

Supplement E:

National

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	859,411	25,659	885,070
Active Eligible - Total	667,597	20,293	687,890
Active Eligible - New	450,520	19,984	470,504
Active Eligible - State	175,797	205	176,002
Active Eligible - Commonwealth	41,280	104	41,384
Active Participant Plans - Total	656,456	23,667	680,123
Active Participant Plans - New	440,514	23,346	463,860
Active Participant Plans - State	174,833	209	175,042
Active Participant Plans - Commonwealth	41,109	112	41,221
Active Participant Plans - Total	656,456	23,667	680,123
Active Participant Plans - Early Intervention (s25)	210,279	13,023	223,302
Active Participant Plans - Permanent Disability (s24)	446,177	10,644	456,821

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

People leaving the Scheme	Total
Number of people who have left the Scheme	59,221
Early Intervention participants	20,667
Permanent disability participants	38,554

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	172,322	98%	72,896	98%	6,676	98%	251,894	98%
7 to 14	92,779	90%	47,552	90%	4,308	90%	144,639	90%
15 to 18	27,940	91%	17,517	89%	1,803	92%	47,260	91%
19 to 24	22,442	90%	15,017	85%	1,204	82%	38,663	88%
25 to 34	28,489	87%	22,929	80%	1,345	75%	52,763	83%
35 to 44	29,150	83%	26,145	75%	1,034	69%	56,329	79%
45 to 54	36,377	80%	34,018	70%	1,223	63%	71,618	75%
55 to 64	46,706	75%	42,358	63%	1,540	58%	90,604	68%
65+	<2,110	n/a	<1,900	n/a	<80	n/a	<4,090	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	458,316	89%	280,327	81%	19,214	83%	757,857	86%

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	14,786	92%	7,478	90%	373	84%	22,637	91%
Autism	173,718	98%	76,358	98%	8,679	97%	258,755	98%
Cerebral palsy	10,489	97%	8,464	96%	214	93%	19,167	97%
Developmental delay	67,859	98%	28,881	98%	3,803	99%	100,543	98%
Down syndrome	6,837	100%	5,723	100%	123	96%	12,683	100%
Global developmental delay	13,488	99%	5,616	99%	669	99%	19,773	99%
Hearing impairment	14,061	90%	14,827	87%	677	89%	29,565	89%
Intellectual disability	56,678	95%	42,203	94%	1,092	88%	99,973	95%
Multiple sclerosis	3,048	91%	8,858	91%	233	85%	12,139	91%
Psychosocial disability	36,348	74%	33,868	64%	1,221	50%	71,437	68%
Spinal cord injury	4,907	94%	2,032	91%	142	91%	7,081	93%
Stroke	6,705	87%	4,879	84%	285	85%	11,869	85%
Visual impairment	5,903	88%	5,568	86%	168	75%	11,639	87%
Other neurological	17,224	82%	13,941	79%	595	76%	31,760	81%
Other physical	12,713	50%	12,842	38%	356	30%	25,911	43%
Other sensory/speech	2,628	49%	1,030	44%	31	26%	3,689	47%
Other	7,633	49%	5,257	33%	367	37%	13,257	41%
Missing	3,291	82%	2,502	75%	186	74%	5,979	78%
Total	458,316	89%	280,327	81%	19,214	83%	757,857	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	52,064	8%	2,343	10%	54,407	8%
Non-First Nations Participants	509,827	78%	19,205	81%	529,032	78%
Not Stated	94,565	14%	2,119	9%	96,684	14%
Total	656,456	100%	23,667	100%	680,123	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	58,857	9%	1,638	7%	60,495	9%
Not culturally and linguistically diverse	575,202	88%	18,467	78%	593,669	87%
Not stated	22,397	3%	3,562	15%	25,959	4%
Total	656,456	100%	23,667	100%	680,123	100%

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – National ¹

Age group	Total number of active participants
Under 45	24
45 to 54	105
55 to 64	782
Total YPIRAC (under 65)	911

¹ There are a further 1,701 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 ²

Participants in residential aged care (under 65)	Incremental	Cumulative
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	-258	1,049
Sep-24	-138	911

Table E.9 Participants aged under 65 who exited residential aged care with housing support, by housing support type – National ^{3 4}

Housing support type	Prior Quarters	Last 12 months	Total
Aboriginal or Torres Strait Community Residence	<11	0	<11
Hospital/Rehab	38	0	38
Independent Living Options	68	0	68
Medium Term Accommodation	<20	0	<20
Own/Family Home (rented and owned)	<180	<20	183
Specialist Disability Accommodation (SDA)	226	64	290
Other group residential setting	383	84	467
Other	<70	<11	66
Total	971	160	1,131

² 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.

³ Residential aged care exits do not include participants who are deceased or have exited the Scheme.

⁴ Other includes participants with housing support data that is unavailable.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	449,825	69%	16,395	69%	466,220	69%
Population > 50,000	70,870	11%	2,471	10%	73,341	11%
Population between 15,000 and 50,000	54,132	8%	1,792	8%	55,924	8%
Population between 5,000 and 15,000	29,633	5%	948	4%	30,581	4%
Population less than 5,000	41,962	6%	1,534	6%	43,496	6%
Remote	6,074	1%	317	1%	6,391	1%
Very Remote	<3,910	n/a	<210	n/a	4,117	1%
Missing	<60	n/a	<11	n/a	53	0%
Total	656,456	100%	23,667	100%	680,123	100%

Table E.11 Participant profile per quarter by primary disability group – National

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	242,963	37%	8,755	37%	251,718	37%
Intellectual disability	92,006	14%	1,012	4%	93,018	14%
Developmental delay	74,403	11%	8,048	34%	82,451	12%
Psychosocial disability	63,441	10%	865	4%	64,306	9%
Hearing impairment	27,446	4%	538	2%	27,984	4%
Other neurological	22,933	3%	689	3%	23,622	3%
Other physical	19,857	3%	223	1%	20,080	3%
Acquired brain injury	18,560	3%	368	2%	18,928	3%
Cerebral palsy	17,849	3%	138	1%	17,987	3%
Global developmental delay	16,148	2%	1,339	6%	17,487	3%
Down syndrome	<11,600	n/a	<90	n/a	11,684	2%
Other	10,666	2%	682	3%	11,348	2%
Multiple sclerosis	10,798	2%	311	1%	11,109	2%
Visual impairment	10,273	2%	172	1%	10,445	2%
Stroke	9,508	1%	314	1%	9,822	1%
Spinal cord Injury	6,006	1%	119	1%	6,125	1%
Other sensory/speech	<2,000	n/a	<11	n/a	2,009	0%
Total	656,456	100%	23,667	100%	680,123	100%

Table E.12 Participant profile per quarter (participants in SIL) by primary disability group – National ⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	<4,280	n/a	<11	n/a	4,278	12%
Intellectual disability	<13,240	n/a	<11	n/a	13,240	37%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	4,131	12%	0	0%	4,131	12%
Hearing impairment	<20	n/a	<11	n/a	16	0%
Other neurological	2,552	7%	51	29%	2,603	7%
Other physical	<360	n/a	<11	n/a	361	1%
Acquired brain injury	3,031	9%	38	21%	3,069	9%
Cerebral palsy	2,706	8%	0	0%	2,706	8%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	<2,220	n/a	<11	n/a	2,220	6%
Other	650	2%	26	15%	676	2%
Multiple sclerosis	473	1%	0	0%	473	1%
Visual impairment	<120	n/a	<11	n/a	121	0%
Stroke	1,098	3%	42	24%	1,140	3%
Spinal cord Injury	<330	n/a	<11	n/a	332	1%
Other sensory/speech	<11	n/a	0	0%	<11	n/a
Total	35,194	100%	177	100%	35,371	100%

⁵ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	238,690	38%	8,750	37%	247,440	38%
Intellectual disability	78,771	13%	1,007	4%	79,778	12%
Developmental delay	74,403	12%	8,048	34%	82,451	13%
Psychosocial disability	59,310	10%	865	4%	60,175	9%
Hearing impairment	27,431	4%	537	2%	27,968	4%
Other neurological	20,381	3%	638	3%	21,019	3%
Other physical	19,499	3%	220	1%	19,719	3%
Acquired brain injury	15,529	2%	330	1%	15,859	2%
Cerebral palsy	15,143	2%	138	1%	15,281	2%
Global developmental delay	16,148	3%	1,339	6%	17,487	3%
Down syndrome	<9,380	n/a	<90	n/a	9,464	1%
Other	10,016	2%	656	3%	10,672	2%
Multiple sclerosis	10,325	2%	311	1%	10,636	2%
Visual impairment	10,153	2%	171	1%	10,324	2%
Stroke	8,410	1%	272	1%	8,682	1%
Spinal cord Injury	5,678	1%	115	0%	5,793	1%
Other sensory/speech	<2,000	n/a	<11	n/a	2,004	0%
Total	621,262	100%	23,490	100%	644,752	100%

Table E.14 Participant profile per quarter by reported level of function – National

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	81,287	12%	7,230	31%	88,517	13%
2 (High Function)	1,382	0%	34	0%	1,416	0%
3 (High Function)	33,717	5%	2,087	9%	35,804	5%
4 (High Function)	38,890	6%	387	2%	39,277	6%
5 (High Function)	44,583	7%	1,950	8%	46,533	7%
6 (Moderate Function)	160,716	24%	4,408	19%	165,124	24%
7 (Moderate Function)	33,658	5%	952	4%	34,610	5%
8 (Moderate Function)	36,087	5%	604	3%	36,691	5%
9 (Moderate Function)	3,303	1%	44	0%	3,347	0%
10 (Moderate Function)	61,158	9%	865	4%	62,023	9%
11 (Low Function)	17,992	3%	232	1%	18,224	3%
12 (Low Function)	80,710	12%	1,232	5%	81,942	12%
13 (Low Function)	43,170	7%	346	1%	43,516	6%
14 (Low Function)	<9,480	n/a	<40	n/a	9,506	1%
15 (Low Function)	<170	n/a	<11	n/a	169	0%
Missing	10,160	2%	3,264	14%	13,424	2%
Total	656,456	100%	23,667	100%	680,123	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	94,981	14%	11,322	48%	106,303	16%
7 to 14	179,346	27%	5,360	23%	184,706	27%
15 to 18	62,846	10%	1,269	5%	64,115	9%
19 to 24	56,904	9%	818	3%	57,722	8%
25 to 34	58,329	9%	972	4%	59,301	9%
35 to 44	48,927	7%	1,030	4%	49,957	7%
45 to 54	55,180	8%	1,143	5%	56,323	8%
55 to 64	65,331	10%	1,545	7%	66,876	10%
65+	34,612	5%	208	1%	34,820	5%
Total	656,456	100%	23,667	100%	680,123	100%

Table E.16 Number and proportion of active participants by gender and age group at 30 September 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	69,618	10%	31,527	5%	5,158	1%	106,303	16%	2.2
7 to 14	124,631	18%	55,969	8%	4,106	1%	184,706	27%	2.2
15 to 18	40,371	6%	21,828	3%	1,916	0%	64,115	9%	1.8
19 to 24	36,052	5%	20,119	3%	1,551	0%	57,722	8%	1.8
25 to 34	34,241	5%	23,679	3%	1,381	0%	59,301	9%	1.4
35 to 44	26,263	4%	22,721	3%	973	0%	49,957	7%	1.2
45 to 54	28,593	4%	26,751	4%	979	0%	56,323	8%	1.1
55 to 64	33,569	5%	32,110	5%	1,197	0%	66,876	10%	1.0
65+	17,564	3%	16,886	2%	370	0%	34,820	5%	1.0
Total	410,902	60%	251,590	37%	17,631	3%	680,123	100%	1.6

Table E.17 Number and proportion of active participants by gender and primary disability group at 30 September 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	169,405	25%	74,192	11%	8,121	1%	251,718	37%	2.3
Intellectual disability	52,720	8%	39,310	6%	988	0%	93,018	14%	1.3
Psychosocial disability	32,280	5%	30,901	5%	1,125	0%	64,306	9%	1.0
Developmental delay	55,051	8%	23,774	3%	3,626	1%	82,451	12%	2.3
Hearing impairment	13,267	2%	14,081	2%	636	0%	27,984	4%	0.9
Other neurological	12,613	2%	10,534	2%	475	0%	23,622	3%	1.2
Other physical	9,593	1%	10,202	2%	285	0%	20,080	3%	0.9
Cerebral palsy	9,826	1%	7,961	1%	200	0%	17,987	3%	1.2
Acquired brain injury	12,304	2%	6,315	1%	309	0%	18,928	3%	1.9
Global developmental delay	11,833	2%	5,009	1%	645	0%	17,487	3%	2.4
Visual impairment	5,241	1%	5,057	1%	147	0%	10,445	2%	1.0
Multiple sclerosis	2,712	0%	8,191	1%	206	0%	11,109	2%	0.3
Stroke	5,494	1%	4,084	1%	244	0%	9,822	1%	1.3
Spinal cord injury	4,234	1%	1,764	0%	127	0%	6,125	1%	2.4
Other	6,571	1%	4,413	1%	364	0%	11,348	2%	1.5
Other sensory/speech	1,428	0%	558	0%	23	0%	2,009	0%	2.6
Down syndrome	6,330	1%	5,244	1%	110	0%	11,684	2%	1.2
Total	410,902	60%	251,590	37%	17,631	3%	680,123	100%	1.6

Table E.18 Participation rates by age group and gender at 30 September 2024 – National ⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.3%	3.0%	4.9%
7 to 14	9.2%	4.4%	7.0%
15 to 18	5.9%	3.4%	4.8%
19 to 24	3.5%	2.1%	2.9%
25 to 44	1.6%	1.2%	1.4%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.6%	2.1%	2.9%

Table E.19 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – National ⁷

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	21%	n/a	21%
Lifelong Learning	12%	n/a	12%
Other	9%	n/a	9%
Non-categorised	5%	n/a	5%
Any mainstream service	32%	n/a	32%

Table E.20 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – National ⁸

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	3%	4%	3%
Daily life	19%	20%	19%
Health and wellbeing	73%	79%	74%
Learning	33%	36%	33%
Relationships	4%	4%	4%
Social and community activities	9%	8%	9%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	11%	2%	10%
Any mainstream service	99%	95%	98%

⁶ 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.

⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

⁸ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table E.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=47,048), and ‘participant social and community engagement rate’ (n=46,550), and the metric for 'parent and carer employment rate' (n=48,363) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=27,261) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - National

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	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	33%	37%	37%	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%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	40%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	38%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	52%	n/a
Parent and carer employment rate - Aged 15+ years	47%	48%	48%	n/a
Parent and carer employment rate - All ages	47%	48%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	77%	n/a

Table E.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=40,002), and ‘participant social and community engagement rate’ (n=39,545), and the metric for ‘parent and carer employment rate’ (n=31,293) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=27,205) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - National

Age group	Baseline	R1	R2	R3	2024-25 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%	28%	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%	12%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	20%	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%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	48%	53%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	50%	49%	n/a
Parent and carer employment rate - All ages	46%	49%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	66%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	78%	n/a

Table E.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=30,360), and ‘participant social and community engagement rate’ (n=29,771), and the metric for ‘parent and carer employment rate’ (n=20,646) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=22,737) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - National

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	17%	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%	18%	15%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	11%	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	35%	39%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	43%	47%	48%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	44%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	42%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	41%	42%	43%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	39%	41%	43%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	50%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	49%	51%	53%	51%	51%	n/a
Parent and carer employment rate - All ages	47%	49%	51%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	78%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	74%	80%	n/a

Table E.24 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=21,583), and ‘participant social and community engagement rate’ (n=20,909), and the metric for ‘parent and carer employment rate’ (n=12,417) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=17,347) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- National

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 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%	24%	29%	26%
Participant employment rate - Aged 35 to 44 years	30%	29%	27%	28%	24%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	25%	28%	22%	24%	26%
Participant employment rate - Aged 55 to 64 years	23%	21%	18%	18%	14%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	11%	7%	8%	26%
Participant employment rate - Aged 25 to 64 years	27%	26%	24%	26%	21%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	24%	21%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	41%	43%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	46%	49%	47%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	46%	46%	48%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	45%	47%	45%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	42%	42%	43%	46%	46%
Participant social and community engagement rate - Aged 65+ years	40%	42%	43%	43%	41%	46%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	45%	46%	45%	48%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	44%	45%	45%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	49%	49%	55%	n/a
Parent and carer employment rate - Aged 15+ years	48%	50%	53%	54%	50%	52%	n/a
Parent and carer employment rate - All ages	46%	48%	49%	51%	49%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	68%	69%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	79%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	75%	75%	81%	n/a

Table E.25 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=18,531), and ‘participant social and community engagement rate’ (n=17,153), and the metric for ‘parent and carer employment rate’ (n=9,420) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for 'participant choice and control' (n=15,435) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - National

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	19%	25%	19%	29%	26%
Participant employment rate - Aged 25 to 34 years	25%	28%	27%	26%	27%	27%	30%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	32%	33%	30%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	30%	30%	30%	25%	26%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	22%	19%	19%	16%	18%	26%
Participant employment rate - Aged 65+ years	15%	16%	12%	10%	9%	6%	7%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	27%	27%	26%	24%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	26%	25%	26%	23%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	43%	45%	48%	45%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	44%	49%	52%	51%	50%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	49%	50%	51%	51%	55%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	45%	48%	50%	50%	51%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	45%	45%	45%	47%	49%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	49%	46%	45%	45%	52%	46%
Participant social and community engagement rate - Aged 25+ years	38%	44%	48%	49%	49%	49%	53%	46%
Participant social and community engagement rate - Aged 15+ years	38%	43%	47%	48%	49%	49%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	51%	53%	53%	60%	n/a
Parent and carer employment rate - Aged 15+ years	48%	52%	52%	53%	55%	53%	53%	n/a
Parent and carer employment rate - All ages	47%	51%	51%	52%	54%	53%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	67%	69%	70%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	80%	81%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	76%	77%	84%	n/a

Part Three: Participant experience

The Participant Service Guarantee (PSG) metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table E.39 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.43 to E.46 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table E.26 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	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	29,409	28,870	29,687	32,117	32,654	14,782	14,351	17,762	27,467
Within timeframe	29,392	28,854	28,564	32,051	32,494	14,734	6,997	5,323	5,334
Percentage within timeframe	100%	100%	96%	100%	100%	100%	49%	30%	19%

Table E.27 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	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	2,476	2,635	2,736	3,344	3,286	2,426	1,471	1,505	2,210
Within timeframe	2,456	2,599	2,629	3,248	2,986	2,353	786	607	575
Percentage within timeframe	99%	99%	96%	97%	91%	97%	53%	40%	26%

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

PSG 6	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	11,605	10,674	11,145	11,066	12,143	7,553	1,509	6,566	11,124
Within timeframe	10,811	10,102	10,329	10,454	11,328	6,442	832	1,484	5,442
Percentage within timeframe (56 days)	93%	95%	93%	94%	93%	85%	55%	23%	49%

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

PSG 7	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	11,727	9,895	10,021	10,193	11,459	7,425	4,273	7,858	13,060
Within timeframe	11,506	9,701	9,783	9,961	11,130	7,017	4,195	7,811	12,824
Percentage within timeframe	98%	98%	98%	98%	97%	95%	98%	99%	98%

Table E.30 PSG 8: Offer to hold a plan implementation meeting, after the plan is approved and proportion achieved within 7 day timeframe by quarter– National ⁹

PSG 8	Mar-24	Jun-24	Sep-24
Number of tasks	26,668	72,503	91,304
Within timeframe	21,260	59,029	75,559
Breaches	5,408	13,474	15,745
Percentage within timeframe	80%	81%	83%

⁹ Reporting on PSG 8 commenced in the March 2024 quarter.

Table E.31 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date and proportion achieved within 7 day timeframe by quarter – National ¹⁰

PSG 11	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	65,015	40,646	45,512	48,302	50,914	38,862	7,444	7,666	11,260
Within timeframe	54,941	29,676	31,143	36,606	37,247	27,380	4,842	5,401	6,699
Percentage within timeframe	85%	73%	68%	76%	73%	70%	65%	70%	59%

Table E.32 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 ^{11 12}

PSG 12	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	28,793	33,293	37,897	35,097	38,238	21,707	12,499	16,769	19,991
Within timeframe	26,825	27,111	29,797	28,802	27,703	6,761	2,645	2,964	5,857
Percentage within timeframe	93%	81%	79%	82%	72%	31%	21%	18%	29%

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

PSG 13	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	23,014	25,017	25,989	25,754	28,273	22,240	9,828	22,873	22,987
Within timeframe	15,527	17,859	17,375	16,610	18,091	12,666	6,193	17,005	20,500
Percentage within timeframe (28 days)	67%	71%	67%	64%	64%	57%	63%	74%	89%

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

PSG 14	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	19,941	18,173	19,309	17,330	16,312	8,321	2,027	5,259	10,027
Within timeframe	18,607	17,058	17,908	15,677	15,181	7,149	1,282	2,053	5,188
Percentage within timeframe	93%	94%	93%	90%	93%	86%	63%	39%	52%

¹⁰ Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

¹¹ 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.

¹² Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

¹³ 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.

¹⁴ 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.35 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ¹⁵

PSG 17	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Number of tasks	10,550	8,141	8,482	8,488	8,396	7,197	3,839	6,960	9,928
Within timeframe	9,917	7,767	7,964	8,293	7,889	5,935	763	1,689	5,822
Percentage within timeframe (60 days)	94%	95%	94%	98%	94%	82%	20%	24%	59%

Table E.36 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = 396 in Prior Quarters, n = 163 in 2024-25 Q1), ‘Community Connections’ (n = 4,370 in Prior Quarters, n = 1,248 in 2024-25 Q1), ‘Apply for NDIS’ (n = 3,427 in Prior Quarters, n = 1,191 in 2024-25 Q1), ‘Plan Approval’ (n = 7,044 in Prior Quarters, n = 3,540 in 2024-25 Q1), ‘Plan Implementation’ (n = 5,406 in Prior Quarters, n = 4,378 in 2024-25 Q1) and ‘Plan Reassessment’ (n = 18,524 in Prior Quarters, n = 6,263 in 2024-25 Q1) - National ^{16 17}

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
Early Supports - Were you treated with respect?	99%	99%
Early Supports - Were decisions and outcomes explained to you?	84%	93%
Early Supports - Were your questions and concerns acknowledged?	90%	92%
Early Supports - How well does your early supports plan meet your child's needs?	49%	53%
Community Connections - Was information easy to understand?	84%	82%
Community Connections - Was communication in your preferred format?	94%	93%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	78%	75%
Community Connections - To what extent were your circumstances and needs considered?	77%	76%
Community Connections - To what extent were you included in decisions that were made?	75%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	48%
Apply for NDIS (overall) - Were you treated with respect?	95%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	71%
Apply for NDIS (overall) - Was information easy to understand?	73%	65%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	82%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	58%	48%
Plan Approval - Were you treated with respect?	92%	90%
Plan Approval - Were decisions and outcomes explained to you?	78%	77%
Plan Approval - Were your questions and concerns acknowledged?	79%	74%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	52%
Plan Approval - How well does your NDIS plan meet your needs?	61%	57%

¹⁵ 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.

¹⁶ Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

¹⁷ 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 2024-25 Q1
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?	61%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	59%
Plan Implementation - Do you feel confident in using your plan?	64%	65%
Plan Implementation - Do you feel confident in accessing supports?	64%	65%
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?	67%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	69%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	62%
Plan Reassessment - Do you feel confident in using your plan?	69%	65%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	77%

Table E.37 Open and closed complaints over time – National

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
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	938	16%	8,340	88%
Dec-22	691	14%	7,448	84%
Mar-23	1,362	4%	6,883	91%
Jun-23	1,704	14%	8,004	76%
Sep-23	1,953	11%	9,279	60%
Dec-23	3,523	44%	9,733	69%
Mar-24	8,423	51%	14,287	39%
Jun-24	8,030	56%	21,743	36%
Sep-24	3,909	54%	22,921	54%

Table E.38 Closed and open Participant Critical Incident (PCIs) cases over time – National

Quarter ending	Closed PCIs (including withdrawn)	Percentage closed within 21 days	Open PCIs
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%	386
Mar-24	4,050	88.4%	790
Jun-24	4,751	80.6%	549
Sep-24	4,597	89.0%	367

Table E.39 Complaints and Participant Critical Incidents (PCIs) by quarter – National ^{18 19 20}

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	<840	<60	893	836
People who have submitted an access request: Complaints about LAC Partner	4,658	296	4,954	4,482
People who have submitted an access request: Complaints about service providers	12,793	588	13,381	10,939
People who have submitted an access request: Complaints about the Agency	183,410	16,803	200,213	106,838
People who have submitted an access request: Unclassified	<3,330	<11	3,326	2,992
People who have submitted an access request: Total	205,016	17,751	222,767	116,896
Percentage of the number of active participants	6.4%	12.0%	6.7%	n/a
Providers who have submitted a registration request: Complaints about Early Connections Partner	<10	<5	7	7
Providers who have submitted a registration request: Complaints about LAC Partner	107	15	122	107
Providers who have submitted a registration request: Complaints about service providers	1,023	50	1,073	929
Providers who have submitted a registration request: Complaints about the Agency	9,829	748	10,577	8,323
Providers who have submitted a registration request: Unclassified	<250	<5	244	226
Providers who have submitted a registration request: Total	11,208	815	12,023	9,192
Percentage of all registration requests	4.2%	6.7%	4.3%	n/a
Other: Complaints about Early Connections Partner	<30	<11	29	29
Other: Complaints about LAC Partner	<120	<11	113	112
Other: Complaints about service providers	1,397	25	1,422	1,422
Other: Complaints about the Agency	6,242	205	6,447	6,441
Other: Unclassified	116	0	116	116
Other: Total	7,892	235	8,127	8,117
Total Complaints	220,218	18,799	239,017	134,205
New PCIs	40,910	4,415	45,325	n/a

¹⁸ Note that 66% of all complainants made only one complaint, 17% made two complaints, and 17% made three or more complaints.

¹⁹ 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.

²⁰ 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.40 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
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	7,579	6%	125,552	7%
Dec-22	6,691	5%	132,243	7%
Mar-23	7,038	5%	139,281	7%
Jun-23	7,920	5%	147,201	7%
Sep-23	9,060	6%	156,261	6%
Dec-23	10,560	7%	166,821	6%
Mar-24	17,980	11%	184,801	7%
Jun-24	20,215	12%	205,016	7%
Sep-24	17,751	11%	222,767	7%

Table E.41 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
Sep-21	1,351	1.1%	8,259	0.6%
Dec-21	1,295	1.0%	9,554	0.7%
Mar-22	1,502	1.2%	11,056	0.7%
Jun-22	1,860	1.4%	12,916	0.8%
Sep-22	2,013	1.5%	14,929	0.8%
Dec-22	2,201	1.6%	17,130	0.9%
Mar-23	3,379	2.3%	20,509	1.0%
Jun-23	3,632	2.4%	24,141	1.1%
Sep-23	3,885	2.5%	28,026	1.2%
Dec-23	3,920	2.5%	31,946	1.2%
Mar-24	4,454	2.7%	36,400	1.3%
Jun-24	4,510	2.8%	40,910	1.4%
Sep-24	4,415	2.6%	45,325	1.5%

Table E.42 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
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	859	8%	10,411	4%
Jun-24	797	7%	11,208	5%
Sep-24	815	7%	12,023	5%

Table E.43 Participant complaints by type. Complaints with a related party who has submitted an access request – National ^{21 22}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,376	3%	0	0%	5,376	3%
Complaints about the Agency - Information unclear	2,057	1%	0	0%	2,057	1%
Complaints about the Agency - NDIA Access	4,610	3%	361	2%	4,971	2%
Complaints about the Agency - NDIA Engagement	245	0%	34	0%	279	0%
Complaints about the Agency - NDIA Finance	11,371	6%	939	6%	12,310	6%
Complaints about the Agency - NDIA Fraud and Compliance	855	0%	70	0%	925	0%
Complaints about the Agency - NDIA Plan	40,071	22%	3,540	21%	43,611	22%
Complaints about the Agency - NDIA Process	14,872	8%	2,446	15%	17,318	9%
Complaints about the Agency - NDIA Resources	1,644	1%	131	1%	1,775	1%
Complaints about the Agency - NDIA Staff	10,642	6%	1,094	7%	11,736	6%
Complaints about the Agency - NDIA Timeliness	49,707	27%	8,156	49%	57,863	29%
Complaints about the Agency - Participation, engagement and inclusion	468	0%	0	0%	468	0%
Complaints about the Agency - Provider Portal	157	0%	0	0%	157	0%
Complaints about the Agency - Quality & Safeguards Commission	<140	n/a	<11	n/a	146	0%
Complaints about the Agency - Reasonable and necessary supports	6,269	3%	0	0%	6,269	3%
Complaints about the Agency - Staff conduct - Agency	1,752	1%	0	0%	1,752	1%

²¹ 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.

²² There are 205,016 total participant complaints in prior quarters, 17,751 total participant complaints in 2024-25 Q1, and 222,767 total participant complaints as at 30 September 2024 (which includes 3,326 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - The way the NDIA carried out its decision making	3,220	2%	0	0%	3,220	2%
Complaints about the Agency - Timeliness	16,693	9%	0	0%	16,693	8%
Complaints about the Agency - Other	<13,270	n/a	<30	n/a	13,287	7%
Complaints about the Agency - Total	183,410	100%	16,803	100%	200,213	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	11	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<100	n/a	<11	n/a	100	11%
Complaints about Early Connections Partner - Early Connections Process	<100	n/a	<11	n/a	98	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	385	46%	40	68%	425	48%
Complaints about Early Connections Partner - Early Connections Timeliness	<240	n/a	<11	n/a	250	28%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	834	100%	59	100%	893	100%
Complaints about LAC Partner - LAC Engagement	<20	n/a	<11	n/a	19	0%
Complaints about LAC Partner - LAC Fraud and Compliance	<60	n/a	<11	n/a	62	1%
Complaints about LAC Partner - LAC Plan	658	14%	14	5%	672	14%
Complaints about LAC Partner - LAC Process	492	11%	33	11%	525	11%
Complaints about LAC Partner - LAC Resources	<30	n/a	<11	n/a	29	1%
Complaints about LAC Partner - LAC Staff	2,921	63%	214	72%	3,135	63%
Complaints about LAC Partner - LAC Timeliness	484	10%	28	9%	512	10%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	4,658	100%	296	100%	4,954	100%
Complaints about service providers - Provider Costs	342	3%	0	0%	342	3%
Complaints about service providers - Provider Finance	<860	n/a	<60	n/a	909	7%
Complaints about service providers - Provider Fraud and Compliance	1,316	10%	109	19%	1,425	11%
Complaints about service providers - Provider Process	399	3%	0	0%	399	3%
Complaints about service providers - Provider Service	4,480	35%	246	42%	4,726	35%
Complaints about service providers - Provider Staff	2,513	20%	179	30%	2,692	20%
Complaints about service providers - Service Delivery	581	5%	0	0%	581	4%
Complaints about service providers - Staff Conduct	574	4%	0	0%	574	4%
Complaints about service providers - Supports being provided	638	5%	0	0%	638	5%
Complaints about service providers - Other	<1,100	n/a	<11	n/a	1,095	8%
Complaints about service providers - Total	12,793	100%	588	100%	13,381	100%

Table E.44 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ²³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	349	4%	0	0%	349	3%
Complaints about the Agency - Information unclear	228	2%	0	0%	228	2%
Complaints about the Agency - NDIA Access	<20	n/a	<11	n/a	13	0%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	27	0%
Complaints about the Agency - NDIA Finance	2,394	24%	218	29%	2,612	25%
Complaints about the Agency - NDIA Fraud and Compliance	<60	n/a	<11	n/a	61	1%
Complaints about the Agency - NDIA Plan	736	7%	73	10%	809	8%
Complaints about the Agency - NDIA Process	733	7%	106	14%	839	8%
Complaints about the Agency - NDIA Resources	904	9%	71	9%	975	9%
Complaints about the Agency - NDIA Staff	522	5%	48	6%	570	5%
Complaints about the Agency - NDIA Timeliness	1,166	12%	214	29%	1,380	13%
Complaints about the Agency - Participation, engagement and inclusion	49	0%	0	0%	49	0%
Complaints about the Agency - Provider Portal	424	4%	0	0%	424	4%
Complaints about the Agency - Quality & Safeguards Commission	<80	n/a	<11	n/a	86	1%
Complaints about the Agency - Reasonable and necessary supports	117	1%	0	0%	117	1%
Complaints about the Agency - Staff conduct - Agency	126	1%	0	0%	126	1%
Complaints about the Agency - The way the NDIA carried out its decision making	74	1%	0	0%	74	1%
Complaints about the Agency - Timeliness	820	8%	0	0%	820	8%
Complaints about the Agency - Other	1,018	10%	0	0%	1,018	10%
Complaints about the Agency - Total	9,829	100%	748	100%	10,577	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Plan	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	n/a	0	n/a	0	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	0	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	0	0%	<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	11%	0	0%	12	10%
Complaints about LAC Partner - LAC Process	<20	n/a	<11	n/a	18	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

²³ There are 11,208 total provider complaints in Prior Quarters, 815 total provider complaints in 2024-25 Q1, and 12,023 total provider complaints as at 30 September 2024 (which includes 244 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Staff	<70	n/a	<11	n/a	70	57%
Complaints about LAC Partner - LAC Timeliness	<20	n/a	<11	n/a	14	11%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	107	100%	15	100%	122	100%
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	<100	n/a	<11	n/a	101	9%
Complaints about service providers - Provider Fraud and Compliance	133	13%	11	22%	144	13%
Complaints about service providers - Provider Process	31	3%	0	0%	31	3%
Complaints about service providers - Provider Service	300	29%	18	36%	318	30%
Complaints about service providers - Provider Staff	239	23%	13	26%	252	23%
Complaints about service providers - Service Delivery	34	3%	0	0%	34	3%
Complaints about service providers - Staff Conduct	28	3%	0	0%	28	3%
Complaints about service providers - Supports being provided	32	3%	0	0%	32	3%
Complaints about service providers - Other	118	12%	0	0%	118	11%
Complaints about service providers - Total	1,023	100%	50	100%	1,073	100%

Table E.45 Other complaints and Participant Critical Incidents (PCIs) by type – National ²⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	6%	0	0%	378	6%
Complaints about the Agency - Information unclear	170	3%	0	0%	170	3%
Complaints about the Agency - NDIA Access	<250	n/a	<11	n/a	249	4%
Complaints about the Agency - NDIA Engagement	<70	n/a	<11	n/a	65	1%
Complaints about the Agency - NDIA Finance	356	6%	29	14%	385	6%
Complaints about the Agency - NDIA Fraud and Compliance	185	3%	11	5%	196	3%
Complaints about the Agency - NDIA Plan	880	14%	38	19%	918	14%
Complaints about the Agency - NDIA Process	869	14%	32	16%	901	14%
Complaints about the Agency - NDIA Resources	472	8%	24	12%	496	8%
Complaints about the Agency - NDIA Staff	533	9%	12	6%	545	8%
Complaints about the Agency - NDIA Timeliness	826	13%	44	21%	870	13%
Complaints about the Agency - Participation, engagement and inclusion	76	1%	0	0%	76	1%
Complaints about the Agency - Provider Portal	14	0%	0	0%	14	0%
Complaints about the Agency - Quality & Safeguards Commission	<120	n/a	<11	n/a	123	2%
Complaints about the Agency - Reasonable and necessary supports	87	1%	0	0%	87	1%
Complaints about the Agency - Staff conduct - Agency	68	1%	0	0%	68	1%

²⁴ There are 7,892 total other complaints in Prior Quarters, 235 total other complaints in 2024-25 Q1, and 8,127 total other complaints as at 30 September 2024 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	0	0%	47	1%
Complaints about the Agency - Timeliness	324	5%	0	0%	324	5%
Complaints about the Agency - Other	535	9%	0	0%	535	8%
Complaints about the Agency - Total	6,242	100%	205	100%	6,447	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	<11	n/a	13	45%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<30	n/a	<11	n/a	29	100%
Complaints about LAC Partner - LAC Engagement	0	n/a	0	n/a	0	0%
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	11	n/a	0	n/a	11	10%
Complaints about LAC Partner - LAC Process	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	<80	n/a	<11	n/a	82	73%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - Other	0	n/a	0	n/a	0	0%
Complaints about LAC Partner - Total	<120	n/a	<11	n/a	113	100%
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	81	6%	0	0%	81	6%
Complaints about service providers - Provider Fraud and Compliance	<220	n/a	<11	n/a	218	15%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	537	38%	13	52%	550	39%
Complaints about service providers - Provider Staff	<370	n/a	<11	n/a	371	26%
Complaints about service providers - Service Delivery	29	2%	0	0%	29	2%
Complaints about service providers - Staff Conduct	42	3%	0	0%	42	3%
Complaints about service providers - Supports being provided	28	2%	0	0%	28	2%
Complaints about service providers - Other	81	6%	0	0%	81	6%
Complaints about service providers - Total	1,397	100%	25	100%	1,422	100%
New Reportable PCIs were NOT Withdrawn or miscategorised	6,516	16%	686	16%	7,202	16%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	34,394	84%	3,729	84%	38,123	84%
New PCIs - Total	40,910	100%	4,415	100%	45,325	100%

Table E.46 Unique complaints by type – National ²⁵ ²⁶

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,103	3%	0	0%	6,103	3%
Complaints about the Agency - Information unclear	2,455	1%	0	0%	2,455	1%
Complaints about the Agency - NDIA Access	4,807	2%	368	2%	5,175	2%
Complaints about the Agency - NDIA Engagement	328	0%	38	0%	366	0%
Complaints about the Agency - NDIA Finance	13,308	7%	1,186	7%	14,494	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,069	1%	89	1%	1,158	1%
Complaints about the Agency - NDIA Plan	40,978	21%	3,651	21%	44,629	21%
Complaints about the Agency - NDIA Process	16,134	8%	2,584	15%	18,718	9%
Complaints about the Agency - NDIA Resources	2,976	2%	226	1%	3,202	1%
Complaints about the Agency - NDIA Staff	11,375	6%	1,153	6%	12,528	6%
Complaints about the Agency - NDIA Timeliness	50,889	26%	8,413	47%	59,302	28%
Complaints about the Agency - Participation, engagement and inclusion	593	0%	0	0%	593	0%
Complaints about the Agency - Provider Portal	595	0%	0	0%	595	0%
Complaints about the Agency - Quality & Safeguards Commission	329	0%	23	0%	352	0%
Complaints about the Agency - Reasonable and necessary supports	6,473	3%	0	0%	6,473	3%
Complaints about the Agency - Staff conduct - Agency	1,946	1%	0	0%	1,946	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,341	2%	0	0%	3,341	2%
Complaints about the Agency - Timeliness	17,837	9%	0	0%	17,837	8%
Complaints about the Agency - Other	14,817	8%	23	0%	14,840	7%
Complaints about the Agency - Total	196,353	100%	17,754	100%	214,107	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<100	n/a	<11	n/a	97	11%
Complaints about Early Connections Partner - Early Connections Process	<90	n/a	<11	n/a	95	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	376	46%	44	70%	420	48%
Complaints about Early Connections Partner - Early Connections Timeliness	<240	n/a	<11	n/a	245	28%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	816	100%	63	100%	879	100%
Complaints about LAC Partner - LAC Engagement	<20	n/a	<11	n/a	20	0%
Complaints about LAC Partner - LAC Fraud and Compliance	<70	n/a	<11	n/a	69	1%
Complaints about LAC Partner - LAC Plan	650	14%	14	4%	664	13%

²⁵ 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.

²⁶ There are 220,218 total unique complaints in Prior Quarters, 18,799 total unique complaints in 2024-25 Q1, and 239,017 total unique complaints as at 30 September 2024 (which includes 3,686 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Process	488	10%	37	12%	525	11%
Complaints about LAC Partner - LAC Resources	<30	n/a	<11	n/a	31	1%
Complaints about LAC Partner - LAC Staff	2,928	63%	225	72%	3,153	64%
Complaints about LAC Partner - LAC Timeliness	472	10%	29	9%	501	10%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	4,650	100%	313	100%	4,963	100%
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	<980	n/a	<60	n/a	1,039	7%
Complaints about service providers - Provider Fraud and Compliance	1,583	11%	124	19%	1,707	11%
Complaints about service providers - Provider process	443	3%	0	0%	443	3%
Complaints about service providers - Provider Service	5,093	35%	277	42%	5,370	35%
Complaints about service providers - Provider Staff	2,977	20%	200	30%	3,177	21%
Complaints about service providers - Service Delivery	644	4%	0	0%	644	4%
Complaints about service providers - Staff conduct	644	4%	0	0%	644	4%
Complaints about service providers - Supports being provided	698	5%	0	0%	698	5%
Complaints about service providers - Other	<1,300	n/a	<11	n/a	1,294	8%
Complaints about service providers - Total	14,719	100%	663	100%	15,382	100%

Table E.47 Actual outcomes for complaints – National

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaint	8,393	4%	12	0%	8,405	4%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	1,300	1%	25	0%	1,325	1%
Desired Action Completed	112,686	53%	18,968	83%	131,654	56%
Determined to not be a Complaint	<1,180	n/a	<11	n/a	1,180	1%
Formal Reply Endorsed and Issued	8,994	4%	1,505	7%	10,499	4%
General	42,878	20%	0	0%	42,878	18%
Referred to NDIS Q & S Commission	<1,930	n/a	<11	n/a	1,939	1%
Referred to State/Territory Authority	<440	n/a	<11	n/a	434	0%
Reassessment Completed	0	0%	0	0%	0	0%
Reassessment Requested	0	0%	0	0%	0	0%
Unable to contact - Record Closed	1,611	1%	29	0%	1,640	1%
Withdrawn by Participant/Representative	<160	n/a	<11	n/a	158	0%
Other	32,579	15%	2,361	10%	34,940	15%
Total	212,188	100%	22,921	100%	235,109	100%

Table E.48 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	4,053	20%	284	16%	4,337	20%
Plan	14,468	71%	1,413	80%	15,881	72%
Plan Reassessment	531	3%	38	2%	569	3%
Other	1,317	6%	34	2%	1,351	6%
Total cases	20,369	100%	1,769	100%	22,138	100%
Percentage of the number of active participants	0.70%	n/a	1.06%	n/a	0.72%	n/a

Table E.49 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
Sep-21	1,211	1%	7,279	1%
Dec-21	1,875	2%	9,154	1%
Mar-22	1,550	1%	10,704	1%
Jun-22	1,291	1%	11,995	1%
Sep-22	1,189	1%	13,184	1%
Dec-22	1,116	1%	14,300	1%
Mar-23	961	1%	15,261	1%
Jun-23	1,064	1%	16,325	1%
Sep-23	1,045	1%	17,370	1%
Dec-23	1,147	1%	18,517	1%
Mar-24	681	0%	19,198	1%
Jun-24	1,171	1%	20,369	1%
Sep-24	1,769	1%	22,138	1%

Table E.50 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – National ²⁷

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	22,138	19,970
Open AAT Cases	3,673	3,584
Closed AAT Cases	18,465	16,772
Resolved before hearing	18,009	16,372
Gone to hearing and received a substantive decision	456	400

²⁷ 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.51 Administrative Appeals Tribunal (AAT) Supports in dispute – National ^{28 29 30}

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	288	58	346
Core (excluding Consumables and Transport)	1,866	385	2,251
Capacity Building	2,257	458	2,715
General Support	441	105	546
Assistive Technology	702	123	825
Specialist Disability Accommodation	311	38	349
Home Modifications	<180	29	<200
Supported Independent Living	705	155	860
Everyday Living Costs	227	30	257
Transport	348	82	430
Other	<11	0	<11
Total number of unique participants counted across disputed supports	3,871	716	4,587
Total number of instances of participants counted across disputed supports	7,317	1,463	8,780

Table E.52 Closed Administrative Appeals Tribunal (AAT) cases by outcome – National

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	413	2%	43	2%	456	2%
Decided by Tribunal - Affirmed	180	1%	25	1%	205	1%
Decided by Tribunal - Varied	<90	n/a	<11	n/a	89	n/a
Decided by Tribunal - Set Aside	<150	n/a	<20	n/a	162	n/a
Not Decided by Tribunal - Total	16,990	98%	1,019	98%	18,009	98%
Not Decided by Tribunal - Resolved by consent	11,969	69%	715	69%	12,684	69%
Not Decided by Tribunal - Withdrawn	3,646	21%	172	21%	3,818	21%
Not Decided by Tribunal - No jurisdiction	<270	n/a	<11	n/a	270	n/a
Not Decided by Tribunal - Extension of Time Declined	<60	n/a	<11	n/a	<70	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<90	n/a	<11	n/a	88	n/a
Not Decided by Tribunal - Dismissed	963	6%	123	6%	1,086	6%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
Total	17,403	100%	1,062	100%	18,465	100%

²⁸ Supports in dispute data is only available for 2022-23 Q3 onwards.

²⁹ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

³⁰ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table E.53 Number of active providers in 2024-25 Q1 by registration status and plan management type – National ³¹

Plan management type	Registered	Unregistered	Total providers
Agency-managed	9,203	0	9,203
Plan-managed	13,870	180,882	193,979
Self-managed	6,470	67,388	73,578
All plan management types	14,776	213,090	227,033

³¹ 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.

Table E.54 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – National ^{32 33}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	3,370	0	3,370
Plan-managed	3,802	2,808	6,655
Self-managed	153	267	1,258
All management types	7,325	3,075	11,284

Table E.55 Choice and control - distribution of service districts - gap to benchmark - Trend – National ³⁴

Outcome	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1
More than 10 percentage points above the national average	2	2	2	2	2
Between 5 and 10 percentage points above the national average	12	12	11	12	13
Within 5 percentage points of the national average	57	57	58	57	56
Between 5 and 10 percentage points below the national average	9	9	9	9	9
More than 10 percentage points below the national average	0	0	0	0	0

Table E.56 Utilisation - distribution of service districts - gap to benchmark - Trend – National ³⁵

Outcome	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1
More than 10 percentage points above the national average	9	9	7	5	4
Between 5 and 10 percentage points above the national average	9	9	14	14	15
Within 5 percentage points of the national average	60	60	56	59	59
Between 5 and 10 percentage points below the national average	2	2	3	2	2
More than 10 percentage points below the national average	0	0	0	0	0

Table E.57 Market concentration - distribution of service districts - gap to benchmark - Trend – National ³⁶

Outcome	2023-24 Q1	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1
Less than 25% of payments going to the 10 largest providers	24	28	29	29	33
Between 25% to 45% of payments going to the 10 largest providers	39	35	36	36	33
Between 45% to 60% of payments going to the 10 largest providers	10	11	11	11	11
Between 60% to 70% of payments going to the 10 largest providers	5	4	2	2	1
Between 70% to 85% of payments going to the 10 largest providers	2	2	2	2	2
More than 85% of payments going to the 10 largest providers	0	0	0	0	0

³² Registration status is determined as at the posting date of payment.

³³ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

³⁴ 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.

³⁵ 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.

³⁶ 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 Five average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 30 September 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.

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table E.58 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	5.4%	5.2%
\$10,001-\$15,000	10.5%	10.3%
\$15,001-\$20,000	14.0%	14.2%
\$20,001-\$25,000	11.7%	11.7%
\$25,001-\$30,000	5.2%	5.2%
\$30,001-\$50,000	13.8%	13.7%
\$50,001-\$100,000	17.2%	17.2%
\$100,001-\$150,000	6.8%	6.8%
\$150,001-\$200,000	3.4%	3.4%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	7.9%	8.1%

Table E.59 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.3%	2.2%
\$5,001-\$10,000	5.7%	5.5%
\$10,001-\$15,000	11.1%	10.8%
\$15,001-\$20,000	14.8%	15.0%
\$20,001-\$25,000	12.4%	12.3%
\$25,001-\$30,000	5.4%	5.5%
\$30,001-\$50,000	14.5%	14.5%
\$50,001-\$100,000	18.1%	18.1%
\$100,001-\$150,000	7.1%	7.2%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	3.1%	3.4%

Table E.60 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$18,200	\$26,300	n/a	n/a	\$18,200	\$26,300
7 to 14	\$22,200	\$28,600	n/a	n/a	\$22,100	\$28,600
15 to 18	\$37,500	\$48,600	\$615,800	\$675,500	\$34,300	\$45,400
19 to 24	\$78,600	\$101,100	\$515,600	\$571,700	\$55,200	\$76,800
25 to 34	\$103,700	\$126,100	\$448,900	\$489,000	\$68,300	\$89,500
35 to 44	\$112,700	\$137,500	\$410,800	\$453,700	\$73,600	\$96,200
45 to 54	\$117,700	\$143,200	\$400,500	\$439,800	\$75,700	\$99,600
55 to 64	\$126,900	\$155,600	\$407,300	\$443,400	\$82,200	\$108,400
65+	\$122,400	\$153,300	\$395,900	\$431,600	\$84,500	\$113,500
All	\$65,200	\$81,100	\$422,300	\$462,300	\$45,400	\$60,200

Table E.61 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$160,400	\$194,500	\$464,600	\$503,600	\$103,200	\$134,700
Autism	\$36,500	\$46,600	\$482,900	\$522,300	\$28,500	\$38,400
Cerebral palsy	\$158,800	\$186,300	\$463,000	\$505,500	\$104,700	\$129,700
Developmental delay	\$13,900	\$22,100	n/a	n/a	\$13,900	\$22,100
Global developmental delay	\$18,900	\$26,700	n/a	n/a	\$18,900	\$26,700
Hearing impairment	\$9,700	\$17,600	n/a	n/a	\$9,600	\$17,400
Intellectual disability	\$108,200	\$128,900	\$379,900	\$417,400	\$62,800	\$81,100
Multiple sclerosis	\$102,300	\$132,000	\$523,100	\$562,000	\$83,700	\$112,800
Psychosocial disability	\$85,100	\$108,800	\$380,600	\$424,900	\$65,300	\$87,100
Spinal cord injury	\$166,400	\$209,500	\$627,200	\$694,500	\$141,000	\$181,700
Stroke	\$146,400	\$187,300	\$488,600	\$537,700	\$104,100	\$141,300
Visual impairment	\$44,300	\$57,600	\$366,500	\$388,300	\$40,700	\$53,800
Other neurological	\$147,500	\$183,900	\$504,400	\$535,300	\$106,700	\$140,300
Other physical	\$70,700	\$97,400	\$472,300	\$518,200	\$63,500	\$89,700
Other sensory/speech	\$11,300	\$19,600	n/a	n/a	\$10,800	\$18,700
Other	\$94,900	\$124,400	\$489,400	\$520,600	\$69,800	\$98,300
Down Syndrome	\$127,200	\$148,500	\$338,800	\$372,200	\$77,900	\$96,000
All	\$65,200	\$81,100	\$422,300	\$462,300	\$45,400	\$60,200

Table E.62 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$13,300	\$21,200	\$355,100	\$403,800	\$13,100	\$21,000
2	\$19,500	\$31,900	n/a	n/a	\$19,300	\$31,300
3	\$21,800	\$31,800	\$373,200	\$410,000	\$19,600	\$29,400
4	\$17,600	\$27,400	\$403,900	\$453,200	\$15,900	\$25,500
5	\$31,500	\$41,900	\$380,100	\$412,100	\$26,500	\$36,700
6	\$23,900	\$35,400	\$342,200	\$390,100	\$22,000	\$33,200
7	\$51,000	\$63,600	\$382,700	\$418,800	\$35,800	\$47,400
8	\$58,300	\$81,400	\$344,500	\$393,300	\$46,700	\$68,000
9	\$77,400	\$109,800	\$434,700	\$478,700	\$68,400	\$99,800
10	\$97,800	\$127,100	\$357,100	\$398,500	\$74,500	\$102,000
11	\$103,300	\$123,100	\$422,600	\$460,400	\$66,400	\$83,400
12	\$187,100	\$222,100	\$425,900	\$464,700	\$125,700	\$158,500
13	\$103,000	\$120,400	\$536,900	\$576,600	\$73,000	\$87,700
14	\$305,300	\$350,300	\$503,200	\$544,100	\$223,600	\$268,700
15	\$484,200	\$521,700	\$748,400	\$811,600	\$415,400	\$454,000
All	\$65,200	\$81,100	\$422,300	\$462,300	\$45,400	\$60,200

Table E.63 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – National ³⁷

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	10,970.4	11,707.7
Core: Consumables	109.6	122.6
Core: Social and Civic	2,122.	2,676.2
Core: Transport	63.4	84.5
Capacity Building: Choice and Control	37.1	40.0
Capacity Building: Daily Activities	321.5	462.8
Capacity Building: Employment	3.8	12.9
Capacity Building: Health and Wellbeing	3.5	6.3
Capacity Building: Home Living	0.004	0.63
Capacity Building: Lifelong learning	0.018	0.04
Capacity Building: Relationships	267.9	418.1
Capacity Building: Social and Civic	2.9	6.6
Capacity Building: Support Coordination	197.4	238.8
Capital: Assistive Technology	96.6	195.54
Capital: Home Modifications	260.5	378.9
All	14,462.7	16,351.6

³⁷ Total payments for home modifications were \$260.5 million. Of which, \$257.2 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$3.3 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$378.9 million. Of which, \$373.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.6 million (1%) has been allocated for non-SDA supports.

Table E.64 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – National ³⁸

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	11,099.4	14,719.1
Core: Consumables	583.78	816.23
Core: Social and Civic	7,727.81	9,168.1
Core: Transport	764.4	441.25
Capacity Building: Choice and Control	537.5	616.2
Capacity Building: Daily Activities	5,028.3	8,323.4
Capacity Building: Employment	135.6	413.91
Capacity Building: Health and Wellbeing	29.8	61.1
Capacity Building: Home Living	0.99	4.8
Capacity Building: Lifelong learning	0.2	1.3
Capacity Building: Relationships	419.052	911.7
Capacity Building: Social and Civic	201.66	479.1
Capacity Building: Support Coordination	891.65	1,271.49
Capital: Assistive Technology	491.9	1,265.3
Capital: Home Modifications	193.6	332.1
All	28,106.4	38,825.14

Table E.65 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ³⁹

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	631.2	940.6	3,243.5	7,773.1	14,566.1	24,373.5	32,356.2	37,200.8	46,177.9	53,330.5	14,084.9	234,678.4
Total Paid	456.8	704.3	2,187.1	5,442.9	10,404.5	17,311.6	23,542.2	28,467.5	35,058.2	41,446.1	9,530.1	174,551.1
% utilised to date	72%	75%	67%	70%	71%	71%	73%	77%	76%	78%	68%	74%

³⁸ Total payments for home modifications were \$193.6 million. Of which, \$90.5 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$103.0 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$332.1 million. Of which, \$125.0 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$207.1 million (62%) has been allocated for non-SDA supports.

³⁹ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

Table E.66 Percentage change in plan budgets for active participants - National ⁴⁰

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	11.4%	7.1%	7.5%	7.5%	9.6%	6.9%	5.7%	7.6%	8.0%
Interplan Inflation	9.2%	8.8%	5.5%	4.8%	5.5%	4.2%	1.8%	2.5%	4.8%
Total Inflation	20.6%	15.9%	13.0%	12.3%	15.1%	11.2%	7.5%	10.1%	12.8%

Table E.67 Percentage change in plan budgets for plans reassessed in this financial year (1 July 2024 to 30 September 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	271	0%
-80% to -65%	<11	n/a	326	1%
-65% to -50%	5	0%	682	1%
-50% to -35%	29	1%	1,285	2%
-35% to -20%	86	2%	2,451	4%
-20% to -5%	561	10%	5,297	9%
Reassessments with 5%+ deflation	681	12%	10,312	18%
-5% to 0%	712	13%	4,776	8%
0% to 5%	1,460	26%	7,562	13%
Reassessments within 5% inflation and deflation	2,172	39%	12,338	22%
5% to 20%	1,360	25%	9,241	16%
20% to 35%	359	7%	4,984	9%
35% to 50%	202	4%	3,583	6%
50% to 65%	131	2%	2,751	5%
65% to 80%	65	1%	2,093	4%
Above 80%	540	10%	10,905	19%
Reassessments with 5%+ inflation	2,657	48%	33,557	60%

⁴⁰ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement F: New South Wales

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	261,254	7,423	268,677
Active Eligible - Total	198,586	5,715	204,301
Active Eligible - New	135,363	5,644	141,007
Active Eligible - State	49,860	44	49,904
Active Eligible - Commonwealth	13,363	27	13,390
Active Participant Plans - Total	195,320	6,834	202,154
Active Participant Plans - New	132,436	6,770	139,206
Active Participant Plans - State	49,569	35	49,604
Active Participant Plans - Commonwealth	13,315	29	13,344
Active Participant Plans - Total	195,320	6,834	202,154
Active Participant Plans - Early Intervention (s25)	64,484	3,859	68,343
Active Participant Plans - Permanent Disability (s24)	130,836	2,975	133,811

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

People leaving the Scheme	Total
Number of people who have left the Scheme	18,943
Early Intervention participants	5,886
Permanent disability participants	13,057

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	54,571	98%	22,236	98%	1,901	98%	78,708	98%
7 to 14	25,835	87%	12,332	86%	1,138	86%	39,305	87%
15 to 18	8,887	90%	5,334	88%	468	88%	14,689	89%
19 to 24	6,795	90%	4,351	84%	280	78%	11,426	88%
25 to 34	8,400	87%	6,320	78%	308	72%	15,028	83%
35 to 44	8,853	83%	7,332	73%	296	64%	16,481	78%
45 to 54	11,251	80%	9,732	68%	350	59%	21,333	74%
55 to 64	15,051	74%	12,978	61%	496	56%	28,525	67%
65+	681	55%	547	45%	<30	n/a	<1,250	n/a
Missing	0	n/a	0	0%	<11	n/a	<11	n/a
Total	140,324	88%	81,162	79%	5,259	80%	226,745	84%

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	4,091	92%	1,981	90%	87	76%	6,159	91%
Autism	52,216	97%	20,134	98%	2,319	96%	74,669	97%
Cerebral palsy	3,362	97%	2,696	97%	59	97%	6,117	97%
Developmental delay	18,532	98%	7,823	97%	815	98%	27,170	98%
Down syndrome	2,175	99%	1,867	100%	32	94%	4,074	100%
Global developmental delay	5,273	99%	2,067	99%	264	100%	7,604	99%
Hearing impairment	4,388	89%	4,502	85%	221	87%	9,111	87%
Intellectual disability	17,951	95%	13,204	94%	324	87%	31,479	94%
Multiple sclerosis	912	91%	2,359	89%	61	80%	3,332	90%
Psychosocial disability	11,518	72%	9,496	60%	384	48%	21,398	66%
Spinal cord injury	1,598	94%	625	91%	44	90%	2,267	93%
Stroke	2,361	88%	1,638	84%	82	85%	4,081	86%
Visual impairment	1,895	86%	1,735	86%	63	72%	3,693	86%
Other neurological	5,645	80%	4,400	78%	219	76%	10,264	79%
Other physical	4,015	49%	3,826	36%	116	28%	7,957	41%
Other sensory/speech	932	49%	393	46%	12	24%	1,337	48%
Other	2,445	48%	1,596	33%	100	35%	4,141	41%
Missing	1,015	80%	820	76%	57	75%	1,892	78%
Total	140,324	88%	81,162	79%	5,259	80%	226,745	84%

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	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	17,639	9%	791	12%	18,430	9%
Non-First Nations Participants	139,913	72%	5,513	81%	145,426	72%
Not Stated	37,768	19%	530	8%	38,298	19%
Total	195,320	100%	6,834	100%	202,154	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	21,117	11%	624	9%	21,741	11%
Not culturally and linguistically diverse	169,603	87%	5,127	75%	174,730	86%
Not stated	4,600	2%	1,083	16%	5,683	3%
Total	195,320	100%	6,834	100%	202,154	100%

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – New South Wales ⁴¹

Age group	Total number of active participants
Under 45	<11
45 to 54	<40
55 to 64	254
Total YPIRAC (under 65)	290

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 ⁴²

Participants in residential aged care (under 65)	Incremental	Cumulative
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	-73	340
Sep-24	-50	290

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	137,060	70%	4,800	70%	141,860	70%
Population > 50,000	5,845	3%	222	3%	6,067	3%
Population between 15,000 and 50,000	26,165	13%	857	13%	27,022	13%
Population between 5,000 and 15,000	11,762	6%	383	6%	12,145	6%
Population less than 5,000	13,680	7%	541	8%	14,221	7%
Remote	<730	0%	<30	n/a	750	0%
Very Remote	<80	n/a	<11	n/a	<90	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	195,320	100%	6,834	100%	202,154	100%

⁴¹ There are a further 605 active participants aged 65 years or over who are currently in residential aged care.

⁴² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table F.10 Participant profile per quarter by primary disability group – New South Wales ⁴³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	70,108	36%	2,408	35%	72,516	36%
Intellectual disability	28,611	15%	307	4%	28,918	14%
Developmental delay	20,095	10%	2,102	31%	22,197	11%
Psychosocial disability	18,882	10%	314	5%	19,196	9%
Hearing impairment	8,472	4%	139	2%	8,611	4%
Other neurological	7,204	4%	254	4%	7,458	4%
Other physical	5,796	3%	70	1%	5,866	3%
Acquired brain injury	5,045	3%	100	1%	5,145	3%
Cerebral palsy	5,695	3%	46	1%	5,741	3%
Global developmental delay	6,375	3%	572	8%	6,947	3%
Down syndrome	<3,730	n/a	<30	n/a	3,750	2%
Other	3,230	2%	224	3%	3,454	2%
Multiple sclerosis	2,938	2%	82	1%	3,020	1%
Visual impairment	3,249	2%	50	1%	3,299	2%
Stroke	3,227	2%	99	1%	3,326	2%
Spinal cord Injury	1,897	1%	43	1%	1,940	1%
Other sensory/speech	<770	n/a	<11	n/a	770	0%
Total	195,320	100%	6,834	100%	202,154	100%

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ⁴⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	<1,370	n/a	<11	n/a	1,370	12%
Intellectual disability	4,457	38%	0	0%	4,457	38%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	1,832	16%	0	0%	1,832	15%
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	837	7%	20	36%	857	7%
Other physical	<120	n/a	<11	n/a	113	1%
Acquired brain injury	<830	n/a	<11	n/a	833	7%
Cerebral palsy	863	7%	0	0%	863	7%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	672	6%	0	0%	672	6%
Other	206	2%	11	20%	217	2%
Multiple sclerosis	114	1%	0	0%	114	1%
Visual impairment	34	0%	0	0%	34	0%
Stroke	372	3%	13	23%	385	3%
Spinal cord Injury	93	1%	0	0%	93	1%
Other sensory/speech	<11	n/a	0	0%	<11	n/a
Total	11,793	100%	56	100%	11,849	100%

⁴³ Table order based on national proportions in Supplement E (highest to lowest).

⁴⁴ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	68,739	37%	2,407	36%	71,146	37%
Intellectual disability	24,154	13%	307	5%	24,461	13%
Developmental delay	20,095	11%	2,102	31%	22,197	12%
Psychosocial disability	17,050	9%	314	5%	17,364	9%
Hearing impairment	8,466	5%	138	2%	8,604	5%
Other neurological	6,367	3%	234	3%	6,601	3%
Other physical	5,685	3%	68	1%	5,753	3%
Acquired brain injury	4,220	2%	92	1%	4,312	2%
Cerebral palsy	4,832	3%	46	1%	4,878	3%
Global developmental delay	6,375	3%	572	8%	6,947	4%
Down syndrome	<3,060	n/a	<30	n/a	3,078	2%
Other	3,024	2%	213	3%	3,237	2%
Multiple sclerosis	2,824	2%	82	1%	2,906	2%
Visual impairment	3,215	2%	50	1%	3,265	2%
Stroke	2,855	2%	86	1%	2,941	2%
Spinal cord Injury	1,804	1%	43	1%	1,847	1%
Other sensory/speech	<770	n/a	<11	n/a	768	0%
Total	183,527	100%	6,778	100%	190,305	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	24,155	12%	2,139	31%	26,294	13%
2 (High Function)	<360	n/a	<11	n/a	364	0%
3 (High Function)	9,962	5%	624	9%	10,586	5%
4 (High Function)	<14,090	n/a	<130	n/a	14,206	7%
5 (High Function)	13,823	7%	619	9%	14,442	7%
6 (Moderate Function)	44,760	23%	1,078	16%	45,838	23%
7 (Moderate Function)	11,310	6%	351	5%	11,661	6%
8 (Moderate Function)	9,881	5%	169	2%	10,050	5%
9 (Moderate Function)	968	0%	18	0%	986	0%
10 (Moderate Function)	17,226	9%	269	4%	17,495	9%
11 (Low Function)	5,605	3%	82	1%	5,687	3%
12 (Low Function)	24,547	13%	366	5%	24,913	12%
13 (Low Function)	12,749	7%	73	1%	12,822	6%
14 (Low Function)	<3,040	n/a	<11	n/a	3,040	2%
15 (Low Function)	52	0%	0	0%	52	0%
Missing	2,806	1%	912	13%	3,718	2%
Total	195,320	100%	6,834	100%	202,154	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	29,570	15%	3,408	50%	32,978	16%
7 to 14	52,298	27%	1,394	20%	53,692	27%
15 to 18	17,668	9%	347	5%	18,015	9%
19 to 24	16,952	9%	204	3%	17,156	8%
25 to 34	17,938	9%	265	4%	18,203	9%
35 to 44	13,954	7%	277	4%	14,231	7%
45 to 54	16,235	8%	364	5%	16,599	8%
55 to 64	19,557	10%	496	7%	20,053	10%
65+	11,148	6%	79	1%	11,227	6%
Total	195,320	100%	6,834	100%	202,154	100%

Table F.15 Participation rates by age group and gender at 30 September 2024 – New South Wales ⁴⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.3%	2.9%	4.9%
7 to 14	8.8%	3.9%	6.6%
15 to 18	5.5%	3.0%	4.4%
19 to 24	3.5%	2.0%	2.8%
25 to 44	1.6%	1.1%	1.4%
45 to 64	2.0%	1.7%	1.9%
Total (aged 0 to 64)	3.5%	2.0%	2.8%

Table F.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – New South Wales ⁴⁶

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	5%	0%	5%
Health & Wellbeing	23%	0%	23%
Lifelong Learning	12%	0%	12%
Other	9%	0%	9%
Non-categorised	5%	0%	5%
Any mainstream service	34%	0%	34%

⁴⁵ 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.

⁴⁶ 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 ⁴⁷

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	3%	4%	3%
Daily life	17%	19%	17%
Health and wellbeing	79%	82%	79%
Learning	35%	37%	35%
Relationships	5%	4%	5%
Social and community activities	10%	9%	10%
Where I live	1%	2%	1%
Work	5%	3%	4%
Unknown	8%	2%	7%
Any mainstream service	99%	96%	99%

⁴⁷ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table F.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,848), and ‘participant social and community engagement rate’ (n=12,722), and the metric for 'parent and carer employment rate' (n=14,968) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=7,883) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - New South Wales

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	31%	26%
Participant employment rate - Aged 35 to 44 years	27%	28%	28%	26%
Participant employment rate - Aged 45 to 54 years	23%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	14%	26%
Participant employment rate - Aged 65+ years	13%	12%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	40%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	36%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	37%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	39%	46%
Participant social and community engagement rate - Aged 65+ years	32%	36%	38%	46%
Participant social and community engagement rate - Aged 25+ years	31%	38%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	48%	49%	49%	n/a
Parent and carer employment rate - All ages	49%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	76%	n/a

Table F.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=11,938), and ‘participant social and community engagement rate’ (n=11,861), and the metric for ‘parent and carer employment rate’ (n=10,424) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,448) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - New South Wales

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	15%	21%	26%
Participant employment rate - Aged 25 to 34 years	31%	32%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	29%	31%	28%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	15%	26%
Participant employment rate - Aged 65+ years	13%	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%	23%	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%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	46%	46%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	44%	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%	55%	n/a
Parent and carer employment rate - Aged 15+ years	51%	55%	53%	53%	n/a
Parent and carer employment rate - All ages	48%	51%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	72%	77%	n/a

Table F.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,239), and ‘participant social and community engagement rate’ (n=10,158), and the metric for ‘parent and carer employment rate’ (n=7,079) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for ‘participant choice and control’ (n=8,106) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - New South Wales

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	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%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	30%	27%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	20%	17%	18%	26%
Participant employment rate - Aged 65+ years	14%	14%	12%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	28%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	25%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	43%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	52%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	44%	48%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	46%	52%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	45%	43%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	45%	45%	46%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	46%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	52%	53%	57%	n/a
Parent and carer employment rate - Aged 15+ years	52%	54%	55%	55%	54%	n/a
Parent and carer employment rate - All ages	50%	52%	53%	54%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	69%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	73%	78%	n/a

Table F.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,830), and ‘participant social and community engagement rate’ (n=7,838), and the metric for ‘parent and carer employment rate’ (n=4,207) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=6,411) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- New South Wales

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	7%	12%	14%	21%	22%	27%	26%
Participant employment rate - Aged 25 to 34 years	29%	31%	31%	32%	28%	31%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	31%	33%	30%	34%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	28%	31%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	21%	18%	18%	26%
Participant employment rate - Aged 65+ years	18%	16%	12%	14%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	30%	28%	29%	25%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	24%	27%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	39%	44%	46%	48%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	47%	52%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	41%	47%	48%	49%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	42%	45%	49%	47%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	41%	44%	45%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	42%	43%	44%	48%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	45%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	45%	47%	48%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	46%	48%	47%	51%	56%	n/a
Parent and carer employment rate - Aged 15+ years	49%	52%	53%	55%	55%	55%	n/a
Parent and carer employment rate - All ages	46%	48%	50%	50%	52%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	69%	69%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	77%	79%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	74%	79%	n/a

Table F.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=9,729), and ‘participant social and community engagement rate’ (n=9,171), and the metric for ‘parent and carer employment rate’ (n=4,703) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for ‘participant choice and control’ (n=7,976) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - New South Wales

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	14%	17%	26%	20%	31%	26%
Participant employment rate - Aged 25 to 34 years	24%	27%	27%	26%	29%	28%	30%	26%
Participant employment rate - Aged 35 to 44 years	36%	38%	35%	34%	34%	32%	33%	26%
Participant employment rate - Aged 45 to 54 years	34%	36%	33%	33%	31%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	28%	27%	24%	20%	22%	20%	20%	26%
Participant employment rate - Aged 65+ years	18%	18%	14%	11%	11%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	29%	27%	29%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	29%	27%	26%	28%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	45%	48%	50%	49%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	42%	49%	53%	53%	54%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	49%	49%	50%	52%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	45%	48%	54%	53%	55%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	46%	46%	46%	50%	50%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	48%	47%	44%	47%	51%	46%
Participant social and community engagement rate - Aged 25+ years	36%	43%	48%	50%	50%	52%	54%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	48%	50%	50%	52%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	51%	51%	52%	56%	56%	61%	n/a
Parent and carer employment rate - Aged 15+ years	49%	53%	53%	54%	56%	54%	56%	n/a
Parent and carer employment rate - All ages	49%	52%	52%	53%	56%	55%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	63%	66%	68%	69%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	78%	79%	81%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	74%	75%	76%	84%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table F.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table F.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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table F.23 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = 133 in Prior Quarters, n = 56 in 2024-25 Q1), ‘Community Connections’ (n = 1,342 in Prior Quarters, n = 306 in 2024-25 Q1), ‘Apply for NDIS’ (n = 993 in Prior Quarters, n = 317 in 2024-25 Q1), ‘Plan Approval’ (n = 1,563 in Prior Quarters, n = 920 in 2024-25 Q1), ‘Plan Implementation’ (n = 1,479 in Prior Quarters, n = 1,252 in 2024-25 Q1) and ‘Plan Reassessment’ (n = 5,180 in Prior Quarters, n = 1,550 in 2024-25 Q1) - New South Wales ^{48 49}

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
Early Supports - Were you treated with respect?	98%	100%
Early Supports - Were decisions and outcomes explained to you?	83%	92%
Early Supports - Were your questions and concerns acknowledged?	89%	92%
Early Supports - How well does your early supports plan meet your child's needs?	47%	57%
Community Connections - Was information easy to understand?	85%	80%
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%	75%
Community Connections - To what extent were your circumstances and needs considered?	78%	71%
Community Connections - To what extent were you included in decisions that were made?	75%	72%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	52%
Apply for NDIS (overall) - Were you treated with respect?	94%	89%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	69%
Apply for NDIS (overall) - Was information easy to understand?	77%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	89%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	58%	48%
Plan Approval - Were you treated with respect?	93%	90%
Plan Approval - Were decisions and outcomes explained to you?	78%	77%
Plan Approval - Were your questions and concerns acknowledged?	78%	76%
Plan Approval - Do you know where to go for more help with using your plan?	85%	82%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	61%	53%
Plan Approval - How well does your NDIS plan meet your needs?	62%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	64%	63%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	61%
Plan Implementation - Do you feel confident in using your plan?	67%	69%
Plan Implementation - Do you feel confident in accessing supports?	65%	70%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	70%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	70%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	69%	62%

⁴⁸ Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

⁴⁹ 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 2024-25 Q1
Plan Reassessment - Do you feel confident in using your plan?	71%	70%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	69%	64%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	79%

Table F.24 Complaints and Participant Critical Incidents (PCIs) by quarter – New South Wales
50 51

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	<160	<40	194	181
People who have submitted an access request: Complaints about LAC Partner	984	74	1,058	948
People who have submitted an access request: Complaints about service providers	3,556	159	3,715	2,915
People who have submitted an access request: Complaints about the Agency	54,533	4,758	59,291	30,441
People who have submitted an access request: Unclassified	<1,520	<11	1,513	1,328
People who have submitted an access request: Total	60,744	5,027	65,771	32,873
Percentage of the number of active participants	5.8%	11.6%	6.1%	n/a
PCIs	10,266	1,116	11,382	n/a

Table F.25 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
Sep-21	1,802	4.9%	30,462	6.5%
Dec-21	1,841	4.9%	32,303	6.4%
Mar-22	2,180	5.6%	34,483	6.3%
Jun-22	1,874	4.7%	36,357	6.2%
Sep-22	1,997	4.9%	38,354	6.1%
Dec-22	1,755	4.1%	40,109	6.0%
Mar-23	1,786	4.1%	41,895	5.9%
Jun-23	2,095	4.7%	43,990	5.8%
Sep-23	2,509	5.4%	46,499	5.8%
Dec-23	3,022	6.3%	49,521	5.8%
Mar-24	5,366	11.1%	54,887	6.1%
Jun-24	5,857	12.0%	60,744	6.4%
Sep-24	5,027	10.1%	65,771	6.6%

⁵⁰ Note that 59% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.

⁵¹ 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.26 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
Sep-21	311	0.8%	1,961	0.4%
Dec-21	273	0.7%	2,234	0.4%
Mar-22	354	0.9%	2,588	0.5%
Jun-22	447	1.1%	3,035	0.5%
Sep-22	559	1.4%	3,594	0.6%
Dec-22	581	1.4%	4,175	0.6%
Mar-23	836	1.9%	5,011	0.7%
Jun-23	930	2.1%	5,941	0.8%
Sep-23	995	2.1%	6,936	0.9%
Dec-23	1,011	2.1%	7,947	0.9%
Mar-24	1,149	2.4%	9,096	1.0%
Jun-24	1,170	2.4%	10,266	1.1%
Sep-24	1,116	2.2%	11,382	1.1%

Table F.27 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁵² ⁵³

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,377	4%	0	0%	2,377	4%
Complaints about the Agency - Information unclear	742	1%	0	0%	742	1%
Complaints about the Agency - NDIA Access	1,173	2%	100	2%	1,273	2%
Complaints about the Agency - NDIA Engagement	<60	n/a	<11	n/a	65	0%
Complaints about the Agency - NDIA Finance	3,013	6%	245	5%	3,258	5%
Complaints about the Agency - NDIA Fraud and Compliance	<220	n/a	<11	n/a	228	0%
Complaints about the Agency - NDIA Plan	11,043	20%	962	20%	12,005	20%
Complaints about the Agency - NDIA Process	3,808	7%	690	15%	4,498	8%
Complaints about the Agency - NDIA Resources	394	1%	32	1%	426	1%
Complaints about the Agency - NDIA Staff	2,523	5%	282	6%	2,805	5%
Complaints about the Agency - NDIA Timeliness	14,089	26%	2,423	51%	16,512	28%
Complaints about the Agency - Participation, engagement and inclusion	179	0%	0	0%	179	0%
Complaints about the Agency - Provider Portal	44	0%	0	0%	44	0%
Complaints about the Agency - Quality & Safeguards Commission	<40	n/a	<11	n/a	36	0%
Complaints about the Agency - Reasonable and necessary supports	2,260	4%	0	0%	2,260	4%
Complaints about the Agency - Staff conduct - Agency	683	1%	0	0%	683	1%
Complaints about the Agency - The way the NDIA carried out its decision making	1,274	2%	0	0%	1,274	2%
Complaints about the Agency - Timeliness	5,935	11%	0	0%	5,935	10%
Complaints about the Agency - Other	<4,690	n/a	<11	n/a	4,691	8%
Complaints about the Agency - Total	54,533	100%	4,758	100%	59,291	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<20	n/a	<11	n/a	19	10%
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	<11	n/a	19	10%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	95	60%	25	71%	120	62%
Complaints about Early Connections Partner - Early Connections Timeliness	<30	n/a	<11	n/a	34	18%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	159	100%	35	100%	194	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Plan	<150	n/a	<11	n/a	149	14%
Complaints about LAC Partner - LAC Process	<110	n/a	<11	n/a	110	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Staff	642	65%	57	77%	699	66%
Complaints about LAC Partner - LAC Timeliness	<80	n/a	<11	n/a	80	8%

⁵² 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.

⁵³ There are 60,744 total participant complaints in prior quarters, 5,027 total participant complaints in 2024-25 Q1, and 65,771 total participant complaints as at 30 September 2024 (which includes 1,513 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	984	100%	74	100%	1,058	100%
Complaints about service providers - Provider Costs	145	4%	0	0%	145	4%
Complaints about service providers - Provider Finance	<230	n/a	<20	n/a	240	6%
Complaints about service providers - Provider Fraud and Compliance	329	9%	34	21%	363	10%
Complaints about service providers - Provider Process	143	4%	0	0%	143	4%
Complaints about service providers - Provider Service	1,051	30%	61	38%	1,112	30%
Complaints about service providers - Provider Staff	544	15%	50	31%	594	16%
Complaints about service providers - Service Delivery	237	7%	0	0%	237	6%
Complaints about service providers - Staff Conduct	217	6%	0	0%	217	6%
Complaints about service providers - Supports being provided	254	7%	0	0%	254	7%
Complaints about service providers - Other	<410	n/a	<11	n/a	410	11%
Complaints about service providers - Total	3,556	100%	159	100%	3,715	100%

Table F.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	1,250	22%	88	20%	1,338	22%
Plan	3,922	68%	330	76%	4,252	69%
Plan Reassessment	<210	n/a	<11	n/a	208	3%
Other	<370	n/a	<11	n/a	371	6%
Total cases	5,737	100%	432	100%	6,169	100%
Percentage of the number of active participants	n/a	0.61%	n/a	0.87%	n/a	0.62%

Table F.29 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
Sep-21	320	0.9%	2,327	0.5%
Dec-21	517	1.4%	2,844	0.6%
Mar-22	393	1.0%	3,237	0.6%
Jun-22	355	0.9%	3,592	0.6%
Sep-22	306	0.7%	3,898	0.6%
Dec-22	274	0.6%	4,172	0.6%
Mar-23	266	0.6%	4,438	0.6%
Jun-23	310	0.7%	4,748	0.6%
Sep-23	255	0.5%	5,003	0.6%
Dec-23	287	0.6%	5,290	0.6%
Mar-24	171	0.4%	5,461	0.6%
Jun-24	276	0.6%	5,737	0.6%
Sep-24	432	0.9%	6,169	0.6%

Table F.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – New South Wales ⁵⁴

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	6,169	5,525
Open AAT Cases	916	899
Closed AAT Cases	5,253	4,721
Resolved before hearing	5,078	4,566
Gone to hearing and received a substantive decision	175	155

Table F.31 Administrative Appeals Tribunal (AAT) Supports in dispute – New South Wales ^{55 56}
57

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	64	11	75
Core (excluding Consumables and Transport)	477	78	555
Capacity Building	597	95	692
General Support	105	15	120
Assistive Technology	157	26	183
Specialist Disability Accommodation	<70	<11	67
Home Modifications	<40	<11	39
Supported Independent Living	185	32	217
Everyday Living Costs	<50	<11	56
Transport	66	16	82
Other	0	0	0
Total number of unique participants counted across disputed supports	977	152	1,129
Total number of instances of participants counted across disputed supports	1,794	292	2,086

⁵⁴ 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.

⁵⁵ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁵⁶ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

⁵⁷ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Table F.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – New South Wales

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	162	3%	13	3%	175	3%
Decided by Tribunal - Affirmed	<80	n/a	<11	n/a	85	n/a
Decided by Tribunal - Varied	<40	n/a	<11	n/a	32	n/a
Decided by Tribunal - Set Aside	<60	n/a	<11	n/a	58	n/a
Not Decided by Tribunal - Total	4,856	97%	222	97%	5,078	97%
Not Decided by Tribunal - Resolved by consent	3,472	69%	161	69%	3,633	69%
Not Decided by Tribunal - Withdrawn	987	20%	33	20%	1,020	20%
Not Decided by Tribunal - No jurisdiction	<90	n/a	<11	n/a	86	n/a
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	17	n/a
Not Decided by Tribunal - Extension of Time Not opposed	26	1%	0	1%	26	1%
Not Decided by Tribunal - Dismissed	270	5%	26	5%	296	5%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	5,018	100%	235	100%	5,253	100%

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table F.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – New South Wales ⁵⁸

Plan management type	Registered	Unregistered	Total providers
Agency-managed	4,137	0	4,137
Plan-managed	6,263	50,553	56,512
Self-managed	2,538	18,498	20,939
All plan management types	6,913	60,107	66,695

⁵⁸ 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.

Table F.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – New South Wales ^{59 60}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	1,256	0	1,256
Plan-managed	1,120	728	1,860
Self-managed	48	71	372
All management types	2,424	799	3,487

⁵⁹ Registration status is determined as at the posting date of payment.

⁶⁰ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table F.35 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.7%	2.6%
\$5,001-\$10,000	5.8%	5.6%
\$10,001-\$15,000	10.8%	10.5%
\$15,001-\$20,000	14.8%	14.9%
\$20,001-\$25,000	11.4%	11.4%
\$25,001-\$30,000	4.5%	4.6%
\$30,001-\$50,000	12.8%	12.8%
\$50,001-\$100,000	16.7%	16.6%
\$100,001-\$150,000	6.5%	6.6%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.1%	2.2%
\$250,001+	8.4%	8.7%

Table F.36 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.9%	2.8%
\$5,001-\$10,000	6.2%	5.9%
\$10,001-\$15,000	11.5%	11.2%
\$15,001-\$20,000	15.7%	15.9%
\$20,001-\$25,000	12.1%	12.1%
\$25,001-\$30,000	4.7%	4.8%
\$30,001-\$50,000	13.6%	13.6%
\$50,001-\$100,000	17.7%	17.7%
\$100,001-\$150,000	6.9%	7.0%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	3.1%	3.3%

Table F.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$19,300	\$25,700	n/a	n/a	\$19,300	\$25,700
7 to 14	\$23,500	\$26,700	n/a	n/a	\$23,500	\$26,600
15 to 18	\$38,800	\$46,400	\$559,400	\$648,400	\$36,000	\$43,400
19 to 24	\$81,000	\$102,000	\$500,500	\$548,500	\$55,700	\$76,000
25 to 34	\$102,800	\$123,500	\$423,500	\$460,100	\$67,400	\$86,600
35 to 44	\$115,200	\$139,000	\$389,000	\$427,100	\$74,400	\$96,400
45 to 54	\$123,500	\$148,300	\$386,700	\$426,100	\$76,900	\$100,800
55 to 64	\$131,300	\$159,300	\$393,400	\$425,400	\$84,000	\$109,400
65+	\$127,900	\$156,800	\$385,000	\$419,800	\$86,800	\$113,400
All	\$67,600	\$81,700	\$404,700	\$441,800	\$46,400	\$59,200

Table F.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$158,100	\$189,700	\$428,300	\$467,500	\$106,900	\$136,100
Autism	\$38,300	\$45,400	\$456,200	\$493,700	\$30,100	\$36,700
Cerebral palsy	\$153,200	\$177,200	\$455,100	\$495,700	\$99,600	\$120,900
Developmental delay	\$14,500	\$21,500	n/a	n/a	\$14,500	\$21,500
Global developmental delay	\$19,300	\$25,200	n/a	n/a	\$19,300	\$25,200
Hearing impairment	\$9,500	\$16,100	n/a	n/a	\$9,400	\$15,800
Intellectual disability	\$109,500	\$127,300	\$375,800	\$408,100	\$60,400	\$76,100
Multiple sclerosis	\$107,500	\$136,100	\$506,800	\$551,800	\$91,800	\$119,800
Psychosocial disability	\$95,100	\$120,100	\$361,700	\$402,700	\$67,300	\$90,300
Spinal cord injury	\$166,800	\$206,900	\$589,200	\$651,300	\$146,900	\$184,500
Stroke	\$144,000	\$184,000	\$477,600	\$524,600	\$102,900	\$139,500
Visual impairment	\$42,400	\$54,700	\$355,300	\$375,800	\$39,200	\$51,300
Other neurological	\$145,800	\$179,900	\$478,500	\$509,500	\$106,100	\$137,100
Other physical	\$72,100	\$97,200	\$438,300	\$495,500	\$65,200	\$89,400
Other sensory/speech	\$10,000	\$17,100	n/a	n/a	\$9,600	\$16,200
Other	\$92,100	\$119,300	\$450,100	\$492,600	\$68,700	\$93,400
Down Syndrome	\$121,400	\$137,700	\$336,200	\$361,600	\$74,800	\$88,800
All	\$67,600	\$81,700	\$404,700	\$441,800	\$46,400	\$59,200

Table F.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$14,200	\$20,700	n/a	n/a	\$14,100	\$20,600
2	\$19,300	\$30,000	n/a	n/a	\$18,700	\$27,800
3	\$22,600	\$30,700	\$349,100	\$382,900	\$20,600	\$28,500
4	\$16,700	\$24,800	\$411,300	\$432,800	\$15,000	\$23,100
5	\$31,600	\$40,300	\$360,700	\$391,100	\$26,100	\$34,500
6	\$26,000	\$34,900	\$326,200	\$374,700	\$23,900	\$32,400
7	\$58,900	\$69,300	\$370,800	\$400,200	\$38,200	\$47,800
8	\$56,800	\$79,600	\$324,000	\$374,600	\$45,900	\$67,000
9	\$75,700	\$102,300	\$385,500	\$444,000	\$68,400	\$94,600
10	\$97,500	\$125,400	\$342,600	\$378,900	\$74,300	\$100,800
11	\$135,000	\$152,500	\$412,400	\$446,500	\$77,500	\$90,700
12	\$185,500	\$219,200	\$404,800	\$440,900	\$125,200	\$157,000
13	\$110,500	\$124,600	\$502,700	\$542,200	\$76,300	\$87,000
14	\$298,000	\$339,300	\$493,900	\$534,700	\$220,600	\$260,900
15	\$463,300	\$497,400	n/a	n/a	\$443,200	\$481,800
All	\$67,600	\$81,700	\$404,700	\$441,800	\$46,400	\$59,200

Table F.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – New South Wales ⁶¹

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	3,550.0	3,772.1
Core: Consumables	33.6	38.5
Core: Social and Civic	674.1	838.5
Core: Transport	24.1	28.2
Capacity Building: Choice and Control	10.6	11.6
Capacity Building: Daily Activities	95.4	141.2
Capacity Building: Employment	1.1	3.7
Capacity Building: Health and Wellbeing	1.8	2.8
Capacity Building: Home Living	0.005	0.5
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	93.2	141.3
Capacity Building: Social and Civic	0.9	1.9
Capacity Building: Support Coordination	58.8	71.5
Capital: Assistive Technology	29.8	62.0
Capital: Home Modifications	87.9	120.6
All	4,661.2	5,234.4

⁶¹ Total payments for home modifications in New South Wales were \$87.9 million. Of which, \$87.1 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$120.6 million. Of which, \$119.1 million (98.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1.2%) has been allocated for non-SDA supports.

Table F.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – New South Wales ⁶²

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	3,265.7	4,223.5
Core: Consumables	164.7	219.7
Core: Social and Civic	2,405.2	2,740.5
Core: Transport	320.1	134.3
Capacity Building: Choice and Control	148.0	170.1
Capacity Building: Daily Activities	1,513.0	2,411.5
Capacity Building: Employment	47.1	124.9
Capacity Building: Health and Wellbeing	12.6	23.6
Capacity Building: Home Living	0.2	0.9
Capacity Building: Lifelong learning	0.04	0.3
Capacity Building: Relationships	134.7	288.3
Capacity Building: Social and Civic	61.8	139.2
Capacity Building: Support Coordination	231.1	329.7
Capital: Assistive Technology	152.9	376.4
Capital: Home Modifications	53.6	89.8
All	8,510.6	11,272.9

Table F.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ⁶³

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	235.2	352.7	1,768.2	4,268.8	5,897.1	8,028.8	10,172.4	11,494.1	14,036.1	16,077.3	4,247.8	76,578.6
Total Paid	178.9	260.4	1,210.3	3,100.1	4,472.0	5,981.5	7,710.8	8,945.6	10,976.6	12,850.4	2,957.4	58,644.2
% utilised to date	76%	74%	68%	73%	76%	75%	76%	78%	78%	80%	70%	77%

Table F.43 Percentage change in plan budgets for active participants – New South Wales ⁶⁴

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	10.5%	6.4%	6.7%	6.7%	8.7%	6.2%	4.6%	6.7%	7.1%
Interplan Inflation	9.7%	10.0%	5.6%	4.6%	5.1%	3.4%	2.6%	2.9%	5.0%
Total Inflation	20.2%	16.4%	12.3%	11.2%	13.8%	9.6%	7.2%	9.6%	12.1%

⁶² Total payments for home modifications in New South Wales were \$53.6 million. Of which, \$25.1 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$28.5 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$89.8 million. Of which, \$32.9 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.9 million (63%) has been allocated for non-SDA supports.

⁶³ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

⁶⁴ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement G:

Victoria

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	228,254	7,338	235,592
Active Eligible - Total	178,736	5,939	184,675
Active Eligible - New	111,258	5,818	117,076
Active Eligible - State	57,473	95	57,568
Active Eligible - Commonwealth	10,005	26	10,031
Active Participant Plans - Total	175,653	6,677	182,330
Active Participant Plans - New	108,689	6,557	115,246
Active Participant Plans - State	56,994	101	57,095
Active Participant Plans - Commonwealth	9,970	19	9,989
Active Participant Plans - Total	175,653	6,677	182,330
Active Participant Plans - Early Intervention (s25)	57,234	3,887	61,121
Active Participant Plans - Permanent Disability (s24)	118,419	2,790	121,209

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

People leaving the Scheme	Total
Number of people who have left the Scheme	15,926
Early Intervention participants	5,148
Permanent disability participants	10,778

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	47,891	98%	20,591	98%	2,531	98%	71,013	98%
7 to 14	23,002	91%	12,519	92%	1,250	90%	36,771	91%
15 to 18	6,703	92%	4,309	90%	486	92%	11,498	91%
19 to 24	5,715	90%	4,077	85%	316	81%	10,108	87%
25 to 34	7,665	87%	6,542	80%	421	74%	14,628	83%
35 to 44	7,866	83%	7,672	76%	287	69%	15,825	79%
45 to 54	9,519	80%	9,901	72%	306	63%	19,726	76%
55 to 64	11,460	75%	11,240	64%	342	55%	23,042	69%
65+	543	58%	490	49%	17	43%	1,050	53%
Missing	0	n/a	0	n/a	0	n/a	0	n/a
Total	120,364	90%	77,341	82%	5,956	85%	203,661	86%

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	3,912	91%	1,952	90%	102	86%	5,966	91%
Autism	42,862	97%	20,337	98%	2,576	97%	65,775	97%
Cerebral palsy	2,493	97%	2,028	96%	58	94%	4,579	97%
Developmental delay	22,093	99%	9,438	99%	1,700	99%	33,231	99%
Down syndrome	1,704	100%	1,403	100%	38	97%	3,145	100%
Global developmental delay	2,467	99%	1,073	99%	165	97%	3,705	99%
Hearing impairment	3,571	90%	3,817	88%	180	89%	7,568	89%
Intellectual disability	15,881	96%	11,037	94%	222	86%	27,140	95%
Multiple sclerosis	902	92%	2,760	92%	67	84%	3,729	92%
Psychosocial disability	10,621	75%	11,756	69%	349	49%	22,726	71%
Spinal cord injury	815	94%	395	90%	31	89%	1,241	93%
Stroke	1,513	86%	1,085	83%	60	81%	2,658	84%
Visual impairment	1,723	91%	1,638	89%	45	75%	3,406	90%
Other neurological	4,044	83%	3,502	82%	152	79%	7,698	82%
Other physical	2,700	46%	3,099	37%	76	29%	5,875	40%
Other sensory/speech	488	53%	<210	n/a	<11	n/a	700	51%
Other	1,684	46%	<1,150	n/a	<110	n/a	2,928	38%
Missing	891	85%	<680	n/a	<30	n/a	1,591	80%
Total	120,364	90%	77,341	82%	5,956	85%	203,661	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	6,201	4%	299	4%	6,500	4%
Non-First Nations Participants	143,520	82%	5,922	89%	149,442	82%
Not Stated	25,932	15%	456	7%	26,388	14%
Total	175,653	100%	6,677	100%	182,330	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	20,198	11%	567	8%	20,765	11%
Not culturally and linguistically diverse	151,832	86%	5,168	77%	157,000	86%
Not stated	3,623	2%	942	14%	4,565	3%
Total	175,653	100%	6,677	100%	182,330	100%

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Victoria ⁶⁵

Age group	Total number of active participants
Under 45	14
45 to 54	45
55 to 64	300
Total YPIRAC (under 65)	359

⁶⁵ There are a further 515 active participants aged 65 years or over who are currently in residential aged care.

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ⁶⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
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	-62	413
Sep-24	-54	359

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	127,824	73%	4,891	73%	132,715	73%
Population > 50,000	16,783	10%	677	10%	17,460	10%
Population between 15,000 and 50,000	11,528	7%	362	5%	11,890	7%
Population between 5,000 and 15,000	9,425	5%	332	5%	9,757	5%
Population less than 5,000	10,029	6%	415	6%	10,444	6%
Remote	<60	n/a	0	0%	<60	n/a
Very Remote	0	0%	0	0%	0	0%
Missing	<11	n/a	0	n/a	<11	n/a
Total	175,653	100%	6,677	100%	182,330	100%

⁶⁶ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table G.10 Participant profile per quarter by primary disability group – Victoria ⁶⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	61,717	35%	2,311	35%	64,028	35%
Intellectual disability	25,055	14%	267	4%	25,322	14%
Developmental delay	24,703	14%	2,672	40%	27,375	15%
Psychosocial disability	20,011	11%	210	3%	20,221	11%
Hearing impairment	6,992	4%	166	2%	7,158	4%
Other neurological	5,548	3%	149	2%	5,697	3%
Other physical	4,570	3%	60	1%	4,630	3%
Acquired brain injury	4,818	3%	108	2%	4,926	3%
Cerebral palsy	4,243	2%	26	0%	4,269	2%
Global developmental delay	2,914	2%	266	4%	3,180	2%
Down syndrome	2,847	2%	24	0%	2,871	2%
Other	2,420	1%	170	3%	2,590	1%
Multiple sclerosis	3,296	2%	93	1%	3,389	2%
Visual impairment	2,940	2%	55	1%	2,995	2%
Stroke	2,117	1%	76	1%	2,193	1%
Spinal cord Injury	<1,040	n/a	<30	n/a	1,056	1%
Other sensory/speech	<430	n/a	<11	n/a	430	0%
Total	175,653	100%	6,677	100%	182,330	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ⁶⁸

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	897	12%	0	0%	897	12%
Intellectual disability	3,070	41%	0	0%	3,070	41%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	633	8%	0	0%	633	8%
Hearing impairment	<11	n/a	0	0%	<11	n/a
Other neurological	<450	n/a	<11	n/a	458	6%
Other physical	<70	n/a	<11	n/a	63	1%
Acquired brain injury	<660	n/a	<11	n/a	662	9%
Cerebral palsy	648	9%	0	0%	648	9%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	565	8%	0	0%	565	8%
Other	<120	n/a	<11	n/a	117	2%
Multiple sclerosis	134	2%	0	0%	134	2%
Visual impairment	<30	n/a	<11	n/a	26	0%
Stroke	<190	n/a	<11	n/a	190	3%
Spinal cord Injury	<60	n/a	<11	n/a	62	1%
Other sensory/speech	0	0%	0	0%	0	0%
Total	7,499	100%	30	100%	7,529	100%

⁶⁷ Table order based on national proportions in Supplement E (highest to lowest).

⁶⁸ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	60,820	36%	2,311	35%	63,131	36%
Intellectual disability	21,985	13%	267	4%	22,252	13%
Developmental delay	24,703	15%	2,672	40%	27,375	16%
Psychosocial disability	19,378	12%	210	3%	19,588	11%
Hearing impairment	6,988	4%	166	2%	7,154	4%
Other neurological	5,098	3%	141	2%	5,239	3%
Other physical	4,508	3%	59	1%	4,567	3%
Acquired brain injury	4,165	2%	99	1%	4,264	2%
Cerebral palsy	3,595	2%	26	0%	3,621	2%
Global developmental delay	2,914	2%	266	4%	3,180	2%
Down syndrome	2,282	1%	24	0%	2,306	1%
Other	2,306	1%	167	3%	2,473	1%
Multiple sclerosis	3,162	2%	93	1%	3,255	2%
Visual impairment	2,915	2%	54	1%	2,969	2%
Stroke	1,933	1%	70	1%	2,003	1%
Spinal cord Injury	<980	n/a	<20	n/a	994	1%
Other sensory/speech	<430	n/a	<11	n/a	430	0%
Total	168,154	100%	6,647	100%	174,801	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	22,730	13%	2,087	31%	24,817	14%
2 (High Function)	465	0%	12	0%	477	0%
3 (High Function)	9,325	5%	623	9%	9,948	5%
4 (High Function)	9,053	5%	97	1%	9,150	5%
5 (High Function)	13,980	8%	639	10%	14,619	8%
6 (Moderate Function)	39,954	23%	1,269	19%	41,223	23%
7 (Moderate Function)	9,373	5%	284	4%	9,657	5%
8 (Moderate Function)	<9,030	n/a	<160	n/a	9,180	5%
9 (Moderate Function)	<790	n/a	<11	n/a	787	0%
10 (Moderate Function)	16,569	9%	220	3%	16,789	9%
11 (Low Function)	4,693	3%	69	1%	4,762	3%
12 (Low Function)	24,263	14%	344	5%	24,607	13%
13 (Low Function)	<10,620	n/a	<90	n/a	10,695	6%
14 (Low Function)	<2,180	n/a	<11	n/a	2,179	1%
15 (Low Function)	37	0%	0	0%	37	0%
Missing	2,619	1%	784	12%	3,403	2%
Total	175,653	100%	6,677	100%	182,330	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	27,810	16%	3,351	50%	31,161	17%
7 to 14	48,454	28%	1,498	22%	49,952	27%
15 to 18	15,489	9%	359	5%	15,848	9%
19 to 24	13,809	8%	209	3%	14,018	8%
25 to 34	14,909	8%	275	4%	15,184	8%
35 to 44	13,505	8%	257	4%	13,762	8%
45 to 54	15,325	9%	290	4%	15,615	9%
55 to 64	17,578	10%	391	6%	17,969	10%
65+	8,774	5%	47	1%	8,821	5%
Total	175,653	100%	6,677	100%	182,330	100%

Table G.15 Participation rates by age group and gender at 30 September 2024 – Victoria ⁶⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	7.1%	3.4%	5.6%
7 to 14	9.7%	4.8%	7.5%
15 to 18	5.7%	3.5%	4.8%
19 to 24	3.2%	2.0%	2.7%
25 to 44	1.5%	1.3%	1.4%
45 to 64	2.1%	2.1%	2.1%
Total (aged 0 to 64)	3.6%	2.3%	3.0%

Table G.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Victoria ⁷⁰

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	6%	n/a	6%
Health & Wellbeing	19%	n/a	19%
Lifelong Learning	12%	0%	12%
Other	8%	0%	8%
Non-categorised	7%	n/a	7%
Any mainstream service	33%	n/a	33%

⁶⁹ 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.

⁷⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table G.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Victoria ⁷¹

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	2%	3%	2%
Daily life	21%	21%	21%
Health and wellbeing	67%	77%	69%
Learning	30%	37%	31%
Relationships	5%	4%	5%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	14%	3%	13%
Any mainstream service	99%	95%	98%

⁷¹ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table G.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=13,626), and ‘participant social and community engagement rate’ (n=13,487), and the metric for ‘parent and carer employment rate’ (n=14,338) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=8,515) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Victoria

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	21%	26%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	20%	26%
Participant employment rate - Aged 55 to 64 years	15%	15%	14%	26%
Participant employment rate - Aged 65+ years	11%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	36%	36%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	34%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	34%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	40%	46%
Participant social and community engagement rate - Aged 25+ years	31%	36%	36%	46%
Participant social and community engagement rate - Aged 15+ years	31%	36%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	47%	51%	n/a
Parent and carer employment rate - Aged 15+ years	46%	46%	47%	n/a
Parent and carer employment rate - All ages	46%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	76%	n/a

Table G.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=11,356), and ‘participant social and community engagement rate’ (n=11,217), and the metric for ‘parent and carer employment rate’ (n=8,891) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,442) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Victoria

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	26%	26%	21%	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	23%	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%	37%	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%	39%	41%	40%	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%	39%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	38%	40%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	47%	52%	n/a
Parent and carer employment rate - Aged 15+ years	48%	49%	49%	50%	n/a
Parent and carer employment rate - All ages	46%	48%	48%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	73%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	78%	n/a

Table G.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,957), and ‘participant social and community engagement rate’ (n=7,807), and the metric for ‘parent and carer employment rate’ (n=5,665) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=6,200) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Victoria

Age group	Baseline	R1	R2	R3	R4	2024-25 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%	27%	31%	22%	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%	17%	15%	13%	26%
Participant employment rate - Aged 65+ years	11%	12%	11%	13%	8%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	24%	19%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	39%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	39%	42%	43%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	37%	40%	38%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	38%	43%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	38%	46%	42%	46%
Participant social and community engagement rate - Aged 25+ years	35%	37%	39%	41%	40%	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%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	51%	52%	51%	n/a
Parent and carer employment rate - All ages	46%	49%	50%	50%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	65%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	79%	n/a

Table G.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=5,718), and ‘participant social and community engagement rate’ (n=5,484), and the metric for ‘parent and carer employment rate’ (n=3,499) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=4,696) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Victoria

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	7%	11%	13%	17%	13%	24%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	26%	28%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	27%	25%	25%	22%	19%	25%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	22%	25%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	16%	17%	11%	15%	26%
Participant employment rate - Aged 65+ years	13%	13%	10%	10%	4%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	22%	23%	18%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	21%	22%	17%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	39%	38%	39%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	40%	42%	43%	42%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	42%	42%	49%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	43%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	43%	39%	41%	45%	46%
Participant social and community engagement rate - Aged 65+ years	41%	45%	46%	44%	42%	46%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	43%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	41%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	47%	52%	45%	56%	n/a
Parent and carer employment rate - Aged 15+ years	49%	50%	54%	53%	41%	51%	n/a
Parent and carer employment rate - All ages	46%	48%	49%	53%	44%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	67%	65%	76%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	78%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	75%	82%	n/a

Table G.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,998), and ‘participant social and community engagement rate’ (n=3,645), and the metric for ‘parent and carer employment rate’ (n=2,280) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for ‘participant choice and control’ (n=3,354) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Victoria

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	10%	10%	16%	19%	6%	21%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	24%	27%	20%	24%	27%	26%
Participant employment rate - Aged 35 to 44 years	29%	27%	29%	30%	23%	26%	30%	26%
Participant employment rate - Aged 45 to 54 years	29%	31%	27%	25%	31%	23%	23%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	17%	18%	16%	12%	14%	26%
Participant employment rate - Aged 65+ years	15%	15%	10%	9%	8%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	24%	25%	22%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	24%	22%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	40%	38%	48%	37%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	48%	47%	44%	39%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	44%	44%	48%	48%	46%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	44%	42%	43%	41%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	43%	44%	44%	44%	50%	46%
Participant social and community engagement rate - Aged 65+ years	44%	50%	53%	50%	51%	44%	60%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	46%	46%	45%	42%	52%	46%
Participant social and community engagement rate - Aged 15+ years	38%	42%	45%	45%	46%	42%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	51%	51%	47%	48%	60%	n/a
Parent and carer employment rate - Aged 15+ years	46%	50%	46%	49%	50%	58%	50%	n/a
Parent and carer employment rate - All ages	46%	50%	49%	51%	48%	52%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	63%	67%	69%	70%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	62%	70%	74%	79%	80%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	60%	68%	72%	76%	77%	85%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table G.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables G.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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table G.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 91 in Prior Quarters, n = 28 in 2024-25 Q1), 'Community Connections' (n = 976 in Prior Quarters, n = 300 in 2024-25 Q1), 'Apply for NDIS' (n = 814 in Prior Quarters, n = 270 in 2024-25 Q1), 'Plan Approval' (n = 1,638 in Prior Quarters, n = 817 in 2024-25 Q1), 'Plan Implementation' (n = 1,263 in Prior Quarters, n = 1,006 in 2024-25 Q1) and 'Plan Reassessment' (n = 4,298 in Prior Quarters, n = 1,336 in 2024-25 Q1) - Victoria

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
Early Supports - Were you treated with respect?	100%	96%
Early Supports - Were decisions and outcomes explained to you?	84%	89%
Early Supports - Were your questions and concerns acknowledged?	88%	93%
Early Supports - How well does your early supports plan meet your child's needs?	46%	57%
Community Connections - Was information easy to understand?	85%	85%
Community Connections - Was communication in your preferred format?	95%	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?	76%	77%
Community Connections - To what extent were your circumstances and needs considered?	75%	78%
Community Connections - To what extent were you included in decisions that were made?	75%	80%
Community Connections - How confident are you in reaching out to community supports and other government services?	55%	49%
Apply for NDIS (overall) - Were you treated with respect?	95%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	72%
Apply for NDIS (overall) - Was information easy to understand?	73%	65%
Apply for NDIS (overall) - Was communication in your preferred format?	89%	82%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	57%	47%
Plan Approval - Were you treated with respect?	92%	89%
Plan Approval - Were decisions and outcomes explained to you?	79%	78%
Plan Approval - Were your questions and concerns acknowledged?	77%	72%
Plan Approval - Do you know where to go for more help with using your plan?	84%	82%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	52%
Plan Approval - How well does your NDIS plan meet your needs?	60%	56%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	52%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	55%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	59%	58%
Plan Implementation - Do you feel confident in using your plan?	65%	64%
Plan Implementation - Do you feel confident in accessing supports?	65%	63%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	69%	60%
Plan Reassessment - To what extent were your circumstances and needs considered?	71%	62%
Plan Reassessment - To what extent were you included in decisions that were made?	70%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	68%	61%
Plan Reassessment - Do you feel confident in using your plan?	70%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	60%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	79%	76%

Table G.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria ^{72 73}

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<180	<11	181	171
People who have submitted an access request: Complaint about LAC Partner	871	73	944	853
People who have submitted an access request: Complaints about service providers	2,951	185	3,136	2,504
People who have submitted an access request: Complaints about the Agency	46,823	4,713	51,536	26,169
People who have submitted an access request: Unclassified	<640	<11	636	590
People who have submitted an access request: Total	51,457	4,976	56,433	28,020
Percentage of the number of active participants	6.1%	12.6%	6.4%	n/a
Total PCIs	11,738	1,321	13,059	n/a

Table G.25 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
Sep-21	1,820	6%	22,732	7%
Dec-21	1,783	5%	24,515	7%
Mar-22	1,915	6%	26,430	7%
Jun-22	1,786	5%	28,216	7%
Sep-22	1,962	5%	30,178	6%
Dec-22	1,761	5%	31,939	6%
Mar-23	1,882	5%	33,821	6%
Jun-23	2,153	5%	35,974	6%
Sep-23	2,315	6%	38,289	6%
Dec-23	2,721	6%	41,010	6%
Mar-24	4,771	11%	45,781	6%
Jun-24	5,676	13%	51,457	7%
Sep-24	4,976	11%	56,433	7%

⁷² Note that 59% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.

⁷³ 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.26 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
Sep-21	368	1%	2,026	1%
Dec-21	373	1%	2,399	1%
Mar-22	437	1%	2,836	1%
Jun-22	534	2%	3,370	1%
Sep-22	569	2%	3,939	1%
Dec-22	633	2%	4,572	1%
Mar-23	1,028	3%	5,600	1%
Jun-23	1,115	3%	6,715	1%
Sep-23	1,198	3%	7,913	1%
Dec-23	1,182	3%	9,095	1%
Mar-24	1,298	3%	10,393	1%
Jun-24	1,345	3%	11,738	2%
Sep-24	1,321	3%	13,059	2%

Table G.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ^{74 75}

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,136	2%	0	0%	1,136	2%
Complaints about the Agency - Information unclear	482	1%	0	0%	482	1%
Complaints about the Agency - NDIA Access	1,115	2%	97	2%	1,212	2%
Complaints about the Agency - NDIA Engagement	62	0%	12	0%	74	0%
Complaints about the Agency - NDIA Finance	3,132	7%	252	5%	3,384	7%
Complaints about the Agency - NDIA Fraud and Compliance	212	0%	24	1%	236	0%
Complaints about the Agency - NDIA Plan	10,364	22%	1,037	22%	11,401	22%
Complaints about the Agency - NDIA Process	3,656	8%	732	16%	4,388	9%
Complaints about the Agency - NDIA Resources	385	1%	33	1%	418	1%
Complaints about the Agency - NDIA Staff	2,673	6%	322	7%	2,995	6%
Complaints about the Agency - NDIA Timeliness	12,931	28%	2,198	47%	15,129	29%
Complaints about the Agency - Participation, engagement and inclusion	100	0%	0	0%	100	0%
Complaints about the Agency - Provider Portal	29	0%	0	0%	29	0%
Complaints about the Agency - Quality & Safeguards Commission	<40	n/a	<11	n/a	34	0%
Complaints about the Agency - Reasonable and necessary supports	1,557	3%	0	0%	1,557	3%
Complaints about the Agency - Staff conduct - Agency	453	1%	0	0%	453	1%
Complaints about the Agency - The way the NDIA carried out its decision making	786	2%	0	0%	786	2%
Complaints about the Agency - Timeliness	4,499	10%	0	0%	4,499	9%

⁷⁴ 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.

⁷⁵ There are 51,457 total participant complaints in prior quarters, 4,976 total participant complaints in 2024-25 Q1, and 56,433 total participant complaints as at 30 September 2024 (which includes 636 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Other	<3,220	n/a	<11	n/a	3,223	6%
Complaints about the Agency - Total	46,823	100%	4,713	100%	51,536	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	26	n/a	0	n/a	26	14%
Complaints about Early Connections Partner - Early Connections Process	14	n/a	0	n/a	14	8%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<60	n/a	<11	n/a	63	35%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	74	41%
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<180	n/a	<11	n/a	181	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	0	0%	<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	<120	n/a	<11	n/a	116	12%
Complaints about LAC Partner - LAC Process	<90	n/a	<11	n/a	91	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	574	66%	54	74%	628	67%
Complaints about LAC Partner - LAC Timeliness	<90	n/a	<11	n/a	92	10%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	871	100%	73	100%	944	100%
Complaints about service providers - Provider Costs	53	2%	0	0%	53	2%
Complaints about service providers - Provider Finance	206	7%	19	10%	225	7%
Complaints about service providers - Provider Fraud and Compliance	314	11%	37	20%	351	11%
Complaints about service providers - Provider Process	90	3%	0	0%	90	3%
Complaints about service providers - Provider Service	1,126	38%	82	44%	1,208	39%
Complaints about service providers - Provider Staff	559	19%	47	25%	606	19%
Complaints about service providers - Service Delivery	122	4%	0	0%	122	4%
Complaints about service providers - Staff Conduct	127	4%	0	0%	127	4%
Complaints about service providers - Supports being provided	136	5%	0	0%	136	4%
Complaints about service providers - Other	218	7%	0	0%	218	7%
Complaints about service providers - Total	2,951	100%	185	100%	3,136	100%

Table G.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	995	19%	72	14%	1,067	19%
Plan	3,672	71%	426	82%	4,098	72%
Plan Reassessment	114	2%	13	2%	127	2%
Other	397	8%	11	2%	408	7%
Total cases	5,178	100%	522	100%	5,700	100%
Percentage of the number of active participants	0.69%	n/a	1.16%	n/a	0.71%	n/a

Table G.29 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
Sep-21	333	1%	1,740	1%
Dec-21	471	1%	2,211	1%
Mar-22	404	1%	2,615	1%
Jun-22	320	1%	2,935	1%
Sep-22	301	1%	3,236	1%
Dec-22	306	1%	3,542	1%
Mar-23	284	1%	3,826	1%
Jun-23	296	1%	4,122	1%
Sep-23	283	1%	4,405	1%
Dec-23	284	1%	4,689	1%
Mar-24	166	0%	4,855	1%
Jun-24	323	1%	5,178	1%
Sep-24	522	1%	5,700	1%

Table G.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Victoria ⁷⁶

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	5,700	5,099
Open AAT Cases	1,000	978
Closed AAT Cases	4,700	4,235
Resolved before hearing	4,591	4,142
Gone to hearing and received a substantive decision	109	93

⁷⁶ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table G.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Victoria ^{77 78 79}

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	94	17	111
Core (excluding Consumables and Transport)	491	121	612
Capacity Building	614	165	779
General Support	101	37	138
Assistive Technology	175	41	216
Specialist Disability Accommodation	94	12	106
Home Modifications	<50	<11	55
Supported Independent Living	160	41	201
Everyday Living Costs	<70	<20	80
Transport	106	23	129
Other	0	0	0
Total number of unique participants counted across disputed supports	1,065	233	1,298
Total number of instances of participants counted across disputed supports	1,949	478	2,427

Table G.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Victoria

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal	<110	n/a	<11	n/a	109	2%
Hearing Decision - Affirmed	<40	n/a	<11	n/a	39	1%
Hearing Decision - Varied	23	1%	0	0%	23	0%
Hearing Decision - Set Aside	<50	n/a	<11	n/a	47	1%
Not Decided by Tribunal	4,294	98%	297	97%	4,591	98%
Not Decided by Tribunal - Resolved by consent	2,864	65%	194	64%	3,058	65%
Not Decided by Tribunal - Withdrawn	995	23%	63	21%	1,058	23%
Not Decided by Tribunal - No jurisdiction	<120	n/a	<11	n/a	112	2%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	0	0%	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	33	1%	0	0%	33	1%
Not Decided by Tribunal - Dismissed	<280	n/a	<40	n/a	312	7%
Not Decided by Tribunal - Other	<11	n/a	0	0%	<11	n/a
Total	4,395	100%	305	100%	4,700	100%

⁷⁷ Supports in dispute data is only available for 2022-23 Q3 onwards.

⁷⁸ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

⁷⁹ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers

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

Table G.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – Victoria ⁸⁰

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,535	0	2,535
Plan-managed	5,050	53,874	58,682
Self-managed	1,997	21,279	23,194
All plan management types	5,500	64,132	69,372

⁸⁰ 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.

Table G.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Victoria ⁸¹ ⁸²

Plan management type	Registered	Unregistered	All registration types
Agency-managed	619	0	619
Plan-managed	998	795	1,804
Self-managed	40	80	367
All management types	1,657	875	2,789

⁸¹ Registration status is determined as at the posting date of payment.

⁸² Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table G.35 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	1.9%	1.8%
\$5,001-\$10,000	4.5%	4.3%
\$10,001-\$15,000	9.8%	9.6%
\$15,001-\$20,000	14.6%	15.0%
\$20,001-\$25,000	13.0%	13.0%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.6%	14.4%
\$50,001-\$100,000	18.2%	18.2%
\$100,001-\$150,000	6.4%	6.5%
\$150,001-\$200,000	3.0%	3.1%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	6.7%	6.9%

Table G.36 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.0%	1.9%
\$5,001-\$10,000	4.7%	4.5%
\$10,001-\$15,000	10.2%	10.0%
\$15,001-\$20,000	15.3%	15.6%
\$20,001-\$25,000	13.6%	13.6%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	15.2%	15.0%
\$50,001-\$100,000	19.0%	19.0%
\$100,001-\$150,000	6.7%	6.7%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	2.8%	3.1%

Table G.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$17,800	\$25,900	n/a	n/a	\$17,800	\$25,900
7 to 14	\$23,100	\$29,700	n/a	n/a	\$23,100	\$29,700
15 to 18	\$40,900	\$49,800	\$755,800	\$829,000	\$37,800	\$46,800
19 to 24	\$79,400	\$100,600	\$590,800	\$644,200	\$59,900	\$80,400
25 to 34	\$95,000	\$116,300	\$456,000	\$500,100	\$68,000	\$88,500
35 to 44	\$100,500	\$123,400	\$417,400	\$459,700	\$68,300	\$89,400
45 to 54	\$104,600	\$126,800	\$399,600	\$438,300	\$71,100	\$91,500
55 to 64	\$117,100	\$142,600	\$406,600	\$439,000	\$78,500	\$101,800
65+	\$110,200	\$140,000	\$398,400	\$437,900	\$78,200	\$105,700
All	\$60,600	\$75,300	\$428,200	\$467,200	\$44,700	\$58,400

Table G.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$151,200	\$182,400	\$491,500	\$521,400	\$100,500	\$129,800
Autism	\$36,800	\$46,800	\$514,900	\$565,900	\$29,700	\$39,400
Cerebral palsy	\$164,400	\$192,100	\$440,200	\$485,000	\$114,500	\$139,600
Developmental delay	\$14,200	\$22,600	n/a	n/a	\$14,200	\$22,600
Global developmental delay	\$19,300	\$27,900	n/a	n/a	\$19,300	\$27,900
Hearing impairment	\$9,800	\$18,000	n/a	n/a	\$9,700	\$17,800
Intellectual disability	\$102,400	\$121,600	\$377,900	\$416,700	\$64,000	\$80,800
Multiple sclerosis	\$99,700	\$127,300	\$531,300	\$569,100	\$81,500	\$109,100
Psychosocial disability	\$69,500	\$88,100	\$403,900	\$425,700	\$59,300	\$77,100
Spinal cord injury	\$161,700	\$203,700	\$598,600	\$673,200	\$136,100	\$174,400
Stroke	\$139,600	\$178,100	\$509,100	\$570,800	\$107,200	\$140,800
Visual impairment	\$43,100	\$54,400	\$384,300	\$406,600	\$40,200	\$51,300
Other neurological	\$134,000	\$167,900	\$529,000	\$548,600	\$103,200	\$134,700
Other physical	\$68,600	\$91,400	\$498,000	\$547,200	\$62,300	\$85,200
Other sensory/speech	\$11,700	\$20,200	n/a	n/a	\$11,700	\$20,200
Other	\$91,200	\$117,100	\$560,900	\$563,700	\$69,600	\$94,700
Down Syndrome	\$131,700	\$153,900	\$340,500	\$375,700	\$81,000	\$99,500
All	\$60,600	\$75,300	\$428,200	\$467,200	\$44,700	\$58,400

Table G.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$12,800	\$21,100	n/a	n/a	\$12,700	\$21,000
2	\$18,800	\$31,400	n/a	n/a	\$18,800	\$31,400
3	\$21,100	\$30,500	\$381,600	\$411,300	\$19,600	\$28,800
4	\$16,300	\$25,600	n/a	n/a	\$15,500	\$24,500
5	\$29,000	\$38,600	\$352,500	\$382,300	\$26,600	\$36,000
6	\$22,300	\$33,800	\$399,000	\$454,400	\$21,200	\$32,600
7	\$46,600	\$57,200	\$417,100	\$444,400	\$36,400	\$46,700
8	\$48,200	\$67,200	\$338,100	\$376,600	\$42,800	\$60,900
9	\$72,700	\$103,200	n/a	n/a	\$63,500	\$92,800
10	\$81,200	\$106,800	\$345,600	\$393,600	\$66,600	\$90,400
11	\$88,700	\$104,300	\$423,400	\$469,500	\$66,400	\$80,000
12	\$168,300	\$199,800	\$422,900	\$458,400	\$116,000	\$145,300
13	\$108,900	\$124,100	\$582,700	\$629,500	\$80,700	\$93,400
14	\$295,200	\$338,800	\$476,900	\$521,200	\$224,600	\$267,200
15	\$432,000	\$428,400	n/a	n/a	\$334,600	\$334,100
All	\$60,600	\$75,300	\$428,200	\$467,200	\$44,700	\$58,400

Table G.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Victoria ⁸³

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	2,269.2	2,413.5
Core: Consumables	23.7	25.6
Core: Social and Civic	521.3	644.6
Core: Transport	16.1	19.9
Capacity Building: Choice and Control	9.5	10.0
Capacity Building: Daily Activities	80.5	109.5
Capacity Building: Employment	0.6	1.8
Capacity Building: Health and Wellbeing	0.4	1.0
Capacity Building: Home Living	n/a	0.13
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	56.4	91.0
Capacity Building: Social and Civic	0.4	1.0
Capacity Building: Support Coordination	47.9	54.4
Capital: Assistive Technology	22.7	41.4
Capital: Home Modifications	73.1	104.0
All	3,121.7	3,517.8

Table G.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – Victoria ⁸⁴

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	2,875.7	3,643.4
Core: Consumables	153.26	221.14
Core: Social and Civic	2,079.2	2,529.2
Core: Transport	208.24	125.01
Capacity Building: Choice and Control	144.9	164.03
Capacity Building: Daily Activities	1,393.7	2,310.2
Capacity Building: Employment	30.2	88.09
Capacity Building: Health and Wellbeing	6.5	14.4
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.04	0.3
Capacity Building: Relationships	113.195	239.8
Capacity Building: Social and Civic	50.89	124.3
Capacity Building: Support Coordination	279.04	375.25
Capital: Assistive Technology	109.2	287.8
Capital: Home Modifications	47.3	87.7
All	7,492.02	10,212.94

Table G.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ⁸⁵

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	216.6	205.2	498.3	1,440.1	3,456.0	6,019.6	7,925.6	9,266.5	11,600.0	13,381.1	3,508.1	57,516.9
Total Paid	160.4	161.5	339.0	956.7	2,368.1	4,129.1	5,458.1	6,815.1	8,601.0	10,320.2	2,338.3	41,647.4
% utilised to date	74%	79%	68%	66%	69%	69%	69%	74%	74%	77%	67%	72%

Table G.43 Percentage change in plan budgets for active participants – Victoria ⁸⁶

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	13.0%	8.1%	8.1%	8.6%	10.8%	7.9%	6.4%	8.9%	9.0%
Interplan Inflation	6.5%	7.1%	4.0%	2.7%	3.6%	1.7%	0.3%	0.9%	2.9%
Total Inflation	19.5%	15.1%	12.1%	11.4%	14.4%	9.6%	6.8%	9.8%	11.9%

⁸³ Total payments for home modifications in Victoria were \$73.1 million. Of which, \$72.5 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$104.0 million. Of which, \$102.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.

⁸⁴ Total payments for home modifications in Victoria were \$47.3 million. Of which, \$20.0 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$27.3 million (58%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$87.7 million. Of which, \$31.0 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.8 million (65%) has been allocated for non-SDA supports.

⁸⁵ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

⁸⁶ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement H: Queensland

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	183,331	5,370	188,701
Active Eligible - Total	143,562	4,361	147,923
Active Eligible - New	100,056	4,278	104,334
Active Eligible - State	33,391	55	33,446
Active Eligible - Commonwealth	10,115	28	10,143
Active Participant Plans - Total	141,347	5,007	146,354
Active Participant Plans - New	97,972	4,921	102,893
Active Participant Plans - State	33,304	53	33,357
Active Participant Plans - Commonwealth	10,071	33	10,104
Active Participant Plans - Total	141,347	5,007	146,354
Active Participant Plans - Early Intervention (s25)	45,829	2,829	48,658
Active Participant Plans - Permanent Disability (s24)	95,518	2,178	97,696

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

People leaving the Scheme	Total
Number of people who have left the Scheme	11,572
Early Intervention participants	4,773
Permanent disability participants	6,799

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	35,459	98%	15,794	98%	1,004	98%	52,257	98%
7 to 14	21,276	91%	11,288	92%	825	90%	33,389	91%
15 to 18	6,200	92%	3,997	91%	410	93%	10,607	91%
19 to 24	4,805	90%	<3,210	86%	<280	84%	8,278	88%
25 to 34	5,853	88%	4,841	80%	264	76%	10,958	84%
35 to 44	5,975	83%	5,391	74%	172	68%	11,538	78%
45 to 54	7,503	79%	7,024	68%	207	59%	14,734	73%
55 to 64	9,865	73%	8,818	61%	274	55%	18,957	66%
65+	412	n/a	<400	n/a	<11	n/a	821	54%
Total	97,348	89%	60,754	81%	3,437	82%	161,539	86%

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	3,253	92%	1,695	90%	78	87%	5,026	91%
Autism	38,258	97%	17,955	97%	1,662	97%	57,875	97%
Cerebral palsy	2,279	96%	1,784	96%	24	83%	4,087	96%
Developmental delay	15,841	99%	6,944	99%	662	99%	23,447	99%
Down syndrome	1,468	100%	<1,200	99%	<11	n/a	2,675	99%
Global developmental delay	2,393	99%	1,072	99%	79	99%	3,544	99%
Hearing impairment	3,270	90%	3,463	89%	129	88%	6,862	90%
Intellectual disability	9,992	95%	8,252	95%	154	83%	18,398	95%
Multiple sclerosis	488	92%	1,563	90%	37	95%	2,088	91%
Psychosocial disability	6,831	73%	6,483	63%	252	54%	13,566	67%
Spinal cord injury	1,308	94%	517	90%	30	88%	1,855	93%
Stroke	1,447	85%	1,113	83%	60	85%	2,620	85%
Visual impairment	1,087	86%	1,005	83%	14	61%	2,106	84%
Other neurological	3,637	82%	2,907	77%	97	70%	6,641	80%
Other physical	3,068	51%	2,873	38%	63	25%	6,004	43%
Other sensory/speech	271	38%	<100	33%	<11	n/a	370	36%
Other	1,681	48%	1,253	34%	65	35%	2,999	41%
Missing	776	86%	579	77%	21	55%	1,376	82%
Total	97,348	89%	60,754	81%	3,437	82%	161,539	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	14,902	11%	628	13%	15,530	11%
Non-First Nations Participants	112,596	80%	3,946	79%	116,542	80%
Not Stated	13,849	10%	433	9%	14,282	10%
Total	141,347	100%	5,007	100%	146,354	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,423	5%	176	4%	7,599	5%
Not culturally and linguistically diverse	130,630	92%	4,014	80%	134,644	92%
Not stated	3,294	2%	817	16%	4,111	3%
Total	141,347	100%	5,007	100%	146,354	100%

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Queensland ⁸⁷

Age group	Total number of active participants
Under 45	<11
45 to 54	<20
55 to 64	94
Total YPIRAC (under 65)	113

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ⁸⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
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	-60	131
Sep-24	-18	113

⁸⁷ There are a further 307 active participants aged 65 years or over who are currently in residential aged care.

⁸⁸ 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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	86,732	61%	3,292	66%	90,024	62%
Population > 50,000	31,691	22%	1,007	20%	32,698	22%
Population between 15,000 and 50,000	5,343	4%	170	3%	5,513	4%
Population between 5,000 and 15,000	5,786	4%	151	3%	5,937	4%
Population less than 5,000	9,315	7%	302	6%	9,617	7%
Remote	1,285	1%	44	1%	1,329	1%
Very Remote	<1,190	n/a	41	1%	<1,230	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	141,347	100%	5,007	100%	146,354	100%

Table H.10 Participant profile per quarter by primary disability group – Queensland ⁸⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	54,650	39%	1,783	36%	56,433	39%
Intellectual disability	17,138	12%	217	4%	17,355	12%
Developmental delay	17,437	12%	1,909	38%	19,346	13%
Psychosocial disability	12,260	9%	153	3%	12,413	8%
Hearing impairment	6,426	5%	114	2%	6,540	4%
Other neurological	4,935	3%	135	3%	5,070	3%
Other physical	4,779	3%	47	1%	4,826	3%
Acquired brain injury	4,235	3%	73	1%	4,308	3%
Cerebral palsy	3,835	3%	24	0%	3,859	3%
Global developmental delay	2,975	2%	223	4%	3,198	2%
Down syndrome	<2,470	n/a	<20	n/a	2,480	2%
Other	2,445	2%	123	2%	2,568	2%
Multiple sclerosis	1,873	1%	60	1%	1,933	1%
Visual impairment	1,903	1%	26	1%	1,929	1%
Stroke	2,151	2%	68	1%	2,219	2%
Spinal cord Injury	1,611	1%	35	1%	1,646	1%
Other sensory/speech	<230	n/a	<11	n/a	231	0%
Total	141,347	100%	5,007	100%	146,354	100%

⁸⁹ Table order based on national proportions in Supplement E (highest to lowest).

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ⁹⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	<860	n/a	<11	n/a	861	12%
Intellectual disability	<2,530	n/a	<11	n/a	2,532	35%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	739	10%	0	0%	739	10%
Hearing impairment	<11	n/a	0	0%	<11	n/a
Other neurological	<600	n/a	<11	n/a	603	8%
Other physical	95	1%	0	0%	95	1%
Acquired brain injury	706	10%	14	28%	720	10%
Cerebral palsy	526	7%	0	0%	526	7%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	<470	n/a	<11	n/a	470	7%
Other	<170	n/a	<11	n/a	166	2%
Multiple sclerosis	94	1%	0	0%	94	1%
Visual impairment	24	0%	0	0%	24	0%
Stroke	272	4%	14	28%	286	4%
Spinal cord Injury	<70	n/a	<11	n/a	71	1%
Other sensory/speech	<11	n/a	0	0%	<11	n/a
Total	7,143	100%	50	100%	7,193	100%

⁹⁰ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	53,791	40%	1,781	36%	55,572	40%
Intellectual disability	14,611	11%	212	4%	14,823	11%
Developmental delay	17,437	13%	1,909	39%	19,346	14%
Psychosocial disability	11,521	9%	153	3%	11,674	8%
Hearing impairment	6,422	5%	114	2%	6,536	5%
Other neurological	4,342	3%	125	3%	4,467	3%
Other physical	4,684	3%	47	1%	4,731	3%
Acquired brain injury	3,529	3%	59	1%	3,588	3%
Cerebral palsy	3,309	2%	24	0%	3,333	2%
Global developmental delay	2,975	2%	223	4%	3,198	2%
Down syndrome	<2,000	n/a	<20	n/a	2,010	1%
Other	2,282	2%	120	2%	2,402	2%
Multiple sclerosis	1,779	1%	60	1%	1,839	1%
Visual impairment	1,879	1%	26	1%	1,905	1%
Stroke	1,879	1%	54	1%	1,933	1%
Spinal cord Injury	1,541	1%	34	1%	1,575	1%
Other sensory/speech	<230	n/a	<11	n/a	229	0%
Total	134,204	100%	4,957	100%	139,161	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	19,861	14%	1,792	36%	21,653	15%
2 (High Function)	<200	n/a	<11	n/a	200	0%
3 (High Function)	7,082	5%	381	8%	7,463	5%
4 (High Function)	<8,440	n/a	<100	n/a	8,529	6%
5 (High Function)	7,901	6%	312	6%	8,213	6%
6 (Moderate Function)	39,118	28%	939	19%	40,057	27%
7 (Moderate Function)	6,047	4%	144	3%	6,191	4%
8 (Moderate Function)	<8,300	n/a	<130	n/a	8,423	6%
9 (Moderate Function)	<800	n/a	<11	n/a	809	1%
10 (Moderate Function)	13,501	10%	180	4%	13,681	9%
11 (Low Function)	3,400	2%	26	1%	3,426	2%
12 (Low Function)	13,974	10%	262	5%	14,236	10%
13 (Low Function)	8,210	6%	50	1%	8,260	6%
14 (Low Function)	<2,290	n/a	<11	n/a	2,293	2%
15 (Low Function)	<50	n/a	<11	n/a	48	0%
Missing	2,203	2%	669	13%	2,872	2%
Total	141,347	100%	5,007	100%	146,354	100%

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

Age group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	20,596	15%	2,450	49%	23,046	16%
7 to 14	40,248	28%	1,103	22%	41,351	28%
15 to 18	14,264	10%	254	5%	14,518	10%
19 to 24	12,030	9%	198	4%	12,228	8%
25 to 34	11,876	8%	213	4%	12,089	8%
35 to 44	10,158	7%	212	4%	10,370	7%
45 to 54	11,463	8%	215	4%	11,678	8%
55 to 64	13,696	10%	324	6%	14,020	10%
65+	7,016	5%	38	1%	7,054	5%
Total	141,347	100%	5,007	100%	146,354	100%

Table H.15 Participation rates by age group and gender at 30 September 2024 – Queensland ⁹¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.3%	5.2%
7 to 14	9.7%	4.8%	7.4%
15 to 18	6.0%	3.6%	5.0%
19 to 24	3.5%	2.2%	2.9%
25 to 44	1.7%	1.3%	1.5%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.7%	2.3%	3.1%

Table H.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Queensland ⁹²

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	5%	0%	5%
Health & Wellbeing	20%	n/a	20%
Lifelong Learning	12%	n/a	12%
Other	9%	n/a	9%
Non-categorised	4%	0%	4%
Any mainstream service	31%	n/a	31%

⁹¹ 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.

⁹² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table H.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Queensland⁹³

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	4%	5%	4%
Daily life	21%	20%	21%
Health and wellbeing	72%	77%	73%
Learning	30%	33%	31%
Relationships	3%	3%	3%
Social and community activities	8%	7%	8%
Where I live	1%	1%	1%
Work	4%	3%	4%
Unknown	12%	3%	11%
Any mainstream service	99%	94%	98%

⁹³ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table H.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=9,914), and ‘participant social and community engagement rate’ (n=9,824), and the metric for 'parent and carer employment rate' (n=9,722) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=5,608) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Queensland

Age group	Baseline	R1	R2	2024-25 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%	23%	20%	26%
Participant employment rate - Aged 45 to 54 years	17%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	7%	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%	38%	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%	43%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	43%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	34%	41%	38%	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%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	49%	n/a
Parent and carer employment rate - Aged 15+ years	47%	48%	46%	n/a
Parent and carer employment rate - All ages	45%	47%	48%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	80%	n/a

Table H.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=8,230), and ‘participant social and community engagement rate’ (n=8,101), and the metric for ‘parent and carer employment rate’ (n=5,922) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=5,369) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Queensland

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	16%	15%	22%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	20%	22%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	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%	7%	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%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	43%	44%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	45%	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%	41%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	41%	42%	40%	46%
Participant social and community engagement rate - Aged 65+ years	35%	41%	44%	40%	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%	43%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	43%	45%	50%	n/a
Parent and carer employment rate - Aged 15+ years	43%	44%	44%	44%	n/a
Parent and carer employment rate - All ages	42%	43%	45%	48%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	77%	82%	n/a

Table H.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=5,966), and ‘participant social and community engagement rate’ (n=5,849), and the metric for ‘parent and carer employment rate’ (n=4,110) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=4,422) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Queensland

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	16%	18%	25%	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%	15%	17%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	9%	6%	4%	4%	26%
Participant employment rate - Aged 25 to 64 years	21%	21%	19%	18%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	18%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	41%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	47%	48%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	46%	39%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	46%	51%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	38%	40%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	43%	37%	37%	42%	46%
Participant social and community engagement rate - Aged 25+ years	39%	44%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	43%	43%	43%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	45%	45%	54%	n/a
Parent and carer employment rate - Aged 15+ years	45%	46%	48%	43%	48%	n/a
Parent and carer employment rate - All ages	44%	46%	46%	45%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	83%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	79%	84%	n/a

Table H.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,246), and ‘participant social and community engagement rate’ (n=4,085), and the metric for ‘parent and carer employment rate’ (n=2,544) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=3,466) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Queensland

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	13%	16%	18%	24%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	18%	26%	14%	23%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	21%	19%	20%	23%	26%
Participant employment rate - Aged 45 to 54 years	25%	24%	20%	23%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	16%	15%	9%	15%	26%
Participant employment rate - Aged 65+ years	9%	10%	7%	6%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	18%	20%	15%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	17%	20%	16%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	43%	45%	46%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	50%	49%	45%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	52%	56%	51%	51%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	50%	48%	51%	45%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	45%	45%	46%	44%	48%	46%
Participant social and community engagement rate - Aged 65+ years	39%	43%	41%	45%	40%	46%	46%
Participant social and community engagement rate - Aged 25+ years	41%	48%	48%	49%	45%	49%	46%
Participant social and community engagement rate - Aged 15+ years	40%	47%	48%	48%	45%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	42%	42%	46%	47%	54%	n/a
Parent and carer employment rate - Aged 15+ years	44%	49%	50%	51%	50%	49%	n/a
Parent and carer employment rate - All ages	43%	45%	46%	48%	48%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	73%	73%	75%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	81%	83%	83%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	79%	80%	85%	n/a

Table H.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,817), and ‘participant social and community engagement rate’ (n=2,613), and the metric for ‘parent and carer employment rate’ (n=1,198) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for 'participant choice and control' (n=2,454) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Queensland

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	18%	22%	21%	27%	13%	29%	26%
Participant employment rate - Aged 25 to 34 years	24%	26%	28%	20%	21%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	25%	26%	24%	23%	20%	21%	25%	26%
Participant employment rate - Aged 45 to 54 years	27%	27%	25%	23%	19%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	16%	15%	10%	15%	26%
Participant employment rate - Aged 65+ years	9%	11%	9%	7%	5%	4%	3%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	24%	20%	19%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	22%	24%	24%	20%	20%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	45%	45%	49%	41%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	46%	51%	52%	53%	47%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	55%	55%	57%	56%	56%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	53%	62%	54%	52%	54%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	44%	45%	41%	44%	46%	46%	46%
Participant social and community engagement rate - Aged 65+ years	35%	42%	49%	39%	47%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	41%	48%	52%	49%	51%	49%	52%	46%
Participant social and community engagement rate - Aged 15+ years	40%	48%	52%	49%	50%	49%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	50%	47%	52%	57%	59%	n/a
Parent and carer employment rate - Aged 15+ years	46%	46%	48%	49%	49%	49%	49%	n/a
Parent and carer employment rate - All ages	45%	47%	49%	48%	51%	52%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	73%	72%	75%	80%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	79%	81%	85%	86%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	77%	78%	82%	84%	87%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table G.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables G.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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table H.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 98 in Prior Quarters, n = 54 in 2024-25 Q1), 'Community Connections' (n = 1,228 in Prior Quarters, n = 354 in 2024-25 Q1), 'Apply for NDIS' (n = 864 in Prior Quarters, n = 290 in 2024-25 Q1), 'Plan Approval' (n = 1,505 in Prior Quarters, n = 785 in 2024-25 Q1), 'Plan Implementation' (n = 1,122 in Prior Quarters, n = 999 in 2024-25 Q1) and 'Plan Reassessment' (n = 4,223 in Prior Quarters, n = 1,461 in 2024-25 Q1) - Queensland ^{94 95}

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
Early Supports - Were you treated with respect?	100%	100%
Early Supports - Were decisions and outcomes explained to you?	90%	100%
Early Supports - Were your questions and concerns acknowledged?	97%	98%
Early Supports - How well does your early supports plan meet your child's needs?	56%	59%
Community Connections - Was information easy to understand?	85%	83%
Community Connections - Was communication in your preferred format?	94%	92%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	80%	76%
Community Connections - To what extent were your circumstances and needs considered?	79%	79%
Community Connections - To what extent were you included in decisions that were made?	77%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	47%
Apply for NDIS (overall) - Were you treated with respect?	95%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	72%
Apply for NDIS (overall) - Was information easy to understand?	74%	64%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	52%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	61%	51%
Plan Approval - Were you treated with respect?	91%	91%
Plan Approval - Were decisions and outcomes explained to you?	78%	76%
Plan Approval - Were your questions and concerns acknowledged?	78%	75%
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?	58%	51%
Plan Approval - How well does your NDIS plan meet your needs?	61%	56%
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?	61%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	62%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	60%
Plan Implementation - Do you feel confident in using your plan?	62%	63%
Plan Implementation - Do you feel confident in accessing supports?	64%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	63%
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?	67%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	60%
Plan Reassessment - Do you feel confident in using your plan?	67%	62%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	59%

⁹⁴ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

⁹⁵ 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 2024-25 Q1
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	77%

Table H.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland ^{96 97}

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<290	<11	296	272
People who have submitted an access request: Complaint about LAC Partner	<970	<60	1,021	891
People who have submitted an access request: Complaints about service providers	2,417	114	2,531	1,969
People who have submitted an access request: Complaints about the Agency	33,483	3,811	37,294	19,311
People who have submitted an access request: Unclassified	246	0	246	224
People who have submitted an access request: Total	37,394	3,994	41,388	20,888
<i>Percentage of the number of active participants</i>	<i>5.9%</i>	<i>12.5%</i>	<i>6.3%</i>	<i>n/a</i>
Total PCIs	7,977	921	8,898	n/a

Table H.25 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
Sep-21	1,380	0%	13,923	0%
Dec-21	1,403	0%	15,326	0%
Mar-22	1,414	0%	16,740	0%
Jun-22	1,568	0%	18,308	0%
Sep-22	1,476	0%	19,784	0%
Dec-22	1,418	0%	21,202	0%
Mar-23	1,515	0%	22,717	0%
Jun-23	1,707	0%	24,424	0%
Sep-23	2,035	0%	26,459	0%
Dec-23	2,326	0%	28,785	0%
Mar-24	4,069	0%	32,854	0%
Jun-24	4,540	0%	37,394	0%
Sep-24	3,994	0%	41,388	0%

⁹⁶ Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁹⁷ 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.26 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
Sep-21	254	1%	1,493	1%
Dec-21	242	1%	1,735	1%
Mar-22	289	1%	2,024	1%
Jun-22	395	1%	2,419	1%
Sep-22	382	1%	2,801	1%
Dec-22	401	1%	3,202	1%
Mar-23	667	2%	3,869	1%
Jun-23	735	2%	4,604	1%
Sep-23	729	2%	5,333	1%
Dec-23	701	2%	6,034	1%
Mar-24	995	3%	7,029	1%
Jun-24	948	3%	7,977	1%
Sep-24	921	3%	8,898	2%

Table H.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland ^{98 99}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	750	2%	0	0%	750	2%
Complaints about the Agency - Information unclear	282	1%	0	0%	282	1%
Complaints about the Agency - NDIA Access	1,003	3%	70	2%	1,073	3%
Complaints about the Agency - NDIA Engagement	41	0%	11	0%	52	0%
Complaints about the Agency - NDIA Finance	2,181	7%	221	6%	2,402	6%
Complaints about the Agency - NDIA Fraud and Compliance	160	0%	15	0%	175	0%
Complaints about the Agency - NDIA Plan	8,533	25%	785	21%	9,318	25%
Complaints about the Agency - NDIA Process	2,911	9%	559	15%	3,470	9%
Complaints about the Agency - NDIA Resources	262	1%	26	1%	288	1%
Complaints about the Agency - NDIA Staff	1,875	6%	203	5%	2,078	6%
Complaints about the Agency - NDIA Timeliness	10,293	31%	1,919	50%	12,212	33%
Complaints about the Agency - Participation, engagement and inclusion	74	0%	0	0%	74	0%
Complaints about the Agency - Provider Portal	27	0%	0	0%	27	0%
Complaints about the Agency - Quality & Safeguards Commission	<30	n/a	<11	n/a	29	0%
Complaints about the Agency - Reasonable and necessary supports	769	2%	0	0%	769	2%
Complaints about the Agency - Staff conduct - Agency	255	1%	0	0%	255	1%
Complaints about the Agency - The way the NDIA carried out its decision making	495	1%	0	0%	495	1%
Complaints about the Agency - Timeliness	1,703	5%	0	0%	1,703	5%

⁹⁸ 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.

⁹⁹ There are 37,394 total participant complaints in prior quarters, 3,994 total participant complaints in 2024-25 Q1, and 41,388 total participant complaints as at 30 September 2024 (which includes 246 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Other	1,842	6%	0	0%	1,842	5%
Complaints about the Agency - Total	33,483	100%	3,811	100%	37,294	100%
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	28	n/a	0	n/a	28	9%
Complaints about Early Connections Partner - Early Connections Process	<40	n/a	<11	n/a	38	13%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<140	n/a	<11	n/a	140	47%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	84	28%
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<290	n/a	<11	n/a	296	100%
Complaints about LAC Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about LAC Partner - LAC Fraud and Compliance	17	2%	0	0%	17	2%
Complaints about LAC Partner - LAC Plan	<140	n/a	<11	n/a	140	14%
Complaints about LAC Partner - LAC Process	<90	n/a	<11	n/a	96	9%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	597	62%	37	63%	634	62%
Complaints about LAC Partner - LAC Timeliness	<130	n/a	<11	n/a	129	13%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	962	100%	59	100%	1,021	100%
Complaints about service providers - Provider Costs	71	3%	0	0%	71	3%
Complaints about service providers - Provider Finance	147	6%	12	11%	159	6%
Complaints about service providers - Provider Fraud and Compliance	242	10%	16	14%	258	10%
Complaints about service providers - Provider Process	67	3%	0	0%	67	3%
Complaints about service providers - Provider Service	866	36%	53	46%	919	36%
Complaints about service providers - Provider Staff	469	19%	32	28%	501	20%
Complaints about service providers - Service Delivery	104	4%	0	0%	104	4%
Complaints about service providers - Staff Conduct	126	5%	0	0%	126	5%
Complaints about service providers - Supports being provided	121	5%	0	0%	121	5%
Complaints about service providers - Other	<210	n/a	<11	n/a	205	8%
Complaints about service providers - Total	2,417	100%	114	100%	2,531	100%

Table H.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	770	19%	56	15%	826	19%
Plan	2,910	73%	304	82%	3,214	73%
Plan Reassessment	81	2%	<11	n/a	90	2%
Other	244	6%	<11	n/a	247	6%
Total cases	4,005	100%	372	100%	4,377	100%
Percentage of the number of active participants	n/a	0.72%	n/a	1.03%	n/a	0.74%

Table H.29 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
Sep-21	234	1%	1,324	0%
Dec-21	403	2%	1,727	0%
Mar-22	319	1%	2,046	0%
Jun-22	265	1%	2,311	0%
Sep-22	257	1%	2,568	0%
Dec-22	209	1%	2,777	0%
Mar-23	98	0%	2,875	0%
Jun-23	191	1%	3,066	0%
Sep-23	262	1%	3,328	0%
Dec-23	267	1%	3,595	1%
Mar-24	159	0%	3,754	1%
Jun-24	251	1%	4,005	1%
Sep-24	372	1%	4,377	1%

Table H.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Queensland ¹⁰⁰

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,377	4,002
Open AAT Cases	748	725
Closed AAT Cases	3,629	3,342
Resolved before hearing	3,550	3,272
Gone to hearing and received a substantive decision	79	70

¹⁰⁰ 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 H.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Queensland ^{101 102 103}

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	58	17	75
Core (excluding Consumables and Transport)	406	83	489
Capacity Building	454	86	540
General Support	113	27	140
Assistive Technology	152	23	175
Specialist Disability Accommodation	<80	<11	82
Home Modifications	<40	<11	46
Supported Independent Living	143	37	180
Everyday Living Costs	<50	<11	44
Transport	71	23	94
Other	0	0	0
Total number of unique participants counted across disputed supports	777	145	922
Total number of instances of participants counted across disputed supports	1548	317	1865

Table H.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Queensland

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal	<70	n/a	<11	n/a	79	2%
Hearing Decision - Affirmed	<40	n/a	<11	n/a	37	1%
Hearing Decision - Varied	<20	n/a	<11	n/a	15	0%
Hearing Decision - Set Aside	<30	n/a	<11	n/a	27	1%
Not Decided by Tribunal	3,311	98%	239	96%	3,550	98%
Not Decided by Tribunal - Resolved by consent	2,403	71%	172	69%	2,575	71%
Not Decided by Tribunal - Withdrawn	647	19%	34	14%	681	19%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	25	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	16	0%
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Dismissed	220	7%	30	12%	250	7%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	3,381	100%	248	100%	3,629	100%

¹⁰¹ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁰² Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁰³ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table H.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – Queensland ¹⁰⁴

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,454	0	2,454
Plan-managed	4,356	49,530	53,680
Self-managed	1,736	15,804	17,461
All plan management types	4,780	56,848	61,403

Table H.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Queensland ^{105 106}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	638	0	638
Plan-managed	767	747	1,526
Self-managed	29	62	268
All management types	1,435	810	2,432

¹⁰⁴ 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.

¹⁰⁵ Registration status is determined as at the posting date of payment.

¹⁰⁶ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table H.35 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	1.6%	1.5%
\$5,001-\$10,000	5.6%	5.3%
\$10,001-\$15,000	11.8%	11.5%
\$15,001-\$20,000	14.8%	15.0%
\$20,001-\$25,000	10.5%	10.5%
\$25,001-\$30,000	4.8%	4.8%
\$30,001-\$50,000	12.5%	12.5%
\$50,001-\$100,000	16.9%	16.8%
\$100,001-\$150,000	7.8%	7.9%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	7.8%	8.1%

Table H.36 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2024-25 Q1 compared with active participants with initial plan approvals as at 2023-24 Q4 – Queensland

Average annualised committed supports band	As at 2023-24 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	5.9%	5.6%
\$10,001-\$15,000	12.4%	12.1%
\$15,001-\$20,000	15.6%	15.8%
\$20,001-\$25,000	11.0%	11.0%
\$25,001-\$30,000	5.0%	5.1%
\$30,001-\$50,000	13.2%	13.1%
\$50,001-\$100,000	17.8%	17.7%
\$100,001-\$150,000	8.2%	8.2%
\$150,001-\$200,000	3.9%	4.0%
\$200,001-\$250,000	2.1%	2.2%
\$250,001+	3.3%	3.6%

Table H.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$15,900	\$25,200	n/a	n/a	\$15,900	\$25,200
7 to 14	\$19,600	\$27,900	n/a	n/a	\$19,500	\$27,900
15 to 18	\$35,800	\$49,700	\$545,200	\$614,800	\$32,900	\$46,300
19 to 24	\$81,400	\$104,000	\$462,700	\$526,500	\$59,700	\$81,700
25 to 34	\$114,300	\$137,300	\$455,100	\$490,500	\$75,600	\$97,900
35 to 44	\$122,000	\$149,600	\$424,000	\$465,800	\$82,800	\$107,900
45 to 54	\$125,500	\$151,900	\$415,700	\$445,400	\$85,400	\$111,100
55 to 64	\$131,200	\$162,300	\$426,400	\$462,500	\$87,900	\$117,100
65+	\$127,100	\$160,200	\$401,600	\$437,100	\$93,000	\$124,500
All	\$65,300	\$82,800	\$430,900	\$468,900	\$46,400	\$62,900

Table H.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$165,200	\$203,000	\$460,400	\$500,600	\$109,000	\$143,200
Autism	\$34,500	\$46,700	\$486,600	\$524,900	\$27,500	\$39,300
Cerebral palsy	\$163,600	\$190,300	\$492,100	\$517,800	\$110,700	\$138,600
Developmental delay	\$11,900	\$20,700	n/a	n/a	\$11,900	\$20,700
Global developmental delay	\$18,100	\$27,200	n/a	n/a	\$18,100	\$27,200
Hearing impairment	\$10,000	\$18,300	n/a	n/a	\$9,700	\$18,000
Intellectual disability	\$113,400	\$136,100	\$381,200	\$418,300	\$67,300	\$87,900
Multiple sclerosis	\$113,400	\$145,900	\$556,200	\$563,600	\$91,800	\$124,500
Psychosocial disability	\$92,200	\$118,100	\$385,400	\$438,000	\$74,400	\$97,800
Spinal cord injury	\$164,300	\$208,000	\$634,600	\$706,000	\$143,600	\$185,500
Stroke	\$155,200	\$197,300	\$485,900	\$520,300	\$109,500	\$149,500
Visual impairment	\$48,100	\$62,500	\$390,500	\$385,300	\$43,900	\$58,400
Other neurological	\$164,200	\$201,600	\$515,100	\$545,300	\$119,300	\$155,200
Other physical	\$76,300	\$106,000	\$477,300	\$518,300	\$68,900	\$97,700
Other sensory/speech	\$19,200	\$30,100	n/a	n/a	\$16,900	\$27,400
Other	\$102,900	\$132,800	\$461,600	\$498,300	\$75,700	\$106,800
Down Syndrome	\$130,600	\$153,400	\$352,200	\$381,700	\$80,400	\$100,000
All	\$65,300	\$82,800	\$430,900	\$468,900	\$46,400	\$62,900

Table H.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$11,800	\$20,400	n/a	n/a	\$11,700	\$20,200
2	\$21,800	\$34,800	n/a	n/a	\$21,800	\$34,800
3	\$20,800	\$32,200	\$360,100	\$399,500	\$18,500	\$29,500
4	\$19,100	\$30,400	\$419,000	\$469,700	\$17,000	\$28,100
5	\$34,500	\$46,500	\$406,000	\$426,400	\$27,800	\$39,800
6	\$24,300	\$37,400	\$352,400	\$392,800	\$22,400	\$35,200
7	\$50,100	\$66,500	\$376,900	\$433,600	\$35,000	\$49,400
8	\$65,300	\$89,600	\$355,100	\$401,300	\$51,800	\$74,500
9	\$86,100	\$125,000	n/a	n/a	\$78,100	\$115,100
10	\$112,100	\$145,400	\$349,900	\$392,000	\$87,000	\$118,200
11	\$93,800	\$117,200	\$407,000	\$443,600	\$64,800	\$86,000
12	\$211,000	\$247,500	\$446,500	\$483,800	\$147,100	\$183,100
13	\$110,800	\$133,300	\$554,600	\$591,300	\$80,300	\$99,400
14	\$319,200	\$361,300	\$529,400	\$552,500	\$232,900	\$280,600
15	\$545,300	\$577,600	n/a	n/a	\$464,900	\$507,600
All	\$65,300	\$82,800	\$430,900	\$468,900	\$46,400	\$62,900

Table H.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Queensland ¹⁰⁷

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	2,259.9	2,440.5
Core: Consumables	24.0	26.1
Core: Social and Civic	448.0	550.2
Core: Transport	11.1	16.4
Capacity Building: Choice and Control	7.4	8.0
Capacity Building: Daily Activities	61.6	90.7
Capacity Building: Employment	0.7	2.6
Capacity Building: Health and Wellbeing	0.4	1.0
Capacity Building: Home Living	0.0	0.01
Capacity Building: Lifelong learning	0.0	0.004
Capacity Building: Relationships	42.9	67.1
Capacity Building: Social and Civic	0.5	0.9
Capacity Building: Support Coordination	40.2	49.2
Capital: Assistive Technology	20.7	40.4
Capital: Home Modifications	60.3	79.5

¹⁰⁷ Total payments for home modifications in Queensland were \$60.3 million. Of which, \$59.2 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.0 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$79.5 million. Of which, \$78.0 million (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1.9%) has been allocated for non-SDA supports.

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
All	2,977.5	3,372.6

Table H.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – Queensland ¹⁰⁸

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	2,529.3	3,541.1
Core: Consumables	138.5	196.1
Core: Social and Civic	1,751.8	2,004.3
Core: Transport	118.5	88.4
Capacity Building: Choice and Control	121.4	140.2
Capacity Building: Daily Activities	1,049.5	1,800.8
Capacity Building: Employment	25.5	85.0
Capacity Building: Health and Wellbeing	5.2	11.7
Capacity Building: Home Living	0.1	0.7
Capacity Building: Lifelong learning	0.03	0.2
Capacity Building: Relationships	65.9	151.1
Capacity Building: Social and Civic	34.6	82.4
Capacity Building: Support Coordination	183.1	268.7
Capital: Assistive Technology	117.3	292.0
Capital: Home Modifications	54.8	85.0
All	6,195.7	8,747.7

Table H.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ¹⁰⁹

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	6.2	13.3	232.1	872.0	2,532.6	5,145.1	6,832.1	7,943.9	9,921.4	11,554.9	3,069.8	48,123.4
Total Paid	0.7	6.4	130.8	555.4	1,664.6	3,602.0	5,008.6	6,135.5	7,543.4	8,927.3	2,088.1	35,665.0
% utilised to date	47%	48%	56%	64%	66%	70%	73%	77%	76%	77%	68%	74%

Table H.43 Percentage change in plan budgets for active participants – Queensland¹¹⁰

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	11.9%	7.1%	8.0%	8.3%	10.1%	6.8%	5.7%	7.1%	8.1%
Interplan Inflation	8.7%	7.3%	4.6%	3.8%	6.2%	7.2%	2.5%	3.6%	5.3%
Total Inflation	20.5%	14.4%	12.6%	12.1%	16.4%	14.0%	8.2%	10.7%	13.4%

¹⁰⁸ Total payments for home modifications in Queensland were \$54.8 million. Of which, \$29.3 million (53%) has been paid for specialised disability accommodation (SDA) supports, and \$25.5 million (47%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$85.0 million. Of which, \$37.3 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.7 million (56%) has been allocated for non-SDA supports.

¹⁰⁹ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

¹¹⁰ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement I:

Western Australia

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	71,589	2,375	73,964
Active Eligible - Total	58,032	1,883	59,915
Active Eligible - New	39,350	1,868	41,218
Active Eligible - State	<15,910	<11	15,910
Active Eligible - Commonwealth	<2,780	<11	2,787
Active Participant Plans - Total	56,889	2,335	59,224
Active Participant Plans - New	38,268	2,315	40,583
Active Participant Plans - State	<15,860	<11	15,869
Active Participant Plans - Commonwealth	<2,770	<20	2,772
Active Participant Plans - Total	56,889	2,335	59,224
Active Participant Plans - Early Intervention (s25)	13,273	1,147	14,420
Active Participant Plans - Permanent Disability (s24)	43,616	1,188	44,804

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

People leaving the Scheme	Total
Number of people who have left the Scheme	3,677
Early Intervention participants	802
Permanent disability participants	2,875

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	11,592	97%	4,786	97%	375	98%	16,753	97%
7 to 14	9,287	93%	4,508	93%	388	93%	14,183	93%
15 to 18	2,694	94%	1,590	91%	156	92%	4,440	93%
19 to 24	2,374	93%	1,507	87%	102	84%	3,983	91%
25 to 34	2,891	90%	2,327	83%	129	79%	5,347	87%
35 to 44	2,562	86%	2,379	77%	77	64%	5,018	81%
45 to 54	3,209	83%	2,940	73%	101	66%	6,250	78%
55 to 64	4,094	77%	3,786	65%	117	59%	7,997	71%
65+	<220	n/a	<190	n/a	<20	n/a	<420	n/a
Missing	<11	n/a	0	n/a	0	n/a	<11	n/a
Total	38,917	91%	24,007	82%	1,459	83%	64,383	87%

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	1,280	92%	715	92%	29	81%	2,024	92%
Autism	15,904	98%	6,762	98%	732	98%	23,398	98%
Cerebral palsy	1,075	98%	865	97%	19	86%	1,959	97%
Developmental delay	3,999	98%	1,569	97%	217	98%	5,785	98%
Down syndrome	657	99%	<570	n/a	<11	n/a	1,224	99%
Global developmental delay	1,138	98%	429	98%	47	100%	1,614	98%
Hearing impairment	1,156	91%	1,314	89%	46	92%	2,516	90%
Intellectual disability	4,852	97%	3,709	96%	61	85%	8,622	96%
Multiple sclerosis	289	92%	848	92%	22	92%	1,159	92%
Psychosocial disability	3,096	78%	2,890	66%	83	47%	6,069	71%
Spinal cord injury	568	95%	221	95%	11	100%	800	95%
Stroke	537	87%	369	81%	21	84%	927	84%
Visual impairment	483	87%	495	89%	14	74%	992	88%
Other neurological	1,687	85%	1,348	82%	54	82%	3,089	84%
Other physical	1,061	53%	1,163	43%	26	29%	2,250	47%
Other sensory/speech	107	41%	<40	n/a	<11	n/a	146	38%
Other	776	53%	537	36%	49	46%	1,362	45%
Missing	252	79%	175	71%	20	87%	447	76%
Total	38,917	91%	24,007	82%	1,459	83%	64,383	87%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,626	8%	244	10%	4,870	8%
Non-First Nations Participants	46,272	81%	1,756	75%	48,028	81%
Not Stated	5,991	11%	335	14%	6,326	11%
Total	56,889	100%	2,335	100%	59,224	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,463	8%	148	6%	4,611	8%
Not culturally and linguistically diverse	46,972	83%	1,879	80%	48,851	82%
Not stated	5,454	10%	308	13%	5,762	10%
Total	56,889	100%	2,335	100%	59,224	100%

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Western Australia ¹¹¹

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<70
Total YPIRAC (under 65)	66

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹¹²

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-21	<11	<260
Dec-21	<11	<260
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	<11	<180
Jun-23	-14	162
Sep-23	-18	144
Dec-23	-11	133
Mar-24	-17	116
Jun-24	-44	<80
Sep-24	<11	66

¹¹¹ There are a further 113 active participants aged 65 years or over who are currently in residential aged care.

¹¹² 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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	44,879	79%	1,803	77%	46,682	79%
Population > 50,000	2,852	5%	108	5%	2,960	5%
Population between 15,000 and 50,000	3,450	6%	141	6%	3,591	6%
Population between 5,000 and 15,000	<680	n/a	26	1%	<700	n/a
Population less than 5,000	2,473	4%	74	3%	2,547	4%
Remote	1,579	3%	118	5%	1,697	3%
Very Remote	983	2%	65	3%	1,048	2%
Missing	<11	n/a	0	3%	<11	n/a
Total	56,889	100%	2,335	100%	59,224	100%

Table I.10 Participant profile per quarter by primary disability group – Western Australia ¹¹³

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	21,852	38%	988	42%	22,840	39%
Intellectual disability	8,053	14%	72	3%	8,125	14%
Developmental delay	4,503	8%	719	31%	5,222	9%
Psychosocial disability	5,460	10%	93	4%	5,553	9%
Hearing impairment	2,361	4%	59	3%	2,420	4%
Other neurological	2,325	4%	81	3%	2,406	4%
Other physical	1,831	3%	20	1%	1,851	3%
Acquired brain injury	1,654	3%	31	1%	1,685	3%
Cerebral palsy	1,858	3%	26	1%	1,884	3%
Global developmental delay	1,246	2%	80	3%	1,326	2%
Down syndrome	1,125	2%	13	1%	1,138	2%
Other	1,122	2%	66	3%	1,188	2%
Multiple sclerosis	1,058	2%	34	1%	1,092	2%
Visual impairment	902	2%	18	1%	920	2%
Stroke	734	1%	24	1%	758	1%
Spinal cord Injury	696	1%	11	0%	707	1%
Other sensory/speech	109	0%	0	0%	109	0%
Total	56,889	100%	2,335	100%	59,224	100%

¹¹³ Table order based on national proportions in Supplement E (highest to lowest).

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ¹¹⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	<420	n/a	<11	n/a	420	13%
Intellectual disability	1,146	35%	0	0%	1,146	35%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	319	10%	0	0%	319	10%
Hearing impairment	0	0%	0	0%	0	0%
Other neurological	<300	n/a	<11	n/a	305	9%
Other physical	29	1%	0	0%	29	1%
Acquired brain injury	<330	n/a	<11	n/a	332	10%
Cerebral palsy	292	9%	0	0%	292	9%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	189	6%	0	0%	189	6%
Other	<70	n/a	<11	n/a	69	2%
Multiple sclerosis	50	2%	0	0%	50	2%
Visual impairment	13	0%	0	0%	13	0%
Stroke	<100	n/a	<11	n/a	101	3%
Spinal cord Injury	<50	n/a	<11	n/a	50	2%
Other sensory/speech	<11	n/a	0	0%	<11	n/a
Total	3,297	100%	19	100%	3,316	100%

¹¹⁴ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	21,433	40%	987	43%	22,420	40%
Intellectual disability	6,907	13%	72	3%	6,979	12%
Developmental delay	4,503	8%	719	31%	5,222	9%
Psychosocial disability	5,141	10%	93	4%	5,234	9%
Hearing impairment	2,361	4%	59	3%	2,420	4%
Other neurological	2,029	4%	72	3%	2,101	4%
Other physical	1,802	3%	20	1%	1,822	3%
Acquired brain injury	1,325	2%	28	1%	1,353	2%
Cerebral palsy	1,566	3%	26	1%	1,592	3%
Global developmental delay	1,246	2%	80	3%	1,326	2%
Down syndrome	<940	n/a	<20	n/a	949	2%
Other	1,056	2%	63	3%	1,119	2%
Multiple sclerosis	1,008	2%	34	1%	1,042	2%
Visual impairment	889	2%	18	1%	907	2%
Stroke	635	1%	22	1%	657	1%
Spinal cord Injury	<650	n/a	<11	n/a	657	1%
Other sensory/speech	108	0%	0	0%	108	0%
Total	53,592	100%	2,316	100%	55,908	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,290	9%	533	23%	5,823	10%
2 (High Function)	<210	n/a	<11	n/a	205	0%
3 (High Function)	2,840	5%	226	10%	3,066	5%
4 (High Function)	<2,820	n/a	<40	n/a	2,855	5%
5 (High Function)	3,157	6%	162	7%	3,319	6%
6 (Moderate Function)	13,631	24%	537	23%	14,168	24%
7 (Moderate Function)	2,499	4%	74	3%	2,573	4%
8 (Moderate Function)	<3,600	n/a	<70	n/a	3,658	6%
9 (Moderate Function)	<300	n/a	<11	n/a	300	1%
10 (Moderate Function)	5,808	10%	92	4%	5,900	10%
11 (Low Function)	1,830	3%	17	1%	1,847	3%
12 (Low Function)	8,429	15%	120	5%	8,549	14%
13 (Low Function)	4,727	8%	67	3%	4,794	8%
14 (Low Function)	<920	n/a	<11	n/a	921	2%
15 (Low Function)	15	0%	0	0%	15	0%
Missing	833	0%	398	0%	1,231	0%
Total	56,889	100%	2,335	100%	59,224	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	6,458	11%	1,003	43%	7,461	13%
7 to 14	14,380	25%	624	27%	15,004	25%
15 to 18	5,979	11%	132	6%	6,111	10%
19 to 24	5,768	10%	99	4%	5,867	10%
25 to 34	5,805	10%	90	4%	5,895	10%
35 to 44	4,759	8%	117	5%	4,876	8%
45 to 54	4,893	9%	106	5%	4,999	8%
55 to 64	5,839	10%	143	6%	5,982	10%
65+	3,008	5%	21	1%	3,029	5%
Total	56,889	100%	2,335	100%	59,224	100%

Table I.15 Participation rates by age group and gender at 30 September 2024 – Western Australia ¹¹⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.0%	1.9%	3.1%
7 to 14	6.8%	3.2%	5.1%
15 to 18	5.3%	2.9%	4.2%
19 to 24	3.5%	2.0%	2.8%
25 to 44	1.5%	1.1%	1.3%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.8%	1.7%	2.3%

Table I.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Western Australia ¹¹⁶

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	6%	n/a	6%
Health & Wellbeing	28%	n/a	28%
Lifelong Learning	18%	n/a	18%
Other	12%	n/a	12%
Non-categorised	3%	n/a	3%
Any mainstream service	38%	n/a	38%

¹¹⁵ 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.

¹¹⁶ 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 ¹¹⁷

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	6%	6%	6%
Daily life	18%	18%	18%
Health and wellbeing	76%	79%	77%
Learning	35%	35%	35%
Relationships	4%	3%	4%
Social and community activities	10%	9%	10%
Where I live	2%	3%	2%
Work	7%	5%	7%
Unknown	9%	2%	8%
Any mainstream service	99%	95%	98%

¹¹⁷ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table I.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,689), and ‘participant social and community engagement rate’ (n=4,630), and the metric for 'parent and carer employment rate' (n=3,785) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=2,281) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Western Australia

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	16%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	33%	26%
Participant employment rate - Aged 35 to 44 years	28%	30%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	26%	28%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	19%	26%
Participant employment rate - Aged 65+ years	12%	8%	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	38%	41%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	35%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	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%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	52%	n/a
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	n/a
Parent and carer employment rate - All ages	47%	49%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	n/a

Table I.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,520), and ‘participant social and community engagement rate’ (n=3,468), and the metric for ‘parent and carer employment rate’ (n=2,195) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=2,040) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Western Australia

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	14%	16%	20%	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%	23%	26%
Participant employment rate - Aged 45 to 54 years	25%	28%	22%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	18%	15%	26%
Participant employment rate - Aged 65+ years	15%	15%	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	34%	37%	44%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	45%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	40%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	39%	34%	39%	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	41%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	46%	53%	n/a
Parent and carer employment rate - Aged 15+ years	50%	54%	50%	51%	n/a
Parent and carer employment rate - All ages	46%	49%	47%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	70%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	79%	n/a

Table I.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,350), and ‘participant social and community engagement rate’ (n=2,207), and the metric for ‘parent and carer employment rate’ (n=1,411) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,517) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Western Australia

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	19%	26%	19%	29%	26%
Participant employment rate - Aged 25 to 34 years	30%	29%	30%	23%	33%	26%
Participant employment rate - Aged 35 to 44 years	32%	34%	29%	20%	30%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	28%	19%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	20%	9%	15%	26%
Participant employment rate - Aged 65+ years	12%	9%	8%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	28%	27%	26%	17%	26%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	18%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	41%	41%	36%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	42%	39%	48%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	48%	47%	54%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	37%	39%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	43%	38%	45%	46%
Participant social and community engagement rate - Aged 65+ years	39%	38%	34%	33%	46%	46%
Participant social and community engagement rate - Aged 25+ years	40%	42%	41%	43%	47%	46%
Participant social and community engagement rate - Aged 15+ years	40%	42%	41%	41%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	46%	48%	54%	n/a
Parent and carer employment rate - Aged 15+ years	51%	51%	55%	49%	52%	n/a
Parent and carer employment rate - All ages	46%	48%	50%	48%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	69%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	74%	76%	81%	n/a

Table I.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,228), and ‘participant social and community engagement rate’ (n=1,101), and the metric for ‘parent and carer employment rate’ (n=788) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=940) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Western Australia

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	15%	18%	24%	27%	25%	35%	26%
Participant employment rate - Aged 25 to 34 years	32%	31%	31%	33%	26%	36%	26%
Participant employment rate - Aged 35 to 44 years	39%	31%	27%	36%	23%	36%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	33%	42%	12%	28%	26%
Participant employment rate - Aged 55 to 64 years	19%	15%	15%	12%	6%	13%	26%
Participant employment rate - Aged 65+ years	11%	9%	10%	0%	0%	5%	26%
Participant employment rate - Aged 25 to 64 years	29%	26%	26%	29%	17%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	25%	26%	29%	19%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	33%	25%	36%	40%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	49%	52%	52%	55%	46%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	48%	43%	36%	43%	31%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	51%	50%	51%	58%	26%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	38%	35%	32%	43%	46%	46%
Participant social and community engagement rate - Aged 65+ years	44%	47%	46%	35%	41%	47%	46%
Participant social and community engagement rate - Aged 25+ years	46%	46%	44%	46%	39%	49%	46%
Participant social and community engagement rate - Aged 15+ years	44%	44%	41%	44%	40%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	45%	49%	58%	51%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	55%	57%	48%	52%	n/a
Parent and carer employment rate - All ages	47%	50%	49%	53%	53%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	72%	71%	70%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	83%	81%	77%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	75%	79%	78%	74%	84%	n/a

Table I.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=318), and ‘participant social and community engagement rate’ (n=276), and the metric for ‘parent and carer employment rate’ (n=188) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for 'participant choice and control' (n=276) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Western Australia

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 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	33%	31%	26%	22%	23%	20%	24%	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	38%	37%	31%	36%	28%	21%	31%	26%
Participant employment rate - Aged 15 to 64 years	35%	34%	32%	36%	28%	22%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	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	43%	46%	49%	52%	48%	49%	49%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	50%	51%	48%	47%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	33%	30%	39%	46%	43%	44%	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	49%	45%	40%	49%	63%	42%	47%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	74%	75%	70%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	75%	78%	91%	90%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	77%	85%	83%	85%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table I.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

**Table I.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q1), 'Community Connections' (n = 309 in Prior Quarters, n = 102 in 2024-25 Q1), 'Apply for NDIS' (n = 264 in Prior Quarters, n = 101 in 2024-25 Q1), 'Plan Approval' (n = 719 in Prior Quarters, n = 332 in 2024-25 Q1), 'Plan Implementation' (n = 408 in Prior Quarters, n = 414 in 2024-25 Q1) and 'Plan Reassessment' (n = 1,611 in Prior Quarters, n = 652 in 2024-25 Q1) - Western Australia ¹¹⁸
119**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
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?	84%	79%
Community Connections - Was communication in your preferred format?	93%	90%
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%	70%
Community Connections - To what extent were your circumstances and needs considered?	75%	70%
Community Connections - To what extent were you included in decisions that were made?	69%	78%
Community Connections - How confident are you in reaching out to community supports and other government services?	51%	40%
Apply for NDIS (overall) - Were you treated with respect?	96%	89%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	70%
Apply for NDIS (overall) - Was information easy to understand?	68%	61%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	76%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	51%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	53%
Plan Approval - Were you treated with respect?	93%	92%
Plan Approval - Were decisions and outcomes explained to you?	79%	79%
Plan Approval - Were your questions and concerns acknowledged?	80%	73%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	52%
Plan Approval - How well does your NDIS plan meet your needs?	62%	58%
Plan Implementation - Do you know where to go for more help with using your plan?	81%	85%
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?	58%	59%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	58%	61%
Plan Implementation - Do you feel confident in using your plan?	63%	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?	82%	81%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	64%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	67%
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?	65%	61%

¹¹⁸ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

¹¹⁹ 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 2024-25 Q1
Plan Reassessment - Do you feel confident in using your plan?	66%	60%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	63%	58%
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
120 121

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<30	<11	30	29
People who have submitted an access request: Complaint about LAC Partner	481	41	522	471
People who have submitted an access request: Complaints about service providers	828	39	867	704
People who have submitted an access request: Complaints about the Agency	12,984	1,418	14,402	8,001
People who have submitted an access request: Unclassified	<90	<11	90	85
People who have submitted an access request: Total	14,409	1,502	15,911	8,660
Percentage of the number of active participants	5.6%	11.6%	6.0%	n/a
Total PCIs	4,389	397	4,786	n/a

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
Sep-21	781	8%	4,986	6%
Dec-21	691	6%	5,677	6%
Mar-22	721	7%	6,398	6%
Jun-22	695	6%	7,093	6%
Sep-22	708	6%	7,801	6%
Dec-22	601	5%	8,402	6%
Mar-23	650	5%	9,052	6%
Jun-23	624	5%	9,676	6%
Sep-23	735	6%	10,411	6%
Dec-23	886	6%	11,297	6%
Mar-24	1,425	10%	12,722	6%
Jun-24	1,687	12%	14,409	6%
Sep-24	1,502	10%	15,911	7%

¹²⁰ Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

¹²¹ 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
Sep-21	195	2%	1,104	1%
Dec-21	168	2%	1,272	1%
Mar-22	162	1%	1,434	1%
Jun-22	187	2%	1,621	1%
Sep-22	185	2%	1,806	1%
Dec-22	205	2%	2,011	1%
Mar-23	349	3%	2,360	2%
Jun-23	364	3%	2,724	2%
Sep-23	433	3%	3,157	2%
Dec-23	411	3%	3,568	2%
Mar-24	415	3%	3,983	2%
Jun-24	406	3%	4,389	2%
Sep-24	397	3%	4,786	2%

Table I.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ¹²² ¹²³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	152	1%	0	0%	152	1%
Complaints about the Agency - Information unclear	81	1%	0	0%	81	1%
Complaints about the Agency - NDIA Access	324	2%	31	2%	355	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	25	0%
Complaints about the Agency - NDIA Finance	860	7%	86	6%	946	7%
Complaints about the Agency - NDIA Fraud and Compliance	<80	n/a	<11	n/a	80	1%
Complaints about the Agency - NDIA Plan	3,261	25%	278	20%	3,539	25%
Complaints about the Agency - NDIA Process	1,352	10%	187	13%	1,539	11%
Complaints about the Agency - NDIA Resources	149	1%	15	1%	164	1%
Complaints about the Agency - NDIA Staff	874	7%	97	7%	971	7%
Complaints about the Agency - NDIA Timeliness	4,363	34%	713	50%	5,076	35%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	0	0%	15	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<20	n/a	0	0%	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	172	1%	0	0%	172	1%
Complaints about the Agency - Staff conduct - Agency	66	1%	0	0%	66	0%
Complaints about the Agency - The way the NDIA carried out its decision making	149	1%	0	0%	149	1%
Complaints about the Agency - Timeliness	535	4%	0	0%	535	4%
Complaints about the Agency - Other	<520	n/a	<11	n/a	520	4%
Complaints about the Agency - Total	12,984	100%	1,418	100%	14,402	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	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	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	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	<20	n/a	<11	n/a	12	40%
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<30	n/a	<11	n/a	30	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Plan	<70	n/a	<11	n/a	63	12%
Complaints about LAC Partner - LAC Process	<60	n/a	<11	n/a	60	11%

¹²² 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.

¹²³ There are 14,409 total participant complaints in prior quarters, 1,502 total participant complaints in 2024-25 Q1, and 15,911 total participant complaints as at 30 September 2024 (which includes 90 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Staff	300	62%	34	83%	334	64%
Complaints about LAC Partner - LAC Timeliness	<60	n/a	<11	n/a	55	11%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	481	100%	41	100%	522	100%
Complaints about service providers - Provider Costs	16	2%	0	0%	16	2%
Complaints about service providers - Provider Finance	<70	n/a	<11	n/a	71	8%
Complaints about service providers - Provider Fraud and Compliance	<90	n/a	<11	n/a	88	10%
Complaints about service providers - Provider Process	16	2%	0	0%	16	2%
Complaints about service providers - Provider Service	372	45%	13	33%	385	44%
Complaints about service providers - Provider Staff	158	19%	17	44%	175	20%
Complaints about service providers - Service Delivery	24	3%	0	0%	24	3%
Complaints about service providers - Staff Conduct	19	2%	0	0%	19	2%
Complaints about service providers - Supports being provided	26	3%	0	0%	26	3%
Complaints about service providers - Other	47	6%	0	0%	47	5%
Complaints about service providers - Total	828	100%	39	100%	867	100%

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

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	277	17%	21	13%	298	17%
Plan	1,205	75%	131	80%	1,336	76%
Plan Reassessment	36	2%	<11	n/a	44	2%
Other	84	5%	<11	n/a	87	5%
Total cases	1,602	100%	163	100%	1,765	100%
Percentage of the number of active participants	0.71%	n/a	1.12%	n/a	0.74%	n/a

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
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	105	1%	1,602	1%
Sep-24	163	1%	1,765	1%

Table I.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Western Australia ¹²⁴

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,765	1,618
Open AAT Cases	341	330
Closed AAT Cases	1,424	1,327
Resolved before hearing	1,407	1,311
Gone to hearing and received a substantive decision	17	16

Table I.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Western Australia ¹²⁵
¹²⁶ ¹²⁷

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	<40	<11	36
Core (excluding Consumables and Transport)	164	34	198
Capacity Building	210	36	246
General Support	41	11	52
Assistive Technology	70	11	81
Specialist Disability Accommodation	<40	<11	37
Home Modifications	<30	<11	27
Supported Independent Living	<70	<11	73
Everyday Living Costs	<30	<11	33
Transport	<50	<11	46
Other	0	0	0
Total number of unique participants counted across disputed supports	360	60	420
Total number of instances of participants counted across disputed supports	707	122	829

¹²⁴ 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.

¹²⁵ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹²⁶ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹²⁷ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Table I.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Western Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<20	n/a	<11	n/a	17	1%
Decided by Tribunal - Affirmed	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	0%	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Total	1,331	99%	76	94%	1,407	99%
Not Decided by Tribunal - Resolved by consent	1,011	75%	53	65%	1,064	75%
Not Decided by Tribunal - Withdrawn	254	19%	13	16%	267	19%
Not Decided by Tribunal - No jurisdiction	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<20	n/a	<11	n/a	18	1%
Not Decided by Tribunal - Dismissed	<40	n/a	<11	n/a	44	3%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	1,343	100%	81	100%	1,424	100%

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

All registration types' and 'All management types' include payments associated with providers with a missing Australian Business Number.

Table I.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – Western Australia ¹²⁸

Plan management type	Registered	Unregistered	Total providers
Agency-managed	1,207	0	1,207
Plan-managed	1,970	15,358	17,272
Self-managed	810	7,141	7,928
All plan management types	2,227	19,381	21,546

Table I.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Western Australia ^{129 130}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	341	0	341
Plan-managed	331	189	526
Self-managed	17	24	119
All management types	688	213	986

¹²⁸ 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.

¹²⁹ Registration status is determined as at the posting date of payment.

¹³⁰ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.3%	2.2%
\$5,001-\$10,000	4.7%	4.4%
\$10,001-\$15,000	8.3%	8.1%
\$15,001-\$20,000	9.9%	10.2%
\$20,001-\$25,000	12.0%	11.9%
\$25,001-\$30,000	6.6%	6.6%
\$30,001-\$50,000	16.9%	16.8%
\$50,001-\$100,000	18.1%	18.1%
\$100,001-\$150,000	6.7%	6.8%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.3%	2.4%
\$250,001+	8.7%	8.9%

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.4%	2.3%
\$5,001-\$10,000	5.0%	4.7%
\$10,001-\$15,000	8.8%	8.6%
\$15,001-\$20,000	10.5%	10.8%
\$20,001-\$25,000	12.7%	12.6%
\$25,001-\$30,000	7.0%	7.0%
\$30,001-\$50,000	17.9%	17.8%
\$50,001-\$100,000	19.2%	19.2%
\$100,001-\$150,000	7.1%	7.2%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	3.7%	3.9%

Table I.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$23,500	\$32,700	n/a	n/a	\$23,500	\$32,700
7 to 14	\$23,200	\$32,900	n/a	n/a	\$23,200	\$32,900
15 to 18	\$33,200	\$49,300	\$554,800	\$655,000	\$30,500	\$46,800
19 to 24	\$65,300	\$94,100	\$484,800	\$546,800	\$46,600	\$72,600
25 to 34	\$98,300	\$126,700	\$425,900	\$477,600	\$66,600	\$92,600
35 to 44	\$110,300	\$138,900	\$399,500	\$451,700	\$71,500	\$96,700
45 to 54	\$111,500	\$143,100	\$388,900	\$434,700	\$68,600	\$97,700
55 to 64	\$120,700	\$154,000	\$389,400	\$441,600	\$77,400	\$106,000
65+	\$117,900	\$155,800	\$374,200	\$423,400	\$81,200	\$115,400
All	\$65,700	\$86,500	\$403,900	\$455,500	\$45,700	\$64,600

Table I.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$174,700	\$215,800	\$440,100	\$487,800	\$109,700	\$149,000
Autism	\$34,700	\$48,200	\$432,900	\$482,000	\$27,200	\$40,100
Cerebral palsy	\$147,300	\$183,400	\$451,700	\$506,900	\$92,900	\$124,000
Developmental delay	\$16,100	\$25,000	n/a	n/a	\$16,100	\$25,000
Global developmental delay	\$20,600	\$31,200	n/a	n/a	\$20,600	\$31,200
Hearing impairment	\$8,900	\$18,900	n/a	n/a	\$8,800	\$18,900
Intellectual disability	\$106,100	\$134,500	\$360,900	\$408,300	\$65,300	\$89,600
Multiple sclerosis	\$75,800	\$106,500	\$413,900	\$492,400	\$60,500	\$87,900
Psychosocial disability	\$75,400	\$105,600	\$352,000	\$415,400	\$59,200	\$86,700
Spinal cord injury	\$183,700	\$241,600	\$611,000	\$733,000	\$150,900	\$204,200
Stroke	\$133,500	\$179,400	\$432,800	\$489,600	\$91,800	\$131,800
Visual impairment	\$43,200	\$61,500	n/a	n/a	\$39,300	\$56,700
Other neurological	\$143,900	\$190,800	\$484,500	\$529,600	\$100,300	\$141,600
Other physical	\$63,500	\$94,700	\$494,900	\$529,400	\$56,700	\$87,800
Other sensory/speech	\$14,600	\$24,000	n/a	n/a	\$12,500	\$19,800
Other	\$86,700	\$117,900	\$521,900	\$527,700	\$60,200	\$92,100
Down Syndrome	\$116,700	\$143,800	\$313,000	\$361,800	\$78,100	\$100,400
All	\$65,700	\$86,500	\$403,900	\$455,500	\$45,700	\$64,600

Table I.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$15,900	\$24,900	n/a	n/a	\$15,300	\$24,200
2	\$16,600	\$29,500	n/a	n/a	\$16,600	\$29,500
3	\$23,700	\$36,900	\$430,400	\$468,600	\$19,800	\$32,900
4	\$19,800	\$32,800	n/a	n/a	\$17,600	\$30,200
5	\$32,100	\$44,800	\$403,200	\$412,800	\$27,000	\$39,600
6	\$22,200	\$36,200	\$355,000	\$399,900	\$20,200	\$33,900
7	\$32,600	\$49,200	\$367,700	\$409,600	\$28,700	\$44,200
8	\$53,200	\$82,100	\$326,000	\$391,600	\$44,600	\$70,600
9	\$77,300	\$111,400	n/a	n/a	\$71,200	\$106,900
10	\$88,800	\$121,400	\$346,900	\$389,300	\$68,100	\$98,700
11	\$61,700	\$86,900	\$410,200	\$453,500	\$51,100	\$74,600
12	\$181,500	\$224,100	\$409,000	\$460,600	\$119,000	\$157,200
13	\$71,500	\$91,900	\$433,300	\$502,100	\$54,100	\$71,400
14	\$297,700	\$362,100	\$478,600	\$537,800	\$216,000	\$278,000
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$65,700	\$86,500	\$403,900	\$455,500	\$45,700	\$64,600

Table I.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Western Australia ¹³¹

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	975.3	1,083.2
Core: Consumables	10.5	13.3
Core: Social and Civic	166.6	228.9
Core: Transport	4.0	7.4
Capacity Building: Choice and Control	2.6	2.9
Capacity Building: Daily Activities	36.4	51.7
Capacity Building: Employment	0.6	2.2
Capacity Building: Health and Wellbeing	0.4	0.6
Capacity Building: Home Living	0.0004	0.005
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	28.3	44.7
Capacity Building: Social and Civic	0.3	0.7
Capacity Building: Support Coordination	17.8	23.5
Capital: Assistive Technology	10.3	24.8
Capital: Home Modifications	12.4	26.3

¹³¹ Total payments for home modifications in Western Australia were \$12.4 million. Of which, \$12.1 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 \$26.3 million. Of which, \$25.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 million (2%) has been allocated for non-SDA supports.

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
All	1,271.6	1,510.3

Table I.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – Western Australia ¹³²

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	964.4	1,342.4
Core: Consumables	53.27	79.36
Core: Social and Civic	619.39	791.5
Core: Transport	45.54	37.86
Capacity Building: Choice and Control	44.2	52.5
Capacity Building: Daily Activities	464.99	768.99
Capacity Building: Employment	14.5	55.22
Capacity Building: Health and Wellbeing	1.7	3.6
Capacity Building: Home Living	0.1	0.4
Capacity Building: Lifelong learning	0.01	0.1
Capacity Building: Relationships	50.566	107.6
Capacity Building: Social and Civic	28.81	64.1
Capacity Building: Support Coordination	80.85	125.43
Capital: Assistive Technology	52.9	151.9
Capital: Home Modifications	15.6	31.6
All	2,437.7	3,612.63

Table I.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ¹³³

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	20.0	70.6	173.7	227.2	551.5	1,542.4	2,737.7	3,198.6	4,086.0	4,822.2	1,291.9	18,721.8
Total Paid	11.4	51.6	133.4	168.4	396.0	1,027.7	1,938.7	2,362.2	2,960.0	3,592.7	832.5	13,474.6
% utilised to date	57%	73%	77%	74%	72%	67%	71%	74%	72%	75%	64%	72%

Table I.43 Percentage change in plan budgets for active participants – Western Australia ¹³⁴

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	9.0%	5.2%	6.7%	4.9%	7.9%	6.4%	5.1%	7.3%	6.5%
Interplan Inflation	16.0%	12.3%	8.6%	7.9%	8.3%	7.2%	2.7%	3.7%	8.4%
Total Inflation	25.0%	17.6%	15.3%	12.8%	16.1%	13.6%	7.8%	11.0%	14.9%

¹³² Total payments for home modifications in Western Australia were \$15.6 million. Of which, \$6.0 million (39%) has been paid for specialised disability accommodation (SDA) supports, and \$9.6 million (61%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$31.6 million. Of which, \$9.6 million (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$22.0 million (70%) has been allocated for non-SDA supports.

¹³³ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

¹³⁴ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement J: South Australia

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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	73,216	2,001	75,217
Active Eligible - Total	57,249	1,528	58,777
Active Eligible - New	42,038	1,519	43,557
Active Eligible - State	<12,350	<11	12,346
Active Eligible - Commonwealth	<2,870	<11	2,874
Active Participant Plans - Total	56,358	1,777	58,135
Active Participant Plans - New	41,209	1,760	42,969
Active Participant Plans - State	<12,300	<11	12,302
Active Participant Plans - Commonwealth	<2,860	<11	2,864
Active Participant Plans - Total	56,358	1,777	58,135
Active Participant Plans - Early Intervention (s25)	19,239	737	19,976
Active Participant Plans - Permanent Disability (s24)	37,119	1,040	38,159

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

People leaving the Scheme	Total
Number of people who have left the Scheme	5,197
Early Intervention participants	2,337
Permanent disability participants	2,860

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	15,366	97%	6,338	97%	437	97%	22,141	97%
7 to 14	8,707	91%	4,594	91%	423	93%	13,724	91%
15 to 18	1,726	91%	1,234	89%	179	95%	3,139	90%
19 to 24	1,667	90%	1,132	85%	153	86%	2,952	87%
25 to 34	2,388	87%	1,834	81%	154	83%	4,376	84%
35 to 44	2,349	84%	2,000	75%	148	83%	4,497	80%
45 to 54	3,091	81%	2,707	70%	180	72%	5,978	75%
55 to 64	4,053	76%	3,418	64%	227	64%	7,698	70%
65+	174	59%	181	58%	16	53%	371	58%
Missing	0	n/a	0	n/a	0	n/a	0	n/a
Total	39,521	90%	23,438	81%	1,917	85%	64,876	86%

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	1,407	94%	760	90%	55	86%	2,222	92%
Autism	16,971	99%	7,789	99%	869	98%	25,629	99%
Cerebral palsy	744	97%	631	97%	37	95%	1,412	97%
Developmental delay	4,454	97%	1,866	97%	169	98%	6,489	97%
Down syndrome	475	100%	378	100%	28	100%	881	100%
Global developmental delay	1,630	99%	757	99%	84	100%	2,471	99%
Hearing impairment	1,051	91%	1,085	89%	64	91%	2,200	90%
Intellectual disability	4,821	95%	3,683	95%	248	93%	8,752	95%
Multiple sclerosis	299	91%	784	89%	30	83%	1,113	89%
Psychosocial disability	2,422	69%	1,868	57%	81	46%	4,371	63%
Spinal cord injury	360	95%	<180	96%	<30	n/a	558	96%
Stroke	499	86%	354	83%	36	88%	889	85%
Visual impairment	451	87%	435	83%	23	88%	909	86%
Other neurological	1,335	82%	1,076	80%	38	72%	2,449	81%
Other physical	1,180	54%	1,054	40%	57	40%	2,291	46%
Other sensory/speech	589	54%	<210	45%	<11	n/a	806	51%
Other	601	50%	<380	30%	<30	n/a	999	39%
Missing	232	81%	155	70%	48	83%	435	77%
Total	39,521	90%	23,438	81%	1,917	85%	64,876	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,744	7%	143	8%	3,887	7%
Non-First Nations Participants	45,573	81%	1,392	78%	46,965	81%
Not Stated	7,041	12%	242	14%	7,283	13%
Total	56,358	100%	1,777	100%	58,135	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,911	7%	95	5%	4,006	7%
Not culturally and linguistically diverse	51,239	91%	1,392	78%	52,631	91%
Not stated	1,208	2%	290	16%	1,498	3%
Total	56,358	100%	1,777	100%	58,135	100%

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – South Australia ¹³⁵

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	48
Total YPIRAC (under 65)	54

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

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-21	-16	178
Dec-21	<11	<180
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	<11	<90
Dec-23	-14	71
Mar-24	<11	<70
Jun-24	<11	<60
Sep-24	<11	54

¹³⁵ There are a further 107 active participants aged 65 years or over who are currently in residential aged care.

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

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	42,519	75%	1,289	73%	43,808	75%
Population > 50,000	1,052	2%	50	3%	1,102	2%
Population between 15,000 and 50,000	5,123	9%	190	11%	5,313	9%
Population between 5,000 and 15,000	1,926	3%	52	3%	1,978	3%
Population less than 5,000	4,330	8%	127	7%	4,457	8%
Remote	1,010	2%	43	2%	1,053	2%
Very Remote	<400	n/a	26	1%	<430	n/a
Missing	<11	n/a	0	n/a	<11	n/a
Total	56,358	100%	1,777	100%	58,135	100%

Table J.10 Participant profile per quarter by primary disability group – South Australia ¹³⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	23,972	43%	874	49%	24,846	43%
Intellectual disability	8,044	14%	80	5%	8,124	14%
Developmental delay	4,803	9%	350	20%	5,153	9%
Psychosocial disability	3,911	7%	67	4%	3,978	7%
Hearing impairment	2,016	4%	38	2%	2,054	4%
Other neurological	1,780	3%	37	2%	1,817	3%
Other physical	1,769	3%	14	1%	1,783	3%
Acquired brain injury	1,786	3%	34	2%	1,820	3%
Cerebral palsy	1,298	2%	15	1%	1,313	2%
Global developmental delay	2,011	4%	138	8%	2,149	4%
Down syndrome	<800	n/a	<11	n/a	807	1%
Other	812	1%	51	3%	863	1%
Multiple sclerosis	995	2%	25	1%	1,020	2%
Visual impairment	820	1%	12	1%	832	1%
Stroke	731	1%	29	2%	760	1%
Spinal cord Injury	<470	n/a	<11	n/a	468	1%
Other sensory/speech	<350	n/a	<11	n/a	348	1%
Total	56,358	100%	1,777	100%	58,135	100%

¹³⁷ Table order based on national proportions in Supplement E (highest to lowest).

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ¹³⁸

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	<440	n/a	<11	n/a	436	14%
Intellectual disability	1,291	n/a	0	n/a	1,291	41%
Developmental delay	0	n/a	0	n/a	0	0%
Psychosocial disability	262	n/a	0	n/a	262	8%
Hearing impairment	<11	n/a	0	n/a	<11	n/a
Other neurological	<240	n/a	<11	n/a	233	7%
Other physical	37	n/a	0	n/a	37	1%
Acquired brain injury	<290	n/a	<11	n/a	290	9%
Cerebral palsy	205	n/a	0	n/a	205	6%
Global developmental delay	0	n/a	0	n/a	0	0%
Down syndrome	197	n/a	0	n/a	197	6%
Other	<60	n/a	<11	n/a	55	2%
Multiple sclerosis	55	n/a	0	n/a	55	2%
Visual impairment	14	n/a	0	n/a	14	0%
Stroke	<80	n/a	<11	n/a	76	2%
Spinal cord Injury	22	n/a	0	n/a	22	1%
Other sensory/speech	0	n/a	0	n/a	0	0%
Total	<3,170	n/a	<11	n/a	3,174	100%

¹³⁸ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	23,537	44%	873	49%	24,410	44%
Intellectual disability	6,753	13%	80	5%	6,833	12%
Developmental delay	4,803	9%	350	20%	5,153	9%
Psychosocial disability	3,649	7%	67	4%	3,716	7%
Hearing impairment	2,015	4%	38	2%	2,053	4%
Other neurological	1,549	3%	35	2%	1,584	3%
Other physical	1,732	3%	14	1%	1,746	3%
Acquired brain injury	1,497	3%	33	2%	1,530	3%
Cerebral palsy	1,093	2%	15	1%	1,108	2%
Global developmental delay	2,011	4%	138	8%	2,149	4%
Down syndrome	<610	n/a	<11	n/a	610	1%
Other	759	1%	49	3%	808	1%
Multiple sclerosis	940	2%	25	1%	965	2%
Visual impairment	806	2%	12	1%	818	1%
Stroke	658	1%	26	1%	684	1%
Spinal cord Injury	<450	n/a	<11	n/a	446	1%
Other sensory/speech	<350	n/a	<11	n/a	348	1%
Total	53,193	100%	1,768	100%	54,961	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,606	10%	388	22%	5,994	10%
2 (High Function)	<110	n/a	<11	n/a	108	0%
3 (High Function)	2,907	5%	161	9%	3,068	5%
4 (High Function)	<2,460	n/a	<20	n/a	2,472	4%
5 (High Function)	3,649	6%	134	8%	3,783	7%
6 (Moderate Function)	16,309	29%	432	24%	16,741	29%
7 (Moderate Function)	2,669	5%	63	4%	2,732	5%
8 (Moderate Function)	3,347	6%	62	3%	3,409	6%
9 (Moderate Function)	<280	n/a	<11	n/a	280	0%
10 (Moderate Function)	<5,150	n/a	<70	n/a	5,211	9%
11 (Low Function)	1,643	3%	14	1%	1,657	3%
12 (Low Function)	5,870	10%	83	5%	5,953	10%
13 (Low Function)	4,960	9%	60	3%	5,020	9%
14 (Low Function)	<600	n/a	<11	n/a	<600	n/a
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	817	1%	286	16%	1,103	2%
Total	56,358	100%	1,777	100%	58,135	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	6,886	12%	670	38%	7,556	13%
7 to 14	16,103	29%	495	28%	16,598	29%
15 to 18	6,450	11%	105	6%	6,555	11%
19 to 24	5,311	9%	66	4%	5,377	9%
25 to 34	4,565	8%	93	5%	4,658	8%
35 to 44	4,060	7%	111	6%	4,171	7%
45 to 54	4,436	8%	105	6%	4,541	8%
55 to 64	5,569	10%	121	7%	5,690	10%
65+	2,978	5%	11	1%	2,989	5%
Total	56,358	100%	1,777	100%	58,135	100%

Table J.15 Participation rates by age group and gender at 30 September 2024 – South Australia ¹³⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.9%	3.3%	5.4%
7 to 14	12.7%	6.0%	9.6%
15 to 18	9.3%	5.0%	7.4%
19 to 24	4.8%	2.8%	4.0%
25 to 44	2.0%	1.5%	1.8%
45 to 64	2.4%	2.0%	2.3%
Total (aged 0 to 64)	4.5%	2.7%	3.7%

Table J.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – South Australia ¹⁴⁰

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	5%	0%	5%
Health & Wellbeing	14%	0%	14%
Lifelong Learning	9%	0%	9%
Other	6%	0%	6%
Non-categorised	4%	0%	4%
Any mainstream service	26%	0%	26%

¹³⁹ 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.

¹⁴⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table J.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – South Australia¹⁴¹

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	3%	4%	3%
Daily life	16%	20%	17%
Health and wellbeing	69%	74%	70%
Learning	34%	33%	34%
Relationships	3%	3%	3%
Social and community activities	6%	5%	6%
Where I live	2%	2%	2%
Work	5%	4%	5%
Unknown	12%	3%	11%
Any mainstream service	99%	94%	98%

¹⁴¹ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table J.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,938), and ‘participant social and community engagement rate’ (n=3,891), and the metric for 'parent and carer employment rate' (n=3,512) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=1,994) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - South Australia

Age group	Baseline	R1	R2	2024-25 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	36%	34%	33%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	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%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	41%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	43%	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%	52%	n/a
Parent and carer employment rate - Aged 15+ years	44%	44%	44%	n/a
Parent and carer employment rate - All ages	47%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	65%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	74%	n/a

Table J.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,396), and ‘participant social and community engagement rate’ (n=3,360), and the metric for ‘parent and carer employment rate’ (n=2,559) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=1,946) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - South Australia

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	20%	27%	26%
Participant employment rate - Aged 25 to 34 years	35%	36%	37%	35%	26%
Participant employment rate - Aged 35 to 44 years	31%	30%	26%	30%	26%
Participant employment rate - Aged 45 to 54 years	25%	28%	24%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	20%	19%	14%	26%
Participant employment rate - Aged 65+ years	14%	13%	12%	11%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	26%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	33%	36%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	42%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	35%	37%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	38%	33%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	35%	36%	39%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	47%	41%	46%
Participant social and community engagement rate - Aged 25+ years	37%	38%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	51%	52%	n/a
Parent and carer employment rate - Aged 15+ years	43%	49%	52%	44%	n/a
Parent and carer employment rate - All ages	45%	49%	51%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	76%	n/a

Table J.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=2,723), and ‘participant social and community engagement rate’ (n=2,663), and the metric for ‘parent and carer employment rate’ (n=1,501) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,681) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - South Australia

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	19%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	33%	24%	33%	26%
Participant employment rate - Aged 35 to 44 years	31%	33%	31%	25%	27%	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%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	26%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	40%	34%	34%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	39%	41%	48%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	38%	39%	42%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	44%	42%	38%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	38%	37%	39%	41%	46%
Participant social and community engagement rate - Aged 65+ years	34%	32%	28%	24%	38%	46%
Participant social and community engagement rate - Aged 25+ years	39%	39%	38%	40%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	39%	37%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	46%	45%	52%	51%	n/a
Parent and carer employment rate - Aged 15+ years	45%	46%	50%	45%	44%	n/a
Parent and carer employment rate - All ages	44%	46%	47%	49%	48%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	64%	66%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	73%	77%	n/a

Table J.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,776), and ‘participant social and community engagement rate’ (n=1,667), and the metric for ‘parent and carer employment rate’ (n=857) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=1,226) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- South Australia

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	10%	13%	22%	22%	25%	26%
Participant employment rate - Aged 25 to 34 years	30%	34%	36%	22%	35%	30%	26%
Participant employment rate - Aged 35 to 44 years	38%	33%	28%	37%	23%	32%	26%
Participant employment rate - Aged 45 to 54 years	33%	35%	35%	30%	24%	28%	26%
Participant employment rate - Aged 55 to 64 years	26%	24%	21%	18%	11%	18%	26%
Participant employment rate - Aged 65+ years	18%	18%	16%	11%	13%	9%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	22%	26%	26%
Participant employment rate - Aged 15 to 64 years	27%	27%	26%	25%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	32%	34%	39%	31%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	50%	46%	42%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	44%	46%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	45%	38%	46%	49%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	47%	38%	37%	45%	46%
Participant social and community engagement rate - Aged 65+ years	42%	41%	38%	38%	23%	43%	46%
Participant social and community engagement rate - Aged 25+ years	42%	43%	44%	42%	39%	46%	46%
Participant social and community engagement rate - Aged 15+ years	40%	41%	42%	42%	37%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	52%	51%	47%	44%	55%	n/a
Parent and carer employment rate - Aged 15+ years	47%	47%	51%	60%	46%	46%	n/a
Parent and carer employment rate - All ages	46%	49%	51%	53%	45%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	62%	68%	69%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	72%	80%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	68%	75%	74%	78%	n/a

Table J.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=972), and ‘participant social and community engagement rate’ (n=845), and the metric for ‘parent and carer employment rate’ (n=708) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and the metric for ‘participant choice and control’ (n=780) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - South Australia

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	20%	28%	26%	39%	32%	26%
Participant employment rate - Aged 25 to 34 years	40%	38%	42%	42%	44%	28%	39%	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	23%	21%	22%	24%	11%	7%	14%	26%
Participant employment rate - Aged 65+ years	9%	4%	3%	0%	5%	0%	2%	26%
Participant employment rate - Aged 25 to 64 years	35%	33%	32%	36%	32%	18%	30%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	29%	34%	31%	23%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	40%	34%	37%	32%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	52%	51%	55%	50%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	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	44%	43%	44%	43%	37%	43%	44%	46%
Participant social and community engagement rate - Aged 65+ years	41%	43%	36%	36%	28%	32%	49%	46%
Participant social and community engagement rate - Aged 25+ years	43%	47%	46%	44%	45%	43%	51%	46%
Participant social and community engagement rate - Aged 15+ years	41%	45%	45%	42%	43%	40%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	43%	50%	51%	54%	52%	56%	n/a
Parent and carer employment rate - Aged 15+ years	47%	51%	54%	60%	55%	41%	47%	n/a
Parent and carer employment rate - All ages	44%	48%	52%	56%	54%	46%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	65%	68%	67%	71%	76%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	72%	74%	69%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	61%	69%	70%	71%	70%	82%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table J.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table J.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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table J.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 45 in Prior Quarters, n = n/a in 2024-25 Q1), 'Community Connections' (n = 364 in Prior Quarters, n = 122 in 2024-25 Q1), 'Apply for NDIS' (n = 310 in Prior Quarters, n = 139 in 2024-25 Q1), 'Plan Approval' (n = 732 in Prior Quarters, n = 321 in 2024-25 Q1), 'Plan Implementation' (n = 483 in Prior Quarters, n = 377 in 2024-25 Q1) and 'Plan Reassessment' (n = 1,762 in Prior Quarters, n = 609 in 2024-25 Q1) - South Australia ¹⁴² ¹⁴³

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
Early Supports - Were you treated with respect?	100%	n/a
Early Supports - Were decisions and outcomes explained to you?	86%	n/a
Early Supports - Were your questions and concerns acknowledged?	83%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	42%	n/a
Community Connections - Was information easy to understand?	82%	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?	76%	80%
Community Connections - To what extent were your circumstances and needs considered?	76%	83%
Community Connections - To what extent were you included in decisions that were made?	77%	83%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	51%
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?	68%	63%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	80%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	46%
Plan Approval - Were you treated with respect?	90%	86%
Plan Approval - Were decisions and outcomes explained to you?	74%	74%
Plan Approval - Were your questions and concerns acknowledged?	76%	69%
Plan Approval - Do you know where to go for more help with using your plan?	85%	80%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	50%
Plan Approval - How well does your NDIS plan meet your needs?	58%	53%
Plan Implementation - Do you know where to go for more help with using your plan?	79%	81%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	56%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	54%	55%
Plan Implementation - Do you feel confident in using your plan?	59%	61%
Plan Implementation - Do you feel confident in accessing supports?	60%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	81%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	65%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	63%
Plan Reassessment - Do you feel confident in using your plan?	65%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	63%	61%

¹⁴² Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

¹⁴³ 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 2024-25 Q1
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	80%

Table J.24 Complaints and Participant Critical Incidents (PCIs) by quarter – South Australia ¹⁴⁴
145

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<50	<11	47	40
People who have submitted an access request: Complaint about LAC Partner	482	21	503	438
People who have submitted an access request: Complaints about service providers	969	48	1,017	829
People who have submitted an access request: Complaints about the Agency	18,631	1,423	20,054	9,939
People who have submitted an access request: Unclassified	<510	<11	511	470
People who have submitted an access request: Total	20,633	1,499	22,132	10,638
Percentage of the number of active participants	7.2%	11.2%	7.4%	n/a
Total PCIs	4,651	509	5,160	n/a

¹⁴⁴ Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.

¹⁴⁵ 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.25 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
Sep-21	591	6%	11,115	9%
Dec-21	654	6%	11,769	9%
Mar-22	759	7%	12,528	8%
Jun-22	682	6%	13,210	8%
Sep-22	648	5%	13,858	8%
Dec-22	603	5%	14,461	8%
Mar-23	634	5%	15,095	8%
Jun-23	691	5%	15,786	8%
Sep-23	780	6%	16,566	7%
Dec-23	872	6%	17,438	7%
Mar-24	1,558	11%	18,996	8%
Jun-24	1,637	12%	20,633	8%
Sep-24	1,499	10%	22,132	8%

Table J.26 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
Sep-21	156	1%	1,186	1%
Dec-21	178	2%	1,364	1%
Mar-22	201	2%	1,565	1%
Jun-22	214	2%	1,779	1%
Sep-22	235	2%	2,014	1%
Dec-22	259	2%	2,273	1%
Mar-23	350	3%	2,623	1%
Jun-23	337	3%	2,960	1%
Sep-23	360	3%	3,320	1%
Dec-23	424	3%	3,744	2%
Mar-24	441	3%	4,185	2%
Jun-24	466	3%	4,651	2%
Sep-24	509	4%	5,160	2%

Table J.27 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ^{146 147}

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	561	3%	0	0%	561	3%
Complaints about the Agency - Information unclear	294	2%	0	0%	294	1%
Complaints about the Agency - NDIA Access	426	2%	41	3%	467	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	26	0%
Complaints about the Agency - NDIA Finance	914	5%	74	5%	988	5%
Complaints about the Agency - NDIA Fraud and Compliance	<80	n/a	<11	n/a	77	0%
Complaints about the Agency - NDIA Plan	3,623	19%	319	22%	3,942	20%
Complaints about the Agency - NDIA Process	1,302	7%	193	14%	1,495	7%
Complaints about the Agency - NDIA Resources	<130	n/a	<11	n/a	140	1%
Complaints about the Agency - NDIA Staff	815	4%	113	8%	928	5%
Complaints about the Agency - NDIA Timeliness	4,338	23%	666	47%	5,004	25%
Complaints about the Agency - Participation, engagement and inclusion	52	0%	0	0%	52	0%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<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	1,169	6%	0	0%	1,169	6%
Complaints about the Agency - Staff conduct - Agency	140	1%	0	0%	140	1%
Complaints about the Agency - The way the NDIA carried out its decision making	302	2%	0	0%	302	2%
Complaints about the Agency - Timeliness	2,949	16%	0	0%	2,949	15%
Complaints about the Agency - Other	<1,500	n/a	<11	n/a	1,501	7%
Complaints about the Agency - Total	18,631	100%	1,423	100%	20,054	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	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	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	25	53%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<50	n/a	<11	n/a	47	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Plan	<90	n/a	<11	n/a	88	17%
Complaints about LAC Partner - LAC Process	<60	n/a	<11	n/a	59	12%

¹⁴⁶ 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.

¹⁴⁷ There are 20,633 total participant complaints in prior quarters, 1,499 total participant complaints in 2024-25 Q1, and 22,132 total participant complaints as at 30 September 2024 (which includes 511 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Staff	272	56%	13	62%	285	57%
Complaints about LAC Partner - LAC Timeliness	<60	n/a	<11	n/a	62	12%
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	482	100%	21	100%	503	100%
Complaints about service providers - Provider Costs	30	3%	0	0%	30	3%
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	86	8%
Complaints about service providers - Provider Fraud and Compliance	<90	n/a	<11	n/a	99	10%
Complaints about service providers - Provider Process	35	4%	0	0%	35	3%
Complaints about service providers - Provider Service	332	34%	17	35%	349	34%
Complaints about service providers - Provider Staff	187	19%	16	33%	203	20%
Complaints about service providers - Service Delivery	35	4%	0	0%	35	3%
Complaints about service providers - Staff Conduct	39	4%	0	0%	39	4%
Complaints about service providers - Supports being provided	49	5%	0	0%	49	5%
Complaints about service providers - Other	92	9%	0	0%	92	9%
Complaints about service providers - Total	969	100%	48	100%	1,017	100%

Table J.28 Administrative Appeals Tribunal (AAT) cases by category at 30 September 2024 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	398	17%	29	15%	427	17%
Plan	1,781	75%	155	80%	1,936	76%
Plan Reassessment	<50	2%	<11	n/a	52	2%
Other	<140	6%	<11	n/a	143	6%
Total cases	2,365	100%	193	100%	2,558	100%
Percentage of the number of active participants	0.89%	n/a	1.34%	n/a	0.92%	n/a

Table J.29 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
Sep-21	159	2%	880	1%
Dec-21	216	2%	1,096	1%
Mar-22	179	2%	1,275	1%
Jun-22	145	1%	1,420	1%
Sep-22	151	1%	1,571	1%
Dec-22	126	1%	1,697	1%
Mar-23	113	1%	1,810	1%
Jun-23	105	1%	1,915	1%
Sep-23	100	1%	2,015	1%
Dec-23	131	1%	2,146	1%
Mar-24	87	1%	2,233	1%
Jun-24	132	1%	2,365	1%
Sep-24	193	1%	2,558	1%

Table J.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – South Australia ¹⁴⁸

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,558	2,295
Open AAT Cases	452	445
Closed AAT Cases	2,106	1,901
Resolved before hearing	2,070	1,869
Gone to hearing and received a substantive decision	36	32

¹⁴⁸ The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

Table J.31 Administrative Appeals Tribunal (AAT) Supports in dispute – South Australia ^{149 150}
151

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	<35	<11	37
Core (excluding Consumables and Transport)	208	46	254
Capacity Building	255	55	310
General Support	<60	<11	61
Assistive Technology	88	14	102
Specialist Disability Accommodation	<40	<11	41
Home Modifications	<20	<11	<30
Supported Independent Living	102	23	125
Everyday Living Costs	<35	<11	31
Transport	<50	<11	50
Other	<11	0	<11
Total number of unique participants counted across disputed supports	440	84	524
Total number of instances of participants counted across disputed supports	863	170	1,033

Table J.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – South Australia

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<30	n/a	<11	n/a	36	2%
Hearing Decision - Affirmed	<20	n/a	<11	n/a	<20	n/a
Hearing Decision - Varied	<11	n/a	<11	n/a	<11	n/a
Hearing Decision - Set Aside	<20	n/a	<11	n/a	16	1%
Not Decided by Tribunal - Total	1,962	98%	108	95%	2,070	98%
Not Decided by Tribunal - Resolved by consent	1,393	70%	78	68%	1,471	70%
Not Decided by Tribunal - Withdrawn	450	23%	18	16%	468	22%
Not Decided by Tribunal - No jurisdiction	21	1%	0	0%	21	1%
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Dismissed	94	5%	12	11%	106	5%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	1,992	100%	114	100%	2,106	100%

¹⁴⁹ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁵⁰ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁵¹ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table J.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – South Australia ¹⁵²

Plan management type	Registered	Unregistered	Total providers
Agency-managed	856	0	856
Plan-managed	1,865	15,513	17,295
Self-managed	691	5,612	6,284
All plan management types	2,043	18,096	20,054

¹⁵² Registration status is determined as at the posting date of payment.

Table J.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – South Australia ¹⁵³ ¹⁵⁴

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

¹⁵³ Registration status is determined as at the posting date of payment.

¹⁵⁴ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table J.35 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.3%	2.2%
\$5,001-\$10,000	7.1%	6.7%
\$10,001-\$15,000	11.3%	11.0%
\$15,001-\$20,000	12.3%	12.4%
\$20,001-\$25,000	12.3%	12.1%
\$25,001-\$30,000	5.9%	6.0%
\$30,001-\$50,000	13.9%	13.9%
\$50,001-\$100,000	15.8%	15.9%
\$100,001-\$150,000	6.2%	6.3%
\$150,001-\$200,000	3.2%	3.2%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	7.8%	8.1%

Table J.36 Distribution of participants by average annualised committed support band (excluding participants with SIL supports) – active participants with initial plan approvals as at 2024-25 Q1 compared with active participants with initial plan approvals as at 2023-24 Q4 – South Australia

Average annualised committed supports band	As at 2023-24 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	2.5%	2.4%
\$5,001-\$10,000	7.5%	7.1%
\$10,001-\$15,000	12.0%	11.7%
\$15,001-\$20,000	13.0%	13.1%
\$20,001-\$25,000	13.0%	12.8%
\$25,001-\$30,000	6.3%	6.3%
\$30,001-\$50,000	14.7%	14.7%
\$50,001-\$100,000	16.7%	16.9%
\$100,001-\$150,000	6.5%	6.6%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	1.8%	1.9%
\$250,001+	2.9%	3.2%

Table J.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$17,600	\$27,300	n/a	n/a	\$17,600	\$27,300
7 to 14	\$18,900	\$27,800	n/a	n/a	\$18,800	\$27,800
15 to 18	\$31,400	\$44,700	\$679,800	\$633,500	\$26,900	\$41,700
19 to 24	\$75,800	\$96,100	\$583,200	\$627,000	\$46,200	\$66,900
25 to 34	\$111,900	\$133,900	\$505,200	\$546,200	\$65,100	\$86,100
35 to 44	\$114,500	\$135,300	\$413,200	\$455,800	\$72,100	\$91,600
45 to 54	\$121,800	\$147,100	\$411,400	\$455,500	\$73,000	\$96,300
55 to 64	\$129,200	\$157,900	\$408,000	\$449,700	\$82,100	\$107,800
65+	\$126,000	\$158,300	\$404,800	\$438,400	\$84,700	\$114,900
All	\$64,000	\$80,900	\$443,600	\$482,900	\$41,700	\$57,700

Table J.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$151,100	\$184,600	\$480,700	\$524,500	\$89,500	\$120,100
Autism	\$33,900	\$45,700	\$536,000	\$552,500	\$24,700	\$36,600
Cerebral palsy	\$154,600	\$182,000	\$462,200	\$508,800	\$97,900	\$121,500
Developmental delay	\$14,000	\$23,400	n/a	n/a	\$14,000	\$23,400
Global developmental delay	\$16,600	\$26,300	n/a	n/a	\$16,600	\$26,300
Hearing impairment	\$9,600	\$17,500	n/a	n/a	\$9,600	\$17,400
Intellectual disability	\$113,900	\$136,500	\$385,800	\$423,600	\$61,600	\$82,300
Multiple sclerosis	\$109,000	\$141,200	\$551,800	\$616,000	\$83,800	\$114,100
Psychosocial disability	\$97,900	\$121,100	\$475,800	\$521,500	\$71,600	\$92,800
Spinal cord injury	\$136,600	\$172,300	\$699,700	\$700,300	\$109,900	\$146,300
Stroke	\$142,600	\$181,400	\$504,900	\$547,900	\$99,800	\$140,700
Visual impairment	\$47,200	\$62,600	n/a	n/a	\$43,000	\$57,700
Other neurological	\$156,300	\$193,700	\$527,700	\$568,100	\$106,100	\$138,600
Other physical	\$66,800	\$93,800	\$455,900	\$515,200	\$59,100	\$84,800
Other sensory/speech	\$6,700	\$15,200	n/a	n/a	\$6,700	\$15,200
Other	\$103,300	\$141,100	\$551,400	\$580,000	\$74,300	\$109,400
Down Syndrome	\$140,300	\$167,700	\$322,800	\$368,500	\$78,100	\$102,800
All	\$64,000	\$80,900	\$443,600	\$482,900	\$41,700	\$57,700

Table J.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$12,800	\$21,500	n/a	n/a	\$12,800	\$21,500
2	\$23,100	\$35,800	n/a	n/a	\$23,100	\$35,800
3	\$20,800	\$32,000	\$309,600	\$345,700	\$18,000	\$29,000
4	\$18,100	\$29,100	n/a	n/a	\$15,400	\$26,400
5	\$32,300	\$44,800	\$423,700	\$469,500	\$25,000	\$36,700
6	\$20,900	\$32,600	\$303,000	\$342,200	\$18,700	\$30,200
7	\$42,100	\$58,000	\$412,000	\$455,600	\$28,500	\$43,300
8	\$67,800	\$90,800	\$318,900	\$362,600	\$49,000	\$70,400
9	\$63,500	\$97,600	n/a	n/a	\$59,900	\$92,300
10	\$115,600	\$146,000	\$392,600	\$435,000	\$78,800	\$107,100
11	\$85,600	\$108,900	\$543,000	\$561,000	\$54,000	\$75,800
12	\$213,400	\$251,100	\$461,400	\$505,400	\$134,600	\$169,400
13	\$79,400	\$98,000	\$621,000	\$618,300	\$55,200	\$74,900
14	\$303,200	\$350,500	\$509,200	\$558,300	\$216,100	\$259,600
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$64,000	\$80,900	\$443,600	\$482,900	\$41,700	\$57,700

Table J.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – South Australia ¹⁵⁵

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	1,099.4	1,135.4
Core: Consumables	11.2	11.9
Core: Social and Civic	154.6	213.1
Core: Transport	4.7	7.2
Capacity Building: Choice and Control	4.2	4.4
Capacity Building: Daily Activities	29.4	39.6
Capacity Building: Employment	0.3	1.1
Capacity Building: Health and Wellbeing	0.2	0.5
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	0.015	0.03
Capacity Building: Relationships	28.9	45.4
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	18.1	23.2
Capital: Assistive Technology	7.6	16.7
Capital: Home Modifications	21.0	33.6
All	1,379.9	1,532.7

¹⁵⁵ Total payments for home modifications in South Australia were \$21.0 million. Of which, \$20.57 million (97.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.45 million (2.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$33.6 million. Of which, \$33.0 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.

Table J.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – South Australia ¹⁵⁶

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	916.2	1,288.4
Core: Consumables	49.4	65.32
Core: Social and Civic	553.79	680.9
Core: Transport	41.11	34.28
Capacity Building: Choice and Control	52.4	58.83
Capacity Building: Daily Activities	419.1	670.2
Capacity Building: Employment	11.9	38.49
Capacity Building: Health and Wellbeing	1.5	3.3
Capacity Building: Home Living	0.0	0.2
Capacity Building: Lifelong learning	0.07	0.3
Capacity Building: Relationships	35.481	80.2
Capacity Building: Social and Civic	9.5	27.9
Capacity Building: Support Coordination	70.31	102.24
Capital: Assistive Technology	35.3	100.0
Capital: Home Modifications	13.8	22.2
All	2,209.92	3,172.74

Table J.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ¹⁵⁷

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	58.8	102.0	186.8	370.8	1,158.8	2,124.0	2,770.1	3,171.1	3,943.8	4,544.3	1,190.4	19,620.7
Total Paid	35.2	63.0	104.8	221.8	793.3	1,489.0	1,998.9	2,422.6	2,976.5	3,501.4	806.3	14,412.7
% utilised to date	60%	62%	56%	60%	68%	70%	72%	76%	75%	77%	68%	73%

Table J.43 Percentage change in plan budgets for active participants – South Australia ¹⁵⁸

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	13.2%	8.9%	10.1%	9.6%	10.9%	8.2%	7.3%	9.1%	9.7%
Interplan Inflation	8.6%	9.1%	8.2%	9.7%	6.2%	3.1%	0.7%	1.9%	4.7%
Total Inflation	21.9%	18.0%	18.3%	19.3%	17.1%	11.3%	7.9%	11.0%	14.4%

¹⁵⁶ Total payments for home modifications in South Australia were \$13.8 million. Of which, \$6.8 million (49%) has been paid for specialised disability accommodation (SDA) supports, and \$7.1 million (51%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.2 million. Of which, \$9.1 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.1 million (59%) has been allocated for non-SDA supports.

¹⁵⁷ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

¹⁵⁸ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement K:

Tasmania

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability groups down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

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

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	18,164	532	18,696
Active Eligible - Total	14,266	393	14,659
Active Eligible - New	9,964	386	10,350
Active Eligible - State	<2,870	0	<2,870
Active Eligible - Commonwealth	<1,440	<11	1,442
Active Participant Plans - Total	14,050	464	14,514
Active Participant Plans - New	9,761	456	10,217
Active Participant Plans - State	<2,860	<11	2,862
Active Participant Plans - Commonwealth	<1,430	<11	1,435
Active Participant Plans - Total	14,050	464	14,514
Active Participant Plans - Early Intervention (s25)	3,992	237	4,229
Active Participant Plans - Permanent Disability (s24)	10,058	227	10,285

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

People leaving the Scheme	Total
Number of people who have left the Scheme	1,288
Early Intervention participants	454
Permanent disability participants	834

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	2,649	97%	1,213	97%	259	99%	4,121	97%
7 to 14	2,130	90%	1,075	90%	177	90%	3,382	90%
15 to 18	1,010	91%	619	90%	68	97%	1,697	91%
19 to 24	559	86%	372	82%	40	78%	971	84%
25 to 34	490	83%	420	76%	32	68%	942	79%
35 to 44	611	83%	<590	n/a	<20	n/a	1,206	79%
45 to 54	803	83%	793	73%	45	79%	1,641	78%
55 to 64	1,069	81%	958	71%	57	77%	2,084	76%
65+	45	61%	<40	n/a	<11	n/a	77	56%
Missing	0	n/a	0	n/a	0	n/a	0	n/a
Total	9,356	89%	6,071	82%	694	88%	16,121	86%

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	369	93%	178	87%	13	93%	560	91%
Autism	3,558	97%	1,639	98%	319	94%	5,516	97%
Cerebral palsy	239	95%	214	97%	15	100%	468	96%
Developmental delay	884	97%	406	96%	132	99%	1,422	97%
Down syndrome	168	100%	<160	n/a	<11	n/a	330	100%
Global developmental delay	184	99%	69	100%	12	100%	265	99%
Hearing impairment	264	90%	251	87%	24	96%	539	89%
Intellectual disability	1,634	94%	1,258	94%	57	90%	2,949	94%
Multiple sclerosis	90	90%	<330	n/a	<11	n/a	423	91%
Psychosocial disability	669	71%	575	59%	28	47%	1,272	64%
Spinal cord injury	105	91%	<50	n/a	<11	n/a	149	91%
Stroke	127	87%	105	83%	14	100%	246	86%
Visual impairment	118	90%	<110	n/a	<11	n/a	232	88%
Other neurological	376	85%	310	83%	22	88%	708	84%
Other physical	274	58%	<250	n/a	<11	n/a	521	50%
Other sensory/speech	29	41%	14	44%	0	n/a	43	42%
Other	196	55%	135	37%	19	53%	350	46%
Missing	72	83%	<60	n/a	<11	n/a	128	76%
Total	9,356	89%	6,071	82%	694	88%	16,121	86%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,418	10%	66	14%	1,484	10%
Non-First Nations Participants	10,361	74%	331	71%	10,692	74%
Not Stated	2,271	16%	67	14%	2,338	16%
Total	14,050	100%	464	100%	14,514	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<370	n/a	<11	n/a	368	3%
Not culturally and linguistically diverse	9,995	71%	396	85%	10,391	72%
Not stated	<3,700	n/a	<70	n/a	3,755	26%
Total	14,050	100%	464	100%	14,514	100%

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Tasmania ¹⁵⁹

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	20
Total YPIRAC (under 65)	26

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ¹⁶⁰

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-21	<11	<80
Dec-21	<11	<70
Mar-22	0	65
Jun-22	<11	<60
Sep-22	<11	<60
Dec-22	<11	<50
Mar-23	0	44
Jun-23	<11	<50
Sep-23	<11	<40
Dec-23	<11	<40
Mar-24	<11	<40
Jun-24	<11	<30
Sep-24	<11	26

¹⁵⁹ There are a further 32 active participants aged 65 years or over who are currently in residential aged care.

¹⁶⁰ 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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	9,234	66%	307	66%	9,541	66%
Population between 15,000 and 50,000	2,523	18%	72	16%	2,595	18%
Population between 5,000 and 15,000	<70	n/a	<11	n/a	67	0%
Population less than 5,000	2,064	15%	74	16%	2,138	15%
Remote	<140	n/a	<11	n/a	<150	n/a
Very Remote	29	0%	0	0%	29	0%
Missing	<11	n/a	0	n/a	<11	n/a
Total	14,050	100%	464	100%	14,514	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ¹⁶¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	5,147	37%	206	44%	5,353	37%
Intellectual disability	2,712	19%	34	7%	2,746	19%
Developmental delay	970	7%	120	26%	1,090	8%
Psychosocial disability	<1,160	n/a	<11	n/a	1,167	8%
Hearing impairment	<510	n/a	<11	n/a	508	4%
Other neurological	501	4%	14	3%	515	4%
Other physical	<400	n/a	<11	n/a	405	3%
Acquired brain injury	<480	n/a	<11	n/a	488	3%
Cerebral palsy	426	3%	0	0%	426	3%
Global developmental delay	198	1%	16	3%	214	1%
Down syndrome	<310	n/a	<11	n/a	304	2%
Other	293	2%	18	4%	311	2%
Multiple sclerosis	384	3%	12	3%	396	3%
Visual impairment	<210	n/a	<11	n/a	209	1%
Stroke	<210	n/a	<11	n/a	210	1%
Spinal cord Injury	<140	n/a	<11	n/a	137	1%
Other sensory/speech	35	0%	0	0%	35	0%
Total	14,050	100%	464	100%	14,514	100%

¹⁶¹ Table order based on national proportions in Supplement E (highest to lowest).

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ¹⁶²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	174	16%	0	0%	174	16%
Intellectual disability	395	36%	0	0%	395	36%
Developmental delay	0	0%	0	0%	0	0%
Psychosocial disability	149	14%	0	0%	149	14%
Hearing impairment	0	0%	0	0%	0	0%
Other neurological	<70	n/a	<11	n/a	65	6%
Other physical	<11	n/a	0	0%	<11	n/a
Acquired brain injury	<90	n/a	<11	n/a	92	8%
Cerebral palsy	69	6%	0	0%	69	6%
Global developmental delay	0	0%	0	0%	0	0%
Down syndrome	69	6%	0	0%	69	6%
Other	<20	n/a	<11	n/a	13	1%
Multiple sclerosis	12	1%	0	0%	12	1%
Visual impairment	<11	n/a	0	0%	<11	n/a
Stroke	<30	n/a	<11	n/a	27	2%
Spinal cord Injury	11	1%	0	0%	11	1%
Other sensory/speech	0	0%	0	0%	0	0%
Total	<1,090	100%	<11	100%	1,092	100%

¹⁶² 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.

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	4,973	38%	206	45%	5,179	39%
Intellectual disability	2,317	18%	34	7%	2,351	18%
Developmental delay	970	7%	120	26%	1,090	8%
Psychosocial disability	<1,020	n/a	<11	n/a	1,018	8%
Hearing impairment	<510	n/a	<11	n/a	508	4%
Other neurological	438	3%	12	3%	450	3%
Other physical	<390	n/a	<11	n/a	395	3%
Acquired brain injury	<390	n/a	<11	n/a	396	3%
Cerebral palsy	357	3%	0	0%	357	3%
Global developmental delay	198	2%	16	4%	214	2%
Down syndrome	<240	n/a	<11	n/a	235	2%
Other	282	2%	16	4%	298	2%
Multiple sclerosis	372	3%	12	3%	384	3%
Visual impairment	<200	n/a	<11	n/a	203	2%
Stroke	<180	n/a	<11	n/a	183	1%
Spinal cord Injury	<130	n/a	<11	n/a	126	1%
Other sensory/speech	35	0%	0	0%	35	0%
Total	12,966	100%	456	100%	13,422	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,395	9.9%	136	29%	1,531	11%
2 (High Function)	31	0.2%	0	0%	31	0%
3 (High Function)	637	4.5%	30	6%	667	5%
4 (High Function)	<790	n/a	<11	n/a	787	5%
5 (High Function)	936	6.7%	48	10%	984	7%
6 (Moderate Function)	3,113	22.2%	57	12%	3,170	22%
7 (Moderate Function)	895	6.4%	26	6%	921	6%
8 (Moderate Function)	<830	n/a	<20	n/a	832	6%
9 (Moderate Function)	<100	n/a	<11	n/a	97	1%
10 (Moderate Function)	1,314	9.4%	22	5%	1,336	9%
11 (Low Function)	396	2.8%	18	4%	414	3%
12 (Low Function)	1,970	14.0%	34	7%	2,004	14%
13 (Low Function)	<850	n/a	<11	n/a	852	6%
14 (Low Function)	<210	n/a	<11	n/a	<210	n/a
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	608	4.3%	63	14%	671	5%
Total	14,050	100%	464	100%	14,514	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,514	11%	175	38%	1,689	12%
7 to 14	3,324	24%	125	27%	3,449	24%
15 to 18	1,408	10%	43	9%	1,451	10%
19 to 24	1,486	11%	18	4%	1,504	10%
25 to 34	<1,700	n/a	<20	n/a	1,707	12%
35 to 44	1,067	8%	21	5%	1,088	7%
45 to 54	1,284	9%	24	5%	1,308	9%
55 to 64	1,525	11%	38	8%	1,563	11%
65+	<750	n/a	<11	n/a	755	5%
Total	14,050	100%	464	100%	14,514	100%

Table K.15 Participation rates by age group and gender at 30 September 2024 – Tasmania ¹⁶³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.5%	2.4%	3.9%
7 to 14	8.2%	4.2%	6.6%
15 to 18	6.0%	3.6%	5.2%
19 to 24	4.7%	2.9%	4.0%
25 to 44	2.1%	1.5%	1.8%
45 to 64	2.0%	1.9%	2.0%
Total (aged 0 to 64)	3.5%	2.2%	3.0%

Table K.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Tasmania ¹⁶⁴

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	3%	0%	3%
Health & Wellbeing	9%	0%	9%
Lifelong Learning	9%	0%	9%
Other	5%	0%	5%
Non-categorised	6%	0%	6%
Any mainstream service	23%	0%	22%

¹⁶³ 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.

¹⁶⁴ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Table K.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Tasmania ¹⁶⁵

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	7%	6%	7%
Daily life	18%	22%	19%
Health and wellbeing	79%	80%	79%
Learning	32%	41%	33%
Relationships	3%	3%	3%
Social and community activities	8%	13%	9%
Where I live	2%	2%	2%
Work	4%	2%	4%
Unknown	4%	0%	4%
Any mainstream service	95%	94%	95%

¹⁶⁵ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 97% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table K.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,084), and ‘participant social and community engagement rate’ (n=1,075), and the metric for 'parent and carer employment rate' (n=1,154) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=550) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Tasmania

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	12%	14%	26%
Participant employment rate - Aged 25 to 34 years	28%	23%	30%	26%
Participant employment rate - Aged 35 to 44 years	20%	18%	18%	26%
Participant employment rate - Aged 45 to 54 years	20%	14%	18%	26%
Participant employment rate - Aged 55 to 64 years	15%	13%	13%	26%
Participant employment rate - Aged 65+ years	17%	14%	13%	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	22%	24%	25%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	32%	34%	46%
Participant social and community engagement rate - Aged 35 to 44 years	26%	33%	30%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	27%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	34%	35%	46%
Participant social and community engagement rate - Aged 65+ years	26%	34%	36%	46%
Participant social and community engagement rate - Aged 25+ years	28%	32%	33%	46%
Participant social and community engagement rate - Aged 15+ years	27%	30%	31%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	41%	46%	n/a
Parent and carer employment rate - Aged 15+ years	41%	41%	38%	n/a
Parent and carer employment rate - All ages	40%	41%	44%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	63%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	75%	n/a

Table K.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=782), and ‘participant social and community engagement rate’ (n=770), and the metric for ‘parent and carer employment rate’ (n=750) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=481) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Tasmania

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	5%	6%	8%	14%	26%
Participant employment rate - Aged 25 to 34 years	19%	20%	10%	24%	26%
Participant employment rate - Aged 35 to 44 years	26%	32%	18%	26%	26%
Participant employment rate - Aged 45 to 54 years	22%	25%	23%	16%	26%
Participant employment rate - Aged 55 to 64 years	15%	15%	15%	13%	26%
Participant employment rate - Aged 65+ years	9%	0%	n/a	9%	26%
Participant employment rate - Aged 25 to 64 years	20%	23%	17%	19%	26%
Participant employment rate - Aged 15 to 64 years	16%	18%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	26%	29%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	21%	18%	21%	24%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	41%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	28%	36%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	47%	37%	44%	46%
Participant social and community engagement rate - Aged 65+ years	22%	22%	n/a	33%	46%
Participant social and community engagement rate - Aged 25+ years	30%	37%	35%	39%	46%
Participant social and community engagement rate - Aged 15+ years	29%	33%	33%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	38%	40%	47%	n/a
Parent and carer employment rate - Aged 15+ years	43%	44%	41%	43%	n/a
Parent and carer employment rate - All ages	40%	40%	40%	46%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	61%	65%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	79%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	80%	n/a

Table K.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=533), and ‘participant social and community engagement rate’ (n=502), and the metric for ‘parent and carer employment rate’ (n=570) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=380) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Tasmania

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	4%	5%	6%	11%	18%	26%
Participant employment rate - Aged 25 to 34 years	35%	31%	33%	n/a	30%	26%
Participant employment rate - Aged 35 to 44 years	27%	28%	21%	41%	22%	26%
Participant employment rate - Aged 45 to 54 years	25%	25%	19%	n/a	19%	26%
Participant employment rate - Aged 55 to 64 years	20%	24%	20%	21%	14%	26%
Participant employment rate - Aged 65+ years	11%	14%	n/a	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	23%	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%	26%	27%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	36%	31%	n/a	35%	0%
Participant social and community engagement rate - Aged 35 to 44 years	36%	35%	31%	36%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	28%	32%	32%	n/a	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	44%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	44%	40%	n/a	n/a	50%	46%
Participant social and community engagement rate - Aged 25+ years	35%	36%	35%	35%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	34%	33%	31%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	45%	42%	46%	50%	n/a
Parent and carer employment rate - Aged 15+ years	50%	47%	53%	56%	52%	n/a
Parent and carer employment rate - All ages	46%	45%	46%	49%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	62%	64%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	76%	87%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	70%	73%	78%	n/a

Table K.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=335), and ‘participant social and community engagement rate’ (n=296), and the metric for ‘parent and carer employment rate’ (n=316) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=250) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Tasmania

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	3%	6%	6%	18%	36%	28%	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	32%	34%	25%	31%	18%	26%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	17%	25%	28%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	32%	37%	34%	41%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	36%	39%	52%	32%	44%	46%
Participant social and community engagement rate - Aged 15+ years	34%	35%	38%	44%	37%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	45%	37%	39%	53%	56%	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	44%	47%	46%	49%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	55%	55%	60%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	75%	77%	92%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	62%	64%	63%	67%	81%	n/a

Table K.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=243), and ‘participant social and community engagement rate’ (n=193), and the metric for ‘parent and carer employment rate’ (n=239) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for 'participant choice and control' (n=214) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Tasmania

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 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	27%	32%	35%	24%	30%	45%	34%	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	31%	35%	36%	30%	28%	38%	33%	26%
Participant employment rate - Aged 15 to 64 years	22%	27%	28%	25%	26%	33%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	39%	46%	50%	45%	34%	36%	49%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	43%	42%	43%	37%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	47%	53%	56%	49%	57%	41%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	62%	63%	68%	64%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	81%	77%	79%	88%	84%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. Table K.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q1 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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table K.23 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = n/a in Prior Quarters, n = n/a in 2024-25 Q1), ‘Community Connections’ (n = 53 in Prior Quarters, n = n/a in 2024-25 Q1), ‘Apply for NDIS’ (n = 82 in Prior Quarters, n = 42 in 2024-25 Q1), ‘Plan Approval’ (n = 647 in Prior Quarters, n = 211 in 2024-25 Q1), ‘Plan Implementation’ (n = 550 in Prior Quarters, n = 207 in 2024-25 Q1) and ‘Plan Reassessment’ (n = 963 in Prior Quarters, n = 517 in 2024-25 Q1) - Tasmania ¹⁶⁶ ¹⁶⁷

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
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?	79%	n/a
Community Connections - Was communication in your preferred format?	88%	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?	64%	n/a
Community Connections - To what extent were your circumstances and needs considered?	72%	n/a
Community Connections - To what extent were you included in decisions that were made?	66%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	49%	n/a
Apply for NDIS (overall) - Were you treated with respect?	89%	89%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	68%
Apply for NDIS (overall) - Was information easy to understand?	66%	58%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	50%	36%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	48%	43%
Plan Approval - Were you treated with respect?	95%	92%
Plan Approval - Were decisions and outcomes explained to you?	81%	83%
Plan Approval - Were your questions and concerns acknowledged?	85%	80%
Plan Approval - Do you know where to go for more help with using your plan?	85%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	56%
Plan Approval - How well does your NDIS plan meet your needs?	69%	68%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	63%
Plan Implementation - To what extent were your circumstances and needs considered?	67%	66%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	61%	62%
Plan Implementation - Do you feel confident in using your plan?	64%	65%
Plan Implementation - Do you feel confident in accessing supports?	61%	66%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	87%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	70%	73%
Plan Reassessment - To what extent were you included in decisions that were made?	72%	74%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	65%
Plan Reassessment - Do you feel confident in using your plan?	68%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	69%	68%

¹⁶⁶ Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.

¹⁶⁷ 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 2024-25 Q1
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	76%

Table K.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania ^{168 169}

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<20	<11	17	15
People who have submitted an access request: Complaint about LAC Partner	<80	<20	86	80
People who have submitted an access request: Complaints about service providers	235	21	256	218
People who have submitted an access request: Complaints about the Agency	3,666	272	3,938	2,157
People who have submitted an access request: Unclassified	39	0	39	35
People who have submitted an access request: Total	4,028	308	4,336	2,341
Percentage of the number of active participants	5.6%	10.0%	5.9%	n/a
Total PCIs	706	80	786	n/a

¹⁶⁸ Note that 61% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.

¹⁶⁹ 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.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
Sep-21	138	5%	1,700	6%
Dec-21	131	5%	1,831	6%
Mar-22	162	6%	1,993	6%
Jun-22	149	5%	2,142	6%
Sep-22	148	5%	2,290	5%
Dec-22	147	5%	2,437	5%
Mar-23	177	5%	2,614	5%
Jun-23	209	6%	2,823	5%
Sep-23	245	7%	3,068	6%
Dec-23	300	9%	3,368	6%
Mar-24	300	9%	3,668	6%
Jun-24	360	10%	4,028	6%
Sep-24	308	9%	4,336	6%

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
Sep-21	17	1%	128	0%
Dec-21	24	1%	152	0%
Mar-22	31	1%	183	1%
Jun-22	37	1%	220	1%
Sep-22	37	1%	257	1%
Dec-22	43	1%	300	1%
Mar-23	67	2%	367	1%
Jun-23	58	2%	425	1%
Sep-23	70	2%	495	1%
Dec-23	64	2%	559	1%
Mar-24	73	2%	632	1%
Jun-24	74	2%	706	1%
Sep-24	80	2%	786	1%

Table K.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ¹⁷⁰ ¹⁷¹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	82	2%	0	0%	82	2%
Complaints about the Agency - Information unclear	42	1%	0	0%	42	1%
Complaints about the Agency - NDIA Access	145	4%	15	6%	160	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	262	7%	16	6%	278	7%
Complaints about the Agency - NDIA Fraud and Compliance	23	1%	0	0%	23	1%
Complaints about the Agency - NDIA Plan	856	23%	79	29%	935	24%
Complaints about the Agency - NDIA Process	280	8%	32	12%	312	8%
Complaints about the Agency - NDIA Resources	<60	n/a	<11	n/a	59	1%
Complaints about the Agency - NDIA Staff	222	6%	29	11%	251	6%
Complaints about the Agency - NDIA Timeliness	881	24%	98	36%	979	25%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	81	2%	0	0%	81	2%
Complaints about the Agency - Staff conduct - Agency	41	1%	0	0%	41	1%
Complaints about the Agency - The way the NDIA carried out its decision making	71	2%	0	0%	71	2%
Complaints about the Agency - Timeliness	287	8%	0	0%	287	7%
Complaints about the Agency - Other	319	9%	0	0%	319	8%
Complaints about the Agency - Total	3,666	100%	272	100%	3,938	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	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	0	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	0%
Complaints about Early Connections Partner - Total	<20	n/a	<11	n/a	17	100%
Complaints about LAC Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	11	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - LAC Staff	46	63%	12	92%	58	67%

¹⁷⁰ 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.

¹⁷¹ There are 4,028 total participant complaints in prior quarters, 308 total participant complaints in 2024-25 Q1, and 4,336 total participant complaints as at 30 September 2024 (which includes 39 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about LAC Partner - Other	0	0%	0	0%	0	0%
Complaints about LAC Partner - Total	73	100%	13	100%	86	100%
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	29	11%
Complaints about service providers - Provider Process	13	6%	0	0%	13	5%
Complaints about service providers - Provider Service	<80	n/a	<11	n/a	85	33%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	38	15%
Complaints about service providers - Service Delivery	21	9%	0	0%	21	8%
Complaints about service providers - Staff Conduct	17	7%	0	0%	17	7%
Complaints about service providers - Supports being provided	14	6%	0	0%	14	5%
Complaints about service providers - Other	22	9%	0	0%	22	9%
Complaints about service providers - Total	235	100%	21	100%	256	100%

Table K.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	<80	n/a	<11	n/a	84	20%
Plan	272	70%	28	80%	300	71%
Plan Reassessment	<20	n/a	<11	n/a	14	3%
Other	<30	n/a	<11	n/a	23	5%
Total cases	386	100%	35	100%	421	100%
Percentage of the number of active participants	n/a	0.59%	n/a	0.98%	n/a	0.61%

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
Sep-21	14	1%	112	0%
Dec-21	26	1%	138	0%
Mar-22	33	1%	171	0%
Jun-22	23	1%	194	1%
Sep-22	29	1%	223	1%
Dec-22	24	1%	247	1%
Mar-23	24	1%	271	1%
Jun-23	28	1%	299	1%
Sep-23	14	0%	313	1%
Dec-23	25	1%	338	1%
Mar-24	14	0%	352	1%
Jun-24	34	1%	386	1%
Sep-24	35	1%	421	1%

Table K.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Tasmania ¹⁷²

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	421	393
Open AAT Cases	83	78
Closed AAT Cases	338	323
Resolved before hearing	332	318
Gone to hearing and received a substantive decision	<11	<11

¹⁷² 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 K.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Tasmania ^{173 174 175}

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	<11	0	<11
Core (excluding Consumables and Transport)	35	11	46
Capacity Building	34	11	45
General Support	<11	<11	<11
Assistive Technology	18	<11	23
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	18	<11	22
Everyday Living Costs	<11	0	<11
Transport	<11	<11	<11
Other	0	0	0
Total number of unique participants counted across disputed supports	81	19	100
Total number of instances of participants counted across disputed supports	132	40	172

¹⁷³ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁷⁴ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁷⁵ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Table K.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Tasmania

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal	<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	0	0%	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal	307	98%	25	96%	332	98%
Not Decided by Tribunal - Resolved by consent	196	63%	20	77%	216	64%
Not Decided by Tribunal - Withdrawn	<90	n/a	<11	n/a	86	25%
Not Decided by Tribunal - No jurisdiction	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	0%	<11	n/a
Not Decided by Tribunal - Dismissed	<30	n/a	<11	n/a	23	7%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	312	100%	26	100%	338	100%

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table K.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – Tasmania ¹⁷⁶

Plan management type	Registered	Unregistered	Total providers
Agency-managed	358	0	358
Plan-managed	843	4,320	5,139
Self-managed	365	2,349	2,704
All plan management types	984	5,640	6,596

Table K.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Tasmania ^{177 178}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	100	0	100
Plan-managed	91	61	153
Self-managed	5	9	22
All management types	196	70	276

¹⁷⁶ 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.

¹⁷⁷ Registration status is determined as at the posting date of payment.

¹⁷⁸ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	3.4%	3.3%
\$5,001-\$10,000	5.4%	5.1%
\$10,001-\$15,000	8.4%	8.2%
\$15,001-\$20,000	10.8%	11.0%
\$20,001-\$25,000	9.1%	9.0%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	15.4%	15.5%
\$50,001-\$100,000	18.9%	18.8%
\$100,001-\$150,000	7.2%	7.3%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.2%	2.4%
\$250,001+	10.0%	10.1%

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	3.7%	3.5%
\$5,001-\$10,000	5.9%	5.5%
\$10,001-\$15,000	9.1%	8.9%
\$15,001-\$20,000	11.7%	11.9%
\$20,001-\$25,000	9.8%	9.7%
\$25,001-\$30,000	6.1%	6.0%
\$30,001-\$50,000	16.7%	16.8%
\$50,001-\$100,000	20.4%	20.3%
\$100,001-\$150,000	7.8%	7.9%
\$150,001-\$200,000	3.7%	3.9%
\$200,001-\$250,000	2.0%	2.2%
\$250,001+	3.2%	3.3%

Table K.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 2024 – Tasmania

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	\$14,900	\$26,100	n/a	n/a	\$14,900	\$26,100
7 to 14	\$24,600	\$33,600	n/a	n/a	\$24,300	\$33,600
15 to 18	\$45,800	\$62,400	n/a	n/a	\$38,700	\$54,700
19 to 24	\$75,400	\$103,600	\$470,000	\$542,000	\$44,900	\$69,000
25 to 34	\$104,500	\$127,300	\$463,300	\$500,800	\$55,100	\$76,600
35 to 44	\$118,600	\$143,400	\$412,600	\$470,200	\$67,700	\$89,900
45 to 54	\$120,600	\$155,200	\$392,200	\$453,600	\$72,600	\$100,400
55 to 64	\$132,200	\$163,900	\$418,000	\$453,500	\$73,000	\$102,800
65+	\$137,100	\$166,400	\$422,300	\$446,800	\$75,700	\$105,400
All	\$73,500	\$94,000	\$430,700	\$477,500	\$44,400	\$62,800

Table K.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 2024 – Tasmania

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	\$149,700	\$185,600	\$432,600	\$502,500	\$83,700	\$111,900
Autism	\$43,400	\$57,600	\$486,800	\$524,300	\$28,400	\$41,900
Cerebral palsy	\$169,000	\$205,000	\$465,100	\$526,700	\$112,500	\$142,800
Developmental delay	\$11,400	\$22,200	n/a	n/a	\$11,400	\$22,200
Global developmental delay	\$15,600	\$26,500	n/a	n/a	\$15,600	\$26,500
Hearing impairment	\$13,900	\$21,800	n/a	n/a	\$13,900	\$21,800
Intellectual disability	\$101,700	\$125,000	\$402,400	\$442,200	\$52,200	\$71,700
Multiple sclerosis	\$89,000	\$123,200	n/a	n/a	\$69,800	\$105,800
Psychosocial disability	\$99,300	\$130,700	\$349,600	\$423,700	\$63,100	\$87,800
Spinal cord injury	\$156,500	\$198,700	n/a	n/a	\$119,200	\$154,300
Stroke	\$129,900	\$178,400	\$476,800	\$540,700	\$84,800	\$124,900
Visual impairment	\$51,500	\$67,400	n/a	n/a	\$42,100	\$57,500
Other neurological	\$154,000	\$188,400	\$573,200	\$582,400	\$93,100	\$131,500
Other physical	\$62,600	\$95,100	n/a	n/a	\$53,000	\$84,000
Other sensory/speech	\$16,700	\$27,100	n/a	n/a	\$16,700	\$27,100
Other	\$65,200	\$99,000	n/a	n/a	\$50,800	\$81,500
Down Syndrome	\$130,900	\$156,100	\$355,700	\$395,400	\$65,200	\$85,800
All	\$73,500	\$94,000	\$430,700	\$477,500	\$44,400	\$62,800

Table K.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 2024 – Tasmania

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	\$13,000	\$22,500	n/a	n/a	\$12,700	\$22,200
2	\$27,600	\$47,600	n/a	n/a	\$27,600	\$47,600
3	\$23,700	\$35,800	n/a	n/a	\$20,900	\$32,600
4	\$20,700	\$34,400	n/a	n/a	\$17,500	\$30,600
5	\$32,500	\$46,900	\$332,400	\$385,500	\$25,300	\$39,500
6	\$29,500	\$45,400	\$310,700	\$381,600	\$25,000	\$39,900
7	\$68,700	\$86,200	\$354,800	\$395,000	\$40,900	\$55,600
8	\$67,200	\$92,500	\$349,800	\$399,200	\$42,300	\$64,300
9	\$62,500	\$103,900	n/a	n/a	\$45,300	\$82,100
10	\$95,100	\$125,900	\$360,200	\$409,400	\$61,200	\$90,100
11	\$141,200	\$167,000	\$461,200	\$505,000	\$63,000	\$83,500
12	\$179,600	\$214,800	\$436,800	\$486,000	\$107,400	\$138,100
13	\$128,200	\$153,500	\$602,500	\$621,800	\$67,900	\$89,800
14	\$317,600	\$372,800	\$576,000	\$636,000	\$222,200	\$273,500
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$73,500	\$94,000	\$430,700	\$477,500	\$44,400	\$62,800

Table K.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Tasmania ¹⁷⁹

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	340.6	370.5
Core: Consumables	2.7	3.2
Core: Social and Civic	82.1	99.6
Core: Transport	1.9	2.7
Capacity Building: Choice and Control	1.3	1.4
Capacity Building: Daily Activities	7.4	12.8
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	7.9	12.9
Capacity Building: Social and Civic	0.3	0.6
Capacity Building: Support Coordination	5.7	6.9
Capital: Assistive Technology	2.5	3.7
Capital: Home Modifications	2.2	6.4
All	455.1	521.5

¹⁷⁹ Total payments for home modifications in Tasmania were \$2.22 million. Of which, \$2.13 million (96%) has been paid for specialised disability accommodation (SDA) supports, and \$0.08 million (4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$6.4 million. Of which, \$6.2 million (96.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (3.5%) 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 September 2024 (\$m) – Tasmania ¹⁸⁰

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	246.3	318.2
Core: Consumables	12.59	16.58
Core: Social and Civic	165.2	222.4
Core: Transport	11.25	10.62
Capacity Building: Choice and Control	12.8	14.3
Capacity Building: Daily Activities	74.1	151.3
Capacity Building: Employment	2.6	10.03
Capacity Building: Health and Wellbeing	0.8	1.9
Capacity Building: Home Living	0.02	0.2
Capacity Building: Lifelong learning	0.002	0.05
Capacity Building: Relationships	7.821	20.2
Capacity Building: Social and Civic	6.44	17.5
Capacity Building: Support Coordination	18.88	27.38
Capital: Assistive Technology	12.6	25.5
Capital: Home Modifications	3.7	7.02
All	575.1	843.0

Table K.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ¹⁸¹

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	66.7	64.7	99.6	188.8	399.7	659.8	844.6	969.8	1,173.6	1,337.1	351.3	6,155.8
Total Paid	45.0	47.5	77.1	152.9	295.9	476.3	631.7	757.2	878.6	994.9	229.3	4,586.3
% utilised to date	67%	73%	77%	81%	74%	72%	75%	78%	75%	74%	65%	75%

Table K.43 Percentage change in plan budgets for active participants – Tasmania

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	10.0%	6.8%	5.1%	5.2%	8.0%	6.8%	7.6%	7.2%	7.1%
Interplan Inflation	11.7%	8.1%	4.9%	7.3%	10.6%	6.4%	-1.1%	0.8%	5.5%
Total Inflation	21.6%	14.9%	10.0%	12.4%	18.6%	13.3%	6.5%	8.0%	12.6%

¹⁸⁰ Total payments for home modifications in Tasmania were \$3.7 million. Of which, \$0.6 million (16%) has been paid for specialised disability accommodation (SDA) supports, and \$3.1 million (84%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.0 million. Of which, \$1.1 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (85%) has been allocated for non-SDA supports.

¹⁸¹ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

Supplement L: Australian Capital Territory

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement:

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

Table L.1 Active participants by quarter of entry, by service previously received and entry type – Australian Capital Territory

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	15,430	353	15,783
Active Eligible - Total	10,972	274	11,246
Active Eligible - New	<8,290	<274	8,560
Active Eligible - State	2,376	0	2,376
Active Eligible - Commonwealth	<310	<11	310
Active Participant Plans - Total	10,821	320	11,141
Active Participant Plans - New	<8,150	<320	8,459
Active Participant Plans - State	2,374	0	2,374
Active Participant Plans - Commonwealth	<310	<11	308
Active Participant Plans - Total	10,821	320	11,141
Active Participant Plans - Early Intervention (s25)	4,106	180	4,286
Active Participant Plans - Permanent Disability (s24)	6,715	140	6,855

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 September 2024 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,836
Early Intervention participants	1,013
Permanent disability participants	823

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	3,117	96%	1,285	94%	106	97%	4,508	95%
7 to 14	1,655	86%	844	84%	82	90%	2,581	85%
15 to 18	446	89%	297	83%	27	90%	770	87%
19 to 24	312	88%	264	78%	33	89%	609	83%
25 to 34	460	84%	442	75%	24	67%	926	79%
35 to 44	534	78%	517	71%	26	79%	1,077	75%
45 to 54	580	81%	589	70%	22	61%	1,191	75%
55 to 64	<690	76%	797	68%	<20	64%	1,497	72%
65+	37	n/a	<40	n/a	<11	n/a	71	53%
Missing	0	0%	0	n/a	0	n/a	0	0%
Total	7,823	88%	5,068	79%	339	85%	13,230	84%

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	198	93%	<100	96%	<11	n/a	295	94%
Autism	2,825	97%	1,328	97%	165	97%	4,318	97%
Cerebral palsy	183	96%	<160	94%	<11	n/a	335	95%
Developmental delay	1,287	96%	550	95%	68	97%	1,905	95%
Down syndrome	132	100%	<110	100%	<11	n/a	241	100%
Global developmental delay	199	99%	<80	99%	<11	n/a	283	99%
Hearing impairment	<240	86%	271	83%	<11	n/a	512	84%
Intellectual disability	826	96%	600	94%	12	86%	1,438	95%
Multiple sclerosis	<70	92%	200	92%	<11	n/a	267	92%
Psychosocial disability	702	72%	612	61%	30	65%	1,344	66%
Spinal cord injury	73	95%	<30	89%	<11	n/a	98	92%
Stroke	91	89%	<80	90%	<11	n/a	171	90%
Visual impairment	105	91%	<110	89%	<11	n/a	210	90%
Other neurological	329	81%	255	78%	12	67%	596	80%
Other physical	264	54%	422	50%	11	50%	697	52%
Other sensory/speech	182	58%	70	55%	0	n/a	252	57%
Other	110	50%	<110	38%	<11	n/a	221	43%
Missing	23	36%	<30	38%	<11	n/a	47	37%
Total	7,823	88%	5,068	79%	339	85%	13,230	84%

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	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	497	5%	24	8%	521	5%
Non-First Nations Participants	9,053	84%	253	79%	9,306	84%
Not Stated	1,271	12%	43	13%	1,314	12%
Total	10,821	100%	320	100%	11,141	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,034	10%	16	5%	1,050	9%
Not culturally and linguistically diverse	9,383	87%	263	82%	9,646	87%
Not stated	404	4%	41	13%	445	4%
Total	10,821	100%	320	100%	11,141	100%

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Australian Capital Territory ¹⁸²

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	<11
Total YPIRAC (under 65)	<11

Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory ¹⁸³

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

¹⁸² The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers.

¹⁸³ There are insufficient numbers to show the incremental and cumulative count of active participants under 65 in residential aged care over time.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	10,811	100%	320	100%	11,131	100%
Population > 50,000	<11	n/a	0	0	<11	n/a
Population between 15,000 and 50,000	0	0%	0	0	0	0%
Population between 5,000 and 15,000	0	0%	0	0	0	0%
Population less than 5,000	0	0%	0	0	0	0%
Remote	0	0%	0	0	0	0%
Very Remote	0	0%	0	0	0	0%
Missing	<11	n/a	0	n/a	<11	n/a
Total	10,821	100%	320	100%	11,141	100%

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory¹⁸⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	4,035	37%	136	43%	4,171	37%
Intellectual disability	<1,310	n/a	<11	n/a	1,316	12%
Developmental delay	1,107	10%	96	30%	1,203	11%
Psychosocial disability	<1,160	n/a	<11	n/a	1,164	10%
Hearing impairment	<450	n/a	<11	n/a	457	4%
Other neurological	417	4%	12	4%	429	4%
Other physical	<530	n/a	<11	n/a	523	5%
Acquired brain injury	<230	n/a	<11	n/a	232	2%
Cerebral palsy	<300	n/a	<11	n/a	300	3%
Global developmental delay	205	2%	20	6%	225	2%
Down syndrome	<230	n/a	<11	n/a	225	2%
Other	174	2%	14	4%	188	2%
Multiple sclerosis	<240	n/a	<11	n/a	236	2%
Visual impairment	<190	n/a	<11	n/a	189	2%
Stroke	<150	n/a	<11	n/a	145	1%
Spinal cord Injury	<80	n/a	<11	n/a	81	1%
Other sensory/speech	57	1%	0	0%	57	1%
Total	10,821	100%	320	100%	11,141	100%

¹⁸⁴ Table order based on national proportions in Supplement E (highest to lowest).

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ¹⁸⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	84	n/a	0	n/a	84	13%
Intellectual disability	193	n/a	0	n/a	193	31%
Developmental delay	0	n/a	0	n/a	0	0%
Psychosocial disability	111	n/a	0	n/a	111	18%
Hearing impairment	0	n/a	0	n/a	0	0%
Other neurological	48	n/a	0	n/a	48	8%
Other physical	<11	n/a	0	n/a	<11	n/a
Acquired brain injury	<50	n/a	<11	n/a	47	7%
Cerebral palsy	43	n/a	0	n/a	43	7%
Global developmental delay	0	n/a	0	n/a	0	0%
Down syndrome	43	n/a	0	n/a	43	7%
Other	13	n/a	0	n/a	13	2%
Multiple sclerosis	13	n/a	0	n/a	13	2%
Visual impairment	<11	n/a	0	n/a	<11	n/a
Stroke	19	n/a	0	n/a	19	3%
Spinal cord Injury	<11	n/a	0	n/a	<11	n/a
Other sensory/speech	0	n/a	0	n/a	0	0%
Total	<630	n/a	<11	n/a	627	100%

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	3,951	39%	136	43%	4,087	39%
Intellectual disability	<1,120	n/a	<11	n/a	1,123	11%
Developmental delay	1,107	11%	96	30%	1,203	11%
Psychosocial disability	<1,050	n/a	<11	n/a	1,053	10%
Hearing impairment	<450	n/a	<11	n/a	457	4%
Other neurological	369	4%	12	4%	381	4%
Other physical	<520	n/a	<11	n/a	516	5%
Acquired brain injury	<190	n/a	<11	n/a	185	2%
Cerebral palsy	<260	n/a	<11	n/a	257	2%
Global developmental delay	205	2%	20	6%	225	2%
Down syndrome	<190	n/a	<11	n/a	182	2%
Other	161	2%	14	4%	175	2%
Multiple sclerosis	<220	n/a	<11	n/a	223	2%
Visual impairment	<190	n/a	<11	n/a	188	2%
Stroke	<130	n/a	<11	n/a	126	1%
Spinal cord Injury	<80	n/a	<11	n/a	76	1%
Other sensory/speech	57	1%	0	0%	57	1%

¹⁸⁵ 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.

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Total	10,195	100%	319	100%	10,514	100%

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,278	12%	108	34%	1,386	12%
2 (High Function)	27	0%	0	0%	27	0%
3 (High Function)	568	5%	29	9%	597	5%
4 (High Function)	<990	n/a	<11	n/a	996	9%
5 (High Function)	686	6%	24	8%	710	6%
6 (Moderate Function)	2,704	25%	64	20%	2,768	25%
7 (Moderate Function)	<530	n/a	<11	n/a	533	5%
8 (Moderate Function)	<670	n/a	<11	n/a	674	6%
9 (Moderate Function)	56	1%	0	0%	56	1%
10 (Moderate Function)	<950	n/a	<11	n/a	952	9%
11 (Low Function)	<300	n/a	<11	n/a	294	3%
12 (Low Function)	1,099	10%	14	4%	1,113	10%
13 (Low Function)	<690	n/a	<11	n/a	691	6%
14 (Low Function)	149	1%	0	0%	149	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	146	21%	49	n/a	195	20%
Total	10,821	100%	320	100%	11,141	100%

Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	1,222	11%	151	47%	1,373	12%
7 to 14	2,884	27%	74	23%	2,958	27%
15 to 18	1,056	10%	15	5%	1,071	10%
19 to 24	1,074	10%	17	5%	1,091	10%
25 to 34	1,050	10%	13	4%	1,063	10%
35 to 44	848	8%	19	6%	867	8%
45 to 54	973	9%	19	6%	992	9%
55 to 64	<990	n/a	<11	n/a	999	9%
65+	<730	n/a	<11	n/a	727	7%
Total	10,821	100%	320	100%	11,141	100%

Table L.15 Participation rates by age group and gender at 30 September 2024 – Australian Capital Territory ¹⁸⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.4%	2.1%	3.5%
7 to 14	8.4%	3.9%	6.3%
15 to 18	5.8%	3.2%	4.7%
19 to 24	3.2%	1.9%	2.7%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0 to 64)	3.0%	1.9%	2.5%

Table L.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Australian Capital Territory ¹⁸⁷

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	1%	0%	n/a
Health & Wellbeing	16%	0%	16%
Lifelong Learning	10%	0%	10%
Other	8%	0%	8%
Non-categorised	2%	0%	n/a
Any mainstream service	29%	0%	29%

Table L.17 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Australian Capital Territory ¹⁸⁸

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	3%	2%	3%
Daily life	13%	12%	13%
Health and wellbeing	74%	76%	74%
Learning	39%	39%	39%
Relationships	4%	3%	4%
Social and community activities	10%	8%	10%
Where I live	2%	3%	3%
Work	7%	5%	7%
Unknown	6%	1%	6%
Any mainstream service	99%	94%	98%

¹⁸⁶ 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.

¹⁸⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

¹⁸⁸ 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table L.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=528), and ‘participant social and community engagement rate’ (n=508), and the metric for 'parent and carer employment rate' (n=600) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=255) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Australian Capital Territory

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	17%	12%	28%	26%
Participant employment rate - Aged 25 to 34 years	41%	38%	39%	26%
Participant employment rate - Aged 35 to 44 years	42%	34%	40%	26%
Participant employment rate - Aged 45 to 54 years	33%	35%	35%	26%
Participant employment rate - Aged 55 to 64 years	26%	22%	19%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	35%	32%	33%	26%
Participant employment rate - Aged 15 to 64 years	31%	28%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	24%	31%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	47%	52%	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	35%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	60%	64%	68%	n/a
Parent and carer employment rate - Aged 15+ years	61%	62%	63%	n/a
Parent and carer employment rate - All ages	60%	63%	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	78%	n/a

Table L.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=469), and ‘participant social and community engagement rate’ (n=458), and the metric for ‘parent and carer employment rate’ (n=347) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for ‘participant choice and control’ (n=333) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Australian Capital Territory

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	16%	17%	23%	21%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	34%	41%	26%
Participant employment rate - Aged 35 to 44 years	37%	38%	22%	33%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	26%	27%	26%
Participant employment rate - Aged 55 to 64 years	20%	21%	20%	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%	26%	30%	26%
Participant employment rate - Aged 15 to 64 years	27%	29%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	34%	33%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	32%	36%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	42%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	46%	40%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	52%	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	37%	41%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	56%	59%	59%	n/a
Parent and carer employment rate - Aged 15+ years	60%	68%	73%	56%	n/a
Parent and carer employment rate - All ages	54%	59%	63%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	73%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	76%	82%	n/a

Table L.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=330), and ‘participant social and community engagement rate’ (n=327), and the metric for ‘parent and carer employment rate’ (n=183) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=287) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Australian Capital Territory

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	22%	24%	19%	40%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	36%	34%	42%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	40%	45%	36%	26%
Participant employment rate - Aged 45 to 54 years	31%	40%	35%	31%	30%	26%
Participant employment rate - Aged 55 to 64 years	33%	24%	28%	17%	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%	33%	26%
Participant employment rate - Aged 15 to 64 years	28%	30%	33%	31%	35%	26%
Participant social and community engagement rate - Aged 15 to 24 years	42%	41%	41%	28%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	39%	50%	54%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	38%	48%	50%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	38%	49%	59%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	27%	38%	41%	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	33%	37%	46%	51%	44%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	45%	47%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	57%	55%	59%	62%	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	57%	57%	59%	62%	63%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	65%	55%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	73%	79%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	71%	73%	77%	n/a

Table L.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=254), and ‘participant social and community engagement rate’ (n=248), and the metric for ‘parent and carer employment rate’ (n=103) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for ‘participant choice and control’ (n=210) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Australian Capital Territory

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 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	25%	24%	24%	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%	32%	33%	31%	26%
Participant employment rate - Aged 15 to 64 years	30%	31%	29%	30%	32%	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%	42%	39%	47%	65%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	43%	42%	49%	45%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	42%	43%	47%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	65%	65%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	83%	83%	85%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	79%	78%	79%	82%	n/a

Table L.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=320), and ‘participant social and community engagement rate’ (n=296), and the metric for ‘parent and carer employment rate’ (n=76) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for ‘participant choice and control’ (n=282) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Australian Capital Territory

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	34%	36%	35%	36%	33%	26%	33%	26%
Participant employment rate - Aged 15 to 64 years	31%	34%	33%	37%	33%	30%	34%	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	41%	46%	50%	48%	52%	48%	51%	46%
Participant social and community engagement rate - Aged 15+ years	42%	46%	50%	49%	53%	49%	50%	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
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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
Participant Choice and Control - Aged 25+ years	n/a	72%	74%	76%	79%	87%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	74%	74%	78%	87%	83%	n/a

Part Three: Participant experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. The tables show quarterly trends in complaints based on experience over 3 years. Table L.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2024-2 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table L.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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table L.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 6 in Prior Quarters, n = n/a in 2024-25 Q1), 'Community Connections' (n = 74 in Prior Quarters, n = 39 in 2024-25 Q1), 'Apply for NDIS' (n = 80 in Prior Quarters, n = 27 in 2024-25 Q1), 'Plan Approval' (n = 146 in Prior Quarters, n = 111 in 2024-25 Q1), 'Plan Implementation' (n = 71 in Prior Quarters, n = 86 in 2024-25 Q1) and 'Plan Reassessment' (n = 337 in Prior Quarters, n = 70 in 2024-25 Q1) - Australian Capital Territory ^{189 190}

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
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?	71%	78%
Community Connections - Was communication in your preferred format?	90%	89%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	61%	67%
Community Connections - To what extent were your circumstances and needs considered?	70%	67%
Community Connections - To what extent were you included in decisions that were made?	64%	59%
Community Connections - How confident are you in reaching out to community supports and other government services?	45%	36%
Apply for NDIS (overall) - Were you treated with respect?	97%	100%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	54%
Apply for NDIS (overall) - Was information easy to understand?	64%	48%
Apply for NDIS (overall) - Was communication in your preferred format?	79%	70%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	30%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	37%
Plan Approval - Were you treated with respect?	90%	90%
Plan Approval - Were decisions and outcomes explained to you?	72%	73%
Plan Approval - Were your questions and concerns acknowledged?	80%	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?	49%	54%
Plan Approval - How well does your NDIS plan meet your needs?	59%	53%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	86%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	56%	50%
Plan Implementation - Do you feel confident in using your plan?	63%	63%
Plan Implementation - Do you feel confident in accessing supports?	65%	59%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	65%
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%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	64%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	61%
Plan Reassessment - Do you feel confident in using your plan?	70%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	69%	59%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	70%

¹⁸⁹ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

¹⁹⁰ 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.

Table L.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory ^{191 192}

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<11	0	<11	<11
People who have submitted an access request: Complaint about LAC Partner	<80	<11	<90	<80
People who have submitted an access request: Complaints about service providers	<170	<11	168	148
People who have submitted an access request: Complaints about the Agency	3,631	220	3,851	1,913
People who have submitted an access request: Unclassified	166	0	166	142
People who have submitted an access request: Total	4,040	233	4,273	2,078
Percentage of the number of active participants	6.1%	8.5%	6.2%	n/a
PCIs	466	31	497	n/a

Table L.25 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
Sep-21	143	7%	2,280	6%
Dec-21	145	7%	2,425	7%
Mar-22	160	7%	2,585	7%
Jun-22	153	7%	2,738	7%
Sep-22	161	7%	2,899	7%
Dec-22	146	6%	3,045	7%
Mar-23	128	5%	3,173	6%
Jun-23	109	4%	3,282	6%
Sep-23	142	5%	3,424	6%
Dec-23	162	6%	3,586	6%
Mar-24	218	8%	3,804	6%
Jun-24	236	9%	4,040	6%
Sep-24	233	8%	4,273	7%

¹⁹¹ Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.

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

Table L.26 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
Sep-21	15	0.7%	107	0.3%
Dec-21	13	0.6%	120	0.3%
Mar-22	<11	0.4%	<130	0.3%
Jun-22	22	1.0%	150	0.4%
Sep-22	26	1.1%	176	0.4%
Dec-22	24	1.0%	200	0.4%
Mar-23	44	1.8%	244	0.5%
Jun-23	48	1.9%	292	0.6%
Sep-23	50	1.9%	342	0.6%
Dec-23	56	2.1%	398	0.7%
Mar-24	35	1.3%	433	0.7%
Jun-24	33	1.2%	466	0.7%
Sep-24	31	1.1%	497	0.8%

Table L.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ^{193 194}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	185	5%	0	0%	185	5%
Complaints about the Agency - Information unclear	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Access	<90	n/a	<11	n/a	90	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	181	5%	13	6%	194	5%
Complaints about the Agency - NDIA Fraud and Compliance	<20	n/a	<11	n/a	19	0%
Complaints about the Agency - NDIA Plan	729	20%	56	25%	785	20%
Complaints about the Agency - NDIA Process	300	8%	36	16%	336	9%
Complaints about the Agency - NDIA Resources	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Staff	200	6%	14	6%	214	6%
Complaints about the Agency - NDIA Timeliness	683	19%	94	43%	777	20%
Complaints about the Agency - Participation, engagement and inclusion	26	1%	0	0%	26	1%
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	4%	0	0%	134	3%
Complaints about the Agency - Staff conduct - Agency	28	1%	0	0%	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	70	2%	0	0%	70	2%
Complaints about the Agency - Timeliness	416	11%	0	0%	416	11%
Complaints about the Agency - Other	<480	n/a	<11	n/a	475	12%

¹⁹³ 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.

¹⁹⁴ There are 4,040 total participant complaints in prior quarters, 233 total participant complaints in 2024-25 Q1, and 4,273 total participant complaints as at 30 September 2024 (which includes 166 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Total	3631	100%	220	100%	3851	100%
Complaints about Early Connections Partner - Early Connections Engagement	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	n/a	0	n/a	0	n/a
Complaints about Early Connections Partner - Total	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	0	n/a	0	n/a	0	0%
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	13	n/a	0	n/a	13	15%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	11	13%
Complaints about LAC Partner - LAC Resources	0	n/a	0	n/a	0	0%
Complaints about LAC Partner - LAC Staff	<50	n/a	<11	n/a	46	55%
Complaints about LAC Partner - LAC Timeliness	<20	n/a	<11	n/a	13	15%
Complaints about LAC Partner - Other	0	n/a	0	n/a	0	0%
Complaints about LAC Partner - Total	<80	n/a	<11	n/a	84	100%
Complaints about service providers - Provider Costs	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<20	n/a	<11	n/a	12	7%
Complaints about service providers - Provider Process	15	n/a	0	n/a	15	9%
Complaints about service providers - Provider Service	<40	n/a	<11	n/a	38	23%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	24	14%
Complaints about service providers - Service Delivery	20	n/a	0	n/a	20	12%
Complaints about service providers - Staff Conduct	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	n/a	0	n/a	14	8%
Complaints about service providers - Other	20	n/a	0	n/a	20	12%
Complaints about service providers - Total	<170	n/a	<11	n/a	168	100%

Table L.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	282	26%	11	21%	293	26%
Plan	694	64%	39	75%	733	65%
Plan Reassessment	<35	n/a	<11	n/a	33	3%
Other	<75	n/a	<11	n/a	71	6%
Total cases	1,078	100%	52	100%	1,130	100%
Percentage of the number of active participants	1.73%	n/a	1.88%	n/a	1.73%	n/a

Table L.29 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
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	40	2%	944	2%
Dec-23	56	2%	1,000	2%
Mar-24	29	1%	1,029	2%
Jun-24	49	2%	1,078	2%
Sep-24	52	2%	1,130	2%

Table L.30 Administrative Appeals Tribunal (AAT) cases by open/closed and decision – Australian Capital Territory ¹⁹⁵

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,130	1,021
Open AAT Cases	132	128
Closed AAT Cases	998	907
Resolved before hearing	966	880
Gone to hearing and received a substantive decision	32	27

¹⁹⁵ 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.31 Administrative Appeals Tribunal (AAT) Supports in dispute – Australian Capital Territory ^{196 197 198}

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	85	12	97
Capacity Building	<100	<11	103
General Support	<25	<11	25
Assistive Technology	<45	<11	45
Specialist Disability Accommodation	14	0	14
Home Modifications	<11	0	<11
Supported Independent Living	<40	<11	42
Everyday Living Costs	<11	0	<11
Transport	<20	<11	21
Other	0	0	0
Total number of unique participants counted across disputed supports	171	23	194
Total number of instances of participants counted across disputed supports	324	44	368

Table L.32 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Australian Capital Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<40	n/a	<11	n/a	32	n/a
Decided by Tribunal - Affirmed	19	2%	0	2%	19	2%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Total	915	97%	51	97%	966	97%
Not Decided by Tribunal - Resolved by consent	621	66%	37	66%	658	66%
Not Decided by Tribunal - Withdrawn	<230	n/a	<11	n/a	233	n/a
Not Decided by Tribunal - No jurisdiction	<20	n/a	<11	n/a	15	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<50	n/a	<11	n/a	55	n/a
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	946	100%	52	100%	998	100%

¹⁹⁶ Supports in dispute data is only available for 2022-23 Q3 onwards.

¹⁹⁷ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

¹⁹⁸ It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table L.33 Number of active providers in 2024-25 Q1 by registration status and plan management type – Australian Capital Territory ¹⁹⁹

Plan management type	Registered	Unregistered	Total providers
Agency-managed	347	0	347
Plan-managed	807	2,525	3,313
Self-managed	302	1,429	1,723
All plan management types	952	3,371	4,298

Table L.34 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Australian Capital Territory ^{200 201}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	54	0	54
Plan-managed	62	26	88
Self-managed	4	4	27
All management types	120	30	169

¹⁹⁹ 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.

²⁰⁰ Registration status is determined as at the posting date of payment.

²⁰¹ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

Table L.35 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	3.4%	3.3%
\$5,001-\$10,000	7.5%	7.2%
\$10,001-\$15,000	13.1%	12.6%
\$15,001-\$20,000	15.4%	15.5%
\$20,001-\$25,000	10.3%	10.4%
\$25,001-\$30,000	5.5%	5.5%
\$30,001-\$50,000	14.0%	14.2%
\$50,001-\$100,000	13.5%	13.8%
\$100,001-\$150,000	5.2%	5.2%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	7.9%	8.1%

Table L.36 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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	3.6%	3.5%
\$5,001-\$10,000	8.0%	7.6%
\$10,001-\$15,000	13.9%	13.4%
\$15,001-\$20,000	16.3%	16.4%
\$20,001-\$25,000	11.0%	11.1%
\$25,001-\$30,000	5.8%	5.9%
\$30,001-\$50,000	14.9%	15.0%
\$50,001-\$100,000	14.3%	14.6%
\$100,001-\$150,000	5.5%	5.5%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	2.6%	3.0%

Table L.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$18,000	\$25,500	n/a	n/a	\$18,000	\$25,500
7 to 14	\$21,000	\$25,900	n/a	n/a	\$20,900	\$25,900
15 to 18	\$28,300	\$40,300	n/a	n/a	\$25,800	\$36,800
19 to 24	\$55,200	\$74,400	\$432,900	\$457,600	\$36,700	\$57,500
25 to 34	\$80,600	\$102,000	\$431,600	\$463,900	\$46,700	\$67,300
35 to 44	\$107,100	\$128,900	\$403,100	\$458,000	\$62,400	\$82,100
45 to 54	\$102,300	\$128,600	\$369,700	\$409,100	\$58,000	\$81,800
55 to 64	\$115,000	\$144,200	\$383,600	\$438,600	\$67,900	\$92,200
65+	\$102,100	\$126,800	\$397,500	\$403,700	\$66,600	\$92,500
All	\$58,200	\$73,600	\$397,600	\$436,900	\$37,600	\$51,900

Table L.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$160,500	\$192,900	\$446,900	\$466,300	\$91,700	\$123,400
Autism	\$32,500	\$42,800	\$448,300	\$481,500	\$24,000	\$33,800
Cerebral palsy	\$128,500	\$149,200	\$440,400	\$502,000	\$72,800	\$90,100
Developmental delay	\$13,200	\$21,100	n/a	n/a	\$13,200	\$21,100
Global developmental delay	\$17,600	\$24,200	n/a	n/a	\$17,600	\$24,200
Hearing impairment	\$5,400	\$12,600	n/a	n/a	\$5,400	\$12,600
Intellectual disability	\$100,900	\$117,400	\$391,200	\$430,800	\$51,200	\$63,600
Multiple sclerosis	\$98,000	\$124,800	n/a	n/a	\$75,900	\$103,600
Psychosocial disability	\$78,000	\$102,800	\$309,700	\$353,800	\$54,100	\$76,400
Spinal cord injury	\$184,700	\$197,400	n/a	n/a	\$153,900	\$170,300
Stroke	\$128,500	\$173,100	n/a	n/a	\$81,100	\$113,000
Visual impairment	\$26,900	\$39,800	n/a	n/a	\$25,800	\$37,200
Other neurological	\$118,600	\$147,700	\$420,200	\$468,700	\$78,100	\$107,200
Other physical	\$53,000	\$80,900	n/a	n/a	\$45,600	\$75,900
Other sensory/speech	\$5,700	\$13,000	n/a	n/a	\$5,700	\$13,000
Other	\$88,400	\$133,400	n/a	n/a	\$66,500	\$112,200
Down Syndrome	\$122,800	\$143,900	\$331,200	\$369,100	\$72,900	\$90,700
All	\$58,200	\$73,600	\$397,600	\$436,900	\$37,600	\$51,900

Table L.39 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$11,500	\$19,800	n/a	n/a	\$11,300	\$19,500
2	\$17,400	\$26,600	n/a	n/a	\$17,400	\$26,600
3	\$16,600	\$25,600	n/a	n/a	\$15,400	\$23,500
4	\$12,400	\$22,600	n/a	n/a	\$11,300	\$21,300
5	\$20,300	\$30,100	n/a	n/a	\$18,700	\$28,100
6	\$19,500	\$31,100	n/a	n/a	\$18,300	\$29,800
7	\$54,300	\$63,600	\$320,000	\$351,500	\$38,800	\$47,000
8	\$47,800	\$71,300	\$321,900	\$365,000	\$38,600	\$60,500
9	\$61,600	\$86,300	n/a	n/a	\$45,700	\$67,900
10	\$83,300	\$113,800	\$300,700	\$338,400	\$65,200	\$94,600
11	\$133,100	\$149,600	\$363,200	\$413,500	\$69,400	\$76,200
12	\$188,200	\$226,100	\$411,300	\$445,400	\$119,400	\$158,900
13	\$123,300	\$143,100	\$470,400	\$518,300	\$73,400	\$84,000
14	\$299,600	\$332,700	\$475,200	\$526,600	\$197,400	\$225,700
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$58,200	\$73,600	\$397,600	\$436,900	\$37,600	\$51,900

Table L.40 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Australian Capital Territory ²⁰²

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	197.8	202.8
Core: Consumables	2.0	2.1
Core: Social and Civic	30.4	41.3
Core: Transport	1.2	1.4
Capacity Building: Choice and Control	0.7	0.7
Capacity Building: Daily Activities	4.4	7.9
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	3.7	6.2
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.7	3.5
Capital: Assistive Technology	1.4	3.4
Capital: Home Modifications	1.65	3.92
All	246.3	273.9

²⁰² Total payments for home modifications in Australian Capital Territory were \$1.65 million. Of which, \$1.62 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.022 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.92 million. Of which, \$3.86 million (98.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06 million (1.5%) has been allocated for non-SDA supports.

Table L.41 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – Australian Capital Territory ²⁰³

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	161.4	209.6
Core: Consumables	7.9	11.4
Core: Social and Civic	88.5	112.6
Core: Transport	12.6	7.2
Capacity Building: Choice and Control	6.7	7.8
Capacity Building: Daily Activities	70.4	121.1
Capacity Building: Employment	2.6	7.4
Capacity Building: Health and Wellbeing	1.4	2.3
Capacity Building: Home Living	0.01	0.02
Capacity Building: Lifelong learning	0.004	0.015
Capacity Building: Relationships	5.9	12.6
Capacity Building: Social and Civic	5.3	12.3
Capacity Building: Support Coordination	10.2	15.4
Capital: Assistive Technology	7.8	20.1
Capital: Home Modifications	3.9	6.2
All	384.6	546.1

Table L.42 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ²⁰⁴

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	25.5	126.2	264.5	304.5	366.5	460.9	555.8	608.5	716.2	804.0	210.8	4,443.4
Total Paid	21.0	109.7	180.0	220.4	276.6	338.3	417.7	476.4	542.4	614.3	140.3	3,337.2
% utilised to date	82%	87%	68%	72%	75%	73%	75%	78%	76%	76%	67%	75%

Table L.43 Percentage change in plan budgets for active participants – Australian Capital Territory ²⁰⁵

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	7.9%	3.8%	4.1%	5.0%	7.6%	4.2%	3.0%	5.8%	7.0%
Interplan Inflation	8.7%	9.9%	5.0%	5.2%	4.9%	2.3%	2.9%	4.9%	5.9%
Total Inflation	16.6%	13.7%	9.1%	10.2%	12.5%	6.5%	5.9%	10.7%	12.9%

²⁰³ Total payments for home modifications in Australian Capital Territory were \$3.9 million. Of which, \$2.5 million (64.6%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (35.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.2 million. Of which, \$2.8 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.3 million (54%) has been allocated for non-SDA supports.

²⁰⁴ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

²⁰⁵ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement M: Northern Territory

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 not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types 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.

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.

The disability group down syndrome is reported separately to the intellectual disability group.

Information on goals and budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

"n/a" means that results cannot be measured.

As needed additional masking has been applied to preserve masking of small counts.

There are five parts to the supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

Table M.1 Active participants by quarter of entry, by service previously received and entry type – Northern Territory

Participant breakdown	Prior Quarters	2024-25 Q1	Total
Access decisions	7,984	256	8,240
Active Eligible - Total	6,103	198	6,301
Active Eligible - New	<4,140	<200	4,329
Active Eligible - State	<1,570	<11	1,569
Active Eligible - Commonwealth	403	0	403
Active Participant Plans - Total	5,928	253	6,181
Active Participant Plans - New	3,969	248	4,217
Active Participant Plans - State	<1,570	<11	1,563
Active Participant Plans - Commonwealth	<400	<11	401
Active Participant Plans - Total	5,928	253	6,181
Active Participant Plans - Early Intervention (s25)	2,094	147	2,241
Active Participant Plans - Permanent Disability (s24)	3,834	106	3,940

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 September 2024 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	755
Early Intervention participants	251
Permanent disability participants	504

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	1,649	97%	648	97%	59	98%	2,356	97%
7 to 14	867	87%	386	87%	24	86%	1,277	87%
15 to 18	271	86%	<140	n/a	<11	n/a	414	85%
19 to 24	210	87%	<110	n/a	<11	n/a	324	85%
25 to 34	339	87%	199	79%	12	67%	550	84%
35 to 44	394	86%	269	80%	14	88%	677	83%
45 to 54	417	82%	331	77%	12	63%	760	80%
55 to 64	423	80%	<350	n/a	<11	n/a	778	77%
65+	13	46%	16	53%	0	0%	29	49%
Missing	0	n/a	0	n/a	0	n/a	0	n/a
Total	4,583	89%	2,436	84%	146	84%	7,165	87%

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	273	93%	105	93%	<11	n/a	381	93%
Autism	1,098	98%	401	98%	36	100%	1,535	98%
Cerebral palsy	113	97%	95	95%	<11	n/a	209	96%
Developmental delay	762	97%	285	98%	39	100%	1,086	98%
Down syndrome	55	100%	53	100%	<11	n/a	109	100%
Global developmental delay	201	100%	73	96%	<11	n/a	284	99%
Hearing impairment	127	88%	123	83%	<11	n/a	255	86%
Intellectual disability	710	95%	453	94%	12	100%	1,175	94%
Multiple sclerosis	<11	n/a	21	95%	0	n/a	28	93%
Psychosocial disability	482	78%	183	62%	14	61%	679	73%
Spinal cord injury	79	96%	29	97%	<11	n/a	110	96%
Stroke	129	90%	136	87%	<11	n/a	274	89%
Visual impairment	41	80%	49	82%	<11	n/a	91	81%
Other neurological	169	79%	139	78%	<11	n/a	309	78%
Other physical	150	59%	158	60%	<11	n/a	310	59%
Other sensory/speech	29	49%	<11	n/a	0	n/a	33	45%
Other	140	58%	110	56%	<11	n/a	256	57%
Missing	<20	n/a	<20	n/a	<11	n/a	41	79%
Total	4,583	89%	2,436	84%	146	84%	7,165	87%

Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,032	51%	148	58%	3,180	51%
Non-First Nations Participants	2,460	41%	92	36%	2,552	41%
Not Stated	436	7%	13	5%	449	7%
Total	5,928	100%	253	100%	6,181	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<340	n/a	<11	n/a	339	5%
Not culturally and linguistically diverse	5,478	92%	228	90%	5,706	92%
Not stated	<120	n/a	<20	n/a	136	2%
Total	5,928	100%	253	100%	6,181	100%

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 September 2024 – Northern Territory ²⁰⁶

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	0
Total YPIRAC (under 65)	0

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ²⁰⁷

Participants in residential aged care (under 65)	Incremental	Cumulative
Sep-21	<11	<40
Dec-21	<11	<30
Mar-22	<11	<30
Jun-22	<11	<30
Sep-22	<11	<30
Dec-22	<11	<20
Mar-23	<11	<20
Jun-23	<11	<11
Sep-23	<11	<11
Dec-23	0	<11
Mar-24	<11	<11
Jun-24	<11	<11
Sep-24	<11	0

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	3,404	57%	100	40%	3,504	57%
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	<70	n/a	<11	n/a	70	1%
Remote	1,284	22%	80	32%	1,364	22%
Very Remote	1,166	20%	71	28%	1,237	20%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,928	100%	253	100%	6,181	100%

²⁰⁶ At 30 September 2024, there are no people younger than 65 living in residential aged care in the Northern Territory.

²⁰⁷ The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ²⁰⁸

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,445	24%	49	19%	1,494	24%
Intellectual disability	1,067	18%	29	11%	1,096	18%
Developmental delay	779	13%	80	32%	859	14%
Psychosocial disability	592	10%	13	5%	605	10%
Hearing impairment	<230	n/a	<11	n/a	235	4%
Other neurological	<220	n/a	<11	n/a	227	4%
Other physical	<190	n/a	<11	n/a	192	3%
Acquired brain injury	<320	n/a	<11	n/a	321	5%
Cerebral palsy	195	3%	0	0%	195	3%
Global developmental delay	222	4%	24	9%	246	4%
Down syndrome	<110	n/a	<11	n/a	106	2%
Other	168	3%	16	6%	184	3%
Multiple sclerosis	<30	n/a	<11	n/a	23	0%
Visual impairment	<80	n/a	<11	n/a	72	1%
Stroke	<210	n/a	<11	n/a	209	3%
Spinal cord Injury	<90	n/a	<11	n/a	89	1%
Other sensory/speech	<30	n/a	<11	n/a	28	0%
Total	5,928	100%	253	100%	6,181	100%

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ²⁰⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	36	n/a	0	n/a	36	6%
Intellectual disability	155	n/a	0	n/a	155	26%
Developmental delay	0	n/a	0	n/a	0	0%
Psychosocial disability	86	n/a	0	n/a	86	15%
Hearing impairment	0	n/a	0	n/a	0	0%
Other neurological	34	n/a	0	n/a	34	6%
Other physical	<11	n/a	0	n/a	<11	n/a
Acquired brain injury	93	n/a	0	n/a	93	16%
Cerebral palsy	60	n/a	0	n/a	60	10%
Global developmental delay	0	n/a	0	n/a	0	0%
Down syndrome	15	n/a	0	n/a	15	3%
Other	<30	n/a	<11	n/a	26	4%
Multiple sclerosis	<11	n/a	0	n/a	<11	n/a
Visual impairment	<11	n/a	0	n/a	<11	n/a
Stroke	<60	n/a	<11	n/a	56	9%
Spinal cord Injury	18	n/a	0	n/a	18	3%
Other sensory/speech	0	n/a	0	n/a	0	0%
Total	<590	n/a	<11	n/a	590	100%

²⁰⁸ Table order based on national proportions in Supplement E (highest to lowest).

²⁰⁹ 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.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Autism	1,409	26%	49	20%	1,458	26%
Intellectual disability	912	17%	29	12%	941	17%
Developmental delay	779	15%	80	32%	859	15%
Psychosocial disability	506	9%	13	5%	519	9%
Hearing impairment	<230	n/a	<11	n/a	235	4%
Other neurological	<190	n/a	<11	n/a	193	3%
Other physical	<180	n/a	<11	n/a	185	3%
Acquired brain injury	<220	n/a	<11	n/a	228	4%
Cerebral palsy	135	3%	0	0%	135	2%
Global developmental delay	222	4%	24	10%	246	4%
Down syndrome	<90	n/a	<11	n/a	91	2%
Other	144	3%	14	6%	158	3%
Multiple sclerosis	<20	n/a	<11	n/a	22	0%
Visual impairment	<70	n/a	<11	n/a	69	1%
Stroke	<150	n/a	<11	n/a	153	3%
Spinal cord Injury	<70	n/a	<11	n/a	71	1%
Other sensory/speech	<30	n/a	<11	n/a	28	1%
Total	5,342	100%	249	100%	5,591	100%

Table M.13 Participant profile per quarter by reported level of function – Northern Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
1 (High Function)	966	16%	47	19%	1,013	16%
2 (High Function)	<11	n/a	0	0%	<11	n/a
3 (High Function)	394	7%	13	5%	407	7%
4 (High Function)	<280	n/a	<11	n/a	<280	n/a
5 (High Function)	443	7%	12	5%	455	7%
6 (Moderate Function)	1,107	19%	32	13%	1,139	18%
7 (Moderate Function)	<340	n/a	<11	n/a	336	5%
8 (Moderate Function)	<450	n/a	<11	n/a	460	7%
9 (Moderate Function)	32	1%	0	0%	32	1%
10 (Moderate Function)	633	11%	14	6%	647	10%
11 (Low Function)	<130	n/a	<11	n/a	132	2%
12 (Low Function)	<550	n/a	<11	n/a	553	9%
13 (Low Function)	374	6%	0	0%	374	6%
14 (Low Function)	<120	n/a	0	0%	<120	n/a
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	127	2%	103	41%	230	4%
Total	5,928	100%	253	100%	6,181	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
0 to 6	915	15%	114	45%	1,029	17%
7 to 14	1,630	27%	47	19%	1,677	27%
15 to 18	524	9%	14	6%	538	9%
19 to 24	<470	n/a	<11	n/a	472	8%
25 to 34	<490	n/a	<11	n/a	491	8%
35 to 44	567	10%	16	6%	583	9%
45 to 54	564	10%	20	8%	584	9%
55 to 64	570	10%	22	9%	592	10%
65+	<220	n/a	<11	n/a	215	3%
Total	5,928	100%	253	100%	6,181	100%

Table M.15 Participation rates by age group and gender at 30 September 2024 – Northern Territory ²¹⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.3%	2.3%	4.0%
7 to 14	8.1%	3.6%	6.0%
15 to 18	5.5%	2.5%	4.1%
19 to 24	2.8%	1.4%	2.2%
25 to 44	1.4%	0.9%	1.2%
45 to 64	2.1%	1.7%	1.9%
Total (aged 0 to 64)	3.2%	1.7%	2.5%

Table M.16 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Northern Territory ²¹¹

Mainstream service	Prior Quarters	2024-25 Q1	Total
Daily Activities	3%	0%	n/a
Health & Wellbeing	22%	0%	22%
Lifelong Learning	10%	0%	10%
Other	6%	0%	6%
Non-categorised	5%	0%	5%
Any mainstream service	31%	0%	31%

²¹⁰ 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.

²¹¹ 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 ²¹²

Mainstream service	Prior Quarters	2024-25 Q1	Total
Choice and control over my life	5%	5%	5%
Daily life	21%	22%	21%
Health and wellbeing	66%	74%	67%
Learning	28%	29%	28%
Relationships	4%	3%	4%
Social and community activities	8%	5%	7%
Where I live	2%	3%	2%
Work	3%	2%	3%
Unknown	10%	2%	9%
Any mainstream service	99%	95%	98%

²¹² 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>).

Baseline outcomes for participants and/or their families and carers were collected for 98% of participants who joined the Scheme from 1 July 2016. Baseline indicators are collected when a participant enters the Scheme, meaning the NDIS is yet to impact the outcome at this point. Results are drawn from participants’ responses to Short Form Outcomes Framework (SFOF) questionnaires.

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

Table M.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=419), and ‘participant social and community engagement rate’ (n=411), and the metric for 'parent and carer employment rate' (n=280) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=175) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date - Northern Territory

Age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	13%	13%	19%	26%
Participant employment rate - Aged 25 to 34 years	16%	13%	15%	26%
Participant employment rate - Aged 35 to 44 years	11%	13%	8%	26%
Participant employment rate - Aged 45 to 54 years	21%	13%	25%	26%
Participant employment rate - Aged 55 to 64 years	5%	7%	8%	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%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	42%	50%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	51%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	47%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	48%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	47%	50%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	49%	45%	46%
Participant social and community engagement rate - Aged 15+ years	42%	49%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	57%	55%	n/a
Parent and carer employment rate - Aged 15+ years	44%	57%	54%	n/a
Parent and carer employment rate - All ages	48%	57%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	58%	n/a
Participant Choice and Control - Aged 25+ years	n/a	49%	67%	n/a
Participant Choice and Control - Aged 15+ years	n/a	52%	65%	n/a

Table M.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=305), and ‘participant social and community engagement rate’ (n=304), and the metric for ‘parent and carer employment rate’ (n=204) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for ‘participant choice and control’ (n=141) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2021 and have had a third plan reassessment to date - Northern Territory

Age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	6%	10%	0%	12%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	18%	21%	8%	15%	26%
Participant employment rate - Aged 55 to 64 years	14%	8%	9%	16%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	17%	9%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	15%	6%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	35%	36%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	38%	35%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	32%	25%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	33%	36%	45%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	37%	35%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	35%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	53%	62%	61%	58%	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	53%	62%	61%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	69%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	64%	76%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	65%	73%	n/a

Table M.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=259), and ‘participant social and community engagement rate’ (n=256), and the metric for ‘parent and carer employment rate’ (n=126) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=141) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2020 and have had a fourth plan reassessment to date - Northern Territory

Age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	9%	10%	4%	15%	26%
Participant employment rate - Aged 15 to 64 years	11%	10%	10%	5%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	47%	43%	55%	46%	48%	46%
Participant social and community engagement rate - Aged 15+ years	46%	44%	55%	41%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	48%	56%	52%	39%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a
Participant Choice and Control - Aged 25+ years	n/a	63%	76%	78%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	60%	74%	75%	76%	n/a

Table M.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=195), and ‘participant social and community engagement rate’ (n=189), and the metric for ‘parent and carer employment rate’ (n=102) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for ‘participant choice and control’ (n=148) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2019 and have had a fifth plan reassessment to date- Northern Territory

Age group	Baseline	R1	R2	R3	R4	R5	2024-25 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%	13%	12%	12%	9%	14%	26%
Participant employment rate - Aged 15 to 64 years	15%	13%	14%	13%	10%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	43%	45%	43%	50%	49%	55%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	46%	48%	48%	54%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Participant Choice and Control - Aged 25+ years	n/a	56%	66%	63%	65%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	55%	67%	65%	61%	77%	n/a

Table M.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=128), and ‘participant social and community engagement rate’ (n=109), and the metric for ‘parent and carer employment rate’ (n=26) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment, and the metric for 'participant choice and control' (n=94) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 September 2018 and have had at least a sixth plan reassessment to date - Northern Territory

Age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 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	12%	13%	14%	16%	21%	14%	16%	26%
Participant employment rate - Aged 15 to 64 years	12%	12%	13%	16%	19%	13%	15%	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	56%	52%	49%	55%	58%	47%	63%	46%
Participant social and community engagement rate - Aged 15+ years	58%	53%	50%	56%	58%	47%	63%	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
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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
Participant Choice and Control - Aged 25+ years	n/a	41%	63%	66%	66%	90%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	41%	61%	60%	63%	85%	83%	n/a

Part Three: Participant Experience

The tables in Part Three summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q1. The tables show quarterly trends in complaints based on experience over 3 years. Table M.24 shows the number of complaints in 2024-25 Q1 compared with previous quarters by the source of complaint and by the complaint subject, and PCIs in 2024-25 Q1 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table M.24 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.

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.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

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

Table M.23 Proportion of respondents who responded positively to questions about 'Early Supports' (n = in Prior Quarters, n = n/a in 2024-25 Q1), 'Community Connections' (n = 23 in Prior Quarters, n = n/a in 2024-25 Q1), 'Apply for NDIS' (n = 20 in Prior Quarters, n = n/a in 2024-25 Q1), 'Plan Approval' (n = 93 in Prior Quarters, n = 42 in 2024-25 Q1), 'Plan Implementation' (n = 30 in Prior Quarters, n = 36 in 2024-25 Q1) and 'Plan Reassessment' (n = 149 in Prior Quarters, n = 68 in 2024-25 Q1) - Northern Territory ^{213 214}

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q1
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?	86%	n/a
Community Connections - Was communication in your preferred format?	95%	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?	78%	n/a
Community Connections - To what extent were your circumstances and needs considered?	74%	n/a
Community Connections - To what extent were you included in decisions that were made?	78%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	61%	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?	98%	100%
Plan Approval - Were decisions and outcomes explained to you?	80%	76%
Plan Approval - Were your questions and concerns acknowledged?	84%	79%
Plan Approval - Do you know where to go for more help with using your plan?	85%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	72%	57%
Plan Approval - How well does your NDIS plan meet your needs?	65%	45%
Plan Implementation - Do you know where to go for more help with using your plan?	93%	76%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	70%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	73%	67%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	67%	58%
Plan Implementation - Do you feel confident in using your plan?	60%	61%
Plan Implementation - Do you feel confident in accessing supports?	63%	61%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	82%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	53%
Plan Reassessment - To what extent were your circumstances and needs considered?	60%	60%
Plan Reassessment - To what extent were you included in decisions that were made?	64%	60%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	59%
Plan Reassessment - Do you feel confident in using your plan?	62%	51%

²¹³ Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

²¹⁴ 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 2024-25 Q1
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	51%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	68%	66%

Table M.24 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory
215 216

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q1	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<11	0	<11	<11
People who have submitted an access request: Complaint about LAC Partner	26	0	26	25
People who have submitted an access request: Complaints about service providers	<90	<11	88	69
People who have submitted an access request: Complaints about the Agency	1,067	57	1,124	704
People who have submitted an access request: Unclassified	<20	0	<20	<20
People who have submitted an access request: Total	1,197	60	1,257	762
Percentage of the number of active participants	4.5%	5.3%	4.5%	n/a
PCIs	614	40	654	n/a

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
Sep-21	79	7.4%	441	4.3%
Dec-21	63	5.6%	504	4.5%
Mar-22	72	6.2%	576	4.6%
Jun-22	69	5.7%	645	4.7%
Sep-22	77	6.1%	722	4.8%
Dec-22	56	4.2%	778	4.8%
Mar-23	49	3.6%	827	4.7%
Jun-23	82	5.9%	909	4.8%
Sep-23	55	3.8%	964	4.7%
Dec-23	77	5.2%	1,041	4.8%
Mar-24	71	4.8%	1,112	4.8%
Jun-24	85	5.7%	1,197	4.8%
Sep-24	60	3.9%	1,257	4.8%

²¹⁵ Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.

²¹⁶ 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 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
Sep-21	29	2.7%	191	1.9%
Dec-21	23	2.1%	214	1.9%
Mar-22	17	1.5%	231	1.9%
Jun-22	17	1.4%	248	1.8%
Sep-22	17	1.3%	265	1.8%
Dec-22	54	4.1%	319	2.0%
Mar-23	35	2.6%	354	2.0%
Jun-23	41	2.9%	395	2.1%
Sep-23	48	3.3%	443	2.2%
Dec-23	61	4.1%	504	2.3%
Mar-24	43	2.9%	547	2.3%
Jun-24	67	4.5%	614	2.5%
Sep-24	40	2.6%	654	2.5%

Table M.27 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ²¹⁷ ²¹⁸

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	12	1%	0	0%	12	1%
Complaints about the Agency - Information unclear	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	11	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	157	15%	11	19%	168	15%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	273	26%	13	23%	286	25%
Complaints about the Agency - NDIA Process	<140	n/a	<11	n/a	139	12%
Complaints about the Agency - NDIA Resources	<20	n/a	<11	n/a	21	2%
Complaints about the Agency - NDIA Staff	<60	n/a	<11	n/a	65	6%
Complaints about the Agency - NDIA Timeliness	274	26%	17	30%	291	26%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<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%	0	0%	11	1%
Complaints about the Agency - Staff conduct - Agency	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Timeliness	30	3%	0	0%	30	3%
Complaints about the Agency - Other	60	6%	0	0%	60	5%
Complaints about the Agency - Total	1,067	100%	57	100%	1,124	100%

²¹⁷ 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.

²¹⁸ There are 1,197 total participant complaints in prior quarters, 60 total participant complaints in 2024-25 Q1, and 1,198 total participant complaints as at 30 September 2024 (which includes 17 unclassified participant complaints).

Type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Complaints about early connections partner - Early Connections Engagement	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Early Connections Fraud and Compliance	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Early Connections Plan	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Early Connections Process	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Early Connections Resources	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Early Connections Staff	<11	n/a	0	n/a	<11	n/a
Complaints about early connections partner - Early Connections Timeliness	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Other	0	n/a	0	n/a	0	n/a
Complaints about early connections partner - Total	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	0	0%	0	n/a	0	0%
Complaints about LAC Partner - LAC Fraud and Compliance	0	0%	0	n/a	0	0%
Complaints about LAC Partner - LAC Plan	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	0	0%	0	n/a	0	0%
Complaints about LAC Partner - LAC Staff	16	62%	0	n/a	16	62%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	0	n/a	<11	n/a
Complaints about LAC Partner - Other	0	0%	0	n/a	0	0%
Complaints about LAC Partner - Total	26	100%	0	n/a	26	100%
Complaints about service providers - Provider Costs	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Process	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Provider Service	<30	n/a	<11	n/a	26	30%
Complaints about service providers - Provider Staff	<20	n/a	<11	n/a	18	20%
Complaints about service providers - Service Delivery	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	0	n/a	<11	n/a
Complaints about service providers - Other	15	n/a	0	n/a	15	17%
Complaints about service providers - Total	<90	n/a	<11	n/a	88	100%

Table M.28 Administrative Appeals Tribunal (AAT) Cases by category at 30 September 2024 – Northern Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	0	0%	<11	n/a	<11	n/a
Total cases	12	100%	<11	n/a	12	100%
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 ²¹⁹

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	12	11
Open AAT Cases	<11	<11
Closed AAT Cases	12	11
Resolved before hearing	<11	<11
Gone to hearing and received a substantive decision	<11	<11

Table M.30 Administrative Appeals Tribunal (AAT) Supports in dispute – Northern Territory ²²⁰
²²¹ ²²²

Type of support	Prior Quarters	2024-25 Q1	Total
Plan Management Decision	0	0	0
Core (excluding Consumables and Transport)	0	0	0
Capacity Building	0	0	0
General Support	0	0	0
Assistive Technology	0	0	0
Specialist Disability Accommodation	0	0	0
Home Modifications	0	0	0
Supported Independent Living	0	0	0
Everyday Living Costs	0	0	0
Transport	0	0	0
Other	0	0	0
Total number of unique participants counted across disputed supports	0	0	0
Total number of instances of participants counted across disputed supports	0	0	0

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

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

²²¹ Data is reported with one month lag; therefore results for last month of the current quarter are not included.

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

Table M.31 Closed Administrative Appeals Tribunal (AAT) cases by outcome – Northern Territory

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q1 - Count	2024-25 Q1 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	0	0%	0	0%	0	0%
Not Decided by Tribunal - Total	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Resolved by consent	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Withdrawn	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - No jurisdiction	0	0%	0	0%	0	0%
Not Decided by Tribunal - Extension of Time Declined	0	0%	0	0%	0	0%
Not Decided by Tribunal - Extension of Time Not opposed	0	0%	0	0%	0	0%
Not Decided by Tribunal - Dismissed	0	0%	0	0%	0	0%
Not Decided by Tribunal - Other	0	0%	0	0%	0	0%
Total	12	100%	0	100%	12	100%

Part Four: Providers and the growing market

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

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.

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.

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total agency-managed payments to registered providers.

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

Table M.32 Number of active providers in 2024-25 Q1 by registration status and plan management type – Northern Territory ²²³

Plan management type	Registered	Unregistered	Total providers
Agency-managed	275	0	275
Plan-managed	605	1,432	2,027
Self-managed	108	310	418
All plan management types	689	1,604	2,283

Table M.33 Total active provider payments in 2024-25 Q1 by registration status and plan management type (\$m) – Northern Territory ^{224 225}

Plan management type	Registered	Unregistered	All registration types
Agency-managed	76	0	76
Plan-managed	66	25	91
Self-managed	1	1	4
All management types	143	25	171

²²³ 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.

²²⁴ Registration status is determined as at the posting date of payment.

²²⁵ Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Part Five: Financial sustainability

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

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

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.

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	0.9%	0.8%
\$5,001-\$10,000	3.3%	2.9%
\$10,001-\$15,000	5.7%	5.7%
\$15,001-\$20,000	8.2%	7.9%
\$20,001-\$25,000	13.1%	12.5%
\$25,001-\$30,000	6.9%	6.7%
\$30,001-\$50,000	17.5%	18.3%
\$50,001-\$100,000	17.7%	17.9%
\$100,001-\$150,000	6.9%	7.0%
\$150,001-\$200,000	3.8%	4.0%
\$200,001-\$250,000	2.1%	2.4%
\$250,001+	13.8%	13.9%

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 Q4 distribution of participants	As at 2024-25 Q1 distribution of participants
\$0-\$5,000	1.0%	0.9%
\$5,001-\$10,000	3.7%	3.2%
\$10,001-\$15,000	6.3%	6.3%
\$15,001-\$20,000	9.1%	8.8%
\$20,001-\$25,000	14.5%	13.8%
\$25,001-\$30,000	7.7%	7.4%
\$30,001-\$50,000	19.4%	20.2%
\$50,001-\$100,000	19.6%	19.8%
\$100,001-\$150,000	7.6%	7.7%
\$150,001-\$200,000	4.1%	4.4%
\$200,001-\$250,000	2.2%	2.5%
\$250,001+	4.7%	5.0%

Table M.36 Average annualised committed supports and average payments for the year ending 30 September 2024 by age group and participants' SIL status as at 30 September 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	\$22,200	\$29,600	n/a	n/a	\$22,200	\$29,600
7 to 14	\$36,500	\$35,500	n/a	n/a	\$36,500	\$35,500
15 to 18	\$53,700	\$70,600	n/a	n/a	\$48,700	\$63,800
19 to 24	\$155,300	\$206,200	\$625,400	\$748,500	\$69,500	\$108,500
25 to 34	\$175,500	\$217,200	\$589,400	\$665,700	\$73,500	\$109,600
35 to 44	\$180,200	\$220,500	\$600,600	\$664,100	\$74,800	\$115,000
45 to 54	\$189,500	\$227,400	\$574,300	\$637,800	\$89,900	\$125,700
55 to 64	\$219,500	\$258,200	\$584,300	\$623,700	\$102,300	\$139,700
65+	\$216,100	\$233,600	\$631,800	\$651,900	\$97,100	\$129,000
All	\$107,400	\$128,800	\$593,400	\$657,800	\$54,600	\$73,000

Table M.37 Average annualised committed supports and average payments for the year ending 30 September 2024 by primary disability group and participants' SIL status as at 30 September 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	\$270,500	\$304,400	\$708,900	\$733,700	\$94,400	\$129,300
Autism	\$54,800	\$58,800	\$593,800	\$646,000	\$41,000	\$44,300
Cerebral palsy	\$270,900	\$318,700	\$633,700	\$721,500	\$111,000	\$139,600
Developmental delay	\$18,900	\$26,200	n/a	n/a	\$18,900	\$26,200
Global developmental delay	\$25,500	\$30,100	n/a	n/a	\$25,500	\$30,100
Hearing impairment	\$19,600	\$31,800	n/a	n/a	\$19,600	\$31,800
Intellectual disability	\$127,500	\$155,200	\$536,800	\$617,700	\$58,700	\$79,000
Multiple sclerosis	\$97,100	\$135,100	n/a	n/a	\$70,900	\$108,600
Psychosocial disability	\$137,200	\$175,300	\$533,900	\$612,700	\$67,400	\$102,900
Spinal cord injury	\$272,700	\$330,500	n/a	n/a	\$131,200	\$199,400
Stroke	\$254,300	\$298,500	\$583,300	\$663,200	\$133,500	\$165,000
Visual impairment	\$86,200	\$111,200	n/a	n/a	\$69,400	\$95,800
Other neurological	\$179,200	\$223,800	\$624,400	\$657,700	\$92,000	\$147,300
Other physical	\$103,000	\$144,000	n/a	n/a	\$78,600	\$125,300
Other sensory/speech	\$24,900	\$26,200	n/a	n/a	\$24,900	\$26,200
Other	\$152,000	\$195,100	\$527,800	\$607,600	\$91,800	\$128,200
Down Syndrome	\$144,000	\$160,900	\$480,200	\$502,200	\$88,700	\$104,700
All	\$107,400	\$128,800	\$593,400	\$657,800	\$54,600	\$73,000

Table M.38 Average annualised committed supports and average payments for the year ending 30 September 2024 by reported level of function and participants' SIL status as at 30 September 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	\$22,000	\$28,500	n/a	n/a	\$21,100	\$26,900
2	n/a	n/a	n/a	n/a	n/a	n/a
3	\$39,200	\$50,700	n/a	n/a	\$30,400	\$40,800
4	\$41,700	\$59,500	n/a	n/a	\$32,900	\$49,400
5	\$51,900	\$70,200	n/a	n/a	\$40,300	\$53,800
6	\$42,100	\$57,300	\$418,100	\$495,900	\$33,800	\$46,300
7	\$78,500	\$89,200	n/a	n/a	\$49,800	\$60,100
8	\$132,000	\$174,000	\$578,200	\$642,000	\$68,500	\$101,100
9	\$208,700	\$264,500	n/a	n/a	\$109,100	\$162,800
10	\$205,400	\$237,100	\$549,600	\$603,300	\$103,800	\$137,800
11	\$140,100	\$177,800	n/a	n/a	\$73,900	\$90,900
12	\$325,200	\$368,800	\$652,100	\$694,600	\$144,100	\$199,600
13	\$126,000	\$140,100	\$614,900	\$702,900	\$77,800	\$80,100
14	\$465,600	\$525,500	\$660,700	\$728,600	\$239,900	\$300,500
15	n/a	n/a	n/a	n/a	n/a	n/a
All	\$107,400	\$128,800	\$593,400	\$657,800	\$54,600	\$73,000

Table M.39 Total annualised committed supports and total payments (participants in SIL) by support category as at 30 September 2024 (\$m) – Northern Territory ²²⁶

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	277.3	289.4
Core: Consumables	1.9	2.01
Core: Social and Civic	44.7	59.9
Core: Transport	0.5	1.3
Capacity Building: Choice and Control	0.9	0.9
Capacity Building: Daily Activities	6.2	9.4
Capacity Building: Employment	0.2	0.8
Capacity Building: Health and Wellbeing	0.01	0.04
Capacity Building: Home Living	n/a	n/a
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	6.6	9.4
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	6.03	6.6
Capital: Assistive Technology	1.6	3.2
Capital: Home Modifications	1.9	4.7
All	348.2	388.1

Table M.40 Total annualised committed supports and total payments (participants not in SIL) by support category as at 30 September 2024 (\$m) – Northern Territory ²²⁷

Support Category	Total payments for the year ending 30 September 2024	Total annualised committed supports at 30 September 2024
Core: Daily Activities	138.3	149.4
Core: Consumables	4.1	6.4
Core: Social and Civic	63.1	84.4
Core: Transport	7.1	3.5
Capacity Building: Choice and Control	6.9	8.3
Capacity Building: Daily Activities	42.5	87.8
Capacity Building: Employment	1.03	4.6
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.006	0.03
Capacity Building: Lifelong learning	n/a	n/a
Capacity Building: Relationships	5.5	11.8
Capacity Building: Social and Civic	4.2	11.2
Capacity Building: Support Coordination	17.7	26.9
Capital: Assistive Technology	3.8	11.3
Capital: Home Modifications	0.6	2.4
All	294.9	408.2

²²⁶ Total payments for home modifications in Northern Territory were \$1.9 million. Of which, \$1.9 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.7 million. Of which, \$4.63 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.05 million (1%) has been allocated for non-SDA supports.

²²⁷ Total payments for home modifications in Northern Territory were \$0.59 million. Of which, \$0.14 million (23%) has been paid for specialised disability accommodation (SDA) supports, and \$0.45 million (77%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.37 million. Of which, \$1.20 million (51%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.17 million (49%) 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 ²²⁸

Financial year	Prior financial years	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25 YTD	Total
Total Committed	2.1	5.9	20.3	99.6	200.8	388.3	512.1	542.3	694.1	801.2	212.4	3,479.1
Total Paid	1.7	4.2	11.7	66.5	136.1	264.9	374.1	418.9	527.8	624.0	135.6	2,565.6
% utilised to date	80%	71%	58%	67%	68%	68%	73%	77%	76%	78%	64%	74%

Table M.42 Percentage change in plan budgets for active participants – Northern Territory ²²⁹

Inflation type	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24
Intraplan Inflation	8.0%	9.1%	6.4%	5.7%	8.4%	6.8%	7.2%	7.8%	9.0%
Interplan Inflation	10.3%	14.1%	9.5%	7.2%	7.7%	7.6%	4.6%	0.3%	3.9%
Total Inflation	18.4%	23.2%	15.9%	12.9%	16.1%	14.4%	11.7%	8.1%	12.9%

²²⁸ The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

²²⁹ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

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

Tables O.1:

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).

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.

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.

Tables O.1, O.2 and O.3:

Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Tables O.2 and O.3:

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 September 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.

Tables O.4 and O.5:

Participation rate refers to the proportion of general population that are NDIS participants.

A small portion (<0.1%) of NDIS participants do not reside in the service districts shown in the tables. Participation rates for this cohort are not provided due to the absence of a corresponding population figure.

Table O.1 Active participants by service district and support type included in plan as at 30 September 2024

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	162,599	80%	199,521	99%	35,941	18%	202,154
NSW - Hunter New England	26,694	79%	32,963	98%	5,922	18%	33,622
NSW - Central Coast	9,060	79%	11,357	99%	1,875	16%	11,476
NSW - Far West	816	86%	950	100%	162	17%	953
NSW - Illawarra Shoalhaven	9,847	84%	11,475	98%	2,323	20%	11,667
NSW - Mid North Coast	7,319	87%	8,371	99%	1,334	16%	8,428
NSW - Murrumbidgee	8,103	91%	8,908	100%	1,755	20%	8,940
NSW - Nepean Blue Mountains	8,965	75%	11,720	98%	1,961	16%	11,919
NSW - North Sydney	10,661	79%	13,343	99%	2,710	20%	13,543
NSW - Northern NSW	9,201	95%	9,683	100%	1,690	17%	9,727
NSW - South Eastern Sydney	11,614	85%	13,612	99%	2,503	18%	13,736
NSW - South Western Sydney	24,017	76%	31,217	99%	5,380	17%	31,598
NSW - Southern NSW	4,675	84%	5,454	98%	1,012	18%	5,538
NSW - Sydney	6,898	88%	7,739	99%	1,438	18%	7,829
NSW - Western NSW	6,942	83%	8,266	99%	1,711	21%	8,336
NSW - Western Sydney	17,759	72%	24,429	98%	4,160	17%	24,807
NSW - Other	28	80%	34	97%	<11	n/a	35
VIC	174,148	96%	180,799	99%	29,443	16%	182,330
VIC - Barwon	11,427	93%	12,090	99%	2,040	17%	12,236
VIC - Central Highlands	6,636	92%	7,139	99%	1,174	16%	7,229
VIC - Loddon	9,100	96%	9,446	99%	1,411	15%	9,518
VIC - North East Melbourne	16,400	94%	17,184	99%	2,952	17%	17,389
VIC - Inner Gippsland	6,672	97%	6,832	99%	1,110	16%	6,881
VIC - Ovens Murray	4,118	91%	4,467	99%	791	18%	4,506
VIC - Western District	4,519	95%	4,732	99%	903	19%	4,779
VIC - Inner East Melbourne	11,530	95%	12,041	99%	2,424	20%	12,199
VIC - Outer East Melbourne	12,188	96%	12,533	99%	2,179	17%	12,657
VIC - Hume Moreland	12,562	97%	12,882	99%	1,789	14%	12,990
VIC - Bayside Peninsula	21,456	97%	21,923	99%	3,854	17%	22,062
VIC - Southern Melbourne	16,927	96%	17,509	99%	2,847	16%	17,643
VIC - Brimbank Melton	12,078	96%	12,494	99%	1,595	13%	12,563
VIC - Western Melbourne	17,521	97%	18,041	99%	2,391	13%	18,155
VIC - Goulburn	5,165	95%	5,437	100%	931	17%	5,457
VIC - Mallee	3,047	97%	3,148	100%	520	16%	3,154
VIC - Outer Gippsland	2,788	96%	2,886	100%	531	18%	2,897
VIC - Other	14	93%	15	100%	<11	n/a	15
QLD	138,836	95%	145,758	100%	25,541	17%	146,354
QLD - Bundaberg	3,672	94%	3,866	99%	769	20%	3,889
QLD - Ipswich	11,211	94%	11,831	100%	1,984	17%	11,870

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
QLD - Mackay	4,149	93%	4,417	99%	889	20%	4,440
QLD - Toowoomba	8,339	96%	8,669	100%	1,692	19%	8,700
QLD - Townsville	7,728	94%	8,182	100%	1,559	19%	8,221
QLD - Rockhampton	7,165	90%	7,897	99%	1,259	16%	7,964
QLD - Beenleigh	16,355	96%	17,033	100%	2,658	16%	17,075
QLD - Brisbane	25,914	96%	26,881	100%	4,708	17%	27,001
QLD - Cairns	7,019	97%	7,226	100%	1,443	20%	7,254
QLD - Maryborough	5,341	94%	5,677	99%	1,055	18%	5,706
QLD - Robina	14,287	96%	14,779	100%	2,456	17%	14,852
QLD - Caboolture/Strathpine	15,175	92%	16,506	100%	2,681	16%	16,546
QLD - Maroochydore	12,469	97%	12,782	100%	2,386	19%	12,824
QLD - Other	12	100%	12	100%	<11	n/a	12
WA	52,685	89%	58,503	99%	13,277	22%	59,224
WA - North East Metro	7,690	88%	8,647	99%	2,123	24%	8,764
WA - Wheat Belt	1,245	89%	1,384	99%	330	24%	1,395
WA - South Metro	8,283	86%	9,507	99%	2,023	21%	9,649
WA - Central South Metro	6,586	89%	7,267	98%	1,620	22%	7,386
WA - South West	4,318	91%	4,657	98%	972	21%	4,741
WA - Goldfields-Esperance	856	85%	1,007	100%	193	19%	1,011
WA - North Metro	7,132	88%	8,004	99%	1,858	23%	8,084
WA - Kimberley-Pilbara	1,622	89%	1,823	100%	368	20%	1,824
WA - South East Metro	6,263	93%	6,673	99%	1,731	26%	6,740
WA - Central North Metro	6,174	92%	6,622	99%	1,526	23%	6,685
WA - Great Southern	1,213	88%	1,349	98%	266	19%	1,372
WA - Midwest-Gascoyne	1,247	82%	1,503	99%	258	17%	1,513
WA - Other	56	93%	60	100%	<11	n/a	60
SA	54,385	94%	57,691	99%	10,219	18%	58,135
SA - Adelaide Hills	2,182	92%	2,336	98%	348	15%	2,376
SA - Barossa, Light and Lower North	2,744	92%	2,971	99%	410	14%	2,986
SA - Eastern Adelaide	4,478	92%	4,847	99%	914	19%	4,875
SA - Eyre and Western	1,660	94%	1,742	99%	327	19%	1,767
SA - Far North (SA)	598	95%	622	99%	106	17%	629
SA - Fleurieu and Kangaroo Island	1,577	93%	1,681	99%	315	19%	1,694
SA - Limestone Coast	1,761	94%	1,852	99%	339	18%	1,878
SA - Murray and Mallee	2,197	92%	2,342	98%	400	17%	2,381
SA - Northern Adelaide	18,477	94%	19,587	99%	3,339	17%	19,754
SA - Southern Adelaide	11,875	95%	12,496	100%	2,328	19%	12,543
SA - Western Adelaide	4,737	94%	5,001	100%	981	20%	5,026
SA - Yorke and Mid North	2,055	94%	2,166	99%	403	19%	2,177
SA - Other	44	90%	48	98%	<11	n/a	49
TAS	13,518	93%	14,234	98%	2,672	18%	14,514

Service district	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
TAS - North	3,968	95%	4,120	99%	814	20%	4,159
TAS - North West	2,901	91%	3,110	98%	596	19%	3,171
TAS - South East	3,004	91%	3,218	97%	602	18%	3,309
TAS - South West	3,644	94%	3,785	98%	660	17%	3,874
TAS - Other	<11	n/a	<11	n/a	<11	n/a	<11
ACT	9,818	88%	11,018	99%	1,821	16%	11,141
ACT	9,817	88%	11,017	99%	1,820	16%	11,140
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
NT	5,882	95%	6,162	100%	1,118	18%	6,181
NT - Barkly	127	86%	147	99%	40	27%	148
NT - Central Australia	986	95%	1,040	100%	245	24%	1,042
NT - Darwin Remote	527	98%	539	100%	72	13%	539
NT - Darwin Urban	3,394	95%	3,556	100%	590	17%	3,570
NT - East Arnhem	244	99%	247	100%	45	18%	247
NT - Katherine	353	95%	372	100%	87	23%	373
NT - Other	251	96%	261	100%	39	15%	262
OT	63	91%	69	100%	12	17%	69
Missing	21	100%	21	100%	<11	n/a	21
Total	611,955	90%	673,776	99%	120,046	18%	680,123

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 September 2024

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$81,700	\$30,800	\$67,600	\$20,600	202,154
NSW - Hunter New England	\$80,400	\$29,400	\$64,600	\$17,800	33,622
NSW - Central Coast	\$74,700	\$27,300	\$60,600	\$18,300	11,476
NSW - Far West	\$90,500	\$41,700	\$59,400	\$16,300	953
NSW - Illawarra Shoalhaven	\$85,800	\$37,700	\$70,500	\$23,300	11,667
NSW - Mid North Coast	\$76,200	\$26,800	\$60,700	\$16,500	8,428
NSW - Murrumbidgee	\$77,300	\$30,700	\$59,900	\$16,700	8,940
NSW - Nepean Blue Mountains	\$78,200	\$27,300	\$65,300	\$18,300	11,919
NSW - North Sydney	\$90,400	\$30,300	\$75,700	\$20,500	13,543
NSW - Northern NSW	\$82,000	\$37,300	\$65,700	\$22,000	9,727
NSW - South Eastern Sydney	\$86,800	\$32,500	\$74,500	\$22,100	13,736
NSW - South Western Sydney	\$80,600	\$29,800	\$71,400	\$23,500	31,598
NSW - Southern NSW	\$69,000	\$29,800	\$51,300	\$16,500	5,538
NSW - Sydney	\$87,200	\$44,000	\$70,900	\$25,000	7,829
NSW - Western NSW	\$86,300	\$36,000	\$64,100	\$17,800	8,336
NSW - Western Sydney	\$82,500	\$27,000	\$71,700	\$21,100	24,807
NSW - Other	\$75,400	\$33,400	\$66,400	\$9,600	35
VIC	\$75,300	\$31,100	\$60,600	\$18,600	182,330
VIC - Barwon	\$78,000	\$35,700	\$61,100	\$18,200	12,236
VIC - Central Highlands	\$75,300	\$29,300	\$59,100	\$15,000	7,229
VIC - Loddon	\$66,700	\$25,800	\$49,900	\$13,600	9,518
VIC - North East Melbourne	\$80,300	\$31,400	\$66,700	\$18,400	17,389
VIC - Inner Gippsland	\$70,400	\$33,000	\$55,600	\$17,900	6,881
VIC - Ovens Murray	\$68,700	\$30,200	\$51,400	\$15,800	4,506
VIC - Western District	\$74,300	\$33,000	\$54,500	\$16,600	4,779
VIC - Inner East Melbourne	\$87,200	\$36,000	\$70,900	\$20,100	12,199
VIC - Outer East Melbourne	\$74,900	\$32,200	\$60,000	\$18,600	12,657
VIC - Hume Moreland	\$69,200	\$27,800	\$59,000	\$18,400	12,990
VIC - Bayside Peninsula	\$80,800	\$37,500	\$65,200	\$20,800	22,062
VIC - Southern Melbourne	\$75,500	\$29,600	\$63,700	\$19,600	17,643
VIC - Brimbank Melton	\$70,400	\$25,500	\$58,800	\$16,900	12,563
VIC - Western Melbourne	\$72,500	\$28,400	\$58,800	\$17,700	18,155
VIC - Goulburn	\$68,800	\$28,900	\$51,200	\$15,300	5,457
VIC - Mallee	\$69,700	\$29,600	\$50,200	\$15,500	3,154
VIC - Outer Gippsland	\$79,400	\$38,900	\$60,000	\$20,600	2,897
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$82,800	\$31,600	\$65,300	\$17,600	146,354
QLD - Bundaberg	\$82,200	\$35,300	\$63,500	\$16,700	3,889
QLD - Ipswich	\$79,800	\$31,600	\$63,900	\$16,800	11,870
QLD - Mackay	\$73,800	\$25,300	\$54,000	\$12,100	4,440

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Toowoomba	\$90,400	\$36,200	\$69,500	\$16,900	8,700
QLD - Townsville	\$86,000	\$30,500	\$65,000	\$14,000	8,221
QLD - Rockhampton	\$70,600	\$26,900	\$51,000	\$12,500	7,964
QLD - Beenleigh	\$79,000	\$25,600	\$64,000	\$15,900	17,075
QLD - Brisbane	\$84,500	\$34,100	\$67,200	\$18,400	27,001
QLD - Cairns	\$95,000	\$40,500	\$73,100	\$20,100	7,254
QLD - Maryborough	\$82,500	\$35,900	\$64,000	\$17,200	5,706
QLD - Robina	\$85,300	\$33,500	\$69,100	\$19,700	14,852
QLD - Caboolture/Strathpine	\$78,700	\$27,100	\$64,300	\$16,000	16,546
QLD - Maroochydore	\$86,600	\$37,500	\$68,600	\$20,800	12,824
QLD - Other	n/a	n/a	n/a	n/a	12
WA	\$86,500	\$36,800	\$65,700	\$20,700	59,224
WA - North East Metro	\$91,200	\$37,000	\$71,300	\$19,600	8,764
WA - Wheat Belt	\$65,800	\$37,600	\$41,800	\$15,000	1,395
WA - South Metro	\$75,800	\$30,400	\$58,100	\$17,800	9,649
WA - Central South Metro	\$84,800	\$35,900	\$65,400	\$19,700	7,386
WA - South West	\$77,100	\$35,200	\$55,200	\$17,600	4,741
WA - Goldfields-Esperance	\$100,900	\$40,600	\$67,600	\$18,500	1,011
WA - North Metro	\$78,500	\$32,500	\$60,700	\$18,900	8,084
WA - Kimberley-Pilbara	\$99,000	\$45,800	\$71,000	\$21,700	1,824
WA - South East Metro	\$101,200	\$42,200	\$78,500	\$23,700	6,740
WA - Central North Metro	\$101,400	\$45,000	\$79,100	\$24,800	6,685
WA - Great Southern	\$78,100	\$33,900	\$54,000	\$14,900	1,372
WA - Midwest-Gascoyne	\$79,300	\$37,300	\$52,000	\$18,700	1,513
WA - Other	\$78,700	\$50,900	\$48,700	\$8,900	60
SA	\$80,900	\$29,600	\$64,000	\$16,400	58,135
SA - Adelaide Hills	\$62,500	\$23,400	\$49,200	\$12,400	2,376
SA - Barossa, Light and Lower North	\$60,500	\$23,400	\$46,100	\$11,700	2,986
SA - Eastern Adelaide	\$91,300	\$33,900	\$75,300	\$17,000	4,875
SA - Eyre and Western	\$79,200	\$39,500	\$55,900	\$17,800	1,767
SA - Far North (SA)	\$88,200	\$44,700	\$58,200	\$12,700	629
SA - Fleurieu and Kangaroo Island	\$77,900	\$32,800	\$58,300	\$15,500	1,694
SA - Limestone Coast	\$77,900	\$25,900	\$55,800	\$10,700	1,878
SA - Murray and Mallee	\$68,100	\$28,000	\$51,600	\$12,600	2,381
SA - Northern Adelaide	\$82,200	\$27,600	\$67,000	\$16,100	19,754
SA - Southern Adelaide	\$86,800	\$32,600	\$68,600	\$18,000	12,543
SA - Western Adelaide	\$84,800	\$33,900	\$68,100	\$18,400	5,026
SA - Yorke and Mid North	\$70,400	\$31,200	\$49,300	\$14,700	2,177
SA - Other	\$84,800	\$41,500	\$31,700	\$6,900	49
TAS	\$94,000	\$39,100	\$73,500	\$19,200	14,514
TAS - North	\$91,600	\$40,300	\$70,200	\$18,900	4,159
TAS - North West	\$98,500	\$41,500	\$81,700	\$20,700	3,171
TAS - South East	\$84,100	\$32,800	\$62,400	\$15,600	3,309

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South West	\$101,400	\$43,200	\$79,600	\$20,200	3,874
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$73,600	\$25,900	\$58,200	\$13,800	11,141
ACT	\$73,600	\$25,900	\$58,200	\$13,800	11,140
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$128,800	\$42,900	\$107,400	\$27,700	6,181
NT - Barkly	\$125,600	\$44,300	\$92,800	\$17,800	148
NT - Central Australia	\$203,400	\$67,900	\$176,500	\$38,100	1,042
NT - Darwin Remote	\$79,600	\$56,100	\$50,000	\$26,500	539
NT - Darwin Urban	\$115,300	\$31,400	\$98,600	\$25,300	3,570
NT - East Arnhem	\$113,000	\$72,500	\$75,400	\$30,900	247
NT - Katherine	\$151,200	\$45,800	\$138,100	\$31,800	373
NT - Other	\$102,700	\$45,000	\$77,400	\$22,600	262
OT	\$114,200	\$90,600	\$65,900	\$31,100	69
Missing	n/a	n/a	n/a	n/a	21
Total	\$81,100	\$31,800	\$65,200	\$19,100	680,123

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 September 2024

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$59,200	\$27,400	\$46,400	\$18,900	190,305
NSW - Hunter New England	\$56,100	\$25,900	\$41,900	\$16,400	31,530
NSW - Central Coast	\$53,200	\$24,600	\$40,700	\$16,900	10,831
NSW - Far West	\$71,600	\$39,000	\$42,300	\$15,600	918
NSW - Illawarra Shoalhaven	\$62,100	\$33,500	\$48,000	\$20,900	10,939
NSW - Mid North Coast	\$60,400	\$24,800	\$45,800	\$15,600	8,086
NSW - Murrumbidgee	\$57,300	\$27,700	\$40,600	\$15,400	8,451
NSW - Nepean Blue Mountains	\$54,400	\$24,500	\$41,800	\$16,700	11,188
NSW - North Sydney	\$60,800	\$25,400	\$47,400	\$18,200	12,486
NSW - Northern NSW	\$65,000	\$34,600	\$49,900	\$20,700	9,289
NSW - South Eastern Sydney	\$64,200	\$29,000	\$52,800	\$20,200	12,910
NSW - South Western Sydney	\$60,200	\$26,800	\$51,900	\$21,700	29,964
NSW - Southern NSW	\$53,900	\$27,200	\$37,600	\$15,600	5,290
NSW - Sydney	\$68,800	\$40,300	\$55,000	\$22,800	7,415
NSW - Western NSW	\$60,800	\$31,300	\$40,200	\$15,900	7,717
NSW - Western Sydney	\$57,500	\$24,000	\$48,200	\$19,300	23,256
NSW - Other	\$75,400	\$33,400	\$59,900	\$7,600	35
VIC	\$58,400	\$28,900	\$44,700	\$17,500	174,801
VIC - Barwon	\$59,600	\$33,300	\$43,600	\$17,200	11,701
VIC - Central Highlands	\$53,500	\$26,500	\$38,300	\$13,800	6,831
VIC - Loddon	\$52,200	\$24,100	\$36,500	\$12,800	9,171
VIC - North East Melbourne	\$59,300	\$28,500	\$46,200	\$17,000	16,503
VIC - Inner Gippsland	\$56,800	\$31,300	\$42,800	\$16,900	6,656
VIC - Ovens Murray	\$54,600	\$28,000	\$37,900	\$15,000	4,324
VIC - Western District	\$53,100	\$29,700	\$35,300	\$15,200	4,481
VIC - Inner East Melbourne	\$63,100	\$31,900	\$47,600	\$17,800	11,422
VIC - Outer East Melbourne	\$57,600	\$29,600	\$44,000	\$17,500	12,120
VIC - Hume Moreland	\$58,700	\$26,700	\$48,600	\$17,700	12,667
VIC - Bayside Peninsula	\$63,500	\$34,500	\$49,000	\$19,200	21,036
VIC - Southern Melbourne	\$58,500	\$27,600	\$47,400	\$18,600	16,983
VIC - Brimbank Melton	\$56,100	\$24,500	\$44,700	\$16,200	12,194
VIC - Western Melbourne	\$57,900	\$26,800	\$45,600	\$17,000	17,596
VIC - Goulburn	\$55,300	\$27,300	\$39,700	\$14,600	5,270
VIC - Mallee	\$55,000	\$27,900	\$37,600	\$14,500	3,040
VIC - Outer Gippsland	\$66,500	\$36,700	\$48,100	\$19,000	2,791
VIC - Other	n/a	n/a	n/a	n/a	15
QLD	\$62,900	\$28,700	\$46,400	\$16,300	139,161
QLD - Bundaberg	\$63,600	\$31,600	\$46,100	\$15,500	3,699
QLD - Ipswich	\$59,700	\$28,700	\$44,300	\$15,400	11,308
QLD - Mackay	\$56,600	\$24,100	\$38,700	\$11,400	4,247

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Toowoomba	\$65,200	\$32,000	\$45,900	\$15,200	8,123
QLD - Townsville	\$61,800	\$27,900	\$42,300	\$12,800	7,737
QLD - Rockhampton	\$55,500	\$25,500	\$36,300	\$12,000	7,679
QLD - Beenleigh	\$59,000	\$24,000	\$45,100	\$14,800	16,295
QLD - Brisbane	\$65,500	\$30,800	\$49,500	\$16,900	25,703
QLD - Cairns	\$71,100	\$36,400	\$51,300	\$18,200	6,836
QLD - Maryborough	\$65,000	\$32,500	\$46,300	\$15,800	5,447
QLD - Robina	\$65,200	\$30,300	\$50,000	\$18,400	14,107
QLD - Caboolture/Strathpine	\$59,300	\$24,700	\$45,300	\$14,900	15,772
QLD - Maroochydore	\$67,300	\$34,300	\$50,200	\$19,100	12,196
QLD - Other	n/a	n/a	n/a	n/a	12
WA	\$64,600	\$33,900	\$45,700	\$19,000	55,908
WA - North East Metro	\$63,300	\$32,900	\$45,300	\$17,600	8,095
WA - Wheat Belt	\$60,000	\$36,700	\$35,600	\$14,600	1,369
WA - South Metro	\$57,400	\$28,100	\$40,900	\$16,500	9,191
WA - Central South Metro	\$65,800	\$33,400	\$47,600	\$18,100	7,015
WA - South West	\$60,900	\$33,000	\$41,500	\$16,300	4,544
WA - Goldfields-Esperance	\$75,600	\$37,900	\$46,800	\$17,500	965
WA - North Metro	\$61,500	\$30,500	\$44,400	\$17,700	7,754
WA - Kimberley-Pilbara	\$77,800	\$44,400	\$51,300	\$21,000	1,762
WA - South East Metro	\$69,100	\$37,100	\$51,100	\$20,800	6,177
WA - Central North Metro	\$73,500	\$40,300	\$54,000	\$22,400	6,194
WA - Great Southern	\$60,500	\$31,400	\$37,800	\$13,900	1,310
WA - Midwest-Gascoyne	\$67,500	\$36,300	\$41,000	\$18,100	1,474
WA - Other	\$68,900	\$49,500	\$30,900	\$8,900	58
SA	\$57,700	\$27,000	\$41,700	\$15,100	54,961
SA - Adelaide Hills	\$47,200	\$22,500	\$34,200	\$11,800	2,287
SA - Barossa, Light and Lower North	\$47,100	\$22,700	\$33,500	\$11,200	2,900
SA - Eastern Adelaide	\$64,800	\$30,100	\$49,500	\$15,500	4,586
SA - Eyre and Western	\$66,400	\$37,200	\$42,200	\$17,000	1,715
SA - Far North (SA)	\$62,200	\$40,700	\$34,000	\$11,400	592
SA - Fleurieu and Kangaroo Island	\$62,300	\$30,400	\$44,600	\$15,000	1,629
SA - Limestone Coast	\$53,200	\$24,000	\$34,500	\$9,500	1,767
SA - Murray and Mallee	\$51,600	\$26,200	\$35,200	\$11,800	2,274
SA - Northern Adelaide	\$55,500	\$25,400	\$41,200	\$14,800	18,599
SA - Southern Adelaide	\$59,500	\$28,600	\$42,400	\$16,100	11,682
SA - Western Adelaide	\$65,500	\$31,000	\$49,300	\$17,000	4,782
SA - Yorke and Mid North	\$59,100	\$29,700	\$39,400	\$14,000	2,100
SA - Other	\$72,900	\$40,200	\$30,700	\$6,800	48
TAS	\$62,800	\$34,500	\$44,400	\$17,000	13,422
TAS - North	\$65,800	\$36,200	\$46,700	\$17,300	3,908
TAS - North West	\$63,900	\$36,300	\$46,600	\$17,900	2,927
TAS - South East	\$57,700	\$29,800	\$39,300	\$14,300	3,106

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South West	\$63,100	\$35,800	\$44,300	\$17,200	3,480
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$51,900	\$24,000	\$37,600	\$12,700	10,514
ACT	\$51,900	\$24,000	\$37,600	\$12,700	10,513
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$73,000	\$38,100	\$54,600	\$24,000	5,591
NT - Barkly	\$90,600	\$42,600	\$57,300	\$17,000	138
NT - Central Australia	\$96,200	\$48,800	\$70,700	\$27,900	875
NT - Darwin Remote	\$75,600	\$55,400	\$47,700	\$26,500	534
NT - Darwin Urban	\$62,900	\$26,500	\$50,300	\$21,900	3,228
NT - East Arnhem	\$106,200	\$71,700	\$67,400	\$30,900	243
NT - Katherine	\$76,400	\$41,600	\$60,700	\$25,800	326
NT - Other	\$71,000	\$42,200	\$50,100	\$20,100	247
OT	\$112,000	\$89,600	\$62,300	\$30,700	68
Missing	n/a	n/a	n/a	n/a	21
Total	\$60,200	\$28,900	\$45,400	\$17,700	644,752

Table O.4 Participation rates for all participants by service district and age group as at 30 September 2024

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	4.8%	6.5%	4.3%	2.7%	1.5%	1.2%	1.6%	2.1%	2.7%
NSW - Hunter New England	6.6%	8.6%	6.4%	4.2%	2.5%	2.0%	2.2%	2.5%	4.0%
NSW - Central Coast	5.0%	9.4%	6.5%	4.3%	2.7%	1.7%	2.0%	2.4%	3.9%
NSW - Far West	5.1%	8.3%	5.5%	4.1%	2.7%	2.3%	2.5%	2.6%	3.8%
NSW - Illawarra Shoalhaven	4.0%	6.7%	5.1%	3.1%	2.3%	1.8%	2.1%	2.3%	3.2%
NSW - Mid North Coast	8.3%	10.2%	6.8%	5.3%	3.1%	2.1%	2.1%	2.4%	4.5%
NSW - Murrumbidgee	6.2%	7.0%	4.6%	3.4%	2.4%	1.6%	2.0%	2.2%	3.4%
NSW - Nepean Blue Mountains	5.1%	8.5%	5.7%	3.4%	2.0%	1.4%	1.7%	2.1%	3.4%
NSW - North Sydney	3.0%	3.6%	2.6%	1.6%	1.0%	0.7%	1.0%	1.5%	1.6%
NSW - Northern NSW	5.7%	8.0%	6.4%	5.1%	2.9%	1.8%	2.1%	2.2%	3.8%
NSW - South Eastern Sydney	3.4%	4.8%	2.9%	1.6%	0.9%	0.8%	1.2%	1.6%	1.8%
NSW - South Western Sydney	4.8%	6.4%	3.6%	2.6%	1.6%	1.1%	1.5%	2.0%	2.8%
NSW - Southern NSW	4.3%	6.7%	4.8%	3.7%	2.1%	1.5%	1.5%	1.8%	2.9%
NSW - Sydney	2.7%	4.7%	2.7%	0.9%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	4.7%	6.8%	4.6%	3.9%	2.1%	1.7%	2.1%	2.4%	3.4%
NSW - Western Sydney	5.0%	5.4%	3.3%	1.9%	1.2%	0.9%	1.4%	2.0%	2.4%
VIC	5.7%	7.5%	4.7%	2.6%	1.5%	1.4%	1.8%	2.3%	3.0%
VIC - Barwon	5.3%	9.5%	7.5%	4.5%	2.5%	2.0%	2.4%	2.7%	4.0%
VIC - Central Highlands	5.2%	8.2%	6.1%	4.3%	2.5%	2.1%	2.1%	2.6%	3.8%
VIC - Loddon	7.1%	10.0%	7.6%	5.0%	2.7%	2.2%	2.2%	2.4%	4.4%
VIC - North East Melbourne	5.5%	6.9%	4.4%	2.3%	1.2%	1.3%	2.0%	2.6%	2.8%
VIC - Inner Gippsland	5.9%	8.9%	5.4%	4.1%	2.7%	2.2%	2.4%	2.5%	3.9%
VIC - Ovens Murray	6.1%	8.9%	6.2%	4.8%	2.4%	2.0%	2.2%	2.4%	3.9%
VIC - Western District	5.1%	7.5%	5.6%	4.6%	2.6%	2.2%	2.5%	2.3%	3.7%
VIC - Inner East Melbourne	3.9%	4.7%	2.9%	1.5%	1.1%	1.0%	1.3%	1.9%	2.0%
VIC - Outer East Melbourne	5.1%	8.2%	5.3%	3.1%	2.0%	1.5%	1.9%	2.2%	3.3%
VIC - Hume Moreland	7.1%	8.3%	5.0%	2.3%	1.2%	1.2%	2.0%	2.7%	3.2%
VIC - Bayside Peninsula	5.1%	6.7%	3.9%	2.1%	1.3%	1.3%	1.7%	2.2%	2.6%
VIC - Southern Melbourne	5.6%	6.6%	3.8%	2.4%	1.3%	1.1%	1.6%	2.2%	2.8%
VIC - Brimbank Melton	7.7%	8.8%	4.9%	2.9%	1.5%	1.3%	1.6%	2.1%	3.5%
VIC - Western Melbourne	5.5%	7.4%	4.5%	1.6%	0.9%	0.9%	1.7%	2.1%	2.4%
VIC - Goulburn	5.8%	7.9%	5.5%	3.8%	2.1%	1.7%	2.1%	2.4%	3.5%
VIC - Mallee	7.5%	8.8%	5.9%	3.9%	2.3%	1.8%	2.1%	2.2%	3.9%
VIC - Outer Gippsland	5.4%	7.7%	5.4%	4.7%	2.8%	2.5%	2.6%	2.4%	3.8%
QLD	5.2%	7.3%	4.9%	2.8%	1.6%	1.4%	1.7%	2.2%	3.0%
QLD - Bundaberg	7.1%	9.6%	7.4%	6.6%	3.3%	2.6%	2.4%	2.8%	4.7%
QLD - Ipswich	5.0%	8.3%	6.1%	3.7%	1.9%	1.6%	2.0%	2.5%	3.6%
QLD - Mackay	5.0%	6.4%	4.2%	2.8%	1.2%	0.9%	1.2%	1.7%	2.6%
QLD - Toowoomba	4.5%	6.8%	5.6%	3.9%	2.0%	1.8%	2.3%	2.7%	3.5%
QLD - Townsville	6.5%	7.4%	4.5%	2.7%	1.7%	1.5%	1.9%	2.3%	3.3%
QLD - Rockhampton	5.0%	9.5%	6.2%	3.9%	1.8%	1.4%	1.6%	1.9%	3.6%

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	6.5%	8.6%	5.2%	3.1%	1.8%	1.4%	1.7%	2.1%	3.6%
QLD - Brisbane	4.2%	5.5%	3.5%	1.7%	1.1%	1.1%	1.5%	2.2%	2.2%
QLD - Cairns	4.2%	5.6%	4.1%	3.1%	1.6%	1.5%	1.7%	2.0%	2.7%
QLD - Maryborough	7.0%	9.3%	7.1%	6.1%	3.3%	2.6%	2.7%	2.7%	4.5%
QLD - Robina	4.3%	6.8%	4.8%	2.4%	1.3%	1.1%	1.4%	1.8%	2.6%
QLD - Caboolture/Strathpine	7.0%	9.0%	6.0%	3.5%	2.0%	1.5%	1.7%	2.2%	3.7%
QLD - Maroochydore	4.9%	7.8%	5.3%	3.7%	1.9%	1.6%	1.7%	2.0%	3.2%
WA	3.1%	5.1%	4.2%	2.8%	1.5%	1.2%	1.4%	1.8%	2.3%
WA - North East Metro	3.4%	5.7%	4.8%	3.4%	1.7%	1.3%	1.6%	2.1%	2.7%
WA - Wheat Belt	2.1%	4.4%	4.9%	3.2%	1.8%	1.3%	1.1%	1.4%	2.2%
WA - South Metro	3.7%	6.0%	5.0%	3.3%	1.7%	1.2%	1.4%	1.9%	2.7%
WA - Central South Metro	2.8%	5.1%	4.0%	2.7%	1.5%	1.0%	1.3%	1.6%	2.2%
WA - South West	2.9%	5.4%	4.7%	4.5%	2.2%	1.5%	1.6%	1.9%	2.7%
WA - Goldfields-Esperance	2.2%	4.5%	4.1%	2.2%	1.2%	1.1%	1.0%	1.1%	1.9%
WA - North Metro	3.4%	5.0%	4.1%	3.0%	1.6%	1.0%	1.0%	1.3%	2.3%
WA - Kimberley-Pilbara	2.6%	4.0%	3.5%	2.6%	0.9%	1.0%	1.3%	1.4%	1.9%
WA - South East Metro	3.4%	4.6%	4.1%	2.2%	1.4%	1.3%	1.6%	2.2%	2.3%
WA - Central North Metro	2.4%	3.8%	2.7%	1.7%	1.1%	1.0%	1.5%	2.0%	1.8%
WA - Great Southern	2.7%	4.9%	3.9%	3.9%	2.5%	1.5%	1.4%	1.6%	2.5%
WA - Midwest-Gascoyne	4.3%	6.4%	4.2%	3.3%	1.7%	1.0%	1.0%	1.4%	2.6%
SA	5.4%	9.5%	7.3%	3.9%	1.9%	1.7%	2.0%	2.5%	3.7%
SA - Adelaide Hills	5.2%	8.7%	7.1%	4.0%	1.8%	1.3%	1.2%	1.2%	3.3%
SA - Barossa, Light and Lower North	7.5%	11.3%	9.8%	5.5%	2.1%	1.4%	1.5%	1.9%	4.4%
SA - Eastern Adelaide	3.3%	5.8%	4.0%	2.0%	1.2%	1.2%	1.7%	2.3%	2.3%
SA - Eyre and Western	5.2%	8.2%	6.6%	4.1%	2.1%	1.9%	1.7%	2.1%	3.6%
SA - Far North (SA)	4.0%	5.7%	3.9%	3.7%	1.4%	1.9%	2.2%	1.9%	2.8%
SA - Fleurieu and Kangaroo Island	5.7%	10.0%	8.5%	7.0%	2.5%	2.1%	2.0%	2.1%	4.2%
SA - Limestone Coast	4.9%	6.5%	5.7%	4.2%	2.4%	1.5%	1.9%	2.1%	3.3%
SA - Murray and Mallee	6.8%	9.6%	7.0%	4.9%	2.5%	1.9%	2.1%	2.2%	4.0%
SA - Northern Adelaide	6.6%	12.0%	8.7%	4.4%	2.0%	1.9%	2.5%	3.1%	4.5%
SA - Southern Adelaide	4.8%	9.3%	7.9%	4.5%	2.0%	1.8%	2.2%	2.6%	3.8%
SA - Western Adelaide	4.6%	8.6%	6.0%	2.5%	1.5%	1.4%	2.0%	2.8%	3.0%
SA - Yorke and Mid North	4.3%	8.4%	7.1%	5.4%	2.5%	1.8%	1.9%	1.8%	3.6%
TAS	4.0%	6.5%	5.2%	3.9%	2.2%	1.5%	1.9%	2.1%	3.0%
TAS - North	5.0%	6.7%	5.2%	3.8%	2.6%	1.5%	2.0%	2.1%	3.2%
TAS - North West	3.1%	6.8%	5.4%	5.2%	2.7%	1.6%	1.8%	2.2%	3.2%
TAS - South East	4.6%	7.0%	5.7%	4.1%	1.9%	1.3%	1.7%	1.8%	3.0%
TAS - South West	3.3%	5.7%	4.5%	3.1%	1.7%	1.5%	2.1%	2.2%	2.7%
ACT	3.6%	6.3%	4.9%	2.8%	1.3%	1.2%	1.7%	2.1%	2.6%
ACT	3.6%	6.3%	4.9%	2.8%	1.3%	1.2%	1.7%	2.1%	2.6%
NT	4.0%	5.8%	4.0%	2.3%	1.1%	1.4%	1.8%	2.1%	2.5%
NT - Barkly	1.7%	2.9%	2.7%	1.4%	1.1%	1.5%	2.6%	3.1%	2.0%
NT - Central Australia	3.1%	5.5%	4.4%	2.6%	1.2%	1.8%	2.1%	3.1%	2.7%

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Remote	3.2%	3.1%	2.4%	1.2%	1.3%	2.3%	2.9%	2.4%	2.3%
NT - Darwin Urban	4.4%	6.7%	4.5%	2.7%	0.9%	1.1%	1.4%	1.7%	2.5%
NT - East Arnhem	2.3%	2.9%	2.1%	1.5%	2.0%	2.5%	3.7%	3.3%	2.5%
NT - Katherine	7.6%	7.8%	4.6%	2.2%	0.9%	1.7%	2.7%	3.4%	3.5%
Total	4.9%	6.9%	4.8%	2.8%	1.6%	1.3%	1.7%	2.1%	2.9%

Table O.5 Participation rates for male participants by service district and age group as at 30 September 2024

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	6.2%	8.6%	5.4%	3.3%	1.8%	1.3%	1.7%	2.2%	3.4%
NSW - Hunter New England	8.6%	11.4%	8.3%	5.3%	2.9%	2.1%	2.3%	2.6%	4.9%
NSW - Central Coast	6.6%	12.3%	8.2%	5.1%	3.1%	1.8%	2.0%	2.4%	4.7%
NSW - Far West	6.1%	11.1%	7.4%	4.9%	3.7%	2.8%	2.8%	2.8%	4.8%
NSW - Illawarra Shoalhaven	5.1%	8.8%	6.3%	3.9%	2.6%	2.0%	2.2%	2.3%	3.8%
NSW - Mid North Coast	10.5%	13.0%	8.2%	6.6%	3.8%	2.5%	2.3%	2.7%	5.7%
NSW - Murrumbidgee	7.7%	9.1%	6.0%	4.0%	2.7%	1.6%	2.1%	2.2%	4.1%
NSW - Nepean Blue Mountains	6.7%	11.6%	7.1%	4.2%	2.3%	1.5%	1.8%	2.3%	4.3%
NSW - North Sydney	3.9%	4.9%	3.0%	1.9%	1.3%	0.8%	1.1%	1.6%	2.1%
NSW - Northern NSW	7.2%	10.5%	7.5%	6.0%	3.7%	1.9%	2.4%	2.3%	4.6%
NSW - South Eastern Sydney	4.6%	6.3%	3.5%	2.0%	1.1%	0.9%	1.3%	1.7%	2.3%
NSW - South Western Sydney	6.3%	8.8%	4.7%	3.2%	1.9%	1.3%	1.6%	2.1%	3.5%
NSW - Southern NSW	5.5%	8.7%	5.5%	4.5%	2.3%	1.6%	1.5%	1.9%	3.5%
NSW - Sydney	3.6%	6.4%	3.6%	1.1%	0.5%	0.7%	1.6%	2.5%	1.7%
NSW - Western NSW	6.0%	9.0%	5.7%	4.7%	2.5%	1.9%	2.3%	2.6%	4.1%
NSW - Western Sydney	6.6%	7.3%	4.1%	2.4%	1.4%	0.9%	1.5%	2.1%	3.0%
VIC	7.2%	9.7%	5.7%	3.1%	1.7%	1.4%	1.8%	2.3%	3.6%
VIC - Barwon	6.5%	11.9%	9.0%	5.4%	2.9%	2.2%	2.4%	2.7%	4.8%
VIC - Central Highlands	6.9%	10.5%	7.1%	4.8%	2.8%	2.1%	2.0%	2.5%	4.4%
VIC - Loddon	8.5%	12.3%	8.8%	5.6%	3.1%	2.2%	2.0%	2.5%	5.1%
VIC - North East Melbourne	6.8%	9.0%	5.2%	2.7%	1.3%	1.4%	2.1%	2.7%	3.3%
VIC - Inner Gippsland	7.3%	11.3%	6.5%	4.9%	3.1%	2.2%	2.2%	2.6%	4.6%
VIC - Ovens Murray	7.9%	11.2%	7.6%	5.9%	2.9%	2.3%	2.3%	2.5%	4.8%
VIC - Western District	6.2%	9.6%	7.4%	5.0%	3.0%	2.3%	2.6%	2.4%	4.3%
VIC - Inner East Melbourne	5.2%	6.1%	3.3%	1.8%	1.2%	1.1%	1.3%	1.8%	2.4%
VIC - Outer East Melbourne	6.4%	9.8%	6.3%	3.7%	2.3%	1.5%	1.8%	2.1%	3.8%
VIC - Hume Moreland	8.8%	10.8%	6.0%	2.7%	1.2%	1.2%	1.9%	2.6%	3.8%
VIC - Bayside Peninsula	6.4%	8.6%	4.3%	2.4%	1.4%	1.3%	1.7%	2.2%	3.1%
VIC - Southern Melbourne	7.3%	9.0%	4.4%	2.8%	1.4%	1.1%	1.5%	2.1%	3.4%
VIC - Brimbank Melton	9.8%	12.0%	6.1%	3.6%	1.8%	1.3%	1.7%	2.1%	4.3%
VIC - Western Melbourne	7.0%	9.9%	5.6%	1.9%	1.0%	0.9%	1.7%	2.2%	3.0%
VIC - Goulburn	6.7%	10.3%	6.8%	4.6%	2.4%	1.7%	2.1%	2.0%	4.2%
VIC - Mallee	9.0%	11.6%	7.2%	4.5%	2.6%	1.9%	2.0%	2.2%	4.6%
VIC - Outer Gippsland	6.7%	10.2%	6.9%	5.5%	3.0%	2.4%	2.5%	2.1%	4.4%
QLD	6.6%	9.5%	6.0%	3.4%	1.8%	1.5%	1.7%	2.2%	3.7%
QLD - Bundaberg	9.9%	12.1%	9.4%	8.3%	3.7%	2.9%	2.5%	3.0%	5.8%
QLD - Ipswich	6.4%	10.7%	7.2%	4.5%	2.2%	1.6%	1.9%	2.6%	4.4%
QLD - Mackay	6.7%	8.6%	5.1%	3.3%	1.4%	1.0%	1.2%	1.7%	3.2%
QLD - Toowoomba	5.8%	8.6%	6.8%	4.4%	2.3%	2.0%	2.5%	3.0%	4.2%
QLD - Townsville	8.1%	10.0%	5.8%	3.1%	1.9%	1.7%	2.1%	2.4%	4.0%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	6.7%	12.3%	7.3%	4.8%	2.3%	1.5%	1.5%	2.0%	4.4%
QLD - Beenleigh	8.1%	11.2%	6.4%	3.7%	2.1%	1.5%	1.6%	2.1%	4.3%
QLD - Brisbane	5.3%	7.1%	4.1%	2.1%	1.2%	1.2%	1.6%	2.2%	2.7%
QLD - Cairns	5.1%	7.5%	5.3%	3.7%	2.0%	1.8%	1.9%	2.2%	3.4%
QLD - Maryborough	8.9%	12.3%	8.2%	7.2%	4.1%	2.9%	2.8%	3.0%	5.6%
QLD - Robina	5.4%	9.0%	5.6%	2.9%	1.4%	1.1%	1.5%	1.8%	3.1%
QLD - Caboolture/Strathpine	8.6%	11.5%	7.4%	4.1%	2.3%	1.5%	1.6%	2.2%	4.5%
QLD - Maroochydore	6.3%	10.1%	6.2%	4.4%	2.1%	1.6%	1.7%	2.1%	3.9%
WA	4.0%	6.7%	5.2%	3.5%	1.8%	1.2%	1.4%	1.8%	2.8%
WA - North East Metro	4.5%	7.7%	6.3%	4.4%	2.0%	1.4%	1.6%	2.2%	3.3%
WA - Wheat Belt	2.5%	5.7%	6.3%	3.4%	2.1%	1.4%	1.2%	1.4%	2.5%
WA - South Metro	4.5%	7.7%	6.3%	4.1%	2.0%	1.2%	1.3%	1.8%	3.3%
WA - Central South Metro	3.8%	6.5%	4.5%	3.2%	1.7%	1.1%	1.3%	1.7%	2.6%
WA - South West	3.6%	6.9%	5.6%	5.6%	2.6%	1.5%	1.5%	1.8%	3.2%
WA - Goldfields-Esperance	2.4%	6.3%	4.6%	2.8%	1.2%	1.1%	1.0%	1.3%	2.2%
WA - North Metro	4.3%	6.7%	5.2%	3.5%	2.0%	1.0%	0.9%	1.1%	2.8%
WA - Kimberley-Pilbara	3.1%	5.1%	4.5%	3.4%	1.1%	1.0%	1.3%	1.2%	2.2%
WA - South East Metro	4.5%	6.3%	5.4%	2.7%	1.6%	1.4%	1.8%	2.4%	2.9%
WA - Central North Metro	3.0%	5.1%	3.3%	2.1%	1.2%	1.2%	1.6%	2.1%	2.2%
WA - Great Southern	3.4%	6.2%	4.9%	4.7%	2.8%	1.5%	1.1%	1.7%	3.0%
WA - Midwest-Gascoyne	5.6%	8.8%	5.1%	3.9%	2.0%	1.2%	0.9%	1.2%	3.2%
SA	6.9%	12.5%	9.1%	4.7%	2.1%	1.8%	2.1%	2.6%	4.5%
SA - Adelaide Hills	6.5%	11.8%	8.9%	4.6%	1.8%	1.4%	1.2%	1.2%	4.1%
SA - Barossa, Light and Lower North	9.4%	14.2%	12.4%	6.5%	2.5%	1.6%	1.5%	1.8%	5.4%
SA - Eastern Adelaide	4.0%	7.9%	4.9%	2.4%	1.3%	1.4%	1.8%	2.5%	2.8%
SA - Eyre and Western	6.4%	11.0%	8.4%	4.4%	2.4%	1.9%	1.7%	2.0%	4.2%
SA - Far North (SA)	5.2%	7.3%	4.8%	5.3%	1.7%	2.5%	2.2%	2.2%	3.5%
SA - Fleurieu and Kangaroo Island	7.4%	12.2%	9.8%	8.8%	3.0%	2.1%	1.9%	2.4%	5.0%
SA - Limestone Coast	6.8%	8.5%	7.3%	5.0%	2.8%	1.8%	1.9%	2.1%	4.0%
SA - Murray and Mallee	8.9%	12.5%	8.2%	5.5%	2.7%	2.2%	2.0%	2.1%	4.7%
SA - Northern Adelaide	8.5%	15.9%	11.1%	5.3%	2.3%	2.0%	2.5%	3.3%	5.5%
SA - Southern Adelaide	6.1%	12.0%	9.6%	5.4%	2.3%	1.9%	2.3%	2.8%	4.6%
SA - Western Adelaide	5.6%	11.9%	7.8%	3.0%	1.7%	1.5%	2.2%	3.0%	3.7%
SA - Yorke and Mid North	5.5%	10.7%	9.1%	6.2%	2.8%	2.0%	2.2%	1.9%	4.4%
TAS	4.7%	8.1%	6.0%	4.6%	2.6%	1.5%	1.9%	2.1%	3.5%
TAS - North	5.9%	7.9%	6.2%	4.3%	2.9%	1.5%	1.9%	1.9%	3.6%
TAS - North West	3.9%	8.9%	6.5%	5.8%	3.2%	1.4%	2.0%	2.3%	3.8%
TAS - South East	5.1%	9.2%	6.3%	5.2%	2.4%	1.4%	1.7%	1.8%	3.6%
TAS - South West	3.8%	6.9%	5.1%	3.6%	2.0%	1.7%	2.0%	2.3%	3.0%
ACT	4.6%	8.3%	6.0%	3.4%	1.5%	1.2%	1.7%	2.1%	3.1%
ACT	4.6%	8.3%	6.0%	3.4%	1.5%	1.2%	1.7%	2.1%	3.1%
NT	5.2%	7.9%	5.3%	3.0%	1.4%	1.6%	2.0%	2.4%	3.2%
NT - Barkly	1.8%	4.7%	3.9%	1.4%	0.9%	1.0%	1.8%	5.4%	2.4%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Central Australia	3.9%	7.6%	6.3%	3.8%	1.6%	1.9%	2.7%	3.2%	3.5%
NT - Darwin Remote	4.4%	4.9%	3.6%	1.8%	2.0%	3.4%	3.6%	2.8%	3.2%
NT - Darwin Urban	5.9%	8.8%	5.8%	3.3%	1.1%	1.2%	1.5%	1.9%	3.1%
NT - East Arnhem	2.3%	4.5%	2.8%	1.8%	3.1%	3.9%	4.1%	3.8%	3.3%
NT - Katherine	9.4%	9.9%	5.4%	2.6%	1.1%	1.5%	2.2%	2.8%	4.0%
Total	6.3%	9.1%	5.8%	3.4%	1.8%	1.4%	1.7%	2.2%	3.5%

Table O.6 Participation rates for female participants by service district and age group as at 30 September 2024

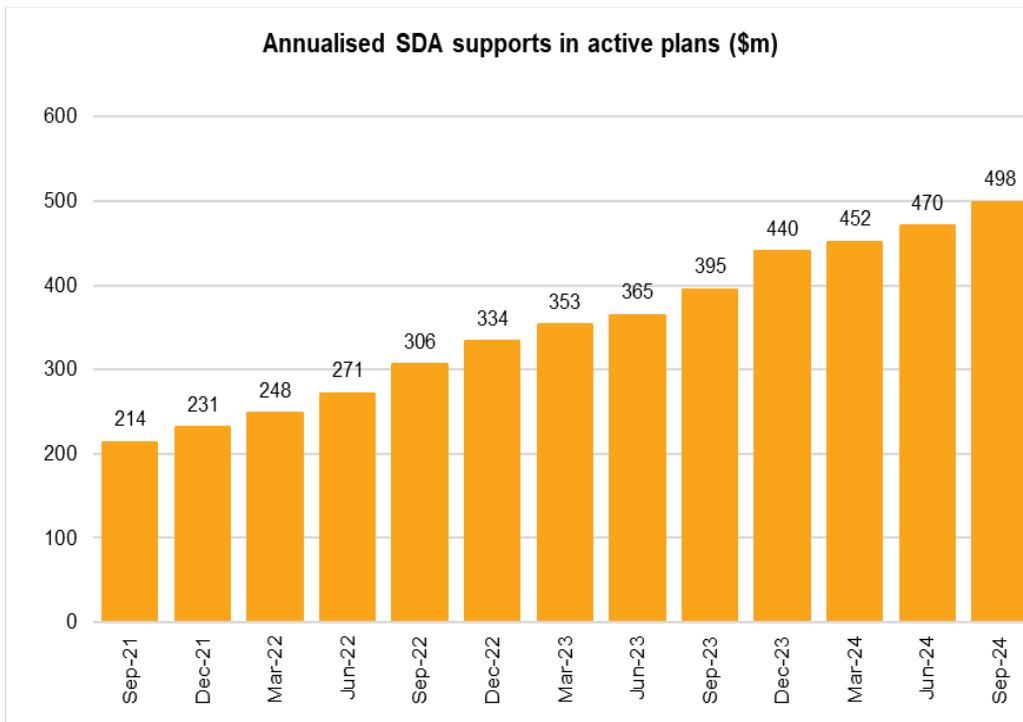
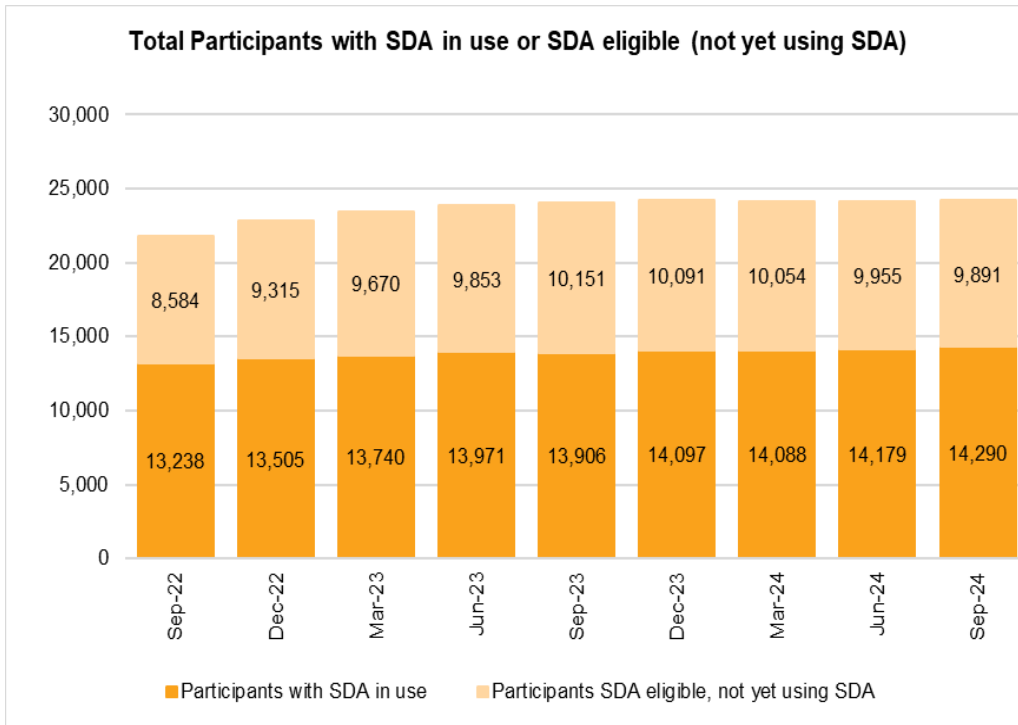
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	2.8%	3.8%	2.9%	1.9%	1.2%	1.0%	1.4%	1.9%	1.9%
NSW - Hunter New England	4.0%	5.3%	4.1%	2.9%	2.0%	1.8%	2.0%	2.3%	2.8%
NSW - Central Coast	2.9%	6.0%	4.4%	3.2%	2.1%	1.5%	1.9%	2.3%	2.8%
NSW - Far West	3.5%	5.2%	3.2%	3.0%	1.7%	1.8%	2.1%	2.3%	2.7%
NSW - Illawarra Shoalhaven	2.4%	4.0%	3.6%	2.2%	1.9%	1.5%	2.0%	2.1%	2.3%
NSW - Mid North Coast	5.4%	6.7%	4.8%	3.5%	2.2%	1.7%	1.8%	2.1%	3.2%
NSW - Murrumbidgee	3.8%	4.4%	2.9%	2.7%	1.9%	1.4%	1.8%	2.2%	2.5%
NSW - Nepean Blue Mountains	3.1%	5.1%	3.9%	2.3%	1.6%	1.2%	1.6%	1.8%	2.3%
NSW - North Sydney	1.7%	2.0%	1.9%	1.2%	0.8%	0.6%	0.8%	1.3%	1.2%
NSW - Northern NSW	3.5%	5.0%	4.7%	3.8%	2.1%	1.6%	1.8%	1.9%	2.7%
NSW - South Eastern Sydney	2.0%	2.7%	1.9%	1.1%	0.6%	0.7%	1.1%	1.5%	1.3%
NSW - South Western Sydney	2.9%	3.6%	2.3%	1.8%	1.1%	1.0%	1.3%	1.9%	1.9%
NSW - Southern NSW	2.5%	4.2%	3.8%	2.7%	1.7%	1.3%	1.5%	1.7%	2.2%
NSW - Sydney	1.5%	2.6%	1.7%	0.7%	0.4%	0.6%	1.1%	1.7%	1.0%
NSW - Western NSW	2.7%	4.1%	3.3%	2.9%	1.7%	1.5%	1.9%	2.1%	2.4%
NSW - Western Sydney	2.8%	3.1%	2.3%	1.3%	0.9%	0.7%	1.3%	1.8%	1.6%
VIC	3.4%	4.7%	3.5%	1.9%	1.2%	1.3%	1.8%	2.3%	2.3%
VIC - Barwon	3.4%	6.5%	5.4%	3.4%	2.1%	1.8%	2.3%	2.7%	3.1%
VIC - Central Highlands	3.0%	5.4%	4.4%	3.4%	1.9%	1.9%	2.1%	2.6%	2.9%
VIC - Loddon	4.2%	6.7%	5.7%	3.9%	2.2%	2.0%	2.3%	2.2%	3.3%
VIC - North East Melbourne	3.3%	4.3%	3.1%	1.7%	1.0%	1.1%	1.8%	2.4%	2.0%
VIC - Inner Gippsland	3.8%	5.8%	3.9%	3.1%	2.3%	2.1%	2.5%	2.5%	3.1%
VIC - Ovens Murray	3.6%	5.9%	4.4%	3.2%	1.8%	1.7%	2.0%	2.3%	2.9%
VIC - Western District	3.0%	5.0%	3.5%	3.9%	2.2%	2.0%	2.3%	2.3%	2.8%
VIC - Inner East Melbourne	2.3%	2.8%	2.2%	1.1%	1.0%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	3.0%	5.6%	3.9%	2.3%	1.7%	1.5%	2.0%	2.2%	2.5%
VIC - Hume Moreland	4.5%	5.3%	3.7%	1.8%	1.0%	1.1%	1.9%	2.7%	2.4%
VIC - Bayside Peninsula	3.1%	4.3%	3.1%	1.6%	1.1%	1.3%	1.7%	2.2%	2.1%
VIC - Southern Melbourne	3.3%	3.9%	2.9%	1.9%	1.1%	1.1%	1.6%	2.3%	2.1%
VIC - Brimbank Melton	4.5%	5.3%	3.4%	2.0%	1.2%	1.1%	1.5%	2.1%	2.4%
VIC - Western Melbourne	3.2%	4.4%	3.0%	1.1%	0.7%	0.8%	1.6%	1.9%	1.7%
VIC - Goulburn	3.7%	4.9%	4.0%	2.7%	1.7%	1.6%	2.0%	2.6%	2.7%
VIC - Mallee	4.9%	5.7%	4.3%	2.9%	2.0%	1.7%	2.1%	2.2%	3.0%
VIC - Outer Gippsland	3.5%	5.0%	3.7%	3.7%	2.5%	2.5%	2.7%	2.7%	3.1%
QLD	3.3%	4.7%	3.6%	2.1%	1.3%	1.2%	1.6%	2.0%	2.3%
QLD - Bundaberg	4.1%	6.5%	5.0%	4.6%	2.9%	2.2%	2.2%	2.7%	3.4%
QLD - Ipswich	3.1%	5.3%	4.4%	2.6%	1.4%	1.4%	2.0%	2.3%	2.6%
QLD - Mackay	3.0%	4.0%	3.1%	2.2%	1.0%	0.7%	1.1%	1.6%	1.8%
QLD - Toowoomba	2.8%	4.6%	4.3%	3.0%	1.6%	1.6%	2.0%	2.5%	2.6%
QLD - Townsville	4.3%	4.5%	2.9%	2.1%	1.5%	1.2%	1.6%	2.2%	2.3%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	3.1%	6.4%	4.7%	2.8%	1.3%	1.3%	1.8%	1.8%	2.6%
QLD - Beenleigh	4.3%	5.5%	3.7%	2.3%	1.5%	1.3%	1.7%	2.0%	2.6%
QLD - Brisbane	2.6%	3.5%	2.5%	1.2%	0.9%	0.9%	1.4%	2.0%	1.7%
QLD - Cairns	2.6%	3.4%	2.7%	2.4%	1.2%	1.2%	1.4%	1.8%	1.9%
QLD - Maryborough	4.9%	6.0%	5.5%	4.5%	2.5%	2.3%	2.5%	2.4%	3.4%
QLD - Robina	2.8%	4.3%	3.5%	1.8%	1.1%	1.0%	1.2%	1.7%	1.9%
QLD - Caboolture/Strathpine	4.6%	6.0%	4.2%	2.7%	1.6%	1.5%	1.7%	2.2%	2.8%
QLD - Maroochydore	3.2%	5.2%	4.0%	2.7%	1.7%	1.6%	1.6%	1.9%	2.5%
WA	1.9%	3.1%	2.8%	2.0%	1.2%	1.1%	1.3%	1.7%	1.7%
WA - North East Metro	2.0%	3.3%	2.9%	2.3%	1.3%	1.2%	1.6%	2.0%	1.9%
WA - Wheat Belt	1.2%	2.7%	3.2%	2.7%	1.4%	1.2%	0.9%	1.4%	1.6%
WA - South Metro	2.3%	3.8%	3.3%	2.3%	1.3%	1.1%	1.4%	1.9%	2.0%
WA - Central South Metro	1.5%	3.4%	3.2%	1.9%	1.2%	1.0%	1.3%	1.5%	1.7%
WA - South West	1.9%	3.5%	3.4%	3.2%	1.8%	1.5%	1.5%	1.8%	2.1%
WA - Goldfields-Esperance	1.6%	2.5%	3.4%	1.5%	1.0%	1.1%	1.0%	0.9%	1.4%
WA - North Metro	2.3%	3.1%	2.7%	2.2%	1.3%	0.9%	1.0%	1.5%	1.7%
WA - Kimberley-Pilbara	1.4%	2.6%	2.2%	1.8%	0.7%	0.9%	1.2%	1.7%	1.4%
WA - South East Metro	2.0%	2.7%	2.6%	1.6%	1.0%	1.1%	1.4%	2.0%	1.6%
WA - Central North Metro	1.6%	2.2%	1.8%	1.3%	0.9%	0.9%	1.3%	1.9%	1.3%
WA - Great Southern	1.7%	3.1%	2.8%	2.7%	2.1%	1.4%	1.5%	1.5%	1.9%
WA - Midwest-Gascoyne	2.5%	3.6%	3.2%	2.5%	1.3%	0.8%	1.1%	1.5%	1.8%
SA	3.3%	6.0%	5.0%	2.8%	1.5%	1.5%	1.8%	2.2%	2.6%
SA - Adelaide Hills	3.2%	5.3%	5.1%	3.2%	1.6%	1.2%	1.1%	1.3%	2.4%
SA - Barossa, Light and Lower North	4.5%	7.6%	6.1%	3.8%	1.6%	1.2%	1.3%	1.8%	3.0%
SA - Eastern Adelaide	2.1%	3.4%	2.8%	1.5%	1.0%	0.9%	1.4%	2.0%	1.7%
SA - Eyre and Western	3.3%	4.7%	4.4%	3.4%	1.8%	1.9%	1.6%	2.2%	2.6%
SA - Far North (SA)	2.4%	3.9%	2.7%	1.6%	0.9%	1.3%	2.1%	1.6%	1.9%
SA - Fleurieu and Kangaroo Island	3.5%	7.4%	6.7%	4.8%	1.9%	1.9%	2.1%	1.7%	3.1%
SA - Limestone Coast	2.9%	4.1%	3.8%	3.0%	2.0%	1.1%	1.8%	1.9%	2.3%
SA - Murray and Mallee	4.0%	5.9%	5.1%	3.8%	2.1%	1.3%	1.8%	2.0%	2.9%
SA - Northern Adelaide	3.9%	7.5%	5.7%	3.0%	1.5%	1.7%	2.2%	2.5%	3.1%
SA - Southern Adelaide	3.1%	6.1%	5.7%	3.1%	1.6%	1.8%	1.9%	2.4%	2.8%
SA - Western Adelaide	3.2%	4.9%	3.9%	1.9%	1.2%	1.2%	1.7%	2.5%	2.2%
SA - Yorke and Mid North	2.9%	5.5%	4.6%	4.0%	2.1%	1.5%	1.6%	1.7%	2.6%
TAS	2.5%	4.1%	3.6%	2.9%	1.7%	1.4%	1.8%	2.0%	2.3%
TAS - North	3.1%	4.6%	3.6%	2.9%	2.0%	1.4%	2.0%	2.1%	2.5%
TAS - North West	1.9%	4.2%	3.7%	4.1%	2.2%	1.8%	1.6%	2.1%	2.5%
TAS - South East	2.9%	4.0%	4.1%	2.5%	1.4%	1.1%	1.7%	1.6%	2.1%
TAS - South West	2.1%	3.8%	3.2%	2.3%	1.3%	1.2%	1.9%	2.0%	2.0%
ACT	2.1%	3.9%	3.4%	2.0%	1.1%	1.1%	1.7%	2.1%	1.9%
ACT	2.1%	3.9%	3.4%	2.0%	1.1%	1.1%	1.7%	2.1%	1.9%
NT	2.3%	3.5%	2.4%	1.5%	0.7%	1.1%	1.6%	1.8%	1.7%

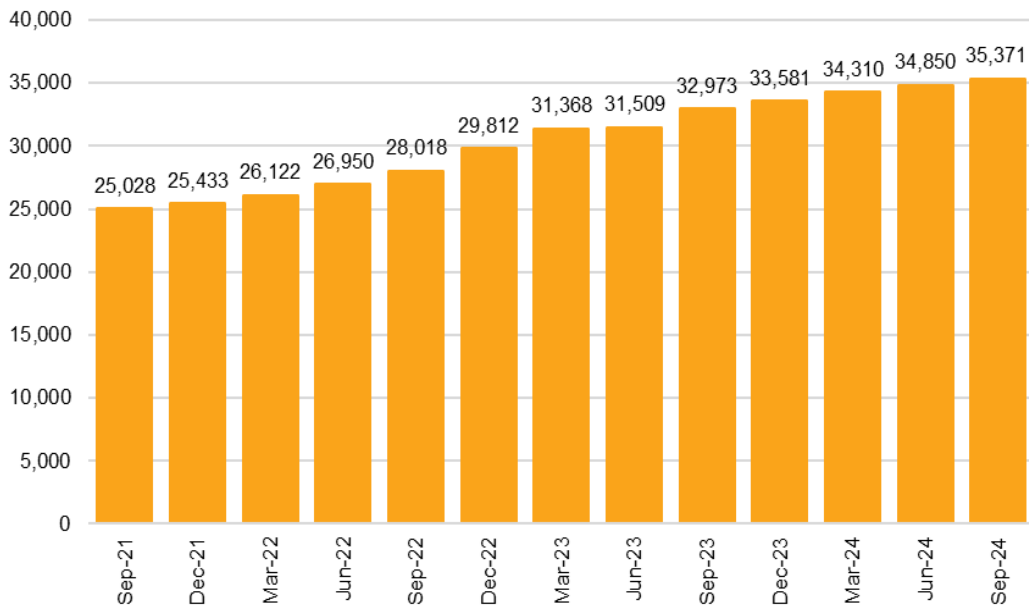
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Barkly	1.4%	1.1%	1.0%	1.2%	1.3%	1.9%	3.1%	1.0%	1.5%
NT - Central Australia	1.9%	3.0%	2.2%	1.1%	0.8%	1.8%	1.6%	3.0%	1.8%
NT - Darwin Remote	1.3%	1.1%	1.0%	0.7%	0.6%	1.1%	2.1%	1.6%	1.1%
NT - Darwin Urban	2.6%	4.2%	3.0%	1.9%	0.7%	0.8%	1.2%	1.4%	1.7%
NT - East Arnhem	1.4%	1.3%	1.2%	1.3%	0.9%	1.2%	3.0%	2.6%	1.5%
NT - Katherine	4.1%	5.3%	2.8%	1.5%	0.7%	2.0%	3.0%	4.0%	2.7%
Total	3.0%	4.3%	3.3%	2.0%	1.3%	1.2%	1.6%	2.0%	2.1%

Supplement P: Specialist Disability Accommodation

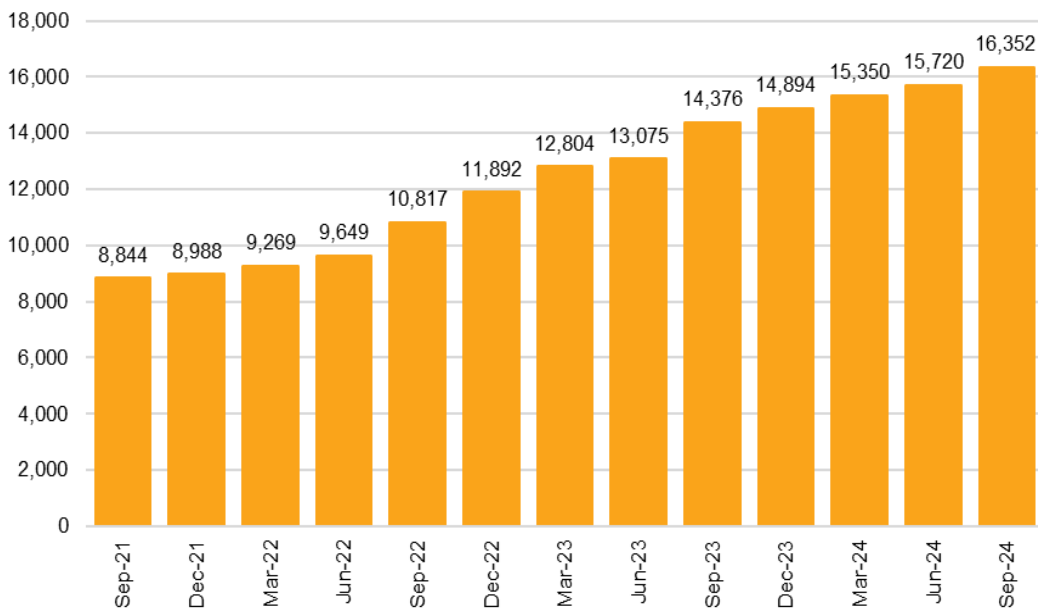
Figure P.1 Changes in Specialist Disability Accommodation (SDA) by quarter – National



Active participants with SIL supports



Annualised committed support for participants with SIL (\$m)



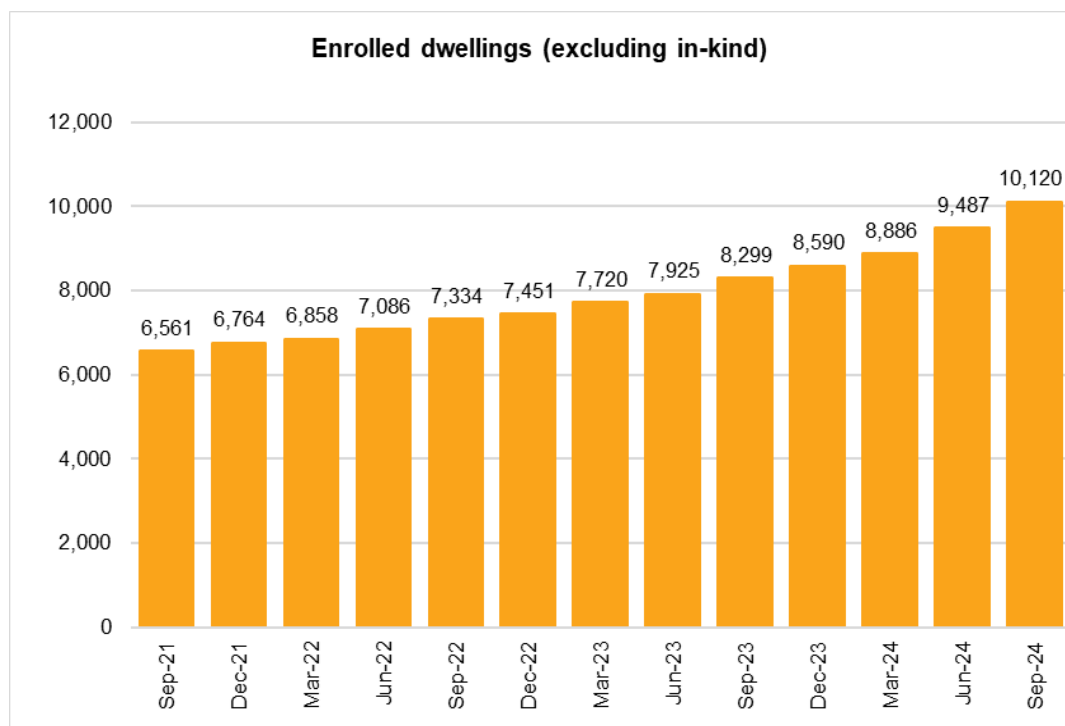


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 September 2024 ²³⁰ ²³¹

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	4,885	2,852	2.4%	11,849	5.9%	202,154
NSW - Hunter New England	678	388	2.0%	2,092	6.2%	33,622
NSW - Central Coast	259	164	2.3%	645	5.6%	11,476
NSW - Far West	<11	13	n/a	35	3.7%	953
NSW - Illawarra Shoalhaven	295	179	2.5%	728	6.2%	11,667
NSW - Mid North Coast	<120	110	n/a	342	4.1%	8,428
NSW - Murrumbidgee	241	112	2.7%	489	5.5%	8,940
NSW - Nepean Blue Mountains	369	150	3.1%	731	6.1%	11,919
NSW - North Sydney	640	255	4.7%	1,057	7.8%	13,543
NSW - Northern NSW	191	128	2.0%	438	4.5%	9,727
NSW - South Eastern Sydney	404	218	2.9%	826	6.0%	13,736
NSW - South Western Sydney	445	485	1.4%	1,634	5.2%	31,598
NSW - Southern NSW	118	54	2.1%	248	4.5%	5,538
NSW - Sydney	117	118	1.5%	414	5.3%	7,829
NSW - Western NSW	269	131	3.2%	619	7.4%	8,336
NSW - Western Sydney	740	347	3.0%	1,551	6.3%	24,807
Other	0	0	0.0%	0	0.0%	35
VIC	4,982	2,051	2.7%	7,529	4.1%	182,330
VIC - Barwon	358	120	2.9%	535	4.4%	12,236
VIC - Central Highlands	294	68	4.1%	398	5.5%	7,229
VIC - Loddon	191	103	2.0%	347	3.6%	9,518

²³⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

²³¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
VIC - North East Melbourne	627	214	3.6%	886	5.1%	17,389
VIC - Inner Gippsland	121	75	1.8%	225	3.3%	6,881
VIC - Ovens Murray	116	37	2.6%	182	4.0%	4,506
VIC - Western District	226	69	4.7%	298	6.2%	4,779
VIC - Inner East Melbourne	620	162	5.1%	777	6.4%	12,199
VIC - Outer East Melbourne	384	156	3.0%	537	4.2%	12,657
VIC - Hume Moreland	185	115	1.4%	323	2.5%	12,990
VIC - Bayside Peninsula	690	255	3.1%	1,026	4.7%	22,062
VIC - Southern Melbourne	319	238	1.8%	660	3.7%	17,643
VIC - Brimbank Melton	226	114	1.8%	369	2.9%	12,563
VIC - Western Melbourne	383	189	2.1%	559	3.1%	18,155
VIC - Goulburn	101	67	1.9%	187	3.4%	5,457
VIC - Mallee	78	<30	n/a	114	3.6%	3,154
VIC - Outer Gippsland	63	40	2.2%	106	3.7%	2,897
Other	0	<11	n/a	0	0.0%	15
QLD	2,225	1,864	1.5%	7,193	4.9%	146,354
QLD - Bundaberg	76	41	2.0%	190	4.9%	3,889
QLD - Ipswich	182	175	1.5%	562	4.7%	11,870
QLD - Mackay	37	46	0.8%	193	4.3%	4,440
QLD - Toowoomba	151	159	1.7%	577	6.6%	8,700
QLD - Townsville	109	100	1.3%	484	5.9%	8,221
QLD - Rockhampton	80	96	1.0%	285	3.6%	7,964
QLD - Beenleigh	289	179	1.7%	780	4.6%	17,075
QLD - Brisbane	405	423	1.5%	1,298	4.8%	27,001
QLD - Cairns	96	84	1.3%	418	5.8%	7,254
QLD - Maryborough	96	69	1.7%	259	4.5%	5,706
QLD - Robina	236	194	1.6%	745	5.0%	14,852
QLD - Caboolture/Strathpine	297	158	1.8%	774	4.7%	16,546
QLD - Maroochydore	171	140	1.3%	628	4.9%	12,824
Other	0	0	0.0%	0	0.0%	12
WA	417	1,375	0.7%	3,316	5.6%	59,224
WA - North East Metro	82	255	0.9%	669	7.6%	8,764
WA - Wheat Belt	<11	<11	n/a	<30	n/a	1,395
WA - South Metro	59	163	0.6%	458	4.7%	9,649
WA - Central South Metro	49	148	0.7%	371	5.0%	7,386
WA - South West	12	72	0.3%	197	4.2%	4,741
WA - Goldfields-Esperance	0	28	0.0%	46	4.5%	1,011
WA - North Metro	63	147	0.8%	330	4.1%	8,084
WA - Kimberley-Pilbara	0	32	0.0%	62	3.4%	1,824
WA - South East Metro	89	244	1.3%	563	8.4%	6,740
WA - Central North Metro	45	235	0.7%	491	7.3%	6,685
WA - Great Southern	<11	30	n/a	62	4.5%	1,372
WA - Midwest-Gascoyne	15	<20	n/a	39	2.6%	1,513
Other	0	0	0.0%	<11	n/a	60

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
SA	1,408	989	2.4%	3,174	5.5%	58,135
SA - Adelaide Hills	32	20	1.3%	89	3.7%	2,376
SA - Barossa, Light and Lower North	25	34	0.8%	86	2.9%	2,986
SA - Eastern Adelaide	174	88	3.6%	289	5.9%	4,875
SA - Eyre and Western	<11	26	n/a	52	2.9%	1,767
SA - Far North (SA)	<11	<20	n/a	<40	n/a	629
SA - Fleurieu and Kangaroo Island	25	26	1.5%	65	3.8%	1,694
SA - Limestone Coast	34	30	1.8%	111	5.9%	1,878
SA - Murray and Mallee	45	27	1.9%	107	4.5%	2,381
SA - Northern Adelaide	506	339	2.6%	1,155	5.8%	19,754
SA - Southern Adelaide	401	282	3.2%	861	6.9%	12,543
SA - Western Adelaide	132	77	2.6%	244	4.9%	5,026
SA - Yorke and Mid North	17	26	0.8%	77	3.5%	2,177
Other	0	<11	n/a	<11	n/a	49
TAS	93	415	0.6%	1,092	7.5%	14,514
TAS - North	53	93	1.3%	251	6.0%	4,159
TAS - North West	32	99	1.0%	244	7.7%	3,171
TAS - South East	<11	88	n/a	203	6.1%	3,309
TAS - South West	<11	135	n/a	394	10.2%	3,874
Other	0	0	0.0%	0	0.0%	<11
ACT	200	133	1.8%	627	5.6%	11,141
ACT	200	133	1.8%	627	5.6%	11,140
Other	0	0	0.0%	0	0.0%	<11
NT	80	212	1.3%	590	9.5%	6,181
NT- Barkly	0	<11	n/a	<11	n/a	148
NT- Central Australia	<11	69	n/a	167	16.0%	1,042
NT- Darwin Remote	0	<11	n/a	<11	n/a	539
NT- Darwin Urban	59	111	1.7%	342	9.6%	3,570
NT- East Arnhem	0	<11	n/a	<11	n/a	247
NT- Katherine	11	17	2.9%	47	12.6%	373
NT- Other	<11	<11	n/a	15	5.7%	262
Other	0	0	0%	<11	n/a	69
Missing	0	0	0%	0	0.0%	21
Total	14,290	9,891	2.1%	35,371	5.2%	680,123

Table P.2 Annualised committed supports in current NDIS plans as at 30 September 2024 ²³²
233 234

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	\$152,018,948	0.92%	\$5,234,383,630	32%	\$16,507,244,863
VIC	\$133,917,242	0.98%	\$3,517,790,246	26%	\$13,730,728,978
QLD	\$115,342,341	0.95%	\$3,372,603,666	28%	\$12,120,295,922
WA	\$35,252,578	0.69%	\$1,510,327,999	29%	\$5,122,958,416
SA	\$42,066,931	0.89%	\$1,532,735,521	33%	\$4,705,475,051
TAS	\$7,208,843	0.53%	\$521,454,157	38%	\$1,364,453,832
ACT	\$6,708,665	0.82%	\$273,942,768	33%	\$820,042,821
NT	\$5,832,089	0.73%	\$388,106,855	49%	\$796,344,956
Other Territories	n/a	n/a	\$267,283	3%	\$7,880,606
Missing	n/a	n/a	n/a	n/a	\$1,327,175
Total	\$498,347,637	0.90%	\$16,351,612,125	30%	\$55,176,752,622

Table P.3 Active SDA providers by State/Territory as at 30 September 2024 ^{235 236 237}

State/Territory	Providers of SDA supports active in 2024-25 Q1
NSW	201
VIC	146
QLD	124
WA	67
SA	53
TAS	12
ACT	<10
NT	16
OT	<5
National	516

²³² State/Territory is defined by the current residing address of the participant.

²³³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

²³⁴ 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.

²³⁵ 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.

²³⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

²³⁷ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 September 2024 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	110	0	67	0	177
ACT - Australian Capital Territory	110	0	67	0	177
NSW	1,243	53	1,583	27	2,906
NSW - Capital Region	54	1	15	0	70
NSW - Central Coast	60	2	87	1	150
NSW - Central West	47	3	49	2	101
NSW - Coffs Harbour - Grafton	25	5	3	0	33
NSW - Far West and Orana	43	4	27	0	74
NSW - Hunter Valley exc Newcastle	35	1	34	2	72
NSW - Illawarra	41	1	68	0	110
NSW - Mid North Coast	43	2	21	0	66
NSW - Murray	51	1	43	0	95
NSW - New England and North West	28	2	18	0	48
NSW - Newcastle and Lake Macquarie	73	1	130	2	206
NSW - Richmond - Tweed	42	1	30	0	73
NSW - Riverina	24	1	32	0	57
NSW - Southern Highlands and Shoalhaven	14	0	26	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	20	1	68
NSW - Sydney - Blacktown	69	4	94	2	169
NSW - Sydney - City and Inner South	15	3	22	3	43
NSW - Sydney - Eastern Suburbs	10	1	4	1	16

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Inner South West	78	2	80	3	163
NSW - Sydney - Inner West	17	1	17	0	35
NSW - Sydney - North Sydney and Hornsby	28	1	47	2	78
NSW - Sydney - Northern Beaches	25	1	40	0	66
NSW - Sydney - Outer South West	39	0	48	2	89
NSW - Sydney - Outer West and Blue Mountains	77	3	185	3	268
NSW - Sydney - Parramatta	98	0	183	2	283
NSW - Sydney - Ryde	73	1	84	0	158
NSW - Sydney - South West	38	1	126	1	166
NSW - Sydney - Sutherland	55	4	50	0	109
NT	17	0	72	2	91
NT - Darwin	10	0	58	2	70
NT - Northern Territory - Outback	7	0	14	0	21
QLD	355	22	1,787	19	2,183
QLD - Brisbane - East	11	0	84	1	96
QLD - Brisbane - North	21	0	59	1	81
QLD - Brisbane - South	13	2	63	0	78
QLD - Brisbane - West	43	2	14	0	59
QLD - Brisbane Inner City	8	0	70	1	79
QLD - Cairns	9	1	98	0	108
QLD - Central Queensland	25	2	33	1	61
QLD - Darling Downs - Maranoa	2	1	11	1	15
QLD - Gold Coast	23	2	192	1	218
QLD - Ipswich	36	1	223	1	261
QLD - Logan - Beaudesert	17	1	247	1	266
QLD - Mackay - Isaac - Whitsunday	5	0	52	0	57
QLD - Moreton Bay - North	19	1	157	2	179
QLD - Moreton Bay - South	14	0	58	0	72
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	89	2	108
QLD - Toowoomba	16	4	107	2	129
QLD - Townsville	26	2	109	2	139
QLD - Wide Bay	51	2	121	3	177
SA	913	4	471	4	1,392
SA - Adelaide - Central and Hills	77	1	107	2	187
SA - Adelaide - North	303	1	176	0	480
SA - Adelaide - South	275	1	78	2	356
SA - Adelaide - West	146	0	81	0	227
SA - Barossa - Yorke - Mid North	8	1	2	0	11
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	87	0	27	0	114
TAS	13	3	70	4	90
TAS - Hobart	4	0	17	0	21
TAS - Launceston and North East	5	2	23	4	34
TAS - South East	0	0	0	0	0

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
TAS - West and North West	4	1	30	0	35
VIC	1,156	92	1,523	74	2,845
VIC - Ballarat	40	5	126	2	173
VIC - Bendigo	27	3	41	0	71
VIC - Geelong	52	3	111	11	177
VIC - Hume	51	1	6	2	60
VIC - Latrobe - Gippsland	62	7	37	0	106
VIC - Melbourne - Inner	43	6	167	15	231
VIC - Melbourne - Inner East	81	9	39	0	129
VIC - Melbourne - Inner South	109	11	61	13	194
VIC - Melbourne - North East	146	7	120	6	279
VIC - Melbourne - North West	44	3	28	1	76
VIC - Melbourne - Outer East	126	4	52	6	188
VIC - Melbourne - South East	120	4	193	4	321
VIC - Melbourne - West	69	11	438	7	525
VIC - Mornington Peninsula	52	6	43	1	102
VIC - North West	67	7	14	6	94
VIC - Shepparton	30	3	21	0	54
VIC - Warrnambool and South West	37	2	26	0	65
WA	9	1	426	0	436
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	26	0	26
WA - Perth - Inner	5	0	21	0	26
WA - Perth - North East	1	1	45	0	47
WA - Perth - North West	1	0	92	0	93
WA - Perth - South East	2	0	118	0	120
WA - Perth - South West	0	0	99	0	99
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	16	0	16
WA - Western Australia - Wheat Belt	0	0	4	0	4
Total	3,816	175	5,999	130	10,120

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 September 2024 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	31	59	64	15	7	1	177
ACT - Australian Capital Territory	31	59	64	15	7	1	177
NSW	1,039	446	1,015	170	221	15	2,906
NSW - Capital Region	48	3	9	3	7	0	70
NSW - Central Coast	54	13	66	5	12	0	150
NSW - Central West	35	9	29	16	11	1	101
NSW - Coffs Harbour - Grafton	19	4	6	2	2	0	33
NSW - Far West and Orana	40	6	12	9	4	3	74
NSW - Hunter Valley exc Newcastle	29	3	21	6	13	0	72

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Illawarra	42	20	47	1	0	0	110
NSW - Mid North Coast	39	11	3	9	4	0	66
NSW - Murray	34	17	18	15	7	4	95
NSW - New England and North West	18	11	7	0	12	0	48
NSW - Newcastle and Lake Macquarie	65	13	112	5	10	1	206
NSW - Richmond - Tweed	34	13	13	7	6	0	73
NSW - Riverina	23	9	18	4	3	0	57
NSW - Southern Highlands and Shoalhaven	8	17	9	6	0	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	12	2	7	0	68
NSW - Sydney - Blacktown	62	19	73	2	13	0	169
NSW - Sydney - City and Inner South	15	23	1	4	0	0	43
NSW - Sydney - Eastern Suburbs	10	0	1	4	0	1	16
NSW - Sydney - Inner South West	75	13	64	0	11	0	163
NSW - Sydney - Inner West	16	0	14	5	0	0	35
NSW - Sydney - North Sydney and Hornsby	27	9	28	7	5	2	78
NSW - Sydney - Northern Beaches	24	6	24	0	12	0	66
NSW - Sydney - Outer South West	33	8	35	10	2	1	89
NSW - Sydney - Outer West and Blue Mountains	57	79	84	20	28	0	268
NSW - Sydney - Parramatta	76	60	127	8	12	0	283
NSW - Sydney - Ryde	42	15	71	5	25	0	158
NSW - Sydney - South West	31	28	81	13	13	0	166
NSW - Sydney - Sutherland	51	22	30	2	2	2	109
NT	7	4	44	19	11	6	91
NT - Darwin	3	3	35	19	9	1	70
NT - Northern Territory - Outback	4	1	9	0	2	5	21
QLD	103	243	1,248	343	242	4	2,183
QLD - Brisbane - East	4	8	73	7	3	1	96
QLD - Brisbane - North	12	18	45	2	3	1	81
QLD - Brisbane - South	9	5	48	4	12	0	78
QLD - Brisbane - West	1	20	38	0	0	0	59
QLD - Brisbane Inner City	5	2	62	0	10	0	79
QLD - Cairns	1	7	65	15	20	0	108
QLD - Central Queensland	9	9	27	1	15	0	61
QLD - Darling Downs - Maranoa	1	3	5	3	3	0	15
QLD - Gold Coast	8	16	158	11	25	0	218
QLD - Ipswich	6	26	113	98	18	0	261
QLD - Logan - Beaudesert	5	24	165	51	21	0	266
QLD - Mackay - Isaac - Whitsunday	0	5	40	9	2	1	57
QLD - Moreton Bay - North	1	11	111	39	17	0	179
QLD - Moreton Bay - South	1	13	43	8	7	0	72
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	10	48	24	22	0	108
QLD - Toowoomba	14	20	63	22	10	0	129
QLD - Townsville	6	14	88	12	19	0	139
QLD - Wide Bay	16	32	56	37	35	1	177

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
SA	510	335	335	80	130	2	1,392
SA - Adelaide - Central and Hills	55	21	93	7	11	0	187
SA - Adelaide - North	131	151	128	31	38	1	480
SA - Adelaide - South	167	55	72	17	44	1	356
SA - Adelaide - West	92	68	34	13	20	0	227
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	45	34	8	10	17	0	114
TAS	4	30	30	10	16	0	90
TAS - Hobart	3	0	14	3	1	0	21
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
VIC	310	524	1,082	512	413	4	2,845
VIC - Ballarat	9	76	48	28	10	2	173
VIC - Bendigo	3	17	28	20	3	0	71
VIC - Geelong	12	36	95	25	8	1	177
VIC - Hume	23	12	12	4	9	0	60
VIC - Latrobe - Gippsland	17	35	21	15	18	0	106
VIC - Melbourne - Inner	19	32	172	2	6	0	231
VIC - Melbourne - Inner East	15	22	44	14	34	0	129
VIC - Melbourne - Inner South	43	28	67	14	42	0	194
VIC - Melbourne - North East	29	54	89	46	61	0	279
VIC - Melbourne - North West	7	16	16	17	20	0	76
VIC - Melbourne - Outer East	32	33	38	17	67	1	188
VIC - Melbourne - South East	33	44	140	79	25	0	321
VIC - Melbourne - West	7	44	240	193	41	0	525
VIC - Mornington Peninsula	11	21	32	12	26	0	102
VIC - North West	19	25	8	9	33	0	94
VIC - Shepparton	9	18	12	10	5	0	54
VIC - Warrnambool and South West	22	11	20	7	5	0	65
WA	2	30	313	14	67	10	436
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	12	0	10	4	26
WA - Perth - Inner	0	0	21	0	4	1	26
WA - Perth - North East	1	2	37	0	6	1	47
WA - Perth - North West	1	10	77	3	2	0	93
WA - Perth - South East	0	17	73	6	23	1	120
WA - Perth - South West	0	1	81	2	14	1	99
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	2	6	2	16
WA - Western Australia - Wheat Belt	0	0	3	1	0	0	4
Total	2,006	1,671	4,131	1,163	1,107	42	10,120

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 September 2024 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	59	54	32	24	8	0	177
ACT - Australian Capital Territory	59	54	32	24	8	0	177
NSW	1,265	396	264	311	617	53	2,906
NSW - Capital Region	33	8	3	10	15	1	70
NSW - Central Coast	63	15	13	20	37	2	150
NSW - Central West	35	10	7	15	31	3	101
NSW - Coffs Harbour - Grafton	6	5	6	3	8	5	33
NSW - Far West and Orana	32	14	3	11	10	4	74
NSW - Hunter Valley exc Newcastle	15	9	16	13	18	1	72
NSW - Illawarra	53	3	15	10	28	1	110
NSW - Mid North Coast	20	17	10	1	16	2	66
NSW - Murray	47	15	9	7	16	1	95
NSW - New England and North West	7	12	5	2	20	2	48
NSW - Newcastle and Lake Macquarie	79	41	27	19	39	1	206
NSW - Richmond - Tweed	28	8	10	7	19	1	73
NSW - Riverina	15	12	9	11	9	1	57
NSW - Southern Highlands and Shoalhaven	4	16	6	3	11	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	11	5	2	17	27	6	68
NSW - Sydney - Blacktown	80	6	15	18	46	4	169
NSW - Sydney - City and Inner South	13	13	0	5	9	3	43
NSW - Sydney - Eastern Suburbs	3	0	1	4	7	1	16
NSW - Sydney - Inner South West	85	12	8	13	43	2	163
NSW - Sydney - Inner West	14	1	5	4	10	1	35
NSW - Sydney - North Sydney and Hornsby	40	8	4	9	16	1	78
NSW - Sydney - Northern Beaches	14	6	5	12	28	1	66
NSW - Sydney - Outer South West	38	13	8	16	14	0	89
NSW - Sydney - Outer West and Blue Mountains	118	48	43	25	31	3	268
NSW - Sydney - Parramatta	199	18	10	16	40	0	283
NSW - Sydney - Ryde	77	30	7	17	26	1	158
NSW - Sydney - South West	86	36	9	14	20	1	166
NSW - Sydney - Sutherland	50	15	8	9	23	4	109
NT	11	57	13	3	7	0	91
NT - Darwin	7	49	6	2	6	0	70
NT - Northern Territory - Outback	4	8	7	1	1	0	21
QLD	1,011	525	472	116	37	22	2,183
QLD - Brisbane - East	59	16	19	1	1	0	96
QLD - Brisbane - North	49	11	15	2	4	0	81
QLD - Brisbane - South	49	11	12	2	2	2	78
QLD - Brisbane - West	35	15	3	3	1	2	59
QLD - Brisbane Inner City	73	0	3	2	1	0	79
QLD - Cairns	56	14	30	7	0	1	108
QLD - Central Queensland	25	14	9	10	1	2	61
QLD - Darling Downs - Maranoa	2	5	5	1	1	1	15
QLD - Gold Coast	166	9	36	3	2	2	218

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Ipswich	78	89	80	12	1	1	261
QLD - Logan - Beaudesert	123	69	58	14	1	1	266
QLD - Mackay - Isaac - Whitsunday	16	28	5	7	1	0	57
QLD - Moreton Bay - North	68	42	51	10	7	1	179
QLD - Moreton Bay - South	34	18	11	7	2	0	72
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	65	10	23	5	4	1	108
QLD - Toowoomba	31	56	25	11	2	4	129
QLD - Townsville	28	66	32	9	2	2	139
QLD - Wide Bay	54	52	55	10	4	2	177
SA	420	534	227	127	80	4	1,392
SA - Adelaide - Central and Hills	90	51	23	15	7	1	187
SA - Adelaide - North	116	188	96	52	27	1	480
SA - Adelaide - South	110	139	45	28	33	1	356
SA - Adelaide - West	84	82	36	14	11	0	227
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	61	23	13	1	0	114
TAS	43	26	5	13	0	3	90
TAS - Hobart	4	11	5	1	0	0	21
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
VIC	1,030	558	382	167	616	92	2,845
VIC - Ballarat	89	38	18	5	18	5	173
VIC - Bendigo	38	5	6	7	12	3	71
VIC - Geelong	73	43	25	6	27	3	177
VIC - Hume	7	23	8	5	16	1	60
VIC - Latrobe - Gippsland	51	14	8	3	23	7	106
VIC - Melbourne - Inner	178	19	7	5	16	6	231
VIC - Melbourne - Inner East	42	3	6	12	57	9	129
VIC - Melbourne - Inner South	81	19	20	9	54	11	194
VIC - Melbourne - North East	75	50	50	17	80	7	279
VIC - Melbourne - North West	7	21	11	4	30	3	76
VIC - Melbourne - Outer East	43	18	27	23	73	4	188
VIC - Melbourne - South East	104	69	57	24	63	4	321
VIC - Melbourne - West	163	194	98	14	45	11	525
VIC - Mornington Peninsula	25	15	14	10	32	6	102
VIC - North West	22	16	10	11	28	7	94
VIC - Shepparton	22	2	6	5	16	3	54
VIC - Warrnambool and South West	10	9	11	7	26	2	65
WA	198	113	106	12	6	1	436
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	3	12	10	1	0	0	26
WA - Perth - Inner	21	5	0	0	0	0	26

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
WA - Perth - North East	8	12	21	3	2	1	47
WA - Perth - North West	53	18	17	3	2	0	93
WA - Perth - South East	38	39	37	4	2	0	120
WA - Perth - South West	67	20	11	1	0	0	99
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	5	3	8	0	0	0	16
WA - Western Australia - Wheat Belt	3	1	0	0	0	0	4
Total	4,037	2,263	1,501	773	1,371	175	10,120

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 September 2024 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	70	8	3	3	106
ACT - Australian Capital Territory	22	70	8	3	3	106
NSW	707	1,548	245	366	44	2,910
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	25	126	3	36	0	190
NSW - Central West	13	38	26	5	4	86
NSW - Coffs Harbour - Grafton	5	6	0	0	0	11
NSW - Far West and Orana	15	21	6	2	6	50
NSW - Hunter Valley exc Newcastle	6	64	16	18	0	104
NSW - Illawarra	40	77	3	0	0	120
NSW - Mid North Coast	16	7	12	12	0	47
NSW - Murray	10	31	12	5	10	68
NSW - New England and North West	3	9	0	25	0	37
NSW - Newcastle and Lake Macquarie	36	238	9	14	3	300
NSW - Richmond - Tweed	15	27	7	10	0	59
NSW - Riverina	14	40	5	6	0	65
NSW - Southern Highlands and Shoalhaven	23	23	19	0	0	65
NSW - Sydney - Baulkham Hills and Hawkesbury	25	12	1	20	0	58
NSW - Sydney - Blacktown	26	99	1	35	0	161
NSW - Sydney - City and Inner South	36	5	4	0	0	45
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	27	81	0	12	0	120
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	62	0	37	0	114
NSW - Sydney - Outer South West	13	49	17	2	4	85
NSW - Sydney - Outer West and Blue Mountains	143	105	34	44	0	326
NSW - Sydney - Parramatta	86	133	10	9	0	238
NSW - Sydney - Ryde	42	48	7	38	0	135
NSW - Sydney - South West	39	123	23	22	0	207
NSW - Sydney - Sutherland	27	42	2	5	10	86
NT	3	82	39	7	18	149
NT - Darwin	3	67	39	7	3	119

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NT - Northern Territory - Outback	0	15	0	0	15	30
QLD	213	2,209	477	323	14	3,236
QLD - Brisbane - East	9	105	5	6	3	128
QLD - Brisbane - North	14	57	3	4	2	80
QLD - Brisbane - South	0	71	8	19	0	98
QLD - Brisbane - West	2	26	0	0	0	28
QLD - Brisbane Inner City	0	63	0	16	0	79
QLD - Cairns	6	132	16	20	0	174
QLD - Central Queensland	0	46	2	13	0	61
QLD - Darling Downs - Maranoa	5	14	6	4	0	29
QLD - Gold Coast	15	210	12	34	0	271
QLD - Ipswich	28	256	150	34	0	468
QLD - Logan - Beaudesert	32	305	83	24	0	444
QLD - Mackay - Isaac - Whitsunday	0	75	12	8	4	99
QLD - Moreton Bay - North	11	236	41	21	0	309
QLD - Moreton Bay - South	7	77	11	6	0	101
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	9	94	21	30	0	154
QLD - Toowoomba	30	127	39	30	0	226
QLD - Townsville	14	185	13	19	0	231
QLD - Wide Bay	31	130	55	35	5	256
SA	248	459	166	62	6	941
SA - Adelaide - Central and Hills	37	111	17	5	0	170
SA - Adelaide - North	107	215	58	12	4	396
SA - Adelaide - South	34	80	35	23	2	174
SA - Adelaide - West	61	30	31	12	0	134
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	23	19	10	0	61
TAS	27	54	11	34	0	126
TAS - Hobart	0	33	3	0	0	36
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
VIC	349	1,543	674	161	11	2,738
VIC - Ballarat	100	71	18	7	6	202
VIC - Bendigo	15	34	16	0	0	65
VIC - Geelong	28	160	32	6	2	228
VIC - Hume	7	10	1	0	0	18
VIC - Latrobe - Gippsland	10	34	4	13	0	61
VIC - Melbourne - Inner	17	176	0	4	0	197
VIC - Melbourne - Inner East	2	32	4	2	0	40
VIC - Melbourne - Inner South	8	78	16	0	0	102
VIC - Melbourne - North East	26	129	61	18	0	234

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - North West	7	31	21	4	0	63
VIC - Melbourne - Outer East	16	53	4	15	3	91
VIC - Melbourne - South East	27	226	99	9	0	361
VIC - Melbourne - West	57	383	369	22	0	831
VIC - Mornington Peninsula	3	63	11	20	0	97
VIC - North West	12	0	0	28	0	40
VIC - Shepparton	8	15	7	0	0	30
VIC - Warrnambool and South West	6	48	11	13	0	78
WA	53	530	26	160	22	791
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	24	0	29	8	61
WA - Perth - Inner	0	16	0	4	2	22
WA - Perth - North East	6	88	0	16	2	112
WA - Perth - North West	16	131	5	5	0	157
WA - Perth - South East	29	143	13	56	2	243
WA - Perth - South West	2	109	3	28	2	144
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	10	3	16	6	35
WA - Western Australia - Wheat Belt	0	3	2	0	0	5
Total	1,622	6,495	1,646	1,116	118	10,997

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 September 2024 ²³⁸

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	1	50	3	0	2	56
ACT - Australian Capital Territory	0	1	50	3	0	2	56
NSW	0	123	903	201	76	50	1,353
NSW - Capital Region	0	0	1	0	2	0	3
NSW - Central Coast	0	0	56	8	1	16	81
NSW - Central West	0	6	24	14	5	0	49
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	2	11	2	1	2	18
NSW - Hunter Valley exc Newcastle	0	8	14	7	9	1	39
NSW - Illawarra	0	0	21	2	0	0	23
NSW - Mid North Coast	0	1	12	0	5	1	19
NSW - Murray	0	0	16	7	0	0	23
NSW - New England and North West	0	3	13	4	3	1	24
NSW - Newcastle and Lake Macquarie	0	3	41	14	7	2	67
NSW - Richmond - Tweed	0	0	7	2	2	0	11
NSW - Riverina	0	1	12	1	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	5	0	0	1	6
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	25	6	2	3	41
NSW - Sydney - Blacktown	0	15	135	20	1	1	172
NSW - Sydney - City and Inner South	0	5	18	3	0	3	29
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	1	56	3	1	0	61
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	10	54	2	1	2	69
NSW - Sydney - Outer West and Blue Mountains	0	27	83	9	1	7	127
NSW - Sydney - Parramatta	0	6	152	49	12	1	220
NSW - Sydney - Ryde	0	2	33	8	0	0	43
NSW - Sydney - South West	0	11	53	33	19	7	123
NSW - Sydney - Sutherland	0	1	26	3	0	0	30
NT	0	7	64	19	5	0	95
NT - Darwin	0	7	52	19	1	0	79
NT - Northern Territory - Outback	0	0	12	0	4	0	16
QLD	0	160	1,090	295	58	41	1,644
QLD - Brisbane - East	0	12	54	2	1	9	78

²³⁸ 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	25	30	0	1	2	58
QLD - Brisbane - South	0	1	56	0	25	6	88
QLD - Brisbane - West	0	0	9	0	0	0	9
QLD - Brisbane Inner City	0	0	39	1	0	0	40
QLD - Cairns	0	6	47	26	1	0	80
QLD - Central Queensland	0	0	51	14	2	3	70
QLD - Darling Downs - Maranoa	0	4	4	1	0	0	9
QLD - Gold Coast	0	5	83	2	0	1	91
QLD - Ipswich	0	12	83	71	7	3	176
QLD - Logan - Beaudesert	0	24	115	53	9	3	204
QLD - Mackay - Isaac - Whitsunday	0	1	75	11	0	1	88
QLD - Moreton Bay - North	0	13	72	14	0	4	103
QLD - Moreton Bay - South	0	3	34	4	1	3	45
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	4	33	1	1	3	42
QLD - Toowoomba	0	10	71	39	2	1	123
QLD - Townsville	0	4	144	23	1	0	172
QLD - Wide Bay	0	36	84	33	7	2	162
SA	0	94	393	85	29	26	627
SA - Adelaide - Central and Hills	0	9	56	1	1	8	75
SA - Adelaide - North	0	45	169	46	15	9	284
SA - Adelaide - South	0	19	69	19	6	7	120
SA - Adelaide - West	0	20	16	0	2	2	40
SA - Barossa - Yorke - Mid North	0	0	11	1	0	0	12
SA - South Australia - Outback	0	0	7	0	0	0	7
SA - South Australia - South East	0	1	65	18	5	0	89
TAS	0	17	111	13	0	9	150
TAS - Hobart	0	0	92	10	0	0	102
TAS - Launceston and North East	0	1	12	2	0	7	22
TAS - South East	0	0	7	0	0	1	8
TAS - West and North West	0	16	0	1	0	1	18
VIC	0	218	1,419	630	41	26	2,334
VIC - Ballarat	0	17	30	37	0	1	85
VIC - Bendigo	0	2	25	19	1	0	47
VIC - Geelong	0	13	147	27	0	1	188
VIC - Hume	0	1	6	3	1	0	11
VIC - Latrobe - Gippsland	0	9	38	10	9	6	72
VIC - Melbourne - Inner	0	9	131	0	1	0	141
VIC - Melbourne - Inner East	0	7	31	4	10	0	52
VIC - Melbourne - Inner South	0	5	90	5	0	4	104
VIC - Melbourne - North East	0	13	109	53	5	2	182
VIC - Melbourne - North West	0	3	42	35	0	0	80
VIC - Melbourne - Outer East	0	2	23	2	2	1	30
VIC - Melbourne - South East	0	48	227	104	4	0	383

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - West	0	45	427	287	7	4	770
VIC - Mornington Peninsula	0	4	35	25	0	6	70
VIC - North West	0	15	26	3	0	0	44
VIC - Shepparton	0	24	14	6	0	1	45
VIC - Warrnambool and South West	0	1	18	10	1	0	30
WA	0	44	597	29	76	9	755
WA - Bunbury	0	1	33	0	2	0	36
WA - Mandurah	0	7	68	4	11	1	91
WA - Perth - Inner	0	1	43	0	0	5	49
WA - Perth - North East	0	9	79	0	10	0	98
WA - Perth - North West	0	4	93	8	3	0	108
WA - Perth - South East	0	16	137	11	25	1	190
WA - Perth - South West	0	5	136	6	20	2	169
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
Total	0	664	4,627	1,275	285	163	7,014

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 September 2024 ²³⁹

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
ACT	200	133	333
ACT - Australian Capital Territory	200	133	333
NSW	4,885	2,852	7,737
NSW - Capital Region	124	61	185
NSW - Central Coast	259	164	423
NSW - Central West	178	95	273
NSW - Coffs Harbour - Grafton	78	61	139
NSW - Far West and Orana	107	55	162
NSW - Hunter Valley exc Newcastle	143	101	244
NSW - Illawarra	215	135	350
NSW - Mid North Coast	122	115	237
NSW - Murray	120	52	172
NSW - New England and North West	100	71	171
NSW - Newcastle and Lake Macquarie	379	171	550
NSW - Richmond - Tweed	158	107	265
NSW - Riverina	113	55	168
NSW - Southern Highlands and Shoalhaven	90	66	156
NSW - Sydney - Baulkham Hills and Hawkesbury	206	48	254
NSW - Sydney - Blacktown	293	138	431
NSW - Sydney - City and Inner South	65	73	138
NSW - Sydney - Eastern Suburbs	47	60	107
NSW - Sydney - Inner South West	248	174	422
NSW - Sydney - Inner West	91	73	164
NSW - Sydney - North Sydney and Hornsby	128	102	230
NSW - Sydney - Northern Beaches	182	74	256
NSW - Sydney - Outer South West	133	134	267
NSW - Sydney - Outer West and Blue Mountains	352	136	488
NSW - Sydney - Parramatta	335	195	530
NSW - Sydney - Ryde	264	72	336
NSW - Sydney - South West	162	195	357
NSW - Sydney - Sutherland	193	69	262
NT	80	212	292
NT - Darwin	61	112	173
NT - Northern Territory - Outback	19	100	119
NT - Other	0	0	0

²³⁹ The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or 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. 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. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
QLD	2,225	1,864	4,089
QLD - Brisbane - East	100	97	197
QLD - Brisbane - North	88	104	192
QLD - Brisbane - South	88	120	208
QLD - Brisbane - West	85	51	136
QLD - Brisbane Inner City	63	44	107
QLD - Cairns	95	82	177
QLD - Central Queensland	80	94	174
QLD - Darling Downs - Maranoa	25	31	56
QLD - Gold Coast	236	196	432
QLD - Ipswich	222	233	455
QLD - Logan - Beaudesert	228	116	344
QLD - Mackay - Isaac - Whitsunday	37	46	83
QLD - Moreton Bay - North	229	112	341
QLD - Moreton Bay - South	68	47	115
QLD - Queensland - Outback	1	13	14
QLD - Sunshine Coast	148	123	271
QLD - Toowoomba	128	136	264
QLD - Townsville	109	92	201
QLD - Wide Bay	195	127	322
QLD - Other	0	0	0
SA	1,408	989	2,397
SA - Adelaide - Central and Hills	206	108	314
SA - Adelaide - North	492	316	808
SA - Adelaide - South	401	281	682
SA - Adelaide - West	171	121	292
SA - Barossa - Yorke - Mid North	17	40	57
SA - South Australia - Outback	17	39	56
SA - South Australia - South East	104	84	188
TAS	93	415	508
TAS - Hobart	8	217	225
TAS - Launceston and North East	53	93	146
TAS - South East	0	6	6
TAS - West and North West	32	99	131
TAS - Other	0	0	0
VIC	4,982	2,051	7,033
VIC - Ballarat	237	59	296
VIC - Bendigo	130	75	205
VIC - Geelong	292	115	407
VIC - Hume	125	50	175
VIC - Latrobe - Gippsland	184	115	299
VIC - Melbourne - Inner	235	134	369
VIC - Melbourne - Inner East	351	82	433

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
VIC - Melbourne - Inner South	373	91	464
VIC - Melbourne - North East	564	189	753
VIC - Melbourne - North West	182	112	294
VIC - Melbourne - Outer East	475	176	651
VIC - Melbourne - South East	543	307	850
VIC - Melbourne - West	508	241	749
VIC - Mornington Peninsula	238	131	369
VIC - North West	232	49	281
VIC - Shepparton	125	64	189
VIC - Warrnambool and South West	188	60	248
VIC - Other	0	1	1
WA	417	1,375	1,792
WA - Bunbury	12	72	84
WA - Mandurah	30	52	82
WA - Perth - Inner	24	65	89
WA - Perth - North East	56	223	279
WA - Perth - North West	84	318	402
WA - Perth - South East	134	336	470
WA - Perth - South West	59	198	257
WA - Western Australia - Outback (North)	0	32	32
WA - Western Australia - Outback (South)	15	42	57
WA - Western Australia - Wheat Belt	3	37	40
Missing	0	0	0
Total	14,290	9,891	24,181

Endnotes

Supplement E

- 1 There are a further 1,701 active participants aged 65 years or over who are currently in residential aged care.
- 2 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.
- 3 Residential aged care exits do not include participants who are deceased or have exited the Scheme.
- 4 Other includes participants with housing support data that is unavailable.
- 5 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.
- 6 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.
- 7 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 8 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 9 Reporting on PSG 8 commenced in the March 2024 quarter.
- 10 Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.
- 11 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.
- 12 Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.
- 13 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.

- 14 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.
- 15 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.
- 16 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 17 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.
- 18 Note that 66% of all complainants made only one complaint, 17% made two complaints, and 17% made three or more complaints.
- 19 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.
- 20 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.
- 21 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.
- 22 There are 205,016 total participant complaints in prior quarters, 17,751 total participant complaints in 2024-25 Q1, and 222,767 total participant complaints as at 30 September 2024 (which includes 3,326 unclassified participant complaints).
- 23 There are 11,208 total provider complaints in Prior Quarters, 815 total provider complaints in 2024-25 Q1, and 12,023 total provider complaints as at 30 September 2024 (which includes 244 unclassified provider complaints).
- 24 There are 7,892 total other complaints in Prior Quarters, 235 total other complaints in 2024-25 Q1, and 8,127 total other complaints as at 30 September 2024 (which includes 116 unclassified other complaints).
- 25 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.
- 26 There are 220,218 total unique complaints in Prior Quarters, 18,799 total unique complaints in 2024-25 Q1, and 239,017 total unique complaints as at 30 September 2024 (which includes 3,686 unclassified unique complaints).

- 27 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.
- 28 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 29 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 30 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 31 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.
- 32 Registration status is determined as at the posting date of payment.
- 33 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 34 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.
- 35 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.
- 36 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.
- 37 Total payments for home modifications were \$260.5 million. Of which, \$257.2 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$3.3 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$378.9 million. Of which, \$373.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.6 million (1%) has been allocated for non-SDA supports.
- 38 Total payments for home modifications were \$193.6 million. Of which, \$90.5 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$103.0 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$332.1 million. Of which, \$125.0

million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$207.1 million (62%) has been allocated for non-SDA supports.

- 39 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

Supplement F

- 40 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.
- 41 There are a further 605 active participants aged 65 years or over who are currently in residential aged care.
- 42 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.
- 43 Table order based on national proportions in Supplement E (highest to lowest).
- 44 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.
- 45 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.
- 46 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 47 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 48 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 49 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.
- 50 Note that 59% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.
- 51 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.

- 52 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.
- 53 There are 60,744 total participant complaints in prior quarters, 5,027 total participant complaints in 2024-25 Q1, and 65,771 total participant complaints as at 30 September 2024 (which includes 1,513 unclassified participant complaints).
- 54 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.
- 55 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 56 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 57 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 58 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.
- 59 Registration status is determined as at the posting date of payment.
- 60 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 61 Total payments for home modifications in New South Wales were \$87.9 million. Of which, \$87.1 million (99.1%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8 million (0.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$120.6 million. Of which, \$119.1 million (98.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1.2%) has been allocated for non-SDA supports.
- 62 Total payments for home modifications in New South Wales were \$53.6 million. Of which, \$25.1 million (47%) has been paid for specialised disability accommodation (SDA) supports, and \$28.5 million (53%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in New South Wales were \$89.8 million. Of which, \$32.9 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.9 million (63%) has been allocated for non-SDA supports.

- 63 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 64 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement G

- 65 There are a further 515 active participants aged 65 years or over who are currently in residential aged care.
- 66 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.
- 67 Table order based on national proportions in Supplement E (highest to lowest).
- 68 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.
- 69 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.
- 70 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 71 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 72 Note that 59% of all complainants made only one complaint, 20% made two complaints and 21% made three or more complaints.
- 73 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.
- 74 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.
- 75 There are 51,457 total participant complaints in prior quarters, 4,976 total participant complaints in 2024-25 Q1, and 56,433 total participant complaints as at 30 September 2024 (which includes 636 unclassified participant complaints).

- 76 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.
- 77 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 78 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 79 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 80 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.
- 81 Registration status is determined as at the posting date of payment.
- 82 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 83 Total payments for home modifications in Victoria were \$73.1 million. Of which, \$72.5 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$104.0 million. Of which, \$102.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.
- 84 Total payments for home modifications in Victoria were \$47.3 million. Of which, \$20.0 million (42%) has been paid for specialised disability accommodation (SDA) supports, and \$27.3 million (58%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Victoria were \$87.7 million. Of which, \$31.0 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$56.8 million (65%) has been allocated for non-SDA supports.
- 85 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 86 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement H

- 87 There are a further 307 active participants aged 65 years or over who are currently in residential aged care.
- 88 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.
- 89 Table order based on national proportions in Supplement E (highest to lowest).
- 90 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.
- 91 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.
- 92 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 93 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 94 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 95 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.
- 96 Note that 60% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.
- 97 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.
- 98 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.
- 99 There are 37,394 total participant complaints in prior quarters, 3,994 total participant complaints in 2024-25 Q1, and 41,388 total participant complaints as at 30 September 2024 (which includes 246 unclassified participant complaints).

- 100 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.
- 101 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 102 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 103 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 104 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.
- 105 Registration status is determined as at the posting date of payment.
- 106 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 107 Total payments for home modifications in Queensland were \$60.3 million. Of which, \$59.2 million (98%) has been paid for specialised disability accommodation (SDA) supports, and \$1.0 million (2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$79.5 million. Of which, \$78.0 million (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1.9%) has been allocated for non-SDA supports.
- 108 Total payments for home modifications in Queensland were \$54.8 million. Of which, \$29.3 million (53%) has been paid for specialised disability accommodation (SDA) supports, and \$25.5 million (47%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$85.0 million. Of which, \$37.3 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.7 million (56%) has been allocated for non-SDA supports.
- 109 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 110 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement I

- 111 There are a further 113 active participants aged 65 years or over who are currently in residential aged care.
- 112 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.
- 113 Table order based on national proportions in Supplement E (highest to lowest).
- 114 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.
- 115 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.
- 116 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 117 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 118 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 119 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.
- 120 Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.
- 121 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.
- 122 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.
- 123 There are 14,409 total participant complaints in prior quarters, 1,502 total participant complaints in 2024-25 Q1, and 15,911 total participant complaints as at 30 September 2024 (which includes 90 unclassified participant complaints).

- 124 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.
- 125 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 126 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 127 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 128 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.
- 129 Registration status is determined as at the posting date of payment.
- 130 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 131 Total payments for home modifications in Western Australia were \$12.4 million. Of which, \$12.1 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 \$26.3 million. Of which, \$25.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7 million (2%) has been allocated for non-SDA supports.
- 132 Total payments for home modifications in Western Australia were \$15.6 million. Of which, \$6.0 million (39%) has been paid for specialised disability accommodation (SDA) supports, and \$9.6 million (61%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Western Australia were \$31.6 million. Of which, \$9.6 million (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$22.0 million (70%) has been allocated for non-SDA supports.
- 133 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 134 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement J

- 135 There are a further 107 active participants aged 65 years or over who are currently in residential aged care.
- 136 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 137 Table order based on national proportions in Supplement E (highest to lowest).
- 138 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.
- 139 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.
- 140 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 141 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 142 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 143 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.
- 144 Note that 58% of all complainants made only one complaint, 21% made two complaints and 22% made three or more complaints.
- 145 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.
- 146 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.

- 147 There are 20,633 total participant complaints in prior quarters, 1,499 total participant complaints in 2024-25 Q1, and 22,132 total participant complaints as at 30 September 2024 (which includes 511 unclassified participant complaints).
- 148 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.
- 149 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 150 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 151 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 152 Registration status is determined as at the posting date of payment.
- 153 Registration status is determined as at the posting date of payment.
- 154 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 155 Total payments for home modifications in South Australia were \$21.0 million. Of which, \$20.57 million (97.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.45 million (2.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$33.6 million. Of which, \$33.0 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.
- 156 Total payments for home modifications in South Australia were \$13.8 million. Of which, \$6.8 million (49%) has been paid for specialised disability accommodation (SDA) supports, and \$7.1 million (51%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in South Australia were \$22.2 million. Of which, \$9.1 million (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.1 million (59%) has been allocated for non-SDA supports.
- 157 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 158 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement K

- 159 There are a further 32 active participants aged 65 years or over who are currently in residential aged care.
- 160 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.
- 161 Table order based on national proportions in Supplement E (highest to lowest).
- 162 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.
- 163 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.
- 164 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 165 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 166 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 167 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.
- 168 Note that 61% of all complainants made only one complaint, 21% made two complaints and 18% made three or more complaints.
- 169 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.
- 170 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.
- 171 There are 4,028 total participant complaints in prior quarters, 308 total participant complaints in 2024-25 Q1, and 4,336 total participant complaints as at 30 September 2024 (which includes 39 unclassified participant complaints).

- 172 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.
- 173 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 174 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 175 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 176 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.
- 177 Registration status is determined as at the posting date of payment.
- 178 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 179 Total payments for home modifications in Tasmania were \$2.22 million. Of which, \$2.13 million (96%) has been paid for specialised disability accommodation (SDA) supports, and \$0.08 million (4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$6.4 million. Of which, \$6.2 million (96.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (3.5%) has been allocated for non-SDA supports.
- 180 Total payments for home modifications in Tasmania were \$3.7 million. Of which, \$0.6 million (16%) has been paid for specialised disability accommodation (SDA) supports, and \$3.1 million (84%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Tasmania were \$7.0 million. Of which, \$1.1 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.0 million (85%) has been allocated for non-SDA supports.
- 181 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.

Supplement L

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

- 183 There are insufficient numbers to show the incremental and cumulative count of active participants under 65 in residential aged care over time.
- 184 Table order based on national proportions in Supplement E (highest to lowest).
- 185 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.
- 186 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.
- 187 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 188 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 189 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 190 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.
- 191 Note that 58% of all complainants made only one complaint, 21% made two complaints and 21% made three or more complaints.
- 192 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 193 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.
- 194 There are 4,040 total participant complaints in prior quarters, 233 total participant complaints in 2024-25 Q1, and 4,273 total participant complaints as at 30 September 2024 (which includes 166 unclassified participant complaints).
- 195 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.
- 196 Supports in dispute data is only available for 2022-23 Q3 onwards.

- 197 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 198 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 199 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.
- 200 Registration status is determined as at the posting date of payment.
- 201 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 202 Total payments for home modifications in Australian Capital Territory were \$1.65 million. Of which, \$1.62 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.022 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.92 million. Of which, \$3.86 million (98.5%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06 million (1.5%) has been allocated for non-SDA supports.
- 203 Total payments for home modifications in Australian Capital Territory were \$3.9 million. Of which, \$2.5 million (64.6%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (35.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Australian Capital Territory were \$6.2 million. Of which, \$2.8 million (46%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.3 million (54%) has been allocated for non-SDA supports.
- 204 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 205 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement M

- 206 At 30 September 2024, there are no people younger than 65 living in residential aged care in the Northern Territory.
- 207 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.

- 208 Table order based on national proportions in Supplement E (highest to lowest).
- 209 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.
- 210 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.
- 211 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 212 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 213 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 214 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.
- 215 Note that 68% of all complainants made only one complaint, 18% made two complaints and 14% made three or more complaints.
- 216 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.
- 217 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.
- 218 There are 1,197 total participant complaints in prior quarters, 60 total participant complaints in 2024-25 Q1, and 1,198 total participant complaints as at 30 September 2024 (which includes 17 unclassified participant complaints).
- 219 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.
- 220 Supports in dispute data is only available for 2022-23 Q3 onwards.

- 221 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 222 It is possible to record multiple supports in one AAT, hence the sum of the individual type of supports exceeds the total in each period.
- 223 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.
- 224 Registration status is determined as at the posting date of payment.
- 225 Provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.
- 226 Total payments for home modifications in Northern Territory were \$1.9 million. Of which, \$1.9 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications in Northern Territory were \$4.7 million. Of which, \$4.63 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.05 million (1%) has been allocated for non-SDA supports.
- 227 Total payments for home modifications in Northern Territory were \$0.59 million. Of which, \$0.14 million (23%) has been paid for specialised disability accommodation (SDA) supports, and \$0.45 million (77%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Northern Territory were \$2.37 million. Of which, \$1.20 million (51%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.17 million (49%) has been allocated for non-SDA supports.
- 228 The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid.
- 229 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Supplement P

- 230 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 231 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 232 State/Territory is defined by the current residing address of the participant.

- 233 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 234 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.
- 235 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.
- 236 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 237 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.
- 238 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.
- 239 The number of participants with SDA in use are participants that have SDA funding in their latest plan and evidence of using SDA. Participants who are SDA eligible (SDA funding not yet in use) are either participants that have SDA in their latest plan and don't have evidence of using it, or 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. 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. There are a number of participants who were found eligible through the legacy CRM process that require further investigation.