,074	27%
7 (Moderate Function)	6,033	4%	65	2%	6,098	4%
8 (Moderate Function)	8,224	6%	95	3%	8,319	6%
9 (Moderate Function)	783	1%	<11	n/a	792	1%
10 (Moderate Function)	13,441	10%	154	5%	13,595	10%
11 (Low Function)	3,391	2%	15	0%	3,406	2%
12 (Low Function)	13,831	10%	180	6%	14,011	10%
13 (Low Function)	8,348	6%	102	3%	8,450	6%
14 (Low Function)	2,285	2%	<11	n/a	2,291	2%
15 (Low Function)	45	0%	<11	n/a	45	0%
Missing	1,139	1%	887	28%	2,026	1%
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>

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

Age group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	21,072	15%	1,424	44%	22,496	16%
7 to 14	39,240	28%	616	19%	39,856	28%
15 to 18	13,790	10%	225	7%	14,015	10%
19 to 24	11,629	8%	136	4%	11,765	8%
25 to 34	11,603	8%	141	4%	11,744	8%
35 to 44	10,072	7%	140	4%	10,212	7%
45 to 54	11,402	8%	199	6%	11,601	8%
55 to 64	13,599	10%	282	9%	13,881	10%
65+	6,686	5%	41	1%	6,727	5%
<b>Total</b>	<b>139,093</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>	<b>142,297</b>	<b>100%</b>



**Table H.15 Participation rates by age group and gender at 30 June 2024 – Queensland** <sup>145</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.3%	5.1%
7 to 14	9.3%	4.6%	7.1%
15 to 18	5.9%	3.6%	4.9%
19 to 24	3.4%	2.1%	2.8%
25 to 44	1.7%	1.3%	1.5%
45 to 64	2.0%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.7%</b>	<b>2.2%</b>	<b>3.0%</b>

**Table H.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Queensland** <sup>146</sup>

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	20%	n/a	20%
Lifelong Learning	11%	n/a	11%
Other	8%	n/a	8%
Non-categorised	3%	n/a	3%
<b>Any mainstream service</b>	<b>30%</b>	<b>45%</b>	<b>31%</b>

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

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	3%	5%	4%
Daily life	21%	19%	21%
Health and wellbeing	72%	75%	72%
Learning	30%	28%	30%
Relationships	3%	3%	3%
Social and community activities	8%	6%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	13%	4%	12%
<b>Any mainstream service</b>	<b>99%</b>	<b>93%</b>	<b>99%</b>

<sup>145</sup> 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.

<sup>146</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table H.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,001), ‘participant social and community engagement rate’ (n=10,053), ‘parent and carer employment rate’ (n=9,731) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=5,728) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Queensland <sup>147</sup>**

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%	20%	26%
Participant employment rate - Aged 45 to 54 years	18%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	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%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	40%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	44%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	43%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	36%	46%
Participant social and community engagement rate - Aged 65+ years	33%	40%	37%	46%
Participant social and community engagement rate - Aged 25+ years	34%	41%	39%	46%
Participant social and community engagement rate - Aged 15+ years	33%	41%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	49%	50%
Parent and carer employment rate - Aged 15+ years	47%	48%	46%	50%
Parent and carer employment rate - All ages	45%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	70%	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%

<sup>147</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=8,239), ‘participant social and community engagement rate’ (n=8,284), ‘parent and carer employment rate’ (n=5,879) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=5,449) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Queensland <sup>148</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	16%	15%	22%	26%
Participant employment rate - Aged 25 to 34 years	20%	21%	20%	22%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	19%	15%	16%	26%
Participant employment rate - Aged 55 to 64 years	14%	13%	10%	11%	26%
Participant employment rate - Aged 65+ years	12%	11%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	18%	18%	15%	17%	26%
Participant employment rate - Aged 15 to 64 years	16%	18%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	43%	44%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	40%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	41%	41%	39%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	44%	39%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	42%	42%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	45%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	44%	44%	44%	50%
Parent and carer employment rate - All ages	42%	43%	45%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	77%	80%	75%

<sup>148</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=5,924), ‘participant social and community engagement rate’ (n=5,977), ‘parent and carer employment rate’ (n=4,007) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=4,492) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Queensland <sup>149</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	16%	18%	24%	26%
Participant employment rate - Aged 25 to 34 years	24%	24%	24%	18%	27%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	23%	23%	25%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	14%	17%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	15%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	6%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	21%	21%	19%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	18%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	41%	42%	44%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	47%	47%	46%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	47%	46%	40%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	42%	47%	50%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	37%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	37%	36%	41%	46%
Participant social and community engagement rate - Aged 25+ years	39%	44%	43%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	38%	43%	43%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	45%	45%	54%	50%
Parent and carer employment rate - Aged 15+ years	44%	46%	47%	44%	48%	50%
Parent and carer employment rate - All ages	44%	46%	46%	45%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	72%	72%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	83%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	79%	79%	82%	75%

<sup>149</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=4,102), ‘participant social and community engagement rate’ (n=4,124), ‘parent and carer employment rate’ (n=2,390) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=3,399) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Queensland <sup>150</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	14%	17%	17%	24%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	19%	25%	15%	23%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	22%	20%	19%	23%	26%
Participant employment rate - Aged 45 to 54 years	25%	24%	19%	23%	21%	21%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	15%	15%	9%	15%	26%
Participant employment rate - Aged 65+ years	9%	10%	6%	6%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	19%	20%	15%	20%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	18%	20%	16%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	44%	45%	49%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	51%	50%	45%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	51%	55%	51%	51%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	50%	49%	50%	46%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	44%	44%	43%	42%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	37%	43%	38%	43%	46%
Participant social and community engagement rate - Aged 25+ years	40%	47%	48%	47%	44%	48%	46%
Participant social and community engagement rate - Aged 15+ years	39%	46%	47%	47%	45%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	42%	42%	47%	49%	53%	50%
Parent and carer employment rate - Aged 15+ years	44%	48%	50%	51%	49%	49%	50%
Parent and carer employment rate - All ages	43%	45%	45%	49%	49%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	71%	73%	73%	74%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	83%	83%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	79%	80%	79%	75%

<sup>150</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,797), ‘participant social and community engagement rate’ (n=1,820), ‘parent and carer employment rate’ (n=763) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=1,566) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Queensland <sup>151</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 15 to 24 years	9%	18%	24%	21%	31%	13%	29%	26%
Participant employment rate - Aged 25 to 34 years	26%	27%	29%	22%	21%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	21%	22%	22%	19%	16%	19%	19%	26%
Participant employment rate - Aged 45 to 54 years	22%	23%	19%	19%	17%	20%	20%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	19%	15%	16%	10%	16%	26%
Participant employment rate - Aged 65+ years	9%	11%	8%	3%	2%	2%	3%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	19%	18%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	23%	19%	20%	18%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	47%	47%	50%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	49%	51%	51%	48%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	50%	53%	61%	51%	61%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	51%	63%	54%	52%	58%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	42%	39%	37%	41%	44%	41%	46%
Participant social and community engagement rate - Aged 65+ years	31%	39%	50%	40%	43%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	39%	46%	50%	49%	48%	50%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	46%	50%	49%	47%	49%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	48%	41%	47%	62%	56%	50%
Parent and carer employment rate - Aged 15+ years	48%	49%	51%	52%	55%	50%	49%	50%
Parent and carer employment rate - All ages	46%	48%	49%	47%	52%	55%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	70%	75%	78%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	78%	81%	85%	85%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	76%	77%	81%	83%	79%	75%

<sup>151</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=553), ‘participant social and community engagement rate’ (n=559), ‘parent and carer employment rate’ (n=196) 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=504) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Queensland**  
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Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant employment rate - Aged 25 to 34 years	21%	24%	29%	19%	21%	23%	15%	27%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	33%	33%	20%	41%	14%	27%	26%
Participant employment rate - Aged 25 to 64 years	25%	28%	27%	21%	20%	27%	15%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	28%	27%	22%	20%	26%	14%	25%	26%
Participant social and community engagement rate - Aged 45 to 54 years	49%	54%	56%	50%	39%	45%	45%	47%	46%
Participant social and community engagement rate - Aged 25+ years	43%	48%	55%	46%	53%	43%	49%	48%	46%
Participant social and community engagement rate - Aged 15+ years	42%	47%	53%	46%	52%	44%	47%	48%	46%
Parent and carer employment rate - Aged 15+ years	40%	40%	49%	44%	48%	58%	57%	54%	50%
Parent and carer employment rate - All ages	43%	45%	54%	51%	57%	58%	62%	60%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	75%	73%	73%	81%	76%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	78%	80%	85%	88%	83%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	77%	78%	81%	85%	81%	75%	75%

<sup>152</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table H.25 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table H.28 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 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.24 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 46 in Prior Quarters, n = 52 in 2023-24 Q4), 'Community Connections' (n = 777 in Prior Quarters, n = 451 in 2023-24 Q4), 'Apply for NDIS' (n = 475 in Prior Quarters, n = 389 in 2023-24 Q4), 'Plan Approval' (n = 788 in Prior Quarters, n = 717 in 2023-24 Q4), 'Plan Implementation' (n = 488 in Prior Quarters, n = 634 in 2023-24 Q4) and 'Plan Reassessment' (n = 2,320 in Prior Quarters, n = 1,903 in 2023-24 Q4) - Queensland <sup>153 154</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Early Supports - Were you treated with respect?	100%	100%
Early Supports - Were decisions and outcomes explained to you?	84%	96%
Early Supports - Were your questions and concerns acknowledged?	95%	98%
Early Supports - How well does your early supports plan meet your child's needs?	54%	58%
Community Connections - Was information easy to understand?	86%	83%
Community Connections - Was communication in your preferred format?	94%	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?	80%	78%
Community Connections - To what extent were your circumstances and needs considered?	80%	77%
Community Connections - To what extent were you included in decisions that were made?	76%	78%
Community Connections - How confident are you in reaching out to community supports and other government services?	56%	50%
Apply for NDIS (overall) - Were you treated with respect?	95%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	74%
Apply for NDIS (overall) - Was information easy to understand?	73%	74%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	65%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	59%	64%
Plan Approval - Were you treated with respect?	94%	89%
Plan Approval - Were decisions and outcomes explained to you?	80%	75%
Plan Approval - Were your questions and concerns acknowledged?	82%	73%
Plan Approval - Do you know where to go for more help with using your plan?	86%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	52%
Plan Approval - How well does your NDIS plan meet your needs?	64%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	67%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	59%
Plan Implementation - Do you feel confident in using your plan?	63%	61%
Plan Implementation - Do you feel confident in accessing supports?	65%	62%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	64%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	63%
Plan Reassessment - Do you feel confident in using your plan?	67%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	66%

<sup>153</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

<sup>154</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	77%

**Table H.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland** <sup>155 156</sup>

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	276	<11	286	262
People who have submitted an access request: Complaint about LAC Partner	902	59	961	835
People who have submitted an access request: Complaints about service providers	2,299	108	2,407	1,860
People who have submitted an access request: Complaints about the Agency	29,084	4,327	33,411	17,460
People who have submitted an access request: Unclassified	246	<11	248	226
<b>People who have submitted an access request: Total</b>	<b>32,807</b>	<b>4,506</b>	<b>37,313</b>	<b>18,991</b>
<i>Percentage of the number of active participants</i>	6.3%	12.8%	6.7%	n/a
<b>Total PCIs</b>	<b>6,984</b>	<b>920</b>	<b>7,904</b>	n/a

**Table H.26 Number and proportion of participant complaints over time, incrementally and cumulatively – Queensland**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	1,019	4%	12,530	6%
Sep-21	1,381	6%	13,911	6%
Dec-21	1,402	6%	15,313	6%
Mar-22	1,413	5%	16,726	6%
Jun-22	1,566	6%	18,292	6%
Sep-22	1,463	5%	19,755	6%
Dec-22	1,417	5%	21,172	6%
Mar-23	1,515	5%	22,687	6%
Jun-23	1,704	5%	24,391	6%
Sep-23	2,034	6%	26,425	6%
Dec-23	2,329	7%	28,754	6%
Mar-24	4,053	12%	32,807	6%
Jun-24	4,506	13%	37,313	7%

<sup>155</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

<sup>156</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table H.27 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Queensland**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	272	1%	1,243	1%
Sep-21	251	1%	1,494	1%
Dec-21	244	1%	1,738	1%
Mar-22	288	1%	2,026	1%
Jun-22	394	1%	2,420	1%
Sep-22	382	1%	2,802	1%
Dec-22	398	1%	3,200	1%
Mar-23	654	2%	3,854	1%
Jun-23	727	2%	4,581	1%
Sep-23	726	2%	5,307	1%
Dec-23	694	2%	6,001	1%
Mar-24	983	3%	6,984	2%
Jun-24	920	3%	7,904	2%

**Table H.28 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland** <sup>157 158</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	753	3%	<11	n/a	753	2%
Complaints about the Agency - Information unclear	281	1%	<11	n/a	281	1%
Complaints about the Agency - NDIA Access	950	3%	58	1%	1,008	3%
Complaints about the Agency - NDIA Engagement	31	0%	<11	n/a	41	0%
Complaints about the Agency - NDIA Finance	1,974	7%	202	5%	2,176	7%
Complaints about the Agency - NDIA Fraud and Compliance	153	1%	<11	n/a	160	0%
Complaints about the Agency - NDIA Plan	7,771	27%	738	17%	8,509	25%
Complaints about the Agency - NDIA Process	2,591	9%	317	7%	2,908	9%
Complaints about the Agency - NDIA Resources	237	1%	23	1%	260	1%
Complaints about the Agency - NDIA Staff	1,705	6%	171	4%	1,876	6%
Complaints about the Agency - NDIA Timeliness	7,467	26%	2,791	65%	10,258	31%
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	24	0%	<11	n/a	27	0%
Complaints about the Agency - Reasonable and necessary supports	765	3%	<11	n/a	765	2%
Complaints about the Agency - Staff conduct - Agency	255	1%	<11	n/a	255	1%
Complaints about the Agency - The way the NDIA carried out its decision making	495	2%	<11	n/a	495	1%
Complaints about the Agency - Timeliness	1,694	6%	<11	n/a	1,694	5%
Complaints about the Agency - Other	1,837	6%	<11	n/a	1,844	6%
<b>Complaints about the Agency - Total</b>	<b>29,084</b>	<b>100%</b>	<b>4,327</b>	<b>100%</b>	<b>33,411</b>	<b>100%</b>
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	28	10%	<11	n/a	28	10%
Complaints about Early Connections Partner - Early Connections Process	37	13%	<11	n/a	37	13%
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	134	49%	<11	n/a	135	47%
Complaints about Early Connections Partner - Early Connections Timeliness	73	26%	<11	n/a	81	28%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>276</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>286</b>	<b>100%</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	17	2%	<11	n/a	17	2%
Complaints about LAC Partner - LAC Plan	131	15%	<11	n/a	134	14%
Complaints about LAC Partner - LAC Process	83	9%	<11	n/a	91	9%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a

<sup>157</sup> 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.

<sup>158</sup> There are 32,807 total participant complaints in prior quarters, 4,506 total participant complaints in 2023-24 Q4, and 37,313 total participant complaints as at 30 June 2024 (which includes 248 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Staff	551	61%	42	71%	593	62%
Complaints about LAC Partner - LAC Timeliness	117	13%	<11	n/a	123	13%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>902</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>961</b>	<b>100%</b>
Complaints about service providers - Provider Costs	71	3%	<11	n/a	71	3%
Complaints about service providers - Provider Finance	132	6%	15	14%	147	6%
Complaints about service providers - Provider Fraud and Compliance	218	9%	25	23%	243	10%
Complaints about service providers - Provider Process	66	3%	<11	n/a	66	3%
Complaints about service providers - Provider Service	829	36%	34	31%	863	36%
Complaints about service providers - Provider Staff	431	19%	32	30%	463	19%
Complaints about service providers - Service Delivery	104	5%	<11	n/a	104	4%
Complaints about service providers - Staff Conduct	127	6%	<11	n/a	127	5%
Complaints about service providers - Supports being provided	121	5%	<11	n/a	121	5%
Complaints about service providers - Other	200	9%	<11	n/a	202	8%
<b>Complaints about service providers - Total</b>	<b>2,299</b>	<b>100%</b>	<b>108</b>	<b>100%</b>	<b>2,407</b>	<b>100%</b>

**Table H.29 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Queensland**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	722	19%	42	17%	764	19%
Plan	2,720	73%	184	73%	2,904	73%
Plan Reassessment	77	2%	<11	n/a	82	2%
Other	230	6%	20	8%	250	6%
<b>Total cases</b>	<b>3,749</b>	<b>100%</b>	<b>251</b>	<b>100%</b>	<b>4,000</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.72%</b>	<b>n/a</b>	<b>0.71%</b>	<b>n/a</b>	<b>0.72%</b>

**Table H.30 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – Queensland**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	206	1%	1,090	1%
Sep-21	234	1%	1,324	1%
Dec-21	403	2%	1,727	1%
Mar-22	318	1%	2,045	1%
Jun-22	263	1%	2,308	1%
Sep-22	257	1%	2,565	1%
Dec-22	207	1%	2,772	1%
Mar-23	98	0%	2,870	1%
Jun-23	191	1%	3,061	1%
Sep-23	263	1%	3,324	1%
Dec-23	266	1%	3,590	1%
Mar-24	159	0%	3,749	1%
Jun-24	251	1%	4,000	1%

**Table H.31 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Queensland** <sup>159</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>4,000</b>	<b>3,996</b>
<b>Open AAT Cases</b>	<b>623</b>	<b>617</b>
<b>Closed AAT Cases</b>	<b>3,377</b>	<b>3,117</b>
Resolved before hearing	3,308	3,056
Gone to hearing and received a substantive decision	69	61

**Table H.32 Administrative Appeals Tribunal (AAT) Supports in dispute – Queensland** <sup>160 161 162</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	48	<11	53
Core (excluding Consumables and Transport)	308	58	366
Capacity Building	341	62	403
General Support	80	15	95
Assistive Technology	113	21	134
Specialist Disability Accommodation	63	<11	68
Home Modifications	29	<11	35
Supported Independent Living	107	21	128
Everyday Living Costs	32	<11	40
Transport	50	12	62
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>607</b>	<b>96</b>	<b>703</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,171</b>	<b>213</b>	<b>1,384</b>

<sup>159</sup> 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.

<sup>160</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>161</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>162</sup> 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.33 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Queensland**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal	60	2%	<11	n/a	69	2%
Hearing Decision - Affirmed	25	1%	<11	n/a	31	1%
Hearing Decision - Varied	12	0%	<11	n/a	14	0%
Hearing Decision - Set Aside	23	1%	<11	n/a	24	1%
Not Decided by Tribunal	3,104	98%	204	96%	3,308	98%
Not Decided by Tribunal - Resolved by consent	2,247	71%	154	72%	2,401	71%
Not Decided by Tribunal - Withdrawn	610	19%	36	17%	646	19%
Not Decided by Tribunal - No jurisdiction	21	1%	<11	n/a	23	1%
Not Decided by Tribunal - Extension of Time Declined	12	0%	<11	n/a	15	0%
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	<11	n/a	<11	0%
Not Decided by Tribunal - Dismissed	211	7%	<11	n/a	220	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	0%
<b>Total</b>	<b>3,164</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>3,377</b>	<b>100%</b>

## 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.34 Number of active providers in 2023-24 Q4 by registration status and plan management type – Queensland** <sup>163 164 165 166</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,388	0	2,388
Plan-managed	4,195	48,853	52,872
Self-managed	1,574	13,228	14,759
<b>All plan management types</b>	<b>4,585</b>	<b>54,847</b>	<b>59,248</b>

**Table H.35 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Queensland** <sup>167 168 169 170 171</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	668	0	668
Plan-managed	732	710	1,453
Self-managed	22	48	259
<b>All management types</b>	<b>1,422</b>	<b>758</b>	<b>2,380</b>

<sup>163</sup> 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.

<sup>164</sup> 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.

<sup>165</sup> 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.

<sup>166</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>167</sup> Registration status is determined as at the posting date of payment.

<sup>168</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>169</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>170</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>171</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.



## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table H.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Queensland**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	5.7%	5.6%
\$10,001-\$15,000	12.1%	11.8%
\$15,001-\$20,000	14.8%	14.8%
\$20,001-\$25,000	10.4%	10.5%
\$25,001-\$30,000	4.7%	4.8%
\$30,001-\$50,000	12.5%	12.5%
\$50,001-\$100,000	16.8%	16.9%
\$100,001-\$150,000	7.7%	7.8%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.2%	2.3%
\$250,001+	7.6%	7.8%

**Table H.37 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q4 compared with active participants with initial plan approvals as at 2023-24 Q3 – Queensland**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	6.0%	5.9%
\$10,001-\$15,000	12.8%	12.4%
\$15,001-\$20,000	15.6%	15.6%
\$20,001-\$25,000	11.0%	11.0%
\$25,001-\$30,000	5.0%	5.0%
\$30,001-\$50,000	13.1%	13.2%
\$50,001-\$100,000	17.7%	17.8%
\$100,001-\$150,000	8.1%	8.2%
\$150,001-\$200,000	3.9%	3.9%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	3.2%	3.3%

**Table H.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Queensland**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$15,700	\$25,000	n/a	n/a	\$15,700	\$25,000
7 to 14	\$19,500	\$27,000	n/a	n/a	\$19,300	\$27,000
15 to 18	\$35,800	\$48,800	\$543,200	\$633,000	\$32,900	\$45,300
19 to 24	\$81,500	\$102,700	\$459,100	\$509,300	\$59,700	\$80,200
25 to 34	\$113,000	\$135,000	\$449,100	\$480,600	\$74,700	\$95,800
35 to 44	\$119,900	\$145,500	\$418,300	\$456,500	\$81,700	\$104,600
45 to 54	\$123,500	\$147,600	\$410,200	\$435,600	\$84,300	\$107,900
55 to 64	\$128,500	\$155,800	\$423,000	\$445,500	\$86,400	\$112,300
65+	\$124,700	\$155,000	\$399,700	\$425,900	\$91,500	\$120,700
<b>All</b>	<b>\$64,600</b>	<b>\$81,000</b>	<b>\$426,600</b>	<b>\$457,100</b>	<b>\$46,000</b>	<b>\$61,300</b>

**Table H.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Queensland**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$162,000	\$196,300	\$460,600	\$489,900	\$107,200	\$138,600
Autism	\$34,100	\$45,800	\$481,700	\$513,600	\$27,100	\$38,400
Cerebral palsy	\$159,700	\$185,100	\$482,900	\$505,400	\$107,500	\$133,800
Developmental delay	\$11,600	\$20,400	n/a	n/a	\$11,600	\$20,400
Global developmental delay	\$17,600	\$26,200	n/a	n/a	\$17,600	\$26,200
Hearing impairment	\$9,800	\$17,900	n/a	n/a	\$9,500	\$17,600
Intellectual disability	\$113,900	\$134,800	\$372,600	\$402,600	\$67,800	\$86,900
Multiple sclerosis	\$111,300	\$143,200	\$550,100	\$553,700	\$90,600	\$122,800
Psychosocial disability	\$90,100	\$113,900	\$379,500	\$426,000	\$73,000	\$94,700
Spinal cord injury	\$163,000	\$202,300	\$648,600	\$693,300	\$142,900	\$180,100
Stroke	\$151,300	\$189,300	\$485,000	\$504,500	\$107,800	\$143,100
Visual impairment	\$47,300	\$60,100	\$369,900	\$383,900	\$43,300	\$56,000
Other neurological	\$160,000	\$194,100	\$514,500	\$532,700	\$116,600	\$148,500
Other physical	\$75,000	\$102,400	\$477,400	\$488,300	\$67,600	\$95,300
Other sensory/speech	\$18,500	\$29,500	n/a	n/a	\$16,600	\$27,100
Other	\$101,100	\$129,400	\$464,800	\$481,000	\$74,000	\$103,200
<b>All</b>	<b>\$64,600</b>	<b>\$81,000</b>	<b>\$426,600</b>	<b>\$457,100</b>	<b>\$46,000</b>	<b>\$61,300</b>

**Table H.40 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Queensland**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$11,500	\$20,000	n/a	n/a	\$11,400	\$19,800
2	\$21,500	\$33,800	n/a	n/a	\$21,500	\$33,800
3	\$20,200	\$31,300	\$356,700	\$391,600	\$18,100	\$28,800
4	\$18,800	\$29,200	\$400,900	\$470,800	\$16,700	\$26,900
5	\$33,900	\$45,500	\$396,400	\$420,400	\$27,400	\$38,400
6	\$23,800	\$36,000	\$343,800	\$384,200	\$22,000	\$33,900
7	\$48,600	\$64,200	\$365,900	\$422,000	\$34,100	\$47,600
8	\$63,800	\$85,400	\$351,400	\$388,000	\$50,600	\$71,100
9	\$84,500	\$119,600	n/a	n/a	\$76,300	\$111,000
10	\$109,800	\$140,700	\$348,000	\$380,800	\$85,400	\$114,700
11	\$90,900	\$111,800	\$403,100	\$435,200	\$62,800	\$81,500
12	\$207,700	\$240,600	\$442,200	\$470,200	\$144,900	\$177,800
13	\$108,800	\$125,300	\$552,700	\$579,000	\$79,400	\$93,600
14	\$311,200	\$350,900	\$523,700	\$540,400	\$226,500	\$272,200
15	\$544,200	\$600,700	n/a	n/a	\$468,600	\$535,700
<b>All</b>	<b>\$64,600</b>	<b>\$81,000</b>	<b>\$426,600</b>	<b>\$457,100</b>	<b>\$46,000</b>	<b>\$61,300</b>

**Table H.41 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Queensland <sup>172</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	2,187.1	2,334.2
Core: Consumables	23.3	25.5
Core: Social and Civic	430.8	525.4
Core: Transport	10.9	16.1
Capacity Building: Choice and Control	7.2	7.7
Capacity Building: Daily Activities	59.7	88.3
Capacity Building: Employment	0.6	2.5
Capacity Building: Health and Wellbeing	0.4	1.0
Capacity Building: Home Living	n/a	0.01
Capacity Building: Lifelong learning	0.0	0.004
Capacity Building: Relationships	38.6	62.6
Capacity Building: Social and Civic	0.4	1.0
Capacity Building: Support Coordination	38.8	47.7
Capital: Assistive Technology	19.4	39.6
Capital: Home Modifications	51.5	72.5
<b>All</b>	<b>2,868.7</b>	<b>3,224.0</b>

<sup>172</sup> Total payments for home modifications in Queensland were \$51.5 million. Of which, \$50.2 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.3 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$72.5 million. Of which, \$70.7 million (97.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.7 million (2.4%) has been allocated for non-SDA supports.

**Table H.42 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Queensland <sup>173</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	2,450.5	3,331.8
Core: Consumables	138.0	191.1
Core: Social and Civic	1,686.0	1,904.5
Core: Transport	118.4	87.3
Capacity Building: Choice and Control	118.4	134.5
Capacity Building: Daily Activities	1,023.5	1,724.5
Capacity Building: Employment	23.5	77.8
Capacity Building: Health and Wellbeing	5.3	11.8
Capacity Building: Home Living	0.1	0.6
Capacity Building: Lifelong learning	0.03	0.2
Capacity Building: Relationships	58.9	133.2
Capacity Building: Social and Civic	33.1	74.1
Capacity Building: Support Coordination	180.2	257.8
Capital: Assistive Technology	115.3	285.9
Capital: Home Modifications	52.3	81.1
<b>All</b>	<b>6,003.4</b>	<b>8,296.2</b>

**Table H.43 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland <sup>174</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	1.4	4.8	13.2	231.6	870.7	2,531.0	5,143.8	6,830.7	7,938.4	9,889.4	11,367.6
Total Paid	0.7	2.5	6.3	130.5	554.6	1,663.3	3,601.2	5,008.1	6,133.8	7,538.5	8,565.2
% utilised to date	46%	52%	48%	56%	64%	66%	70%	73%	77%	76%	75%

**Table H.44 Percentage change in plan budgets for active participants – Queensland**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	9.1%	11.9%	7.1%	8.0%	8.3%	10.1%	6.8%	5.7%	7.1%
Interplan Inflation	3.9%	8.7%	7.3%	4.6%	3.8%	6.2%	7.2%	2.5%	3.6%
<b>Total Inflation</b>	<b>13.0%</b>	<b>20.5%</b>	<b>14.4%</b>	<b>12.6%</b>	<b>12.1%</b>	<b>16.4%</b>	<b>14.0%</b>	<b>8.2%</b>	<b>10.7%</b>

<sup>173</sup> Total payments for home modifications in Queensland were \$52.3 million. Of which, \$25.2 million (48%) has been paid for specialised disability accommodation (SDA) supports, and \$27.0 million (52%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$81.1 million. Of which, \$34.6 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.6 million (57%) has been allocated for non-SDA supports.

<sup>174</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.  
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# Supplement I:

## Western Australia

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This supplement shows the data for Western Australia.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability. Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
<b>Access decisions</b>	<b>70,196</b>	<b>1,579</b>	<b>71,775</b>
<b>Active Eligible - Total</b>	<b>56,990</b>	<b>1,337</b>	<b>58,327</b>
Active Eligible - New	38,285	1,325	39,610
Active Eligible - State	15,940	<11	15,946
Active Eligible - Commonwealth	2,765	<11	2,771
<b>Active Participant Plans - Total</b>	<b>56,002</b>	<b>1,158</b>	<b>57,160</b>
Active Participant Plans - New	37,365	1,142	38,507
Active Participant Plans - State	15,889	<11	15,899
Active Participant Plans - Commonwealth	2,748	<11	2,754
<b>Active Participant Plans - Total</b>	<b>56,002</b>	<b>1,158</b>	<b>57,160</b>
Active Participant Plans - Early Intervention (s25)	13,034	568	13,602
Active Participant Plans - Permanent Disability (s24)	42,968	590	43,558

**Table I.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Western Australia**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>3,345</b>
Early Intervention participants	640
Permanent disability participants	2,705

**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	11,102	97%	4,587	97%	267	99%	15,956	97%
7 to 14	9,011	93%	4,346	93%	317	92%	13,674	93%
15 to 18	2,642	94%	1,541	92%	133	91%	4,316	93%
19 to 24	2,347	93%	1,474	87%	91	83%	3,912	91%
25 to 34	2,861	90%	2,295	84%	109	80%	5,265	87%
35 to 44	2,528	87%	2,317	77%	64	61%	4,909	81%
45 to 54	3,177	83%	2,901	73%	89	67%	6,167	78%
55 to 64	4,022	77%	3,736	66%	98	58%	7,856	71%
65+	206	66%	182	60%	12	75%	400	64%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>37,897</b>	<b>91%</b>	<b>23,379</b>	<b>82%</b>	<b>1,180</b>	<b>83%</b>	<b>62,456</b>	<b>87%</b>

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

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	1,264	92%	700	93%	25	81%	1,989	92%
Autism	15,339	98%	6,442	98%	593	98%	22,374	98%
Cerebral palsy	1,064	98%	859	97%	14	93%	1,937	97%
Developmental delay	3,775	97%	1,476	97%	149	99%	5,400	97%
Global developmental delay	1,181	98%	431	98%	33	100%	1,645	98%
Hearing impairment	1,128	91%	1,294	89%	41	93%	2,463	90%
Intellectual disability	5,448	97%	4,227	96%	62	86%	9,737	97%
Multiple sclerosis	284	93%	835	92%	20	95%	1,139	92%
Psychosocial disability	3,065	78%	2,854	66%	76	47%	5,995	71%
Spinal cord injury	562	95%	217	95%	11	100%	790	95%
Stroke	521	87%	358	81%	17	85%	896	84%
Visual impairment	475	87%	480	89%	11	73%	966	88%
Other neurological	1,649	84%	1,326	83%	45	82%	3,020	84%
Other physical	1,054	53%	1,160	43%	24	30%	2,238	47%
Other sensory/speech	106	40%	35	31%	<11	n/a	144	38%
Other	739	52%	524	36%	39	44%	1,302	44%
Missing	243	81%	161	70%	17	77%	421	76%
<b>Total</b>	<b>37,897</b>	<b>91%</b>	<b>23,379</b>	<b>82%</b>	<b>1,180</b>	<b>83%</b>	<b>62,456</b>	<b>87%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,557	8%	120	10%	4,677	8%
Non-First Nations Participants	45,563	81%	893	77%	46,456	81%
Not Stated	5,882	11%	145	13%	6,027	11%
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>



**Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia <sup>175</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,412	8%	71	6%	4,483	8%
Not culturally and linguistically diverse	46,245	83%	936	81%	47,181	83%
Not stated	5,345	10%	151	13%	5,496	10%
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>

**Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Western Australia <sup>176</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	97
<b>Total YPIRAC (under 65)</b>	<b>106</b>

**Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia <sup>177</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	<11	106

<sup>175</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>176</sup> There are a further 126 active participants aged 65 years or over who are currently in residential aged care.

<sup>177</sup> 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 I.9 Participant profile per quarter by remoteness – Western Australia <sup>178</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	44,136	79%	911	79%	45,047	79%
Population > 50,000	2,821	5%	45	4%	2,866	5%
Population between 15,000 and 50,000	3,428	6%	55	5%	3,483	6%
Population between 5,000 and 15,000	652	1%	18	2%	670	1%
Population less than 5,000	2,432	4%	51	4%	2,483	4%
Remote	1,559	3%	50	4%	1,609	3%
Very Remote	970	2%	28	2%	998	2%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>

<sup>178</sup> 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** <sup>179</sup> <sup>180</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	21,268	38%	381	33%	21,649	38%
Intellectual disability	9,096	16%	60	5%	9,156	16%
Developmental delay	4,404	8%	375	32%	4,779	8%
Psychosocial disability	5,403	10%	65	6%	5,468	10%
Hearing impairment	2,332	4%	34	3%	2,366	4%
Other neurological	2,300	4%	56	5%	2,356	4%
Other physical	1,842	3%	<11	n/a	1,850	3%
Acquired brain injury	1,637	3%	32	3%	1,669	3%
Cerebral palsy	1,857	3%	<11	n/a	1,863	3%
Global developmental delay	1,352	2%	34	3%	1,386	2%
Multiple sclerosis	1,050	2%	14	1%	1,064	2%
Other	1,050	2%	55	5%	1,105	2%
Visual impairment	896	2%	<11	n/a	902	2%
Stroke	716	1%	21	2%	737	1%
Spinal cord Injury	690	1%	11	1%	701	1%
Other sensory/speech	109	0%	<11	n/a	109	0%
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>

<sup>179</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>180</sup> Down syndrome is included in intellectual disability, representing 2% (1,124) of all Scheme participants in Western Australia.

**Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia** <sup>181</sup> <sup>182</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	409	13%	<11	n/a	409	13%
Intellectual disability	1,306	41%	<11	n/a	1,307	41%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	308	10%	<11	n/a	308	10%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	272	9%	<11	n/a	277	9%
Other physical	28	1%	<11	n/a	28	1%
Acquired brain injury	329	10%	<11	n/a	332	10%
Cerebral palsy	283	9%	<11	n/a	283	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	50	2%	<11	n/a	50	2%
Other	62	2%	<11	n/a	63	2%
Visual impairment	12	0%	<11	n/a	12	0%
Stroke	82	3%	<11	n/a	86	3%
Spinal cord Injury	48	2%	<11	n/a	48	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>3,190</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>3,204</b>	<b>100%</b>

<sup>181</sup> 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.

<sup>182</sup> Down syndrome is included in intellectual disability, representing 6% (182) of participants in SIL.

**Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia <sup>183</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	20,859	39%	381	33%	21,240	39%
Intellectual disability	7,790	15%	59	5%	7,849	15%
Developmental delay	4,404	8%	375	33%	4,779	9%
Psychosocial disability	5,095	10%	65	6%	5,160	10%
Hearing impairment	2,332	4%	34	3%	2,366	4%
Other neurological	2,028	4%	51	4%	2,079	4%
Other physical	1,814	3%	<11	n/a	1,822	3%
Acquired brain injury	1,308	2%	29	3%	1,337	2%
Cerebral palsy	1,574	3%	<11	n/a	1,580	3%
Global developmental delay	1,352	3%	34	3%	1,386	3%
Multiple sclerosis	1,000	2%	14	1%	1,014	2%
Other	988	2%	54	5%	1,042	2%
Visual impairment	884	2%	<11	n/a	890	2%
Stroke	634	1%	17	1%	651	1%
Spinal cord Injury	642	1%	11	1%	653	1%
Other sensory/speech	108	0%	<11	n/a	108	0%
<b>Total</b>	<b>52,812</b>	<b>100%</b>	<b>1,144</b>	<b>100%</b>	<b>53,956</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,192	9%	229	20%	5,421	9%
2 (High Function)	208	0%	<11	n/a	208	0%
3 (High Function)	2,776	5%	83	7%	2,859	5%
4 (High Function)	2,810	5%	15	1%	2,825	5%
5 (High Function)	3,125	6%	74	6%	3,199	6%
6 (Moderate Function)	13,414	24%	180	16%	13,594	24%
7 (Moderate Function)	2,495	4%	21	2%	2,516	4%
8 (Moderate Function)	3,562	6%	36	3%	3,598	6%
9 (Moderate Function)	300	1%	<11	n/a	304	1%
10 (Moderate Function)	5,769	10%	54	5%	5,823	10%
11 (Low Function)	1,834	3%	<11	n/a	1,840	3%
12 (Low Function)	8,363	15%	87	8%	8,450	15%
13 (Low Function)	4,777	9%	47	4%	4,824	8%
14 (Low Function)	915	2%	<11	n/a	917	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	448	0%	320	0%	768	0%
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>

<sup>183</sup> Down syndrome is included in intellectual disability, representing 2% (942) of participants not in SIL.  
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**Table I.14 Participant profile per quarter by age group – Western Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	6,447	12%	505	44%	6,952	12%
7 to 14	14,221	25%	202	17%	14,423	25%
15 to 18	5,806	10%	72	6%	5,878	10%
19 to 24	5,606	10%	50	4%	5,656	10%
25 to 34	5,700	10%	61	5%	5,761	10%
35 to 44	4,665	8%	68	6%	4,733	8%
45 to 54	4,866	9%	81	7%	4,947	9%
55 to 64	5,819	10%	111	10%	5,930	10%
65+	2,872	5%	<11	n/a	2,880	5%
<b>Total</b>	<b>56,002</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>	<b>57,160</b>	<b>100%</b>

**Table I.15 Participation rates by age group and gender at 30 June 2024 – Western Australia <sup>184</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.8%	1.8%	2.9%
7 to 14	6.6%	3.1%	4.9%
15 to 18	5.1%	2.8%	4.1%
19 to 24	3.4%	1.9%	2.7%
25 to 44	1.4%	1.1%	1.3%
45 to 64	1.6%	1.5%	1.6%
<b>Total (aged 0 to 64)</b>	<b>2.8%</b>	<b>1.7%</b>	<b>2.3%</b>

**Table I.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Western Australia <sup>185</sup>**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	6%	n/a	6%
Health & Wellbeing	27%	n/a	27%
Lifelong Learning	17%	n/a	17%
Other	11%	n/a	11%
Non-categorised	3%	n/a	3%
<b>Any mainstream service</b>	<b>37%</b>	<b>58%</b>	<b>37%</b>

<sup>184</sup> 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.

<sup>185</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	6%	7%	6%
Daily life	18%	20%	18%
Health and wellbeing	76%	78%	76%
Learning	35%	29%	34%
Relationships	4%	4%	4%
Social and community activities	11%	9%	10%
Where I live	2%	3%	2%
Work	7%	6%	7%
Unknown	10%	4%	9%
<b>Any mainstream service</b>	<b>100%</b>	<b>95%</b>	<b>99%</b>

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table I.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,744), ‘participant social and community engagement rate’ (n=4,750), ‘parent and carer employment rate’ (n=3,791) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=2,339) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Western Australia <sup>186</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	17%	23%	26%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	33%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	13%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	41%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	36%	34%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	43%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	50%
Parent and carer employment rate - All ages	47%	49%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	75%

<sup>186</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,524), ‘participant social and community engagement rate’ (n=3,531), ‘parent and carer employment rate’ (n=2,167) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=2,079) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Western Australia <sup>187</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	14%	16%	19%	24%	26%
Participant employment rate - Aged 25 to 34 years	33%	34%	26%	33%	26%
Participant employment rate - Aged 35 to 44 years	24%	29%	25%	22%	26%
Participant employment rate - Aged 45 to 54 years	25%	28%	22%	24%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	19%	15%	26%
Participant employment rate - Aged 65+ years	14%	14%	14%	10%	26%
Participant employment rate - Aged 25 to 64 years	25%	27%	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	33%	37%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	39%	45%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	40%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	40%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	34%	38%	46%
Participant social and community engagement rate - Aged 25+ years	36%	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%	45%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	54%	50%	51%	50%
Parent and carer employment rate - All ages	46%	49%	46%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	70%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	77%	75%

<sup>187</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,252), ‘participant social and community engagement rate’ (n=2,248), ‘parent and carer employment rate’ (n=1,328) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=1,488) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Western Australia <sup>188</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	19%	25%	20%	28%	26%
Participant employment rate - Aged 25 to 34 years	28%	30%	29%	23%	33%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	30%	21%	30%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	17%	26%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	20%	9%	15%	26%
Participant employment rate - Aged 65+ years	11%	8%	8%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	17%	26%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	18%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	42%	39%	34%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	41%	39%	47%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	45%	46%	52%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	36%	36%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	40%	36%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	35%	31%	31%	42%	46%
Participant social and community engagement rate - Aged 25+ years	39%	41%	39%	41%	44%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	39%	39%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	46%	45%	46%	54%	50%
Parent and carer employment rate - Aged 15+ years	50%	51%	53%	49%	52%	50%
Parent and carer employment rate - All ages	46%	48%	49%	47%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	69%	68%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	77%	80%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	74%	77%	76%	75%

<sup>188</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,065), ‘participant social and community engagement rate’ (n=1,068), ‘parent and carer employment rate’ (n=712) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=851) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Western Australia <sup>189</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	16%	18%	25%	27%	26%	34%	26%
Participant employment rate - Aged 25 to 34 years	33%	30%	30%	35%	27%	35%	26%
Participant employment rate - Aged 35 to 44 years	43%	35%	30%	36%	27%	41%	26%
Participant employment rate - Aged 45 to 54 years	32%	30%	34%	40%	17%	29%	26%
Participant employment rate - Aged 55 to 64 years	18%	15%	14%	13%	7%	13%	26%
Participant employment rate - Aged 65+ years	11%	10%	11%	0%	0%	5%	26%
Participant employment rate - Aged 25 to 64 years	30%	27%	26%	30%	19%	29%	26%
Participant employment rate - Aged 15 to 64 years	28%	25%	26%	29%	21%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	34%	27%	31%	37%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	48%	50%	50%	53%	41%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	46%	44%	39%	40%	35%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	48%	46%	49%	55%	33%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	34%	32%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	42%	44%	46%	32%	32%	44%	46%
Participant social and community engagement rate - Aged 25+ years	44%	44%	43%	43%	37%	44%	46%
Participant social and community engagement rate - Aged 15+ years	43%	43%	40%	41%	37%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	44%	48%	57%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	51%	52%	56%	48%	52%	50%
Parent and carer employment rate - All ages	46%	49%	48%	52%	52%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	70%	70%	56%	75%
Participant Choice and Control - Aged 25+ years	n/a	79%	82%	82%	79%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	76%	78%	78%	75%	69%	75%

<sup>189</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=168), ‘participant social and community engagement rate’ (n=163), ‘parent and carer employment rate’ (n=85) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=144) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Western Australia <sup>190</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 25 to 64 years	34%	32%	30%	33%	28%	13%	29%	26%
Participant employment rate - Aged 15 to 64 years	31%	31%	29%	35%	29%	15%	33%	26%
Participant social and community engagement rate - Aged 25+ years	40%	46%	47%	46%	52%	51%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	45%	47%	44%	51%	47%	45%	46%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	71%	79%	76%	58%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	73%	85%	96%	94%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	72%	82%	87%	79%	79%	75%

<sup>190</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table I.24 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables I.27 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 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.23 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), ‘Community Connections’ (n = 210 in Prior Quarters, n = 99 in 2023-24 Q4), ‘Apply for NDIS’ (n = 173 in Prior Quarters, n = 91 in 2023-24 Q4), ‘Plan Approval’ (n = 417 in Prior Quarters, n = 302 in 2023-24 Q4), ‘Plan Implementation’ (n = 167 in Prior Quarters, n = 241 in 2023-24 Q4) and ‘Plan Reassessment’ (n = 863 in Prior Quarters, n = 748 in 2023-24 Q4) - Western Australia <sup>191</sup> <sup>192</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
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?	83%	88%
Community Connections - Was communication in your preferred format?	93%	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?	79%	74%
Community Connections - To what extent were your circumstances and needs considered?	74%	76%
Community Connections - To what extent were you included in decisions that were made?	68%	73%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	46%
Apply for NDIS (overall) - Were you treated with respect?	96%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	77%	63%
Apply for NDIS (overall) - Was information easy to understand?	68%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	56%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	55%
Plan Approval - Were you treated with respect?	94%	93%
Plan Approval - Were decisions and outcomes explained to you?	82%	75%
Plan Approval - Were your questions and concerns acknowledged?	84%	75%
Plan Approval - Do you know where to go for more help with using your plan?	87%	82%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	70%	51%
Plan Approval - How well does your NDIS plan meet your needs?	66%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	81%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	58%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	55%
Plan Implementation - Do you feel confident in using your plan?	64%	63%
Plan Implementation - Do you feel confident in accessing supports?	65%	66%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	82%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	67%
Plan Reassessment - To what extent were your circumstances and needs considered?	65%	68%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	65%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	63%
Plan Reassessment - Do you feel confident in using your plan?	65%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	62%

<sup>191</sup> Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

<sup>192</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	74%	74%

**Table I.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Western Australia**  
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Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	23	<11	26	25
People who have submitted an access request: Complaint about LAC Partner	453	27	480	432
People who have submitted an access request: Complaints about service providers	769	53	822	661
People who have submitted an access request: Complaints about the Agency	11,360	1,590	12,950	7,277
People who have submitted an access request: Unclassified	88	<11	88	83
<b>People who have submitted an access request: Total</b>	<b>12,693</b>	<b>1,673</b>	<b>14,366</b>	<b>7,913</b>
Percentage of the number of active participants	6.0%	11.8%	6.4%	n/a
<b>Total PCIs</b>	<b>3,969</b>	<b>388</b>	<b>4,357</b>	<b>n/a</b>

**Table I.25 Number and proportion of participant complaints over time, incrementally and cumulatively – Western Australia**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	530	5%	4,178	5%
Sep-21	780	8%	4,958	6%
Dec-21	689	6%	5,647	6%
Mar-22	721	7%	6,368	6%
Jun-22	694	6%	7,062	6%
Sep-22	707	6%	7,769	6%
Dec-22	601	5%	8,370	6%
Mar-23	650	5%	9,020	6%
Jun-23	624	5%	9,644	6%
Sep-23	734	6%	10,378	6%
Dec-23	886	6%	11,264	6%
Mar-24	1,429	10%	12,693	6%
Jun-24	1,673	12%	14,366	6%

<sup>193</sup> Note that 63% of all complainants made only one complaint, 20% made two complaints and 17% made three or more complaints.

<sup>194</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table I.26 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Western Australia**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	157	2%	908	2%
Sep-21	195	2%	1,103	2%
Dec-21	167	2%	1,270	2%
Mar-22	162	1%	1,432	2%
Jun-22	187	2%	1,619	2%
Sep-22	185	2%	1,804	2%
Dec-22	200	2%	2,004	2%
Mar-23	346	3%	2,350	2%
Jun-23	365	3%	2,715	2%
Sep-23	426	3%	3,141	2%
Dec-23	412	3%	3,553	2%
Mar-24	416	3%	3,969	2%
Jun-24	388	3%	4,357	2%



**Table I.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia** <sup>195 196</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	152	1%	<11	n/a	152	1%
Complaints about the Agency - Information unclear	79	1%	<11	n/a	79	1%
Complaints about the Agency - NDIA Access	306	3%	18	1%	324	3%
Complaints about the Agency - NDIA Engagement	15	0%	<11	n/a	23	0%
Complaints about the Agency - NDIA Finance	774	7%	78	5%	852	7%
Complaints about the Agency - NDIA Fraud and Compliance	66	1%	<11	n/a	74	1%
Complaints about the Agency - NDIA Plan	2,992	26%	269	17%	3,261	25%
Complaints about the Agency - NDIA Process	1,206	11%	152	10%	1,358	10%
Complaints about the Agency - NDIA Resources	140	1%	<11	n/a	149	1%
Complaints about the Agency - NDIA Staff	794	7%	76	5%	870	7%
Complaints about the Agency - NDIA Timeliness	3,381	30%	970	61%	4,351	34%
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	13	0%	<11	n/a	14	0%
Complaints about the Agency - Reasonable and necessary supports	171	2%	<11	n/a	171	1%
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	147	1%	<11	n/a	147	1%
Complaints about the Agency - Timeliness	533	5%	<11	n/a	533	4%
Complaints about the Agency - Other	508	4%	<11	n/a	509	4%
<b>Complaints about the Agency - Total</b>	<b>11,360</b>	<b>100%</b>	<b>1,590</b>	<b>100%</b>	<b>12,950</b>	<b>100%</b>
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	42%
Complaints about Early Connections Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about Early Connections Partner - Total</b>	<b>23</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>26</b>	<b>100%</b>
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	60	13%	<11	n/a	60	13%
Complaints about LAC Partner - LAC Process	53	12%	<11	n/a	57	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	281	62%	18	67%	299	62%

<sup>195</sup> 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.

<sup>196</sup> There are 12,693 total participant complaints in prior quarters, 1,673 total participant complaints in 2023-24 Q4, and 14,366 total participant complaints as at 30 June 2024 (which includes 88 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Timeliness	50	11%	<11	n/a	54	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>453</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>480</b>	<b>100%</b>
Complaints about service providers - Provider Costs	16	2%	<11	n/a	16	2%
Complaints about service providers - Provider Finance	54	7%	13	25%	67	8%
Complaints about service providers - Provider Fraud and Compliance	72	9%	<11	n/a	81	10%
Complaints about service providers - Provider Process	16	2%	<11	n/a	16	2%
Complaints about service providers - Provider Service	354	46%	15	28%	369	45%
Complaints about service providers - Provider Staff	142	18%	16	30%	158	19%
Complaints about service providers - Service Delivery	24	3%	<11	n/a	24	3%
Complaints about service providers - Staff Conduct	19	2%	<11	n/a	19	2%
Complaints about service providers - Supports being provided	25	3%	<11	n/a	25	3%
Complaints about service providers - Other	47	6%	<11	n/a	47	6%
<b>Complaints about service providers - Total</b>	<b>769</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>822</b>	<b>100%</b>

**Table I.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Western Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	259	17%	17	17%	276	17%
Plan	1,129	75%	72	70%	1,201	75%
Plan Reassessment	35	2%	<11	n/a	35	2%
Other	74	5%	14	14%	88	6%
<b>Total cases</b>	<b>1,497</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>1,600</b>	<b>100%</b>
Percentage of the number of active participants	n/a	0.71%	n/a	0.73%	n/a	0.71%

**Table I.29 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – Western Australia**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	78	1%	330	0%
Sep-21	91	1%	421	0%
Dec-21	171	2%	592	1%
Mar-22	141	1%	733	1%
Jun-22	123	1%	856	1%
Sep-22	84	1%	940	1%
Dec-22	110	1%	1,050	1%
Mar-23	127	1%	1,177	1%
Jun-23	78	1%	1,255	1%
Sep-23	90	1%	1,345	1%
Dec-23	97	1%	1,442	1%
Mar-24	55	0%	1,497	1%
Jun-24	103	1%	1,600	1%

**Table I.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Western Australia** <sup>197</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>1,600</b>	<b>1,599</b>
<b>Open AAT Cases</b>	<b>260</b>	<b>259</b>
<b>Closed AAT Cases</b>	<b>1,340</b>	<b>1,255</b>
Resolved before hearing	1,328	1,244
Gone to hearing and received a substantive decision	12	11

**Table I.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Western Australia** <sup>198</sup>  
<sup>199</sup> <sup>200</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	21	<11	25
Core (excluding Consumables and Transport)	123	22	145
Capacity Building	166	20	186
General Support	31	<11	36
Assistive Technology	50	13	63
Specialist Disability Accommodation	24	<11	29
Home Modifications	14	<11	20
Supported Independent Living	45	<11	55
Everyday Living Costs	21	<11	23
Transport	28	<11	34
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>286</b>	<b>42</b>	<b>328</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>523</b>	<b>93</b>	<b>616</b>

<sup>197</sup> 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.

<sup>198</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>199</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>200</sup> 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 I.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Western Australia**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>11</b>	<b>1%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>12</b>	<b>1%</b>
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
<b>Not Decided by Tribunal - Total</b>	<b>1,259</b>	<b>99%</b>	<b>69</b>	<b>99%</b>	<b>1,328</b>	<b>99%</b>
Not Decided by Tribunal - Resolved by consent	952	75%	56	80%	1,008	75%
Not Decided by Tribunal - Withdrawn	243	19%	11	16%	254	19%
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	17	1%	<11	n/a	17	1%
Not Decided by Tribunal - Dismissed	34	3%	<11	n/a	35	3%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,270</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>1,340</b>	<b>100%</b>

## 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.33 Number of active providers in 2023-24 Q4 by registration status and plan management type – Western Australia** <sup>201 202 203 204</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	1,160	0	1,160
Plan-managed	1,854	14,825	16,628
Self-managed	723	5,878	6,591
<b>All plan management types</b>	<b>2,095</b>	<b>18,087</b>	<b>20,127</b>

**Table I.34 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Western Australia** <sup>205 206 207 208 209</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	348	0	348
Plan-managed	310	178	495
Self-managed	12	18	114
<b>All management types</b>	<b>671</b>	<b>196</b>	<b>956</b>

<sup>201</sup> 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.

<sup>202</sup> 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.

<sup>203</sup> 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.

<sup>204</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>205</sup> Registration status is determined as at the posting date of payment.

<sup>206</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>207</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>208</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>209</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table I.35 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Western Australia**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.3%	2.3%
\$5,001-\$10,000	4.8%	4.7%
\$10,001-\$15,000	8.5%	8.3%
\$15,001-\$20,000	9.9%	9.9%
\$20,001-\$25,000	12.1%	12.0%
\$25,001-\$30,000	6.7%	6.6%
\$30,001-\$50,000	16.9%	16.9%
\$50,001-\$100,000	17.9%	18.1%
\$100,001-\$150,000	6.6%	6.7%
\$150,001-\$200,000	3.5%	3.5%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	8.5%	8.7%

**Table I.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Western Australia**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.5%	2.4%
\$5,001-\$10,000	5.1%	5.0%
\$10,001-\$15,000	9.0%	8.8%
\$15,001-\$20,000	10.4%	10.5%
\$20,001-\$25,000	12.8%	12.7%
\$25,001-\$30,000	7.1%	7.0%
\$30,001-\$50,000	17.9%	17.9%
\$50,001-\$100,000	18.9%	19.2%
\$100,001-\$150,000	7.0%	7.1%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	3.5%	3.7%

**Table I.37 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Western Australia**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$23,800	\$33,000	n/a	n/a	\$23,800	\$33,000
7 to 14	\$22,800	\$31,700	n/a	n/a	\$22,800	\$31,700
15 to 18	\$32,800	\$48,100	\$540,600	\$628,400	\$30,000	\$45,300
19 to 24	\$64,900	\$92,100	\$492,400	\$535,200	\$46,600	\$71,400
25 to 34	\$96,900	\$124,000	\$425,100	\$468,200	\$65,600	\$90,500
35 to 44	\$108,200	\$135,300	\$392,800	\$434,700	\$70,200	\$95,600
45 to 54	\$108,900	\$138,700	\$382,900	\$424,700	\$66,800	\$94,600
55 to 64	\$117,600	\$149,000	\$384,300	\$425,000	\$75,900	\$104,100
65+	\$114,300	\$149,700	\$364,900	\$414,000	\$79,200	\$111,200
<b>All</b>	<b>\$64,700</b>	<b>\$84,800</b>	<b>\$399,400</b>	<b>\$442,700</b>	<b>\$45,100</b>	<b>\$63,500</b>

**Table I.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Western Australia**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$169,300	\$211,000	\$429,800	\$472,900	\$106,500	\$145,900
Autism	\$34,200	\$47,200	\$428,500	\$466,200	\$26,800	\$39,200
Cerebral palsy	\$143,600	\$178,300	\$443,600	\$496,000	\$90,600	\$121,400
Developmental delay	\$15,900	\$25,000	n/a	n/a	\$15,900	\$25,000
Global developmental delay	\$20,300	\$30,000	n/a	n/a	\$20,300	\$30,000
Hearing impairment	\$8,700	\$18,500	n/a	n/a	\$8,600	\$18,500
Intellectual disability	\$105,100	\$131,900	\$349,700	\$394,700	\$65,400	\$88,100
Multiple sclerosis	\$74,800	\$104,000	\$403,300	\$480,400	\$60,900	\$85,500
Psychosocial disability	\$73,000	\$100,200	\$353,200	\$395,100	\$57,400	\$82,600
Spinal cord injury	\$181,300	\$235,400	\$620,000	\$694,900	\$148,100	\$201,700
Stroke	\$129,700	\$169,600	\$432,200	\$472,500	\$88,300	\$129,600
Visual impairment	\$42,300	\$58,600	n/a	n/a	\$38,600	\$54,900
Other neurological	\$139,600	\$182,200	\$486,000	\$520,000	\$98,000	\$137,200
Other physical	\$61,500	\$93,200	\$482,000	\$518,900	\$54,900	\$86,600
Other sensory/speech	\$14,200	\$23,500	n/a	n/a	\$12,200	\$19,400
Other	\$85,000	\$112,100	\$521,400	\$512,600	\$60,000	\$87,600
<b>All</b>	<b>\$64,700</b>	<b>\$84,800</b>	<b>\$399,400</b>	<b>\$442,700</b>	<b>\$45,100</b>	<b>\$63,500</b>

**Table I.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Western Australia**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$15,500	\$24,400	n/a	n/a	\$14,900	\$23,900
2	\$16,100	\$28,400	n/a	n/a	\$16,100	\$28,400
3	\$23,200	\$36,000	\$431,500	\$459,000	\$19,600	\$31,800
4	\$19,200	\$31,200	n/a	n/a	\$17,100	\$28,500
5	\$31,900	\$43,800	\$422,100	\$390,000	\$27,000	\$39,200
6	\$21,700	\$34,700	\$355,200	\$379,400	\$19,700	\$32,600
7	\$31,000	\$46,200	\$359,900	\$390,800	\$27,600	\$41,800
8	\$51,300	\$77,300	\$325,900	\$375,700	\$43,100	\$67,400
9	\$75,500	\$110,700	n/a	n/a	\$69,200	\$105,300
10	\$86,200	\$116,900	\$347,500	\$377,100	\$66,000	\$95,800
11	\$59,000	\$82,400	\$410,300	\$431,700	\$49,100	\$71,000
12	\$177,400	\$217,900	\$402,500	\$449,300	\$116,800	\$153,300
13	\$70,400	\$88,000	\$426,200	\$483,400	\$53,300	\$69,000
14	\$287,400	\$350,800	\$466,700	\$523,100	\$209,000	\$271,900
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$64,700</b>	<b>\$84,800</b>	<b>\$399,400</b>	<b>\$442,700</b>	<b>\$45,100</b>	<b>\$63,500</b>



**Table I.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Western Australia <sup>210</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	938.5	1,018.5
Core: Consumables	10.0	12.7
Core: Social and Civic	158.1	213.6
Core: Transport	3.9	7.2
Capacity Building: Choice and Control	2.4	2.7
Capacity Building: Daily Activities	34.6	48.7
Capacity Building: Employment	0.5	2.1
Capacity Building: Health and Wellbeing	0.4	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	25.6	41.4
Capacity Building: Social and Civic	0.3	0.7
Capacity Building: Support Coordination	16.9	22.1
Capital: Assistive Technology	10.7	23.7
Capital: Home Modifications	9.8	24.5
<b>All</b>	<b>1,218.5</b>	<b>1,418.5</b>

<sup>210</sup> Total payments for home modifications in Western Australia were \$9.8 million. Of which, \$9.6 million (97%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$24.5 million. Of which, \$23.9 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.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Western Australia <sup>211</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	933.6	1,271.2
Core: Consumables	51.8	77.2
Core: Social and Civic	593.5	747.0
Core: Transport	47.3	37.3
Capacity Building: Choice and Control	42.5	49.4
Capacity Building: Daily Activities	448.2	731.8
Capacity Building: Employment	13.0	50.6
Capacity Building: Health and Wellbeing	1.7	3.8
Capacity Building: Home Living	0.07	0.3
Capacity Building: Lifelong learning	0.01	0.07
Capacity Building: Relationships	46.2	96.4
Capacity Building: Social and Civic	27.9	60.6
Capacity Building: Support Coordination	78.8	118.7
Capital: Assistive Technology	52.1	151.6
Capital: Home Modifications	15.8	31.6
<b>All</b>	<b>2,353.0</b>	<b>3,427.7</b>

**Table I.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia <sup>212</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	0.2	19.6	70.6	173.7	227.0	550.9	1,541.4	2,735.7	3,194.3	4,073.0	4,755.6
Total Paid	0.1	11.3	51.6	133.4	168.4	395.8	1,027.1	1,937.4	2,360.4	12,475.4	3,432.7
% utilised to date	25%	57%	73%	77%	74%	72%	67%	71%	74%	72%	72%

**Table I.43 Percentage change in plan budgets for active participants – Western Australia**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	5.8%	9.0%	5.2%	6.7%	4.9%	7.9%	6.4%	5.1%	7.3%
Interplan Inflation	10.5%	16.0%	12.3%	8.6%	7.9%	8.3%	7.2%	2.7%	3.7%
<b>Total Inflation</b>	<b>16.2%</b>	<b>25.0%</b>	<b>17.6%</b>	<b>15.3%</b>	<b>12.8%</b>	<b>16.1%</b>	<b>13.6%</b>	<b>7.8%</b>	<b>11.0%</b>

<sup>211</sup> Total payments for home modifications in Western Australia were \$15.8 million. Of which, \$5.1 million (32%) has been paid for specialised disability accommodation (SDA) supports, and \$10.7 million (68%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$31.6 million. Of which, \$9.3 million (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$22.3 million (71%) has been allocated for non-SDA supports.

<sup>212</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement J: South Australia

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This supplement shows the data for South Australia.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	72,191	1,277	73,468
<b>Active Eligible - Total</b>	<b>56,615</b>	<b>1,055</b>	<b>57,670</b>
Active Eligible - New	41,343	1,040	42,383
Active Eligible - State	12,397	<11	12,405
Active Eligible - Commonwealth	2,875	<11	2,882
<b>Active Participant Plans - Total</b>	<b>55,593</b>	<b>1,140</b>	<b>56,733</b>
Active Participant Plans - New	40,384	1,129	41,513
Active Participant Plans - State	12,348	<11	12,353
Active Participant Plans - Commonwealth	2,861	<11	2,867
<b>Active Participant Plans - Total</b>	<b>55,593</b>	<b>1,140</b>	<b>56,733</b>
Active Participant Plans - Early Intervention (s25)	19,259	531	19,790
Active Participant Plans - Permanent Disability (s24)	36,334	609	36,943

**Table J.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – South Australia**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>4,811</b>
Early Intervention participants	2,115
Permanent disability participants	2,696

**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	15,065	97%	6,207	97%	327	96%	21,599	97%
7 to 14	8,512	91%	4,452	90%	353	93%	13,317	91%
15 to 18	1,688	91%	1,193	89%	156	94%	3,037	90%
19 to 24	1,645	90%	1,105	84%	135	87%	2,885	87%
25 to 34	2,353	87%	1,798	81%	138	84%	4,289	84%
35 to 44	2,318	84%	1,942	75%	136	86%	4,396	80%
45 to 54	3,060	81%	2,670	71%	169	72%	5,899	76%
55 to 64	3,993	76%	3,368	64%	219	66%	7,580	70%
65+	172	60%	173	58%	16	59%	361	59%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>38,806</b>	<b>89%</b>	<b>22,908</b>	<b>81%</b>	<b>1,649</b>	<b>84%</b>	<b>63,363</b>	<b>86%</b>

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

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	1,395	94%	754	91%	52	87%	2,201	93%
Autism	16,404	99%	7,416	99%	714	98%	24,534	99%
Cerebral palsy	744	97%	627	97%	33	94%	1,404	97%
Developmental delay	4,542	97%	1,890	97%	113	96%	6,545	97%
Global developmental delay	1,645	99%	753	99%	63	100%	2,461	99%
Hearing impairment	1,034	91%	1,065	89%	62	91%	2,161	90%
Intellectual disability	5,224	95%	4,023	95%	270	93%	9,517	95%
Multiple sclerosis	294	92%	768	89%	29	83%	1,091	89%
Psychosocial disability	2,389	69%	1,852	57%	74	47%	4,315	63%
Spinal cord injury	355	96%	176	96%	21	100%	552	96%
Stroke	484	86%	345	83%	34	89%	863	85%
Visual impairment	444	87%	428	83%	21	88%	893	85%
Other neurological	1,315	82%	1,053	80%	36	73%	2,404	81%
Other physical	1,177	54%	1,042	40%	56	42%	2,275	46%
Other sensory/speech	584	54%	209	45%	<11	n/a	800	51%
Other	568	50%	355	30%	19	28%	942	39%
Missing	208	78%	152	73%	45	90%	405	77%
<b>Total</b>	<b>38,806</b>	<b>89%</b>	<b>22,908</b>	<b>81%</b>	<b>1,649</b>	<b>84%</b>	<b>63,363</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,678	7%	84	7%	3,762	7%
Non-First Nations Participants	44,968	81%	894	78%	45,862	81%
Not Stated	6,947	12%	162	14%	7,109	13%
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

**Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia <sup>213</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,893	7%	62	5%	3,955	7%
Not culturally and linguistically diverse	50,740	91%	821	72%	51,561	91%
Not stated	960	2%	257	23%	1,217	2%
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

**Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – South Australia <sup>214</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	54
<b>Total YPIRAC (under 65)</b>	<b>60</b>

**Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia <sup>215</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	-5	60

<sup>213</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>214</sup> There are a further 109 active participants aged 65 years or over who are currently in residential aged care.

<sup>215</sup> 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** <sup>216</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	41,969	75%	853	75%	42,822	75%
Population > 50,000	1,037	2%	18	2%	1,055	2%
Population between 15,000 and 50,000	5,008	9%	117	10%	5,125	9%
Population between 5,000 and 15,000	1,921	3%	27	2%	1,948	3%
Population less than 5,000	4,271	8%	77	7%	4,348	8%
Remote	992	2%	31	3%	1,023	2%
Very Remote	394	1%	16	1%	410	1%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

**Table J.10 Participant profile per quarter by primary disability group – South Australia** <sup>217 218</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	23,207	42%	450	39%	23,657	42%
Intellectual disability	8,759	16%	66	6%	8,825	16%
Developmental delay	5,008	9%	292	26%	5,300	9%
Psychosocial disability	3,876	7%	60	5%	3,936	7%
Hearing impairment	1,994	4%	27	2%	2,021	4%
Other neurological	1,771	3%	25	2%	1,796	3%
Other physical	1,786	3%	<11	n/a	1,794	3%
Acquired brain injury	1,783	3%	18	2%	1,801	3%
Cerebral palsy	1,298	2%	<11	n/a	1,308	2%
Global developmental delay	2,051	4%	92	8%	2,143	4%
Multiple sclerosis	985	2%	12	1%	997	2%
Other	744	1%	39	3%	783	1%
Visual impairment	813	1%	<11	n/a	823	1%
Stroke	710	1%	26	2%	736	1%
Spinal cord Injury	465	1%	<11	n/a	468	1%
Other sensory/speech	343	1%	<11	n/a	345	1%
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

<sup>216</sup> 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.

<sup>217</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>218</sup> Down syndrome is included in intellectual disability, representing 1% (806) of all Scheme participants in South Australia.

**Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia** <sup>219 220</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	426	14%	<11	n/a	426	14%
Intellectual disability	1,486	47%	<11	n/a	1,486	47%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	260	8%	<11	n/a	261	8%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	222	7%	<11	n/a	225	7%
Other physical	34	1%	<11	n/a	34	1%
Acquired brain injury	286	9%	<11	n/a	288	9%
Cerebral palsy	206	7%	<11	n/a	206	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	53	2%	<11	n/a	53	2%
Other	47	2%	<11	n/a	49	2%
Visual impairment	12	0%	<11	n/a	12	0%
Stroke	75	2%	<11	n/a	75	2%
Spinal cord Injury	23	1%	<11	n/a	23	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>3,131</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>3,139</b>	<b>100%</b>

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	22,781	43%	450	40%	23,231	43%
Intellectual disability	7,273	14%	66	6%	7,339	14%
Developmental delay	5,008	10%	292	26%	5,300	10%
Psychosocial disability	3,616	7%	59	5%	3,675	7%
Hearing impairment	1,993	4%	27	2%	2,020	4%
Other neurological	1,549	3%	22	2%	1,571	3%
Other physical	1,752	3%	<11	n/a	1,760	3%
Acquired brain injury	1,497	3%	16	1%	1,513	3%
Cerebral palsy	1,092	2%	<11	n/a	1,102	2%
Global developmental delay	2,051	4%	92	8%	2,143	4%
Multiple sclerosis	932	2%	12	1%	944	2%
Other	697	1%	37	3%	734	1%
Visual impairment	801	2%	<11	n/a	811	2%
Stroke	635	1%	26	2%	661	1%
Spinal cord Injury	442	1%	<11	n/a	445	1%
Other sensory/speech	343	1%	<11	n/a	345	1%
<b>Total</b>	<b>52,462</b>	<b>100%</b>	<b>1,132</b>	<b>100%</b>	<b>53,594</b>	<b>100%</b>

<sup>219</sup> 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.

<sup>220</sup> Down syndrome is included in intellectual disability, representing 6% (203) of participants in SIL.

<sup>221</sup> Down syndrome is included in intellectual disability, representing 1% (603) of participants not in SIL.



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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,474	10%	266	23%	5,740	10%
2 (High Function)	102	0%	<11	n/a	104	0%
3 (High Function)	2,863	5%	102	9%	2,965	5%
4 (High Function)	2,450	4%	13	1%	2,463	4%
5 (High Function)	3,630	7%	70	6%	3,700	7%
6 (Moderate Function)	16,109	29%	180	16%	16,289	29%
7 (Moderate Function)	2,662	5%	34	3%	2,696	5%
8 (Moderate Function)	3,306	6%	44	4%	3,350	6%
9 (Moderate Function)	272	0%	<11	n/a	275	0%
10 (Moderate Function)	5,122	9%	46	4%	5,168	9%
11 (Low Function)	1,637	3%	<11	n/a	1,643	3%
12 (Low Function)	5,869	11%	60	5%	5,929	10%
13 (Low Function)	4,984	9%	44	4%	5,028	9%
14 (Low Function)	600	1%	<11	n/a	600	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	507	1%	270	24%	777	1%
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	7,007	13%	506	44%	7,513	13%
7 to 14	15,872	29%	220	19%	16,092	28%
15 to 18	6,300	11%	58	5%	6,358	11%
19 to 24	5,127	9%	42	4%	5,169	9%
25 to 34	4,455	8%	71	6%	4,526	8%
35 to 44	4,003	7%	73	6%	4,076	7%
45 to 54	4,408	8%	70	6%	4,478	8%
55 to 64	5,553	10%	92	8%	5,645	10%
65+	2,868	5%	<11	n/a	2,876	5%
<b>Total</b>	<b>55,593</b>	<b>100%</b>	<b>1,140</b>	<b>100%</b>	<b>56,733</b>	<b>100%</b>

**Table J.15 Participation rates by age group and gender at 30 June 2024 – South Australia** <sup>222</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	7.0%	3.4%	5.4%
7-14	12.4%	5.8%	9.3%
15-18	9.0%	5.0%	7.2%
19-24	4.6%	2.7%	3.8%
25-44	1.9%	1.4%	1.7%
45-64	2.4%	2.0%	2.2%
<b>Total (aged 0 to 64)</b>	<b>4.5%</b>	<b>2.6%</b>	<b>3.6%</b>

**Table J.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – South Australia** <sup>223</sup>

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	14%	n/a	14%
Lifelong Learning	9%	n/a	9%
Other	5%	n/a	5%
Non-categorised	4%	n/a	4%
<b>Any mainstream service</b>	<b>26%</b>	<b>n/a</b>	<b>26%</b>

**Table J.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – South Australia**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	3%	4%	3%
Daily life	16%	19%	16%
Health and wellbeing	68%	73%	69%
Learning	34%	28%	33%
Relationships	3%	3%	3%
Social and community activities	6%	5%	6%
Where I live	2%	2%	2%
Work	5%	3%	5%
Unknown	13%	4%	12%
<b>Any mainstream service</b>	<b>99%</b>	<b>93%</b>	<b>99%</b>

<sup>222</sup> 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.

<sup>223</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table J.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,959), ‘participant social and community engagement rate’ (n=3,974), ‘parent and carer employment rate’ (n=3,515) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=2,044) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - South Australia <sup>224</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	24%	26%
Participant employment rate - Aged 25 to 34 years	36%	35%	37%	26%
Participant employment rate - Aged 35 to 44 years	35%	34%	33%	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%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	28%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	40%	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%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	48%	53%	50%
Parent and carer employment rate - Aged 15+ years	44%	44%	44%	50%
Parent and carer employment rate - All ages	47%	47%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	74%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	72%	75%

<sup>224</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=3,419), ‘participant social and community engagement rate’ (n=3,425), ‘parent and carer employment rate’ (n=2,568) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=1,988) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - South Australia <sup>225</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	36%	37%	35%	26%
Participant employment rate - Aged 35 to 44 years	31%	30%	26%	29%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	20%	18%	14%	26%
Participant employment rate - Aged 65+ years	14%	13%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	26%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	24%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	33%	35%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	44%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	35%	38%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	39%	33%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	34%	35%	38%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	41%	38%	46%
Participant social and community engagement rate - Aged 25+ years	37%	37%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	36%	36%	37%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	43%	49%	52%	44%	50%
Parent and carer employment rate - All ages	45%	49%	51%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	68%	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%	74%	75%

<sup>225</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=2,743), ‘participant social and community engagement rate’ (n=2,760), ‘parent and carer employment rate’ (n=1,474) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=1,716) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - South Australia <sup>226</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	19%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	33%	23%	32%	26%
Participant employment rate - Aged 35 to 44 years	31%	32%	30%	25%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	24%	25%	27%	24%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	22%	17%	18%	26%
Participant employment rate - Aged 65+ years	16%	14%	13%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	40%	34%	33%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	40%	47%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	38%	37%	41%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	43%	43%	39%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	38%	35%	38%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	31%	28%	22%	35%	46%
Participant social and community engagement rate - Aged 25+ years	38%	38%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	37%	38%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	45%	46%	53%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	49%	45%	44%	50%
Parent and carer employment rate - All ages	44%	46%	47%	50%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	64%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	76%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	73%	74%	75%

<sup>226</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=1,740), ‘participant social and community engagement rate’ (n=1,740), ‘parent and carer employment rate’ (n=843) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=1,219) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - South Australia <sup>227</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	8%	10%	14%	24%	22%	25%	26%
Participant employment rate - Aged 25 to 34 years	31%	35%	38%	24%	37%	29%	26%
Participant employment rate - Aged 35 to 44 years	39%	34%	29%	36%	23%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	34%	30%	23%	28%	26%
Participant employment rate - Aged 55 to 64 years	27%	26%	22%	20%	11%	19%	26%
Participant employment rate - Aged 65+ years	18%	18%	15%	10%	12%	8%	26%
Participant employment rate - Aged 25 to 64 years	32%	31%	31%	27%	22%	26%	26%
Participant employment rate - Aged 15 to 64 years	28%	27%	26%	26%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	32%	36%	39%	31%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	47%	50%	44%	39%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	43%	47%	42%	42%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	44%	36%	45%	46%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	39%	43%	39%	36%	43%	46%
Participant social and community engagement rate - Aged 65+ years	40%	38%	36%	33%	21%	40%	46%
Participant social and community engagement rate - Aged 25+ years	41%	42%	43%	41%	37%	43%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	41%	40%	36%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	51%	52%	47%	43%	53%	50%
Parent and carer employment rate - Aged 15+ years	47%	48%	52%	60%	45%	46%	50%
Parent and carer employment rate - All ages	46%	49%	52%	53%	44%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	68%	69%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	72%	80%	78%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	68%	76%	74%	73%	75%

<sup>227</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=687), ‘participant social and community engagement rate’ (n=689), ‘parent and carer employment rate’ (n=445) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=542) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - South Australia <sup>228</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant employment rate - Aged 55 to 64 years	21%	19%	19%	25%	7%	6%	12%	26%
Participant employment rate - Aged 25 to 64 years	37%	34%	34%	39%	33%	18%	30%	26%
Participant employment rate - Aged 15 to 64 years	32%	30%	30%	37%	32%	23%	31%	26%
Participant social and community engagement rate - Aged 55 to 64 years	41%	42%	41%	42%	35%	36%	38%	46%
Participant social and community engagement rate - Aged 25+ years	41%	45%	43%	42%	42%	39%	44%	46%
Participant social and community engagement rate - Aged 15+ years	39%	43%	41%	40%	41%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	43%	49%	46%	53%	48%	57%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	53%	61%	50%	33%	48%	50%
Parent and carer employment rate - All ages	45%	46%	51%	54%	52%	40%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	48%	59%	65%	61%	69%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	74%	69%	73%	71%	67%	75%
Participant Choice and Control - Aged 15+ years	n/a	59%	68%	67%	67%	70%	68%	75%

<sup>228</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a sixth plan reassessment to date.

**Table J.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=80), ‘participant social and community engagement rate’ (n=86), ‘parent and carer employment rate’ (n=189) 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=86) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - South Australia <sup>229</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	R7	2023-24 Target
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	76%	74%	78%	74%	84%	68%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	77%	71%	82%	68%	75%

<sup>229</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a seventh plan reassessment to date.



## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table J.25 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table J.28 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 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 Proportion of respondents who responded positively to questions about 'Early Supports' (n = Numbers are too small in Prior Quarters, n = 26 in 2023-24 Q4), 'Community Connections' (n = 246 in Prior Quarters, n = 118 in 2023-24 Q4), 'Apply for NDIS' (n = 200 in Prior Quarters, n = 110 in 2023-24 Q4), 'Plan Approval' (n = 375 in Prior Quarters, n = 357 in 2023-24 Q4), 'Plan Implementation' (n = 199 in Prior Quarters, n = 284 in 2023-24 Q4) and 'Plan Reassessment' (n = 968 in Prior Quarters, n = 794 in 2023-24 Q4) - South Australia <sup>230 231</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Early Supports - Were you treated with respect?	n/a	100%
Early Supports - Were decisions and outcomes explained to you?	n/a	88%
Early Supports - Were your questions and concerns acknowledged?	n/a	80%
Early Supports - How well does your early supports plan meet your child's needs?	n/a	46%
Community Connections - Was information easy to understand?	85%	77%
Community Connections - Was communication in your preferred format?	92%	96%
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?	78%	71%
Community Connections - To what extent were your circumstances and needs considered?	77%	74%
Community Connections - To what extent were you included in decisions that were made?	76%	78%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	46%
Apply for NDIS (overall) - Were you treated with respect?	95%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	70%	71%
Apply for NDIS (overall) - Was information easy to understand?	66%	71%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	89%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	57%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	54%
Plan Approval - Were you treated with respect?	92%	89%
Plan Approval - Were decisions and outcomes explained to you?	75%	71%
Plan Approval - Were your questions and concerns acknowledged?	81%	71%
Plan Approval - Do you know where to go for more help with using your plan?	85%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	47%
Plan Approval - How well does your NDIS plan meet your needs?	64%	51%
Plan Implementation - Do you know where to go for more help with using your plan?	76%	81%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	64%	57%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	54%
Plan Implementation - Do you feel confident in using your plan?	57%	60%
Plan Implementation - Do you feel confident in accessing supports?	58%	61%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	62%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	65%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	62%
Plan Reassessment - Do you feel confident in using your plan?	64%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	63%	62%

<sup>230</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

<sup>231</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	75%

**Table J.25 Complaints and Participant Critical Incidents (PCIs) by quarter – South Australia** <sup>232</sup>  
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Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	39	<11	43	37
People who have submitted an access request: Complaint about LAC Partner	453	28	481	417
People who have submitted an access request: Complaints about service providers	923	41	964	784
People who have submitted an access request: Complaints about the Agency	17,084	1,529	18,613	9,235
People who have submitted an access request: Unclassified	509	<11	512	471
<b>People who have submitted an access request: Total</b>	<b>19,008</b>	<b>1,605</b>	<b>20,613</b>	<b>9,921</b>
Percentage of the number of active participants	7.6%	11.4%	7.8%	n/a
<b>Total PCIs</b>	<b>4,187</b>	<b>455</b>	<b>4,642</b>	<b>n/a</b>

**Table J.26 Number and proportion of participant complaints over time, incrementally and cumulatively – South Australia**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	518	5%	10,529	9%
Sep-21	593	6%	11,122	9%
Dec-21	656	6%	11,778	9%
Mar-22	760	7%	12,538	8%
Jun-22	683	6%	13,221	8%
Sep-22	656	6%	13,877	8%
Dec-22	604	5%	14,481	8%
Mar-23	634	5%	15,115	8%
Jun-23	692	5%	15,807	8%
Sep-23	776	6%	16,583	7%
Dec-23	869	6%	17,452	7%
Mar-24	1,556	11%	19,008	8%
Jun-24	1,605	11%	20,613	8%

<sup>232</sup> Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

<sup>233</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table J.27 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – South Australia**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	182	2%	1,033	2%
Sep-21	156	1%	1,189	2%
Dec-21	177	2%	1,366	2%
Mar-22	199	2%	1,565	2%
Jun-22	214	2%	1,779	2%
Sep-22	235	2%	2,014	2%
Dec-22	259	2%	2,273	2%
Mar-23	349	3%	2,622	2%
Jun-23	337	3%	2,959	2%
Sep-23	363	3%	3,322	2%
Dec-23	427	3%	3,749	2%
Mar-24	438	3%	4,187	2%
Jun-24	455	3%	4,642	2%

**Table J.28 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia** <sup>234 235</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	561	3%	<11	n/a	561	3%
Complaints about the Agency - Information unclear	294	2%	<11	n/a	294	2%
Complaints about the Agency - NDIA Access	403	2%	25	2%	428	2%
Complaints about the Agency - NDIA Engagement	16	0%	<11	n/a	24	0%
Complaints about the Agency - NDIA Finance	849	5%	59	4%	908	5%
Complaints about the Agency - NDIA Fraud and Compliance	69	0%	<11	n/a	74	0%
Complaints about the Agency - NDIA Plan	3,337	20%	295	19%	3,632	20%
Complaints about the Agency - NDIA Process	1,185	7%	117	8%	1,302	7%
Complaints about the Agency - NDIA Resources	113	1%	12	1%	125	1%
Complaints about the Agency - NDIA Staff	746	4%	70	5%	816	4%
Complaints about the Agency - NDIA Timeliness	3,382	20%	936	61%	4,318	23%
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	1,170	7%	<11	n/a	1,170	6%
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	2,954	17%	<11	n/a	2,954	16%
Complaints about the Agency - Other	1,493	9%	<11	n/a	1,495	8%
<b>Complaints about the Agency - Total</b>	<b>17,084</b>	<b>100%</b>	<b>1,529</b>	<b>100%</b>	<b>18,613</b>	<b>100%</b>
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	19	49%	<11	n/a	21	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
<b>Complaints about Early Connections Partner - Total</b>	<b>39</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>43</b>	<b>100%</b>
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	84	19%	<11	n/a	87	18%
Complaints about LAC Partner - LAC Process	52	11%	<11	n/a	53	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	254	56%	18	64%	272	57%
Complaints about LAC Partner - LAC Timeliness	55	12%	<11	n/a	60	12%

<sup>234</sup> 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.

<sup>235</sup> There are 19,008 total participant complaints in prior quarters, 1,605 total participant complaints in 2023-24 Q4, and 20,613 total participant complaints as at 30 June 2024 (which includes 512 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>453</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>481</b>	<b>100%</b>
Complaints about service providers - Provider Costs	30	3%	<11	n/a	30	3%
Complaints about service providers - Provider Finance	78	8%	<11	n/a	81	8%
Complaints about service providers - Provider Fraud and Compliance	79	9%	<11	n/a	87	9%
Complaints about service providers - Provider Process	35	4%	<11	n/a	35	4%
Complaints about service providers - Provider Service	317	34%	13	32%	330	34%
Complaints about service providers - Provider Staff	170	18%	16	39%	186	19%
Complaints about service providers - Service Delivery	35	4%	<11	n/a	35	4%
Complaints about service providers - Staff Conduct	39	4%	<11	n/a	39	4%
Complaints about service providers - Supports being provided	49	5%	<11	n/a	49	5%
Complaints about service providers - Other	91	10%	<11	n/a	92	10%
<b>Complaints about service providers - Total</b>	<b>923</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>964</b>	<b>100%</b>

**Table J.29 Administrative Appeals Tribunal (AAT) cases by category at 30 June 2024 – South Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	374	17%	25	19%	399	17%
Plan	1,690	76%	93	70%	1,783	75%
Plan Reassessment	48	2%	<11	n/a	49	2%
Other	126	6%	14	11%	140	6%
<b>Total cases</b>	<b>2,238</b>	<b>100%</b>	<b>133</b>	<b>100%</b>	<b>2,371</b>	<b>100%</b>
Percentage of the number of active participants	n/a	0.89%	n/a	0.95%	n/a	0.90%

**Table J.30 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – South Australia**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	127	1%	721	1%
Sep-21	159	2%	880	1%
Dec-21	218	2%	1,098	1%
Mar-22	179	2%	1,277	1%
Jun-22	146	1%	1,423	1%
Sep-22	152	1%	1,575	1%
Dec-22	127	1%	1,702	1%
Mar-23	113	1%	1,815	1%
Jun-23	105	1%	1,920	1%
Sep-23	100	1%	2,020	1%
Dec-23	131	1%	2,151	1%
Mar-24	87	1%	2,238	1%
Jun-24	133	1%	2,371	1%

**Table J.31 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – South Australia** <sup>236</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>2,371</b>	<b>2,363</b>
<b>Open AAT Cases</b>	<b>378</b>	<b>376</b>
<b>Closed AAT Cases</b>	<b>1,993</b>	<b>1,801</b>
Resolved before hearing	1,963	1,775
Gone to hearing and received a substantive decision	30	26

**Table J.32 Administrative Appeals Tribunal (AAT) Supports in dispute – South Australia** <sup>237 238 239</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	23	<11	29
Core (excluding Consumables and Transport)	160	35	195
Capacity Building	204	36	240
General Support	48	<11	53
Assistive Technology	67	13	80
Specialist Disability Accommodation	27	<11	30
Home Modifications	16	<11	17
Supported Independent Living	79	11	90
Everyday Living Costs	24	<11	28
Transport	30	<11	39
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>352</b>	<b>55</b>	<b>407</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>679</b>	<b>123</b>	<b>802</b>

<sup>236</sup> 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.

<sup>237</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>238</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>239</sup> 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 J.33 Closed Administrative Appeals Tribunal (AAT) cases by outcome – South Australia**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal	29	2%	<11	n/a	30	2%
Hearing Decision - Affirmed	12	1%	<11	n/a	12	1%
Hearing Decision - Varied	<11	n/a	<11	n/a	<11	0%
Hearing Decision - Set Aside	11	1%	<11	n/a	12	1%
Not Decided by Tribunal	1,882	98%	81	99%	1,963	98%
Not Decided by Tribunal - Resolved by consent	1,333	70%	60	73%	1,393	70%
Not Decided by Tribunal - Withdrawn	435	23%	16	20%	451	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	90	5%	<11	n/a	94	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	
<b>Total</b>	<b>1,911</b>	<b>100%</b>	<b>82</b>	<b>100%</b>	<b>1,993</b>	<b>100%</b>



## 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.34 Number of active providers in 2023-24 Q4 by registration status and plan management type – South Australia** <sup>240 241 242 243</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	818	0	818
Plan-managed	1,769	14,968	16,691
Self-managed	591	4,438	5,023
<b>All plan management types</b>	<b>1,941</b>	<b>16,952</b>	<b>18,846</b>

**Table J.35 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – South Australia** <sup>244 245 246 247 248</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	281	0	281
Plan-managed	352	224	579
Self-managed	7	12	77
<b>All management types</b>	<b>640</b>	<b>236</b>	<b>936</b>

<sup>240</sup> 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.

<sup>241</sup> 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.

<sup>242</sup> 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.

<sup>243</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>244</sup> Registration status is determined as at the posting date of payment.

<sup>245</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>246</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>247</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>248</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table J.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – South Australia**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.4%	2.3%
\$5,001-\$10,000	7.3%	7.1%
\$10,001-\$15,000	11.6%	11.3%
\$15,001-\$20,000	12.2%	12.3%
\$20,001-\$25,000	12.4%	12.3%
\$25,001-\$30,000	5.9%	5.9%
\$30,001-\$50,000	13.7%	13.9%
\$50,001-\$100,000	15.7%	15.8%
\$100,001-\$150,000	6.1%	6.2%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	1.9%	1.9%
\$250,001+	7.7%	7.8%

**Table J.37 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2023-24 Q4 compared with active participants with initial plan approvals as at 2023-24 Q3 – South Australia**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	2.5%	2.5%
\$5,001-\$10,000	7.8%	7.5%
\$10,001-\$15,000	12.3%	12.0%
\$15,001-\$20,000	13.0%	13.0%
\$20,001-\$25,000	13.2%	13.0%
\$25,001-\$30,000	6.2%	6.3%
\$30,001-\$50,000	14.5%	14.7%
\$50,001-\$100,000	16.6%	16.7%
\$100,001-\$150,000	6.4%	6.5%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	1.7%	1.8%
\$250,001+	2.8%	2.9%

**Table J.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – South Australia**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$17,300	\$26,900	n/a	n/a	\$17,300	\$26,900
7 to 14	\$18,600	\$26,700	n/a	n/a	\$18,400	\$26,600
15 to 18	\$31,300	\$44,400	\$726,300	\$635,500	\$26,200	\$40,400
19 to 24	\$74,700	\$95,100	\$559,800	\$619,300	\$46,200	\$66,100
25 to 34	\$110,500	\$130,500	\$499,100	\$529,500	\$64,000	\$83,600
35 to 44	\$113,500	\$132,800	\$409,100	\$444,300	\$71,000	\$88,800
45 to 54	\$120,400	\$143,400	\$405,300	\$445,300	\$71,800	\$92,800
55 to 64	\$126,800	\$152,100	\$403,600	\$435,600	\$80,900	\$103,400
65+	\$123,200	\$153,700	\$403,100	\$434,100	\$82,400	\$111,800
<b>All</b>	<b>\$63,100</b>	<b>\$79,000</b>	<b>\$438,200</b>	<b>\$471,900</b>	<b>\$41,000</b>	<b>\$56,000</b>

**Table J.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – South Australia**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$148,400	\$178,700	\$476,000	\$509,400	\$88,000	\$115,700
Autism	\$33,200	\$44,800	\$521,700	\$546,000	\$24,200	\$35,600
Cerebral palsy	\$150,900	\$176,700	\$454,600	\$499,900	\$95,500	\$116,300
Developmental delay	\$13,600	\$22,800	n/a	n/a	\$13,600	\$22,800
Global developmental delay	\$16,100	\$25,300	n/a	n/a	\$16,100	\$25,300
Hearing impairment	\$9,300	\$17,000	n/a	n/a	\$9,200	\$16,800
Intellectual disability	\$114,700	\$135,700	\$374,100	\$405,100	\$61,200	\$81,100
Multiple sclerosis	\$108,500	\$138,700	\$551,600	\$619,900	\$83,100	\$111,700
Psychosocial disability	\$95,400	\$117,400	\$480,300	\$511,200	\$69,100	\$89,400
Spinal cord injury	\$132,300	\$168,500	\$663,700	\$707,400	\$108,300	\$140,600
Stroke	\$140,700	\$173,000	\$511,600	\$537,700	\$98,600	\$131,600
Visual impairment	\$47,400	\$59,800	n/a	n/a	\$42,900	\$55,900
Other neurological	\$151,300	\$184,700	\$522,100	\$552,200	\$104,600	\$132,100
Other physical	\$64,800	\$91,000	\$448,800	\$492,000	\$57,600	\$83,200
Other sensory/speech	\$6,400	\$14,800	n/a	n/a	\$6,400	\$14,800
Other	\$101,400	\$138,900	\$559,800	\$591,200	\$74,200	\$106,800
<b>All</b>	<b>\$63,100</b>	<b>\$79,000</b>	<b>\$438,200</b>	<b>\$471,900</b>	<b>\$41,000</b>	<b>\$56,000</b>

**Table J.40 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – South Australia**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$12,400	\$21,000	n/a	n/a	\$12,300	\$21,000
2	\$21,800	\$33,900	n/a	n/a	\$21,800	\$33,900
3	\$20,500	\$31,200	\$300,800	\$342,400	\$17,600	\$28,300
4	\$17,200	\$27,800	n/a	n/a	\$14,500	\$24,900
5	\$31,200	\$43,400	\$419,000	\$456,600	\$24,300	\$35,800
6	\$20,500	\$31,200	\$305,900	\$338,700	\$18,200	\$28,800
7	\$40,800	\$56,000	\$401,400	\$430,100	\$27,700	\$42,600
8	\$65,800	\$87,700	\$316,000	\$353,600	\$47,300	\$67,600
9	\$62,800	\$88,000	n/a	n/a	\$59,600	\$84,700
10	\$114,300	\$140,600	\$394,400	\$420,200	\$77,000	\$103,700
11	\$82,000	\$104,900	\$546,800	\$553,800	\$51,500	\$72,700
12	\$209,400	\$243,800	\$456,000	\$493,600	\$132,300	\$163,300
13	\$76,300	\$93,800	\$591,200	\$608,000	\$53,800	\$70,400
14	\$297,200	\$336,500	\$504,100	\$547,200	\$211,900	\$244,800
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$63,100</b>	<b>\$79,000</b>	<b>\$438,200</b>	<b>\$471,900</b>	<b>\$41,000</b>	<b>\$56,000</b>

**Table J.41 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – South Australia <sup>249</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	1,071.0	1,098.3
Core: Consumables	10.8	11.8
Core: Social and Civic	147.0	203.9
Core: Transport	4.4	7.1
Capacity Building: Choice and Control	4.2	4.4
Capacity Building: Daily Activities	30.4	39.6
Capacity Building: Employment	0.3	1.0
Capacity Building: Health and Wellbeing	0.2	0.5
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	0.015	0.03
Capacity Building: Relationships	26.0	43.4
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	17.3	22.5
Capital: Assistive Technology	7.7	15.8
Capital: Home Modifications	20.9	32.3
<b>All</b>	<b>1,340.5</b>	<b>1,481.3</b>

<sup>249</sup> Total payments for home modifications in South Australia were \$20.9 million. Of which, \$20.39 million (97.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.49 million (2.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$32.3 million. Of which, \$31.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 million (2%) has been allocated for non-SDA supports.

**Table J.42 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – South Australia <sup>250</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	881.9	1,207.4
Core: Consumables	49.2	63.5
Core: Social and Civic	529.3	642.9
Core: Transport	40.6	33.9
Capacity Building: Choice and Control	51.6	56.8
Capacity Building: Daily Activities	406.7	641.7
Capacity Building: Employment	11.4	35.4
Capacity Building: Health and Wellbeing	1.5	3.4
Capacity Building: Home Living	0.04	0.2
Capacity Building: Lifelong learning	0.05	0.2
Capacity Building: Relationships	32.4	71.4
Capacity Building: Social and Civic	8.7	24.4
Capacity Building: Support Coordination	68.2	96.9
Capital: Assistive Technology	36.3	98.7
Capital: Home Modifications	13.8	22.0
<b>All</b>	<b>2,131.6</b>	<b>2,999.0</b>

**Table J.43 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia <sup>251</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	10.5	48.3	102.0	186.7	370.9	1,158.7	2,124.0	2,771.3	3,172.5	3,936.4	4,471.1
Total Paid	5.6	29.6	63.0	104.8	221.7	793.0	1,489.1	1,999.9	2,421.4	2,972.9	3,342.7
% utilised to date	54%	61%	62%	56%	60%	68%	70%	72%	76%	76%	75%

**Table J.44 Percentage change in plan budgets for active participants – South Australia**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	9.3%	13.2%	8.9%	10.1%	9.6%	10.9%	8.2%	7.3%	9.1%
Interplan Inflation	3.5%	8.6%	9.1%	8.2%	9.7%	6.2%	3.1%	0.7%	1.9%
<b>Total Inflation</b>	<b>12.8%</b>	<b>21.9%</b>	<b>18.0%</b>	<b>18.3%</b>	<b>19.3%</b>	<b>17.1%</b>	<b>11.3%</b>	<b>7.9%</b>	<b>11.0%</b>

<sup>250</sup> Total payments for home modifications in South Australia were \$13.8 million. Of which, \$6.4 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$7.3 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.0 million. Of which, \$8.8 million (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.2 million (60%) has been allocated for non-SDA supports.

<sup>251</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement K: Tasmania

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This supplement shows the data for Tasmania.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	17,879	340	18,219
<b>Active Eligible - Total</b>	<b>14,116</b>	<b>254</b>	<b>14,370</b>
Active Eligible - New	9,790	251	10,041
Active Eligible - State	2,883	<11	2,883
Active Eligible - Commonwealth	1,443	<11	1,446
<b>Active Participant Plans - Total</b>	<b>13,878</b>	<b>267</b>	<b>14,145</b>
Active Participant Plans - New	9,567	262	9,829
Active Participant Plans - State	2,874	<11	2,876
Active Participant Plans - Commonwealth	1,437	<11	1,440
<b>Active Participant Plans - Total</b>	<b>13,878</b>	<b>267</b>	<b>14,145</b>
Active Participant Plans - Early Intervention (s25)	3,936	113	4,049
Active Participant Plans - Permanent Disability (s24)	9,942	154	10,096

**Table K.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Tasmania**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,189</b>
Early Intervention participants	415
Permanent disability participants	774



**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	2,575	97%	1,188	97%	222	100%	3,985	97%
7 to 14	2,069	90%	1,040	90%	164	90%	3,273	90%
15 to 18	1,002	91%	604	89%	60	97%	1,666	91%
19 to 24	555	86%	365	83%	38	86%	958	85%
25 to 34	481	84%	410	77%	30	73%	921	80%
35 to 44	605	83%	566	77%	11	61%	1,182	80%
45 to 54	792	83%	782	74%	44	83%	1,618	78%
55 to 64	1,054	81%	943	71%	55	76%	2,052	76%
65+	35	64%	37	51%	<11	n/a	74	56%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>9,168</b>	<b>89%</b>	<b>5,935</b>	<b>82%</b>	<b>626</b>	<b>89%</b>	<b>15,729</b>	<b>86%</b>

**Table K.4 Assessment of access by primary disability group and gender – Tasmania**

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	361	93%	174	88%	13	93%	548	91%
Autism	3,460	97%	1,567	98%	289	94%	5,316	97%
Cerebral palsy	241	95%	214	97%	15	100%	470	96%
Developmental delay	847	97%	394	96%	104	100%	1,345	97%
Global developmental delay	178	99%	68	100%	11	100%	257	99%
Hearing impairment	261	90%	250	87%	21	95%	532	89%
Intellectual disability	1,790	95%	1,400	94%	64	94%	3,254	94%
Multiple sclerosis	89	90%	316	92%	<11	n/a	413	91%
Psychosocial disability	662	71%	572	60%	29	60%	1,263	65%
Spinal cord injury	105	94%	43	91%	<11	n/a	150	93%
Stroke	123	86%	101	83%	14	100%	238	86%
Visual impairment	118	92%	106	85%	<11	n/a	231	89%
Other neurological	369	85%	305	84%	22	85%	696	85%
Other physical	273	59%	237	43%	<11	n/a	515	50%
Other sensory/speech	30	41%	14	45%	<11	n/a	44	42%
Other	190	55%	124	35%	19	56%	333	45%
Missing	71	81%	50	68%	<11	n/a	124	75%
<b>Total</b>	<b>9,168</b>	<b>89%</b>	<b>5,935</b>	<b>82%</b>	<b>626</b>	<b>89%</b>	<b>15,729</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,388	10%	42	16%	1,430	10%
Non-First Nations Participants	10,228	74%	192	72%	10,420	74%
Not Stated	2,262	16%	33	12%	2,295	16%
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

**Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania <sup>252</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	353	3%	<11	n/a	361	3%
Not culturally and linguistically diverse	9,817	71%	213	80%	10,030	71%
Not stated	3,708	27%	46	17%	3,754	27%
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

**Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Tasmania <sup>253</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	24
<b>Total YPIRAC (under 65)</b>	<b>32</b>

**Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania <sup>254</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	0	32

<sup>252</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

<sup>253</sup> There are a further 36 active participants aged 65 years or over who are currently in residential aged care.

<sup>254</sup> 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** <sup>255</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	9,108	66%	179	67%	9,287	66%
Population between 15,000 and 50,000	2,490	18%	44	16%	2,534	18%
Population between 5,000 and 15,000	62	0%	<11	n/a	62	0%
Population less than 5,000	2,051	15%	41	15%	2,092	15%
Remote	136	1%	<11	n/a	139	1%
Very Remote	30	0%	<11	n/a	30	0%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

**Table K.10 Participant profile per quarter by primary disability group – Tasmania** <sup>256 257</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	5,018	36%	114	43%	5,132	36%
Intellectual disability	2,999	22%	20	7%	3,019	21%
Developmental delay	968	7%	50	19%	1,018	7%
Psychosocial disability	1,152	8%	14	5%	1,166	8%
Hearing impairment	495	4%	11	4%	506	4%
Other neurological	502	4%	15	6%	517	4%
Other physical	405	3%	<11	n/a	407	3%
Acquired brain injury	473	3%	<11	n/a	477	3%
Cerebral palsy	430	3%	<11	n/a	431	3%
Global developmental delay	203	1%	<11	n/a	212	1%
Multiple sclerosis	380	3%	<11	n/a	385	3%
Other	283	2%	11	4%	294	2%
Visual impairment	206	1%	<11	n/a	207	1%
Stroke	191	1%	<11	n/a	199	1%
Spinal cord Injury	136	1%	<11	n/a	138	1%
Other sensory/speech	37	0%	<11	n/a	37	0%
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

<sup>255</sup> 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.

<sup>256</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>257</sup> 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** <sup>258 259</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	165	15%	<11	n/a	165	15%
Intellectual disability	459	43%	<11	n/a	459	43%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	150	14%	<11	n/a	150	14%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	67	6%	<11	n/a	67	6%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	88	8%	<11	n/a	89	8%
Cerebral palsy	70	7%	<11	n/a	70	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	13	1%	<11	n/a	13	1%
Other	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	24	2%	<11	n/a	24	2%
Spinal cord Injury	11	1%	<11	n/a	11	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>1,071</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>1,072</b>	<b>100%</b>

**Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania** <sup>260</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	4,853	38%	114	43%	4,967	38%
Intellectual disability	2,540	20%	20	8%	2,560	20%
Developmental delay	968	8%	50	19%	1,018	8%
Psychosocial disability	1,002	8%	14	5%	1,016	8%
Hearing impairment	495	4%	11	4%	506	4%
Other neurological	435	3%	15	6%	450	3%
Other physical	396	3%	<11	n/a	398	3%
Acquired brain injury	385	3%	<11	n/a	388	3%
Cerebral palsy	360	3%	<11	n/a	361	3%
Global developmental delay	203	2%	<11	n/a	212	2%
Multiple sclerosis	367	3%	<11	n/a	372	3%
Other	274	2%	11	4%	285	2%
Visual impairment	200	2%	<11	n/a	201	2%
Stroke	167	1%	<11	n/a	175	1%
Spinal cord Injury	125	1%	<11	n/a	127	1%
Other sensory/speech	37	0%	<11	n/a	37	0%
<b>Total</b>	<b>12,807</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>13,073</b>	<b>100%</b>

<sup>258</sup> 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.

<sup>259</sup> Down syndrome is included in intellectual disability, representing 7% (70) of participants in SIL.

<sup>260</sup> Down syndrome is included in intellectual disability, representing 2% (234) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,249	9.0%	63	24%	1,312	9%
2 (High Function)	30	0.2%	<11	n/a	30	0%
3 (High Function)	598	4.3%	17	6%	615	4%
4 (High Function)	776	5.6%	<11	n/a	781	6%
5 (High Function)	906	6.5%	16	6%	922	7%
6 (Moderate Function)	3,037	21.9%	47	18%	3,084	22%
7 (Moderate Function)	872	6.3%	18	7%	890	6%
8 (Moderate Function)	796	5.7%	15	6%	811	6%
9 (Moderate Function)	93	0.7%	<11	n/a	93	1%
10 (Moderate Function)	1,287	9.3%	13	5%	1,300	9%
11 (Low Function)	394	2.8%	<11	n/a	396	3%
12 (Low Function)	1,947	14.0%	27	10%	1,974	14%
13 (Low Function)	849	6.1%	<11	n/a	851	6%
14 (Low Function)	208	1.5%	<11	n/a	209	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	827	6.0%	41	15%	868	6%
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	1,568	11%	83	31%	1,651	12%
7 to 14	3,259	23%	69	26%	3,328	24%
15 to 18	1,375	10%	18	7%	1,393	10%
19 to 24	1,467	11%	<11	n/a	1,477	10%
25 to 34	1,632	12%	22	8%	1,654	12%
35 to 44	1,051	8%	17	6%	1,068	8%
45 to 54	1,287	9%	19	7%	1,306	9%
55 to 64	1,528	11%	25	9%	1,553	11%
65+	711	5%	<11	n/a	715	5%
<b>Total</b>	<b>13,878</b>	<b>100%</b>	<b>267</b>	<b>100%</b>	<b>14,145</b>	<b>100%</b>

**Table K.15 Participation rates by age group and gender at 30 June 2024 – Tasmania <sup>261</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.6%	2.4%	3.9%
7 to 14	7.9%	4.0%	6.3%
15 to 18	5.8%	3.5%	5.0%
19 to 24	4.6%	2.9%	3.9%
25 to 44	2.0%	1.5%	1.8%
45 to 64	2.0%	1.9%	2.0%
<b>Total (aged 0 to 64)</b>	<b>3.4%</b>	<b>2.2%</b>	<b>2.9%</b>

<sup>261</sup> 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 <sup>262</sup>**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	n/a	n/a	n/a
Health & Wellbeing	7%	n/a	7%
Lifelong Learning	7%	n/a	7%
Other	n/a	n/a	n/a
Non-categorised	5%	n/a	5%
<b>Any mainstream service</b>	<b>18%</b>	<b>n/a</b>	<b>18%</b>

**Table K.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Tasmania**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	6%	7%	7%
Daily life	19%	19%	19%
Health and wellbeing	77%	79%	78%
Learning	32%	34%	32%
Relationships	3%	3%	3%
Social and community activities	9%	11%	9%
Where I live	2%	3%	2%
Work	4%	3%	4%
Unknown	5%	1%	5%
<b>Any mainstream service</b>	<b>96%</b>	<b>94%</b>	<b>95%</b>

<sup>262</sup> 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

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**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=1,106), ‘parent and carer employment rate’ (n=1,119) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=573) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Tasmania <sup>263</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	14%	26%
Participant employment rate - Aged 25 to 34 years	31%	26%	34%	26%
Participant employment rate - Aged 35 to 44 years	21%	20%	19%	26%
Participant employment rate - Aged 45 to 54 years	19%	13%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	12%	12%	26%
Participant employment rate - Aged 65+ years	16%	13%	12%	26%
Participant employment rate - Aged 25 to 64 years	19%	16%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	15%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	24%	25%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	31%	32%	46%
Participant social and community engagement rate - Aged 35 to 44 years	27%	34%	31%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	27%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	28%	32%	33%	46%
Participant social and community engagement rate - Aged 65+ years	26%	34%	35%	46%
Participant social and community engagement rate - Aged 25+ years	28%	31%	32%	46%
Participant social and community engagement rate - Aged 15+ years	27%	29%	30%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	41%	46%	50%
Parent and carer employment rate - Aged 15+ years	41%	41%	39%	50%
Parent and carer employment rate - All ages	40%	41%	44%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	54%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	71%	75%

<sup>263</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=798), ‘participant social and community engagement rate’ (n=811), ‘parent and carer employment rate’ (n=748) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=506) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Tasmania <sup>264</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	14%	26%
Participant employment rate - Aged 25 to 34 years	24%	23%	10%	27%	26%
Participant employment rate - Aged 35 to 44 years	27%	33%	18%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	27%	26%	18%	26%
Participant employment rate - Aged 55 to 64 years	15%	15%	15%	12%	26%
Participant employment rate - Aged 25 to 64 years	22%	25%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	25%	25%	28%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	18%	18%	24%	23%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	28%	35%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	45%	37%	41%	46%
Participant social and community engagement rate - Aged 25+ years	30%	36%	37%	38%	46%
Participant social and community engagement rate - Aged 15+ years	28%	33%	33%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	38%	38%	40%	46%	50%
Parent and carer employment rate - Aged 15+ years	42%	45%	41%	43%	50%
Parent and carer employment rate - All ages	39%	41%	40%	45%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	60%	56%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	79%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	72%	76%	75%

<sup>264</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=515), ‘participant social and community engagement rate’ (n=516), ‘parent and carer employment rate’ (n=531) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=376) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Tasmania <sup>265</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	4%	5%	7%	11%	20%	26%
Participant employment rate - Aged 35 to 44 years	26%	29%	23%	41%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	26%	22%	20%	14%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	24%	26%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	20%	17%	19%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	24%	27%	28%	25%	28%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	34%	28%	36%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	43%	48%	41%	37%	46%
Participant social and community engagement rate - Aged 25+ years	34%	35%	35%	35%	37%	46%
Participant social and community engagement rate - Aged 15+ years	31%	33%	32%	31%	34%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	44%	46%	43%	52%	50%
Parent and carer employment rate - Aged 15+ years	53%	50%	51%	59%	52%	50%
Parent and carer employment rate - All ages	47%	46%	48%	49%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	51%	60%	63%	62%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	77%	87%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	69%	72%	71%	75%

<sup>265</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

**Table K.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=306), ‘participant social and community engagement rate’ (n=304), ‘parent and carer employment rate’ (n=260) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=240) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Tasmania <sup>266</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	5%	9%	6%	18%	30%	26%	26%
Participant employment rate - Aged 25 to 64 years	31%	34%	24%	29%	15%	25%	26%
Participant employment rate - Aged 15 to 64 years	23%	26%	16%	24%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	32%	36%	35%	33%	34%	46%
Participant social and community engagement rate - Aged 25+ years	37%	37%	39%	54%	33%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	36%	38%	45%	33%	38%	46%
Parent and carer employment rate - All ages	45%	48%	46%	51%	38%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	53%	56%	59%	64%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	75%	77%	91%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	63%	63%	65%	67%	75%

<sup>266</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=150), ‘participant social and community engagement rate’ (n=152), ‘parent and carer employment rate’ (n=151) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=120) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Tasmania <sup>267</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	R6	2023-24 Target
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	69%	66%	71%	57%	64%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	69%	71%	65%	62%	75%

<sup>267</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. Table K.24 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table K.27 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 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.23 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), ‘Community Connections’ (n = 33 in Prior Quarters, n = 20 in 2023-24 Q4), ‘Apply for NDIS’ (n = 44 in Prior Quarters, n = 38 in 2023-24 Q4), ‘Plan Approval’ (n = 415 in Prior Quarters, n = 232 in 2023-24 Q4), ‘Plan Implementation’ (n = 377 in Prior Quarters, n = 173 in 2023-24 Q4) and ‘Plan Reassessment’ (n = 595 in Prior Quarters, n = 368 in 2023-24 Q4) - Tasmania <sup>268</sup> <sup>269</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
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?	81%	n/a
Community Connections - Was communication in your preferred format?	84%	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?	70%	n/a
Community Connections - To what extent were your circumstances and needs considered?	76%	n/a
Community Connections - To what extent were you included in decisions that were made?	67%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	48%	n/a
Apply for NDIS (overall) - Were you treated with respect?	90%	87%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	76%	66%
Apply for NDIS (overall) - Was information easy to understand?	64%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	93%	81%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	48%	53%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	45%	50%
Plan Approval - Were you treated with respect?	95%	94%
Plan Approval - Were decisions and outcomes explained to you?	80%	83%
Plan Approval - Were your questions and concerns acknowledged?	84%	86%
Plan Approval - Do you know where to go for more help with using your plan?	84%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	63%
Plan Approval - How well does your NDIS plan meet your needs?	70%	68%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	84%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	67%	65%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	61%	62%
Plan Implementation - Do you feel confident in using your plan?	66%	60%
Plan Implementation - Do you feel confident in accessing supports?	62%	61%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	67%
Plan Reassessment - To what extent were your circumstances and needs considered?	70%	70%
Plan Reassessment - To what extent were you included in decisions that were made?	72%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	62%
Plan Reassessment - Do you feel confident in using your plan?	67%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	72%

<sup>268</sup> Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

<sup>269</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	78%

**Table K.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania** <sup>270 271</sup>

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	14	<11	14	12
People who have submitted an access request: Complaint about LAC Partner	65	<11	72	67
People who have submitted an access request: Complaints about service providers	218	18	236	202
People who have submitted an access request: Complaints about the Agency	3,335	332	3,667	2,030
People who have submitted an access request: Unclassified	39	<11	39	35
<b>People who have submitted an access request: Total</b>	<b>3,671</b>	<b>357</b>	<b>4,028</b>	<b>2,192</b>
Percentage of the number of active participants	6.0%	10.2%	6.2%	n/a
<b>Total PCIs</b>	<b>631</b>	<b>74</b>	<b>705</b>	<b>n/a</b>

**Table K.25 Number and proportion of participant complaints over time, incrementally and cumulatively – Tasmania**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	117	4%	1,566	6%
Sep-21	137	5%	1,703	6%
Dec-21	132	5%	1,835	6%
Mar-22	162	6%	1,997	6%
Jun-22	148	5%	2,145	6%
Sep-22	148	5%	2,293	5%
Dec-22	147	5%	2,440	5%
Mar-23	178	6%	2,618	5%
Jun-23	209	6%	2,827	6%
Sep-23	244	7%	3,071	6%
Dec-23	301	9%	3,372	6%
Mar-24	299	9%	3,671	6%
Jun-24	357	10%	4,028	6%

<sup>270</sup> Note that 62% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.

<sup>271</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table K.26 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Tasmania**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	24	1%	111	1%
Sep-21	17	1%	128	1%
Dec-21	24	1%	152	1%
Mar-22	31	1%	183	1%
Jun-22	37	1%	220	1%
Sep-22	37	1%	257	1%
Dec-22	44	1%	301	1%
Mar-23	68	2%	369	1%
Jun-23	58	2%	427	1%
Sep-23	70	2%	497	1%
Dec-23	63	2%	560	1%
Mar-24	71	2%	631	1%
Jun-24	74	2%	705	1%

**Table K.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania** <sup>272 273</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	82	2%	<11	n/a	82	2%
Complaints about the Agency - Information unclear	42	1%	<11	n/a	42	1%
Complaints about the Agency - NDIA Access	137	4%	<11	n/a	146	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	230	7%	32	10%	262	7%
Complaints about the Agency - NDIA Fraud and Compliance	22	1%	<11	n/a	23	1%
Complaints about the Agency - NDIA Plan	790	24%	72	22%	862	24%
Complaints about the Agency - NDIA Process	254	8%	24	7%	278	8%
Complaints about the Agency - NDIA Resources	53	2%	<11	n/a	57	2%
Complaints about the Agency - NDIA Staff	191	6%	25	8%	216	6%
Complaints about the Agency - NDIA Timeliness	719	22%	163	49%	882	24%
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	2%	<11	n/a	81	2%
Complaints about the Agency - Staff conduct - Agency	40	1%	<11	n/a	40	1%
Complaints about the Agency - The way the NDIA carried out its decision making	71	2%	<11	n/a	71	2%
Complaints about the Agency - Timeliness	288	9%	<11	n/a	288	8%
Complaints about the Agency - Other	320	10%	<11	n/a	320	9%
<b>Complaints about the Agency - Total</b>	<b>3,335</b>	<b>100%</b>	<b>332</b>	<b>100%</b>	<b>3,667</b>	<b>100%</b>
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
<b>Complaints about Early Connections Partner - Total</b>	<b>14</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>14</b>	<b>100%</b>
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

<sup>272</sup> 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.

<sup>273</sup> There are 3,671 total participant complaints in prior quarters, 357 total participant complaints in 2023-24 Q4, and 4,028 total participant complaints as at 30 June 2024 (which includes 39 unclassified participant complaints).



Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Staff	38	58%	<11	n/a	45	63%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>65</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>72</b>	<b>100%</b>
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	12	5%
Complaints about service providers - Provider Fraud and Compliance	23	11%	<11	n/a	26	11%
Complaints about service providers - Provider Process	13	6%	<11	n/a	13	6%
Complaints about service providers - Provider Service	70	32%	<11	n/a	74	31%
Complaints about service providers - Provider Staff	22	10%	<11	n/a	30	13%
Complaints about service providers - Service Delivery	21	10%	<11	n/a	21	9%
Complaints about service providers - Staff Conduct	17	8%	<11	n/a	17	7%
Complaints about service providers - Supports being provided	14	6%	<11	n/a	14	6%
Complaints about service providers - Other	22	10%	<11	n/a	22	9%
<b>Complaints about service providers - Total</b>	<b>218</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>236</b>	<b>100%</b>

**Table K.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Tasmania**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	71	20%	<11	n/a	77	20%
Plan	246	70%	24	71%	270	70%
Plan Reassessment	13	4%	<11	n/a	14	4%
Other	19	5%	<11	n/a	22	6%
<b>Total cases</b>	<b>349</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>383</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>n/a</b>	<b>0.57%</b>	<b>n/a</b>	<b>0.97%</b>	<b>n/a</b>	<b>0.59%</b>

**Table K.29 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – Tasmania**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	11	0%	97	0%
Sep-21	14	1%	111	0%
Dec-21	26	1%	137	0%
Mar-22	33	1%	170	0%
Jun-22	23	1%	193	0%
Sep-22	29	1%	222	1%
Dec-22	23	1%	245	1%
Mar-23	23	1%	268	1%
Jun-23	28	1%	296	1%
Sep-23	14	0%	310	1%
Dec-23	25	1%	335	1%
Mar-24	14	0%	349	1%
Jun-24	34	1%	383	1%

**Table K.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Tasmania** <sup>274</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>383</b>	<b>383</b>
<b>Open AAT Cases</b>	<b>73</b>	<b>73</b>
<b>Closed AAT Cases</b>	<b>310</b>	<b>298</b>
Resolved before hearing	305	293
Gone to hearing and received a substantive decision	<11	<11

**Table K.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Tasmania** <sup>275 276 277</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	25	<11	34
Capacity Building	26	<11	31
General Support	<11	<11	<11
Assistive Technology	11	<11	17
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	13	<11	17
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>59</b>	<b>18</b>	<b>77</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>95</b>	<b>27</b>	<b>122</b>

<sup>274</sup> 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.

<sup>275</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>276</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>277</sup> 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 K.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Tasmania**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal</b>	<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%
<b>Not Decided by Tribunal</b>	<b>281</b>	<b>98%</b>	<b>24</b>	<b>100%</b>	<b>305</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	180	63%	15	63%	195	63%
Not Decided by Tribunal - Withdrawn	78	27%	<11	n/a	83	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	17	6%	<11	n/a	21	7%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	
<b>Total</b>	<b>286</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>310</b>	<b>100%</b>

## 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.33 Number of active providers in 2023-24 Q4 by registration status and plan management type – Tasmania** <sup>278 279 280 281</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	348	0	348
Plan-managed	789	4,088	4,857
Self-managed	344	2,158	2,491
<b>All plan management types</b>	<b>934</b>	<b>5,285</b>	<b>6,196</b>

**Table K.34 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Tasmania** <sup>282 283 284 285 286</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	104	0	104
Plan-managed	85	59	144
Self-managed	4	8	21
<b>All management types</b>	<b>192</b>	<b>66</b>	<b>269</b>

<sup>278</sup> 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.

<sup>279</sup> 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.

<sup>280</sup> 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.

<sup>281</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>282</sup> Registration status is determined as at the posting date of payment.

<sup>283</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>284</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>285</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>286</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table K.35 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Tasmania**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	3.6%	3.4%
\$5,001-\$10,000	5.6%	5.4%
\$10,001-\$15,000	8.5%	8.4%
\$15,001-\$20,000	10.8%	10.8%
\$20,001-\$25,000	9.3%	9.1%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	15.1%	15.4%
\$50,001-\$100,000	18.9%	18.9%
\$100,001-\$150,000	7.1%	7.2%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	9.9%	10.0%

**Table K.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Tasmania**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	3.9%	3.7%
\$5,001-\$10,000	6.0%	5.9%
\$10,001-\$15,000	9.2%	9.1%
\$15,001-\$20,000	11.6%	11.7%
\$20,001-\$25,000	10.0%	9.8%
\$25,001-\$30,000	6.1%	6.1%
\$30,001-\$50,000	16.4%	16.7%
\$50,001-\$100,000	20.4%	20.4%
\$100,001-\$150,000	7.7%	7.8%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	3.1%	3.2%

**Table K.37 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Tasmania**  
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Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$14,200	\$25,100	n/a	n/a	\$14,200	\$25,100
7 to 14	\$24,600	\$32,800	n/a	n/a	\$24,300	\$32,800
15 to 18	\$45,900	\$62,700	n/a	n/a	\$39,300	\$54,900
19 to 24	\$73,600	\$100,300	\$454,900	\$524,400	\$44,100	\$66,600
25 to 34	\$102,100	\$125,000	\$442,500	\$493,600	\$54,000	\$74,800
35 to 44	\$116,600	\$142,500	\$393,500	\$458,200	\$68,100	\$87,600
45 to 54	\$116,200	\$148,900	\$379,100	\$439,400	\$70,300	\$97,300
55 to 64	\$128,700	\$159,300	\$406,100	\$450,200	\$71,400	\$98,100
65+	\$131,400	\$166,000	\$401,100	\$452,900	\$72,300	\$104,600
<b>All</b>	<b>\$71,700</b>	<b>\$92,300</b>	<b>\$414,300</b>	<b>\$470,300</b>	<b>\$43,600</b>	<b>\$61,300</b>

**Table K.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Tasmania**<sup>288</sup>

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$144,200	\$180,100	\$407,400	\$493,700	\$81,400	\$108,100
Autism	\$43,000	\$56,500	\$470,800	\$515,200	\$28,200	\$41,200
Cerebral palsy	\$165,000	\$199,800	\$444,800	\$515,200	\$112,300	\$138,600
Developmental delay	\$10,500	\$21,400	n/a	n/a	\$10,500	\$21,400
Global developmental delay	\$15,300	\$26,500	n/a	n/a	\$15,300	\$26,500
Hearing impairment	\$13,600	\$21,200	n/a	n/a	\$13,600	\$21,200
Intellectual disability	\$100,700	\$124,400	\$378,600	\$425,600	\$51,400	\$70,400
Multiple sclerosis	\$87,800	\$121,200	n/a	n/a	\$68,700	\$102,000
Psychosocial disability	\$95,900	\$126,800	\$333,500	\$414,500	\$61,600	\$84,300
Spinal cord injury	\$154,300	\$195,000	n/a	n/a	\$121,300	\$149,200
Stroke	\$123,200	\$169,500	\$479,700	\$517,500	\$79,900	\$121,800
Visual impairment	\$51,500	\$65,300	n/a	n/a	\$41,100	\$55,400
Other neurological	\$151,500	\$186,300	\$566,700	\$594,000	\$92,600	\$125,600
Other physical	\$60,700	\$91,100	n/a	n/a	\$51,700	\$80,500
Other sensory/speech	\$16,700	\$25,000	n/a	n/a	\$16,700	\$25,000
Other	\$62,100	\$93,800	n/a	n/a	\$47,500	\$77,600
<b>All</b>	<b>\$71,700</b>	<b>\$92,300</b>	<b>\$414,300</b>	<b>\$470,300</b>	<b>\$43,600</b>	<b>\$61,300</b>

<sup>287</sup> Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

<sup>288</sup> Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

**Table K.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Tasmania <sup>289</sup>**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$12,500	\$21,900	n/a	n/a	\$12,200	\$21,600
2	\$27,100	\$40,100	n/a	n/a	\$27,100	\$40,100
3	\$23,500	\$34,800	n/a	n/a	\$21,000	\$31,500
4	\$20,300	\$32,200	n/a	n/a	\$17,000	\$28,500
5	\$31,700	\$46,300	\$326,900	\$384,300	\$24,400	\$38,800
6	\$28,800	\$43,700	\$299,600	\$373,000	\$24,300	\$38,500
7	\$65,900	\$84,500	\$344,600	\$385,000	\$38,900	\$54,800
8	\$62,200	\$90,000	\$307,000	\$384,800	\$41,000	\$63,400
9	\$62,400	\$100,900	n/a	n/a	\$46,500	\$78,600
10	\$90,300	\$123,400	\$336,500	\$397,300	\$59,400	\$87,900
11	\$138,800	\$165,100	\$447,600	\$493,700	\$63,800	\$81,900
12	\$174,400	\$210,400	\$421,400	\$479,100	\$104,800	\$133,900
13	\$124,400	\$147,300	\$587,500	\$610,200	\$66,900	\$87,000
14	\$308,700	\$365,900	\$555,800	\$626,000	\$218,300	\$263,500
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$71,700</b>	<b>\$92,300</b>	<b>\$414,300</b>	<b>\$470,300</b>	<b>\$43,600</b>	<b>\$61,300</b>

<sup>289</sup> Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.



**Table K.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Tasmania** <sup>290</sup>

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	324.1	356.7
Core: Consumables	2.5	3.2
Core: Social and Civic	79.0	96.0
Core: Transport	1.9	2.6
Capacity Building: Choice and Control	1.3	1.4
Capacity Building: Daily Activities	7.3	12.5
Capacity Building: Employment	0.2	0.5
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	7.3	12.4
Capacity Building: Social and Civic	0.4	0.5
Capacity Building: Support Coordination	5.5	6.7
Capital: Assistive Technology	2.4	3.4
Capital: Home Modifications	1.8	8.0
<b>All</b>	<b>433.8</b>	<b>504.2</b>

<sup>290</sup> Total payments for home modifications in Tasmania were \$1.81 million. Of which, \$1.49 million (83%) has been paid for specialised disability accommodation (SDA) supports, and \$0.31 million (17%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$8.0 million. Of which, \$7.7 million (96.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3 million (3.4%) has been allocated for non-SDA supports.

**Table K.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Tasmania <sup>291</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	238.9	300.3
Core: Consumables	12.4	16.3
Core: Social and Civic	158.2	211.1
Core: Transport	11.3	10.6
Capacity Building: Choice and Control	12.6	13.8
Capacity Building: Daily Activities	71.9	144.5
Capacity Building: Employment	2.5	9.9
Capacity Building: Health and Wellbeing	0.8	2.0
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	n/a	0.05
Capacity Building: Relationships	7.0	18.2
Capacity Building: Social and Civic	6.2	16.4
Capacity Building: Support Coordination	18.4	26.3
Capital: Assistive Technology	12.0	24.9
Capital: Home Modifications	4.1	6.8
<b>All</b>	<b>556.3</b>	<b>801.3</b>

**Table K.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania <sup>292</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	17.2	49.8	64.8	99.8	189.0	400.2	660.3	845.0	969.8	1,171.5	1,320.1
Total Paid	9.6	35.5	47.6	77.2	152.9	296.0	476.7	631.7	756.9	877.8	947.8
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	78%	75%	72%

**Table K.43 Percentage change in plan budgets for active participants – Tasmania**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	7.8%	10.0%	6.8%	5.1%	5.2%	8.0%	6.8%	7.6%	7.2%
Interplan Inflation	2.6%	11.7%	8.1%	4.9%	7.3%	10.6%	6.4%	-1.1%	0.8%
<b>Total Inflation</b>	<b>10.4%</b>	<b>21.6%</b>	<b>14.9%</b>	<b>10.0%</b>	<b>12.4%</b>	<b>18.6%</b>	<b>13.3%</b>	<b>6.5%</b>	<b>8.0%</b>

<sup>291</sup> Total payments for home modifications in Tasmania were \$4.1 million. Of which, \$0.3 million (8%) has been paid for specialised disability accommodation (SDA) supports, and \$3.8 million (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$6.8 million. Of which, \$1.2 million (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.7 million (83%) has been allocated for non-SDA supports.

<sup>292</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement L: Australian Capital Territory

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This supplement shows the data for Australian Capital Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

When not shown as a separate disability type, down syndrome is counted within intellectual disability.

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
<b>Access decisions</b>	<b>15,256</b>	<b>234</b>	<b>15,490</b>
<b>Active Eligible - Total</b>	<b>10,888</b>	<b>199</b>	<b>11,087</b>
Active Eligible - New	8,176	198	8,374
Active Eligible - State	2,398	<11	2,398
Active Eligible - Commonwealth	314	<11	315
<b>Active Participant Plans - Total</b>	<b>10,734</b>	<b>195</b>	<b>10,929</b>
Active Participant Plans - New	8,025	195	8,220
Active Participant Plans - State	2,396	<11	2,396
Active Participant Plans - Commonwealth	313	<11	313
<b>Active Participant Plans - Total</b>	<b>10,734</b>	<b>195</b>	<b>10,929</b>
Active Participant Plans - Early Intervention (s25)	4,099	121	4,220
Active Participant Plans - Permanent Disability (s24)	6,635	74	6,709

**Table L.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Australian Capital Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,737</b>
Early Intervention participants	960
Permanent disability participants	777

**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	3,062	96%	1,245	94%	81	96%	4,388	95%
7 to 14	1,620	86%	832	84%	70	89%	2,522	85%
15 to 18	449	89%	289	83%	24	100%	762	87%
19 to 24	310	89%	256	78%	27	87%	593	84%
25 to 34	454	84%	433	76%	25	69%	912	80%
35 to 44	529	78%	510	71%	22	79%	1,061	75%
45 to 54	575	81%	580	70%	21	66%	1,176	75%
55 to 64	676	76%	794	69%	17	63%	1,487	72%
65+	35	59%	34	48%	<11	n/a	70	53%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>7,710</b>	<b>87%</b>	<b>4,973</b>	<b>79%</b>	<b>288</b>	<b>84%</b>	<b>12,971</b>	<b>84%</b>

**Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory**

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	199	93%	88	96%	<11	n/a	293	94%
Autism	2,734	98%	1,265	97%	146	97%	4,145	97%
Cerebral palsy	184	95%	150	95%	<11	n/a	335	95%
Developmental delay	1,295	96%	550	95%	50	96%	1,895	95%
Global developmental delay	196	99%	77	99%	<11	n/a	279	99%
Hearing impairment	232	86%	268	83%	<11	n/a	505	85%
Intellectual disability	954	97%	705	95%	13	87%	1,672	96%
Multiple sclerosis	60	92%	195	92%	<11	n/a	260	92%
Psychosocial disability	700	72%	609	61%	28	67%	1,337	66%
Spinal cord injury	73	95%	24	89%	<11	n/a	98	92%
Stroke	91	88%	78	89%	<11	n/a	172	89%
Visual impairment	103	90%	101	90%	<11	n/a	205	90%
Other neurological	321	81%	255	79%	<11	n/a	586	79%
Other physical	264	54%	422	51%	11	55%	697	52%
Other sensory/speech	183	58%	71	55%	<11	n/a	254	57%
Other	100	49%	103	37%	<11	n/a	204	41%
Missing	21	34%	12	26%	<11	n/a	34	31%
<b>Total</b>	<b>7,710</b>	<b>87%</b>	<b>4,973</b>	<b>79%</b>	<b>288</b>	<b>84%</b>	<b>12,971</b>	<b>84%</b>

**Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	484	5%	18	9%	502	5%
Non-First Nations Participants	8,978	84%	154	79%	9,132	84%
Not Stated	1,272	12%	23	12%	1,295	12%
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,025	10%	20	10%	1,045	10%
Not culturally and linguistically diverse	9,330	87%	141	72%	9,471	87%
Not stated	379	4%	34	17%	413	4%
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

**Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Australian Capital Territory <sup>294</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
<b>Total YPIRAC (under 65)</b>	<b>&lt;11</b>

**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 <sup>295</sup>**

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	<11	<11

<sup>293</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.

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

<sup>295</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter. Quarterly results are reported based on a rolling 3 year period.

**Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory <sup>296</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	10,721	100%	195	100%	10,916	100%
Population > 50,000	12	0%	<11	n/a	12	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
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

**Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory <sup>297 298</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	3,917	36%	57	29%	3,974	36%
Intellectual disability	1,533	14%	<11	n/a	1,541	14%
Developmental delay	1,143	11%	74	38%	1,217	11%
Psychosocial disability	1,164	11%	<11	n/a	1,169	11%
Hearing impairment	450	4%	<11	n/a	454	4%
Other neurological	421	4%	<11	n/a	429	4%
Other physical	521	5%	<11	n/a	527	5%
Acquired brain injury	228	2%	<11	n/a	233	2%
Cerebral palsy	304	3%	<11	n/a	305	3%
Global developmental delay	212	2%	11	6%	223	2%
Multiple sclerosis	227	2%	<11	n/a	231	2%
Other	151	1%	<11	n/a	161	1%
Visual impairment	178	2%	<11	n/a	179	2%
Stroke	146	1%	<11	n/a	147	1%
Spinal cord Injury	81	1%	<11	n/a	81	1%
Other sensory/speech	58	1%	<11	n/a	58	1%
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

<sup>296</sup> 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.

<sup>297</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>298</sup> Down syndrome is included in intellectual disability, representing 2% (227) of all Scheme participants in Australian Capital Territory.

**Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory** <sup>299 300</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	83	13%	<11	n/a	83	13%
Intellectual disability	236	37%	<11	n/a	236	37%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	112	18%	<11	n/a	113	18%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	52	8%	<11	n/a	52	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	43	7%	<11	n/a	44	7%
Cerebral palsy	47	7%	<11	n/a	47	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	14	2%	<11	n/a	14	2%
Other	11	2%	<11	n/a	12	2%
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	17	3%	<11	n/a	17	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
<b>Total</b>	<b>631</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>634</b>	<b>100%</b>

**Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory** <sup>301</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	3,834	38%	57	30%	3,891	38%
Intellectual disability	1,297	13%	<11	n/a	1,305	13%
Developmental delay	1,143	11%	74	39%	1,217	12%
Psychosocial disability	1,052	10%	<11	n/a	1,056	10%
Hearing impairment	450	4%	<11	n/a	454	4%
Other neurological	369	4%	<11	n/a	377	4%
Other physical	511	5%	<11	n/a	517	5%
Acquired brain injury	185	2%	<11	n/a	189	2%
Cerebral palsy	257	3%	<11	n/a	258	3%
Global developmental delay	212	2%	11	6%	223	2%
Multiple sclerosis	213	2%	<11	n/a	217	2%
Other	140	1%	<11	n/a	149	1%
Visual impairment	177	2%	<11	n/a	178	2%
Stroke	129	1%	<11	n/a	130	1%
Spinal cord Injury	76	1%	<11	n/a	76	1%
Other sensory/speech	58	1%	<11	n/a	58	1%
<b>Total</b>	<b>10,103</b>	<b>100%</b>	<b>192</b>	<b>100%</b>	<b>10,295</b>	<b>100%</b>

<sup>299</sup> 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.

<sup>300</sup> Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.

<sup>301</sup> Down syndrome is included in intellectual disability, representing 2% (183) of participants not in SIL.



**Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,270	12%	50	26%	1,320	12%
2 (High Function)	27	0%	<11	n/a	27	0%
3 (High Function)	551	5%	22	11%	573	5%
4 (High Function)	992	9%	<11	n/a	996	9%
5 (High Function)	675	6%	16	8%	691	6%
6 (Moderate Function)	2,685	25%	19	10%	2,704	25%
7 (Moderate Function)	532	5%	<11	n/a	535	5%
8 (Moderate Function)	672	6%	<11	n/a	677	6%
9 (Moderate Function)	56	1%	<11	n/a	56	1%
10 (Moderate Function)	939	9%	<11	n/a	949	9%
11 (Low Function)	292	3%	<11	n/a	292	3%
12 (Low Function)	1,100	10%	11	6%	1,111	10%
13 (Low Function)	703	7%	<11	n/a	706	6%
14 (Low Function)	154	1%	<11	n/a	154	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	86	21%	52	n/a	138	21%
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

**Table L.14 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	1,244	12%	100	51%	1,344	12%
7 to 14	2,875	27%	41	21%	2,916	27%
15 to 18	1,013	9%	<11	n/a	1,017	9%
19 to 24	1,049	10%	<11	n/a	1,056	10%
25 to 34	1,042	10%	<11	n/a	1,051	10%
35 to 44	841	8%	<11	n/a	850	8%
45 to 54	973	9%	11	6%	984	9%
55 to 64	981	9%	14	7%	995	9%
65+	716	7%	<11	n/a	716	7%
<b>Total</b>	<b>10,734</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>10,929</b>	<b>100%</b>

**Table L.15 Participation rates by age group and gender at 30 June 2024 – Australian Capital Territory** <sup>302</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.5%	2.0%	3.4%
7 to 14	8.3%	3.9%	6.2%
15 to 18	5.7%	3.0%	4.5%
19 to 24	3.1%	1.9%	2.6%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.9%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.0%</b>	<b>1.9%</b>	<b>2.5%</b>

**Table L.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Australian Capital Territory** <sup>303</sup>

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	n/a	n/a	n/a
Health & Wellbeing	15%	n/a	15%
Lifelong Learning	10%	n/a	10%
Other	8%	n/a	7%
Non-categorised	n/a	n/a	n/a
<b>Any mainstream service</b>	<b>27%</b>	<b>n/a</b>	<b>27%</b>

**Table L.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Australian Capital Territory**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	3%	2%	3%
Daily life	14%	12%	13%
Health and wellbeing	74%	75%	74%
Learning	39%	33%	38%
Relationships	5%	4%	4%
Social and community activities	10%	8%	10%
Where I live	3%	4%	3%
Work	7%	5%	7%
Unknown	7%	2%	6%
<b>Any mainstream service</b>	<b>99%</b>	<b>93%</b>	<b>99%</b>

<sup>302</sup> 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.

<sup>303</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table L.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=520), ‘participant social and community engagement rate’ (n=517), ‘parent and carer employment rate’ (n=598) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=261) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Australian Capital Territory**  
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Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	17%	13%	30%	26%
Participant employment rate - Aged 25 to 34 years	41%	38%	41%	26%
Participant employment rate - Aged 35 to 44 years	42%	33%	39%	26%
Participant employment rate - Aged 45 to 54 years	32%	34%	33%	26%
Participant employment rate - Aged 55 to 64 years	24%	22%	18%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	34%	32%	33%	26%
Participant employment rate - Aged 15 to 64 years	30%	28%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	36%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	25%	32%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	52%	45%	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%	41%	38%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	59%	63%	67%	50%
Parent and carer employment rate - Aged 15+ years	59%	62%	61%	50%
Parent and carer employment rate - All ages	59%	63%	66%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	66%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	76%	75%

<sup>304</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=475), ‘participant social and community engagement rate’ (n=475), ‘parent and carer employment rate’ (n=346) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=348) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Australian Capital Territory <sup>305</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	16%	16%	23%	20%	26%
Participant employment rate - Aged 25 to 34 years	34%	37%	33%	40%	26%
Participant employment rate - Aged 35 to 44 years	37%	38%	23%	33%	26%
Participant employment rate - Aged 45 to 54 years	29%	28%	25%	27%	26%
Participant employment rate - Aged 55 to 64 years	18%	21%	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%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	34%	33%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	33%	37%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	44%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	46%	40%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	49%	42%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	41%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	54%	60%	58%	50%
Parent and carer employment rate - Aged 15+ years	59%	67%	73%	56%	50%
Parent and carer employment rate - All ages	54%	57%	63%	57%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	77%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	76%	79%	75%

<sup>305</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=334), ‘participant social and community engagement rate’ (n=337), ‘parent and carer employment rate’ (n=180) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=293) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Australian Capital Territory <sup>306</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	11%	20%	24%	23%	39%	26%
Participant employment rate - Aged 25 to 34 years	31%	34%	36%	34%	40%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	38%	44%	33%	26%
Participant employment rate - Aged 45 to 54 years	31%	38%	33%	31%	29%	26%
Participant employment rate - Aged 55 to 64 years	35%	26%	31%	19%	24%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	32%	35%	33%	32%	26%
Participant employment rate - Aged 15 to 64 years	28%	30%	33%	31%	33%	26%
Participant social and community engagement rate - Aged 15 to 24 years	42%	42%	40%	31%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	40%	51%	54%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	34%	50%	52%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	41%	49%	59%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	31%	40%	46%	50%	45%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	47%	51%	44%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	46%	48%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	54%	55%	55%	60%	63%	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	57%	56%	60%	63%	64%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	64%	55%	63%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	75%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	72%	73%	75%	75%

<sup>306</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=267), ‘participant social and community engagement rate’ (n=262), ‘parent and carer employment rate’ (n=98) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=222) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Australian Capital Territory <sup>307</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	24%	24%	25%	36%	35%	28%	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%	31%	30%	30%	26%
Participant employment rate - Aged 15 to 64 years	30%	32%	28%	31%	31%	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	33%	44%	40%	47%	65%	47%	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	37%	40%	42%	40%	49%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	41%	42%	48%	43%	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	65%	68%	67%	69%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	81%	83%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	79%	77%	79%	75%

<sup>307</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=173), ‘participant social and community engagement rate’ (n=178), ‘parent and carer employment rate’ (n=42) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=159) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Australian Capital Territory <sup>308</sup>**

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%	36%	31%	36%	28%	24%	28%	26%
Participant employment rate - Aged 15 to 64 years	30%	34%	28%	36%	27%	26%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	45%	49%	45%	49%	58%	49%	46%
Participant social and community engagement rate - Aged 15+ years	41%	45%	48%	45%	48%	62%	48%	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	68%	69%	70%	80%	92%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	70%	69%	78%	90%	79%	75%

<sup>308</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=103), ‘participant social and community engagement rate’ (n=102), ‘parent and carer employment rate’ (n=14) 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=90) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5), sixth (R6) and seventh (R7) plan reassessment - participants who entered between 1 July 2016 and 30 June 2017 - Australian Capital Territory <sup>309</sup>**

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	70%	77%	78%	76%	87%	73%	78%	75%

<sup>309</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.



## Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. The tables show quarterly trends in complaints based on experience over 3 years. Table L.25 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table L.28 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 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.24 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), ‘Community Connections’ (n = 56 in Prior Quarters, n = Numbers are too small in 2023-24 Q4), ‘Apply for NDIS’ (n = 51 in Prior Quarters, n = 29 in 2023-24 Q4), ‘Plan Approval’ (n = 55 in Prior Quarters, n = 91 in 2023-24 Q4), ‘Plan Implementation’ (n = 40 in Prior Quarters, n = 31 in 2023-24 Q4) and ‘Plan Reassessment’ (n = 204 in Prior Quarters, n = 133 in 2023-24 Q4) - Australian Capital Territory <sup>310 311</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
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?	75%	n/a
Community Connections - Was communication in your preferred format?	89%	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?	68%	n/a
Community Connections - To what extent were your circumstances and needs considered?	75%	n/a
Community Connections - To what extent were you included in decisions that were made?	64%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	43%	n/a
Apply for NDIS (overall) - Were you treated with respect?	98%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	77%
Apply for NDIS (overall) - Was information easy to understand?	64%	65%
Apply for NDIS (overall) - Was communication in your preferred format?	76%	85%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	55%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	59%	52%
Plan Approval - Were you treated with respect?	96%	87%
Plan Approval - Were decisions and outcomes explained to you?	77%	68%
Plan Approval - Were your questions and concerns acknowledged?	79%	81%
Plan Approval - Do you know where to go for more help with using your plan?	86%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	43%
Plan Approval - How well does your NDIS plan meet your needs?	60%	59%
Plan Implementation - Do you know where to go for more help with using your plan?	90%	79%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	68%	58%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	58%
Plan Implementation - Do you feel confident in using your plan?	55%	74%
Plan Implementation - Do you feel confident in accessing supports?	58%	74%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	79%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	68%
Plan Reassessment - To what extent were your circumstances and needs considered?	60%	68%
Plan Reassessment - To what extent were you included in decisions that were made?	60%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	68%
Plan Reassessment - Do you feel confident in using your plan?	65%	77%

<sup>310</sup> Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

<sup>311</sup> 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.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	73%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	80%

**Table L.25 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory** <sup>312 313</sup>

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	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	74	<11	75	68
People who have submitted an access request: Complaints about service providers	158	<11	161	142
People who have submitted an access request: Complaints about the Agency	3,401	230	3,631	1,807
People who have submitted an access request: Unclassified	167	<11	167	143
<b>People who have submitted an access request: Total</b>	<b>3,804</b>	<b>235</b>	<b>4,039</b>	<b>1,964</b>
Percentage of the number of active participants	6.4%	8.7%	6.5%	n/a
<b>PCIs</b>	<b>419</b>	<b>32</b>	<b>451</b>	<b>n/a</b>

**Table L.26 Number and proportion of participant complaints over time, incrementally and cumulatively – Australian Capital Territory**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	94	4%	2,136	6%
Sep-21	144	7%	2,280	6%
Dec-21	145	7%	2,425	7%
Mar-22	161	7%	2,586	7%
Jun-22	154	7%	2,740	7%
Sep-22	162	7%	2,902	7%
Dec-22	146	6%	3,048	7%
Mar-23	127	5%	3,175	6%
Jun-23	109	4%	3,284	6%
Sep-23	142	5%	3,426	6%
Dec-23	162	6%	3,588	6%
Mar-24	216	8%	3,804	6%
Jun-24	235	9%	4,039	6%

<sup>312</sup> Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

<sup>313</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

**Table L.27 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Australian Capital Territory**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	21	1.0%	86	0.6%
Sep-21	17	0.8%	103	0.6%
Dec-21	13	0.6%	116	0.6%
Mar-22	7	0.3%	123	0.6%
Jun-22	21	0.9%	144	0.6%
Sep-22	26	1.1%	170	0.7%
Dec-22	22	0.9%	192	0.7%
Mar-23	41	1.7%	233	0.8%
Jun-23	49	1.9%	282	0.8%
Sep-23	48	1.8%	330	0.9%
Dec-23	54	2.0%	384	1.0%
Mar-24	35	1.3%	419	1.0%
Jun-24	32	1.2%	451	1.0%

**Table L.28 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory** <sup>314 315</sup>

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	188	6%	<11	n/a	188	5%
Complaints about the Agency - Information unclear	44	1%	<11	n/a	44	1%
Complaints about the Agency - NDIA Access	81	2%	<11	n/a	86	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	168	5%	12	5%	180	5%
Complaints about the Agency - NDIA Fraud and Compliance	17	0%	<11	n/a	18	0%
Complaints about the Agency - NDIA Plan	695	20%	35	15%	730	20%
Complaints about the Agency - NDIA Process	280	8%	17	7%	297	8%
Complaints about the Agency - NDIA Resources	39	1%	<11	n/a	43	1%
Complaints about the Agency - NDIA Staff	181	5%	17	7%	198	5%
Complaints about the Agency - NDIA Timeliness	549	16%	138	60%	687	19%
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	69	2%	<11	n/a	69	2%
Complaints about the Agency - Timeliness	415	12%	<11	n/a	415	11%
Complaints about the Agency - Other	474	14%	<11	n/a	474	13%
<b>Complaints about the Agency - Total</b>	<b>3401</b>	<b>100%</b>	<b>230</b>	<b>100%</b>	<b>3631</b>	<b>100%</b>

<sup>314</sup> 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.

<sup>315</sup> There are 3,804 total participant complaints in prior quarters, 235 total participant complaints in 2023-24 Q4, and 4,039 total participant complaints as at 30 June 2024 (which includes 167 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
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
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	12	16%	<11	n/a	13	17%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	40	54%	<11	n/a	40	53%
Complaints about LAC Partner - LAC Timeliness	12	16%	<11	n/a	12	16%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
<b>Complaints about LAC Partner - Total</b>	<b>74</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>75</b>	<b>100%</b>
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	7%
Complaints about service providers - Provider Process	15	9%	<11	n/a	15	9%
Complaints about service providers - Provider Service	34	22%	<11	n/a	35	22%
Complaints about service providers - Provider Staff	20	13%	<11	n/a	21	13%
Complaints about service providers - Service Delivery	20	13%	<11	n/a	20	12%
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	12%
<b>Complaints about service providers - Total</b>	<b>158</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>161</b>	<b>100%</b>

**Table L.29 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	270	26%	11	22%	281	26%
Plan	662	64%	32	65%	694	64%
Plan Reassessment	31	3%	<11	n/a	32	3%
Other	65	6%	<11	n/a	70	6%
<b>Total cases</b>	<b>1,028</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>1,077</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.72%</b>	<b>n/a</b>	<b>1.81%</b>	<b>n/a</b>	<b>1.73%</b>	<b>n/a</b>

**Table L.30 Number and proportion of Administrative Appeals Tribunal (AAT) cases over time, incrementally and cumulatively – Australian Capital Territory**

AAT cases in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	42	2%	406	1%
Sep-21	58	3%	464	1%
Dec-21	68	3%	532	1%
Mar-22	81	4%	613	2%
Jun-22	60	3%	673	2%
Sep-22	61	3%	734	2%
Dec-22	66	3%	800	2%
Mar-23	49	2%	849	2%
Jun-23	55	2%	904	2%
Sep-23	39	1%	943	2%
Dec-23	56	2%	999	2%
Mar-24	29	1%	1,028	2%
Jun-24	49	2%	1,077	2%

**Table L.31 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Australian Capital Territory <sup>316</sup>**

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>1077</b>	<b>1075</b>
<b>Open AAT Cases</b>	<b>131</b>	<b>131</b>
<b>Closed AAT Cases</b>	<b>946</b>	<b>861</b>
Resolved before hearing	915	834
Gone to hearing and received a substantive decision	31	27

<sup>316</sup> 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.32 Administrative Appeals Tribunal (AAT) Supports in dispute – Australian Capital Territory** <sup>317 318 319</sup>

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	71	<11	75
Capacity Building	78	<11	83
General Support	16	<11	17
Assistive Technology	35	<11	39
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	27	<11	27
Everyday Living Costs	<11	<11	<11
Transport	14	<11	17
Other	<11	<11	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>143</b>	<b>&lt;11</b>	<b>153</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>269</b>	<b>18</b>	<b>287</b>

**Table L.33 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Australian Capital Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>30</b>	<b>3%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>31</b>	<b>3%</b>
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
<b>Not Decided by Tribunal - Total</b>	<b>883</b>	<b>97%</b>	<b>32</b>	<b>97%</b>	<b>915</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	594	65%	27	65%	621	65%
Not Decided by Tribunal - Withdrawn	220	24%	<11	n/a	225	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	50	5%	<11	n/a	50	5%
Not Decided by Tribunal - Other	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>913</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>946</b>	<b>100%</b>

<sup>317</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>318</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>319</sup> 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

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 L.34 Number of active providers in 2023-24 Q4 by registration status and plan management type – Australian Capital Territory** <sup>320 321 322 323</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	328	0	328
Plan-managed	792	2,400	3,172
Self-managed	255	1,190	1,435
<b>All plan management types</b>	<b>927</b>	<b>3,054</b>	<b>3,958</b>

**Table L.35 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Australian Capital Territory** <sup>324 325 326 327 328</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	55	0	55
Plan-managed	59	24	83
Self-managed	3	3	25
<b>All management types</b>	<b>116</b>	<b>27</b>	<b>163</b>

<sup>320</sup> 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.

<sup>321</sup> 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.

<sup>322</sup> 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.

<sup>323</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>324</sup> Registration status is determined as at the posting date of payment.

<sup>325</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>326</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>327</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>328</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.



## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table L.36 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Australian Capital Territory**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	3.5%	3.4%
\$5,001-\$10,000	7.8%	7.5%
\$10,001-\$15,000	13.2%	13.1%
\$15,001-\$20,000	15.3%	15.4%
\$20,001-\$25,000	10.3%	10.3%
\$25,001-\$30,000	5.6%	5.5%
\$30,001-\$50,000	14.1%	14.0%
\$50,001-\$100,000	13.2%	13.5%
\$100,001-\$150,000	5.3%	5.2%
\$150,001-\$200,000	2.4%	2.5%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	7.7%	7.9%

**Table L.37 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Australian Capital Territory**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	3.7%	3.6%
\$5,001-\$10,000	8.2%	8.0%
\$10,001-\$15,000	14.0%	13.9%
\$15,001-\$20,000	16.3%	16.3%
\$20,001-\$25,000	10.9%	11.0%
\$25,001-\$30,000	5.9%	5.8%
\$30,001-\$50,000	14.9%	14.9%
\$50,001-\$100,000	14.0%	14.3%
\$100,001-\$150,000	5.6%	5.5%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	2.5%	2.6%

**Table L.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Australian Capital Territory**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$17,500	\$25,100	n/a	n/a	\$17,500	\$25,100
7 to 14	\$20,600	\$25,100	n/a	n/a	\$20,500	\$25,100
15 to 18	\$28,100	\$39,500	n/a	n/a	\$25,900	\$35,700
19 to 24	\$53,700	\$72,300	\$425,200	\$436,000	\$35,000	\$55,300
25 to 34	\$81,200	\$100,900	\$420,800	\$460,800	\$47,900	\$66,000
35 to 44	\$105,400	\$127,300	\$391,300	\$440,800	\$62,000	\$80,300
45 to 54	\$100,700	\$128,800	\$369,700	\$408,900	\$57,200	\$81,100
55 to 64	\$112,500	\$139,100	\$379,800	\$418,200	\$65,700	\$88,800
65+	\$98,400	\$122,900	\$389,500	\$405,700	\$64,800	\$87,400
<b>All</b>	<b>\$57,300</b>	<b>\$72,400</b>	<b>\$391,100</b>	<b>\$427,300</b>	<b>\$37,100</b>	<b>\$50,500</b>

**Table L.39 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Australian Capital Territory**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$159,400	\$190,300	\$451,400	\$468,600	\$90,700	\$125,500
Autism	\$31,800	\$42,000	\$433,400	\$468,700	\$23,600	\$32,900
Cerebral palsy	\$126,900	\$147,500	\$431,600	\$489,900	\$72,500	\$85,100
Developmental delay	\$12,600	\$20,600	n/a	n/a	\$12,600	\$20,600
Global developmental delay	\$17,000	\$23,300	n/a	n/a	\$17,000	\$23,300
Hearing impairment	\$5,200	\$12,100	n/a	n/a	\$5,200	\$12,100
Intellectual disability	\$102,200	\$119,800	\$375,500	\$411,700	\$53,100	\$67,000
Multiple sclerosis	\$98,200	\$124,800	n/a	n/a	\$76,500	\$99,800
Psychosocial disability	\$75,600	\$100,300	\$304,100	\$346,100	\$52,500	\$74,000
Spinal cord injury	\$178,300	\$202,400	n/a	n/a	\$147,800	\$177,300
Stroke	\$124,300	\$161,100	n/a	n/a	\$78,900	\$107,500
Visual impairment	\$26,100	\$37,300	n/a	n/a	\$25,800	\$34,600
Other neurological	\$116,200	\$142,300	\$408,500	\$439,000	\$76,900	\$101,400
Other physical	\$52,100	\$75,100	n/a	n/a	\$45,300	\$68,300
Other sensory/speech	\$5,700	\$12,900	n/a	n/a	\$5,700	\$12,900
Other	\$86,300	\$128,500	n/a	n/a	\$65,000	\$107,800
<b>All</b>	<b>\$57,300</b>	<b>\$72,400</b>	<b>\$391,100</b>	<b>\$427,300</b>	<b>\$37,100</b>	<b>\$50,500</b>

**Table L.40 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Australian Capital Territory**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$11,000	\$19,300	n/a	n/a	\$10,800	\$18,900
2	\$16,500	\$26,500	n/a	n/a	\$16,500	\$26,500
3	\$16,000	\$24,800	n/a	n/a	\$15,300	\$22,700
4	\$12,300	\$21,400	n/a	n/a	\$11,200	\$20,800
5	\$19,800	\$28,900	n/a	n/a	\$18,400	\$26,900
6	\$18,900	\$29,700	n/a	n/a	\$17,600	\$28,600
7	\$52,100	\$61,200	\$316,100	\$344,500	\$37,100	\$44,300
8	\$46,300	\$68,800	\$317,700	\$348,700	\$37,400	\$59,000
9	\$62,500	\$83,600	n/a	n/a	\$46,600	\$65,400
10	\$80,900	\$109,000	\$292,600	\$340,700	\$63,400	\$88,500
11	\$131,100	\$147,900	\$358,800	\$401,500	\$67,400	\$78,200
12	\$184,300	\$222,200	\$405,200	\$434,700	\$117,400	\$154,900
13	\$120,300	\$135,000	\$456,900	\$505,200	\$72,900	\$79,600
14	\$293,200	\$323,900	\$468,900	\$516,400	\$191,900	\$210,900
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$57,300</b>	<b>\$72,400</b>	<b>\$391,100</b>	<b>\$427,300</b>	<b>\$37,100</b>	<b>\$50,500</b>

**Table L.41 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Australian Capital Territory <sup>329</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	191.9	201.5
Core: Consumables	1.9	2.0
Core: Social and Civic	29.5	39.9
Core: Transport	1.2	1.4
Capacity Building: Choice and Control	0.7	0.7
Capacity Building: Daily Activities	4.2	7.4
Capacity Building: Employment	0.1	0.3
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	3.4	6.0
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.7	3.4
Capital: Assistive Technology	1.5	3.5
Capital: Home Modifications	1.5	4.2
<b>All</b>	<b>238.7</b>	<b>270.9</b>

<sup>329</sup> Total payments for home modifications in Australian Capital Territory were \$1.51 million. Of which, \$1.44 million (95.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.071 million (4.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.22 million. Of which, \$4.06 million (96.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.16 million (3.7%) has been allocated for non-SDA supports.

**Table L.42 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Australian Capital Territory <sup>330</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	156.9	198.7
Core: Consumables	7.7	11.1
Core: Social and Civic	85.4	106.5
Core: Transport	12.6	7.2
Capacity Building: Choice and Control	6.5	7.4
Capacity Building: Daily Activities	68.5	116.4
Capacity Building: Employment	2.4	6.9
Capacity Building: Health and Wellbeing	1.5	2.5
Capacity Building: Home Living	0.01	0.01
Capacity Building: Lifelong learning	n/a	0.002
Capacity Building: Relationships	5.5	11.1
Capacity Building: Social and Civic	5.3	11.9
Capacity Building: Support Coordination	10.0	14.9
Capital: Assistive Technology	7.6	19.1
Capital: Home Modifications	3.6	6.2
<b>All</b>	<b>373.5</b>	<b>520.0</b>

**Table L.43 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory <sup>331</sup>**

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	0.3	25.2	126.8	265.8	305.5	367.5	462.1	557.0	609.4	715.5	794.3
Total Paid	0.2	20.8	110.1	180.9	221.1	277.7	339.2	418.6	477.5	543.3	585.8
% utilised to date	56%	83%	87%	68%	72%	76%	73%	75%	78%	76%	74%

**Table L.44 Percentage change in plan budgets for active participants – Australian Capital Territory**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24
Intraplan Inflation	5.4%	7.9%	3.8%	4.1%	5.0%	7.6%	4.2%	3.0%	5.8%
Interplan Inflation	4.7%	8.7%	9.9%	5.0%	5.2%	4.9%	2.3%	2.9%	4.9%
<b>Total Inflation</b>	<b>10.0%</b>	<b>16.6%</b>	<b>13.7%</b>	<b>9.1%</b>	<b>10.2%</b>	<b>12.5%</b>	<b>6.5%</b>	<b>5.9%</b>	<b>10.7%</b>

<sup>330</sup> Total payments for home modifications in Australian Capital Territory were \$3.6 million. Of which, \$2.2 million (61.9%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (38.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.2 million. Of which, \$2.9 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4 million (54%) has been allocated for non-SDA supports.

<sup>331</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement M: Northern Territory

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This supplement shows the data for Northern Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of First Nations, CALD, Other gender, 0-6 age group, missing level of function, access met and first planning decisions, Other disability types and mainstream services in the old computer system have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

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.

When not shown as a separate disability type, down syndrome is counted within intellectual disability.

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

Counts of AAT supports in dispute were understated in the 2023-24 Q2 and 2023-24 Q3 QRDM supplements.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

There are five parts to the supplement.

## 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 Q4	Total
Access decisions	7,796	238	8,034
<b>Active Eligible - Total</b>	<b>6,012</b>	<b>200</b>	<b>6,212</b>
Active Eligible - New	4,017	194	4,211
Active Eligible - State	1,593	<11	1,594
Active Eligible - Commonwealth	402	<11	407
<b>Active Participant Plans - Total</b>	<b>5,863</b>	<b>167</b>	<b>6,030</b>
Active Participant Plans - New	3,883	158	4,041
Active Participant Plans - State	1,581	<11	1,587
Active Participant Plans - Commonwealth	399	<11	402
<b>Active Participant Plans - Total</b>	<b>5,863</b>	<b>167</b>	<b>6,030</b>
Active Participant Plans - Early Intervention (s25)	2,070	105	2,175
Active Participant Plans - Permanent Disability (s24)	3,793	62	3,855

**Table M.2 People who have left the Scheme since 1 July 2013 as at 30 June 2024 – Northern Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>677</b>
Early Intervention participants	205
Permanent disability participants	472

**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	1,592	97%	630	97%	49	96%	2,271	97%
7 to 14	852	87%	374	86%	21	91%	1,247	87%
15 to 18	263	87%	137	83%	<11	n/a	409	86%
19 to 24	207	87%	108	83%	<11	n/a	321	86%
25 to 34	336	88%	195	79%	11	69%	542	84%
35 to 44	386	87%	265	80%	12	80%	663	84%
45 to 54	415	82%	322	77%	11	65%	748	80%
55 to 64	412	80%	342	75%	<11	n/a	763	78%
65+	13	46%	17	59%	<11	n/a	30	52%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>4,476</b>	<b>89%</b>	<b>2,390</b>	<b>84%</b>	<b>128</b>	<b>84%</b>	<b>6,994</b>	<b>87%</b>

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

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	269	94%	104	93%	<11	n/a	376	94%
Autism	1,056	98%	380	98%	33	100%	1,469	98%
Cerebral palsy	114	98%	93	96%	<11	n/a	208	97%
Developmental delay	757	98%	289	98%	34	100%	1,080	98%
Global developmental delay	184	99%	74	97%	<11	n/a	264	99%
Hearing impairment	124	89%	122	82%	<11	n/a	250	85%
Intellectual disability	749	95%	496	94%	12	100%	1,257	95%
Multiple sclerosis	<11	n/a	21	95%	<11	n/a	29	94%
Psychosocial disability	478	79%	181	62%	12	60%	671	73%
Spinal cord injury	78	96%	29	97%	<11	n/a	109	96%
Stroke	124	90%	131	87%	<11	n/a	264	89%
Visual impairment	41	80%	51	82%	<11	n/a	93	82%
Other neurological	165	80%	137	77%	<11	n/a	303	79%
Other physical	151	59%	157	61%	<11	n/a	309	59%
Other sensory/speech	29	49%	<11	n/a	<11	n/a	34	45%
Other	133	57%	103	55%	<11	n/a	241	55%
Missing	16	89%	17	77%	<11	n/a	37	82%
<b>Total</b>	<b>4,476</b>	<b>89%</b>	<b>2,390</b>	<b>84%</b>	<b>128</b>	<b>84%</b>	<b>6,994</b>	<b>87%</b>

**Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,000	51%	83	50%	3,083	51%
Non-First Nations Participants	2,424	41%	77	46%	2,501	41%
Not Stated	439	7%	<11	4%	446	7%
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

**Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory <sup>332</sup>**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	330	6%	<11	n/a	334	6%
Not culturally and linguistically diverse	5,433	93%	146	87%	5,579	93%
Not stated	100	2%	17	10%	117	2%
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

<sup>332</sup> The number of CALD participants excludes participants who identify as First Nations Peoples.  
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**Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2024 – Northern Territory** <sup>333</sup>

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	<11
<b>Total YPIRAC (under 65)</b>	<b>&lt;11</b>

**Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory** <sup>334</sup>

Participants in residential aged care (under 65)	Incremental	Cumulative
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
Jun-24	<11	<11

**Table M.9 Participant profile per quarter by remoteness – Northern Territory** <sup>335</sup>

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,378	58%	69	41%	3,447	57%
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	70	1%	<11	n/a	72	1%
Remote	1,247	21%	56	34%	1,303	22%
Very Remote	1,163	20%	40	24%	1,203	20%
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

<sup>333</sup> The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers.

<sup>334</sup> 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.

<sup>335</sup> 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** <sup>336 337</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,401	24%	25	15%	1,426	24%
Intellectual disability	1,151	20%	18	11%	1,169	19%
Developmental delay	795	14%	63	38%	858	14%
Psychosocial disability	585	10%	14	8%	599	10%
Hearing impairment	228	4%	<11	n/a	231	4%
Other neurological	220	4%	<11	n/a	223	4%
Other physical	193	3%	<11	n/a	195	3%
Acquired brain injury	311	5%	<11	n/a	316	5%
Cerebral palsy	193	3%	<11	n/a	194	3%
Global developmental delay	218	4%	13	8%	231	4%
Multiple sclerosis	23	0%	<11	n/a	24	0%
Other	167	3%	<11	n/a	174	3%
Visual impairment	72	1%	<11	n/a	73	1%
Stroke	194	3%	<11	n/a	204	3%
Spinal cord Injury	86	1%	<11	n/a	87	1%
Other sensory/speech	26	0%	<11	n/a	26	0%
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

**Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory** <sup>338 339</sup>

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	36	6%	<11	n/a	36	6%
Intellectual disability	171	29%	<11	n/a	171	29%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Psychosocial disability	91	15%	<11	n/a	91	15%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	34	6%	<11	n/a	35	6%
Other physical	<11	n/a	<11	n/a	<11	n/a
Acquired brain injury	92	16%	<11	n/a	92	16%
Cerebral palsy	58	10%	<11	n/a	58	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Other	23	4%	<11	n/a	23	4%
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Stroke	53	9%	<11	n/a	54	9%
Spinal cord Injury	18	3%	<11	n/a	18	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>590</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>592</b>	<b>100%</b>

<sup>336</sup> Table order based on national proportions in Supplement E (highest to lowest).

<sup>337</sup> Down syndrome is included in intellectual disability, representing 2% (105) of all Scheme participants in Northern Territory.

<sup>338</sup> 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.

<sup>339</sup> Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

**Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory <sup>340</sup>**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,365	26%	25	15%	1,390	26%
Intellectual disability	980	19%	18	11%	998	18%
Developmental delay	795	15%	63	38%	858	16%
Psychosocial disability	494	9%	14	8%	508	9%
Hearing impairment	228	4%	<11	n/a	231	4%
Other neurological	186	4%	<11	n/a	188	3%
Other physical	184	3%	<11	n/a	186	3%
Acquired brain injury	219	4%	<11	n/a	224	4%
Cerebral palsy	135	3%	<11	n/a	136	3%
Global developmental delay	218	4%	13	8%	231	4%
Multiple sclerosis	22	0%	<11	n/a	23	0%
Other	144	3%	<11	n/a	151	3%
Visual impairment	68	1%	<11	n/a	69	1%
Stroke	141	3%	<11	n/a	150	3%
Spinal cord Injury	68	1%	<11	n/a	69	1%
Other sensory/speech	26	0%	<11	n/a	26	0%
<b>Total</b>	<b>5,273</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>5,438</b>	<b>100%</b>

**Table M.13 Participant profile per quarter by reported level of function – Northern Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	966	16%	36	22%	1,002	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	397	7%	<11	n/a	406	7%
4 (High Function)	284	5%	<11	n/a	286	5%
5 (High Function)	444	8%	<11	n/a	451	7%
6 (Moderate Function)	1,119	19%	13	8%	1,132	19%
7 (Moderate Function)	331	6%	<11	n/a	337	6%
8 (Moderate Function)	450	8%	<11	n/a	456	8%
9 (Moderate Function)	33	1%	<11	n/a	33	1%
10 (Moderate Function)	625	11%	<11	n/a	632	10%
11 (Low Function)	127	2%	<11	n/a	130	2%
12 (Low Function)	530	9%	<11	n/a	537	9%
13 (Low Function)	380	6%	<11	n/a	386	6%
14 (Low Function)	119	2%	<11	n/a	119	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	51	0%	65	0%	116	0%
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

<sup>340</sup> Down syndrome is included in intellectual disability, representing 2% (90) of participants not in SIL.  
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**Table M.14 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
0 to 6	901	15%	88	53%	989	16%
7 to 14	1,624	28%	23	14%	1,647	27%
15 to 18	508	9%	<11	n/a	516	9%
19 to 24	443	8%	<11	n/a	451	7%
25 to 34	482	8%	<11	n/a	488	8%
35 to 44	564	10%	<11	n/a	573	10%
45 to 54	565	10%	13	8%	578	10%
55 to 64	570	10%	12	7%	582	10%
65+	206	4%	<11	n/a	206	3%
<b>Total</b>	<b>5,863</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>6,030</b>	<b>100%</b>

**Table M.15 Participation rates by age group and gender at 30 June 2024 – Northern Territory <sup>341</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.3%	3.9%
7 to 14	8.1%	3.5%	5.9%
15 to 18	5.3%	2.4%	4.0%
19 to 24	2.6%	1.4%	2.1%
25 to 44	1.4%	0.9%	1.2%
45 to 64	2.1%	1.6%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.1%</b>	<b>1.6%</b>	<b>2.4%</b>

**Table M.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Northern Territory <sup>342</sup>**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Daily Activities	n/a	n/a	n/a
Health & Wellbeing	23%	n/a	23%
Lifelong Learning	10%	n/a	10%
Other	6%	n/a	6%
Non-categorised	4%	n/a	4%
<b>Any mainstream service</b>	<b>31%</b>	<b>n/a</b>	<b>32%</b>

<sup>341</sup> 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.

<sup>342</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

**Table M.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Northern Territory**

Mainstream service	Prior Quarters	2023-24 Q4	Total
Choice and control over my life	4%	6%	5%
Daily life	22%	20%	21%
Health and wellbeing	65%	72%	66%
Learning	27%	26%	27%
Relationships	4%	4%	4%
Social and community activities	8%	4%	8%
Where I live	2%	2%	2%
Work	3%	2%	3%
Unknown	11%	4%	10%
<b>Any mainstream service</b>	<b>99%</b>	<b>94%</b>	<b>99%</b>

## Part Two: Participant and family/carer outcomes

Participant outcome results that were reported in previous QRDM supplements can now be found in the baseline outcomes and longitudinal outcomes datasets. These are available under “participant numbers and outcomes” on the “participant datasets” page of the NDIS website (<https://dataresearch.ndis.gov.au/datasets/participant-datasets>).

**Table M.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=417), ‘participant social and community engagement rate’ (n=416), ‘parent and carer employment rate’ (n=278) at entry, first (R1) and second (R2) plan reassessment and ‘participant choice and control’ (n=176) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 30 June 2022 - Northern Territory <sup>343</sup>**

Age group	Baseline	R1	R2	2023-24 Target
Participant employment rate - Aged 15 to 24 years	13%	13%	20%	26%
Participant employment rate - Aged 25 to 34 years	18%	14%	17%	26%
Participant employment rate - Aged 35 to 44 years	11%	11%	8%	26%
Participant employment rate - Aged 45 to 54 years	19%	13%	23%	26%
Participant employment rate - Aged 55 to 64 years	6%	7%	9%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	12%	14%	26%
Participant employment rate - Aged 15 to 64 years	14%	12%	16%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	51%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	54%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	48%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	44%	51%	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	41%	49%	45%	46%
Participant social and community engagement rate - Aged 15+ years	41%	49%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	57%	53%	50%
Parent and carer employment rate - Aged 15+ years	43%	55%	53%	50%
Parent and carer employment rate - All ages	47%	56%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	51%	64%	75%
Participant Choice and Control - Aged 15+ years	n/a	53%	62%	75%

<sup>343</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=315), ‘participant social and community engagement rate’ (n=319), ‘parent and carer employment rate’ (n=212) at entry, first (R1), second (R2) and third (R3) plan reassessment, and ‘participant choice and control’ (n=153) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 30 June 2021 - Northern Territory <sup>344</sup>**

Age group	Baseline	R1	R2	R3	2023-24 Target
Participant employment rate - Aged 15 to 24 years	6%	10%	0%	12%	26%
Participant employment rate - Aged 25 to 34 years	23%	23%	15%	19%	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	18%	20%	7%	15%	26%
Participant employment rate - Aged 55 to 64 years	13%	7%	9%	15%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	16%	8%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	15%	6%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	34%	37%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	41%	33%	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	37%	33%	35%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	30%	38%	46%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	37%	38%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	37%	38%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	53%	60%	57%	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	53%	60%	59%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	72%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	68%	73%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	69%	71%	75%

<sup>344</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

**Table M.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=258), ‘participant social and community engagement rate’ (n=263), ‘parent and carer employment rate’ (n=130) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and ‘participant choice and control’ (n=147) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 30 June 2020 - Northern Territory <sup>345</sup>**

Age group	Baseline	R1	R2	R3	R4	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	9%	13%	5%	17%	26%
Participant employment rate - Aged 15 to 64 years	11%	9%	11%	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	45%	42%	54%	47%	47%	46%
Participant social and community engagement rate - Aged 15+ years	45%	43%	54%	42%	48%	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	49%	56%	55%	41%	52%	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	63%	74%	81%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	71%	76%	72%	75%

<sup>345</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=187), ‘participant social and community engagement rate’ (n=193), ‘parent and carer employment rate’ (n=91) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and ‘participant choice and control’ (n=150) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 30 June 2019 - Northern Territory <sup>346</sup>**

Age group	Baseline	R1	R2	R3	R4	R5	2023-24 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	11%	13%	14%	9%	14%	26%
Participant employment rate - Aged 15 to 64 years	15%	12%	13%	15%	10%	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	42%	46%	41%	47%	49%	50%	46%
Participant social and community engagement rate - Aged 15+ years	41%	46%	42%	44%	47%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	56%	68%	65%	67%	71%	75%
Participant Choice and Control - Aged 15+ years	n/a	55%	69%	67%	63%	69%	75%

<sup>346</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 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=77), ‘participant social and community engagement rate’ (n=77), ‘parent and carer employment rate’ (n=12) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and ‘participant choice and control’ (n=56) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 30 June 2018 - Northern Territory <sup>347</sup>**

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	46%	61%	59%	56%	78%	70%	75%

<sup>347</sup> Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

## Part Three: Participant Experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2023-24 Q4. The tables show quarterly trends in complaints based on experience over 3 years. Table M.24 shows the number of complaints in 2023-24 Q4 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2023-24 Q4 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table M.27 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 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.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), 'Community Connections' (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), 'Apply for NDIS' (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4), 'Plan Approval' (n = 31 in Prior Quarters, n = 62 in 2023-24 Q4), 'Plan Implementation' (n = Numbers are too small in Prior Quarters, n = Numbers are too small in 2023-24 Q4) and 'Plan Reassessment' (n = 88 in Prior Quarters, n = 61 in 2023-24 Q4) - Northern Territory <sup>348 349</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
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?	100%	97%
Plan Approval - Were decisions and outcomes explained to you?	80%	80%
Plan Approval - Were your questions and concerns acknowledged?	93%	80%
Plan Approval - Do you know where to go for more help with using your plan?	86%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	61%	77%
Plan Approval - How well does your NDIS plan meet your needs?	71%	61%
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?	80%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	54%
Plan Reassessment - To what extent were your circumstances and needs considered?	64%	56%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	61%

<sup>348</sup> 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.

<sup>349</sup> Note that 69% of all complainants made only one complaint, 17% made two complaints and 14% made three or more complaints.

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2023-24 Q4
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	66%
Plan Reassessment - Do you feel confident in using your plan?	60%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	64%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	70%	64%

**Table M.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory**  
350 351

Complaints made by or on behalf of:	Prior Quarters	2023-24 Q4	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	26	<11	26	25
People who have submitted an access request: Complaints about service providers	79	<11	85	66
People who have submitted an access request: Complaints about the Agency	993	75	1,068	675
People who have submitted an access request: Unclassified	17	<11	17	14
<b>People who have submitted an access request: Total</b>	<b>1,117</b>	<b>81</b>	<b>1,198</b>	<b>734</b>
Percentage of the number of active participants	4.8%	5.4%	4.8%	n/a
<b>PCIs</b>	<b>550</b>	<b>64</b>	<b>614</b>	<b>n/a</b>

**Table M.25 Number and proportion of participant complaints over time, incrementally and cumulatively – Northern Territory**

Participant complaints in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	53	5.2%	366	4.0%
Sep-21	81	7.6%	447	4.4%
Dec-21	63	5.6%	510	4.5%
Mar-22	73	6.2%	583	4.7%
Jun-22	69	5.7%	652	4.8%
Sep-22	77	6.1%	729	4.9%
Dec-22	55	4.2%	784	4.8%
Mar-23	48	3.5%	832	4.7%
Jun-23	82	5.9%	914	4.8%
Sep-23	55	3.8%	969	4.7%
Dec-23	77	5.2%	1,046	4.8%
Mar-24	71	4.8%	1,117	4.8%
Jun-24	81	5.4%	1,198	4.8%

<sup>350</sup> 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.

<sup>351</sup> 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.

**Table M.26 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Northern Territory**

PCIs in quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Jun-21	13	1.3%	161	2.5%
Sep-21	29	2.7%	190	2.6%
Dec-21	23	2.1%	213	2.5%
Mar-22	17	1.5%	230	2.4%
Jun-22	17	1.4%	247	2.3%
Sep-22	17	1.3%	264	2.2%
Dec-22	54	4.1%	318	2.3%
Mar-23	36	2.6%	354	2.4%
Jun-23	42	3.0%	396	2.4%
Sep-23	51	3.6%	447	2.5%
Dec-23	62	4.2%	509	2.6%
Mar-24	41	2.8%	550	2.7%
Jun-24	64	4.3%	614	2.8%

**Table M.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory** <sup>352 353</sup>

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - 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	145	15%	11	15%	156	15%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	261	26%	<11	n/a	270	25%
Complaints about the Agency - NDIA Process	132	13%	<11	n/a	138	13%
Complaints about the Agency - NDIA Resources	18	2%	<11	n/a	20	2%
Complaints about the Agency - NDIA Staff	55	6%	<11	n/a	57	5%
Complaints about the Agency - NDIA Timeliness	229	23%	44	59%	273	26%
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	1%	<11	n/a	11	1%
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	60	6%	<11	n/a	60	6%
<b>Complaints about the Agency - Total</b>	<b>993</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>1,068</b>	<b>100%</b>
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
<b>Complaints about early connections partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	16	62%	<11	n/a	16	62%

<sup>352</sup> 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.

<sup>353</sup> There are 1,117 total participant complaints in prior quarters, 81 total participant complaints in 2023-24 Q4, and 1,198 total participant complaints as at 30 June 2024 (which includes 17 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
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
<b>Complaints about LAC Partner - Total</b>	<b>26</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>26</b>	<b>100%</b>
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	21	27%	<11	n/a	24	28%
Complaints about service providers - Provider Staff	16	20%	<11	n/a	17	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	18%
<b>Complaints about service providers - Total</b>	<b>79</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>85</b>	<b>100%</b>

**Table M.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 June 2024 – Northern Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
<b>Total cases</b>	<b>12</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>12</b>	<b>100%</b>
Percentage of the number of active participants	0.05%	n/a	n/a	n/a	0.05%	n/a

**Table M.29 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Northern Territory** <sup>354</sup>

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
<b>AAT Cases</b>	<b>12</b>	<b>12</b>
<b>Open AAT Cases</b>	<b>&lt;11</b>	<b>&lt;11</b>
<b>Closed AAT Cases</b>	<b>12</b>	<b>11</b>
Resolved before hearing	<11	<11
Gone to hearing and received a substantive decision	<11	<11

<sup>354</sup> 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.30 Administrative Appeals Tribunal (AAT) Supports in dispute – Northern Territory** <sup>355</sup>  
356 357

Type of support	Prior Quarters	2023-24 Q4	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	<11	<11	<11
Capacity Building	<11	<11	<11
General Support	<11	<11	<11
Assistive Technology	<11	<11	<11
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	<11	<11	<11
Everyday Living Costs	<11	<11	<11
Transport	<11	<11	<11
Other	<11	<11	<11
Total number of unique participants counted across disputed supports	<11	<11	<11
Total number of instances of participants counted across disputed supports	<11	<11	<11

**Table M.31 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Northern Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2023-24 Q4 - Count	2023-24 Q4 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<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
<b>Not Decided by Tribunal - Total</b>	<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
<b>Total</b>	<b>12</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>12</b>	<b>100%</b>

<sup>355</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

<sup>356</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>357</sup> 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

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.32 Number of active providers in 2023-24 Q4 by registration status and plan management type – Northern Territory** <sup>358 359 360 361</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	266	0	266
Plan-managed	586	1,343	1,921
Self-managed	72	245	317
<b>All plan management types</b>	<b>659</b>	<b>1,474</b>	<b>2,125</b>

**Table M.33 Total active provider payments in 2023-24 Q4 by registration status and plan management type (\$m) – Northern Territory** <sup>362 363 364 365 366</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	77	0	77
Plan-managed	63	24	87
Self-managed	0	1	4
<b>All management types</b>	<b>141</b>	<b>24</b>	<b>168</b>

<sup>358</sup> 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.

<sup>359</sup> 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.

<sup>360</sup> 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.

<sup>361</sup> The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>362</sup> Registration status is determined as at the posting date of payment.

<sup>363</sup> Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.

<sup>364</sup> Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

<sup>365</sup> Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

<sup>366</sup> Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.

## Part Five: Financial sustainability

In Part 5 average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 June 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.

**Table M.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Northern Territory**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	0.9%	0.9%
\$5,001-\$10,000	3.6%	3.3%
\$10,001-\$15,000	5.8%	5.7%
\$15,001-\$20,000	8.7%	8.2%
\$20,001-\$25,000	13.2%	13.1%
\$25,001-\$30,000	6.9%	6.9%
\$30,001-\$50,000	17.0%	17.5%
\$50,001-\$100,000	17.6%	17.7%
\$100,001-\$150,000	6.6%	6.9%
\$150,001-\$200,000	3.5%	3.8%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	14.1%	13.8%

**Table M.35 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Northern Territory**

Average annualised committed supports band	As at 2023-24 Q3 distribution of participants	As at 2023-24 Q4 distribution of participants
\$0-\$5,000	1.1%	1.0%
\$5,001-\$10,000	4.0%	3.7%
\$10,001-\$15,000	6.5%	6.3%
\$15,001-\$20,000	9.6%	9.1%
\$20,001-\$25,000	14.6%	14.5%
\$25,001-\$30,000	7.7%	7.7%
\$30,001-\$50,000	18.9%	19.4%
\$50,001-\$100,000	19.5%	19.6%
\$100,001-\$150,000	7.3%	7.6%
\$150,001-\$200,000	3.9%	4.1%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	4.7%	4.7%

**Table M.36 Average annualised committed supports and average payments for the year ending 30 June 2024 by age group and participants' SIL status as at 30 June 2024 – Northern Territory**

Age group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
0 to 6	\$21,400	\$29,500	n/a	n/a	\$21,400	\$29,500
7 to 14	\$36,000	\$34,500	n/a	n/a	\$36,000	\$34,500
15 to 18	\$56,300	\$68,400	n/a	n/a	\$49,800	\$64,600
19 to 24	\$149,200	\$204,000	\$607,500	\$724,700	\$67,500	\$108,300
25 to 34	\$173,100	\$222,800	\$594,900	\$666,600	\$72,500	\$104,000
35 to 44	\$176,900	\$208,900	\$590,300	\$635,200	\$71,500	\$108,800
45 to 54	\$184,800	\$219,800	\$565,900	\$607,400	\$87,700	\$116,100
55 to 64	\$216,600	\$247,200	\$599,400	\$605,600	\$95,900	\$133,700
65+	\$220,700	\$234,500	\$647,900	\$625,900	\$95,800	\$128,100
<b>All</b>	<b>\$105,800</b>	<b>\$126,200</b>	<b>\$594,200</b>	<b>\$637,200</b>	<b>\$53,100</b>	<b>\$70,500</b>

**Table M.37 Average annualised committed supports and average payments for the year ending 30 June 2024 by primary disability group and participants' SIL status as at 30 June 2024 – Northern Territory**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$269,600	\$296,500	\$720,900	\$717,200	\$91,700	\$123,700
Autism	\$54,300	\$58,300	\$596,700	\$637,200	\$40,700	\$43,300
Cerebral palsy	\$260,700	\$303,800	\$608,700	\$694,500	\$107,000	\$137,200
Developmental delay	\$18,000	\$25,400	n/a	n/a	\$18,000	\$25,400
Global developmental delay	\$25,300	\$30,400	n/a	n/a	\$25,300	\$30,400
Hearing impairment	\$18,900	\$31,200	n/a	n/a	\$18,900	\$31,200
Intellectual disability	\$126,400	\$154,600	\$533,500	\$590,100	\$59,300	\$80,000
Multiple sclerosis	\$107,600	\$128,300	n/a	n/a	\$77,500	\$103,400
Psychosocial disability	\$131,000	\$172,800	\$514,900	\$605,800	\$64,700	\$95,200
Spinal cord injury	\$277,000	\$309,600	n/a	n/a	\$123,400	\$175,700
Stroke	\$245,400	\$282,200	\$570,400	\$623,100	\$128,900	\$159,500
Visual impairment	\$82,900	\$101,400	n/a	n/a	\$65,300	\$84,100
Other neurological	\$181,800	\$222,500	\$647,900	\$640,200	\$89,800	\$144,700
Other physical	\$97,500	\$140,500	n/a	n/a	\$72,700	\$117,900
Other sensory/speech	\$22,200	\$25,700	n/a	n/a	\$22,200	\$25,700
Other	\$156,100	\$186,500	\$555,600	\$589,600	\$92,800	\$126,600
<b>All</b>	<b>\$105,800</b>	<b>\$126,200</b>	<b>\$594,200</b>	<b>\$637,200</b>	<b>\$53,100</b>	<b>\$70,500</b>

**Table M.38 Average annualised committed supports and average payments for the year ending 30 June 2024 by reported level of function and participants' SIL status as at 30 June 2024 – Northern Territory**

Reported level of function	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
1	\$20,900	\$27,700	n/a	n/a	\$20,000	\$26,200
2	n/a	n/a	n/a	n/a	n/a	n/a
3	\$38,100	\$46,700	n/a	n/a	\$29,600	\$37,700
4	\$41,200	\$59,200	n/a	n/a	\$33,100	\$47,300
5	\$51,800	\$67,600	n/a	n/a	\$40,200	\$50,800
6	\$40,500	\$54,500	\$404,500	\$489,300	\$32,900	\$43,900
7	\$77,400	\$86,500	n/a	n/a	\$47,900	\$58,900
8	\$123,400	\$167,900	\$550,800	\$630,400	\$65,800	\$97,800
9	\$215,800	\$250,200	n/a	n/a	\$101,800	\$155,400
10	\$199,500	\$236,000	\$544,700	\$581,800	\$97,400	\$134,000
11	\$137,900	\$173,600	n/a	n/a	\$73,200	\$102,800
12	\$327,400	\$367,300	\$667,400	\$679,900	\$142,200	\$194,700
13	\$124,500	\$131,800	\$618,600	\$674,200	\$77,700	\$77,700
14	\$451,700	\$510,000	\$646,500	\$701,200	\$226,700	\$295,000
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$105,800</b>	<b>\$126,200</b>	<b>\$594,200</b>	<b>\$637,200</b>	<b>\$53,100</b>	<b>\$70,500</b>

**Table M.39 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 June 2024 (\$m) – Northern Territory <sup>367</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	272.3	281.8
Core: Consumables	1.9	1.9
Core: Social and Civic	43.4	57.6
Core: Transport	0.5	1.3
Capacity Building: Choice and Control	0.9	0.9
Capacity Building: Daily Activities	5.8	9.2
Capacity Building: Employment	0.2	0.7
Capacity Building: Health and Wellbeing	0.01	0.
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	6.3	9.1
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	5.8	6.6
Capital: Assistive Technology	1.7	3.1
Capital: Home Modifications	1.6	4.5
<b>All</b>	<b>340.4</b>	<b>377.25</b>

**Table M.40 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 June 2024 (\$m) – Northern Territory <sup>368</sup>**

Support Category	Total payments for the year ending 30 June 2024	Total annualised committed supports at 30 June 2024
Core: Daily Activities	131.4	140.8
Core: Consumables	4.1	6.2
Core: Social and Civic	60.2	77.
Core: Transport	7.2	3.4
Capacity Building: Choice and Control	6.8	7.9
Capacity Building: Daily Activities	40.2	83.8
Capacity Building: Employment	0.9	4.5
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.007	0.03
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	4.9	10.4
Capacity Building: Social and Civic	4.3	10.4
Capacity Building: Support Coordination	17.5	25.4
Capital: Assistive Technology	4.2	11.2
Capital: Home Modifications	0.7	2.
<b>All</b>	<b>282.3</b>	<b>383.6</b>

<sup>367</sup> Total payments for home modifications in Northern Territory were \$1.6 million. Of which, \$1.6 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.5 million. Of which, \$4.44 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.03 million (1%) has been allocated for non-SDA supports.

<sup>368</sup> Total payments for home modifications in Northern Territory were \$0.67 million. Of which, \$0.09 million (14%) has been paid for specialised disability accommodation (SDA) supports, and \$0.57 million (86%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.01 million. Of which, \$0.66 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.35 million (67%) has been allocated for non-SDA supports.

**Table M.41 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory** <sup>369</sup>

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Total Committed	0.1	2.1	5.9	20.4	100.0	201.3	389.0	513.4	543.4	693.8	790.7
Total Paid	0.0	1.7	4.2	11.8	66.8	136.5	265.6	375.1	420.3	528.5	591.3
% utilised to date	46%	81%	71%	58%	67%	68%	68%	73%	77%	76%	75%

**Table M.42 Percentage change in plan budgets for active participants – Northern Territory**

Inflation type	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jul-24
Intraplan Inflation	4.3%	8.0%	9.1%	6.4%	5.7%	8.4%	6.8%	7.2%	7.8%
Interplan Inflation	2.0%	10.3%	14.1%	9.5%	7.2%	7.7%	7.6%	4.6%	0.3%
<b>Total Inflation</b>	<b>6.3%</b>	<b>18.4%</b>	<b>23.2%</b>	<b>15.9%</b>	<b>12.9%</b>	<b>16.1%</b>	<b>14.4%</b>	<b>11.7%</b>	<b>8.1%</b>

<sup>369</sup> The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.  
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# Supplement N:

## Comparison of key metrics by State/Territory



Comparison of key metrics by State/Territory is available under Appendix D.

## Supplement O:

Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

**Table O.1 Active participants by service district and support type included in plan as at 30 June 2024** <sup>370 371 372 373 374 375 376 377</sup>

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
<b>NSW</b>	<b>Jul-17</b>	<b>156,834</b>	<b>80%</b>	<b>194,205</b>	<b>99%</b>	<b>35,696</b>	<b>18%</b>	<b>196,870</b>
NSW - Hunter New England	Jul-13	25,791	79%	32,162	98%	5,863	18%	32,828
NSW - Central Coast	Jul-16	8,694	78%	11,017	99%	1,856	17%	11,142
NSW - Far West	Jul-17	775	84%	918	100%	163	18%	920
NSW - Illawarra Shoalhaven	Jul-17	9,557	84%	11,188	98%	2,286	20%	11,389
NSW - Mid North Coast	Jul-17	7,123	87%	8,149	99%	1,345	16%	8,202
NSW - Murrumbidgee	Jul-17	7,836	90%	8,656	100%	1,765	20%	8,686
NSW - Nepean Blue Mountains	Jul-15	8,580	74%	11,386	98%	1,938	17%	11,589
NSW - North Sydney	Jul-16	10,326	78%	13,011	98%	2,704	20%	13,214
NSW - Northern NSW	Jul-17	8,965	95%	9,407	100%	1,681	18%	9,453
NSW - South Eastern Sydney	Jul-17	11,285	84%	13,299	99%	2,499	19%	13,413
NSW - South Western Sydney	Jul-16	23,003	75%	30,384	99%	5,327	17%	30,784
NSW - Southern NSW	Jul-16	4,516	84%	5,291	98%	1,018	19%	5,378
NSW - Sydney	Jul-17	6,738	88%	7,551	99%	1,441	19%	7,638
NSW - Western NSW	Jul-17	6,754	83%	8,052	99%	1,704	21%	8,124
NSW - Western Sydney	Jul-16	16,863	70%	23,700	98%	4,100	17%	24,075
NSW - Other	n/a	28	80%	34	97%	<11	n/a	35
<b>VIC</b>	<b>Jan-19</b>	<b>169,710</b>	<b>96%</b>	<b>175,479</b>	<b>99%</b>	<b>29,184</b>	<b>16%</b>	<b>177,009</b>
VIC - Barwon	Jul-13	11,147	94%	11,763	99%	2,019	17%	11,911
VIC - Central Highlands	Jan-17	6,401	92%	6,904	99%	1,184	17%	6,992

<sup>370</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>371</sup> 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).

<sup>372</sup> 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.

<sup>373</sup> 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.

<sup>374</sup> The phasing date shown for Hunter New England is for the Hunter Trial Site.

<sup>375</sup> Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

<sup>376</sup> Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

<sup>377</sup> 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	8,883	96%	9,173	99%	1,393	15%	9,248
VIC - North East Melbourne	Jul-16	16,032	95%	16,749	99%	2,918	17%	16,948
VIC - Inner Gippsland	Oct-17	6,456	97%	6,586	99%	1,088	16%	6,639
VIC - Ovens Murray	Oct-17	3,979	92%	4,308	99%	776	18%	4,346
VIC - Western District	Oct-17	4,438	95%	4,630	99%	902	19%	4,678
VIC - Inner East Melbourne	Nov-17	11,322	95%	11,783	99%	2,422	20%	11,941
VIC - Outer East Melbourne	Nov-17	11,929	97%	12,198	99%	2,177	18%	12,322
VIC - Hume Moreland	Mar-18	12,233	97%	12,480	99%	1,766	14%	12,587
VIC - Bayside Peninsula	Apr-18	20,844	98%	21,187	99%	3,840	18%	21,331
VIC - Southern Melbourne	Sep-18	16,489	96%	17,004	99%	2,807	16%	17,134
VIC - Brimbank Melton	Oct-18	11,784	97%	12,106	99%	1,593	13%	12,178
VIC - Western Melbourne	Oct-18	17,036	97%	17,449	99%	2,347	13%	17,560
VIC - Goulburn	Jan-19	5,009	95%	5,265	100%	914	17%	5,285
VIC - Mallee	Jan-19	2,999	97%	3,081	100%	512	17%	3,086
VIC - Outer Gippsland	Jan-19	2,712	97%	2,794	100%	524	19%	2,804
VIC - Other	n/a	17	89%	19	100%	<11	n/a	19
<b>QLD</b>	<b>Jan-19</b>	<b>135,568</b>	<b>95%</b>	<b>141,707</b>	<b>100%</b>	<b>25,143</b>	<b>18%</b>	<b>142,297</b>
QLD - Bundaberg	Sep-17	3,625	94%	3,813	99%	760	20%	3,836
QLD - Ipswich	Jul-17	10,935	95%	11,497	100%	1,951	17%	11,536
QLD - Mackay	Nov-16	4,051	93%	4,311	99%	872	20%	4,335
QLD - Toowoomba	Jan-17	8,176	96%	8,471	100%	1,681	20%	8,500
QLD - Townsville	Apr-16	7,567	94%	8,006	100%	1,540	19%	8,045
QLD - Rockhampton	Nov-17	7,062	90%	7,772	99%	1,258	16%	7,843
QLD - Beenleigh	Jul-18	15,802	96%	16,355	100%	2,595	16%	16,391
QLD - Brisbane	Jul-18	25,365	97%	26,153	100%	4,658	18%	26,273
QLD - Cairns	Jul-18	6,860	97%	7,030	100%	1,438	20%	7,053
QLD - Maryborough	Jul-18	5,238	94%	5,535	99%	1,030	19%	5,564
QLD - Robina	Jul-18	14,026	97%	14,426	100%	2,401	17%	14,497
QLD - Caboolture/Strathpine	Jan-19	14,681	92%	15,913	100%	2,633	17%	15,957
QLD - Maroochydore	Jan-19	12,162	98%	12,408	100%	2,324	19%	12,448
QLD - Other	n/a	18	95%	17	89%	<11	n/a	19
<b>WA</b>	<b>Jul-19</b>	<b>50,707</b>	<b>89%</b>	<b>56,419</b>	<b>99%</b>	<b>13,176</b>	<b>23%</b>	<b>57,160</b>
WA - North East Metro	Jul-14	7,433	88%	8,366	99%	2,123	25%	8,483
WA - Wheat Belt	Jan-17	1,187	88%	1,333	99%	332	25%	1,348
WA - South Metro	Jul-18	7,879	85%	9,103	98%	1,983	21%	9,255
WA - Central South Metro	Jul-18	6,326	89%	6,978	98%	1,600	23%	7,101
WA - South West	Sep-18	4,188	91%	4,515	98%	972	21%	4,600
WA - Goldfields-Esperance	Oct-18	805	84%	955	100%	196	20%	959
WA - North Metro	Oct-18	6,853	88%	7,706	99%	1,833	24%	7,783
WA - Kimberley-Pilbara	Oct-18	1,545	88%	1,744	100%	356	20%	1,746

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 - South East Metro	Jul-19	6,084	93%	6,477	99%	1,725	26%	<b>6,545</b>
WA - Central North Metro	Jul-19	5,989	92%	6,417	99%	1,531	24%	<b>6,481</b>
WA - Great Southern	Jul-19	1,183	88%	1,321	98%	262	19%	<b>1,344</b>
WA - Midwest-Gascoyne	Jul-19	1,189	81%	1,453	99%	255	17%	<b>1,464</b>
WA - Other	n/a	46	90%	51	100%	<11	n/a	<b>51</b>
<b>SA</b>	<b>Jul-13</b>	<b>53,201</b>	<b>94%</b>	<b>56,277</b>	<b>99%</b>	<b>10,067</b>	<b>18%</b>	<b>56,733</b>
SA - Adelaide Hills	Jul-13	2,126	92%	2,263	98%	336	15%	<b>2,303</b>
SA - Barossa, Light and Lo North	Jul-13	2,671	92%	2,877	100%	406	14%	<b>2,891</b>
SA - Eastern Adelaide	Jul-13	4,415	92%	4,769	99%	908	19%	<b>4,797</b>
SA - Eyre and Western	Jul-13	1,617	94%	1,697	98%	329	19%	<b>1,724</b>
SA - Far North (SA)	Jul-13	571	95%	597	99%	106	18%	<b>604</b>
SA - Fleurieu and Kangaroo Island	Jul-13	1,521	94%	1,609	99%	305	19%	<b>1,623</b>
SA - Limestone Coast	Jul-13	1,718	94%	1,805	98%	329	18%	<b>1,833</b>
SA - Murray and Mallee	Jul-13	2,112	92%	2,248	98%	397	17%	<b>2,290</b>
SA - Northern Adelaide	Jul-13	18,101	94%	19,137	99%	3,299	17%	<b>19,312</b>
SA - Southern Adelaide	Jul-13	11,627	95%	12,191	100%	2,293	19%	<b>12,235</b>
SA - Western Adelaide	Jul-13	4,641	94%	4,894	99%	952	19%	<b>4,919</b>
SA - Yorke and Mid North	Jul-13	2,034	95%	2,138	99%	398	19%	<b>2,149</b>
SA - Other	n/a	47	89%	52	98%	<11	n/a	<b>53</b>
<b>TAS</b>	<b>Jul-13</b>	<b>13,175</b>	<b>93%</b>	<b>13,853</b>	<b>98%</b>	<b>2,693</b>	<b>19%</b>	<b>14,145</b>
TAS - North	Jul-13	3,884	95%	4,029	99%	821	20%	<b>4,071</b>
TAS - North West	Jul-13	2,828	91%	3,027	98%	598	19%	<b>3,098</b>
TAS - South East	Jul-13	2,904	91%	3,109	97%	602	19%	<b>3,203</b>
TAS - South West	Jul-13	3,558	94%	3,687	98%	672	18%	<b>3,772</b>
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<b>&lt;11</b>
<b>ACT</b>	<b>Jul-14</b>	<b>9,608</b>	<b>88%</b>	<b>10,806</b>	<b>99%</b>	<b>1,806</b>	<b>17%</b>	<b>10,929</b>
ACT	Jul-14	9,604	88%	10,802	99%	1,804	17%	<b>10,925</b>
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<b>&lt;11</b>
<b>NT</b>	<b>Jul-17</b>	<b>5,749</b>	<b>95%</b>	<b>6,007</b>	<b>100%</b>	<b>1,109</b>	<b>18%</b>	<b>6,030</b>
NT - Barkly	Jul-14	137	94%	145	99%	38	26%	<b>146</b>
NT - Central Australia	Jul-17	952	95%	1,002	100%	245	24%	<b>1,004</b>
NT - Darwin Remote	Jul-17	510	97%	524	100%	76	15%	<b>524</b>
NT - Darwin Urban	Jan-17	3,343	95%	3,498	99%	584	17%	<b>3,516</b>
NT - East Arnhem	Jan-17	239	98%	243	100%	48	20%	<b>243</b>
NT - Katherine	Jul-17	331	95%	346	100%	78	22%	<b>347</b>
NT - Other	n/a	237	95%	249	100%	40	16%	<b>250</b>
<b>OT</b>	<b>n/a</b>	<b>62</b>	<b>91%</b>	<b>68</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>68</b>
<b>Missing</b>	<b>n/a</b>	<b>24</b>	<b>92%</b>	<b>26</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>26</b>
<b>Total</b>	<b>n/a</b>	<b>594,638</b>	<b>90%</b>	<b>654,847</b>	<b>99%</b>	<b>118,887</b>	<b>18%</b>	<b>661,267</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 June 2024** <sup>378 379 380</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$80,100</b>	<b>\$30,300</b>	<b>\$67,000</b>	<b>\$20,600</b>	<b>196,870</b>
NSW - Hunter New England	\$78,700	\$28,700	\$64,100	\$17,600	32,828
NSW - Central Coast	\$73,000	\$26,300	\$60,300	\$18,000	11,142
NSW - Far West	\$86,700	\$41,000	\$58,300	\$17,400	920
NSW - Illawarra Shoalhaven	\$84,000	\$36,900	\$70,000	\$23,500	11,389
NSW - Mid North Coast	\$74,800	\$26,400	\$59,700	\$16,200	8,202
NSW - Murrumbidgee	\$76,200	\$30,900	\$59,600	\$16,900	8,686
NSW - Nepean Blue Mountains	\$76,900	\$26,800	\$64,700	\$17,700	11,589
NSW - North Sydney	\$89,200	\$30,100	\$75,200	\$20,400	13,214
NSW - Northern NSW	\$80,600	\$36,600	\$65,100	\$21,900	9,453
NSW - South Eastern Sydney	\$86,200	\$32,800	\$73,700	\$22,200	13,413
NSW - South Western Sydney	\$78,700	\$29,000	\$70,800	\$23,400	30,784
NSW - Southern NSW	\$67,800	\$29,700	\$51,300	\$16,800	5,378
NSW - Sydney	\$85,500	\$44,100	\$69,800	\$24,600	7,638
NSW - Western NSW	\$85,300	\$36,200	\$63,100	\$17,500	8,124
NSW - Western Sydney	\$80,700	\$26,500	\$70,900	\$21,100	24,075
NSW - Other	\$75,200	\$23,500	\$66,600	\$9,400	35
<b>VIC</b>	<b>\$74,000</b>	<b>\$31,000</b>	<b>\$59,900</b>	<b>\$18,600</b>	<b>177,009</b>
VIC - Barwon	\$77,000	\$35,500	\$60,300	\$17,900	11,911
VIC - Central Highlands	\$74,800	\$29,000	\$58,200	\$14,500	6,992
VIC - Loddon	\$65,300	\$25,300	\$49,400	\$13,400	9,248
VIC - North East Melbourne	\$79,200	\$31,200	\$66,000	\$18,300	16,948
VIC - Inner Gippsland	\$68,700	\$32,700	\$55,000	\$17,700	6,639
VIC - Ovens Murray	\$68,000	\$30,200	\$50,600	\$15,900	4,346
VIC - Western District	\$72,200	\$32,100	\$54,300	\$16,500	4,678
VIC - Inner East Melbourne	\$86,200	\$35,900	\$70,200	\$19,900	11,941
VIC - Outer East Melbourne	\$73,600	\$32,300	\$59,400	\$18,700	12,322
VIC - Hume Moreland	\$67,800	\$27,200	\$58,100	\$18,400	12,587
VIC - Bayside Peninsula	\$80,200	\$38,400	\$64,700	\$21,200	21,331
VIC - Southern Melbourne	\$73,700	\$29,400	\$62,700	\$19,700	17,134
VIC - Brimbank Melton	\$69,800	\$25,500	\$57,900	\$16,600	12,178
VIC - Western Melbourne	\$70,600	\$28,300	\$58,200	\$17,500	17,560
VIC - Goulburn	\$66,000	\$28,400	\$50,000	\$15,200	5,285
VIC - Mallee	\$68,700	\$29,400	\$48,800	\$14,900	3,086

<sup>378</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>379</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>380</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 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	\$77,300	\$38,500	\$59,300	\$20,600	2,804
VIC - Other	n/a	n/a	n/a	n/a	19
<b>QLD</b>	<b>\$81,000</b>	<b>\$31,300</b>	<b>\$64,600</b>	<b>\$17,600</b>	<b>142,297</b>
QLD - Bundaberg	\$79,800	\$34,400	\$62,500	\$16,300	3,836
QLD - Ipswich	\$78,400	\$31,400	\$63,500	\$16,900	11,536
QLD - Mackay	\$71,400	\$24,900	\$53,100	\$12,200	4,335
QLD - Toowoomba	\$88,300	\$35,400	\$68,200	\$16,800	8,500
QLD - Townsville	\$83,500	\$29,600	\$63,900	\$13,700	8,045
QLD - Rockhampton	\$69,100	\$26,400	\$50,500	\$12,500	7,843
QLD - Beenleigh	\$77,300	\$25,300	\$63,300	\$15,800	16,391
QLD - Brisbane	\$83,000	\$34,100	\$66,800	\$18,500	26,273
QLD - Cairns	\$93,600	\$40,500	\$72,400	\$20,600	7,053
QLD - Maryborough	\$80,700	\$35,100	\$63,000	\$17,300	5,564
QLD - Robina	\$82,600	\$32,900	\$67,800	\$19,600	14,497
QLD - Caboolture/Strathpine	\$77,000	\$26,600	\$63,900	\$16,200	15,957
QLD - Maroochydore	\$84,500	\$36,800	\$67,800	\$20,700	12,448
QLD - Other	n/a	n/a	n/a	n/a	19
<b>WA</b>	<b>\$84,800</b>	<b>\$36,400</b>	<b>\$64,700</b>	<b>\$20,700</b>	<b>57,160</b>
WA - North East Metro	\$89,300	\$36,700	\$70,200	\$19,500	8,483
WA - Wheat Belt	\$66,600	\$36,600	\$41,000	\$14,400	1,348
WA - South Metro	\$74,600	\$30,100	\$57,400	\$17,500	9,255
WA - Central South Metro	\$84,200	\$36,000	\$64,100	\$19,600	7,101
WA - South West	\$75,100	\$35,100	\$54,500	\$17,800	4,600
WA - Goldfields-Esperance	\$97,900	\$39,500	\$65,700	\$18,700	959
WA - North Metro	\$77,800	\$32,000	\$60,000	\$18,900	7,783
WA - Kimberley-Pilbara	\$94,400	\$44,300	\$69,100	\$21,600	1,746
WA - South East Metro	\$97,800	\$41,700	\$77,100	\$23,600	6,545
WA - Central North Metro	\$99,300	\$44,900	\$78,600	\$24,500	6,481
WA - Great Southern	\$75,400	\$33,400	\$53,000	\$14,800	1,344
WA - Midwest-Gascoyne	\$76,500	\$36,300	\$50,400	\$18,600	1,464
WA - Other	\$72,100	\$40,300	\$50,200	\$7,900	51
<b>SA</b>	<b>\$79,000</b>	<b>\$28,900</b>	<b>\$63,100</b>	<b>\$16,100</b>	<b>56,733</b>
SA - Adelaide Hills	\$61,300	\$23,400	\$48,500	\$12,200	2,303
SA - Barossa, Light and Lower North	\$57,500	\$23,100	\$45,100	\$11,700	2,891
SA - Eastern Adelaide	\$91,500	\$33,500	\$73,700	\$16,700	4,797
SA - Eyre and Western	\$79,100	\$38,300	\$54,400	\$17,600	1,724
SA - Far North (SA)	\$88,900	\$43,600	\$55,300	\$12,600	604
SA - Fleurieu and Kangaroo Island	\$75,500	\$32,200	\$58,400	\$15,400	1,623
SA - Limestone Coast	\$75,400	\$25,900	\$54,800	\$10,600	1,833
SA - Murray and Mallee	\$68,800	\$27,000	\$51,000	\$12,200	2,290
SA - Northern Adelaide	\$79,700	\$26,800	\$66,100	\$15,600	19,312
SA - Southern Adelaide	\$84,200	\$31,900	\$67,700	\$17,500	12,235
SA - Western Adelaide	\$82,300	\$33,600	\$67,400	\$18,200	4,919

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
SA - Yorke and Mid North	\$68,400	\$30,600	\$48,500	\$14,400	2,149
SA - Other	\$72,300	\$39,100	\$27,200	\$7,500	53
<b>TAS</b>	<b>\$92,300</b>	<b>\$38,400</b>	<b>\$71,700</b>	<b>\$18,900</b>	<b>14,145</b>
TAS - North	\$89,800	\$40,300	\$69,100	\$18,700	4,071
TAS - North West	\$96,800	\$40,800	\$79,700	\$20,600	3,098
TAS - South East	\$81,600	\$31,400	\$60,900	\$15,300	3,203
TAS - South West	\$100,300	\$42,200	\$77,100	\$19,800	3,772
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$72,400</b>	<b>\$25,200</b>	<b>\$57,300</b>	<b>\$13,600</b>	<b>10,929</b>
ACT	\$72,400	\$25,200	\$57,300	\$13,600	10,925
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$126,200</b>	<b>\$41,700</b>	<b>\$105,800</b>	<b>\$27,100</b>	<b>6,030</b>
NT - Barkly	\$128,900	\$47,700	\$86,700	\$15,500	146
NT - Central Australia	\$203,000	\$65,900	\$174,100	\$37,200	1,004
NT - Darwin Remote	\$77,300	\$55,200	\$47,300	\$27,000	524
NT - Darwin Urban	\$112,300	\$30,100	\$97,600	\$24,400	3,516
NT - East Arnhem	\$109,200	\$70,300	\$73,800	\$30,000	243
NT - Katherine	\$146,600	\$44,400	\$141,100	\$29,200	347
NT - Other	\$101,000	\$47,300	\$74,100	\$20,700	250
<b>OT</b>	<b>\$110,400</b>	<b>\$83,300</b>	<b>\$64,200</b>	<b>\$26,700</b>	<b>68</b>
<b>Missing</b>	<b>\$79,300</b>	<b>\$54,600</b>	<b>\$358,200</b>	<b>\$4,600</b>	<b>26</b>
<b>Total</b>	<b>\$79,500</b>	<b>\$31,400</b>	<b>\$64,400</b>	<b>\$19,100</b>	<b>661,267</b>

**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 June 2024** <sup>381 382 383</sup>

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$57,900</b>	<b>\$26,900</b>	<b>\$46,100</b>	<b>\$18,900</b>	<b>185,156</b>
NSW - Hunter New England	\$54,900	\$25,200	\$41,600	\$16,100	30,777
NSW - Central Coast	\$51,500	\$23,700	\$40,500	\$16,700	10,505
NSW - Far West	\$68,700	\$38,100	\$41,500	\$16,600	885
NSW - Illawarra Shoalhaven	\$60,500	\$32,900	\$47,900	\$21,200	10,669
NSW - Mid North Coast	\$59,400	\$24,400	\$45,300	\$15,400	7,870
NSW - Murrumbidgee	\$55,900	\$27,700	\$40,300	\$15,500	8,200
NSW - Nepean Blue Mountains	\$53,000	\$24,000	\$41,500	\$16,200	10,859
NSW - North Sydney	\$59,700	\$25,000	\$47,000	\$18,200	12,164
NSW - Northern NSW	\$64,000	\$34,000	\$49,900	\$20,600	9,025
NSW - South Eastern Sydney	\$63,100	\$29,000	\$52,400	\$20,100	12,577
NSW - South Western Sydney	\$58,300	\$26,100	\$51,500	\$21,500	29,153
NSW - Southern NSW	\$53,400	\$27,200	\$37,700	\$15,700	5,139
NSW - Sydney	\$68,200	\$40,500	\$54,300	\$22,900	7,239
NSW - Western NSW	\$60,300	\$31,300	\$39,200	\$15,900	7,515
NSW - Western Sydney	\$56,000	\$23,600	\$47,800	\$19,300	22,544
NSW - Other	\$75,200	\$23,500	\$57,200	\$8,300	35
<b>VIC</b>	<b>\$57,300</b>	<b>\$28,800</b>	<b>\$44,300</b>	<b>\$17,500</b>	<b>169,570</b>
VIC - Barwon	\$58,700	\$33,200	\$43,000	\$17,000	11,379
VIC - Central Highlands	\$52,800	\$26,100	\$37,800	\$13,300	6,599
VIC - Loddon	\$50,700	\$23,700	\$36,100	\$12,700	8,905
VIC - North East Melbourne	\$57,900	\$28,300	\$45,600	\$16,800	16,053
VIC - Inner Gippsland	\$55,800	\$31,000	\$42,500	\$16,600	6,421
VIC - Ovens Murray	\$53,600	\$28,100	\$37,700	\$15,000	4,166
VIC - Western District	\$51,200	\$29,100	\$35,100	\$15,100	4,381
VIC - Inner East Melbourne	\$61,900	\$31,800	\$47,000	\$17,900	11,165
VIC - Outer East Melbourne	\$56,600	\$29,700	\$43,500	\$17,400	11,795
VIC - Hume Moreland	\$57,300	\$26,100	\$47,900	\$17,600	12,267
VIC - Bayside Peninsula	\$63,100	\$35,200	\$48,800	\$19,700	20,308
VIC - Southern Melbourne	\$57,100	\$27,400	\$47,000	\$18,600	16,490
VIC - Brimbank Melton	\$54,900	\$24,600	\$44,200	\$15,900	11,801
VIC - Western Melbourne	\$57,100	\$26,900	\$45,400	\$16,800	17,042
VIC - Goulburn	\$53,000	\$26,700	\$39,000	\$14,400	5,104
VIC - Mallee	\$54,500	\$27,600	\$36,900	\$14,200	2,975

<sup>381</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>382</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>383</sup> Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 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	\$64,300	\$36,500	\$47,900	\$19,000	2,700
VIC - Other	n/a	n/a	n/a	n/a	19
<b>QLD</b>	<b>\$61,300</b>	<b>\$28,300</b>	<b>\$46,000</b>	<b>\$16,300</b>	<b>135,243</b>
QLD - Bundaberg	\$61,600	\$30,900	\$45,300	\$15,100	3,648
QLD - Ipswich	\$58,700	\$28,500	\$43,800	\$15,700	10,986
QLD - Mackay	\$55,200	\$23,700	\$38,100	\$11,200	4,149
QLD - Toowoomba	\$63,800	\$31,000	\$45,100	\$14,800	7,932
QLD - Townsville	\$60,000	\$27,000	\$41,800	\$12,600	7,574
QLD - Rockhampton	\$53,900	\$25,000	\$36,100	\$11,800	7,559
QLD - Beenleigh	\$58,100	\$23,800	\$44,700	\$14,800	15,645
QLD - Brisbane	\$64,000	\$30,800	\$49,300	\$17,000	24,987
QLD - Cairns	\$69,800	\$36,400	\$51,300	\$18,600	6,640
QLD - Maryborough	\$62,600	\$32,100	\$45,700	\$15,700	5,301
QLD - Robina	\$63,200	\$29,700	\$49,000	\$18,300	13,770
QLD - Caboolture/Strathpine	\$58,000	\$24,300	\$45,000	\$15,000	15,196
QLD - Maroochydore	\$65,500	\$33,500	\$49,900	\$19,200	11,837
QLD - Other	n/a	n/a	n/a	n/a	19
<b>WA</b>	<b>\$63,500</b>	<b>\$33,600</b>	<b>\$45,100</b>	<b>\$19,000</b>	<b>53,956</b>
WA - North East Metro	\$62,100	\$32,400	\$44,600	\$17,400	7,831
WA - Wheat Belt	\$59,900	\$35,900	\$34,700	\$13,900	1,320
WA - South Metro	\$56,500	\$27,600	\$40,500	\$16,400	8,816
WA - Central South Metro	\$64,800	\$33,700	\$46,700	\$18,200	6,730
WA - South West	\$60,500	\$33,000	\$41,300	\$16,700	4,419
WA - Goldfields-Esperance	\$73,200	\$37,100	\$44,500	\$17,400	917
WA - North Metro	\$60,600	\$30,100	\$44,200	\$17,800	7,457
WA - Kimberley-Pilbara	\$75,500	\$43,100	\$49,400	\$20,800	1,692
WA - South East Metro	\$67,400	\$36,900	\$50,500	\$20,800	6,001
WA - Central North Metro	\$73,100	\$40,200	\$53,600	\$22,100	6,013
WA - Great Southern	\$58,700	\$30,800	\$37,300	\$13,900	1,285
WA - Midwest-Gascoyne	\$64,400	\$35,500	\$40,200	\$18,000	1,426
WA - Other	\$60,500	\$39,800	\$37,500	\$7,500	49
<b>SA</b>	<b>\$56,000</b>	<b>\$26,400</b>	<b>\$41,000</b>	<b>\$14,900</b>	<b>53,594</b>
SA - Adelaide Hills	\$46,200	\$22,500	\$34,000	\$11,800	2,215
SA - Barossa, Light and Lower North	\$45,400	\$22,500	\$33,200	\$11,400	2,814
SA - Eastern Adelaide	\$64,100	\$29,800	\$48,700	\$15,300	4,502
SA - Eyre and Western	\$65,300	\$36,600	\$40,900	\$16,600	1,670
SA - Far North (SA)	\$62,300	\$38,300	\$33,800	\$11,100	566
SA - Fleurieu and Kangaroo Island	\$61,400	\$29,600	\$44,900	\$14,600	1,563
SA - Limestone Coast	\$51,300	\$24,000	\$33,800	\$9,600	1,727
SA - Murray and Mallee	\$51,600	\$25,300	\$34,700	\$11,500	2,182
SA - Northern Adelaide	\$53,500	\$24,900	\$40,400	\$14,400	18,181
SA - Southern Adelaide	\$56,800	\$28,100	\$41,700	\$15,800	11,370
SA - Western Adelaide	\$63,200	\$30,600	\$48,600	\$16,700	4,676

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	\$57,700	\$29,400	\$38,800	\$13,700	2,075
SA - Other	\$72,300	\$39,100	\$26,600	\$7,300	53
<b>TAS</b>	<b>\$61,300</b>	<b>\$34,000</b>	<b>\$43,600</b>	<b>\$16,800</b>	<b>13,073</b>
TAS - North	\$64,600	\$36,000	\$46,300	\$17,100	3,825
TAS - North West	\$62,000	\$35,600	\$45,800	\$18,300	2,857
TAS - South East	\$55,400	\$28,400	\$38,600	\$14,100	3,004
TAS - South West	\$62,100	\$35,300	\$43,000	\$16,900	3,386
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$50,500</b>	<b>\$23,500</b>	<b>\$37,100</b>	<b>\$12,500</b>	<b>10,295</b>
ACT	\$50,500	\$23,500	\$37,100	\$12,500	10,291
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$70,500</b>	<b>\$36,600</b>	<b>\$53,100</b>	<b>\$23,700</b>	<b>5,438</b>
NT - Barkly	\$91,400	\$44,200	\$52,700	\$14,300	135
NT - Central Australia	\$91,500	\$46,900	\$68,800	\$28,300	833
NT - Darwin Remote	\$71,900	\$54,300	\$44,100	\$26,700	518
NT - Darwin Urban	\$61,100	\$25,900	\$49,500	\$21,200	3,176
NT - East Arnhem	\$104,600	\$69,900	\$64,500	\$28,800	239
NT - Katherine	\$73,100	\$41,200	\$58,800	\$23,700	302
NT - Other	\$71,100	\$43,200	\$49,600	\$17,700	235
<b>OT</b>	<b>\$102,100</b>	<b>\$74,700</b>	<b>\$60,800</b>	<b>\$26,600</b>	<b>66</b>
<b>Missing</b>	<b>\$79,300</b>	<b>\$54,600</b>	<b>\$38,700</b>	<b>\$4,700</b>	<b>26</b>
<b>Total</b>	<b>\$58,900</b>	<b>\$28,500</b>	<b>\$44,900</b>	<b>\$17,700</b>	<b>626,417</b>



**Table O.4 Participation rates for all participants by service district and age group as at 30 June 2024** <sup>384 385</sup>

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
<b>NSW</b>	<b>4.8%</b>	<b>6.3%</b>	<b>4.2%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.7%</b>
NSW - Hunter New England	6.7%	8.5%	6.4%	4.3%	2.5%	2.0%	2.2%	2.5%	4.0%
NSW - Central Coast	4.9%	9.2%	6.4%	4.3%	2.6%	1.7%	2.0%	2.4%	3.8%
NSW - Far West	5.1%	8.3%	5.1%	4.0%	2.7%	2.3%	2.3%	2.6%	3.7%
NSW - Illawarra Shoalhaven	4.0%	6.6%	4.8%	3.4%	2.3%	1.8%	2.1%	2.3%	3.1%
NSW - Mid North Coast	8.5%	10.1%	6.8%	5.2%	2.9%	2.2%	2.1%	2.4%	4.5%
NSW - Murrumbidgee	6.2%	6.9%	4.5%	3.4%	2.3%	1.6%	1.9%	2.3%	3.4%
NSW - Nepean Blue Mountains	5.1%	8.3%	5.5%	3.4%	1.9%	1.4%	1.7%	2.1%	3.3%
NSW - North Sydney	2.9%	3.5%	2.6%	1.6%	1.0%	0.6%	1.0%	1.5%	1.6%
NSW - Northern NSW	5.6%	8.0%	6.3%	5.0%	2.9%	1.8%	2.1%	2.2%	3.7%
NSW - South Eastern Sydney	3.4%	4.6%	2.8%	1.7%	0.9%	0.8%	1.2%	1.7%	1.8%
NSW - South Western Sydney	4.8%	6.4%	3.6%	2.6%	1.5%	1.2%	1.5%	2.1%	2.8%
NSW - Southern NSW	4.3%	6.5%	4.9%	3.6%	2.0%	1.5%	1.5%	1.8%	2.9%
NSW - Sydney	2.7%	4.5%	2.6%	1.0%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	4.7%	6.7%	4.7%	3.8%	2.0%	1.7%	2.1%	2.4%	3.3%
NSW - Western Sydney	5.0%	5.3%	3.1%	2.0%	1.2%	0.9%	1.5%	2.0%	2.4%
<b>VIC</b>	<b>5.5%</b>	<b>7.2%</b>	<b>4.6%</b>	<b>2.6%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.0%</b>
VIC - Barwon	5.3%	9.1%	7.1%	4.6%	2.5%	2.1%	2.4%	2.8%	4.0%
VIC - Central Highlands	5.0%	8.0%	5.8%	4.2%	2.5%	2.0%	2.1%	2.6%	3.7%
VIC - Loddon	6.8%	9.7%	7.5%	4.8%	2.6%	2.2%	2.2%	2.4%	4.3%
VIC - North East Melbourne	5.2%	6.6%	4.2%	2.3%	1.2%	1.3%	1.9%	2.6%	2.7%
VIC - Inner Gippsland	5.6%	8.6%	5.2%	4.2%	2.6%	2.2%	2.4%	2.6%	3.8%
VIC - Ovens Murray	5.6%	8.5%	6.3%	4.5%	2.3%	2.0%	2.2%	2.4%	3.8%
VIC - Western District	5.0%	7.1%	5.5%	4.5%	2.5%	2.2%	2.5%	2.4%	3.6%
VIC - Inner East Melbourne	3.7%	4.6%	2.8%	1.7%	1.1%	1.0%	1.3%	1.9%	2.0%
VIC - Outer East Melbourne	4.8%	8.1%	5.6%	2.9%	1.9%	1.6%	1.9%	2.2%	3.2%
VIC - Hume Moreland	7.0%	8.1%	4.7%	2.3%	1.2%	1.1%	1.9%	2.7%	3.1%
VIC - Bayside Peninsula	4.8%	6.3%	3.7%	2.1%	1.3%	1.3%	1.7%	2.3%	2.6%
VIC - Southern Melbourne	5.5%	6.5%	3.6%	2.4%	1.3%	1.2%	1.6%	2.3%	2.8%
VIC - Brimbank Melton	7.5%	8.7%	4.8%	2.9%	1.5%	1.3%	1.6%	2.2%	3.5%
VIC - Western Melbourne	5.4%	7.2%	4.3%	1.6%	0.9%	0.9%	1.7%	2.1%	2.4%
VIC - Goulburn	5.6%	7.7%	5.5%	3.6%	2.1%	1.7%	2.0%	2.3%	3.5%
VIC - Mallee	7.4%	8.3%	5.9%	3.8%	2.3%	1.8%	2.1%	2.2%	3.8%
VIC - Outer Gippsland	5.1%	7.3%	5.8%	4.4%	2.7%	2.5%	2.6%	2.5%	3.7%
<b>QLD</b>	<b>5.1%</b>	<b>7.1%</b>	<b>4.9%</b>	<b>2.8%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.0%</b>
QLD - Bundaberg	7.4%	9.4%	7.5%	6.6%	3.3%	2.6%	2.3%	2.9%	4.6%
QLD - Ipswich	5.1%	8.1%	5.8%	3.8%	1.9%	1.5%	2.0%	2.6%	3.6%
QLD - Mackay	4.8%	6.5%	4.5%	2.5%	1.2%	0.9%	1.2%	1.7%	2.5%

<sup>384</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>385</sup> 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%	6.5%	5.8%	3.5%	2.0%	1.8%	2.2%	2.7%	3.4%
QLD - Townsville	6.4%	7.2%	4.3%	2.6%	1.7%	1.4%	1.9%	2.3%	3.2%
QLD - Rockhampton	5.1%	9.4%	6.3%	3.6%	1.8%	1.4%	1.6%	1.9%	3.5%
QLD - Beenleigh	6.6%	8.6%	6.4%	2.8%	1.8%	1.4%	1.7%	2.1%	3.6%
QLD - Brisbane	4.0%	5.2%	3.1%	1.8%	1.1%	1.1%	1.5%	2.2%	2.2%
QLD - Cairns	3.9%	5.5%	4.2%	3.0%	1.6%	1.5%	1.7%	2.0%	2.7%
QLD - Maryborough	6.8%	9.1%	7.3%	5.8%	3.3%	2.6%	2.7%	2.7%	4.5%
QLD - Robina	4.4%	6.5%	4.3%	2.6%	1.3%	1.1%	1.4%	1.8%	2.6%
QLD - Caboolture/Strathpine	6.5%	8.9%	6.0%	3.5%	2.0%	1.6%	1.7%	2.3%	3.7%
QLD - Maroochydore	4.9%	7.8%	5.4%	3.5%	1.9%	1.7%	1.6%	2.0%	3.2%
<b>WA</b>	<b>2.9%</b>	<b>4.9%</b>	<b>4.1%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>
WA - North East Metro	3.0%	5.4%	4.7%	3.4%	1.7%	1.3%	1.6%	2.1%	2.6%
WA - Wheat Belt	1.9%	4.3%	4.5%	3.1%	1.7%	1.2%	1.0%	1.4%	2.0%
WA - South Metro	3.3%	5.8%	5.5%	3.1%	1.6%	1.2%	1.3%	1.9%	2.6%
WA - Central South Metro	2.3%	5.5%	4.0%	2.6%	1.5%	1.0%	1.3%	1.6%	2.1%
WA - South West	2.8%	5.0%	5.0%	3.9%	2.1%	1.4%	1.5%	1.9%	2.6%
WA - Goldfields-Esperance	2.1%	4.1%	3.6%	2.2%	1.1%	1.1%	1.0%	1.1%	1.8%
WA - North Metro	3.4%	5.2%	4.0%	3.0%	1.6%	1.0%	1.1%	1.3%	2.4%
WA - Kimberley-Pilbara	2.1%	3.8%	3.0%	2.5%	0.9%	0.9%	1.3%	1.5%	1.8%
WA - South East Metro	3.0%	4.5%	3.8%	2.0%	1.3%	1.2%	1.6%	2.2%	2.2%
WA - Central North Metro	2.7%	3.5%	2.4%	1.8%	1.1%	1.0%	1.5%	2.1%	1.8%
WA - Great Southern	2.5%	4.7%	4.2%	3.2%	2.4%	1.4%	1.3%	1.6%	2.4%
WA - Midwest-Gascoyne	3.8%	6.0%	4.3%	2.8%	1.6%	1.0%	1.0%	1.4%	2.4%
<b>SA</b>	<b>5.4%</b>	<b>9.3%</b>	<b>7.2%</b>	<b>3.8%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.5%</b>	<b>3.6%</b>
SA - Adelaide Hills	5.5%	8.6%	7.0%	3.9%	1.7%	1.3%	1.1%	1.2%	3.3%
SA - Barossa, Light and Lower North	8.1%	10.9%	10.1%	5.3%	2.0%	1.4%	1.4%	2.0%	4.4%
SA - Eastern Adelaide	3.3%	5.7%	3.8%	2.1%	1.2%	1.2%	1.7%	2.3%	2.3%
SA - Eyre and Western	4.8%	8.2%	7.4%	3.6%	2.0%	1.9%	1.6%	2.1%	3.4%
SA - Far North (SA)	3.6%	5.4%	4.4%	2.8%	1.5%	1.8%	2.2%	1.9%	2.7%
SA - Fleurieu and Kangaroo Island	5.4%	9.6%	8.4%	7.1%	2.3%	2.0%	1.9%	2.0%	4.0%
SA - Limestone Coast	4.5%	6.6%	5.8%	4.2%	2.2%	1.5%	1.9%	2.1%	3.2%
SA - Murray and Mallee	6.3%	9.1%	7.3%	4.6%	2.3%	1.8%	2.1%	2.2%	3.8%
SA - Northern Adelaide	6.7%	11.8%	8.6%	4.2%	1.9%	1.9%	2.4%	3.1%	4.4%
SA - Southern Adelaide	4.9%	9.1%	7.8%	4.3%	1.9%	1.8%	2.2%	2.6%	3.7%
SA - Western Adelaide	4.4%	9.2%	5.8%	2.6%	1.5%	1.5%	2.0%	2.8%	3.0%
SA - Yorke and Mid North	4.5%	8.0%	7.8%	5.1%	2.4%	1.8%	1.8%	1.8%	3.5%
<b>TAS</b>	<b>3.9%</b>	<b>6.3%</b>	<b>5.0%</b>	<b>3.9%</b>	<b>2.1%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.0%</b>	<b>2.9%</b>
TAS - North	4.8%	6.5%	5.0%	3.7%	2.5%	1.5%	2.0%	2.1%	3.1%
TAS - North West	2.9%	6.6%	5.5%	4.9%	2.6%	1.6%	1.8%	2.2%	3.1%
TAS - South East	4.3%	6.9%	5.9%	4.3%	1.9%	1.3%	1.7%	1.7%	3.0%
TAS - South West	3.3%	5.5%	4.1%	3.3%	1.7%	1.5%	2.0%	2.1%	2.6%
<b>ACT</b>	<b>3.4%</b>	<b>6.2%</b>	<b>4.5%</b>	<b>2.6%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.5%</b>
ACT	3.4%	6.2%	4.5%	2.6%	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
<b>NT</b>	<b>3.9%</b>	<b>5.9%</b>	<b>4.0%</b>	<b>2.1%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.4%</b>
NT - Barkly	1.4%	2.7%	2.7%	1.3%	1.1%	1.6%	2.3%	3.5%	<b>2.0%</b>
NT - Central Australia	2.6%	5.6%	3.6%	2.3%	1.1%	1.7%	2.1%	3.1%	<b>2.5%</b>
NT - Darwin Remote	2.1%	3.4%	1.9%	1.1%	1.3%	2.3%	2.6%	2.6%	<b>2.1%</b>
NT - Darwin Urban	4.9%	6.7%	5.3%	2.3%	0.9%	1.0%	1.3%	1.6%	<b>2.4%</b>
NT - East Arnhem	1.7%	2.9%	1.4%	1.7%	1.9%	2.5%	3.7%	3.1%	<b>2.3%</b>
NT - Katherine	6.3%	7.7%	4.8%	2.0%	0.8%	1.6%	2.5%	3.2%	<b>3.2%</b>
<b>Total</b>	<b>4.8%</b>	<b>6.8%</b>	<b>4.7%</b>	<b>2.8%</b>	<b>1.5%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.9%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 30 June 2024** <sup>386 387</sup>

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
<b>NSW</b>	<b>6.3%</b>	<b>8.5%</b>	<b>5.3%</b>	<b>3.4%</b>	<b>1.8%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.4%</b>
NSW - Hunter New England	8.8%	11.3%	8.3%	5.3%	2.9%	2.1%	2.3%	2.7%	5.0%
NSW - Central Coast	6.6%	12.1%	8.1%	5.3%	3.0%	1.8%	2.0%	2.4%	4.7%
NSW - Far West	6.5%	11.2%	7.4%	4.6%	3.5%	2.8%	2.6%	2.9%	4.8%
NSW - Illawarra Shoalhaven	5.2%	8.7%	6.1%	4.2%	2.6%	2.1%	2.2%	2.3%	3.8%
NSW - Mid North Coast	10.9%	13.1%	8.3%	6.5%	3.6%	2.5%	2.4%	2.7%	5.6%
NSW - Murrumbidgee	7.9%	9.0%	5.7%	4.1%	2.7%	1.7%	2.0%	2.2%	4.1%
NSW - Nepean Blue Mountains	6.8%	11.3%	7.0%	4.3%	2.3%	1.5%	1.8%	2.3%	4.3%
NSW - North Sydney	3.8%	4.8%	3.1%	1.9%	1.3%	0.7%	1.1%	1.6%	2.1%
NSW - Northern NSW	7.2%	10.6%	7.6%	6.0%	3.6%	1.9%	2.4%	2.3%	4.6%
NSW - South Eastern Sydney	4.6%	6.1%	3.5%	2.2%	1.1%	0.9%	1.3%	1.7%	2.3%
NSW - South Western Sydney	6.4%	8.8%	4.7%	3.3%	1.9%	1.3%	1.6%	2.2%	3.5%
NSW - Southern NSW	5.6%	8.5%	5.6%	4.5%	2.3%	1.7%	1.6%	1.9%	3.5%
NSW - Sydney	3.7%	6.1%	3.5%	1.2%	0.5%	0.7%	1.6%	2.5%	1.7%
NSW - Western NSW	6.1%	8.9%	5.6%	4.8%	2.4%	1.9%	2.3%	2.7%	4.1%
NSW - Western Sydney	6.8%	7.2%	3.8%	2.5%	1.4%	1.0%	1.5%	2.1%	3.0%
<b>VIC</b>	<b>7.0%</b>	<b>9.5%</b>	<b>5.5%</b>	<b>3.1%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.6%</b>
VIC - Barwon	6.7%	11.5%	8.7%	5.6%	2.9%	2.2%	2.4%	2.7%	4.8%
VIC - Central Highlands	6.7%	10.3%	6.8%	4.9%	2.9%	2.1%	2.0%	2.6%	4.4%
VIC - Loddon	8.4%	12.3%	8.6%	5.6%	3.1%	2.3%	2.0%	2.5%	5.1%
VIC - North East Melbourne	6.6%	8.7%	5.0%	2.8%	1.3%	1.4%	2.1%	2.7%	3.3%
VIC - Inner Gippsland	7.2%	10.8%	6.4%	5.0%	3.1%	2.2%	2.2%	2.6%	4.5%
VIC - Ovens Murray	7.6%	10.8%	7.4%	5.9%	2.7%	2.3%	2.2%	2.4%	4.7%
VIC - Western District	6.3%	9.1%	6.9%	5.1%	2.9%	2.2%	2.5%	2.4%	4.2%
VIC - Inner East Melbourne	4.9%	6.0%	3.2%	2.0%	1.2%	1.1%	1.3%	1.8%	2.4%
VIC - Outer East Melbourne	6.1%	10.0%	7.4%	3.2%	2.2%	1.5%	1.7%	2.0%	3.7%
VIC - Hume Moreland	8.8%	10.6%	5.7%	2.8%	1.2%	1.2%	1.9%	2.7%	3.8%
VIC - Bayside Peninsula	6.0%	8.2%	4.1%	2.6%	1.4%	1.3%	1.6%	2.2%	3.0%
VIC - Southern Melbourne	7.3%	8.8%	4.3%	2.8%	1.4%	1.1%	1.5%	2.2%	3.4%
VIC - Brimbank Melton	9.7%	11.8%	5.9%	3.5%	1.8%	1.4%	1.7%	2.1%	4.3%
VIC - Western Melbourne	6.9%	9.7%	5.4%	2.0%	1.0%	1.0%	1.7%	2.2%	3.0%
VIC - Goulburn	7.0%	9.9%	6.7%	4.5%	2.4%	1.7%	2.0%	2.1%	4.1%
VIC - Mallee	9.2%	11.2%	6.9%	4.5%	2.6%	1.8%	2.0%	2.2%	4.6%
VIC - Outer Gippsland	6.5%	9.9%	7.3%	5.3%	2.8%	2.4%	2.5%	2.1%	4.3%
<b>QLD</b>	<b>6.6%</b>	<b>9.3%</b>	<b>5.9%</b>	<b>3.4%</b>	<b>1.8%</b>	<b>1.5%</b>	<b>1.7%</b>	<b>2.3%</b>	<b>3.7%</b>
QLD - Bundaberg	10.5%	11.9%	9.4%	8.0%	3.6%	3.0%	2.5%	3.0%	5.7%
QLD - Ipswich	6.6%	10.5%	7.0%	4.5%	2.3%	1.7%	2.0%	2.8%	4.4%

<sup>386</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>387</sup> 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	6.6%	8.5%	5.1%	3.0%	1.4%	1.0%	1.2%	1.7%	3.1%
QLD - Toowoomba	6.1%	8.4%	6.7%	4.1%	2.3%	2.1%	2.4%	3.0%	4.1%
QLD - Townsville	8.1%	9.8%	5.5%	3.0%	1.9%	1.7%	2.1%	2.4%	4.0%
QLD - Rockhampton	6.9%	12.3%	7.2%	4.6%	2.2%	1.5%	1.5%	2.0%	4.4%
QLD - Beenleigh	8.0%	11.7%	9.1%	3.1%	2.1%	1.5%	1.6%	2.2%	4.4%
QLD - Brisbane	5.3%	6.8%	3.7%	2.1%	1.2%	1.2%	1.6%	2.3%	2.6%
QLD - Cairns	5.0%	7.3%	5.2%	3.6%	1.9%	1.8%	2.0%	2.2%	3.3%
QLD - Maryborough	8.8%	11.8%	8.3%	6.9%	4.1%	2.8%	2.8%	3.1%	5.5%
QLD - Robina	5.7%	8.6%	5.0%	3.1%	1.4%	1.2%	1.5%	1.8%	3.2%
QLD - Caboolture/Strathpine	8.4%	11.1%	6.8%	4.3%	2.3%	1.5%	1.6%	2.2%	4.5%
QLD - Maroochydore	6.4%	10.1%	6.6%	4.1%	2.1%	1.7%	1.7%	2.1%	3.9%
<b>WA</b>	<b>3.8%</b>	<b>6.6%</b>	<b>5.1%</b>	<b>3.4%</b>	<b>1.7%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.8%</b>
WA - North East Metro	4.1%	7.4%	6.6%	4.3%	1.9%	1.3%	1.6%	2.2%	3.2%
WA - Wheat Belt	2.3%	5.8%	5.7%	3.5%	2.0%	1.4%	1.1%	1.3%	2.4%
WA - South Metro	4.0%	8.0%	6.6%	4.0%	1.9%	1.2%	1.2%	1.8%	3.2%
WA - Central South Metro	3.2%	6.8%	4.4%	3.3%	1.7%	1.0%	1.3%	1.8%	2.6%
WA - South West	3.6%	6.5%	6.1%	4.8%	2.5%	1.4%	1.5%	1.8%	3.1%
WA - Goldfields-Esperance	2.6%	5.4%	4.4%	2.6%	1.2%	1.1%	1.0%	1.3%	2.1%
WA - North Metro	4.4%	6.8%	5.2%	3.3%	1.9%	1.1%	1.0%	1.2%	2.9%
WA - Kimberley-Pilbara	2.5%	5.6%	3.9%	3.3%	1.1%	0.9%	1.3%	1.3%	2.1%
WA - South East Metro	4.1%	6.3%	4.8%	2.6%	1.6%	1.4%	1.8%	2.4%	2.7%
WA - Central North Metro	3.7%	4.4%	3.1%	2.3%	1.2%	1.1%	1.7%	2.1%	2.2%
WA - Great Southern	3.2%	6.1%	5.3%	4.1%	2.6%	1.4%	1.1%	1.6%	2.8%
WA - Midwest-Gascoyne	4.8%	8.6%	5.2%	3.5%	1.9%	1.2%	0.9%	1.2%	3.0%
<b>SA</b>	<b>7.0%</b>	<b>12.4%</b>	<b>9.0%</b>	<b>4.6%</b>	<b>2.0%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>2.6%</b>	<b>4.5%</b>
SA - Adelaide Hills	7.0%	11.4%	8.8%	4.5%	1.7%	1.4%	1.2%	1.2%	4.1%
SA - Barossa, Light and Lower North	10.5%	13.8%	13.0%	6.2%	2.4%	1.6%	1.5%	1.9%	5.4%
SA - Eastern Adelaide	4.2%	7.8%	4.9%	2.5%	1.3%	1.4%	1.9%	2.6%	2.9%
SA - Eyre and Western	6.2%	11.1%	9.3%	3.8%	2.3%	1.9%	1.7%	2.0%	4.1%
SA - Far North (SA)	4.7%	6.9%	5.4%	3.9%	2.0%	2.3%	2.3%	2.0%	3.3%
SA - Fleurieu and Kangaroo Island	6.9%	11.9%	10.3%	8.5%	3.0%	2.0%	1.8%	2.4%	4.8%
SA - Limestone Coast	6.4%	8.6%	7.1%	5.2%	2.5%	1.9%	1.9%	2.1%	3.9%
SA - Murray and Mallee	8.7%	12.2%	8.8%	5.1%	2.3%	2.2%	2.0%	2.2%	4.6%
SA - Northern Adelaide	8.8%	15.7%	10.9%	5.2%	2.2%	2.0%	2.4%	3.3%	5.5%
SA - Southern Adelaide	6.3%	12.0%	9.7%	5.3%	2.2%	1.9%	2.3%	2.7%	4.6%
SA - Western Adelaide	5.5%	12.9%	6.9%	3.3%	1.7%	1.6%	2.2%	3.0%	3.8%
SA - Yorke and Mid North	6.1%	10.2%	9.2%	6.3%	2.6%	2.0%	2.2%	1.8%	4.3%
<b>TAS</b>	<b>4.6%</b>	<b>7.9%</b>	<b>5.8%</b>	<b>4.6%</b>	<b>2.5%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.0%</b>	<b>3.4%</b>
TAS - North	5.7%	7.7%	6.2%	4.3%	2.8%	1.5%	1.9%	1.9%	3.5%
TAS - North West	3.7%	8.4%	6.7%	5.7%	3.1%	1.4%	2.0%	2.3%	3.7%
TAS - South East	5.1%	8.8%	6.1%	5.4%	2.4%	1.4%	1.6%	1.8%	3.5%
TAS - South West	3.8%	6.9%	4.6%	3.7%	2.0%	1.6%	2.0%	2.2%	3.0%
<b>ACT</b>	<b>4.5%</b>	<b>8.3%</b>	<b>5.7%</b>	<b>3.1%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>3.0%</b>

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	4.5%	8.3%	5.7%	3.1%	1.4%	1.2%	1.7%	2.1%	3.0%
<b>NT</b>	<b>5.2%</b>	<b>8.1%</b>	<b>5.3%</b>	<b>2.6%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>2.4%</b>	<b>3.1%</b>
NT - Barkly	1.7%	4.3%	3.3%	1.5%	0.9%	1.2%	1.5%	5.3%	2.3%
NT - Central Australia	3.6%	8.2%	5.2%	3.7%	1.4%	1.8%	2.5%	3.5%	3.3%
NT - Darwin Remote	3.0%	5.9%	2.5%	1.7%	2.1%	3.6%	3.2%	3.0%	3.1%
NT - Darwin Urban	6.3%	8.8%	7.3%	2.7%	1.1%	1.2%	1.4%	1.9%	3.1%
NT - East Arnhem	2.3%	4.1%	2.0%	2.1%	2.9%	3.7%	4.4%	3.6%	3.1%
NT - Katherine	8.5%	10.4%	5.6%	2.3%	0.9%	1.4%	2.0%	2.8%	3.8%
<b>Total</b>	<b>6.2%</b>	<b>9.0%</b>	<b>5.7%</b>	<b>3.4%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>3.5%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 30 June 2024** <sup>388 389</sup>

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
<b>NSW</b>	<b>2.9%</b>	<b>3.8%</b>	<b>2.9%</b>	<b>1.9%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>1.9%</b>
NSW - Hunter New England	4.2%	5.2%	4.1%	2.9%	2.0%	1.8%	2.0%	2.3%	<b>2.8%</b>
NSW - Central Coast	3.0%	5.9%	4.3%	3.1%	2.1%	1.5%	1.9%	2.3%	<b>2.8%</b>
NSW - Far West	3.4%	5.2%	2.5%	2.9%	1.8%	1.8%	1.9%	2.1%	<b>2.6%</b>
NSW - Illawarra Shoalhaven	2.4%	4.0%	3.3%	2.4%	1.9%	1.5%	2.0%	2.1%	<b>2.3%</b>
NSW - Mid North Coast	5.7%	6.7%	5.0%	3.5%	2.1%	1.8%	1.8%	2.1%	<b>3.2%</b>
NSW - Murrumbidgee	3.7%	4.3%	2.9%	2.7%	1.8%	1.4%	1.8%	2.2%	<b>2.5%</b>
NSW - Nepean Blue Mountains	3.0%	5.0%	3.7%	2.3%	1.5%	1.2%	1.6%	1.8%	<b>2.3%</b>
NSW - North Sydney	1.7%	1.9%	1.9%	1.3%	0.8%	0.5%	0.8%	1.3%	<b>1.1%</b>
NSW - Northern NSW	3.5%	5.0%	4.5%	3.8%	2.1%	1.6%	1.7%	2.0%	<b>2.7%</b>
NSW - South Eastern Sydney	2.0%	2.7%	1.9%	1.1%	0.6%	0.7%	1.1%	1.5%	<b>1.3%</b>
NSW - South Western Sydney	2.9%	3.6%	2.3%	1.9%	1.1%	1.0%	1.3%	1.9%	<b>1.9%</b>
NSW - Southern NSW	2.6%	4.0%	3.9%	2.5%	1.7%	1.3%	1.5%	1.7%	<b>2.1%</b>
NSW - Sydney	1.5%	2.5%	1.6%	0.7%	0.4%	0.6%	1.1%	1.7%	<b>1.0%</b>
NSW - Western NSW	2.8%	4.0%	3.5%	2.7%	1.6%	1.5%	1.8%	2.1%	<b>2.4%</b>
NSW - Western Sydney	2.9%	3.1%	2.1%	1.4%	0.9%	0.8%	1.3%	1.8%	<b>1.6%</b>
<b>VIC</b>	<b>3.3%</b>	<b>4.6%</b>	<b>3.4%</b>	<b>1.9%</b>	<b>1.2%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>2.2%</b>
VIC - Barwon	3.4%	6.2%	5.0%	3.4%	2.0%	1.8%	2.3%	2.8%	<b>3.1%</b>
VIC - Central Highlands	3.0%	5.2%	4.3%	3.3%	2.0%	1.8%	2.2%	2.7%	<b>2.9%</b>
VIC - Loddon	4.1%	6.4%	5.7%	3.6%	2.1%	2.1%	2.3%	2.2%	<b>3.2%</b>
VIC - North East Melbourne	3.1%	4.2%	3.0%	1.7%	1.0%	1.1%	1.7%	2.4%	<b>2.0%</b>
VIC - Inner Gippsland	3.7%	5.7%	3.6%	3.1%	2.2%	2.1%	2.5%	2.5%	<b>3.0%</b>
VIC - Ovens Murray	3.4%	5.6%	4.7%	2.8%	1.9%	1.7%	2.1%	2.3%	<b>2.8%</b>
VIC - Western District	3.1%	4.7%	3.7%	3.6%	2.2%	2.1%	2.3%	2.3%	<b>2.8%</b>
VIC - Inner East Melbourne	2.3%	2.7%	2.1%	1.2%	1.0%	0.9%	1.3%	1.8%	<b>1.5%</b>
VIC - Outer East Melbourne	2.9%	5.5%	3.7%	2.3%	1.6%	1.5%	2.0%	2.2%	<b>2.5%</b>
VIC - Hume Moreland	4.3%	5.2%	3.5%	1.8%	1.1%	1.1%	1.9%	2.8%	<b>2.4%</b>
VIC - Bayside Peninsula	3.0%	4.0%	3.0%	1.6%	1.1%	1.2%	1.7%	2.2%	<b>2.0%</b>
VIC - Southern Melbourne	3.2%	3.7%	2.8%	1.9%	1.0%	1.1%	1.7%	2.3%	<b>2.1%</b>
VIC - Brimbank Melton	4.5%	5.2%	3.4%	2.1%	1.1%	1.2%	1.5%	2.2%	<b>2.4%</b>
VIC - Western Melbourne	3.2%	4.3%	2.9%	1.1%	0.7%	0.8%	1.6%	1.9%	<b>1.7%</b>
VIC - Goulburn	3.5%	4.8%	4.0%	2.5%	1.7%	1.6%	1.9%	2.6%	<b>2.6%</b>
VIC - Mallee	5.0%	5.2%	4.6%	2.8%	1.9%	1.7%	2.2%	2.2%	<b>2.9%</b>
VIC - Outer Gippsland	3.3%	4.6%	4.1%	3.3%	2.5%	2.6%	2.7%	2.7%	<b>3.1%</b>
<b>QLD</b>	<b>3.3%</b>	<b>4.6%</b>	<b>3.6%</b>	<b>2.1%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.2%</b>
QLD - Bundaberg	4.0%	6.4%	5.3%	4.9%	2.9%	2.2%	2.2%	2.7%	<b>3.5%</b>
QLD - Ipswich	3.2%	5.2%	4.3%	2.7%	1.5%	1.3%	2.0%	2.3%	<b>2.6%</b>
QLD - Mackay	2.8%	4.3%	3.7%	1.9%	1.0%	0.7%	1.1%	1.6%	<b>1.8%</b>

<sup>388</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>389</sup> 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%	4.6%	2.8%	1.6%	1.6%	2.0%	2.5%	2.6%
QLD - Townsville	4.3%	4.3%	2.9%	2.0%	1.5%	1.2%	1.7%	2.2%	2.3%
QLD - Rockhampton	3.2%	6.3%	5.0%	2.5%	1.3%	1.3%	1.7%	1.8%	2.6%
QLD - Beenleigh	4.6%	5.4%	4.0%	2.2%	1.5%	1.3%	1.7%	2.0%	2.6%
QLD - Brisbane	2.5%	3.4%	2.2%	1.4%	0.9%	0.9%	1.4%	2.0%	1.7%
QLD - Cairns	2.4%	3.3%	3.0%	2.3%	1.2%	1.2%	1.4%	1.8%	1.9%
QLD - Maryborough	4.7%	6.0%	5.8%	4.3%	2.5%	2.3%	2.6%	2.3%	3.4%
QLD - Robina	2.8%	4.2%	3.2%	1.9%	1.1%	1.0%	1.2%	1.7%	1.9%
QLD - Caboolture/Strathpine	4.3%	6.1%	4.7%	2.5%	1.6%	1.5%	1.7%	2.3%	2.8%
QLD - Maroochydore	3.2%	5.2%	4.0%	2.7%	1.7%	1.6%	1.6%	1.9%	2.5%
<b>WA</b>	<b>1.8%</b>	<b>3.1%</b>	<b>2.8%</b>	<b>1.9%</b>	<b>1.2%</b>	<b>1.0%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>1.7%</b>
WA - North East Metro	1.8%	3.2%	2.5%	2.2%	1.3%	1.2%	1.5%	2.0%	1.8%
WA - Wheat Belt	1.2%	2.7%	3.1%	2.6%	1.4%	1.0%	0.9%	1.3%	1.5%
WA - South Metro	2.3%	3.5%	3.9%	2.0%	1.3%	1.1%	1.4%	1.9%	2.0%
WA - Central South Metro	1.2%	3.8%	3.4%	1.8%	1.2%	1.0%	1.3%	1.5%	1.6%
WA - South West	1.8%	3.2%	3.6%	2.8%	1.7%	1.4%	1.4%	1.9%	2.1%
WA - Goldfields-Esperance	1.5%	2.5%	2.7%	1.5%	1.1%	1.0%	0.9%	0.9%	1.4%
WA - North Metro	2.3%	3.3%	2.6%	2.4%	1.4%	1.0%	1.2%	1.4%	1.8%
WA - Kimberley-Pilbara	1.4%	2.2%	1.9%	1.7%	0.7%	0.9%	1.1%	1.7%	1.3%
WA - South East Metro	1.8%	2.6%	2.5%	1.4%	1.0%	1.0%	1.4%	2.0%	1.6%
WA - Central North Metro	1.7%	2.2%	1.6%	1.3%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.7%	3.0%	2.7%	2.1%	2.2%	1.4%	1.4%	1.5%	1.9%
WA - Midwest-Gascoyne	2.6%	3.2%	3.3%	2.0%	1.3%	0.8%	1.1%	1.5%	1.8%
<b>SA</b>	<b>3.4%</b>	<b>5.8%</b>	<b>5.0%</b>	<b>2.7%</b>	<b>1.4%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>2.6%</b>
SA - Adelaide Hills	3.5%	5.5%	4.9%	3.1%	1.6%	1.2%	1.0%	1.3%	2.4%
SA - Barossa, Light and Lower North	4.8%	7.5%	6.3%	3.7%	1.5%	1.2%	1.3%	1.9%	3.0%
SA - Eastern Adelaide	2.2%	3.4%	2.6%	1.5%	1.0%	0.9%	1.4%	2.0%	1.7%
SA - Eyre and Western	3.0%	4.7%	4.8%	3.2%	1.6%	1.9%	1.5%	2.1%	2.6%
SA - Far North (SA)	2.3%	3.6%	2.9%	1.4%	0.9%	1.2%	2.1%	1.8%	1.9%
SA - Fleurieu and Kangaroo Island	3.5%	6.9%	6.3%	5.1%	1.7%	1.8%	2.1%	1.6%	3.0%
SA - Limestone Coast	2.6%	4.2%	4.0%	2.8%	1.8%	1.1%	1.8%	1.9%	2.3%
SA - Murray and Mallee	3.6%	5.4%	5.3%	3.6%	2.1%	1.2%	1.9%	2.0%	2.8%
SA - Northern Adelaide	4.1%	7.3%	5.7%	2.9%	1.5%	1.7%	2.2%	2.5%	3.1%
SA - Southern Adelaide	3.1%	5.9%	5.5%	3.0%	1.6%	1.7%	1.9%	2.4%	2.8%
SA - Western Adelaide	3.0%	5.2%	4.2%	1.8%	1.2%	1.3%	1.7%	2.6%	2.2%
SA - Yorke and Mid North	2.9%	5.3%	5.6%	3.4%	2.1%	1.5%	1.4%	1.8%	2.6%
<b>TAS</b>	<b>2.4%</b>	<b>4.0%</b>	<b>3.5%</b>	<b>2.9%</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>1.9%</b>	<b>2.2%</b>
TAS - North	3.0%	4.4%	3.3%	2.9%	1.9%	1.4%	2.0%	2.1%	2.4%
TAS - North West	1.8%	4.2%	3.7%	3.9%	2.0%	1.7%	1.6%	2.1%	2.4%
TAS - South East	2.8%	4.2%	4.7%	2.7%	1.4%	1.1%	1.7%	1.6%	2.1%
TAS - South West	2.1%	3.4%	2.8%	2.4%	1.2%	1.3%	1.8%	1.9%	1.9%
<b>ACT</b>	<b>2.0%</b>	<b>3.9%</b>	<b>3.0%</b>	<b>1.9%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>1.9%</b>
ACT	2.0%	3.9%	3.0%	1.9%	1.1%	1.1%	1.7%	2.1%	1.9%

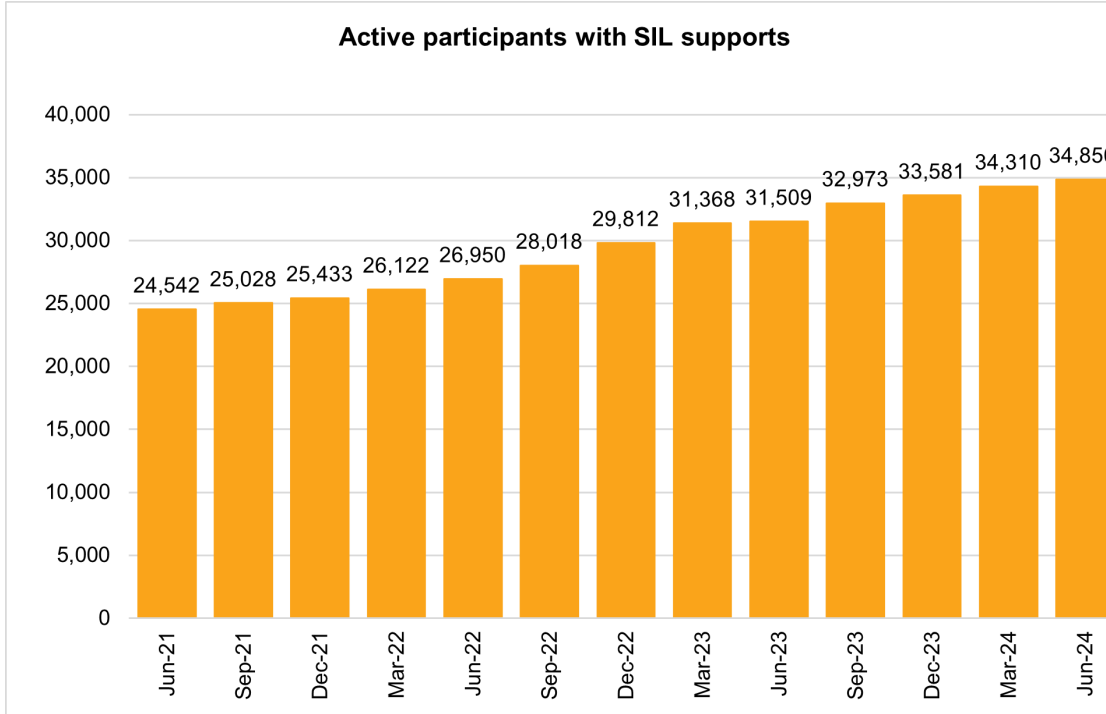
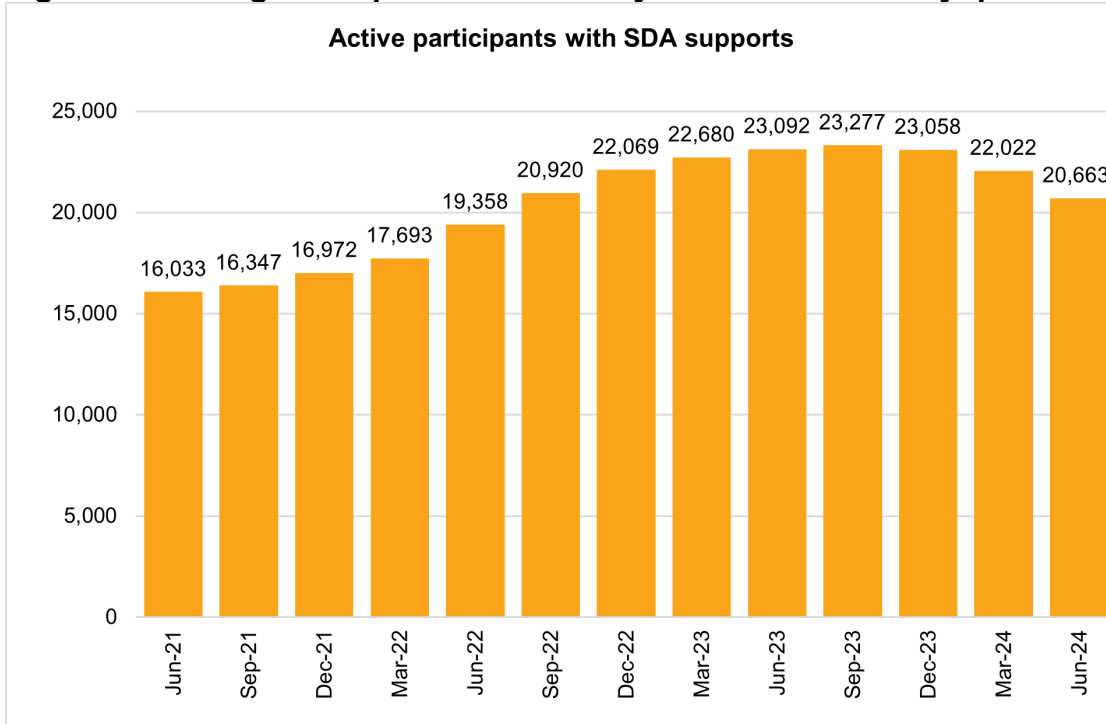


Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NT</b>	<b>2.3%</b>	<b>3.5%</b>	<b>2.4%</b>	<b>1.4%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>1.6%</b>
NT - Barkly	1.2%	1.1%	1.9%	0.9%	1.3%	2.1%	2.9%	1.4%	<b>1.5%</b>
NT - Central Australia	1.5%	3.0%	1.9%	0.9%	0.8%	1.6%	1.7%	2.8%	<b>1.7%</b>
NT - Darwin Remote	0.9%	1.1%	1.0%	0.6%	0.5%	1.2%	1.9%	1.8%	<b>1.1%</b>
NT - Darwin Urban	3.0%	4.4%	3.3%	1.7%	0.6%	0.8%	1.2%	1.3%	<b>1.7%</b>
NT - East Arnhem	1.0%	1.8%	0.6%	1.3%	1.0%	1.2%	2.9%	2.6%	<b>1.5%</b>
NT - Katherine	3.2%	4.7%	2.9%	1.8%	0.5%	1.7%	2.8%	3.6%	<b>2.4%</b>
<b>Total</b>	<b>3.0%</b>	<b>4.2%</b>	<b>3.3%</b>	<b>2.0%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.1%</b>

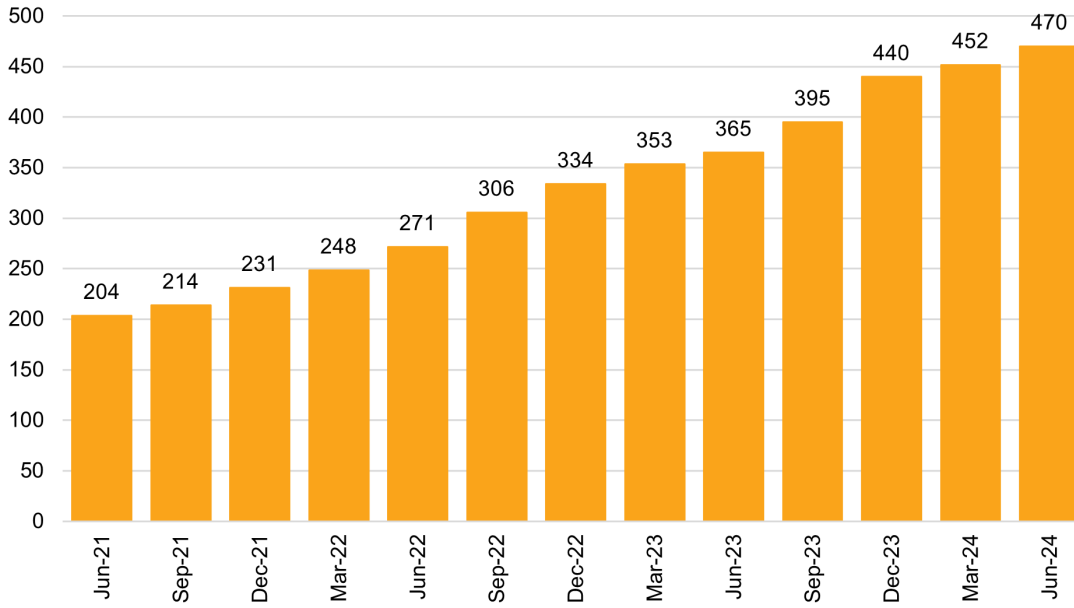
# Supplement P:

## Specialist Disability Accommodation

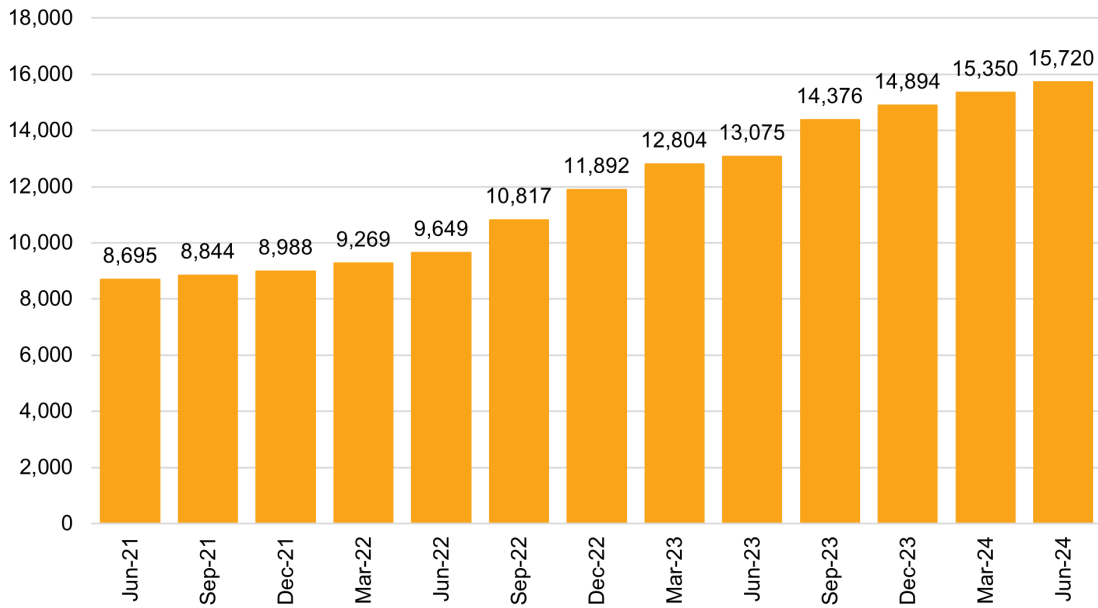
**Figure P.1 Changes in Specialist Disability Accommodation by quarter – National**

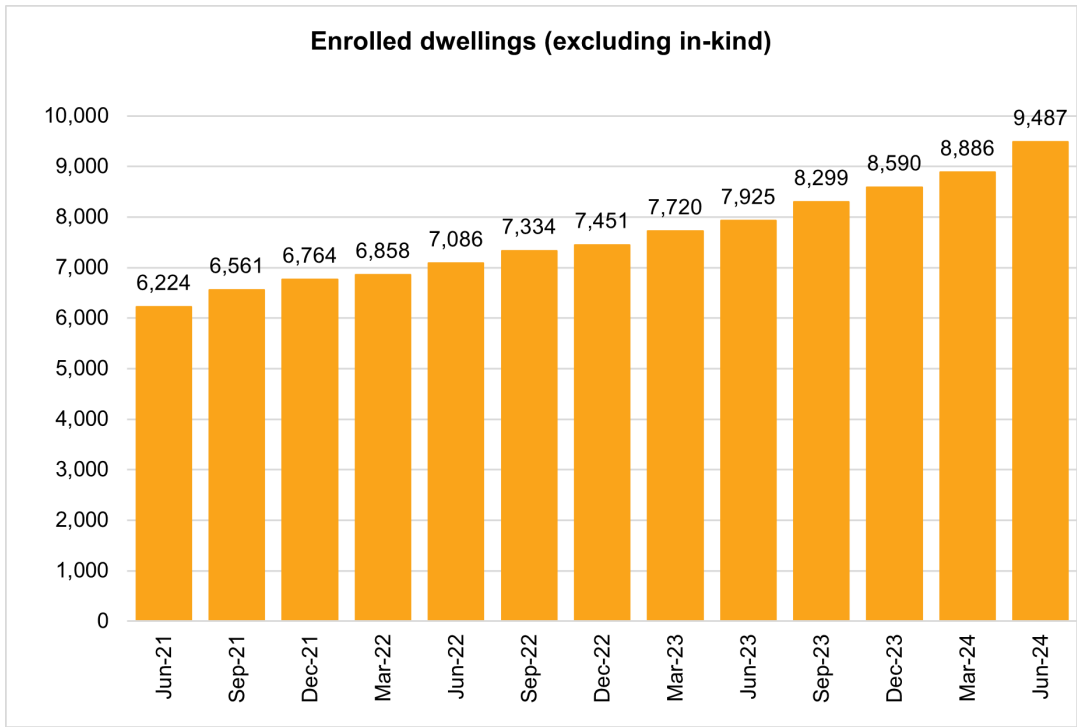


**Annualised SDA supports in active plans (\$m)**



**Annualised committed support for participants with SIL (\$m)**





**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2024** <sup>390</sup> <sup>391</sup>

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
<b>NSW</b>	<b>6,888</b>	<b>3.5%</b>	<b>11,714</b>	<b>6.0%</b>	<b>196,870</b>
NSW - Hunter New England	932	2.8%	2,051	6.2%	32,828
NSW - Central Coast	364	3.3%	637	5.7%	11,142
NSW - Far West	15	1.6%	35	3.8%	920
NSW - Illawarra Shoalhaven	434	3.8%	720	6.3%	11,389
NSW - Mid North Coast	194	2.4%	332	4.0%	8,202
NSW - Murrumbidgee	316	3.6%	486	5.6%	8,686
NSW - Nepean Blue Mountains	478	4.1%	730	6.3%	11,589
NSW - North Sydney	838	6.3%	1,050	7.9%	13,214
NSW - Northern NSW	279	3.0%	428	4.5%	9,453
NSW - South Eastern Sydney	556	4.1%	836	6.2%	13,413
NSW - South Western Sydney	783	2.5%	1,631	5.3%	30,784
NSW - Southern NSW	153	2.8%	239	4.4%	5,378
NSW - Sydney	200	2.6%	399	5.2%	7,638
NSW - Western NSW	370	4.6%	609	7.5%	8,124
NSW - Western Sydney	976	4.1%	1,531	6.4%	24,075
Other	<11	n/a	<11	n/a	35
<b>VIC</b>	<b>6,182</b>	<b>3.5%</b>	<b>7,439</b>	<b>4.2%</b>	<b>177,009</b>
VIC - Barwon	427	3.6%	532	4.5%	11,911
VIC - Central Highlands	334	4.8%	393	5.6%	6,992
VIC - Loddon	251	2.7%	343	3.7%	9,248
VIC - North East Melbourne	757	4.5%	895	5.3%	16,948

<sup>390</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>391</sup> 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	161	2.4%	218	3.3%	6,639
VIC - Ovens Murray	138	3.2%	180	4.1%	4,346
VIC - Western District	275	5.9%	297	6.3%	4,678
VIC - Inner East Melbourne	748	6.3%	776	6.5%	11,941
VIC - Outer East Melbourne	491	4.0%	527	4.3%	12,322
VIC - Hume Moreland	243	1.9%	320	2.5%	12,587
VIC - Bayside Peninsula	846	4.0%	1,023	4.8%	21,331
VIC - Southern Melbourne	436	2.5%	644	3.8%	17,134
VIC - Brimbank Melton	286	2.3%	377	3.1%	12,178
VIC - Western Melbourne	477	2.7%	518	2.9%	17,560
VIC - Goulburn	136	2.6%	181	3.4%	5,285
VIC - Mallee	92	3.0%	111	3.6%	3,086
VIC - Outer Gippsland	83	3.0%	104	3.7%	2,804
Other	<11	n/a	<11	n/a	19
<b>QLD</b>	<b>3,201</b>	<b>2.2%</b>	<b>7,054</b>	<b>5.0%</b>	<b>142,297</b>
QLD - Bundaberg	100	2.6%	188	4.9%	3,836
QLD - Ipswich	271	2.3%	550	4.8%	11,536
QLD - Mackay	63	1.5%	186	4.3%	4,335
QLD - Toowoomba	239	2.8%	568	6.7%	8,500
QLD - Townsville	166	2.1%	471	5.9%	8,045
QLD - Rockhampton	130	1.7%	284	3.6%	7,843
QLD - Beenleigh	386	2.4%	746	4.6%	16,391
QLD - Brisbane	619	2.4%	1,286	4.9%	26,273
QLD - Cairns	146	2.1%	413	5.9%	7,053
QLD - Maryborough	136	2.4%	263	4.7%	5,564
QLD - Robina	327	2.3%	727	5.0%	14,497
QLD - Caboolture/Strathpine	373	2.3%	761	4.8%	15,957
QLD - Maroochydore	245	2.0%	611	4.9%	12,448
Other	<11	n/a	<11	n/a	19
<b>WA</b>	<b>1,430</b>	<b>2.5%</b>	<b>3,204</b>	<b>5.6%</b>	<b>57,160</b>
WA - North East Metro	290	3.4%	652	7.7%	8,483
WA - Wheat Belt	<11	n/a	28	2.1%	1,348
WA - South Metro	180	1.9%	439	4.7%	9,255
WA - Central South Metro	149	2.1%	371	5.2%	7,101
WA - South West	58	1.3%	181	3.9%	4,600
WA - Goldfields-Esperance	22	2.3%	42	4.4%	959
WA - North Metro	172	2.2%	326	4.2%	7,783
WA - Kimberley-Pilbara	16	0.9%	54	3.1%	1,746
WA - South East Metro	254	3.9%	544	8.3%	6,545
WA - Central North Metro	229	3.5%	468	7.2%	6,481
WA - Great Southern	27	2.0%	59	4.4%	1,344
WA - Midwest-Gascoyne	24	1.6%	38	2.6%	1,464
Other	<11	n/a	<11	n/a	51
<b>SA</b>	<b>2,095</b>	<b>3.7%</b>	<b>3,139</b>	<b>5.5%</b>	<b>56,733</b>
SA - Adelaide Hills	43	1.9%	88	3.8%	2,303

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	45	1.6%	77	2.7%	2,891
SA - Eastern Adelaide	237	4.9%	295	6.1%	4,797
SA - Eyre and Western	29	1.7%	54	3.1%	1,724
SA - Far North (SA)	14	2.3%	38	6.3%	604
SA - Fleurieu and Kangaroo Island	42	2.6%	60	3.7%	1,623
SA - Limestone Coast	56	3.1%	106	5.8%	1,833
SA - Murray and Mallee	68	3.0%	108	4.7%	2,290
SA - Northern Adelaide	737	3.8%	1,131	5.9%	19,312
SA - Southern Adelaide	604	4.9%	865	7.1%	12,235
SA - Western Adelaide	183	3.7%	243	4.9%	4,919
SA - Yorke and Mid North	36	1.7%	74	3.4%	2,149
Other	<11	n/a	<11	n/a	53
<b>TAS</b>	<b>363</b>	<b>2.6%</b>	<b>1,072</b>	<b>7.6%</b>	<b>14,145</b>
TAS - North	107	2.6%	246	6.0%	4,071
TAS - North West	93	3.0%	241	7.8%	3,098
TAS - South East	61	1.9%	199	6.2%	3,203
TAS - South West	102	2.7%	386	10.2%	3,772
Other	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>295</b>	<b>2.7%</b>	<b>634</b>	<b>5.8%</b>	<b>10,929</b>
ACT	295	2.7%	634	5.8%	10,925
Other	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>209</b>	<b>3.5%</b>	<b>592</b>	<b>9.8%</b>	<b>6,030</b>
Barkly	<11	n/a	11	7.5%	146
Central Australia	53	5.3%	171	17.0%	1,004
Darwin Remote	<11	n/a	<11	n/a	524
Darwin Urban	123	3.5%	340	9.7%	3,516
East Arnhem	<11	n/a	<11	n/a	243
Katherine	20	5.8%	45	13.0%	347
Other	<11	n/a	15	6.0%	250
<b>Other</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>68</b>
<b>Missing</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>26</b>
<b>Total</b>	<b>20,663</b>	<b>3.1%</b>	<b>34,850</b>	<b>5.3%</b>	<b>661,267</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2024** <sup>392 393 394</sup>

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	\$145,367,593	0.92%	\$5,052,512,072	32%	\$15,775,361,591
VIC	\$124,920,706	0.95%	\$3,390,320,270	26%	\$13,106,883,878
QLD	\$105,292,868	0.91%	\$3,224,046,621	28%	\$11,520,263,061
WA	\$33,201,576	0.69%	\$1,418,456,139	29%	\$4,846,178,525
SA	\$40,440,458	0.90%	\$1,481,262,549	33%	\$4,480,246,296
TAS	\$8,866,505	0.68%	\$504,167,274	39%	\$1,305,442,291
ACT	\$6,915,640	0.87%	\$270,923,730	34%	\$790,927,057
NT	\$5,096,559	0.67%	\$377,250,367	50%	\$760,803,199
Other Territories	n/a	n/a	\$767,344	10%	\$7,507,357
Missing	n/a	n/a	n/a	n/a	\$2,061,796
<b>Total</b>	<b>\$470,101,904</b>	<b>0.89%</b>	<b>\$15,719,706,367</b>	<b>30%</b>	<b>\$52,595,675,052</b>

**Table P.3 Active SDA providers by State/Territory as at 30 June 2024** <sup>395 396 397</sup>

State/Territory	Providers of SDA supports that have ever been active	Providers of SDA supports active in 2023-24 Q4
NSW	237	175
VIC	179	130
QLD	173	112
WA	77	56
SA	69	50
TAS	24	11
ACT	19	7
NT	12	9
OT	<5	<5
<b>National</b>	<b>594</b>	<b>468</b>

<sup>392</sup> State/Territory is defined by the current residing address of the participant.

<sup>393</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>394</sup> Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2024.

<sup>395</sup> 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.

<sup>396</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>397</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

## SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New Build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New Build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

**Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 June 2024 (excluding in-kind arrangements)**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>113</b>	<b>0</b>	<b>63</b>	<b>0</b>	<b>176</b>
ACT - Australian Capital Territory	113	0	63	0	176
<b>NSW</b>	<b>1,261</b>	<b>53</b>	<b>1,449</b>	<b>24</b>	<b>2,787</b>
NSW - Capital Region	57	1	15	0	73
NSW - Central Coast	61	2	85	1	149
NSW - Central West	47	3	33	1	84
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	30	2	68
NSW - Illawarra	41	1	64	0	106
NSW - Mid North Coast	43	2	20	0	65
NSW - Murray	51	1	41	0	93
NSW - New England and North West	28	2	11	0	41
NSW - Newcastle and Lake Macquarie	73	1	129	2	205
NSW - Richmond - Tweed	43	1	29	0	73
NSW - Riverina	24	1	28	0	53
NSW - Southern Highlands and Shoalhaven	14	0	26	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	42	6	19	1	68
NSW - Sydney - Blacktown	69	4	67	2	142
NSW - Sydney - City and Inner South	15	3	22	1	41
NSW - Sydney - Eastern Suburbs	10	1	4	1	16
NSW - Sydney - Inner South West	79	2	70	3	154



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	37	0	68
NSW - Sydney - Outer South West	39	0	39	2	80
NSW - Sydney - Outer West and Blue Mountains	77	3	183	3	266
NSW - Sydney - Parramatta	98	0	161	2	261
NSW - Sydney - Ryde	73	1	83	0	157
NSW - Sydney - South West	38	1	121	1	161
NSW - Sydney - Sutherland	55	4	39	0	98
<b>NT</b>	<b>17</b>	<b>0</b>	<b>67</b>	<b>2</b>	<b>86</b>
NT - Darwin	10	0	54	2	66
NT - Northern Territory - Outback	7	0	13	0	20
<b>QLD</b>	<b>358</b>	<b>24</b>	<b>1,612</b>	<b>18</b>	<b>2,012</b>
QLD - Brisbane - East	11	0	92	1	104
QLD - Brisbane - North	21	0	46	0	67
QLD - Brisbane - South	13	2	63	0	78
QLD - Brisbane - West	43	2	13	0	58
QLD - Brisbane Inner City	8	0	67	1	76
QLD - Cairns	11	1	79	0	91
QLD - Central Queensland	25	2	26	1	54
QLD - Darling Downs - Maranoa	2	1	11	1	15
QLD - Gold Coast	23	2	184	1	210
QLD - Ipswich	36	1	203	1	241
QLD - Logan - Beaudesert	17	1	229	1	248
QLD - Mackay - Isaac - Whitsunday	5	0	35	0	40
QLD - Moreton Bay - North	19	2	150	2	173
QLD - Moreton Bay - South	14	0	49	0	63
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	85	2	104
QLD - Toowoomba	17	5	96	2	120
QLD - Townsville	26	2	79	2	109
QLD - Wide Bay	51	2	105	3	161
<b>SA</b>	<b>914</b>	<b>5</b>	<b>441</b>	<b>3</b>	<b>1,363</b>
SA - Adelaide - Central and Hills	77	1	97	2	177
SA - Adelaide - North	303	1	166	0	470
SA - Adelaide - South	275	1	78	1	355
SA - Adelaide - West	146	0	77	0	223
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	21	0	110
<b>TAS</b>	<b>16</b>	<b>3</b>	<b>65</b>	<b>4</b>	<b>88</b>
TAS - Hobart	7	0	12	0	19
TAS - Launceston and North East	5	2	23	4	34
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
<b>VIC</b>	<b>1,160</b>	<b>94</b>	<b>1,310</b>	<b>72</b>	<b>2,636</b>
VIC - Ballarat	40	5	123	2	170
VIC - Bendigo	27	3	31	0	61
VIC - Geelong	52	3	99	11	165
VIC - Hume	52	1	6	2	61
VIC - Latrobe - Gippsland	63	7	15	0	85
VIC - Melbourne - Inner	43	6	167	15	231
VIC - Melbourne - Inner East	82	9	39	0	130
VIC - Melbourne - Inner South	109	11	61	12	193
VIC - Melbourne - North East	146	7	85	6	244
VIC - Melbourne - North West	44	3	22	1	70
VIC - Melbourne - Outer East	126	4	52	6	188
VIC - Melbourne - South East	121	5	156	4	286
VIC - Melbourne - West	69	11	356	6	442
VIC - Mornington Peninsula	52	6	40	1	99
VIC - North West	68	8	14	6	96
VIC - Shepparton	29	3	18	0	50
VIC - Warrnambool and South West	37	2	26	0	65
<b>WA</b>	<b>10</b>	<b>1</b>	<b>328</b>	<b>0</b>	<b>339</b>
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	30	0	32
WA - Perth - North West	1	0	53	0	54
WA - Perth - South East	3	0	111	0	114
WA - Perth - South West	0	0	72	0	72
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	13	0	13
WA - Western Australia - Wheat Belt	0	0	3	0	3
<b>Total</b>	<b>3,849</b>	<b>180</b>	<b>5,335</b>	<b>123</b>	<b>9,487</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 June 2024 (excluding in-kind arrangements)**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>31</b>	<b>59</b>	<b>63</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>176</b>
ACT - Australian Capital Territory	31	59	63	15	7	1	176
<b>NSW</b>	<b>1,056</b>	<b>427</b>	<b>929</b>	<b>156</b>	<b>206</b>	<b>13</b>	<b>2,787</b>
NSW - Capital Region	51	3	9	3	7	0	73
NSW - Central Coast	55	13	64	5	12	0	149
NSW - Central West	35	9	12	16	11	1	84
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	6	9	0	68
NSW - Illawarra	42	20	43	1	0	0	106
NSW - Mid North Coast	39	11	3	9	3	0	65

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Murray	34	17	17	15	7	3	93
NSW - New England and North West	18	9	7	0	7	0	41
NSW - Newcastle and Lake Macquarie	65	13	112	4	10	1	205
NSW - Richmond - Tweed	34	14	13	6	6	0	73
NSW - Riverina	23	8	17	4	1	0	53
NSW - Southern Highlands and Shoalhaven	8	17	9	6	0	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	33	15	11	2	7	0	68
NSW - Sydney - Blacktown	62	10	56	1	13	0	142
NSW - Sydney - City and Inner South	15	22	1	3	0	0	41
NSW - Sydney - Eastern Suburbs	10	0	1	4	0	1	16
NSW - Sydney - Inner South West	76	12	57	0	9	0	154
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	21	0	12	0	68
NSW - Sydney - Outer South West	33	7	32	6	2	0	80
NSW - Sydney - Outer West and Blue Mountains	57	79	82	20	28	0	266
NSW - Sydney - Parramatta	76	56	111	6	12	0	261
NSW - Sydney - Ryde	42	14	71	5	25	0	157
NSW - Sydney - South West	31	28	80	9	13	0	161
NSW - Sydney - Sutherland	51	22	19	2	2	2	98
<b>NT</b>	<b>7</b>	<b>4</b>	<b>35</b>	<b>19</b>	<b>15</b>	<b>6</b>	<b>86</b>
NT - Darwin	3	3	27	19	13	1	66
NT - Northern Territory - Outback	4	1	8	0	2	5	20
<b>QLD</b>	<b>104</b>	<b>219</b>	<b>1,155</b>	<b>294</b>	<b>238</b>	<b>2</b>	<b>2,012</b>
QLD - Brisbane - East	4	8	82	7	3	0	104
QLD - Brisbane - North	12	8	43	2	2	0	67
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	59	0	10	0	76
QLD - Cairns	2	5	57	8	19	0	91
QLD - Central Queensland	9	9	20	2	14	0	54
QLD - Darling Downs - Maranoa	1	3	5	3	3	0	15
QLD - Gold Coast	8	15	151	11	25	0	210
QLD - Ipswich	6	22	108	88	17	0	241
QLD - Logan - Beaudesert	5	20	159	43	21	0	248
QLD - Mackay - Isaac - Whitsunday	0	5	28	4	2	1	40
QLD - Moreton Bay - North	1	12	106	37	17	0	173
QLD - Moreton Bay - South	1	12	36	8	6	0	63
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	9	45	24	22	0	104
QLD - Toowoomba	14	18	58	19	11	0	120
QLD - Townsville	6	13	64	7	19	0	109
QLD - Wide Bay	16	33	49	27	35	1	161
<b>SA</b>	<b>516</b>	<b>330</b>	<b>311</b>	<b>79</b>	<b>125</b>	<b>2</b>	<b>1,363</b>
SA - Adelaide - Central and Hills	55	20	85	7	10	0	177

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
SA - Adelaide - North	135	149	119	32	34	1	470
SA - Adelaide - South	167	55	72	16	44	1	355
SA - Adelaide - West	92	66	32	13	20	0	223
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	9	17	0	110
<b>TAS</b>	<b>4</b>	<b>33</b>	<b>26</b>	<b>9</b>	<b>16</b>	<b>0</b>	<b>88</b>
TAS - Hobart	3	3	10	2	1	0	19
TAS - Launceston and North East	1	13	10	4	6	0	34
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	6	3	9	0	35
<b>VIC</b>	<b>313</b>	<b>514</b>	<b>963</b>	<b>444</b>	<b>398</b>	<b>4</b>	<b>2,636</b>
VIC - Ballarat	9	74	48	27	10	2	170
VIC - Bendigo	3	16	25	14	3	0	61
VIC - Geelong	12	32	88	24	8	1	165
VIC - Hume	24	12	12	4	9	0	61
VIC - Latrobe - Gippsland	17	36	10	13	9	0	85
VIC - Melbourne - Inner	19	32	172	2	6	0	231
VIC - Melbourne - Inner East	16	22	44	14	34	0	130
VIC - Melbourne - Inner South	43	28	66	14	42	0	193
VIC - Melbourne - North East	29	53	71	36	55	0	244
VIC - Melbourne - North West	7	16	14	13	20	0	70
VIC - Melbourne - Outer East	32	33	38	17	67	1	188
VIC - Melbourne - South East	33	44	111	71	27	0	286
VIC - Melbourne - West	7	41	198	157	39	0	442
VIC - Mornington Peninsula	11	21	29	12	26	0	99
VIC - North West	21	25	8	9	33	0	96
VIC - Shepparton	8	18	9	10	5	0	50
VIC - Warrnambool and South West	22	11	20	7	5	0	65
<b>WA</b>	<b>3</b>	<b>23</b>	<b>235</b>	<b>12</b>	<b>57</b>	<b>9</b>	<b>339</b>
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	24	0	4	1	32
WA - Perth - North West	1	3	45	3	2	0	54
WA - Perth - South East	1	17	69	6	21	0	114
WA - Perth - South West	0	1	57	2	11	1	72
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	4	1	6	2	13
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
<b>Total</b>	<b>2,034</b>	<b>1,609</b>	<b>3,717</b>	<b>1,028</b>	<b>1,062</b>	<b>37</b>	<b>9,487</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2024 (excluding in-kind arrangements)**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>55</b>	<b>55</b>	<b>32</b>	<b>24</b>	<b>10</b>	<b>0</b>	<b>176</b>
ACT - Australian Capital Territory	55	55	32	24	10	0	176
<b>NSW</b>	<b>1,161</b>	<b>383</b>	<b>260</b>	<b>306</b>	<b>624</b>	<b>53</b>	<b>2,787</b>
NSW - Capital Region	34	10	3	10	15	1	73
NSW - Central Coast	63	15	13	19	37	2	149
NSW - Central West	20	9	7	14	31	3	84
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	18	13	18	1	68
NSW - Illawarra	53	3	11	10	28	1	106
NSW - Mid North Coast	20	17	9	1	16	2	65
NSW - Murray	44	16	9	7	16	1	93
NSW - New England and North West	4	8	5	2	20	2	41
NSW - Newcastle and Lake Macquarie	78	41	27	19	39	1	205
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	16	6	3	11	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	11	4	2	18	27	6	68
NSW - Sydney - Blacktown	54	7	14	17	46	4	142
NSW - Sydney - City and Inner South	13	12	0	4	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	1	4	7	1	16
NSW - Sydney - Inner South West	75	12	8	13	44	2	154
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	15	5	5	13	29	1	68
NSW - Sydney - Outer South West	30	13	8	15	14	0	80
NSW - Sydney - Outer West and Blue Mountains	116	48	43	25	31	3	266
NSW - Sydney - Parramatta	180	16	10	15	40	0	261
NSW - Sydney - Ryde	76	30	7	17	26	1	157
NSW - Sydney - South West	84	34	9	13	20	1	161
NSW - Sydney - Sutherland	39	15	8	9	23	4	98
<b>NT</b>	<b>8</b>	<b>56</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>86</b>
NT - Darwin	4	48	6	2	6	0	66
NT - Northern Territory - Outback	4	8	6	1	1	0	20
<b>QLD</b>	<b>939</b>	<b>446</b>	<b>448</b>	<b>118</b>	<b>37</b>	<b>24</b>	<b>2,012</b>
QLD - Brisbane - East	68	13	21	1	1	0	104
QLD - Brisbane - North	37	11	12	3	4	0	67
QLD - Brisbane - South	49	11	12	2	2	2	78
QLD - Brisbane - West	35	15	2	3	1	2	58
QLD - Brisbane Inner City	70	0	3	2	1	0	76
QLD - Cairns	47	11	25	7	0	1	91
QLD - Central Queensland	21	12	9	9	1	2	54
QLD - Darling Downs - Maranoa	2	5	5	1	1	1	15
QLD - Gold Coast	159	9	35	3	2	2	210

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Ipswich	77	73	76	13	1	1	241
QLD - Logan - Beaudesert	115	58	58	15	1	1	248
QLD - Mackay - Isaac - Whitsunday	6	21	5	7	1	0	40
QLD - Moreton Bay - North	65	38	49	12	7	2	173
QLD - Moreton Bay - South	29	16	11	5	2	0	63
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	65	9	20	5	4	1	104
QLD - Toowoomba	25	52	25	11	2	5	120
QLD - Townsville	20	49	27	9	2	2	109
QLD - Wide Bay	49	43	53	10	4	2	161
<b>SA</b>	<b>421</b>	<b>518</b>	<b>218</b>	<b>120</b>	<b>81</b>	<b>5</b>	<b>1,363</b>
SA - Adelaide - Central and Hills	90	42	22	15	7	1	177
SA - Adelaide - North	117	183	93	49	27	1	470
SA - Adelaide - South	110	139	44	28	33	1	355
SA - Adelaide - West	84	81	33	14	11	0	223
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	16	60	22	9	2	1	110
<b>TAS</b>	<b>42</b>	<b>23</b>	<b>6</b>	<b>14</b>	<b>0</b>	<b>3</b>	<b>88</b>
TAS - Hobart	3	8	6	2	0	0	19
TAS - Launceston and North East	16	7	0	9	0	2	34
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	23	8	0	3	0	1	35
<b>VIC</b>	<b>935</b>	<b>488</b>	<b>338</b>	<b>163</b>	<b>618</b>	<b>94</b>	<b>2,636</b>
VIC - Ballarat	88	36	18	5	18	5	170
VIC - Bendigo	30	4	5	7	12	3	61
VIC - Geelong	73	39	18	5	27	3	165
VIC - Hume	7	23	8	6	16	1	61
VIC - Latrobe - Gippsland	32	12	8	3	23	7	85
VIC - Melbourne - Inner	173	24	7	5	16	6	231
VIC - Melbourne - Inner East	41	4	6	12	58	9	130
VIC - Melbourne - Inner South	81	18	20	9	54	11	193
VIC - Melbourne - North East	52	39	49	17	80	7	244
VIC - Melbourne - North West	5	17	11	4	30	3	70
VIC - Melbourne - Outer East	43	18	27	23	73	4	188
VIC - Melbourne - South East	97	52	44	24	64	5	286
VIC - Melbourne - West	138	161	77	10	45	11	442
VIC - Mornington Peninsula	24	14	13	10	32	6	99
VIC - North West	22	16	10	11	29	8	96
VIC - Shepparton	19	2	6	5	15	3	50
VIC - Warrnambool and South West	10	9	11	7	26	2	65
<b>WA</b>	<b>164</b>	<b>71</b>	<b>88</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>339</b>
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	6	7	15	2	1	1	32

<b>SA4 Region</b>	<b>1 Resident</b>	<b>2 Residents</b>	<b>3 Residents</b>	<b>4 Residents</b>	<b>5 Residents</b>	<b>6+ Residents</b>	<b>Total</b>
WA - Perth - North West	28	8	14	2	2	0	54
WA - Perth - South East	44	34	30	4	2	0	114
WA - Perth - South West	55	7	9	1	0	0	72
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	5	0	8	0	0	0	13
WA - Western Australia - Wheat Belt	3	0	0	0	0	0	3
<b>Total</b>	<b>3,725</b>	<b>2,040</b>	<b>1,402</b>	<b>758</b>	<b>1,382</b>	<b>180</b>	<b>9,487</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 June 2024 (excluding in-kind arrangements)**

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>22</b>	<b>66</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>102</b>
ACT - Australian Capital Territory	22	66	8	3	3	102
<b>NSW</b>	<b>683</b>	<b>1,429</b>	<b>228</b>	<b>342</b>	<b>38</b>	<b>2,720</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	25	117	3	37	0	182
NSW - Central West	13	17	26	5	4	65
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	18	10	0	98
NSW - Illawarra	40	65	3	0	0	108
NSW - Mid North Coast	16	7	12	9	0	44
NSW - Murray	10	32	12	5	8	67
NSW - New England and North West	0	9	0	17	0	26
NSW - Newcastle and Lake Macquarie	36	239	7	14	3	299
NSW - Richmond - Tweed	15	27	6	10	0	58
NSW - Riverina	13	39	5	4	0	61
NSW - Southern Highlands and Shoalhaven	23	23	19	0	0	65
NSW - Sydney - Baulkham Hills and Hawkesbury	25	10	1	20	0	56
NSW - Sydney - Blacktown	17	78	0	35	0	130
NSW - Sydney - City and Inner South	32	5	2	0	0	39
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	26	74	0	10	0	110
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	54	0	37	0	106
NSW - Sydney - Outer South West	12	46	13	2	0	73
NSW - Sydney - Outer West and Blue Mountains	143	103	34	44	0	324
NSW - Sydney - Parramatta	82	113	7	9	0	211
NSW - Sydney - Ryde	41	48	7	38	0	134
NSW - Sydney - South West	39	119	17	22	0	197
NSW - Sydney - Sutherland	27	31	2	5	10	75
<b>NT</b>	<b>3</b>	<b>66</b>	<b>39</b>	<b>15</b>	<b>18</b>	<b>141</b>
NT - Darwin	3	54	39	15	3	114
NT - Northern Territory - Outback	0	12	0	0	15	27
<b>QLD</b>	<b>172</b>	<b>2,041</b>	<b>405</b>	<b>307</b>	<b>9</b>	<b>2,934</b>
QLD - Brisbane - East	11	115	5	6	0	137
QLD - Brisbane - North	5	52	3	3	0	63
QLD - Brisbane - South	0	71	8	19	0	98
QLD - Brisbane - West	2	23	0	0	0	25
QLD - Brisbane Inner City	0	60	0	16	0	76
QLD - Cairns	3	110	8	16	0	137
QLD - Central Queensland	0	38	2	9	0	49
QLD - Darling Downs - Maranoa	5	14	6	4	0	29



SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Gold Coast	12	203	12	34	0	261
QLD - Ipswich	19	246	131	31	0	427
QLD - Logan - Beaudesert	25	298	71	24	0	418
QLD - Mackay - Isaac - Whitsunday	0	57	6	8	4	75
QLD - Moreton Bay - North	11	230	38	21	0	300
QLD - Moreton Bay - South	5	66	11	2	0	84
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	6	86	21	30	0	143
QLD - Toowoomba	24	121	36	30	0	211
QLD - Townsville	12	135	8	19	0	174
QLD - Wide Bay	32	116	39	35	5	227
<b>SA</b>	<b>234</b>	<b>392</b>	<b>164</b>	<b>59</b>	<b>6</b>	<b>855</b>
SA - Adelaide - Central and Hills	35	95	17	2	0	149
SA - Adelaide - North	101	189	60	12	4	366
SA - Adelaide - South	34	79	33	23	2	171
SA - Adelaide - West	55	25	31	12	0	123
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	17	10	0	40
<b>TAS</b>	<b>27</b>	<b>46</b>	<b>10</b>	<b>34</b>	<b>0</b>	<b>117</b>
TAS - Hobart	0	25	2	0	0	27
TAS - Launceston and North East	12	13	4	20	0	49
TAS - South East	0	0	0	0	0	0
TAS - West and North West	15	8	4	14	0	41
<b>VIC</b>	<b>320</b>	<b>1,331</b>	<b>547</b>	<b>139</b>	<b>11</b>	<b>2,348</b>
VIC - Ballarat	97	71	16	7	6	197
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	16	141	30	6	2	195
VIC - Hume	7	10	1	0	0	18
VIC - Latrobe - Gippsland	10	21	0	4	0	35
VIC - Melbourne - Inner	17	181	0	4	0	202
VIC - Melbourne - Inner East	2	32	5	2	0	41
VIC - Melbourne - Inner South	8	76	16	0	0	100
VIC - Melbourne - North East	21	111	43	11	0	186
VIC - Melbourne - North West	7	29	13	4	0	53
VIC - Melbourne - Outer East	16	53	4	15	3	91
VIC - Melbourne - South East	27	159	86	9	0	281
VIC - Melbourne - West	51	300	294	16	0	661
VIC - Mornington Peninsula	3	57	11	20	0	91
VIC - North West	12	0	0	28	0	40
VIC - Shepparton	8	12	7	0	0	27
VIC - Warrnambool and South West	6	48	11	13	0	78
<b>WA</b>	<b>45</b>	<b>377</b>	<b>22</b>	<b>138</b>	<b>20</b>	<b>602</b>
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	57	0	8	2	73
WA - Perth - North West	8	81	5	5	0	99
WA - Perth - South East	29	123	13	50	0	215
WA - Perth - South West	2	68	3	25	2	100
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	6	1	16	6	29
WA - Western Australia - Wheat Belt	0	3	0	0	0	3
<b>Total</b>	<b>1,506</b>	<b>5,748</b>	<b>1,423</b>	<b>1,037</b>	<b>105</b>	<b>9,819</b>

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

**Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2024 <sup>398</sup>**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>0</b>	<b>1</b>	<b>41</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>46</b>
ACT - Australian Capital Territory	0	1	41	2	0	2	46
<b>NSW</b>	<b>0</b>	<b>108</b>	<b>778</b>	<b>163</b>	<b>54</b>	<b>42</b>	<b>1,145</b>
NSW - Capital Region	0	0	1	0	2	0	3
NSW - Central Coast	0	0	51	8	1	16	76
NSW - Central West	0	6	21	10	5	0	42
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	2	11	2	1	1	17
NSW - Hunter Valley exc Newcastle	0	8	13	5	6	1	33
NSW - Illawarra	0	0	23	1	0	0	24
NSW - Mid North Coast	0	1	11	0	5	1	18
NSW - Murray	0	0	11	7	0	0	18
NSW - New England and North West	0	3	11	4	2	1	21
NSW - Newcastle and Lake Macquarie	0	2	34	10	8	0	54
NSW - Richmond - Tweed	0	0	7	2	1	0	10
NSW - Riverina	0	1	12	1	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	4	0	0	1	5
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	26	6	2	3	42
NSW - Sydney - Blacktown	0	10	69	19	1	1	100
NSW - Sydney - City and Inner South	0	5	18	1	0	0	24
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	1	45	3	1	0	50
NSW - Sydney - Inner West	0	15	2	0	1	0	18
NSW - Sydney - North Sydney and Hornsby	0	0	13	2	0	2	17
NSW - Sydney - Northern Beaches	0	1	18	1	1	0	21
NSW - Sydney - Outer South West	0	9	48	2	1	2	62
NSW - Sydney - Outer West and Blue Mountains	0	25	78	9	1	6	119
NSW - Sydney - Parramatta	0	6	144	30	5	1	186
NSW - Sydney - Ryde	0	2	33	6	0	0	41
NSW - Sydney - South West	0	6	47	30	8	6	97
NSW - Sydney - Sutherland	0	0	25	3	0	0	28
<b>NT</b>	<b>0</b>	<b>1</b>	<b>46</b>	<b>19</b>	<b>4</b>	<b>0</b>	<b>70</b>
NT - Darwin	0	1	36	19	1	0	57
NT - Northern Territory - Outback	0	0	10	0	3	0	13
<b>QLD</b>	<b>0</b>	<b>136</b>	<b>995</b>	<b>262</b>	<b>52</b>	<b>28</b>	<b>1,473</b>
QLD - Brisbane - East	0	8	39	2	0	5	54

<sup>398</sup> 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	24	24	0	1	2	51
QLD - Brisbane - South	0	1	37	0	25	6	69
QLD - Brisbane - West	0	0	9	0	0	0	9
QLD - Brisbane Inner City	0	0	39	0	0	0	39
QLD - Cairns	0	6	41	18	2	0	67
QLD - Central Queensland	0	0	57	14	1	3	75
QLD - Darling Downs - Maranoa	0	4	2	1	0	0	7
QLD - Gold Coast	0	3	71	0	0	1	75
QLD - Ipswich	0	10	81	70	7	2	170
QLD - Logan - Beaudesert	0	22	109	51	8	2	192
QLD - Mackay - Isaac - Whitsunday	0	1	74	9	0	1	85
QLD - Moreton Bay - North	0	10	65	10	0	3	88
QLD - Moreton Bay - South	0	2	32	4	1	0	39
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	3	24	1	1	2	31
QLD - Toowoomba	0	9	66	29	2	1	107
QLD - Townsville	0	4	141	22	1	0	168
QLD - Wide Bay	0	29	78	31	3	0	141
<b>SA</b>	<b>0</b>	<b>85</b>	<b>345</b>	<b>84</b>	<b>26</b>	<b>16</b>	<b>556</b>
SA - Adelaide - Central and Hills	0	6	54	1	0	0	61
SA - Adelaide - North	0	43	153	46	14	7	263
SA - Adelaide - South	0	16	58	19	5	7	105
SA - Adelaide - West	0	19	15	0	2	2	38
SA - Barossa - Yorke - Mid North	0	0	6	0	0	0	6
SA - South Australia - Outback	0	0	1	0	0	0	1
SA - South Australia - South East	0	1	58	18	5	0	82
<b>TAS</b>	<b>0</b>	<b>17</b>	<b>97</b>	<b>9</b>	<b>0</b>	<b>7</b>	<b>130</b>
TAS - Hobart	0	0	88	6	0	0	94
TAS - Launceston and North East	0	1	3	2	0	7	13
TAS - South East	0	0	6	0	0	0	6
TAS - West and North West	0	16	0	1	0	0	17
<b>VIC</b>	<b>0</b>	<b>182</b>	<b>1,161</b>	<b>575</b>	<b>29</b>	<b>17</b>	<b>1,964</b>
VIC - Ballarat	0	15	21	35	0	1	72
VIC - Bendigo	0	1	23	17	1	0	42
VIC - Geelong	0	12	118	24	0	0	154
VIC - Hume	0	1	6	3	1	0	11
VIC - Latrobe - Gippsland	0	8	33	7	9	0	57
VIC - Melbourne - Inner	0	7	94	0	1	0	102
VIC - Melbourne - Inner East	0	7	31	4	0	0	42
VIC - Melbourne - Inner South	0	2	73	5	0	4	84
VIC - Melbourne - North East	0	10	82	46	5	2	145
VIC - Melbourne - North West	0	3	41	29	0	0	73
VIC - Melbourne - Outer East	0	2	23	2	2	1	30
VIC - Melbourne - South East	0	43	176	98	2	0	319
VIC - Melbourne - West	0	28	367	265	7	3	670

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Mornington Peninsula	0	4	29	24	0	6	63
VIC - North West	0	11	14	2	0	0	27
VIC - Shepparton	0	27	14	5	0	0	46
VIC - Warrnambool and South West	0	1	16	9	1	0	27
<b>WA</b>	<b>0</b>	<b>37</b>	<b>563</b>	<b>24</b>	<b>67</b>	<b>7</b>	<b>698</b>
WA - Bunbury	0	1	33	0	2	0	36
WA - Mandurah	0	5	67	4	11	1	88
WA - Perth - Inner	0	1	40	0	0	5	46
WA - Perth - North East	0	7	75	0	5	0	87
WA - Perth - North West	0	3	91	7	2	0	103
WA - Perth - South East	0	15	124	10	22	1	172
WA - Perth - South West	0	4	125	3	20	0	152
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	1	4	0	2	0	7
<b>Total</b>	<b>0</b>	<b>567</b>	<b>4,026</b>	<b>1,138</b>	<b>232</b>	<b>119</b>	<b>6,082</b>

**Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2024** <sup>399</sup>

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
<b>ACT</b>	<b>211</b>	<b>84</b>	<b>295</b>	<b>46</b>	<b>341</b>
ACT - Australian Capital Territory	211	84	295	46	341
<b>NSW</b>	<b>4,889</b>	<b>1,999</b>	<b>6,888</b>	<b>850</b>	<b>7,738</b>
NSW - Capital Region	121	42	163	14	177
NSW - Central Coast	256	108	364	58	422
NSW - Central West	177	70	247	20	267
NSW - Coffs Harbour - Grafton	82	49	131	15	146
NSW - Far West and Orana	110	38	148	15	163
NSW - Hunter Valley exc Newcastle	139	67	206	36	242
NSW - Illawarra	217	102	319	32	351
NSW - Mid North Coast	123	82	205	26	231
NSW - Murray	120	35	155	18	173
NSW - New England and North West	103	49	152	20	172
NSW - Newcastle and Lake Macquarie	378	107	485	58	543
NSW - Richmond - Tweed	155	71	226	41	267
NSW - Riverina	111	40	151	16	167
NSW - Southern Highlands and Shoalhaven	89	55	144	16	160
NSW - Sydney - Baulkham Hills and Hawkesbury	210	39	249	6	255
NSW - Sydney - Blacktown	291	98	389	39	428
NSW - Sydney - City and Inner South	69	54	123	19	142
NSW - Sydney - Eastern Suburbs	46	39	85	23	108
NSW - Sydney - Inner South West	250	125	375	60	435
NSW - Sydney - Inner West	87	47	134	20	154
NSW - Sydney - North Sydney and Hornsby	129	75	204	23	227
NSW - Sydney - Northern Beaches	185	53	238	20	258
NSW - Sydney - Outer South West	134	88	222	45	267
NSW - Sydney - Outer West and Blue Mountains	350	100	450	39	489
NSW - Sydney - Parramatta	334	125	459	70	529
NSW - Sydney - Ryde	267	52	319	20	339
NSW - Sydney - South West	156	144	300	57	357
NSW - Sydney - Sutherland	200	45	245	24	269
<b>NT</b>	<b>69</b>	<b>140</b>	<b>209</b>	<b>76</b>	<b>285</b>
NT - Darwin	52	71	123	42	165
NT - Northern Territory - Outback	17	68	85	34	119

<sup>399</sup> 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
<b>QLD</b>	<b>2,156</b>	<b>1,045</b>	<b>3,201</b>	<b>809</b>	<b>4,010</b>
QLD - Brisbane - East	96	64	160	33	193
QLD - Brisbane - North	86	59	145	41	186
QLD - Brisbane - South	78	58	136	45	181
QLD - Brisbane - West	85	27	112	25	137
QLD - Brisbane Inner City	60	30	90	17	107
QLD - Cairns	96	48	144	28	172
QLD - Central Queensland	78	51	129	43	172
QLD - Darling Downs - Maranoa	24	16	40	16	56
QLD - Gold Coast	232	97	329	98	427
QLD - Ipswich	210	121	331	128	459
QLD - Logan - Beaudesert	218	70	288	46	334
QLD - Mackay - Isaac - Whitsunday	36	27	63	15	78
QLD - Moreton Bay - North	219	62	281	50	331
QLD - Moreton Bay - South	71	22	93	25	118
QLD - Queensland - Outback	1	5	6	8	14
QLD - Sunshine Coast	137	73	210	53	263
QLD - Toowoomba	129	81	210	54	264
QLD - Townsville	104	59	163	36	199
QLD - Wide Bay	196	75	271	48	319
QLD - Other	0	0	0	0	0
<b>SA</b>	<b>1,416</b>	<b>679</b>	<b>2,095</b>	<b>303</b>	<b>2,398</b>
SA - Adelaide - Central and Hills	204	76	280	40	320
SA - Adelaide - North	491	216	707	83	790
SA - Adelaide - South	409	195	604	87	691
SA - Adelaide - West	171	78	249	42	291
SA - Barossa - Yorke - Mid North	17	28	45	10	55
SA - South Australia - Outback	18	26	44	14	58
SA - South Australia - South East	106	60	166	27	193
<b>TAS</b>	<b>91</b>	<b>272</b>	<b>363</b>	<b>161</b>	<b>524</b>
TAS - Hobart	7	155	162	73	235
TAS - Launceston and North East	55	52	107	46	153
TAS - South East	0	1	1	5	6
TAS - West and North West	29	64	93	37	130
TAS - Other	0	0	0	0	0
<b>VIC</b>	<b>4,976</b>	<b>1,206</b>	<b>6,182</b>	<b>852</b>	<b>7,034</b>
VIC - Ballarat	244	30	274	29	303
VIC - Bendigo	131	38	169	37	206
VIC - Geelong	285	73	358	47	405
VIC - Hume	127	27	154	24	178
VIC - Latrobe - Gippsland	184	60	244	51	295

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	234	83	317	48	365
VIC - Melbourne - Inner East	357	62	419	28	447
VIC - Melbourne - Inner South	381	53	434	38	472
VIC - Melbourne - North East	562	105	667	81	748
VIC - Melbourne - North West	181	60	241	55	296
VIC - Melbourne - Outer East	480	115	595	58	653
VIC - Melbourne - South East	537	174	711	127	838
VIC - Melbourne - West	486	139	625	109	734
VIC - Mornington Peninsula	244	70	314	57	371
VIC - North West	234	29	263	21	284
VIC - Shepparton	122	47	169	22	191
VIC - Warrnambool and South West	187	40	227	20	247
VIC - Other	0	1	1	0	1
<b>WA</b>	<b>371</b>	<b>1,059</b>	<b>1,430</b>	<b>374</b>	<b>1,804</b>
WA - Bunbury	13	45	58	26	84
WA - Mandurah	29	36	65	15	80
WA - Perth - Inner	22	46	68	23	91
WA - Perth - North East	48	188	236	46	282
WA - Perth - North West	76	257	333	80	413
WA - Perth - South East	115	264	379	95	474
WA - Perth - South West	53	140	193	56	249
WA - Western Australia - Outback (North)	2	14	16	15	31
WA - Western Australia - Outback (South)	13	33	46	10	56
WA - Western Australia - Wheat Belt	0	36	36	8	44
<b>Missing</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	<b>14,179</b>	<b>6,484</b>	<b>20,663</b>	<b>3,471</b>	<b>24,134</b>



**Table P.10 Number and Percentage of Participants not using SDA funding and SA4 Region as at 30 June 2024 <sup>400</sup>**

SA4 Region	Participants with SDA Funding, SDA not in use	Percentage of participants with SDA funding not in use
<b>ACT</b>	<b>84</b>	<b>28%</b>
ACT - Australian Capital Territory	84	28%
<b>NSW</b>	<b>1,999</b>	<b>29%</b>
NSW - Capital Region	42	26%
NSW - Central Coast	108	30%
NSW - Central West	70	28%
NSW - Coffs Harbour - Grafton	49	37%
NSW - Far West and Orana	38	26%
NSW - Hunter Valley exc Newcastle	67	33%
NSW - Illawarra	102	32%
NSW - Mid North Coast	82	40%
NSW - Murray	35	23%
NSW - New England and North West	49	32%
NSW - Newcastle and Lake Macquarie	107	22%
NSW - Richmond - Tweed	71	31%
NSW - Riverina	40	26%
NSW - Southern Highlands and Shoalhaven	55	38%
NSW - Sydney - Baulkham Hills and Hawkesbury	39	16%
NSW - Sydney - Blacktown	98	25%
NSW - Sydney - City and Inner South	54	44%
NSW - Sydney - Eastern Suburbs	39	46%
NSW - Sydney - Inner South West	125	33%
NSW - Sydney - Inner West	47	35%
NSW - Sydney - North Sydney and Hornsby	75	37%
NSW - Sydney - Northern Beaches	53	22%
NSW - Sydney - Outer South West	88	40%
NSW - Sydney - Outer West and Blue Mountains	100	22%
NSW - Sydney - Parramatta	125	27%
NSW - Sydney - Ryde	52	16%
NSW - Sydney - South West	144	48%
NSW - Sydney - Sutherland	45	18%
<b>NT</b>	<b>140</b>	<b>67%</b>
NT - Darwin	71	58%
NT - Northern Territory - Outback	68	80%
NT - Other	1	100%
<b>QLD</b>	<b>1,045</b>	<b>33%</b>

<sup>400</sup>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 not in use	Percentage of participants with SDA funding not in use
QLD - Brisbane - East	64	40%
QLD - Brisbane - North	59	41%
QLD - Brisbane - South	58	43%
QLD - Brisbane - West	27	24%
QLD - Brisbane Inner City	30	33%
QLD - Cairns	48	33%
QLD - Central Queensland	51	40%
QLD - Darling Downs - Maranoa	16	40%
QLD - Gold Coast	97	29%
QLD - Ipswich	121	37%
QLD - Logan - Beaudesert	70	24%
QLD - Mackay - Isaac - Whitsunday	27	43%
QLD - Moreton Bay - North	62	22%
QLD - Moreton Bay - South	22	24%
QLD - Queensland - Outback	5	83%
QLD - Sunshine Coast	73	35%
QLD - Toowoomba	81	39%
QLD - Townsville	59	36%
QLD - Wide Bay	75	28%
QLD - Other	0	-
<b>SA</b>	<b>679</b>	<b>32%</b>
SA - Adelaide - Central and Hills	76	27%
SA - Adelaide - North	216	31%
SA - Adelaide - South	195	32%
SA - Adelaide - West	78	31%
SA - Barossa - Yorke - Mid North	28	62%
SA - South Australia - Outback	26	59%
SA - South Australia - South East	60	36%
<b>TAS</b>	<b>272</b>	<b>75%</b>
TAS - Hobart	155	96%
TAS - Launceston and North East	52	49%
TAS - South East	1	100%
TAS - West and North West	64	69%
TAS - Other	0	-
<b>VIC</b>	<b>1,206</b>	<b>20%</b>
VIC - Ballarat	30	11%
VIC - Bendigo	38	22%
VIC - Geelong	73	20%
VIC - Hume	27	18%
VIC - Latrobe - Gippsland	60	25%
VIC - Melbourne - Inner	83	26%
VIC - Melbourne - Inner East	62	15%
VIC - Melbourne - Inner South	53	12%
VIC - Melbourne - North East	105	16%

SA4 Region	Participants with SDA Funding, SDA not in use	Percentage of participants with SDA funding not in use
VIC - Melbourne - North West	60	25%
VIC - Melbourne - Outer East	115	19%
VIC - Melbourne - South East	174	24%
VIC - Melbourne - West	139	22%
VIC - Mornington Peninsula	70	22%
VIC - North West	29	11%
VIC - Shepparton	47	28%
VIC - Warrnambool and South West	40	18%
VIC - Other	1	100%
<b>WA</b>	<b>1,059</b>	<b>74%</b>
WA - Bunbury	45	78%
WA - Mandurah	36	55%
WA - Perth - Inner	46	68%
WA - Perth - North East	188	80%
WA - Perth - North West	257	77%
WA - Perth - South East	264	70%
WA - Perth - South West	140	73%
WA - Western Australia - Outback (North)	14	88%
WA - Western Australia - Outback (South)	33	72%
WA - Western Australia - Wheat Belt	36	100%
<b>Missing</b>	<b>0</b>	<b>-</b>
<b>Total</b>	<b>6,484</b>	<b>31%</b>

# Endnotes

## Supplement E

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

2 There are a further 1,835 active participants aged 65 years or over who are currently in residential aged care.

3 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.

4 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.

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

6 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.

7 Down syndrome is included in intellectual disability, representing 2% (11,645) of all Scheme participants.

8 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.

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

10 Down syndrome is included in intellectual disability, representing 2% (9,431) of participants not in SIL.

11 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.

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

13 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

14 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

15 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

16 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

17 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

18 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

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

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

21 From 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.

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

23 From 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.

24 From 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.

25 From 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.

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

- 27 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.
- 28 Note that 67% of all complainants made only one complaint, 17% made two complaints, and 16% made three or more complaints.
- 29 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.
- 30 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.
- 31 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.
- 32 There are 184,795 total participant complaints in prior quarters, 20,027 total participant complaints in 2023-24 Q4, and 204,822 total participant complaints as at 30 June 2024 (which includes 3,329 unclassified participant complaints).
- 33 There are 10,409 total provider complaints in Prior Quarters, 775 total provider complaints in 2023-24 Q4, and 11,184 total provider complaints as at 30 June 2024 (which includes 247 unclassified provider complaints).
- 34 There are 7,550 total other complaints in Prior Quarters, 357 total other complaints in 2023-24 Q4, and 7,907 total other complaints as at 30 June 2024 (which includes 116 unclassified other complaints).
- 35 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.
- 36 There are 198,862 total unique complaints in Prior Quarters, 21,153 total unique complaints in 2023-24 Q4, and 220,015 total unique complaints as at 30 June 2024 (which includes 3,692 unclassified unique complaints).
- 37 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.
- 38 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 39 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

- 40 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.
- 41 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.
- 42 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.
- 43 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.
- 44 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 45 Registration status is determined as at the posting date of payment.
- 46 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 47 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 48 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.
- 49 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 50 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.
- 51 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.
- 52 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.
- 53 Total payments for home modifications were \$239.3 million. Of which, \$235.4 million (98.4%) has been paid for specialised disability accommodation (SDA)

supports, and \$3.9 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$359.1 million. Of which, \$353.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (2%) has been allocated for non-SDA supports.

54 Total payments for home modifications were \$239.3 million. Of which, \$235.4 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$3.9 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$359.1 million. Of which, \$353.2 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (2%) has been allocated for non-SDA supports.

55 Total payments for home modifications were \$192.9 million. Of which, \$80.2 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$112.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications were \$321.9 million. Of which, \$116.9 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$204.9 million (64%) has been allocated for non-SDA supports.

56 Total payments for home modifications were \$192.9 million. Of which, \$80.2 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$112.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications were \$321.9 million. Of which, \$116.9 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$204.9 million (64%) has been allocated for non-SDA supports.

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

## Supplement F

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

59 There are a further 658 active participants aged 65 years or over who are currently in residential aged care.

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

61 The 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.



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

63 Down syndrome is included in intellectual disability, representing 2% (3,745) of all Scheme participants in New South Wales.

64 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.

65 Down syndrome is included in intellectual disability, representing 6% (672) of participants in SIL.

66 Down syndrome is included in intellectual disability, representing 2% (3,073) of participants not in SIL.

67 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.

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

69 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

70 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

71 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

72 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

73 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

74 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

75 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

76 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.

77 Note that 60% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.

78 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.

79 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.

80 There are 54,909 total participant complaints in prior quarters, 5,785 total participant complaints in 2023-24 Q4, and 60,694 total participant complaints as at 30 June 2024 (which includes 1,515 unclassified participant complaints).

81 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.

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

83 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

84 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.

85 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.

86 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.

87 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.

88 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

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

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

91 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

92 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

94 Total payments for home modifications in New South Wales were \$78.6 million. Of which, \$77.8 million (98.9%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (1.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$115.4 million. Of which, \$113.8 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.

95 Total payments for home modifications in New South Wales were \$54.9 million. Of which, \$23.1 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$31.8 million (58%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of -\$0.04 million processed off-system in June 2024. Total annualised committed supports for home modifications in New South Wales were \$87.3 million. Of which, \$31.6 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$55.7 million (64%) has been allocated for non-SDA supports.

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

## Supplement G

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

98 There are a further 529 active participants aged 65 years or over who are currently in residential aged care.

99 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.

100 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.

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

102 Down syndrome is included in intellectual disability, representing 2% (2,863) of all Scheme participants in Victoria.

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

104 Down syndrome is included in intellectual disability, representing 8% (569) of participants in SIL.

105 Down syndrome is included in intellectual disability, representing 1% (2,294) of participants not in SIL.

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 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

109 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

110 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

111 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

112 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

113 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

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

115 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.

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

117 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.

118 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.

119 There are 45,794 total participant complaints in prior quarters, 5,616 total participant complaints in 2023-24 Q4, and 51,410 total participant complaints as at 30 June 2024 (which includes 635 unclassified participant complaints).

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

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

122 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

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

124 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.

125 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.

126 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.

127 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

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

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

130 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

131 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

133 Total payments for home modifications in Victoria were \$73.5 million. Of which, \$72.9 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$97.9 million. Of which, \$97.0 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.

134 Total payments for home modifications in Victoria were \$47.7 million. Of which, \$17.6 million (37%) has been paid for specialised disability accommodation (SDA) supports, and \$30.1 million (63%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1 million processed off-system in June 2024. Total annualised committed supports for home modifications in Victoria were \$84.6 million. Of which, \$27.9 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.7 million (67%) has been allocated for non-SDA supports.

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

## Supplement H

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

137 There are a further 343 active participants aged 65 years or over who are currently in residential aged care.

138 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.

139 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.

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

141 Down syndrome is included in intellectual disability, representing 2% (2,468) of all Scheme participants in Queensland.

142 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.

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

144 Down syndrome is included in intellectual disability, representing 1% (2,009) of participants not in SIL.

145 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.

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

147 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

148 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

149 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

150 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first

plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

151 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

152 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.

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

154 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.

155 Note that 60% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

156 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.

157 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.

158 There are 32,807 total participant complaints in prior quarters, 4,506 total participant complaints in 2023-24 Q4, and 37,313 total participant complaints as at 30 June 2024 (which includes 248 unclassified participant complaints).

159 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.

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

161 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

162 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.



- 163 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.
- 164 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.
- 165 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.
- 166 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 167 Registration status is determined as at the posting date of payment.
- 168 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 169 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 170 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.
- 171 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 172 Total payments for home modifications in Queensland were \$51.5 million. Of which, \$50.2 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.3 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$72.5 million. Of which, \$70.7 million (97.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.7 million (2.4%) has been allocated for non-SDA supports.
- 173 Total payments for home modifications in Queensland were \$52.3 million. Of which, \$25.2 million (48%) has been paid for specialised disability accommodation (SDA) supports, and \$27.0 million (52%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$81.1 million. Of which, \$34.6 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.6 million (57%) has been allocated for non-SDA supports.
- 174 The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement I

- 175 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 176 There are a further 126 active participants aged 65 years or over who are currently in residential aged care.
- 177 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.
- 178 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.
- 179 Table order based on national proportions in Supplement E (highest to lowest).
- 180 Down syndrome is included in intellectual disability, representing 2% (1,124) of all Scheme participants in Western Australia.
- 181 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.
- 182 Down syndrome is included in intellectual disability, representing 6% (182) of participants in SIL.
- 183 Down syndrome is included in intellectual disability, representing 2% (942) of participants not in SIL.
- 184 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.
- 185 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 186 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 187 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.
- 188 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first

plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

189 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

190 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

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

192 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.

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

194 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.

195 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.

196 There are 12,693 total participant complaints in prior quarters, 1,673 total participant complaints in 2023-24 Q4, and 14,366 total participant complaints as at 30 June 2024 (which includes 88 unclassified participant complaints).

197 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.

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

199 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

200 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.

- 201 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.
- 202 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.
- 203 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.
- 204 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 205 Registration status is determined as at the posting date of payment.
- 206 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 207 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 208 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.
- 209 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 210 Total payments for home modifications in Western Australia were \$9.8 million. Of which, \$9.6 million (97%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$24.5 million. Of which, \$23.9 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.
- 211 Total payments for home modifications in Western Australia were \$15.8 million. Of which, \$5.1 million (32%) has been paid for specialised disability accommodation (SDA) supports, and \$10.7 million (68%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$31.6 million. Of which, \$9.3 million (29%) has been allocated for specialised disability accommodation (SDA) supports, and \$22.3 million (71%) has been allocated for non-SDA supports.
- 212 The utilisation rate for 2023-24 will likely increase due to a lag between when support is provided and when it is paid.

## Supplement J

- 213 The number of CALD participants excludes participants who identify as First Nations Peoples.
- 214 There are a further 109 active participants aged 65 years or over who are currently in residential aged care.
- 215 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.
- 216 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.
- 217 Table order based on national proportions in Supplement E (highest to lowest).
- 218 Down syndrome is included in intellectual disability, representing 1% (806) of all Scheme participants in South Australia.
- 219 The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.
- 220 Down syndrome is included in intellectual disability, representing 6% (203) of participants in SIL.
- 221 Down syndrome is included in intellectual disability, representing 1% (603) of participants not in SIL.
- 222 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 223 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 224 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 225 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.
- 226 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first

plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

227 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

228 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a sixth plan reassessment to date.

229 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a seventh plan reassessment to date.

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

231 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.

232 Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

233 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.

234 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.

235 There are 19,008 total participant complaints in prior quarters, 1,605 total participant complaints in 2023-24 Q4, and 20,613 total participant complaints as at 30 June 2024 (which includes 512 unclassified participant complaints).

236 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.

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

238 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

- 239 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.
- 240 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.
- 241 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.
- 242 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.
- 243 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 244 Registration status is determined as at the posting date of payment.
- 245 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 246 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 247 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.
- 248 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 249 Total payments for home modifications in South Australia were \$20.9 million. Of which, \$20.39 million (97.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.49 million (2.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$32.3 million. Of which, \$31.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 million (2%) has been allocated for non-SDA supports.
- 250 Total payments for home modifications in South Australia were \$13.8 million. Of which, \$6.4 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$7.3 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.0 million. Of which, \$8.8 million (40%) has been allocated for specialised

disability accommodation (SDA) supports, and \$13.2 million (60%) has been allocated for non-SDA supports.

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

## Supplement K

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

253 There are a further 36 active participants aged 65 years or over who are currently in residential aged care.

254 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.

255 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.

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

257 Down syndrome is included in intellectual disability, representing 2% (304) of all Scheme participants in Tasmania.

258 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.

259 Down syndrome is included in intellectual disability, representing 7% (70) of participants in SIL.

260 Down syndrome is included in intellectual disability, representing 2% (234) of participants not in SIL.

261 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.

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

263 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.



264 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.

265 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.

266 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.

267 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.

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

269 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.

270 Note that 62% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.

271 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.

272 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.

273 There are 3,671 total participant complaints in prior quarters, 357 total participant complaints in 2023-24 Q4, and 4,028 total participant complaints as at 30 June 2024 (which includes 39 unclassified participant complaints).

274 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.

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

- 276 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 277 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.
- 278 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.
- 279 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.
- 280 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.
- 281 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 282 Registration status is determined as at the posting date of payment.
- 283 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments.
- 284 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.
- 285 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.
- 286 Payments for 'All registration types' include payments associated with providers with a missing Australian Business Number.
- 287 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 288 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 289 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first

plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.

290 Total payments for home modifications in Tasmania were \$1.81 million. Of which, \$1.49 million (83%) has been paid for specialised disability accommodation (SDA) supports, and \$0.31 million (17%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$8.0 million. Of which, \$7.7 million (96.6%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3 million (3.4%) has been allocated for non-SDA supports.

291 Total payments for home modifications in Tasmania were \$4.1 million. Of which, \$0.3 million (8%) has been paid for specialised disability accommodation (SDA) supports, and \$3.8 million (92%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$6.8 million. Of which, \$1.2 million (17%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.7 million (83%) has been allocated for non-SDA supports.

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

## Supplement L

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

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

295 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.

296 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.

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

298 Down syndrome is included in intellectual disability, representing 2% (227) of all Scheme participants in Australian Capital Territory.

299 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.

- 300 Down syndrome is included in intellectual disability, representing 7% (44) of participants in SIL.
- 301 Down syndrome is included in intellectual disability, representing 2% (183) of participants not in SIL.
- 302 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.
- 303 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 304 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 305 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.
- 306 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.
- 307 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.
- 308 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.
- 309 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2017 and have had a seventh plan reassessment to date.
- 310 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 311 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.
- 312 Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

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

314 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.

315 There are 3,804 total participant complaints in prior quarters, 235 total participant complaints in 2023-24 Q4, and 4,039 total participant complaints as at 30 June 2024 (which includes 167 unclassified participant complaints).

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

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

318 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

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

320 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.

321 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.

322 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.

323 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

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

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

326 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

327 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

329 Total payments for home modifications in Australian Capital Territory were \$1.51 million. Of which, \$1.44 million (95.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.071 million (4.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.22 million. Of which, \$4.06 million (96.3%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.16 million (3.7%) has been allocated for non-SDA supports.

330 Total payments for home modifications in Australian Capital Territory were \$3.6 million. Of which, \$2.2 million (61.9%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (38.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.2 million. Of which, \$2.9 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.4 million (54%) has been allocated for non-SDA supports.

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

## Supplement M

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

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

334 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.

335 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.

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

337 Down syndrome is included in intellectual disability, representing 2% (105) of all Scheme participants in Northern Territory.

- 338 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.
- 339 Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.
- 340 Down syndrome is included in intellectual disability, representing 2% (90) of participants not in SIL.
- 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 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2022 and have had a second plan reassessment to date.
- 344 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a third plan reassessment to date.
- 345 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2020 and have had a fourth plan reassessment to date.
- 346 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2019 and have had a fifth plan reassessment to date.
- 347 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2018 and have had a sixth plan reassessment to date.
- 348 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.
- 349 Note that 69% of all complainants made only one complaint, 17% made two complaints and 14% made three or more complaints.
- 350 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.

351 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.

352 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.

353 There are 1,117 total participant complaints in prior quarters, 81 total participant complaints in 2023-24 Q4, and 1,198 total participant complaints as at 30 June 2024 (which includes 17 unclassified participant complaints).

354 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.

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

356 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

357 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.

358 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.

359 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.

360 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.

361 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

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



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

364 Provider information for self-managed participants is provided on a voluntary basis. In the June 2024 quarter, provider information was provided for 20.6% of all self-managed payment transactions.

365 Payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

367 Total payments for home modifications in Northern Territory were \$1.6 million. Of which, \$1.6 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.5 million. Of which, \$4.44 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.03 million (1%) has been allocated for non-SDA supports.

368 Total payments for home modifications in Northern Territory were \$0.67 million. Of which, \$0.09 million (14%) has been paid for specialised disability accommodation (SDA) supports, and \$0.57 million (86%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.01 million. Of which, \$0.66 million (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.35 million (67%) has been allocated for non-SDA supports.

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

## Supplement N

## Supplement O

370 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

371 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).

372 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.

373 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.

- 374 The phasing date shown for Hunter New England is for the Hunter Trial Site.
- 375 Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.
- 376 Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.
- 377 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 378 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 379 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 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.

- 380
- 381 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 382 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 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.

- 383
- 384 Participation rate refers to the proportion of general population that are NDIS participants.

385 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.

- 386 Participation rate refers to the proportion of general population that are NDIS participants.

387 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.

388 Participation rate refers to the proportion of general population that are NDIS participants.

389 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

390 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

391 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

392 State/Territory is defined by the current residing address of the participant.

393 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

394 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2024.

395 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.

396 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

397 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.

398 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.

399 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.

400 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.