

# Supplement E:

## National

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This supplement shows the data for National.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 <sup>1</sup>**

Participant breakdown	Prior Quarters	2024-25 Q2	Total
<b>Access decisions</b>	<b>882,227</b>	<b>24,521</b>	<b>906,748</b>
<b>Active Eligible - Total</b>	<b>680,744</b>	<b>19,449</b>	<b>700,193</b>
Active Eligible - New	464,334	19,146	483,480
Active Eligible - State	175,192	207	175,399
Active Eligible - Commonwealth	41,217	96	41,313
<b>Active Participant Plans - Total</b>	<b>673,425</b>	<b>19,398</b>	<b>692,823</b>
Active Participant Plans - New	458,047	19,118	477,165
Active Participant Plans - State	174,316	171	174,487
Active Participant Plans - Commonwealth	41,061	109	41,170
<b>Active Participant Plans - Total</b>	<b>673,425</b>	<b>19,398</b>	<b>692,823</b>
Active Participant Plans - Early Intervention (s25)	214,260	10,252	224,512
Active Participant Plans - Permanent Disability (s24)	459,165	9,146	468,311

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

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>65,937</b>
Early Intervention participants	25,546
Permanent disability participants	40,391

<sup>1</sup> There is 1 active participant in Previous Quarters and as at 31 December 2024 with missing service previously received information. This participant is not shown separately but included in the total number of active participants.

**Table E.3 Assessment of access by age group and gender – National**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	209,892	97%	90,390	97%	5,872	95%	306,154	97%
9 to 14	65,544	90%	35,743	91%	2,257	87%	103,544	90%
15 to 18	28,639	92%	18,314	89%	1,446	89%	48,399	91%
19 to 24	22,887	90%	15,437	85%	1,024	79%	39,348	88%
25 to 34	29,023	87%	23,500	80%	1,053	68%	53,576	83%
35 to 44	29,671	83%	26,773	75%	742	59%	57,186	79%
45 to 54	37,035	80%	34,605	70%	830	51%	72,470	75%
55 to 64	47,818	75%	43,219	63%	1,013	46%	92,050	68%
65+	<2,190	n/a	<1,970	n/a	<70	n/a	<4,220	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>472,697</b>	<b>89%</b>	<b>289,945</b>	<b>81%</b>	<b>14,302</b>	<b>77%</b>	<b>776,944</b>	<b>86%</b>

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	15,111	92%	7,654	90%	231	74%	22,996	91%
Autism	180,383	98%	81,260	98%	6,739	95%	268,382	98%
Cerebral palsy	10,586	97%	8,540	97%	158	90%	19,284	97%
Developmental delay	71,239	98%	30,518	98%	2,840	98%	104,597	98%
Down syndrome	6,857	100%	5,762	100%	101	95%	12,720	100%
Global developmental delay	14,012	99%	5,836	99%	459	98%	20,307	99%
Hearing impairment	14,358	90%	15,125	87%	468	83%	29,951	89%
Intellectual disability	57,482	95%	42,761	94%	790	83%	101,033	95%
Multiple sclerosis	3,119	91%	9,109	91%	135	77%	12,363	91%
Psychosocial disability	36,855	73%	34,182	63%	912	40%	71,949	67%
Spinal cord injury	4,999	94%	2,085	91%	89	82%	7,173	93%
Stroke	7,008	87%	5,025	84%	142	72%	12,175	85%
Visual impairment	5,994	88%	5,631	86%	132	68%	11,757	87%
Other neurological	17,721	82%	14,308	80%	389	66%	32,418	81%
Other physical	12,802	50%	12,964	38%	291	25%	26,057	43%
Other sensory/speech	2,613	49%	1,035	44%	27	23%	3,675	47%
Other	11,558	56%	8,150	41%	399	35%	20,107	48%
<b>Total</b>	<b>472,697</b>	<b>89%</b>	<b>289,945</b>	<b>81%</b>	<b>14,302</b>	<b>77%</b>	<b>776,944</b>	<b>86%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	53,787	8%	1,888	10%	55,675	8%
Non-First Nations Participants	524,098	78%	15,693	81%	539,791	78%
Not Stated	95,540	14%	1,817	9%	97,357	14%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	59,950	9%	1,350	7%	61,300	9%
Not culturally and linguistically diverse	587,776	87%	15,857	82%	603,633	87%
Not stated	25,699	4%	2,191	11%	27,890	4%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

**Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – National <sup>2</sup>**

Age group	Total number of active participants
Under 45	21
45 to 54	93
55 to 64	697
<b>Total YPIRAC (under 65)</b>	<b>811</b>

<sup>2</sup> There are a further 1,664 active participants aged 65 years or over who are currently in residential aged care.

**Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National <sup>3</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-24	-100	811

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

Housing support type	Prior Quarters	Last 12 months	Total
Aboriginal or Torres Strait Community Residence	0	0	0
Hospital/Rehab	32	0	32
Independent Living Options	61	0	61
Medium Term Accommodation	<20	<11	20
Own/Family Home (rented and owned)	<180	<11	181
Specialist Disability Accommodation (SDA)	272	58	330
Other group residential setting	415	59	474
Other	<30	<11	23
<b>Total</b>	<b>996</b>	<b>125</b>	<b>1,121</b>

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

<sup>4</sup> Other includes participants with housing support data that is unavailable.

<sup>5</sup> Residential aged care exits do not include participants who are deceased or have exited the Scheme.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	461,363	69%	13,560	70%	474,923	69%
Population > 50,000	72,799	11%	2,030	10%	74,829	11%
Population between 15,000 and 50,000	55,478	8%	1,403	7%	56,881	8%
Population between 5,000 and 15,000	30,268	4%	787	4%	31,055	4%
Population less than 5,000	43,087	6%	1,231	6%	44,318	6%
Remote	6,322	1%	226	1%	6,548	1%
Very Remote	<4,070	n/a	<160	n/a	4,220	1%
Missing	<50	n/a	<11	n/a	49	0%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	254,044	38%	7,573	39%	261,617	38%
Intellectual disability	93,003	14%	832	4%	93,835	14%
Developmental delay	75,910	11%	6,198	32%	82,108	12%
Psychosocial disability	63,917	9%	599	3%	64,516	9%
Hearing impairment	27,847	4%	441	2%	28,288	4%
Other neurological	23,323	3%	622	3%	23,945	3%
Other physical	19,881	3%	173	1%	20,054	3%
Acquired brain injury	18,781	3%	331	2%	19,112	3%
Cerebral palsy	17,965	3%	101	1%	18,066	3%
Global developmental delay	16,483	2%	1,078	6%	17,561	3%
Other	11,381	2%	606	3%	11,987	2%
Down syndrome	<11,630	n/a	<60	n/a	11,682	2%
Multiple sclerosis	11,078	2%	241	1%	11,319	2%
Visual impairment	10,392	2%	158	1%	10,550	2%
Stroke	9,728	1%	294	2%	10,022	1%
Spinal cord Injury	6,097	1%	87	0%	6,184	1%
Other sensory/speech	<1,970	n/a	<11	n/a	1,977	0%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

**Table E.12 Participant profile per quarter by primary disability group and SIL status – National**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	261,617	38%	4,377	12%	257,240	39%
Intellectual disability	93,835	14%	13,324	37%	80,511	12%
Developmental delay	82,108	12%	0	0%	82,108	13%
Psychosocial disability	64,516	9%	4,208	12%	60,308	9%
Hearing impairment	28,288	4%	<20	n/a	<28,270	n/a
Other neurological	23,945	3%	2,696	7%	21,249	3%
Other physical	20,054	3%	381	1%	19,673	3%
Acquired brain injury	19,112	3%	3,169	9%	15,943	2%
Cerebral palsy	18,066	3%	2,721	8%	15,345	2%
Global developmental delay	17,561	3%	0	0%	17,561	3%
Down syndrome	11,987	2%	732	2%	11,255	2%
Other	11,682	2%	2,215	6%	9,467	1%
Multiple sclerosis	11,319	2%	480	1%	10,839	2%
Visual impairment	10,550	2%	124	0%	10,426	2%
Stroke	10,022	1%	1,173	3%	8,849	1%
Spinal cord Injury	6,184	1%	349	1%	5,835	1%
Other sensory/speech	1,977	0%	<11	n/a	<1,980	n/a
<b>Total</b>	<b>692,823</b>	<b>100%</b>	<b>35,972</b>	<b>100%</b>	<b>656,851</b>	<b>100%</b>

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	85,035	13%	5,808	30%	90,843	13%
2 (High Function)	1,409	0%	33	0%	1,442	0%
3 (High Function)	34,999	5%	1,707	9%	36,706	5%
4 (High Function)	39,082	6%	354	2%	39,436	6%
5 (High Function)	45,659	7%	1,609	8%	47,268	7%
6 (Moderate Function)	165,166	25%	4,053	21%	169,219	24%
7 (Moderate Function)	34,271	5%	788	4%	35,059	5%
8 (Moderate Function)	36,576	5%	528	3%	37,104	5%
9 (Moderate Function)	3,322	0%	32	0%	3,354	0%
10 (Moderate Function)	61,662	9%	749	4%	62,411	9%
11 (Low Function)	18,140	3%	170	1%	18,310	3%
12 (Low Function)	81,499	12%	1,111	6%	82,610	12%
13 (Low Function)	43,519	6%	323	2%	43,842	6%
14 (Low Function)	<9,420	n/a	<30	n/a	9,447	1%
15 (Low Function)	<170	n/a	<11	n/a	171	0%
Missing	13,497	2%	2,104	11%	15,601	2%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

**Table E.14 Participant profile per quarter by age group – National <sup>6</sup>**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	149,449	22%	9,905	51%	159,354	23%
9 to 14	131,885	20%	3,041	16%	134,926	19%
15 to 18	65,819	10%	1,405	7%	67,224	10%
19 to 24	58,748	9%	748	4%	59,496	9%
25 to 34	59,825	9%	927	5%	60,752	9%
35 to 44	49,803	7%	897	5%	50,700	7%
45 to 54	55,725	8%	928	5%	56,653	8%
55 to 64	66,147	10%	1,351	7%	67,498	10%
65+	36,023	5%	196	1%	36,219	5%
<b>Total</b>	<b>673,425</b>	<b>100%</b>	<b>19,398</b>	<b>100%</b>	<b>692,823</b>	<b>100%</b>

**Table E.15 Number and proportion of active participants by gender and age group at 31 December 2024 – National <sup>7</sup>**

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 8	107,241	15%	48,026	7%	4,087	1%	159,354	23%	2.2
9 to 14	90,518	13%	42,055	6%	2,353	0%	134,926	19%	2.2
15 to 18	42,385	6%	23,197	3%	1,642	0%	67,224	10%	1.8
19 to 24	37,167	5%	20,955	3%	1,374	0%	59,496	9%	1.8
25 to 34	35,198	5%	24,380	4%	1,174	0%	60,752	9%	1.4
35 to 44	26,716	4%	23,270	3%	714	0%	50,700	7%	1.1
45 to 54	28,951	4%	27,083	4%	619	0%	56,653	8%	1.1
55 to 64	34,196	5%	32,583	5%	719	0%	67,498	10%	1.0
65+	18,313	3%	17,627	3%	279	0%	36,219	5%	1.0
<b>Total</b>	<b>420,685</b>	<b>61%</b>	<b>259,176</b>	<b>37%</b>	<b>12,962</b>	<b>2%</b>	<b>692,823</b>	<b>100%</b>	<b>1.6</b>

<sup>6</sup> There is 1 active participant in Previous Quarters and as at 31 December 2024 with missing age group information. This participant is not shown separately but included in the total number of active participants.

<sup>7</sup> There is 1 active participant as at 31 December 2024 with missing age group information. This participant is not shown separately but included in the total number of active participants.



**Table E.16 Number and proportion of active participants by gender and primary disability group at 31 December 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	176,027	25%	79,203	11%	6,387	1%	261,617	38%	2.2
Intellectual disability	53,368	8%	39,753	6%	714	0%	93,835	14%	1.3
Psychosocial disability	32,569	5%	31,114	4%	833	0%	64,516	9%	1.0
Developmental delay	55,361	8%	24,146	3%	2,601	0%	82,108	12%	2.3
Hearing impairment	13,515	2%	14,332	2%	441	0%	28,288	4%	0.9
Other neurological	12,913	2%	10,753	2%	279	0%	23,945	3%	1.2
Other physical	9,590	1%	10,247	1%	217	0%	20,054	3%	0.9
Cerebral palsy	9,900	1%	8,021	1%	145	0%	18,066	3%	1.2
Acquired brain injury	12,522	2%	6,417	1%	173	0%	19,112	3%	2.0
Global developmental delay	12,024	2%	5,110	1%	427	0%	17,561	3%	2.4
Visual impairment	5,322	1%	5,110	1%	118	0%	10,550	2%	1.0
Multiple sclerosis	2,784	0%	8,411	1%	124	0%	11,319	2%	0.3
Stroke	5,718	1%	4,199	1%	105	0%	10,022	1%	1.4
Spinal cord injury	4,305	1%	1,805	0%	74	0%	6,184	1%	2.4
Other	7,035	1%	4,736	1%	216	0%	11,987	2%	1.5
Other sensory/speech	1,403	0%	555	0%	19	0%	1,977	0%	2.5
Down syndrome	6,329	1%	5,264	1%	89	0%	11,682	2%	1.2
<b>Total</b>	<b>420,685</b>	<b>61%</b>	<b>259,176</b>	<b>37%</b>	<b>12,962</b>	<b>2%</b>	<b>692,823</b>	<b>100%</b>	<b>1.6</b>

**Table E.17 Participation rates by age group and gender at 31 December 2024 – National <sup>8</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.40%	3.50%	5.64%
9 to 14	8.74%	4.29%	6.70%
15 to 18	6.09%	3.53%	4.97%
19 to 24	3.47%	2.10%	2.87%
25 to 44	1.63%	1.24%	1.46%
45 to 64	2.00%	1.81%	1.92%
<b>Total (aged 0 to 64)</b>	<b>3.59%</b>	<b>2.17%</b>	<b>2.94%</b>

<sup>8</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

**Table E.18 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – National <sup>9</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	21%	n/a	21%
Lifelong Learning	13%	n/a	13%
Other	9%	0%	9%
Non-categorised	5%	0%	5%
<b>Any mainstream service</b>	<b>33%</b>	<b>n/a</b>	<b>33%</b>

**Table E.19 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – National <sup>10</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	3%	5%	3%
Daily life	19%	19%	19%
Health and wellbeing	74%	81%	75%
Learning	34%	33%	34%
Relationships	4%	4%	4%
Social and community activities	9%	8%	9%
Unknown	10%	1%	9%
Where I live	1%	2%	1%
Work	4%	4%	4%
<b>Any mainstream service</b>	<b>98%</b>	<b>96%</b>	<b>98%</b>

<sup>9</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>10</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table E.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=46,672), and ‘participant social and community engagement rate’ (n=45,996), and the metric for ‘parent and carer employment rate’ (n=48,059) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=26,780) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – National**

Metric by 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	26%	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%	9%	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%	37%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	38%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	52%	n/a
Parent and carer employment rate - Aged 15+ years	47%	48%	48%	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	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.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=39,679), and ‘participant social and community engagement rate’ (n=39,076), and the metric for ‘parent and carer employment rate’ (n=31,353) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=26,711) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – National**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	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%	28%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	21%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	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	37%	41%	44%	43%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	42%	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%	51%	49%	n/a
Parent and carer employment rate - All ages	46%	48%	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%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	79%	n/a

**Table E.22 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=30,240), and ‘participant social and community engagement rate’ (n=29,465), and the metric for ‘parent and carer employment rate’ (n=20,778) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=22,388) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – National**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	16%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	30%	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%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	18%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	13%	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	26%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	23%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	47%	48%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	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%	40%	40%	41%	45%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	43%	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%	50%	53%	51%	51%	n/a
Parent and carer employment rate - All ages	47%	49%	50%	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%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	74%	80%	n/a

**Table E.23 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=21,895), and ‘participant social and community engagement rate’ (n=20,988), and the metric for ‘parent and carer employment rate’ (n=12,944) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=17,388) 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 31 December 2019 and have had a fifth plan reassessment to date – National**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	12%	14%	19%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	26%	28%	28%	30%	25%	29%	26%
Participant employment rate - Aged 35 to 44 years	30%	29%	26%	28%	24%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	25%	28%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	19%	18%	14%	17%	26%
Participant employment rate - Aged 65+ years	15%	14%	11%	11%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	26%	25%	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%	42%	44%	44%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	46%	48%	46%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	46%	46%	49%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	44%	47%	46%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	42%	42%	44%	46%	46%
Participant social and community engagement rate - Aged 65+ years	40%	42%	43%	42%	41%	47%	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	44%	45%	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%	45%	47%	49%	49%	56%	n/a
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	54%	50%	52%	n/a
Parent and carer employment rate - All ages	46%	47%	49%	51%	49%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	69%	69%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	79%	80%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	72%	75%	75%	81%	n/a

**Table E.24 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=20,473), and ‘participant social and community engagement rate’ (n=18,523), and the metric for ‘parent and carer employment rate’ (n=10,600) 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=17,082) 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 31 December 2018 and have had at least a sixth plan reassessment to date – National**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	11%	15%	18%	24%	18%	28%	26%
Participant employment rate - Aged 25 to 34 years	24%	26%	26%	25%	27%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	32%	32%	30%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	30%	30%	29%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	22%	20%	20%	17%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	10%	10%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	27%	26%	26%	24%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	25%	25%	26%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	44%	46%	48%	45%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	44%	49%	51%	51%	50%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	46%	49%	51%	52%	52%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	49%	52%	50%	52%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	46%	45%	45%	47%	51%	46%
Participant social and community engagement rate - Aged 65+ years	40%	45%	48%	47%	46%	47%	54%	46%
Participant social and community engagement rate - Aged 25+ years	39%	44%	48%	49%	49%	50%	54%	46%
Participant social and community engagement rate - Aged 15+ years	38%	44%	48%	49%	49%	49%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	51%	51%	53%	53%	59%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	51%	53%	55%	52%	52%	n/a
Parent and carer employment rate - All ages	47%	50%	51%	52%	54%	53%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	67%	69%	70%	80%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	81%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	74%	76%	77%	85%	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 Participant Service Guarantee (PSG) metrics exclude data from the old computer system.

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q2. Table E.38 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.42 to E.45 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.25 PSG 2: Make an access decision, or request for more information, after an access request has been received, and proportion achieved within 21 day timeframe by quarter – National**

PSG 2	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	14,351	17,762	27,467	26,321
Within timeframe	6,997	5,323	5,334	3,840
Percentage within timeframe	49%	30%	19%	15%

**Table E.26 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	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	1,471	1,505	2,210	1,594
Within timeframe	786	607	575	411
Percentage within timeframe	53%	40%	26%	26%



**Table E.27 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 56 days timeframe by quarter – National <sup>11</sup>**

PSG 6	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	1,509	6,566	11,124	9,700
Within timeframe	832	1,484	5,442	7,838
Percentage within timeframe	55%	23%	49%	81%

**Table E.28 PSG 7: Approve a plan for ECA participants, after an access decision has been made, and proportion achieved within timeframe by quarter – National <sup>12 13</sup>**

PSG 7	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	4,273	7,858	13,060	10,226
Within timeframe	4,195	7,811	12,824	10,176
Percentage within timeframe	98%	99%	98%	100%

**Table E.29 PSG 8: Offer to hold a plan implementation meeting, after the plan is approved and proportion achieved within 7 day timeframe by quarter – National <sup>14</sup>**

PSG 8	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	26,668	72,503	91,304	84,192
Within timeframe	21,260	59,029	75,559	69,724
Percentage within timeframe	80%	81%	83%	83%

**Table E.30 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date and proportion achieved within 56 day timeframe by quarter – National <sup>15</sup>**

PSG 11	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	7,444	7,666	11,260	21,246
Within timeframe	4,842	5,401	6,699	10,740
Percentage within timeframe	65%	70%	59%	51%

<sup>11</sup> ECA stands for early childhood approach.

<sup>12</sup> From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days).

<sup>13</sup> ECA stands for early childhood approach.

<sup>14</sup> Reporting on PSG 8 commenced in the March 2024 quarter.

<sup>15</sup> Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

**Table E.31 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**

PSG 12	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	12,499	16,769	19,991	22,233
Within timeframe	2,645	2,964	5,857	5,184
Percentage within timeframe	21%	18%	29%	23%

**Table E.32 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved within 28 days timeframe by quarter – National <sup>16</sup>**

PSG 13	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	9,828	22,873	22,987	9,812
Within timeframe	6,193	17,005	20,500	8,831
Percentage within timeframe	63%	74%	89%	90%

**Table E.33 PSG 14: Amend a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 day timeframe by quarter – National <sup>17</sup>**

PSG 14	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	2,027	5,259	10,027	14,692
Within timeframe	1,282	2,053	5,188	6,345
Percentage within timeframe	63%	39%	52%	43%

**Table E.34 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved within 60 days timeframe by quarter – National <sup>18</sup>**

PSG 17	Mar-24	Jun-24	Sep-24	Dec-24
Number of tasks	3,839	6,960	9,928	10,046
Within timeframe	763	1,689	5,822	6,615
Percentage within timeframe	20%	24%	59%	66%

<sup>16</sup> From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

<sup>17</sup> From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

<sup>18</sup> From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

**Table E.35 National - Proportion of respondents who responded positively to questions about 'Early Supports' (n = 559 in Prior Quarters, n = 132 in 2024-25 Q2), 'Community Connections' (n = 5,618 in Prior Quarters, n = 1,130 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 4,618 in Prior Quarters, n = 1,112 in 2024-25 Q2), 'Plan Approval' (n = 10,584 in Prior Quarters, n = 3,474 in 2024-25 Q2), 'Plan Implementation' (n = 9,784 in Prior Quarters, n = 3,732 in 2024-25 Q2) and 'Plan Reassessment' (n = 24,787 in Prior Quarters, n = 7,214 in 2024-25 Q2) <sup>19 20</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	99%	97%
Early Supports - Were decisions and outcomes explained to you?	87%	88%
Early Supports - Were your questions and concerns acknowledged?	90%	87%
Early Supports - How well does your early supports plan meet your child's needs?	50%	44%
Community Connections - Was information easy to understand?	84%	84%
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?	77%	77%
Community Connections - To what extent were your circumstances and needs considered?	77%	74%
Community Connections - To what extent were you included in decisions that were made?	75%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	52%
Apply for NDIS (overall) - Were you treated with respect?	94%	90%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	71%
Apply for NDIS (overall) - Was information easy to understand?	71%	60%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	81%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	45%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	44%
Plan Approval - Were you treated with respect?	91%	90%
Plan Approval - Were decisions and outcomes explained to you?	78%	78%
Plan Approval - Were your questions and concerns acknowledged?	77%	75%
Plan Approval - Do you know where to go for more help with using your plan?	84%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	54%
Plan Approval - How well does your NDIS plan meet your needs?	60%	59%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	59%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	56%
Plan Implementation - Do you feel confident in using your plan?	64%	62%
Plan Implementation - Do you feel confident in accessing supports?	65%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	66%	62%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	64%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	61%
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?	65%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	77%

<sup>19</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>20</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table E.36 Open and closed complaints over time – National**

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
Dec-21	629	9%	8,160	96%
Mar-22	804	8%	8,302	95%
Jun-22	1087	7%	7,697	91%
Sep-22	938	16%	8,340	88%
Dec-22	691	14%	7,448	84%
Mar-23	1362	4%	6,883	91%
Jun-23	1,704	14%	8,004	76%
Sep-23	1,954	11%	9,279	60%
Dec-23	3,526	44%	9,732	69%
Mar-24	8,429	51%	14,286	39%
Jun-24	8,053	56%	21,729	36%
Sep-24	4,188	52%	22,844	54%
Dec-24	1,734	28%	19,573	74%

**Table E.37 Closed and open Participant Critical Incident (PCIs) cases over time – National**

Quarter ending	Closed PCIs (including withdrawn)	Percentage closed within 21 days	Open PCIs
Dec-21	1,328	100%	46
Mar-22	1,408	100%	140
Jun-22	1,873	97%	127
Sep-22	2,022	99%	118
Dec-22	2,195	99%	124
Mar-23	3,171	98%	332
Jun-23	3,735	97%	229
Sep-23	3,889	99%	225
Dec-23	3,759	96%	387
Mar-24	4,050	88%	798
Jun-24	4,751	81%	578
Sep-24	4,595	89%	501
Dec-24	4,496	90%	265

**Table E.38 Complaints and Participant Critical Incidents (PCIs) by quarter – National** <sup>21 22 23</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	896	55	951	893
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	4,958	285	5,243	4,736
People who have submitted an access request: Complaints about service providers	13,387	673	14,060	11,515
People who have submitted an access request: Complaints about the Agency	200,380	14,855	215,235	113,569
People who have submitted an access request: Unclassified	3,326	0	3,326	2,992
<b>People who have submitted an access request: Total</b>	<b>222,947</b>	<b>15,868</b>	<b>238,815</b>	<b>123,934</b>
Percentage of the number of active participants	7.26%	9.25%	7.37%	n/a
Providers who have submitted a registration request: Complaints about Early Connections Partner	<11	<11	<11	<11
Providers who have submitted a registration request: Complaints about Local Area Coordination (LAC) Partner	<130	19	<150	<130
Providers who have submitted a registration request: Complaints about service providers	1,074	63	1,137	990
Providers who have submitted a registration request: Complaints about the Agency	10,590	879	11,469	9,083
Providers who have submitted a registration request: Unclassified	<250	<11	245	227
<b>Providers who have submitted a registration request: Total</b>	<b>12,039</b>	<b>963</b>	<b>13,002</b>	<b>10,020</b>
Percentage of all registration requests	4.67%	7.79%	4.82%	n/a
Other: Complaints about Early Connections Partner	28	0	28	28
Other: Complaints about Local Area Coordination (LAC) Partner	<120	<11	114	113
Other: Complaints about service providers	<1,430	<40	1,458	1,458
Other: Complaints about the Agency	6,438	253	6,691	6,685
Other: Unclassified	116	0	116	116
<b>Other: Total</b>	<b>8,118</b>	<b>289</b>	<b>8,407</b>	<b>8,397</b>
<b>Total Complaints</b>	<b>239,204</b>	<b>17,119</b>	<b>256,323</b>	<b>142,351</b>
<b>New PCIs</b>	<b>45,457</b>	<b>4,260</b>	<b>49,717</b>	<b>n/a</b>

<sup>21</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>22</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>23</sup> Note that 66% of all complainants made only one complaint, 17% made two complaints, and 17% made three or more complaints.

**Table E.39 Number and proportion of participant complaints over time, incrementally and cumulatively – National**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	7,346	6%	102,623	7%
Mar-22	7,946	6%	110,569	7%
Jun-22	7,405	6%	117,974	7%
Sep-22	7,579	6%	125,553	7%
Dec-22	6,691	5%	132,244	7%
Mar-23	7,038	5%	139,282	7%
Jun-23	7,920	5%	147,202	7%
Sep-23	9,061	6%	156,263	6%
Dec-23	10,561	7%	166,824	6%
Mar-24	17,981	11%	184,805	7%
Jun-24	20,218	12%	205,023	7%
Sep-24	17,924	11%	222,947	7%
Dec-24	15,868	9%	238,815	7%

**Table E.40 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – National**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	1,295	1%	9,554	1%
Mar-22	1,502	1%	11,056	1%
Jun-22	1,860	1%	12,916	1%
Sep-22	2,013	1%	14,929	1%
Dec-22	2,201	2%	17,130	1%
Mar-23	3,379	2%	20,509	1%
Jun-23	3,632	2%	24,141	1%
Sep-23	3,885	3%	28,026	1%
Dec-23	3,921	2%	31,947	1%
Mar-24	4,461	3%	36,408	1%
Jun-24	4,531	3%	40,939	1%
Sep-24	4,518	3%	45,457	1%
Dec-24	4,260	2%	49,717	2%

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

Quarter ending	Incremental	Rate of incremental to providers	Cumulative	Rate of cumulative to providers
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	860	8%	10,412	4%
Jun-24	797	7%	11,209	5%
Sep-24	830	7%	12,039	5%
Dec-24	963	8%	13,002	5%

**Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National <sup>24</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,376	3%	0	0%	5,376	2%
Complaints about the Agency - Information unclear	2,057	1%	0	0%	2,057	1%
Complaints about the Agency - NDIA Access	4,971	2%	401	3%	5,372	2%
Complaints about the Agency - NDIA Engagement	<280	n/a	<30	n/a	300	0%
Complaints about the Agency - NDIA Finance	12,324	6%	1130	8%	13,454	6%
Complaints about the Agency - NDIA Fraud and Compliance	926	0%	75	1%	1001	0%
Complaints about the Agency - NDIA Plan	43,640	22%	3,360	23%	47,000	22%
Complaints about the Agency - NDIA Process	17,332	9%	2,200	15%	19,532	9%
Complaints about the Agency - NDIA Resources	1,777	1%	293	2%	2,070	1%
Complaints about the Agency - NDIA Staff	11,753	6%	1,182	8%	12,935	6%
Complaints about the Agency - NDIA Timeliness	57,953	29%	6,111	41%	64,064	30%
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	<150	n/a	<11	n/a	156	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%
Complaints about the Agency - The way the NDIA carried out its decision making	3,220	2%	0	0%	3,220	1%
Complaints about the Agency - Timeliness	16,693	8%	0	0%	16,693	8%
Complaints about the Agency - Other	13,287	7%	72	0%	13,359	6%
<b>Complaints about the Agency - Total</b>	<b>200,380</b>	<b>100%</b>	<b>14,855</b>	<b>100%</b>	<b>215,235</b>	<b>100%</b>

<sup>24</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	103	11%
Complaints about Early Connections Partner - Early Connections Process	<100	n/a	<11	n/a	107	11%
Complaints about Early Connections Partner - Early Connections Resources	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	427	48%	35	64%	462	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<250	n/a	<11	n/a	258	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>896</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>951</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<20	n/a	<11	n/a	21	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<70	n/a	<11	n/a	67	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	672	14%	13	5%	685	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	525	11%	23	8%	548	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<30	n/a	<11	n/a	32	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,137	63%	213	75%	3,350	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	514	10%	26	9%	540	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>4,958</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>5,243</b>	<b>100%</b>
Complaints about service providers - Provider Costs	342	3%	0	0%	342	2%
Complaints about service providers - Provider Finance	<910	n/a	<60	n/a	963	7%
Complaints about service providers - Provider Fraud and Compliance	1,426	11%	136	20%	1,562	11%
Complaints about service providers - Provider Process	399	3%	0	0%	399	3%
Complaints about service providers - Provider Service	4,727	35%	254	38%	4,981	35%
Complaints about service providers - Provider Staff	2,695	20%	227	34%	2,922	21%
Complaints about service providers - Service Delivery	581	4%	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	1,098	8%
<b>Complaints about service providers - Total</b>	<b>13,387</b>	<b>100%</b>	<b>673</b>	<b>100%</b>	<b>14,060</b>	<b>100%</b>
<b>Unclassified</b>	<b>3,326</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>3,326</b>	<b>n/a</b>
<b>Participants total</b>	<b>222,947</b>	<b>n/a</b>	<b>15,868</b>	<b>n/a</b>	<b>238,815</b>	<b>n/a</b>



**Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider access request – National**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	349	3%	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	18	0%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	29	0%
Complaints about the Agency - NDIA Finance	2,617	25%	323	37%	2,940	26%
Complaints about the Agency - NDIA Fraud and Compliance	61	1%	11	1%	72	1%
Complaints about the Agency - NDIA Plan	816	8%	89	10%	905	8%
Complaints about the Agency - NDIA Process	841	8%	76	9%	917	8%
Complaints about the Agency - NDIA Resources	975	9%	84	10%	1,059	9%
Complaints about the Agency - NDIA Staff	570	5%	84	10%	654	6%
Complaints about the Agency - NDIA Timeliness	1,378	13%	200	23%	1,578	14%
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	<90	n/a	<11	n/a	92	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	7%
Complaints about the Agency - Other	1,018	10%	0	0%	1,018	9%
<b>Complaints about the Agency - Total</b>	<b>10,590</b>	<b>100%</b>	<b>879</b>	<b>100%</b>	<b>11,469</b>	<b>100%</b>
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
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	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<20	n/a	<11	n/a	13	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	20	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	70	57%	16	84%	86	61%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	14	11%	0	0%	14	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>122</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>141</b>	<b>100%</b>
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	<110	n/a	<11	n/a	107	9%
Complaints about service providers - Provider Fraud and Compliance	144	13%	12	19%	156	14%
Complaints about service providers - Provider Process	31	3%	0	0%	31	3%
Complaints about service providers - Provider Service	318	30%	29	46%	347	31%
Complaints about service providers - Provider Staff	253	24%	16	25%	269	24%
Complaints about service providers - Service Delivery	34	3%	0	0%	34	3%
Complaints about service providers - Staff Conduct	28	3%	0	0%	28	2%
Complaints about service providers - Supports being provided	32	3%	0	0%	32	3%
Complaints about service providers - Other	118	11%	0	0%	118	10%
<b>Complaints about service providers - Total</b>	<b>1,074</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>1,137</b>	<b>100%</b>
<b>Unclassified</b>	<b>&lt;250</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>245</b>	<b>n/a</b>
<b>Providers total</b>	<b>12,039</b>	<b>n/a</b>	<b>963</b>	<b>n/a</b>	<b>13,002</b>	<b>n/a</b>

**Table E.44 Other complaints and Participant Critical Incidents (PCIs) by type – National**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - 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	251	4%
Complaints about the Agency - NDIA Engagement	<70	n/a	<11	n/a	67	1%
Complaints about the Agency - NDIA Finance	384	6%	46	18%	430	6%
Complaints about the Agency - NDIA Fraud and Compliance	<200	n/a	<11	n/a	204	3%
Complaints about the Agency - NDIA Plan	913	14%	24	9%	937	14%
Complaints about the Agency - NDIA Process	899	14%	47	19%	946	14%
Complaints about the Agency - NDIA Resources	496	8%	76	30%	572	9%
Complaints about the Agency - NDIA Staff	546	8%	21	8%	567	8%
Complaints about the Agency - NDIA Timeliness	869	13%	25	10%	894	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	<130	n/a	<11	n/a	124	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%
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	8%	0	0%	535	8%
<b>Complaints about the Agency - Total</b>	<b>6,438</b>	<b>100%</b>	<b>253</b>	<b>100%</b>	<b>6,691</b>	<b>100%</b>
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	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	12	43%	0	0	12	43%

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>28</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	11	10%	0	0%	11	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	83	73%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;120</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>114</b>	<b>100%</b>
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	82	6%
Complaints about service providers - Provider Fraud and Compliance	<220	n/a	<11	n/a	221	15%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	550	39%	14	40%	564	39%
Complaints about service providers - Provider Staff	372	26%	17	49%	389	27%
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%
<b>Complaints about service providers - Total</b>	<b>1,423</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>1,458</b>	<b>100%</b>
<b>Unclassified</b>	<b>116</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>116</b>	<b>n/a</b>
<b>Other complaints total</b>	<b>8,118</b>	<b>n/a</b>	<b>289</b>	<b>n/a</b>	<b>8,407</b>	<b>n/a</b>
New Reportable PCIs were NOT Withdrawn or miscategorised	7,325	16%	680	16%	8,005	16%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	38,132	84%	3,580	84%	41,712	84%
<b>New PCIs - Total</b>	<b>45,457</b>	<b>100%</b>	<b>4,260</b>	<b>100%</b>	<b>49,717</b>	<b>100%</b>

**Table E.45 Unique complaints by type – National <sup>25</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - 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	5,174	2%	409	3%	5,583	2%
Complaints about the Agency - NDIA Engagement	366	0%	25	0%	391	0%
Complaints about the Agency - NDIA Finance	14,511	7%	1,499	9%	16,010	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,159	1%	94	1%	1,253	1%
Complaints about the Agency - NDIA Plan	44,660	21%	3,472	22%	48,132	21%
Complaints about the Agency - NDIA Process	18,732	9%	2,323	15%	21,055	9%
Complaints about the Agency - NDIA Resources	3,204	1%	453	3%	3,657	2%
Complaints about the Agency - NDIA Staff	12,546	6%	1,287	8%	13,833	6%
Complaints about the Agency - NDIA Timeliness	59,390	28%	6,336	40%	65,726	29%
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	353	0%	16	0%	369	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	1%
Complaints about the Agency - Timeliness	17,837	8%	0	0%	17,837	8%
Complaints about the Agency - Other	14,840	7%	72	0%	14,912	6%
<b>Complaints about the Agency - Total</b>	<b>214,278</b>	<b>100%</b>	<b>15,986</b>	<b>100%</b>	<b>230,264</b>	<b>100%</b>
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	100	11%
Complaints about Early Connections Partner - Early Connections Process	<100	n/a	<11	n/a	104	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	423	48%	36	64%	459	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<250	n/a	<11	n/a	253	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>883</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>939</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<20	n/a	<11	n/a	22	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<70	n/a	<11	n/a	74	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	664	13%	14	5%	678	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	525	11%	25	8%	550	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	34	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,155	64%	230	75%	3,385	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	503	10%	26	9%	529	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%

<sup>25</sup> Complaints linked to multiple related parties have been treated as one complaint in order to show the total number of unique complaints. This total will not be equal to the sum of participant, provider and other complaints.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>4,967</b>	<b>100%</b>	<b>305</b>	<b>100%</b>	<b>5,272</b>	<b>100%</b>
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	1,040	7%	60	8%	1,100	7%
Complaints about service providers - Provider Fraud and Compliance	1,708	11%	151	20%	1,859	12%
Complaints about service providers - Provider Process	443	3%	0	0%	443	3%
Complaints about service providers - Provider Service	5,371	35%	297	39%	5,668	35%
Complaints about service providers - Provider Staff	3,182	21%	260	34%	3,442	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	4%
Complaints about service providers - Other	<1,300	n/a	<11	n/a	1,297	8%
<b>Complaints about service providers - Total</b>	<b>15,390</b>	<b>100%</b>	<b>771</b>	<b>100%</b>	<b>16,161</b>	<b>100%</b>
<b>Unclassified</b>	<b>&lt;3,690</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>3,687</b>	<b>n/a</b>
<b>Unique complaints total</b>	<b>239,204</b>	<b>n/a</b>	<b>17,119</b>	<b>n/a</b>	<b>256,323</b>	<b>n/a</b>

**Table E.46 Actual outcomes for complaints – National**

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaint	8,405	4%	48	0%	8,453	3%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	1,325	1%	37	0%	1,362	1%
Desired Action Completed	131,635	56%	17,021	87%	148,656	58%
Determined to not be a Complaint	<1,180	n/a	<11	n/a	1,182	0%
Formal Reply Endorsed and Issued	10,497	4%	635	3%	11,132	4%
General	42,878	18%	0	0%	42,878	17%
Referred to NDIS Q & S Commission	1939	1%	11	0%	1,950	1%
Referred to State/Territory Authority	434	0%	0	0%	434	0%
Reassessment Completed	0	0%	0	0%	0	0%
Reassessment Requested	0	0%	0	0%	0	0%
Unable to contact - Record Closed	1,640	1%	17	0%	1,657	1%
Withdrawn by Participant/Representative	<160	n/a	<11	n/a	159	0%
Other	34,868	15%	1,801	9%	36,669	14%
<b>Total</b>	<b>235,016</b>	<b>100%</b>	<b>19,573</b>	<b>100%</b>	<b>254,589</b>	<b>100%</b>

**Table E.47 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – National**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	4,337	20%	337	18%	4,674	19%
Plan	15,879	72%	1,459	77%	17,338	72%
Plan Reassessment	569	3%	73	4%	642	3%
Other	1,353	6%	26	1%	1,379	6%
<b>Total cases</b>	<b>22,138</b>	<b>100%</b>	<b>1,895</b>	<b>100%</b>	<b>24,033</b>	<b>100%</b>
Percentage of the number of active participants	0.72%	n/a	1.10%	n/a	0.74%	n/a

**Table E.48 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – National**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	1064	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	1171	1%	20,369	1%
Sep-24	1,769	1%	22,138	1%
Dec-24	1,895	1%	24,033	1%

**Table E.49 Administrative Review Tribunal (ART) cases by open/closed and decision – National <sup>26</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>24,033</b>	<b>21,648</b>
<b>Open ART Cases</b>	<b>4,497</b>	<b>4,420</b>
<b>Closed ART Cases</b>	<b>19,536</b>	<b>17,721</b>
Resolved before hearing	19,046	17,297
Gone to hearing and received a substantive decision	490	424

<sup>26</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

**Table E.50 Administrative Review Tribunal (ART) Supports in dispute – National** <sup>27 28 29</sup>

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	364	65	429
Core (excluding Consumables and Transport)	2,490	455	2,945
Capacity Building	3,029	551	3,580
General Support	629	171	800
Assistive Technology	906	172	1,078
Specialist Disability Accommodation	376	51	427
Home Modifications	<220	51	<270
Supported Independent Living	949	150	1,099
Everyday Living Costs	276	46	322
Transport	473	107	580
Other	<11	0	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>5,025</b>	<b>849</b>	<b>5,874</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>9,705</b>	<b>1,819</b>	<b>11,524</b>

**Table E.51 Closed Administrative Review Tribunal (ART) cases by outcome – National**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>456</b>	<b>2%</b>	<b>34</b>	<b>3%</b>	<b>490</b>	<b>3%</b>
Decided by Tribunal - Affirmed	205	1%	18	2%	223	1%
Decided by Tribunal - Varied	<90	n/a	<11	n/a	96	0%
Decided by Tribunal - Set Aside	<170	n/a	<11	n/a	171	1%
<b>Not Decided by Tribunal - Total</b>	<b>18,012</b>	<b>98%</b>	<b>1,034</b>	<b>97%</b>	<b>19,046</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	12,689	69%	758	71%	13,447	69%
Not Decided by Tribunal - Withdrawn	3,816	21%	191	18%	4,007	21%
Not Decided by Tribunal - No jurisdiction	<270	n/a	<11	n/a	274	1%
Not Decided by Tribunal - Extension of Time Declined	<70	n/a	<11	n/a	<70	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<90	n/a	<11	n/a	89	0%
Not Decided by Tribunal - Dismissed	1,086	6%	79	7%	1,165	6%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
<b>Total</b>	<b>18,468</b>	<b>100%</b>	<b>1,068</b>	<b>100%</b>	<b>19,536</b>	<b>100%</b>

<sup>27</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>28</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>29</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.52 Number of active providers in 2024-25 Q2 by registration status and plan management type – National**<sup>30</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	9,305	0	9,305
Plan-managed	14,233	178,539	192,130
Self-managed	8,482	120,998	129,199
<b>All plan management types</b>	<b>15,305</b>	<b>245,762</b>	<b>260,367</b>

<sup>30</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.



**Table E.53 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – National <sup>31</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	3,356	0	3,356
Plan-managed	3,886	2,835	6,761
Self-managed	329	603	1,205
<b>All management types</b>	<b>7,571</b>	<b>3,438</b>	<b>11,321</b>

**Table E.54 Choice and control – distribution of service districts – gap to benchmark – Trend – National <sup>32</sup>**

Outcome	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2
More than 10 percentage points above the national average	2	2	2	2	1
Between 5 and 10 percentage points above the national average	12	11	12	13	14
Within 5 percentage points of the national average	57	58	57	56	55
Between 5 and 10 percentage points below the national average	9	9	9	9	8
More than 10 percentage points below the national average	0	0	0	0	2

**Table E.55 Utilisation – distribution of service districts – gap to benchmark – Trend – National <sup>33</sup>**

Outcome	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2
More than 10 percentage points above the national average	9	7	5	4	4
Between 5 and 10 percentage points above the national average	9	14	14	15	17
Within 5 percentage points of the national average	60	56	59	59	57
Between 5 and 10 percentage points below the national average	2	3	2	2	2
More than 10 percentage points below the national average	0	0	0	0	0

**Table E.56 Market concentration – distribution of service districts – gap to benchmark – Trend – National <sup>34</sup>**

Outcome	2023-24 Q2	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2
Less than 25% of payments going to the 10 largest providers	28	29	29	33	34
Between 25% to 45% of payments going to the 10 largest providers	35	36	36	33	35
Between 45% to 60% of payments going to the 10 largest providers	11	11	11	11	8
Between 60% to 70% of payments going to the 10 largest providers	4	2	2	1	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

<sup>31</sup> Registration status is determined as at the posting date of payment.

<sup>32</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

<sup>33</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

<sup>34</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

## Part Five: Financial sustainability

In Part Five, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.57 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – National**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.1%	2.0%
\$5,001-\$10,000	5.2%	5.0%
\$10,001-\$15,000	10.3%	10.0%
\$15,001-\$20,000	14.2%	14.2%
\$20,001-\$25,000	11.7%	11.7%
\$25,001-\$30,000	5.2%	5.2%
\$30,001-\$50,000	13.7%	13.8%
\$50,001-\$100,000	17.2%	17.3%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	8.1%	8.3%

**Table E.58 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.2%	2.2%
\$5,001-\$10,000	5.5%	5.2%
\$10,001-\$15,000	10.8%	10.5%
\$15,001-\$20,000	15.0%	14.9%
\$20,001-\$25,000	12.3%	12.3%
\$25,001-\$30,000	5.5%	5.5%
\$30,001-\$50,000	14.5%	14.5%
\$50,001-\$100,000	18.1%	18.2%
\$100,001-\$150,000	7.2%	7.3%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.0%	2.1%
\$250,001+	3.4%	3.5%

**Table E.59 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$19,200	\$27,000	n/a	n/a	\$19,200	\$27,000
9 to 14	\$22,900	\$29,800	n/a	n/a	\$22,800	\$29,800
15 to 18	\$36,900	\$49,000	\$607,100	\$654,000	\$33,900	\$45,900
19 to 24	\$78,500	\$101,800	\$523,200	\$578,700	\$55,100	\$77,900
25 to 34	\$104,300	\$127,200	\$454,100	\$494,600	\$68,700	\$90,600
35 to 44	\$114,200	\$139,100	\$416,400	\$457,600	\$74,500	\$97,700
45 to 54	\$119,200	\$145,600	\$406,400	\$445,800	\$76,700	\$101,900
55 to 64	\$129,200	\$158,700	\$411,600	\$447,300	\$83,400	\$110,700
65+	\$125,000	\$156,800	\$402,500	\$439,600	\$85,900	\$115,600
<b>All</b>	<b>\$65,800</b>	<b>\$82,400</b>	<b>\$427,600</b>	<b>\$467,200</b>	<b>\$45,700</b>	<b>\$61,400</b>

**Table E.60 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$163,100	\$198,500	\$466,400	\$507,500	\$105,000	\$137,100
Autism	\$36,600	\$47,200	\$490,300	\$527,300	\$28,600	\$39,100
Cerebral palsy	\$161,500	\$190,600	\$470,300	\$512,600	\$106,500	\$133,500
Developmental delay	\$14,200	\$22,700	\$0	\$0	\$14,200	\$22,700
Global developmental delay	\$19,400	\$27,400	\$0	\$0	\$19,400	\$27,400
Hearing impairment	\$9,800	\$18,100	n/a	n/a	\$9,600	\$17,800
Intellectual disability	\$109,800	\$130,900	\$385,700	\$420,900	\$63,800	\$82,900
Multiple sclerosis	\$103,200	\$133,500	\$520,700	\$568,500	\$84,600	\$114,300
Psychosocial disability	\$86,600	\$111,200	\$384,100	\$427,200	\$66,400	\$89,100
Spinal cord injury	\$168,200	\$214,900	\$628,400	\$701,200	\$141,900	\$185,800
Stroke	\$149,800	\$191,900	\$491,100	\$543,400	\$106,200	\$145,300
Visual impairment	\$44,700	\$59,100	\$372,100	\$390,300	\$41,000	\$55,200
Other neurological	\$150,500	\$189,500	\$505,500	\$541,000	\$108,100	\$144,900
Other physical	\$71,400	\$99,900	\$472,200	\$528,200	\$64,100	\$91,600
Other sensory/speech	\$11,600	\$20,500	n/a	n/a	\$10,900	\$19,600
Other	\$96,000	\$127,700	\$489,400	\$522,100	\$70,400	\$100,800
Down Syndrome	\$129,500	\$151,000	\$343,500	\$376,300	\$79,500	\$98,300
<b>All</b>	<b>\$65,800</b>	<b>\$82,400</b>	<b>\$427,600</b>	<b>\$467,200</b>	<b>\$45,700</b>	<b>\$61,400</b>

**Table E.61 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$13,600	\$21,700	\$359,800	\$399,800	\$13,500	\$21,500
2	\$19,500	\$32,600	n/a	n/a	\$19,200	\$32,100
3	\$22,200	\$32,500	\$374,100	\$410,400	\$19,900	\$30,100
4	\$17,800	\$28,100	\$409,700	\$451,900	\$16,000	\$26,100
5	\$32,000	\$42,900	\$383,800	\$416,900	\$27,000	\$37,700
6	\$24,200	\$36,500	\$344,400	\$396,400	\$22,300	\$34,200
7	\$52,000	\$65,000	\$387,300	\$422,900	\$36,600	\$48,600
8	\$60,100	\$84,000	\$350,800	\$399,100	\$47,900	\$70,300
9	\$78,800	\$112,300	\$433,100	\$477,400	\$69,600	\$101,700
10	\$99,600	\$129,600	\$361,200	\$402,400	\$75,800	\$104,000
11	\$105,500	\$125,700	\$429,700	\$463,300	\$67,600	\$85,600
12	\$190,000	\$225,500	\$431,400	\$469,600	\$127,200	\$161,100
13	\$105,000	\$123,300	\$545,500	\$584,400	\$74,200	\$90,100
14	\$310,900	\$358,500	\$508,500	\$548,900	\$228,300	\$277,000
15	\$479,200	\$523,100	\$747,000	\$804,700	\$410,900	\$455,700
<b>All</b>	<b>\$65,800</b>	<b>\$82,400</b>	<b>\$427,600</b>	<b>\$467,200</b>	<b>\$45,700</b>	<b>\$61,400</b>

**Table E.62 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – National <sup>35</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	11,267.8	11,999.7
Core: Consumables	111.3	125.5
Core: Social and Civic	2,188.7	2,768.4
Core: Transport	65.4	85.5
Capacity Building: Choice and Control	38.2	41.3
Capacity Building: Daily Activities	328.2	477.2
Capacity Building: Employment	4.1	13.4
Capacity Building: Health and Wellbeing	3.3	6.0
Capacity Building: Home Living	0.0	0.5
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	285.8	435.6
Capacity Building: Social and Civic	3.0	6.7
Capacity Building: Support Coordination	202.9	246.7
Capital: Assistive Technology	99.9	208.7
Capital: Home Modifications	287.8	389.6
<b>All</b>	<b>14,891.7</b>	<b>16,804.7</b>

<sup>35</sup> Total payments for home modifications were \$287.8 million. Of which, \$285.6 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$2.2 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$389.6 million. Of which, \$384.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.1 million (1%) has been allocated for non-SDA supports.

**Table E.63 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – National <sup>36</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	11,355.6	15,382.4
Core: Consumables	563.6	829.8
Core: Social and Civic	7,998.4	9,450.8
Core: Transport	785.6	445.1
Capacity Building: Choice and Control	554.0	637.8
Capacity Building: Daily Activities	5,124.5	8,605.3
Capacity Building: Employment	142.2	448.7
Capacity Building: Health and Wellbeing	28.7	59.6
Capacity Building: Home Living	1.1	4.9
Capacity Building: Lifelong learning	0.2	1.4
Capacity Building: Relationships	455.4	987.4
Capacity Building: Social and Civic	205.2	499.7
Capacity Building: Support Coordination	902.8	1,311.6
Capital: Assistive Technology	505.3	1,294.9
Capital: Home Modifications	194.1	343.3
<b>All</b>	<b>28,818.0</b>	<b>40,302.8</b>

**Table E.64 Payments by financial year in which support was provided, compared to committed supports (\$m) – National <sup>37</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	134.0	85.8	64%
2014-15	497.2	370.9	75%
2015-16	940.6	704.3	75%
2016-17	3,243.5	2,187.1	67%
2017-18	7,773.1	5,442.9	70%
2018-19	14,566.1	10,404.4	71%
2019-20	24,373.2	17,311.6	71%
2020-21	32,355.2	23,542.4	73%
2021-22	37,195.1	28,468.4	77%
2022-23	46,191.3	35,063.9	76%
2023-24	53,679.4	41,573.3	77%
2024-25 to date	28,885.4	20,658.0	72%

<sup>36</sup> Total payments for home modifications were \$194.1 million. Of which, \$96.3 million (49.6%) has been paid for specialised disability accommodation (SDA) supports, and \$97.8 million (50.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$343.3 million. Of which, \$132.1 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$211.2 million (62%) has been allocated for non-SDA supports.

<sup>37</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table E.65 Percentage change in plan budgets for active participants per quarter – National <sup>38</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	7.07%	7.52%	7.52%	9.63%	6.94%	5.67%	7.61%	7.98%	6.90%
Interplan Inflation	8.81%	5.48%	4.79%	5.51%	4.23%	1.79%	2.48%	4.84%	5.19%
<b>Total Inflation</b>	<b>15.89%</b>	<b>13.00%</b>	<b>12.30%</b>	<b>15.14%</b>	<b>11.17%</b>	<b>7.45%</b>	<b>10.09%</b>	<b>12.82%</b>	<b>12.10%</b>

**Table E.66 Percentage change in plan budgets for plans reassessed in this financial year (1 July 2024 to 31 December 2024) by participants in SIL and not in SIL – National**

Percentage change in plan budgets	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%	0	0	478	0%
-80% to -65%	<11	n/a	603	1%
-65% to -50%	<20	n/a	1,192	1%
-50% to -35%	60	1%	2,307	2%
-35% to -20%	222	2%	4,628	4%
-20% to -5%	1,150	10%	10,035	9%
Reassessments with 5%+ deflation	1,446	13%	19,243	18%
-5% to 0%	1,435	13%	8,144	7%
0% to 5%	2,906	26%	15,285	14%
Reassessments within 5% inflation and deflation	4,341	38%	23,429	21%
5% to 20%	2,858	25%	18,042	17%
20% to 35%	780	7%	10,002	9%
35% to 50%	375	3%	7,174	7%
50% to 65%	273	2%	5,465	5%
65% to 80%	163	1%	4,198	4%
Above 80%	1,068	9%	21,562	20%
Reassessments with 5%+ inflation	5,517	49%	66,443	61%

<sup>38</sup> 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

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This supplement shows the data for New South Wales.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted.

The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>267,730</b>	<b>6,887</b>	<b>274,617</b>
<b>Active Eligible - Total</b>	<b>202,233</b>	<b>5,344</b>	<b>207,577</b>
Active Eligible - New	139,191	5,283	144,474
Active Eligible - State	49,704	33	49,737
Active Eligible - Commonwealth	13,338	28	13,366
<b>Active Participant Plans - Total</b>	<b>200,246</b>	<b>5,351</b>	<b>205,597</b>
Active Participant Plans - New	137,518	5,300	142,818
Active Participant Plans - State	49,435	27	49,462
Active Participant Plans - Commonwealth	13,293	24	13,317
<b>Active Participant Plans - Total</b>	<b>200,246</b>	<b>5,351</b>	<b>205,597</b>
Active Participant Plans - Early Intervention (s25)	65,748	2,950	68,698
Active Participant Plans - Permanent Disability (s24)	134,498	2,401	136,899

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

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>20,761</b>
Early Intervention participants	7,192
Permanent disability participants	13,569

**Table F.3 Assessment of access by age group and gender – New South Wales**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	65,705	96%	27,135	96%	1,337	92%	94,177	96%
9 to 14	17,810	87%	9,052	87%	588	83%	27,450	87%
15 to 18	9,062	90%	5,538	88%	383	85%	14,983	89%
19 to 24	6,894	90%	4,450	85%	243	74%	11,587	88%
25 to 34	8,539	87%	6,433	78%	235	63%	15,207	83%
35 to 44	9,004	83%	7,480	73%	206	54%	16,690	78%
45 to 54	11,421	80%	9,897	68%	250	49%	21,568	74%
55 to 64	15,391	74%	13,220	61%	332	44%	28,943	67%
65+	697	55%	<570	n/a	<20	n/a	<1,290	n/a
Missing	0	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>144,523</b>	<b>88%</b>	<b>83,772</b>	<b>79%</b>	<b>3,593</b>	<b>72%</b>	<b>231,888</b>	<b>84%</b>

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,163	92%	2,015	90%	53	65%	6,231	91%
Autism	54,130	98%	21,392	98%	1,745	94%	77,267	97%
Cerebral palsy	3,384	97%	2,709	97%	38	95%	6,131	97%
Developmental delay	19,468	98%	8,251	97%	432	95%	28,151	98%
Down syndrome	2,174	100%	1,879	100%	26	93%	4,079	100%
Global developmental delay	5,535	99%	2,170	99%	136	99%	7,841	99%
Hearing impairment	4,466	89%	4,599	85%	147	81%	9,212	87%
Intellectual disability	18,147	95%	13,351	94%	232	82%	31,730	94%
Multiple sclerosis	927	91%	2,427	90%	34	69%	3,388	90%
Psychosocial disability	11,692	72%	9,611	60%	274	38%	21,577	65%
Spinal cord injury	1,630	94%	<650	n/a	<30	n/a	2,296	93%
Stroke	2,451	88%	1,684	84%	40	71%	4,175	86%
Visual impairment	1,924	86%	1,752	86%	51	66%	3,727	85%
Other neurological	5,805	80%	4,524	78%	151	67%	10,480	79%
Other physical	4,046	49%	3,858	36%	89	22%	7,993	41%
Other sensory/speech	934	49%	<400	n/a	<11	n/a	1,339	48%
Other	3,647	56%	2,514	41%	110	33%	6,271	48%
<b>Total</b>	<b>144,523</b>	<b>88%</b>	<b>83,772</b>	<b>79%</b>	<b>3,593</b>	<b>72%</b>	<b>231,888</b>	<b>84%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	18,240	9%	640	12%	18,880	9%
Non-First Nations Participants	144,140	72%	4,277	80%	148,417	72%
Not Stated	37,866	19%	434	8%	38,300	19%
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	21,542	11%	474	9%	22,016	11%
Not culturally and linguistically diverse	173,078	86%	4,159	78%	177,237	86%
Not stated	5,626	3%	718	13%	6,344	3%
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

**Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – New South Wales <sup>39</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<30
55 to 64	225
<b>Total YPIRAC (under 65)</b>	<b>257</b>

**Table F.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – New South Wales <sup>40</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-24	-33	257

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	140,572	70%	3,796	71%	144,368	70%
Population > 50,000	6,020	3%	200	4%	6,220	3%
Population between 15,000 and 50,000	26,766	13%	650	12%	27,416	13%
Population between 5,000 and 15,000	11,996	6%	311	6%	12,307	6%
Population less than 5,000	14,068	7%	375	7%	14,443	7%
Remote	733	0%	19	0%	752	0%
Very Remote	<90	n/a	0	0%	<90	n/a
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

<sup>39</sup> There are a further 598 active participants aged 65 years or over who are currently in residential aged care.

<sup>40</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	73,201	37%	1,962	37%	75,163	37%
Intellectual disability	28,875	14%	226	4%	29,101	14%
Developmental delay	20,457	10%	1,577	29%	22,034	11%
Psychosocial disability	19,103	10%	198	4%	19,301	9%
Hearing impairment	8,568	4%	135	3%	8,703	4%
Other neurological	7,359	4%	200	4%	7,559	4%
Other physical	5,804	3%	55	1%	5,859	3%
Acquired brain injury	5,102	3%	87	2%	5,189	3%
Cerebral palsy	5,722	3%	31	1%	5,753	3%
Global developmental delay	6,573	3%	452	8%	7,025	3%
Other	3,479	2%	172	3%	3,651	2%
Down syndrome	<3,720	n/a	<20	n/a	3,736	2%
Multiple sclerosis	3,012	2%	68	1%	3,080	1%
Visual impairment	3,282	2%	44	1%	3,326	2%
Stroke	3,290	2%	94	2%	3,384	2%
Spinal cord Injury	1,937	1%	32	1%	1,969	1%
Other sensory/speech	<770	n/a	<11	n/a	764	0%
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

**Table F.11 Participant profile per quarter by primary disability group and SIL status – New South Wales**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	75,163	37%	1,383	12%	73,780	38%
Intellectual disability	29,101	14%	4,478	37%	24,623	13%
Developmental delay	22,034	11%	0	0%	22,034	11%
Psychosocial disability	19,301	9%	1,855	15%	17,446	9%
Hearing impairment	8,703	4%	<11	n/a	<8,700	n/a
Other neurological	7,559	4%	873	7%	6,686	3%
Other physical	5,859	3%	121	1%	5,738	3%
Acquired brain injury	5,189	3%	871	7%	4,318	2%
Cerebral palsy	5,753	3%	856	7%	4,897	3%
Global developmental delay	7,025	3%	0	0%	7,025	4%
Down syndrome	3,651	2%	230	2%	3,421	2%
Other	3,736	2%	662	6%	3,074	2%
Multiple sclerosis	3,080	1%	121	1%	2,959	2%
Visual impairment	3,326	2%	34	0%	3,292	2%
Stroke	3,384	2%	399	3%	2,985	2%
Spinal cord Injury	1,969	1%	101	1%	1,868	1%
Other sensory/speech	764	0%	<11	n/a	<770	n/a
<b>Total</b>	<b>205,597</b>	<b>100%</b>	<b>11,994</b>	<b>100%</b>	<b>193,603</b>	<b>100%</b>

**Table F.12 Participant profile per quarter by reported level of function – New South Wales**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	25,348	13%	1,726	32%	27,074	13%
2 (High Function)	<370	n/a	<11	n/a	372	0%
3 (High Function)	10,373	5%	514	10%	10,887	5%
4 (High Function)	14,138	7%	110	2%	14,248	7%
5 (High Function)	14,183	7%	509	10%	14,692	7%
6 (Moderate Function)	45,850	23%	898	17%	46,748	23%
7 (Moderate Function)	11,573	6%	233	4%	11,806	6%
8 (Moderate Function)	10,013	5%	135	3%	10,148	5%
9 (Moderate Function)	<980	n/a	<11	n/a	989	0%
10 (Moderate Function)	17,383	9%	199	4%	17,582	9%
11 (Low Function)	5,664	3%	49	1%	5,713	3%
12 (Low Function)	24,766	12%	343	6%	25,109	12%
13 (Low Function)	12,797	6%	71	1%	12,868	6%
14 (Low Function)	<3,020	n/a	<11	n/a	3,024	1%
15 (Low Function)	52	0%	0	0%	52	0%
Missing	3,749	2%	536	10%	4,285	2%
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

**Table F.13 Participant profile per quarter by age group – New South Wales**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	46,055	23%	2,894	54%	48,949	24%
9 to 14	37,809	19%	705	13%	38,514	19%
15 to 18	18,644	9%	376	7%	19,020	9%
19 to 24	17,336	9%	192	4%	17,528	9%
25 to 34	18,372	9%	227	4%	18,599	9%
35 to 44	14,197	7%	235	4%	14,432	7%
45 to 54	16,410	8%	264	5%	16,674	8%
55 to 64	19,805	10%	401	7%	20,206	10%
65+	11,618	6%	57	1%	11,675	6%
<b>Total</b>	<b>200,246</b>	<b>100%</b>	<b>5,351</b>	<b>100%</b>	<b>205,597</b>	<b>100%</b>

**Table F.14 Participation rates by age group and gender at 31 December 2024 – New South Wales <sup>41</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.34%	3.31%	5.46%
9 to 14	8.14%	3.74%	6.13%
15 to 18	5.66%	3.11%	4.52%
19 to 24	3.31%	1.92%	2.70%
25 to 44	1.61%	1.14%	1.40%
45 to 64	1.97%	1.66%	1.84%
<b>Total (aged 0 to 64)</b>	<b>3.48%</b>	<b>1.98%</b>	<b>2.78%</b>

**Table F.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – New South Wales <sup>42</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	5%	n/a	5%
Health & Wellbeing	23%	0%	23%
Lifelong Learning	12%	n/a	12%
Other	9%	0%	9%
Non-categorised	5%	0%	5%
<b>Any mainstream service</b>	<b>34%</b>	<b>n/a</b>	<b>34%</b>

**Table F.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – New South Wales <sup>43</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	3%	4%	3%
Daily life	17%	18%	17%
Health and wellbeing	80%	84%	80%
Learning	36%	34%	36%
Relationships	5%	4%	5%
Social and community activities	10%	9%	10%
Unknown	7%	1%	6%
Where I live	1%	2%	1%
Work	5%	3%	4%
<b>Any mainstream service</b>	<b>99%</b>	<b>96%</b>	<b>98%</b>

<sup>41</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>42</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>43</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table F.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,744), and ‘participant social and community engagement rate’ (n=12,563), and the metric for ‘parent and carer employment rate’ (n=14,882) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=7,724) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – New South Wales**

Metric by 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%	29%	30%	26%
Participant employment rate - Aged 35 to 44 years	28%	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%	13%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	40%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	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	33%	37%	40%	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.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=11,823), and ‘participant social and community engagement rate’ (n=11,707), and the metric for ‘parent and carer employment rate’ (n=10,406) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,309) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – New South Wales**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	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%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	16%	16%	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	21%	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	33%	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	39%	41%	47%	47%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	43%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	50%	55%	n/a
Parent and carer employment rate - Aged 15+ years	51%	55%	54%	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%	73%	77%	n/a

**Table F.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,156), and ‘participant social and community engagement rate’ (n=10,037), and the metric for ‘parent and carer employment rate’ (n=7,114) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=7,985) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – New South Wales**

Metric by 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	15%	15%	14%	11%	11%	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%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	53%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	45%	48%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	40%	45%	52%	47%	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	38%	43%	45%	45%	48%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	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	51%	54%	55%	54%	54%	n/a
Parent and carer employment rate - All ages	50%	52%	53%	53%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	70%	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.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,798), and ‘participant social and community engagement rate’ (n=7,745), and the metric for ‘parent and carer employment rate’ (n=4,315) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=6,325) 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 31 December 2019 and have had a fifth plan reassessment to date – New South Wales**

Metric by 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%	29%	31%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	31%	33%	30%	33%	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%	15%	10%	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	24%	26%	24%	27%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	44%	46%	48%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	46%	51%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	41%	46%	48%	49%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	45%	49%	47%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	41%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	43%	42%	42%	48%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	45%	47%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	44%	47%	48%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	45%	48%	47%	50%	56%	n/a
Parent and carer employment rate - Aged 15+ years	49%	51%	53%	54%	54%	55%	n/a
Parent and carer employment rate - All ages	46%	47%	50%	50%	52%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	69%	69%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	77%	78%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	74%	79%	n/a

**Table F.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=10,295), and ‘participant social and community engagement rate’ (n=9,542), and the metric for ‘parent and carer employment rate’ (n=5,069) 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=8,462) 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 31 December 2018 and have had at least a sixth plan reassessment to date – New South Wales**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	7%	10%	13%	17%	26%	20%	30%	26%
Participant employment rate - Aged 25 to 34 years	23%	26%	25%	25%	28%	28%	30%	26%
Participant employment rate - Aged 35 to 44 years	36%	38%	34%	33%	34%	32%	33%	26%
Participant employment rate - Aged 45 to 54 years	34%	36%	34%	33%	31%	28%	28%	26%
Participant employment rate - Aged 55 to 64 years	30%	29%	25%	22%	24%	21%	22%	26%
Participant employment rate - Aged 65+ years	18%	18%	13%	11%	10%	7%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	31%	29%	28%	29%	27%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	28%	27%	26%	28%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	45%	49%	50%	48%	49%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	42%	49%	53%	52%	54%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	44%	50%	50%	52%	53%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	45%	48%	55%	52%	55%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	47%	46%	47%	49%	52%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	48%	48%	45%	49%	52%	46%
Participant social and community engagement rate - Aged 25+ years	36%	43%	48%	50%	50%	52%	55%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	48%	50%	50%	52%	54%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	52%	51%	53%	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%	68%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	81%	87%	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 Q2. Table F.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table F.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 189 in Prior Quarters, n = 37 in 2024-25 Q2), 'Community Connections' (n = 1,648 in Prior Quarters, n = 219 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 1,310 in Prior Quarters, n = 313 in 2024-25 Q2), 'Plan Approval' (n = 2,483 in Prior Quarters, n = 882 in 2024-25 Q2), 'Plan Implementation' (n = 2,731 in Prior Quarters, n = 966 in 2024-25 Q2) and 'Plan Reassessment' (n = 6,730 in Prior Quarters, n = 1,835 in 2024-25 Q2) – New South Wales<sup>44 45</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	98%	97%
Early Supports - Were decisions and outcomes explained to you?	86%	86%
Early Supports - Were your questions and concerns acknowledged?	90%	81%
Early Supports - How well does your early supports plan meet your child's needs?	50%	41%
Community Connections - Was information easy to understand?	84%	88%
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?	79%	79%
Community Connections - To what extent were your circumstances and needs considered?	77%	77%
Community Connections - To what extent were you included in decisions that were made?	75%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	49%
Apply for NDIS (overall) - Were you treated with respect?	93%	91%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	68%
Apply for NDIS (overall) - Was information easy to understand?	75%	62%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	48%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	45%
Plan Approval - Were you treated with respect?	92%	92%
Plan Approval - Were decisions and outcomes explained to you?	78%	79%
Plan Approval - Were your questions and concerns acknowledged?	77%	77%
Plan Approval - Do you know where to go for more help with using your plan?	84%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	57%
Plan Approval - How well does your NDIS plan meet your needs?	60%	60%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	64%	61%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	58%
Plan Implementation - Do you feel confident in using your plan?	68%	65%
Plan Implementation - Do you feel confident in accessing supports?	67%	67%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	84%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	62%
Plan Reassessment - To what extent were your circumstances and needs considered?	69%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	64%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	68%	64%
Plan Reassessment - Do you feel confident in using your plan?	71%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	78%

<sup>44</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>45</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table F.23 Complaints and Participant Critical Incidents (PCIs) by quarter – New South Wales**  
46 47 48

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	194	27	221	208
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	1,063	70	1,133	1,011
People who have submitted an access request: Complaints about service providers	3,716	152	3,868	3,052
People who have submitted an access request: Complaints about the Agency	59,259	4,357	63,616	0
People who have submitted an access request: Unclassified	1,511	0	1,511	1,327
<b>People who have submitted an access request: Total</b>	<b>65,743</b>	<b>4,606</b>	<b>70,349</b>	<b>34,774</b>
Percentage of the number of active participants	6.59%	9.04%	6.71%	n/a
<b>PCIs</b>	<b>11,419</b>	<b>1,146</b>	<b>12,565</b>	<b>n/a</b>

**Table F.24 Number and proportion of participant complaints over time, incrementally and cumulatively – New South Wales**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	1,841	5%	32,269	6%
Mar-22	2,175	6%	34,444	6%
Jun-22	1,872	5%	36,316	6%
Sep-22	1,993	5%	38,309	6%
Dec-22	1,751	4%	40,060	6%
Mar-23	1,785	4%	41,845	6%
Jun-23	2,095	5%	43,940	6%
Sep-23	2,508	5%	46,448	6%
Dec-23	3,023	6%	49,471	6%
Mar-24	5,368	11%	54,839	6%
Jun-24	5,839	12%	60,678	6%
Sep-24	5,065	10%	65,743	7%
Dec-24	4,606	9%	70,349	7%

<sup>46</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>47</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>48</sup> Note that 59% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.

**Table F.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – New South Wales**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	273	1%	2,234	0%
Mar-22	354	1%	2,588	0%
Jun-22	447	1%	3,035	1%
Sep-22	559	1%	3,594	1%
Dec-22	581	1%	4,175	1%
Mar-23	836	2%	5,011	1%
Jun-23	930	2%	5,941	1%
Sep-23	995	2%	6,936	1%
Dec-23	1,013	2%	7,949	1%
Mar-24	1,151	2%	9,100	1%
Jun-24	1,178	2%	10,278	1%
Sep-24	1,141	2%	11,419	1%
Dec-24	1,146	2%	12,565	1%

**Table F.26 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales <sup>49</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,372	4%	0	0%	2,372	4%
Complaints about the Agency - Information unclear	742	1%	0	0%	742	1%
Complaints about the Agency - NDIA Access	1,273	2%	111	3%	1,384	2%
Complaints about the Agency - NDIA Engagement	65	0%	13	0%	78	0%
Complaints about the Agency - NDIA Finance	3,263	6%	286	7%	3,549	6%
Complaints about the Agency - NDIA Fraud and Compliance	228	0%	19	0%	247	0%
Complaints about the Agency - NDIA Plan	11,995	20%	937	22%	12,932	20%
Complaints about the Agency - NDIA Process	4,484	8%	677	16%	5,161	8%
Complaints about the Agency - NDIA Resources	426	1%	62	1%	488	1%
Complaints about the Agency - NDIA Staff	2,804	5%	298	7%	3,102	5%
Complaints about the Agency - NDIA Timeliness	16,515	28%	1,941	45%	18,456	29%
Complaints about the Agency - Participation, engagement and inclusion	178	0%	0	0%	178	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	39	0%
Complaints about the Agency - Reasonable and necessary supports	2,261	4%	0	0%	2,261	4%
Complaints about the Agency - Staff conduct - Agency	682	1%	0	0%	682	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	5,929	10%	0	0%	5,929	9%
Complaints about the Agency - Other	<4,690	n/a	<11	n/a	4,698	7%
<b>Complaints about the Agency - Total</b>	<b>59,259</b>	<b>100%</b>	<b>4,357</b>	<b>100%</b>	<b>63,616</b>	<b>100%</b>

<sup>49</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.



Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	19	10%	0	0%	19	9%
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	<11	n/a	23	10%
Complaints about Early Connections Partner - Early Connections Resources	<00	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	120	62%	17	63%	137	62%
Complaints about Early Connections Partner - Early Connections Timeliness	<30	n/a	<11	n/a	39	18%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>194</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>221</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<20	n/a	<11	n/a	13	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<150	n/a	<11	n/a	153	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<120	n/a	<11	n/a	117	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	699	66%	49	70%	748	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<90	n/a	<11	n/a	91	8%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>1,063</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>1,133</b>	<b>100%</b>
Complaints about service providers - Provider Costs	146	4%	0	0%	146	4%
Complaints about service providers - Provider Finance	240	6%	16	11%	256	7%
Complaints about service providers - Provider Fraud and Compliance	363	10%	25	16%	388	10%
Complaints about service providers - Provider Process	143	4%	0	0%	143	4%
Complaints about service providers - Provider Service	1,111	30%	72	47%	1,183	31%
Complaints about service providers - Provider Staff	593	16%	39	26%	632	16%
Complaints about service providers - Service Delivery	237	6%	0	0%	237	6%
Complaints about service providers - Staff Conduct	218	6%	0	0%	218	6%
Complaints about service providers - Supports being provided	254	7%	0	0%	254	7%
Complaints about service providers - Other	411	11%	0	0%	411	11%
<b>Complaints about service providers - Total</b>	<b>3,716</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>3,868</b>	<b>100%</b>
<b>Unclassified</b>	<b>1,511</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>1,511</b>	<b>n/a</b>
<b>Participants total</b>	<b>65,743</b>	<b>n/a</b>	<b>4,606</b>	<b>n/a</b>	<b>70,349</b>	<b>n/a</b>

**Table F.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	1,337	22%	74	16%	1,411	21%
Plan	4,252	69%	353	77%	4,605	69%
Plan Reassessment	<210	n/a	<30	n/a	229	3%
Other	<380	n/a	<11	n/a	381	6%
<b>Total cases</b>	<b>6,168</b>	<b>100%</b>	<b>458</b>	<b>100%</b>	<b>6,626</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.62%</b>	<b>n/a</b>	<b>0.90%</b>	<b>n/a</b>	<b>0.63%</b>	<b>n/a</b>

**Table F.28 Administrative Review Tribunal (ART) cases by open/closed and decision – New South Wales <sup>50</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>6,626</b>	<b>5,914</b>
<b>Open ART Cases</b>	<b>1,092</b>	<b>1,074</b>
<b>Closed ART Cases</b>	<b>5,534</b>	<b>4,964</b>
Resolved before hearing	5,345	4,799
Gone to hearing and received a substantive decision	189	165

**Table F.29 Administrative Review Tribunal (ART) Supports in dispute – New South Wales <sup>51 52 53</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	81	15	96
Core (excluding Consumables and Transport)	612	122	734
Capacity Building	764	151	915
General Support	142	42	184
Assistive Technology	197	42	239
Specialist Disability Accommodation	<80	<11	78
Home Modifications	<50	<11	52
Supported Independent Living	244	36	280
Everyday Living Costs	59	15	74
Transport	92	17	109
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,237</b>	<b>223</b>	<b>1,460</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,308</b>	<b>453</b>	<b>2,761</b>

<sup>50</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>51</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>52</sup> Data is reported with one month lag; therefore, results for last month of the current quarter are not included.

<sup>53</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

**Table F.30 Closed Administrative Review Tribunal (ART) cases by outcome – New South Wales**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>175</b>	<b>3%</b>	<b>14</b>	<b>5%</b>	<b>189</b>	<b>3%</b>
Decided by Tribunal - Affirmed	<90	n/a	<11	n/a	94	2%
Decided by Tribunal - Varied	<40	n/a	<11	n/a	34	1%
Decided by Tribunal - Set Aside	<60	n/a	<11	n/a	61	1%
<b>Not Decided by Tribunal - Total</b>	<b>5,079</b>	<b>97%</b>	<b>266</b>	<b>95%</b>	<b>5,345</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	3,634	69%	184	66%	3,818	69%
Not Decided by Tribunal - Withdrawn	1,020	19%	50	18%	1,070	19%
Not Decided by Tribunal - No jurisdiction	<90	n/a	<11	n/a	88	2%
Not Decided by Tribunal - Extension of Time Declined	17	0%	0	n/a	17	0%
Not Decided by Tribunal - Extension of Time Not opposed	26	0%	0	n/a	26	0%
Not Decided by Tribunal - Dismissed	<300	n/a	<30	n/a	326	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>5,254</b>	<b>100%</b>	<b>280</b>	<b>100%</b>	<b>5,534</b>	<b>100%</b>

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – New South Wales <sup>54</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	4,166	0	4,166
Plan-managed	6,340	49,810	55,943
Self-managed	3,478	34,171	37,563
<b>All plan management types</b>	<b>7,110</b>	<b>69,984</b>	<b>76,867</b>

**Table F.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – New South Wales <sup>55</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	1,250	0	1,250
Plan-managed	1,142	734	1,886
Self-managed	110	162	354
<b>All management types</b>	<b>2,502</b>	<b>896</b>	<b>3,491</b>

<sup>54</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>55</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.6%	2.5%
\$5,001-\$10,000	5.6%	5.4%
\$10,001-\$15,000	10.5%	10.2%
\$15,001-\$20,000	14.9%	14.9%
\$20,001-\$25,000	11.4%	11.4%
\$25,001-\$30,000	4.6%	4.7%
\$30,001-\$50,000	12.8%	12.9%
\$50,001-\$100,000	16.6%	16.7%
\$100,001-\$150,000	6.6%	6.8%
\$150,001-\$200,000	3.5%	3.6%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	8.7%	8.8%

**Table F.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.8%	2.7%
\$5,001-\$10,000	5.9%	5.7%
\$10,001-\$15,000	11.2%	10.9%
\$15,001-\$20,000	15.9%	15.8%
\$20,001-\$25,000	12.1%	12.2%
\$25,001-\$30,000	4.8%	5.0%
\$30,001-\$50,000	13.6%	13.7%
\$50,001-\$100,000	17.7%	17.7%
\$100,001-\$150,000	7.0%	7.1%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.0%	2.1%
\$250,001+	3.3%	3.5%

**Table F.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$20,500	\$26,300	n/a	n/a	\$20,500	\$26,300
9 to 14	\$24,300	\$27,600	n/a	n/a	\$24,300	\$27,500
15 to 18	\$38,200	\$46,600	\$561,200	\$619,800	\$35,500	\$43,800
19 to 24	\$81,300	\$103,300	\$509,700	\$557,500	\$55,800	\$77,800
25 to 34	\$103,300	\$124,100	\$429,000	\$463,000	\$67,600	\$87,800
35 to 44	\$117,000	\$140,900	\$394,700	\$430,000	\$75,700	\$98,500
45 to 54	\$124,700	\$150,600	\$391,600	\$429,700	\$77,900	\$103,200
55 to 64	\$133,600	\$162,300	\$396,600	\$429,800	\$85,100	\$111,800
65+	\$130,100	\$160,300	\$391,700	\$426,000	\$87,500	\$115,500
<b>All</b>	<b>\$68,300</b>	<b>\$82,900</b>	<b>\$409,800</b>	<b>\$445,600</b>	<b>\$46,800</b>	<b>\$60,500</b>

**Table F.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$160,300	\$194,500	\$427,800	\$471,500	\$108,700	\$138,600
Autism	\$38,500	\$46,000	\$462,800	\$496,000	\$30,200	\$37,500
Cerebral palsy	\$156,200	\$180,500	\$465,300	\$502,200	\$101,200	\$124,200
Developmental delay	\$14,900	\$22,100	\$0	\$0	\$14,900	\$22,100
Global developmental delay	\$19,800	\$25,800	\$0	\$0	\$19,800	\$25,800
Hearing impairment	\$9,600	\$16,600	n/a	n/a	\$9,400	\$16,300
Intellectual disability	\$111,200	\$129,000	\$382,200	\$411,000	\$61,300	\$77,800
Multiple sclerosis	\$109,100	\$137,600	\$509,600	\$553,100	\$93,000	\$120,600
Psychosocial disability	\$96,700	\$122,200	\$365,100	\$404,300	\$68,400	\$92,200
Spinal cord injury	\$168,500	\$214,200	\$582,300	\$649,200	\$148,100	\$190,600
Stroke	\$146,800	\$189,600	\$479,000	\$531,200	\$104,400	\$143,900
Visual impairment	\$43,200	\$55,900	\$363,000	\$374,900	\$39,900	\$52,600
Other neurological	\$148,000	\$184,500	\$477,000	\$512,500	\$106,900	\$141,700
Other physical	\$72,600	\$99,800	\$439,600	\$515,300	\$65,500	\$91,100
Other sensory/speech	\$10,300	\$18,700	n/a	n/a	\$9,600	\$17,800
Other	\$93,200	\$123,200	\$451,000	\$505,700	\$69,100	\$96,300
Down Syndrome	\$122,800	\$139,500	\$338,500	\$363,400	\$76,000	\$91,300
<b>All</b>	<b>\$68,300</b>	<b>\$82,900</b>	<b>\$409,800</b>	<b>\$445,600</b>	<b>\$46,800</b>	<b>\$60,500</b>

**Table F.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 2024 – 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	\$14,700	\$21,200	n/a	n/a	\$14,600	\$21,100
2	\$19,700	\$31,100	n/a	n/a	\$18,700	\$29,000
3	\$23,000	\$31,300	\$351,500	\$379,900	\$20,900	\$29,200
4	\$16,900	\$25,400	\$415,600	\$434,500	\$15,200	\$23,600
5	\$32,300	\$41,100	\$362,200	\$392,100	\$26,800	\$35,500
6	\$26,400	\$36,000	\$326,100	\$380,000	\$24,200	\$33,400
7	\$59,900	\$70,500	\$375,800	\$404,000	\$39,000	\$48,900
8	\$58,600	\$82,100	\$333,300	\$381,100	\$47,100	\$69,000
9	\$76,800	\$103,800	\$378,200	\$439,500	\$69,800	\$96,900
10	\$99,200	\$127,900	\$346,500	\$382,000	\$75,500	\$103,300
11	\$137,100	\$154,800	\$418,400	\$449,600	\$78,300	\$92,700
12	\$188,400	\$222,600	\$409,700	\$444,500	\$126,600	\$159,800
13	\$112,500	\$127,400	\$511,800	\$547,900	\$77,400	\$89,800
14	\$303,700	\$346,300	\$502,000	\$538,400	\$224,600	\$268,900
15	\$453,600	\$503,500	n/a	n/a	\$440,500	\$488,300
<b>All</b>	<b>\$68,300</b>	<b>\$82,900</b>	<b>\$409,800</b>	<b>\$445,600</b>	<b>\$46,800</b>	<b>\$60,500</b>



**Table F.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – New South Wales <sup>56</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	3,640.7	3,842.6
Core: Consumables	34.3	39.4
Core: Social and Civic	694.0	862.3
Core: Transport	24.9	28.4
Capacity Building: Choice and Control	10.9	12.0
Capacity Building: Daily Activities	98.1	145.1
Capacity Building: Employment	1.2	3.6
Capacity Building: Health and Wellbeing	1.7	2.6
Capacity Building: Home Living	0.0	0.5
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	98.3	146.2
Capacity Building: Social and Civic	1.0	1.7
Capacity Building: Support Coordination	60.2	73.8
Capital: Assistive Technology	31.2	66.5
Capital: Home Modifications	93.9	119.8
<b>All</b>	<b>4,790.3</b>	<b>5,344.5</b>

<sup>56</sup> Total payments for home modifications were \$93.9 million. Of which, \$93.3 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$119.8 million. Of which, \$118.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1%) has been allocated for non-SDA supports.

**Table F.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – New South Wales <sup>57</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	3,337.2	4,426.8
Core: Consumables	159.8	224.5
Core: Social and Civic	2,481.5	2,818.4
Core: Transport	326.9	135.4
Capacity Building: Choice and Control	152.5	176.3
Capacity Building: Daily Activities	1,546.0	2,491.1
Capacity Building: Employment	48.4	134.1
Capacity Building: Health and Wellbeing	12.2	22.9
Capacity Building: Home Living	0.2	1.0
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	145.4	310.8
Capacity Building: Social and Civic	62.4	144.0
Capacity Building: Support Coordination	234.5	340.6
Capital: Assistive Technology	157.8	388.6
Capital: Home Modifications	52.1	93.7
<b>All</b>	<b>8,717.1</b>	<b>11,708.7</b>

**Table F.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales <sup>58</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	50.2	37.2	74%
2014-15	184.6	141.5	77%
2015-16	352.5	260.1	74%
2016-17	1,767.6	1,209.8	68%
2017-18	4,267.1	3,099.3	73%
2018-19	5,894.1	4,470.1	76%
2019-20	8,025.7	5,979.2	75%
2020-21	10,168.5	7,708.0	76%
2021-22	11,488.4	8,944.6	78%
2022-23	14,033.5	10,976.4	78%
2023-24	16,165.2	12,886.6	80%
2024-25 to date	8,700.4	6,379.4	73%

<sup>57</sup> Total payments for home modifications were \$52.1 million. Of which, \$26.6 million (51.0%) has been paid for specialised disability accommodation (SDA) supports, and \$25.6 million (49.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$93.7 million. Of which, \$35.2 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$58.5 million (62%) has been allocated for non-SDA supports.

<sup>58</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table F.41 Percentage change in plan budgets for active participants per quarter – New South Wales <sup>59</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	6.40%	6.66%	6.65%	8.74%	6.21%	4.60%	6.71%	7.07%	6.37%
Interplan Inflation	9.96%	5.61%	4.57%	5.09%	3.40%	2.61%	2.92%	5.03%	5.03%
<b>Total Inflation</b>	<b>16.36%</b>	<b>12.26%</b>	<b>11.23%</b>	<b>13.83%</b>	<b>9.61%</b>	<b>7.21%</b>	<b>9.64%</b>	<b>12.09%</b>	<b>11.40%</b>

<sup>59</sup> 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

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This supplement shows the data for Victoria.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>234,808</b>	<b>7,023</b>	<b>241,831</b>
<b>Active Eligible - Total</b>	<b>182,600</b>	<b>5,627</b>	<b>188,227</b>
Active Eligible - New	115,345	5,490	120,835
Active Eligible - State	57,251	101	57,352
Active Eligible - Commonwealth	10,004	36	10,040
<b>Active Participant Plans - Total</b>	<b>180,381</b>	<b>5,608</b>	<b>185,989</b>
Active Participant Plans - New	113,601	5,490	119,091
Active Participant Plans - State	56,818	81	56,899
Active Participant Plans - Commonwealth	9,962	37	9,999
<b>Active Participant Plans - Total</b>	<b>180,381</b>	<b>5,608</b>	<b>185,989</b>
Active Participant Plans - Early Intervention (s25)	58,566	3,122	61,688
Active Participant Plans - Permanent Disability (s24)	121,815	2,486	124,301

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

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>17,937</b>
Early Intervention participants	6,618
Permanent disability participants	11,319

**Table G.3 Assessment of access by age group and gender – Victoria**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	57,400	97%	25,217	97%	2,534	96%	85,151	97%
9 to 14	16,326	91%	9,532	92%	645	90%	26,503	92%
15 to 18	6,909	93%	4,551	90%	402	91%	11,862	92%
19 to 24	5,850	90%	4,207	85%	262	77%	10,319	87%
25 to 34	7,815	87%	6,728	79%	338	68%	14,881	83%
35 to 44	8,010	83%	7,871	76%	203	58%	16,084	79%
45 to 54	9,666	80%	10,069	72%	199	49%	19,934	75%
55 to 64	11,716	75%	11,464	64%	224	44%	23,404	69%
65+	565	58%	<520	n/a	<20	n/a	<1,100	n/a
Missing	0	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>124,257</b>	<b>90%</b>	<b>80,151</b>	<b>82%</b>	<b>4,823</b>	<b>81%</b>	<b>209,231</b>	<b>87%</b>

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	4,013	91%	2,009	90%	62	77%	6,084	91%
Autism	44,660	97%	21,777	98%	2,091	95%	68,528	97%
Cerebral palsy	2,520	97%	2,060	96%	45	92%	4,625	97%
Developmental delay	23,148	99%	9,967	99%	1,485	98%	34,600	99%
Down syndrome	1,709	100%	1,415	100%	36	97%	3,160	100%
Global developmental delay	2,555	99%	1,112	99%	143	97%	3,810	99%
Hearing impairment	3,653	90%	3,904	88%	130	83%	7,687	89%
Intellectual disability	16,106	96%	11,218	94%	158	81%	27,482	95%
Multiple sclerosis	927	92%	2,830	92%	42	78%	3,799	92%
Psychosocial disability	10,715	75%	11,834	68%	284	42%	22,833	71%
Spinal cord injury	831	94%	<410	n/a	<20	n/a	1,257	93%
Stroke	1,573	86%	1,119	83%	31	67%	2,723	85%
Visual impairment	1,743	91%	1,666	89%	35	66%	3,444	90%
Other neurological	4,164	83%	3,588	82%	98	69%	7,850	82%
Other physical	2,721	46%	3,133	37%	64	25%	5,918	41%
Other sensory/speech	484	53%	<210	n/a	<11	n/a	698	51%
Other	2,735	56%	1,905	39%	93	31%	4,733	47%
<b>Total</b>	<b>124,257</b>	<b>90%</b>	<b>80,151</b>	<b>82%</b>	<b>4,823</b>	<b>81%</b>	<b>209,231</b>	<b>87%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	6,417	4%	247	4%	6,664	4%
Non-First Nations Participants	147,946	82%	4,998	89%	152,944	82%
Not Stated	26,018	14%	363	6%	26,381	14%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	20,573	11%	504	9%	21,077	11%
Not culturally and linguistically diverse	155,287	86%	4,532	81%	159,819	86%
Not stated	4,521	3%	572	10%	5,093	3%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

**Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – Victoria <sup>60</sup>**

Age group	Total number of active participants
Under 45	12
45 to 54	39
55 to 64	269
<b>Total YPIRAC (under 65)</b>	<b>320</b>

**Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria <sup>61</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-24	-39	320

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	131,141	73%	4,107	73%	135,248	73%
Population > 50,000	17,329	10%	553	10%	17,882	10%
Population between 15,000 and 50,000	11,824	7%	336	6%	12,160	7%
Population between 5,000 and 15,000	9,663	5%	281	5%	9,944	5%
Population less than 5,000	10,357	6%	331	6%	10,688	6%
Remote	56	0%	0	0%	56	0%
Very Remote	0	0%	0	0%	0	0%
Missing	11	0%	0	0%	11	0%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

<sup>60</sup> There are a further 502 active participants aged 65 years or over who are currently in residential aged care.

<sup>61</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	64,785	36%	2,113	38%	66,898	36%
Intellectual disability	25,340	14%	248	4%	25,588	14%
Developmental delay	25,172	14%	2,082	37%	27,254	15%
Psychosocial disability	20,079	11%	147	3%	20,226	11%
Hearing impairment	7,118	4%	119	2%	7,237	4%
Other neurological	5,636	3%	149	3%	5,785	3%
Other physical	4,588	3%	46	1%	4,634	2%
Acquired brain injury	4,886	3%	95	2%	4,981	3%
Cerebral palsy	4,272	2%	28	0%	4,300	2%
Global developmental delay	3,042	2%	181	3%	3,223	2%
Other	2591	1%	163	3%	2,754	1%
Down syndrome	<2,870	n/a	<20	n/a	2,879	2%
Multiple sclerosis	3,383	2%	79	1%	3,462	2%
Visual impairment	2,983	2%	52	1%	3,035	2%
Stroke	2,168	1%	67	1%	2,235	1%
Spinal cord Injury	1,051	1%	20	0%	1,071	1%
Other sensory/speech	<430	n/a	<11	n/a	427	0%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

**Table G.11 Participant profile per quarter by primary disability group and SIL status – Victoria**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	66,898	36%	932	12%	65,966	37%
Intellectual disability	25,588	14%	3,089	40%	22,499	13%
Developmental delay	27,254	15%	0	0%	27,254	15%
Psychosocial disability	20,226	11%	640	8%	19,586	11%
Hearing impairment	7,237	4%	<11	n/a	<7,240	n/a
Other neurological	5,785	3%	473	6%	5,312	3%
Other physical	4,634	2%	65	1%	4,569	3%
Acquired brain injury	4,981	3%	677	9%	4,304	2%
Cerebral palsy	4,300	2%	658	9%	3,642	2%
Global developmental delay	3,223	2%	0	0%	3,223	2%
Down syndrome	2754	1%	130	2%	2,624	1%
Other	2,879	2%	563	7%	2,316	1%
Multiple sclerosis	3,462	2%	145	2%	3,317	2%
Visual impairment	3,035	2%	<30	n/a	<3,010	n/a
Stroke	2,235	1%	203	3%	2,032	1%
Spinal cord Injury	1,071	1%	64	1%	1,007	1%
Other sensory/speech	427	0%	0	0%	427	0%
<b>Total</b>	<b>185,989</b>	<b>100%</b>	<b>7,670</b>	<b>100%</b>	<b>178,319</b>	<b>100%</b>



**Table G.12 Participant profile per quarter by reported level of function – Victoria**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	23,807	13%	1,655	30%	25,462	14%
2 (High Function)	<480	n/a	<11	n/a	483	0%
3 (High Function)	9,677	5%	500	9%	10,177	5%
4 (High Function)	9,120	5%	88	2%	9,208	5%
5 (High Function)	14,317	8%	505	9%	14,822	8%
6 (Moderate Function)	41,277	23%	1,229	22%	42,506	23%
7 (Moderate Function)	9,527	5%	242	4%	9,769	5%
8 (Moderate Function)	9,145	5%	141	3%	9,286	5%
9 (Moderate Function)	<780	n/a	<11	n/a	785	0%
10 (Moderate Function)	16,688	9%	218	4%	16,906	9%
11 (Low Function)	4,745	3%	63	1%	4,808	3%
12 (Low Function)	24,483	14%	335	6%	24,818	13%
13 (Low Function)	10,699	6%	87	2%	10,786	6%
14 (Low Function)	<2,170	n/a	<11	n/a	2,164	1%
15 (Low Function)	37	0%	0	0%	37	0%
Missing	3,446	2%	526	9%	3,972	2%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

**Table G.13 Participant profile per quarter by age group – Victoria**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	42,709	24%	2,864	51%	45,573	25%
9 to 14	35,665	20%	911	16%	36,576	20%
15 to 18	16,317	9%	430	8%	16,747	9%
19 to 24	14,308	8%	204	4%	14,512	8%
25 to 34	15,284	8%	279	5%	15,563	8%
35 to 44	13,686	8%	261	5%	13,947	7%
45 to 54	15,497	9%	252	4%	15,749	8%
55 to 64	17,789	10%	357	6%	18,146	10%
65+	9,126	5%	50	1%	9,176	5%
<b>Total</b>	<b>180,381</b>	<b>100%</b>	<b>5,608</b>	<b>100%</b>	<b>185,989</b>	<b>100%</b>

**Table G.14 Participation rates by age group and gender at 31 December 2024 – Victoria** <sup>62</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.21%	3.92%	6.38%
9 to 14	9.35%	4.75%	7.26%
15 to 18	5.93%	3.68%	4.98%
19 to 24	3.16%	2.01%	2.67%
25 to 44	1.56%	1.28%	1.45%
45 to 64	2.07%	2.06%	2.08%
<b>Total (aged 0 to 64)</b>	<b>3.66%</b>	<b>2.33%</b>	<b>3.07%</b>

**Table G.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Victoria** <sup>63</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	6%	n/a	6%
Health & Wellbeing	19%	n/a	19%
Lifelong Learning	12%	n/a	12%
Other	9%	0%	9%
Non-categorised	7%	0%	7%
<b>Any mainstream service</b>	<b>33%</b>	<b>n/a</b>	<b>33%</b>

**Table G.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Victoria** <sup>64</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	2%	4%	2%
Daily life	21%	20%	21%
Health and wellbeing	69%	79%	70%
Learning	32%	35%	32%
Relationships	5%	4%	5%
Social and community activities	8%	7%	8%
Unknown	13%	1%	11%
Where I live	1%	2%	1%
Work	4%	3%	4%
<b>Any mainstream service</b>	<b>99%</b>	<b>96%</b>	<b>98%</b>

<sup>62</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>63</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>64</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table G.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=13,552), and ‘participant social and community engagement rate’ (n=13,357), and the metric for ‘parent and carer employment rate’ (n=14,231) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=8,388) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – Victoria**

Metric by 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	12%	9%	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%	43%	41%	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%	35%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	47%	52%	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	66%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	76%	n/a

**Table G.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=11,281), and ‘participant social and community engagement rate’ (n=11,111), and the metric for ‘parent and carer employment rate’ (n=8,932) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,289) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – Victoria**

Metric by 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%	15%	26%
Participant employment rate - Aged 65+ years	10%	10%	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	33%	39%	44%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	35%	36%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	33%	38%	40%	39%	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%	48%	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.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=7,924), and ‘participant social and community engagement rate’ (n=7,720), and the metric for ‘parent and carer employment rate’ (n=5,691) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for ‘participant choice and control’ (n=6,111) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – Victoria**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	9%	12%	14%	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	27%	27%	31%	22%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	25%	19%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	17%	15%	13%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	12%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	25%	20%	23%	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%	36%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	39%	44%	40%	46%
Participant social and community engagement rate - Aged 65+ years	35%	37%	39%	45%	44%	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%	41%	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%	50%	51%	51%	50%	n/a
Parent and carer employment rate - All ages	45%	49%	50%	51%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	66%	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.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=5,783), and ‘participant social and community engagement rate’ (n=5,501), and the metric for ‘parent and carer employment rate’ (n=3,633) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=4,713) 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 31 December 2019 and have had a fifth plan reassessment to date – Victoria**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	8%	10%	13%	17%	13%	24%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	26%	28%	21%	26%	26%
Participant employment rate - Aged 35 to 44 years	27%	25%	24%	23%	20%	25%	26%
Participant employment rate - Aged 45 to 54 years	25%	24%	22%	25%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	18%	17%	11%	15%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	10%	4%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	23%	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%	40%	39%	38%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	42%	43%	41%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	42%	41%	49%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	42%	41%	46%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	39%	43%	38%	41%	45%	46%
Participant social and community engagement rate - Aged 65+ years	41%	44%	44%	42%	45%	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	42%	41%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	41%	43%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	47%	53%	47%	56%	n/a
Parent and carer employment rate - Aged 15+ years	49%	50%	54%	53%	40%	51%	n/a
Parent and carer employment rate - All ages	46%	48%	50%	53%	45%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	67%	64%	76%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	75%	78%	81%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	72%	74%	75%	82%	n/a

**Table G.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,498), and ‘participant social and community engagement rate’ (n=4,010), and the metric for ‘parent and carer employment rate’ (n=2,561) 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=3,782) 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 31 December 2018 and have had at least a sixth plan reassessment to date – Victoria**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	7%	9%	10%	14%	18%	7%	21%	26%
Participant employment rate - Aged 25 to 34 years	22%	24%	24%	26%	20%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	30%	24%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	26%	25%	29%	23%	23%	26%
Participant employment rate - Aged 55 to 64 years	22%	22%	18%	18%	17%	12%	16%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	11%	9%	10%	8%	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%	23%	22%	20%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	41%	39%	52%	38%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	45%	48%	48%	46%	39%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	44%	49%	46%	46%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	45%	42%	46%	43%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	42%	43%	41%	43%	51%	46%
Participant social and community engagement rate - Aged 65+ years	46%	51%	53%	50%	51%	48%	60%	46%
Participant social and community engagement rate - Aged 25+ years	39%	44%	46%	46%	45%	43%	53%	46%
Participant social and community engagement rate - Aged 15+ years	38%	43%	45%	45%	46%	43%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	51%	47%	47%	60%	n/a
Parent and carer employment rate - Aged 15+ years	46%	49%	47%	50%	52%	54%	50%	n/a
Parent and carer employment rate - All ages	46%	49%	48%	50%	49%	50%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	63%	67%	70%	71%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	62%	71%	75%	80%	80%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	60%	69%	72%	76%	77%	86%	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 Q2. Table G.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table G.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 119 in Prior Quarters, n = 23 in 2024-25 Q2), 'Community Connections' (n = 1,276 in Prior Quarters, n = 312 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 1,084 in Prior Quarters, n = 259 in 2024-25 Q2), 'Plan Approval' (n = 2,455 in Prior Quarters, n = 826 in 2024-25 Q2), 'Plan Implementation' (n = 2,269 in Prior Quarters, n = 897 in 2024-25 Q2) and 'Plan Reassessment' (n = 5,634 in Prior Quarters, n = 1,664 in 2024-25 Q2) – Victoria <sup>65</sup> <sup>66</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	99%	100%
Early Supports - Were decisions and outcomes explained to you?	85%	n/a
Early Supports - Were your questions and concerns acknowledged?	89%	86%
Early Supports - How well does your early supports plan meet your child's needs?	49%	26%
Community Connections - Was information easy to understand?	85%	86%
Community Connections - Was communication in your preferred format?	95%	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?	76%	77%
Community Connections - To what extent were your circumstances and needs considered?	76%	72%
Community Connections - To what extent were you included in decisions that were made?	76%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	56%
Apply for NDIS (overall) - Were you treated with respect?	94%	87%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	74%
Apply for NDIS (overall) - Was information easy to understand?	71%	62%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	78%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	42%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	42%
Plan Approval - Were you treated with respect?	91%	88%
Plan Approval - Were decisions and outcomes explained to you?	78%	77%
Plan Approval - Were your questions and concerns acknowledged?	75%	73%
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?	55%	52%
Plan Approval - How well does your NDIS plan meet your needs?	58%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	58%	57%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	59%	54%
Plan Implementation - Do you feel confident in using your plan?	65%	61%
Plan Implementation - Do you feel confident in accessing supports?	64%	63%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	62%
Plan Reassessment - To what extent were your circumstances and needs considered?	69%	63%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	66%	60%
Plan Reassessment - Do you feel confident in using your plan?	69%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	76%

<sup>65</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>66</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table G.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria** <sup>67 68 69</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	181	16	197	187
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	943	60	1,003	906
People who have submitted an access request: Complaints about service providers	3,146	195	3,341	2,677
People who have submitted an access request: Complaints about the Agency	51,673	4,036	55,709	0
People who have submitted an access request: Unclassified	635	0	635	589
<b>People who have submitted an access request: Total</b>	<b>56,578</b>	<b>4,307</b>	<b>60,885</b>	<b>29,863</b>
Percentage of the number of active participants	7.07%	9.35%	7.19%	n/a
<b>PCIs</b>	<b>13,111</b>	<b>1,274</b>	<b>14,385</b>	<b>n/a</b>

**Table G.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Victoria**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	1,785	5%	24,542	7%
Mar-22	1,916	6%	26,458	7%
Jun-22	1,784	5%	28,242	7%
Sep-22	1,977	5%	30,219	6%
Dec-22	1,770	5%	31,989	6%
Mar-23	1,879	5%	33,868	6%
Jun-23	2,159	5%	36,027	6%
Sep-23	2,317	6%	38,344	6%
Dec-23	2,725	6%	41,069	6%
Mar-24	4,786	11%	45,855	6%
Jun-24	5,687	13%	51,542	7%
Sep-24	5,036	11%	56,578	7%
Dec-24	4,307	9%	60,885	7%

<sup>67</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>68</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>69</sup> Note that 59% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.

**Table G.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Victoria**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	1,185	3%	9,098	1%
Mar-24	1,298	3%	10,396	1%
Jun-24	1,358	3%	11,754	2%
Sep-24	1,357	3%	13,111	2%
Dec-24	1,274	3%	14,385	2%

**Table G.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria <sup>70</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,140	2%	0	0%	1,140	2%
Complaints about the Agency - Information unclear	481	1%	0	0%	481	1%
Complaints about the Agency - NDIA Access	1,210	2%	103	3%	1,313	2%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	78	0%
Complaints about the Agency - NDIA Finance	3,391	7%	360	9%	3,751	7%
Complaints about the Agency - NDIA Fraud and Compliance	237	0%	25	1%	262	0%
Complaints about the Agency - NDIA Plan	11,449	22%	954	24%	12,403	22%
Complaints about the Agency - NDIA Process	4,401	9%	599	15%	5,000	9%
Complaints about the Agency - NDIA Resources	420	1%	66	2%	486	1%
Complaints about the Agency - NDIA Staff	3,003	6%	331	8%	3,334	6%
Complaints about the Agency - NDIA Timeliness	15,165	29%	1,576	39%	16,741	30%
Complaints about the Agency - Participation, engagement and inclusion	101	0%	0	0%	101	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	37	0%
Complaints about the Agency - Reasonable and necessary supports	1,560	3%	0	0%	1,560	3%
Complaints about the Agency - Staff conduct - Agency	451	1%	0	0%	451	1%
Complaints about the Agency - The way the NDIA carried out its decision making	787	2%	0	0%	787	1%
Complaints about the Agency - Timeliness	4,511	9%	0	0%	4,511	8%
Complaints about the Agency - Other	3,229	6%	15	0%	3,244	6%
<b>Complaints about the Agency - Total</b>	<b>51,673</b>	<b>100%</b>	<b>4,036</b>	<b>100%</b>	<b>55,709</b>	<b>100%</b>

<sup>70</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<30	n/a	<11	n/a	28	14%
Complaints about Early Connections Partner - Early Connections Process	<10	n/a	<11	n/a	15	8%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	63	35%	13	81%	76	39%
Complaints about Early Connections Partner - Early Connections Timeliness	74	41%	0	0%	74	38%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>181</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>197</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<120	n/a	<11	n/a	120	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<100	n/a	<11	n/a	93	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	627	66%	49	82%	676	67%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<100	n/a	<11	n/a	96	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>943</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>1,003</b>	<b>100%</b>
Complaints about service providers - Provider Costs	53	2%	0	0%	53	2%
Complaints about service providers - Provider Finance	227	7%	16	8%	243	7%
Complaints about service providers - Provider Fraud and Compliance	351	11%	47	24%	398	12%
Complaints about service providers - Provider Process	91	3%	0	0%	91	3%
Complaints about service providers - Provider Service	1,208	38%	71	36%	1,279	38%
Complaints about service providers - Provider Staff	612	19%	61	31%	673	20%
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	4%	0	0%	136	4%
Complaints about service providers - Other	219	7%	0	0%	219	7%
<b>Complaints about service providers - Total</b>	<b>3,146</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>3,341</b>	<b>100%</b>
<b>Unclassified</b>	<b>635</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>635</b>	<b>n/a</b>
<b>Participants total</b>	<b>56,578</b>	<b>n/a</b>	<b>4,307</b>	<b>n/a</b>	<b>60,885</b>	<b>n/a</b>

**Table G.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	1,055	19%	95	18%	1,150	18%
Plan	4,091	72%	424	79%	4,515	73%
Plan Reassessment	<130	n/a	<20	n/a	144	2%
Other	<410	n/a	<11	n/a	412	7%
<b>Total cases</b>	<b>5,681</b>	<b>100%</b>	<b>540</b>	<b>100%</b>	<b>6,221</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.71%</b>	<b>n/a</b>	<b>1.17%</b>	<b>n/a</b>	<b>0.73%</b>	<b>n/a</b>

**Table G.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Victoria**  
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ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>6,221</b>	<b>5,564</b>
<b>Open ART Cases</b>	<b>1,204</b>	<b>1,179</b>
<b>Closed ART Cases</b>	<b>5,017</b>	<b>4,517</b>
Resolved before hearing	4,905	4,422
Gone to hearing and received a substantive decision	112	95

<sup>71</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

**Table G.29 Administrative Review Tribunal (ART) Supports in dispute – Victoria** <sup>72 73 74</sup>

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	114	24	138
Core (excluding Consumables and Transport)	676	130	806
Capacity Building	863	168	1,031
General Support	159	52	211
Assistive Technology	235	51	286
Specialist Disability Accommodation	114	14	128
Home Modifications	59	15	74
Supported Independent Living	224	43	267
Everyday Living Costs	87	15	102
Transport	138	37	175
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,413</b>	<b>236</b>	<b>1,649</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,669</b>	<b>549</b>	<b>3,218</b>

**Table G.30 Closed Administrative Review Tribunal (ART) cases by outcome – Victoria**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;110</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>112</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<40	n/a	<11	n/a	41	1%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	24	0%
Decided by Tribunal - Set Aside	47	1%	0	n/a	47	1%
<b>Not Decided by Tribunal - Total</b>	<b>4,592</b>	<b>98%</b>	<b>313</b>	<b>99%</b>	<b>4,905</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	3,059	65%	230	73%	3,289	66%
Not Decided by Tribunal - Withdrawn	1,058	23%	58	18%	1,116	22%
Not Decided by Tribunal - No jurisdiction	<120	n/a	<11	n/a	113	2%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	<11	n/a	<20	n/a
Not Decided by Tribunal - Extension of Time Not opposed	<40	n/a	<11	n/a	34	1%
Not Decided by Tribunal - Dismissed	312	7%	22	7%	334	7%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
<b>Total</b>	<b>4,701</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>5,017</b>	<b>100%</b>

<sup>72</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>73</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>74</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – Victoria <sup>75</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,576	0	2,576
Plan-managed	5,246	52,889	57,899
Self-managed	2,704	38,795	41,400
<b>All plan management types</b>	<b>5,784</b>	<b>74,826</b>	<b>80,348</b>

**Table G.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – Victoria <sup>76</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	640	0	640
Plan-managed	1,028	802	1,839
Self-managed	87	187	350
<b>All management types</b>	<b>1,755</b>	<b>989</b>	<b>2,829</b>

<sup>75</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>76</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Victoria**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	1.8%	1.8%
\$5,001-\$10,000	4.3%	4.1%
\$10,001-\$15,000	9.6%	9.5%
\$15,001-\$20,000	15.0%	15.0%
\$20,001-\$25,000	13.0%	13.0%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.4%	14.4%
\$50,001-\$100,000	18.2%	18.2%
\$100,001-\$150,000	6.5%	6.6%
\$150,001-\$200,000	3.1%	3.2%
\$200,001-\$250,000	1.8%	1.9%
\$250,001+	6.9%	7.0%



**Table G.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	1.9%	1.9%
\$5,001-\$10,000	4.5%	4.3%
\$10,001-\$15,000	10.0%	9.9%
\$15,001-\$20,000	15.6%	15.7%
\$20,001-\$25,000	13.6%	13.5%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	15.0%	15.0%
\$50,001-\$100,000	19.0%	19.0%
\$100,001-\$150,000	6.7%	6.8%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	3.1%	3.2%

**Table G.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$18,900	\$26,800	n/a	n/a	\$18,900	\$26,800
9 to 14	\$24,000	\$31,200	n/a	n/a	\$23,900	\$31,200
15 to 18	\$40,100	\$50,400	\$754,100	\$794,200	\$37,100	\$47,500
19 to 24	\$79,200	\$100,600	\$601,000	\$645,800	\$59,400	\$80,600
25 to 34	\$95,400	\$117,700	\$460,600	\$509,000	\$68,400	\$89,900
35 to 44	\$101,600	\$124,700	\$421,100	\$464,400	\$69,000	\$90,200
45 to 54	\$106,100	\$129,000	\$407,200	\$444,100	\$71,700	\$93,600
55 to 64	\$119,300	\$145,500	\$410,300	\$444,200	\$79,700	\$103,600
65+	\$112,400	\$141,900	\$404,400	\$441,200	\$79,500	\$107,200
<b>All</b>	<b>\$61,100</b>	<b>\$76,400</b>	<b>\$433,400</b>	<b>\$472,400</b>	<b>\$44,900</b>	<b>\$59,400</b>

**Table G.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$153,600	\$184,300	\$494,300	\$524,000	\$101,400	\$130,800
Autism	\$36,800	\$47,200	\$524,600	\$569,500	\$29,600	\$39,800
Cerebral palsy	\$167,200	\$196,500	\$447,800	\$491,000	\$116,600	\$143,300
Developmental delay	\$14,600	\$23,200	\$0	\$0	\$14,600	\$23,200
Global developmental delay	\$19,800	\$28,600	\$0	\$0	\$19,800	\$28,600
Hearing impairment	\$9,700	\$18,400	n/a	n/a	\$9,600	\$18,200
Intellectual disability	\$103,900	\$123,300	\$383,900	\$421,300	\$64,900	\$82,300
Multiple sclerosis	\$100,600	\$128,800	\$533,200	\$577,000	\$82,200	\$109,200
Psychosocial disability	\$70,500	\$90,100	\$403,100	\$428,000	\$60,000	\$79,100
Spinal cord injury	\$163,400	\$206,400	\$591,200	\$677,300	\$137,500	\$176,500
Stroke	\$142,800	\$181,000	\$507,300	\$563,700	\$109,400	\$142,700
Visual impairment	\$43,100	\$55,800	\$391,700	\$411,900	\$40,100	\$52,600
Other neurological	\$136,300	\$173,300	\$523,400	\$554,600	\$104,300	\$139,400
Other physical	\$69,000	\$94,100	\$504,300	\$565,000	\$62,800	\$87,400
Other sensory/speech	\$12,000	\$20,400	\$0	\$0	\$12,000	\$20,400
Other	\$92,200	\$120,900	\$541,200	\$563,600	\$70,300	\$97,500
Down Syndrome	\$134,500	\$155,900	\$346,400	\$378,600	\$82,700	\$101,800
<b>All</b>	<b>\$61,100</b>	<b>\$76,400</b>	<b>\$433,400</b>	<b>\$472,400</b>	<b>\$44,900</b>	<b>\$59,400</b>

**Table G.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$13,100	\$21,500	n/a	n/a	\$13,000	\$21,400
2	\$18,500	\$32,000	\$0	\$0	\$18,500	\$32,000
3	\$21,400	\$31,200	\$385,400	\$424,000	\$19,800	\$29,400
4	\$16,300	\$26,200	\$419,700	\$455,900	\$15,400	\$25,200
5	\$29,500	\$39,700	\$361,000	\$383,600	\$27,000	\$37,000
6	\$22,400	\$34,700	\$399,100	\$467,100	\$21,300	\$33,400
7	\$47,400	\$58,400	\$418,400	\$450,700	\$37,100	\$47,400
8	\$49,700	\$69,400	\$346,300	\$383,700	\$43,900	\$63,000
9	\$75,200	\$105,400	\$515,200	\$511,800	\$64,900	\$94,300
10	\$82,500	\$109,000	\$348,100	\$400,800	\$67,500	\$92,100
11	\$90,500	\$106,500	\$434,200	\$475,000	\$67,500	\$81,400
12	\$170,900	\$202,900	\$428,200	\$463,700	\$117,300	\$147,700
13	\$110,700	\$126,900	\$592,600	\$630,900	\$81,800	\$95,600
14	\$300,600	\$345,400	\$482,900	\$524,500	\$229,300	\$274,800
15	\$422,100	\$433,000	n/a	n/a	\$333,500	\$351,600
<b>All</b>	<b>\$61,100</b>	<b>\$76,400</b>	<b>\$433,400</b>	<b>\$472,400</b>	<b>\$44,900</b>	<b>\$59,400</b>

**Table G.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Victoria <sup>77</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	2,327.4	2,479.2
Core: Consumables	24.3	26.2
Core: Social and Civic	538.0	667.0
Core: Transport	16.5	20.2
Capacity Building: Choice and Control	9.8	10.2
Capacity Building: Daily Activities	81.1	110.7
Capacity Building: Employment	0.6	2.0
Capacity Building: Health and Wellbeing	0.4	0.9
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	60.6	94.6
Capacity Building: Social and Civic	0.4	1.2
Capacity Building: Support Coordination	49.2	55.8
Capital: Assistive Technology	23.6	44.4
Capital: Home Modifications	85.4	110.6
<b>All</b>	<b>3,217.3</b>	<b>3,623.1</b>

<sup>77</sup> Total payments for home modifications were \$85.4 million. Of which, \$85.0 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$110.6 million. Of which, \$109.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.

**Table G.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – Victoria <sup>78</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	2,927.3	3,811.1
Core: Consumables	146.9	224.3
Core: Social and Civic	2,154.9	2,601.2
Core: Transport	214.1	125.9
Capacity Building: Choice and Control	149.2	169.5
Capacity Building: Daily Activities	1,419.8	2,384.8
Capacity Building: Employment	31.6	95.9
Capacity Building: Health and Wellbeing	6.2	14.2
Capacity Building: Home Living	0.6	2.3
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	122.9	258.3
Capacity Building: Social and Civic	51.7	130.4
Capacity Building: Support Coordination	279.9	382.9
Capital: Assistive Technology	112.4	294.3
Capital: Home Modifications	47.9	89.1
<b>All</b>	<b>7,665.4</b>	<b>10,584.6</b>

**Table G.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria <sup>79</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	54.0	32.5	60%
2014-15	162.8	128.2	79%
2015-16	205.5	161.9	79%
2016-17	499.2	339.5	68%
2017-18	1,441.0	957.3	66%
2018-19	3,457.8	2,369.6	69%
2019-20	6,022.3	4,131.2	69%
2020-21	7,928.7	5,460.9	69%
2021-22	9,267.9	6,817.1	74%
2022-23	11,608.6	8,605.5	74%
2023-24	13,484.8	10,360.9	77%
2024-25 to date	7,208.7	5,124.9	71%

<sup>78</sup> Total payments for home modifications were \$47.9 million. Of which, \$21.5 million (44.9%) has been paid for specialised disability accommodation (SDA) supports, and \$26.4 million (55.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$89.1 million. Of which, \$31.6 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.5 million (65%) has been allocated for non-SDA supports.

<sup>79</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table G.41 Percentage change in plan budgets for active participants per quarter – Victoria <sup>80</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	8.07%	8.09%	8.63%	10.83%	7.90%	6.41%	8.89%	9.01%	7.96%
Interplan Inflation	7.06%	4.00%	2.74%	3.58%	1.71%	0.35%	0.91%	2.88%	3.42%
<b>Total Inflation</b>	<b>15.13%</b>	<b>12.09%</b>	<b>11.37%</b>	<b>14.41%</b>	<b>9.61%</b>	<b>6.76%</b>	<b>9.80%</b>	<b>11.88%</b>	<b>11.38%</b>

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<sup>80</sup> 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

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This supplement shows the data for Queensland.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>188,165</b>	<b>5,396</b>	<b>193,561</b>
<b>Active Eligible - Total</b>	<b>146,243</b>	<b>4,366</b>	<b>150,609</b>
Active Eligible - New	102,833	4,294	107,127
Active Eligible - State	33,316	49	33,365
Active Eligible - Commonwealth	10,094	23	10,117
<b>Active Participant Plans - Total</b>	<b>144,757</b>	<b>4,393</b>	<b>149,150</b>
Active Participant Plans - New	101,463	4,313	105,776
Active Participant Plans - State	33,235	50	33,285
Active Participant Plans - Commonwealth	10,059	30	10,089
<b>Active Participant Plans - Total</b>	<b>144,757</b>	<b>4,393</b>	<b>149,150</b>
Active Participant Plans - Early Intervention (s25)	46,447	2,336	48,783
Active Participant Plans - Permanent Disability (s24)	98,310	2,057	100,367

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

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>13,233</b>
Early Intervention participants	6,069
Permanent disability participants	7,164

**Table H.3 Assessment of access by age group and gender – Queensland**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	43,748	97%	19,717	97%	955	96%	64,420	97%
9 to 14	15,199	91%	8,581	92%	431	87%	24,211	92%
15 to 18	6,385	92%	4,174	91%	319	91%	10,878	92%
19 to 24	4,911	91%	3,306	86%	225	82%	8,442	88%
25 to 34	5,962	88%	4,957	80%	219	71%	11,138	84%
35 to 44	6,083	83%	<5,520	n/a	<130	n/a	11,721	78%
45 to 54	7,646	79%	7,142	68%	143	47%	14,931	73%
55 to 64	10,116	73%	9,027	61%	164	40%	19,307	66%
65+	432	59%	<410	n/a	<11	n/a	846	53%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>100,482</b>	<b>89%</b>	<b>62,830</b>	<b>81%</b>	<b>2,582</b>	<b>76%</b>	<b>165,894</b>	<b>86%</b>



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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	3,340	92%	1,747	90%	38	75%	5,125	91%
Autism	39,728	97%	19,018	97%	1,280	96%	60,026	97%
Cerebral palsy	2,295	96%	1,800	96%	17	77%	4,112	96%
Developmental delay	16,586	99%	7,314	99%	544	99%	24,444	99%
Down syndrome	1,468	100%	<1,210	n/a	<11	n/a	2,679	100%
Global developmental delay	2,452	99%	1,114	99%	69	99%	3,635	99%
Hearing impairment	3,331	90%	3,515	89%	91	81%	6,937	90%
Intellectual disability	10,172	95%	8,344	95%	108	77%	18,624	95%
Multiple sclerosis	506	92%	1,615	90%	20	91%	2,141	91%
Psychosocial disability	6,951	73%	6,552	62%	175	42%	13,678	67%
Spinal cord injury	1,331	94%	534	91%	16	73%	1,881	93%
Stroke	1,524	86%	1,155	84%	27	68%	2,706	85%
Visual impairment	1,099	86%	1,013	83%	16	64%	2,128	84%
Other neurological	3,745	83%	2,983	78%	63	59%	6,791	80%
Other physical	3,093	51%	2,901	38%	53	22%	6,047	43%
Other sensory/speech	272	38%	<100	n/a	<11	n/a	371	36%
Other	2,589	57%	1,924	42%	56	28%	4,569	49%
<b>Total</b>	<b>100,482</b>	<b>89%</b>	<b>62,830</b>	<b>81%</b>	<b>2,582</b>	<b>76%</b>	<b>165,894</b>	<b>86%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	15,321	11%	552	13%	15,873	11%
Non-First Nations Participants	115,277	80%	3,428	78%	118,705	80%
Not Stated	14,159	10%	413	9%	14,572	10%
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,532	5%	160	4%	7,692	5%
Not culturally and linguistically diverse	133,169	92%	3,776	86%	136,945	92%
Not stated	4,056	3%	457	10%	4,513	3%
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

**Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – Queensland <sup>81</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<20
55 to 64	86
<b>Total YPIRAC (under 65)</b>	<b>104</b>

**Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland <sup>82</sup>**

Quarter ending	Incremental	Cumulative
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
Dec-24	-9	104

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	88,918	61%	2,872	65%	91,790	62%
Population > 50,000	32,451	22%	849	19%	33,300	22%
Population between 15,000 and 50,000	5,455	4%	162	4%	5,617	4%
Population between 5,000 and 15,000	5,878	4%	134	3%	6,012	4%
Population less than 5,000	9,553	7%	267	6%	9,820	7%
Remote	1,299	1%	58	1%	1,357	1%
Very Remote	<1,200	n/a	51	1%	<1,250	n/a
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

<sup>81</sup> There are a further 298 active participants aged 65 years or over who are currently in residential aged care.

<sup>82</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	56,973	39%	1,658	38%	58,631	39%
Intellectual disability	17,376	12%	178	4%	17,554	12%
Developmental delay	17,702	12%	1,532	35%	19,234	13%
Psychosocial disability	12,327	9%	128	3%	12,455	8%
Hearing impairment	6,514	4%	91	2%	6,605	4%
Other neurological	5,014	3%	139	3%	5,153	3%
Other physical	4,784	3%	36	1%	4,820	3%
Acquired brain injury	4,283	3%	82	2%	4,365	3%
Cerebral palsy	3,855	3%	23	1%	3,878	3%
Global developmental delay	2,966	2%	218	5%	3,184	2%
Other	2577	2%	140	3%	2,717	2%
Down syndrome	<2,470	n/a	<11	n/a	2,478	2%
Multiple sclerosis	1,927	1%	53	1%	1,980	1%
Visual impairment	1,921	1%	26	1%	1,947	1%
Stroke	2,205	2%	61	1%	2,266	2%
Spinal cord Injury	1,638	1%	18	0%	1,656	1%
Other sensory/speech	<230	n/a	<11	n/a	227	0%
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

**Table H.11 Participant profile per quarter by primary disability group and SIL status – Queensland**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	58,631	39%	899	12%	57,732	41%
Intellectual disability	17,554	12%	2,536	35%	15,018	11%
Developmental delay	19,234	13%	0	0%	19,234	14%
Psychosocial disability	12,455	8%	758	10%	11,697	8%
Hearing impairment	6,605	4%	<11	n/a	<6,600	n/a
Other neurological	5,153	3%	632	9%	4,521	3%
Other physical	4,820	3%	100	1%	4,720	3%
Acquired brain injury	4,365	3%	735	10%	3,630	3%
Cerebral palsy	3,878	3%	531	7%	3,347	2%
Global developmental delay	3,184	2%	0	0%	3,184	2%
Down syndrome	2717	2%	184	3%	2,533	2%
Other	2,478	2%	470	6%	2,008	1%
Multiple sclerosis	1,980	1%	89	1%	1,891	1%
Visual impairment	1,947	1%	26	0%	1,921	1%
Stroke	2,266	2%	288	4%	1,978	1%
Spinal cord Injury	1,656	1%	73	1%	1,583	1%
Other sensory/speech	227	0%	<11	n/a	<230	n/a
<b>Total</b>	<b>149,150</b>	<b>100%</b>	<b>7,328</b>	<b>100%</b>	<b>141,822</b>	<b>100%</b>

**Table H.12 Participant profile per quarter by reported level of function – Queensland**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	20,678	14%	1,493	34%	22,171	15%
2 (High Function)	<210	n/a	<11	n/a	211	0%
3 (High Function)	7,274	5%	365	8%	7,639	5%
4 (High Function)	8,493	6%	88	2%	8,581	6%
5 (High Function)	8,062	6%	272	6%	8,334	6%
6 (Moderate Function)	40,040	28%	961	22%	41,001	27%
7 (Moderate Function)	6,132	4%	147	3%	6,279	4%
8 (Moderate Function)	8,398	6%	119	3%	8,517	6%
9 (Moderate Function)	<810	n/a	<11	n/a	813	1%
10 (Moderate Function)	13,600	9%	166	4%	13,766	9%
11 (Low Function)	3,411	2%	22	1%	3,433	2%
12 (Low Function)	14,193	10%	226	5%	14,419	10%
13 (Low Function)	8,279	6%	47	1%	8,326	6%
14 (Low Function)	<2,270	n/a	<11	n/a	2,273	2%
15 (Low Function)	<50	n/a	<11	n/a	50	0%
Missing	2,875	2%	462	11%	3,337	2%
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

**Table H.13 Participant profile per quarter by age group – Queensland**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	32,783	23%	2,260	51%	35,043	23%
9 to 14	29,395	20%	679	15%	30,074	20%
15 to 18	14,790	10%	319	7%	15,109	10%
19 to 24	12,550	9%	183	4%	12,733	9%
25 to 34	12,168	8%	203	5%	12,371	8%
35 to 44	10,335	7%	186	4%	10,521	7%
45 to 54	11,563	8%	213	5%	11,776	8%
55 to 64	13,870	10%	305	7%	14,175	10%
65+	7,303	5%	45	1%	7,348	5%
<b>Total</b>	<b>144,757</b>	<b>100%</b>	<b>4,393</b>	<b>100%</b>	<b>149,150</b>	<b>100%</b>

**Table H.14 Participation rates by age group and gender at 31 December 2024 – Queensland <sup>83</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.82%	3.87%	6.03%
9 to 14	9.05%	4.66%	7.00%
15 to 18	6.20%	3.73%	5.12%
19 to 24	3.53%	2.20%	2.95%
25 to 44	1.67%	1.30%	1.51%
45 to 64	2.01%	1.81%	1.93%
<b>Total (aged 0 to 64)</b>	<b>3.75%</b>	<b>2.31%</b>	<b>3.08%</b>

**Table H.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Queensland <sup>84</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	5%	0%	5%
Health & Wellbeing	20%	n/a	20%
Lifelong Learning	12%	n/a	12%
Other	9%	0%	9%
Non-categorised	4%	0%	4%
<b>Any mainstream service</b>	<b>32%</b>	<b>n/a</b>	<b>31%</b>

**Table H.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Queensland <sup>85</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	4%	6%	4%
Daily life	21%	19%	21%
Health and wellbeing	73%	80%	74%
Learning	31%	31%	31%
Relationships	3%	3%	3%
Social and community activities	8%	7%	8%
Unknown	10%	1%	9%
Where I live	1%	2%	1%
Work	4%	3%	4%
<b>Any mainstream service</b>	<b>98%</b>	<b>95%</b>	<b>98%</b>

<sup>83</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

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

<sup>85</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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 99% 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.

**Table H.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=9,847), and ‘participant social and community engagement rate’ (n=9,731), and the metric for ‘parent and carer employment rate’ (n=9,682) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=5,508) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – Queensland**

Metric by 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%	25%	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%	38%	37%	46%
Participant social and community engagement rate - Aged 65+ years	33%	41%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	42%	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%	47%	n/a
Parent and carer employment rate - All ages	46%	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.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=8,189), and ‘participant social and community engagement rate’ (n=8,021), and the metric for ‘parent and carer employment rate’ (n=5,933) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=5,278) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – Queensland**

Metric by 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	20%	21%	20%	22%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	22%	26%
Participant employment rate - Aged 45 to 54 years	18%	19%	15%	16%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	10%	11%	26%
Participant employment rate - Aged 65+ years	13%	11%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	18%	18%	15%	17%	26%
Participant employment rate - Aged 15 to 64 years	16%	18%	15%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	42%	43%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	40%	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%	42%	46%	41%	46%
Participant social and community engagement rate - Aged 25+ years	35%	43%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	43%	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%	45%	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%	70%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	77%	82%	n/a

**Table H.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=5,967), and ‘participant social and community engagement rate’ (n=5,812), and the metric for ‘parent and carer employment rate’ (n=4,152) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for ‘participant choice and control’ (n=4,344) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – Queensland**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	15%	16%	17%	25%	26%
Participant employment rate - Aged 25 to 34 years	24%	24%	24%	18%	27%	26%
Participant employment rate - Aged 35 to 44 years	24%	26%	23%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	16%	18%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	11%	9%	7%	4%	5%	26%
Participant employment rate - Aged 25 to 64 years	21%	21%	19%	18%	21%	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%	42%	43%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	46%	48%	44%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	46%	39%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	46%	50%	46%	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	39%	44%	39%	37%	43%	46%
Participant social and community engagement rate - Aged 25+ years	39%	43%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 15+ years	38%	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%	44%	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%	72%	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%	85%	n/a



**Table H.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,327), and ‘participant social and community engagement rate’ (n=4,130), and the metric for ‘parent and carer employment rate’ (n=2,661) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=3,475) 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 31 December 2019 and have had a fifth plan reassessment to date – Queensland**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	13%	17%	18%	24%	26%
Participant employment rate - Aged 25 to 34 years	22%	24%	18%	25%	14%	23%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	20%	19%	19%	23%	26%
Participant employment rate - Aged 45 to 54 years	25%	23%	21%	23%	23%	21%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	16%	16%	9%	17%	26%
Participant employment rate - Aged 65+ years	10%	10%	7%	6%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	19%	21%	16%	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	37%	42%	44%	46%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	50%	49%	44%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	52%	55%	50%	50%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	50%	48%	53%	47%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	44%	44%	45%	42%	48%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	43%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 25+ years	41%	48%	48%	48%	45%	50%	46%
Participant social and community engagement rate - Aged 15+ years	40%	47%	47%	48%	45%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	42%	45%	47%	54%	n/a
Parent and carer employment rate - Aged 15+ years	45%	49%	50%	51%	50%	50%	n/a
Parent and carer employment rate - All ages	43%	45%	45%	48%	48%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	72%	73%	74%	80%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	81%	83%	84%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	80%	80%	85%	n/a

**Table H.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,265), and ‘participant social and community engagement rate’ (n=2,937), and the metric for ‘parent and carer employment rate’ (n=1,485) 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=2,856) 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 31 December 2018 and have had at least a sixth plan reassessment to date – Queensland**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	16%	21%	20%	25%	13%	27%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	27%	20%	20%	22%	24%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	26%	23%	22%	23%	24%	26%
Participant employment rate - Aged 45 to 54 years	26%	26%	23%	24%	17%	24%	23%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	18%	15%	14%	12%	15%	26%
Participant employment rate - Aged 65+ years	10%	12%	9%	7%	6%	4%	4%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	24%	20%	18%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	23%	20%	19%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	47%	47%	51%	43%	50%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	47%	52%	53%	53%	48%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	45%	55%	56%	58%	58%	57%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	54%	62%	58%	54%	56%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	43%	47%	42%	45%	51%	48%	46%
Participant social and community engagement rate - Aged 65+ years	37%	45%	47%	42%	46%	41%	50%	46%
Participant social and community engagement rate - Aged 25+ years	42%	49%	53%	51%	51%	50%	53%	46%
Participant social and community engagement rate - Aged 15+ years	41%	48%	52%	51%	50%	50%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	51%	48%	52%	57%	58%	n/a
Parent and carer employment rate - Aged 15+ years	45%	45%	48%	50%	53%	49%	49%	n/a
Parent and carer employment rate - All ages	45%	46%	50%	49%	52%	52%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	73%	72%	75%	80%	84%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	79%	81%	85%	85%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	77%	78%	82%	83%	88%	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 Q2. Table H.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table H.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 152 in Prior Quarters, n = 53 in 2024-25 Q2), 'Community Connections' (n = 1,582 in Prior Quarters, n = 318 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 1,154 in Prior Quarters, n = 267 in 2024-25 Q2), 'Plan Approval' (n = 2,290 in Prior Quarters, n = 735 in 2024-25 Q2), 'Plan Implementation' (n = 2,121 in Prior Quarters, n = 853 in 2024-25 Q2) and 'Plan Reassessment' (n = 5,684 in Prior Quarters, n = 1,614 in 2024-25 Q2) – Queensland <sup>86 87</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	100%	96%
Early Supports - Were decisions and outcomes explained to you?	93%	85%
Early Supports - Were your questions and concerns acknowledged?	97%	94%
Early Supports - How well does your early supports plan meet your child's needs?	57%	55%
Community Connections - Was information easy to understand?	84%	85%
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?	79%	79%
Community Connections - To what extent were your circumstances and needs considered?	79%	78%
Community Connections - To what extent were you included in decisions that were made?	77%	81%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	56%
Apply for NDIS (overall) - Were you treated with respect?	95%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	73%
Apply for NDIS (overall) - Was information easy to understand?	71%	57%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	49%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	59%	48%
Plan Approval - Were you treated with respect?	91%	91%
Plan Approval - Were decisions and outcomes explained to you?	77%	77%
Plan Approval - Were your questions and concerns acknowledged?	77%	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?	56%	50%
Plan Approval - How well does your NDIS plan meet your needs?	59%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	81%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	62%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	56%
Plan Implementation - Do you feel confident in using your plan?	62%	60%
Plan Implementation - Do you feel confident in accessing supports?	64%	63%
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?	64%	61%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	63%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	59%
Plan Reassessment - Do you feel confident in using your plan?	66%	64%
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?	77%	76%

<sup>86</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>87</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table H.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Queensland** <sup>88 89 90</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<300	<11	305	280
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<1,030	<70	1,094	957
People who have submitted an access request: Complaints about service providers	2,522	151	2,673	2,094
People who have submitted an access request: Complaints about the Agency	37,339	3,284	40,623	0
People who have submitted an access request: Unclassified	249	0	249	226
<b>People who have submitted an access request: Total</b>	<b>41,434</b>	<b>3,510</b>	<b>44,944</b>	<b>22,515</b>
Percentage of the number of active participants	7.01%	9.50%	7.16%	n/a
<b>PCIs</b>	<b>8,916</b>	<b>915</b>	<b>9,831</b>	<b>n/a</b>

**Table H.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Queensland**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	1,403	6%	15,345	6%
Mar-22	1,417	5%	16,762	6%
Jun-22	1,569	6%	18,331	6%
Sep-22	1,466	5%	19,797	6%
Dec-22	1,415	5%	21,212	6%
Mar-23	1,514	5%	22,726	6%
Jun-23	1,699	5%	24,425	6%
Sep-23	2,038	6%	26,463	6%
Dec-23	2,325	7%	28,788	6%
Mar-24	4,066	12%	32,854	6%
Jun-24	4,559	13%	37,413	7%
Sep-24	4,021	11%	41,434	7%
Dec-24	3,510	10%	44,944	7%

<sup>88</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>89</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>90</sup> Note that 60% of all complainants made only one complaint, 20% made two complaints, and 20% made three or more complaints.

**Table H.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Queensland**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	699	2%	6,032	1%
Mar-24	1,001	3%	7,033	1%
Jun-24	945	3%	7,978	1%
Sep-24	938	3%	8,916	2%
Dec-24	915	2%	9,831	2%

**Table H.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland <sup>91</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	754	2%	0	0%	754	2%
Complaints about the Agency - Information unclear	283	1%	0	0%	283	1%
Complaints about the Agency - NDIA Access	1,075	3%	91	3%	1,166	3%
Complaints about the Agency - NDIA Engagement	<60	n/a	<11	n/a	54	0%
Complaints about the Agency - NDIA Finance	2,407	6%	246	7%	2,653	7%
Complaints about the Agency - NDIA Fraud and Compliance	175	0%	13	0%	188	0%
Complaints about the Agency - NDIA Plan	9,303	25%	737	22%	10,040	25%
Complaints about the Agency - NDIA Process	3,491	9%	434	13%	3,925	10%
Complaints about the Agency - NDIA Resources	289	1%	43	1%	332	1%
Complaints about the Agency - NDIA Staff	2,087	6%	255	8%	2,342	6%
Complaints about the Agency - NDIA Timeliness	12,234	33%	1,455	44%	13,689	34%
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	29	0%	0	0%	29	0%
Complaints about the Agency - Reasonable and necessary supports	767	2%	0	0%	767	2%
Complaints about the Agency - Staff conduct - Agency	256	1%	0	0%	256	1%
Complaints about the Agency - The way the NDIA carried out its decision making	496	1%	0	0%	496	1%
Complaints about the Agency - Timeliness	1,700	5%	0	0%	1,700	4%
Complaints about the Agency - Other	<1,840	n/a	<11	n/a	1,848	5%
<b>Complaints about the Agency - Total</b>	<b>37,339</b>	<b>100%</b>	<b>3,284</b>	<b>100%</b>	<b>40,623</b>	<b>100%</b>

<sup>91</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<30	n/a	<11	n/a	29	10%
Complaints about Early Connections Partner - Early Connections Process	<40	n/a	<11	n/a	39	13%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<140	n/a	<11	n/a	145	48%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	86	28%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>298</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>305</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<20	n/a	<11	n/a	<20	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<140	n/a	<11	n/a	144	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<100	n/a	<11	n/a	100	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	639	62%	54	79%	693	63%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<130	n/a	<11	n/a	133	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>1,026</b>	<b>100%</b>	<b>68</b>	<b>100%</b>	<b>1,094</b>	<b>100%</b>
Complaints about service providers - Provider Costs	70	3%	0	0%	70	3%
Complaints about service providers - Provider Finance	<160	n/a	<11	n/a	169	6%
Complaints about service providers - Provider Fraud and Compliance	<260	n/a	<30	n/a	281	11%
Complaints about service providers - Provider Process	66	3%	0	0%	66	2%
Complaints about service providers - Provider Service	920	36%	54	36%	974	36%
Complaints about service providers - Provider Staff	497	20%	63	42%	560	21%
Complaints about service providers - Service Delivery	104	4%	0	0%	104	4%
Complaints about service providers - Staff Conduct	125	5%	0	0%	125	5%
Complaints about service providers - Supports being provided	120	5%	0	0%	120	4%
Complaints about service providers - Other	204	8%	0	0%	204	8%
<b>Complaints about service providers - Total</b>	<b>2,522</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>2,673</b>	<b>100%</b>
<b>Unclassified</b>	<b>249</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>249</b>	<b>n/a</b>
<b>Participants total</b>	<b>41,434</b>	<b>n/a</b>	<b>3,510</b>	<b>n/a</b>	<b>44,944</b>	<b>n/a</b>

**Table H.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Queensland**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	825	19%	79	19%	904	19%
Plan	3,218	73%	303	74%	3,521	74%
Plan Reassessment	<90	n/a	<20	n/a	105	2%
Other	<250	n/a	<11	n/a	258	5%
<b>Total cases</b>	<b>4,381</b>	<b>100%</b>	<b>407</b>	<b>100%</b>	<b>4,788</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.74%</b>	<b>n/a</b>	<b>1.10%</b>	<b>n/a</b>	<b>0.76%</b>	<b>n/a</b>

**Table H.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Queensland <sup>92</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>4,788</b>	<b>4,373</b>
<b>Open ART Cases</b>	<b>956</b>	<b>938</b>
<b>Closed ART Cases</b>	<b>3,832</b>	<b>3,527</b>
Resolved before hearing	3,745	3,451
Gone to hearing and received a substantive decision	87	76

**Table H.29 Administrative Review Tribunal (ART) Supports in dispute – Queensland <sup>93 94 95</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	83	16	99
Core (excluding Consumables and Transport)	551	97	648
Capacity Building	619	104	723
General Support	160	34	194
Assistive Technology	202	37	239
Specialist Disability Accommodation	<90	<20	99
Home Modifications	47	19	66
Supported Independent Living	195	28	223
Everyday Living Costs	<50	<11	54
Transport	109	31	140
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,032</b>	<b>174</b>	<b>1,206</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,101</b>	<b>384</b>	<b>2,485</b>

<sup>92</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>93</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>94</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>95</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.



**Table H.30 Closed Administrative Review Tribunal (ART) cases by outcome – Queensland**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;80</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>87</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<40	n/a	<11	n/a	41	1%
Decided by Tribunal - Varied	<20	n/a	<11	n/a	16	0%
Decided by Tribunal - Set Aside	<30	n/a	<11	n/a	30	1%
<b>Not Decided by Tribunal - Total</b>	<b>3,551</b>	<b>98%</b>	<b>194</b>	<b>96%</b>	<b>3,745</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	2,577	71%	151	75%	2,728	71%
Not Decided by Tribunal - Withdrawn	<680	n/a	<40	n/a	714	19%
Not Decided by Tribunal - No jurisdiction	25	1%	0	n/a	25	1%
Not Decided by Tribunal - Extension of Time Declined	<20	n/a	0	n/a	<20	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	<250	n/a	<11	n/a	259	7%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>3,630</b>	<b>100%</b>	<b>202</b>	<b>100%</b>	<b>3,832</b>	<b>100%</b>

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – Queensland <sup>96</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,437	0	2,437
Plan-managed	4,350	48,663	52,869
Self-managed	2,288	28,530	30,750
<b>All plan management types</b>	<b>4,853</b>	<b>64,131</b>	<b>68,825</b>

**Table H.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – Queensland <sup>97</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	633	0	633
Plan-managed	783	750	1,543
Self-managed	61	143	259
<b>All management types</b>	<b>1,477</b>	<b>893</b>	<b>2,434</b>

<sup>96</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>97</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Queensland**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	1.5%	1.5%
\$5,001-\$10,000	5.3%	5.1%
\$10,001-\$15,000	11.5%	11.1%
\$15,001-\$20,000	15.0%	15.0%
\$20,001-\$25,000	10.5%	10.5%
\$25,001-\$30,000	4.8%	4.9%
\$30,001-\$50,000	12.5%	12.6%
\$50,001-\$100,000	16.8%	16.9%
\$100,001-\$150,000	7.9%	7.9%
\$150,001-\$200,000	3.8%	3.9%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	8.1%	8.3%

**Table H.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – Queensland**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	1.6%	1.6%
\$5,001-\$10,000	5.6%	5.4%
\$10,001-\$15,000	12.1%	11.7%
\$15,001-\$20,000	15.8%	15.7%
\$20,001-\$25,000	11.0%	11.1%
\$25,001-\$30,000	5.1%	5.2%
\$30,001-\$50,000	13.1%	13.2%
\$50,001-\$100,000	17.7%	17.8%
\$100,001-\$150,000	8.2%	8.3%
\$150,001-\$200,000	4.0%	4.0%
\$200,001-\$250,000	2.2%	2.3%
\$250,001+	3.6%	3.8%

**Table H.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$16,600	\$25,900	n/a	n/a	\$16,600	\$25,900
9 to 14	\$20,400	\$29,500	n/a	n/a	\$20,400	\$29,500
15 to 18	\$35,400	\$50,300	\$538,000	\$612,000	\$32,400	\$46,800
19 to 24	\$80,700	\$104,500	\$470,400	\$533,600	\$59,200	\$82,400
25 to 34	\$115,100	\$138,900	\$459,100	\$496,600	\$76,300	\$99,200
35 to 44	\$123,800	\$150,600	\$429,000	\$467,600	\$83,700	\$108,800
45 to 54	\$126,800	\$154,800	\$418,400	\$452,900	\$86,400	\$113,700
55 to 64	\$133,100	\$165,600	\$428,900	\$466,300	\$89,000	\$119,600
65+	\$130,200	\$164,400	\$409,500	\$446,900	\$94,900	\$127,800
<b>All</b>	<b>\$65,900</b>	<b>\$84,200</b>	<b>\$434,800</b>	<b>\$474,400</b>	<b>\$46,700</b>	<b>\$64,100</b>

**Table H.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$168,700	\$206,900	\$462,000	\$507,800	\$111,300	\$145,900
Autism	\$34,700	\$47,400	\$494,100	\$531,500	\$27,600	\$39,800
Cerebral palsy	\$165,100	\$195,000	\$492,900	\$526,400	\$112,600	\$142,400
Developmental delay	\$12,100	\$21,300	\$0	\$0	\$12,100	\$21,300
Global developmental delay	\$18,500	\$28,100	\$0	\$0	\$18,500	\$28,100
Hearing impairment	\$10,000	\$18,700	n/a	n/a	\$9,700	\$18,300
Intellectual disability	\$114,700	\$138,200	\$385,000	\$420,700	\$68,200	\$90,500
Multiple sclerosis	\$113,300	\$147,500	\$540,600	\$575,700	\$92,300	\$127,300
Psychosocial disability	\$93,800	\$120,600	\$390,500	\$441,300	\$75,400	\$99,800
Spinal cord injury	\$166,000	\$211,800	\$632,900	\$718,100	\$144,800	\$188,400
Stroke	\$158,400	\$202,000	\$487,000	\$528,000	\$111,300	\$154,500
Visual impairment	\$48,500	\$64,600	\$386,500	\$388,000	\$44,200	\$60,200
Other neurological	\$168,200	\$209,200	\$518,400	\$556,600	\$121,900	\$160,700
Other physical	\$77,300	\$108,200	\$473,900	\$516,400	\$69,700	\$99,500
Other sensory/speech	\$19,400	\$31,300	n/a	n/a	\$16,900	\$28,500
Other	\$103,200	\$135,800	\$467,900	\$489,100	\$75,900	\$109,100
Down Syndrome	\$133,100	\$156,600	\$355,500	\$386,300	\$82,000	\$102,800
<b>All</b>	<b>\$65,900</b>	<b>\$84,200</b>	<b>\$434,800</b>	<b>\$474,400</b>	<b>\$46,700</b>	<b>\$64,100</b>

**Table H.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$12,100	\$20,900	n/a	n/a	\$11,900	\$20,800
2	\$22,000	\$35,900	\$0	\$0	\$22,000	\$35,900
3	\$21,100	\$32,900	\$363,800	\$396,400	\$18,700	\$30,300
4	\$19,400	\$31,300	\$435,200	\$473,200	\$17,200	\$28,800
5	\$34,800	\$47,700	\$410,300	\$436,600	\$28,000	\$40,800
6	\$24,600	\$38,400	\$352,200	\$394,000	\$22,600	\$36,200
7	\$51,400	\$68,400	\$385,600	\$435,700	\$35,900	\$51,100
8	\$67,000	\$92,500	\$357,000	\$402,200	\$53,300	\$77,400
9	\$87,900	\$128,400	\$383,000	\$445,300	\$79,600	\$117,100
10	\$114,300	\$148,300	\$356,000	\$397,600	\$88,200	\$120,100
11	\$96,300	\$120,500	\$412,400	\$445,600	\$66,700	\$89,500
12	\$213,100	\$250,300	\$450,300	\$489,000	\$148,600	\$186,100
13	\$113,300	\$136,900	\$562,700	\$604,300	\$81,500	\$101,700
14	\$323,700	\$371,000	\$527,700	\$558,600	\$238,400	\$289,300
15	\$539,500	\$563,800	n/a	n/a	\$452,900	\$481,000
<b>All</b>	<b>\$65,900</b>	<b>\$84,200</b>	<b>\$434,800</b>	<b>\$474,400</b>	<b>\$46,700</b>	<b>\$64,100</b>

**Table H.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Queensland<sup>98</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	2,324.8	2,508.4
Core: Consumables	24.0	26.6
Core: Social and Civic	459.8	569.1
Core: Transport	11.3	16.6
Capacity Building: Choice and Control	7.6	8.3
Capacity Building: Daily Activities	63.1	95.3
Capacity Building: Employment	0.7	2.6
Capacity Building: Health and Wellbeing	0.4	0.9
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	46.1	70.6
Capacity Building: Social and Civic	0.5	0.9
Capacity Building: Support Coordination	41.0	50.8
Capital: Assistive Technology	21.3	43.4
Capital: Home Modifications	65.9	82.8
<b>All</b>	<b>3,066.6</b>	<b>3,476.3</b>

<sup>98</sup> Total payments for home modifications were \$65.9 million. Of which, \$65.5 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$82.8 million. Of which, \$81.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.1 million (1%) has been allocated for non-SDA supports.

**Table H.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – Queensland <sup>99</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	2,592.8	3,698.1
Core: Consumables	133.0	199.6
Core: Social and Civic	1,815.2	2,069.1
Core: Transport	123.3	89.3
Capacity Building: Choice and Control	125.2	145.0
Capacity Building: Daily Activities	1,065.0	1,863.0
Capacity Building: Employment	27.3	92.1
Capacity Building: Health and Wellbeing	5.1	11.4
Capacity Building: Home Living	0.1	0.8
Capacity Building: Lifelong learning	0.0	0.3
Capacity Building: Relationships	71.9	166.2
Capacity Building: Social and Civic	35.7	86.8
Capacity Building: Support Coordination	184.9	278.1
Capital: Assistive Technology	120.1	299.4
Capital: Home Modifications	55.3	90.2
<b>All</b>	<b>6,354.9</b>	<b>9,089.3</b>

**Table H.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland <sup>100</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	1.4	0.7	47%
2014-15	4.8	2.5	52%
2015-16	13.4	6.4	48%
2016-17	232.4	131.0	56%
2017-18	873.4	556.4	64%
2018-19	2,535.1	1,666.7	66%
2019-20	5,147.9	3,604.6	70%
2020-21	6,834.0	5,010.4	73%
2021-22	7,945.1	6,136.3	77%
2022-23	9,929.8	7,545.3	76%
2023-24	11,641.2	8,950.1	77%
2024-25 to date	6,301.5	4,479.1	71%

<sup>99</sup> Total payments for home modifications were \$55.3 million. Of which, \$31.3 million (56.6%) has been paid for specialised disability accommodation (SDA) supports, and \$24.0 million (43.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$90.2 million. Of which, \$40.3 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$50.0 million (55%) has been allocated for non-SDA supports.

<sup>100</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.



**Table H.41 Percentage change in plan budgets for active participants per quarter – Queensland <sup>101</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	7.07%	8.04%	8.31%	10.14%	6.76%	5.72%	7.08%	8.11%	6.66%
Interplan Inflation	7.35%	4.55%	3.83%	6.23%	7.25%	2.48%	3.57%	5.31%	5.94%
<b>Total Inflation</b>	<b>14.42%</b>	<b>12.59%</b>	<b>12.14%</b>	<b>16.37%</b>	<b>14.00%</b>	<b>8.20%</b>	<b>10.65%</b>	<b>13.42%</b>	<b>12.60%</b>

<sup>101</sup> 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.





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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,307	92%	727	92%	17	63%	2,051	92%
Autism	16,517	98%	7,220	98%	523	96%	24,260	98%
Cerebral palsy	1,087	98%	871	97%	15	83%	1,973	97%
Developmental delay	4,363	98%	1,745	97%	153	97%	6,261	98%
Down syndrome	665	99%	<570	n/a	<11	n/a	1,236	99%
Global developmental delay	1,164	98%	432	98%	29	100%	1,625	98%
Hearing impairment	1,182	91%	1,339	89%	29	85%	2,550	90%
Intellectual disability	4,902	97%	3,741	96%	51	81%	8,694	96%
Multiple sclerosis	295	92%	<880	n/a	<11	n/a	1,176	92%
Psychosocial disability	3,149	77%	2,917	65%	62	36%	6,128	70%
Spinal cord injury	584	95%	<230	n/a	<11	n/a	813	95%
Stroke	573	88%	<380	n/a	<11	n/a	959	85%
Visual impairment	498	87%	<510	n/a	<11	n/a	1,008	87%
Other neurological	1,726	85%	1,393	82%	34	74%	3,153	84%
Other physical	1,073	53%	1,172	43%	21	24%	2,266	47%
Other sensory/speech	107	41%	<40	n/a	<11	n/a	145	38%
Other	1,094	59%	760	42%	47	42%	1,901	50%
<b>Total</b>	<b>40,286</b>	<b>91%</b>	<b>24,897</b>	<b>82%</b>	<b>1,016</b>	<b>76%</b>	<b>66,199</b>	<b>87%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,821	8%	171	10%	4,992	8%
Non-First Nations Participants	47,749	81%	1,337	75%	49,086	81%
Not Stated	6,255	11%	275	15%	6,530	11%
<b>Total</b>	<b>58,825</b>	<b>100%</b>	<b>1,783</b>	<b>100%</b>	<b>60,608</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,587	8%	105	6%	4,692	8%
Not culturally and linguistically diverse	48,513	82%	1,504	84%	50,017	83%
Not stated	5,725	10%	174	10%	5,899	10%
<b>Total</b>	<b>58,825</b>	<b>100%</b>	<b>1,783</b>	<b>100%</b>	<b>60,608</b>	<b>100%</b>























**Table I.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 22 in Prior Quarters, n = n/a in 2024-25 Q2), 'Community Connections' (n = 411 in Prior Quarters, n = 89 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 365 in Prior Quarters, n = 98 in 2024-25 Q2), 'Plan Approval' (n = 1,051 in Prior Quarters, n = 342 in 2024-25 Q2), 'Plan Implementation' (n = 822 in Prior Quarters, n = 333 in 2024-25 Q2) and 'Plan Reassessment' (n = 2,263 in Prior Quarters, n = 795 in 2024-25 Q2) – Western Australia <sup>107 108</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	100%	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?	41%	n/a
Community Connections - Was information easy to understand?	83%	78%
Community Connections - Was communication in your preferred format?	93%	88%
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?	75%	70%
Community Connections - To what extent were your circumstances and needs considered?	73%	70%
Community Connections - To what extent were you included in decisions that were made?	72%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	48%	47%
Apply for NDIS (overall) - Were you treated with respect?	94%	86%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	61%
Apply for NDIS (overall) - Was information easy to understand?	66%	47%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	78%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	29%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	55%	28%
Plan Approval - Were you treated with respect?	93%	93%
Plan Approval - Were decisions and outcomes explained to you?	79%	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%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	56%
Plan Approval - How well does your NDIS plan meet your needs?	61%	61%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	82%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	60%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	61%
Plan Implementation - Do you feel confident in using your plan?	63%	64%
Plan Implementation - Do you feel confident in accessing supports?	65%	66%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	82%	84%
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%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	66%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	61%
Plan Reassessment - Do you feel confident in using your plan?	64%	63%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	59%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	74%	77%

<sup>107</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>108</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table I.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Western Australia**  
109 110 111

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<40	<11	34	33
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	523	40	563	507
People who have submitted an access request: Complaints about service providers	<880	<40	913	743
People who have submitted an access request: Complaints about the Agency	14,432	1,229	15,661	0
People who have submitted an access request: Unclassified	90	0	90	85
<b>People who have submitted an access request: Total</b>	<b>15,951</b>	<b>1,310</b>	<b>17,261</b>	<b>9,338</b>
Percentage of the number of active participants	6.65%	8.75%	6.77%	n/a
PCIs	4,799	390	5,189	n/a

**Table I.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Western Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	690	6%	5,690	6%
Mar-22	722	7%	6,412	6%
Jun-22	697	6%	7,109	6%
Sep-22	706	6%	7,815	6%
Dec-22	602	5%	8,417	6%
Mar-23	653	5%	9,070	6%
Jun-23	624	5%	9,694	6%
Sep-23	735	6%	10,429	6%
Dec-23	888	6%	11,317	6%
Mar-24	1,422	10%	12,739	6%
Jun-24	1,687	12%	14,426	6%
Sep-24	1,525	10%	15,951	7%
Dec-24	1,310	9%	17,261	7%

<sup>109</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>110</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>111</sup> Note that 62% of all complainants made only one complaint, 20% made two complaints, and 18% made three or more complaints.



**Table I.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Western Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	416	3%	3,984	2%
Jun-24	408	3%	4,392	2%
Sep-24	407	3%	4,799	2%
Dec-24	390	3%	5,189	2%

**Table I.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia <sup>112</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	152	1%	0	0%	152	1%
Complaints about the Agency - Information unclear	82	1%	0	0%	82	1%
Complaints about the Agency - NDIA Access	356	2%	30	2%	386	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	26	0%
Complaints about the Agency - NDIA Finance	952	7%	98	8%	1,050	7%
Complaints about the Agency - NDIA Fraud and Compliance	<90	n/a	<11	n/a	87	1%
Complaints about the Agency - NDIA Plan	3,540	25%	301	24%	3,841	25%
Complaints about the Agency - NDIA Process	1,537	11%	188	15%	1,725	11%
Complaints about the Agency - NDIA Resources	166	1%	21	2%	187	1%
Complaints about the Agency - NDIA Staff	976	7%	98	8%	1,074	7%
Complaints about the Agency - NDIA Timeliness	5,087	35%	479	39%	5,566	36%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	0	0%	<20	n/a
Complaints about the Agency - Provider Portal	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<20	n/a	<11	n/a	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	171	1%	0	0%	171	1%
Complaints about the Agency - Staff conduct - Agency	68	0%	0	0%	68	0%
Complaints about the Agency - The way the NDIA carried out its decision making	148	1%	0	0%	148	1%
Complaints about the Agency - Timeliness	537	4%	0	0%	537	3%
Complaints about the Agency - Other	<530	n/a	<11	n/a	528	3%
<b>Complaints about the Agency - Total</b>	<b>14,432</b>	<b>100%</b>	<b>1,229</b>	<b>100%</b>	<b>15,661</b>	<b>100%</b>

<sup>112</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<00	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<10	n/a	<11	n/a	13	38%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>31</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>34</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	63	12%	0	0%	63	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<60	n/a	<11	n/a	65	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	335	64%	31	78%	366	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<60	n/a	<11	n/a	57	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>523</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>563</b>	<b>100%</b>
Complaints about service providers - Provider Costs	16	2%	0	0%	16	2%
Complaints about service providers - Provider Finance	<80	n/a	<11	n/a	73	8%
Complaints about service providers - Provider Fraud and Compliance	88	10%	15	39%	103	11%
Complaints about service providers - Provider Process	16	2%	0	0%	16	2%
Complaints about service providers - Provider Service	<390	n/a	<11	n/a	394	43%
Complaints about service providers - Provider Staff	179	20%	13	34%	192	21%
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	27	3%	0	0%	27	3%
Complaints about service providers - Other	<50	n/a	<11	n/a	49	5%
<b>Complaints about service providers - Total</b>	<b>875</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>913</b>	<b>100%</b>
<b>Unclassified</b>	<b>90</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>90</b>	<b>n/a</b>
<b>Participants total</b>	<b>15,951</b>	<b>n/a</b>	<b>1,310</b>	<b>n/a</b>	<b>17,261</b>	<b>n/a</b>

**Table I.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Western Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	299	17%	39	22%	338	17%
Plan	1,334	76%	132	73%	1,466	75%
Plan Reassessment	<50	n/a	<11	n/a	54	3%
Other	<90	n/a	<11	n/a	88	5%
<b>Total cases</b>	<b>1,765</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>1,946</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.74%</b>	<b>n/a</b>	<b>1.21%</b>	<b>n/a</b>	<b>0.76%</b>	<b>n/a</b>

**Table I.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Western Australia <sup>113</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>1,946</b>	<b>1,779</b>
<b>Open ART Cases</b>	<b>433</b>	<b>426</b>
<b>Closed ART Cases</b>	<b>1,513</b>	<b>1,406</b>
Resolved before hearing	1,492	1,387
Gone to hearing and received a substantive decision	21	19

**Table I.29 Administrative Review Tribunal (ART) Supports in dispute – Western Australia <sup>114 115</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	<40	<11	39
Core (excluding Consumables and Transport)	222	37	259
Capacity Building	281	56	337
General Support	60	20	80
Assistive Technology	95	21	116
Specialist Disability Accommodation	<50	<11	48
Home Modifications	<30	<11	31
Supported Independent Living	83	15	98
Everyday Living Costs	<40	<11	38
Transport	<50	<11	59
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>467</b>	<b>82</b>	<b>549</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>930</b>	<b>175</b>	<b>1,105</b>

<sup>113</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>114</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>115</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>116</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.





## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	4.4%	4.2%
\$10,001-\$15,000	8.1%	7.9%
\$15,001-\$20,000	10.2%	10.3%
\$20,001-\$25,000	11.9%	11.8%
\$25,001-\$30,000	6.6%	6.5%
\$30,001-\$50,000	16.8%	16.7%
\$50,001-\$100,000	18.1%	18.3%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.4%	2.4%
\$250,001+	8.9%	9.1%

**Table I.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.3%	2.2%
\$5,001-\$10,000	4.7%	4.5%
\$10,001-\$15,000	8.6%	8.4%
\$15,001-\$20,000	10.8%	10.9%
\$20,001-\$25,000	12.6%	12.5%
\$25,001-\$30,000	7.0%	6.9%
\$30,001-\$50,000	17.8%	17.7%
\$50,001-\$100,000	19.2%	19.4%
\$100,001-\$150,000	7.2%	7.3%
\$150,001-\$200,000	3.7%	3.8%
\$200,001-\$250,000	2.2%	2.3%
\$250,001+	3.9%	4.1%

**Table I.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$23,600	\$33,000	n/a	n/a	\$23,600	\$33,000
9 to 14	\$23,200	\$33,600	n/a	n/a	\$23,200	\$33,600
15 to 18	\$33,300	\$50,700	\$570,300	\$649,000	\$30,800	\$48,100
19 to 24	\$65,700	\$94,800	\$484,500	\$553,900	\$46,500	\$73,400
25 to 34	\$99,200	\$127,300	\$426,500	\$482,300	\$67,400	\$93,000
35 to 44	\$111,800	\$142,700	\$404,400	\$461,600	\$72,600	\$99,000
45 to 54	\$113,400	\$146,000	\$394,700	\$443,800	\$69,600	\$99,500
55 to 64	\$122,500	\$157,100	\$394,800	\$445,900	\$77,800	\$108,100
65+	\$120,100	\$159,300	\$379,600	\$431,200	\$81,900	\$116,700
<b>All</b>	<b>\$66,300</b>	<b>\$87,800</b>	<b>\$408,100</b>	<b>\$462,100</b>	<b>\$46,000</b>	<b>\$65,500</b>





**Table I.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$16,300	\$25,200	n/a	n/a	\$15,600	\$24,600
2	\$16,600	\$30,200	\$0	\$0	\$16,600	\$30,200
3	\$23,900	\$37,400	\$416,600	\$462,600	\$20,100	\$33,500
4	\$20,300	\$33,700	\$331,700	\$419,000	\$18,100	\$31,000
5	\$32,200	\$45,900	\$393,900	\$420,800	\$27,100	\$40,800
6	\$22,700	\$37,500	\$359,900	\$404,700	\$20,600	\$35,200
7	\$34,000	\$50,000	\$368,200	\$395,700	\$29,800	\$45,000
8	\$55,100	\$85,900	\$330,100	\$420,100	\$45,800	\$72,800
9	\$75,900	\$112,900	n/a	n/a	\$69,800	\$106,100
10	\$90,700	\$124,600	\$346,500	\$392,800	\$69,600	\$100,900
11	\$63,300	\$89,100	\$407,900	\$461,600	\$52,000	\$74,900
12	\$184,200	\$228,000	\$414,800	\$467,400	\$119,900	\$158,800
13	\$73,200	\$94,200	\$440,200	\$516,800	\$55,400	\$73,400
14	\$304,200	\$371,000	\$484,900	\$541,400	\$220,500	\$285,800
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$66,300</b>	<b>\$87,800</b>	<b>\$408,100</b>	<b>\$462,100</b>	<b>\$46,000</b>	<b>\$65,500</b>

**Table I.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Western Australia <sup>119</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	1,005.7	1,127.3
Core: Consumables	10.8	13.4
Core: Social and Civic	175.1	240.4
Core: Transport	4.0	7.6
Capacity Building: Choice and Control	2.7	3.1
Capacity Building: Daily Activities	37.5	53.7
Capacity Building: Employment	0.7	2.5
Capacity Building: Health and Wellbeing	0.4	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	30.9	47.5
Capacity Building: Social and Civic	0.3	0.8
Capacity Building: Support Coordination	18.8	24.9
Capital: Assistive Technology	9.9	25.7
Capital: Home Modifications	14.8	28.7
<b>All</b>	<b>1,316.9</b>	<b>1,576.3</b>

<sup>119</sup> Total payments for home modifications were \$14.8 million. Of which, \$14.4 million (97.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (2.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$28.7 million. Of which, \$28.1 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (2%) has been allocated for non-SDA supports.









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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	1,430	94%	770	90%	46	81%	2,246	92%
Autism	17,575	99%	8,272	99%	691	97%	26,538	99%
Cerebral palsy	758	97%	639	98%	26	93%	1,423	97%
Developmental delay	4,541	97%	1,887	97%	134	97%	6,562	97%
Down syndrome	482	100%	380	100%	19	100%	881	100%
Global developmental delay	1,674	99%	776	99%	69	100%	2,519	99%
Hearing impairment	1,075	91%	1,105	89%	51	89%	2,231	90%
Intellectual disability	4,917	95%	3,759	95%	175	88%	8,851	95%
Multiple sclerosis	301	91%	805	89%	21	75%	1,127	89%
Psychosocial disability	2,465	69%	1,884	56%	61	37%	4,410	62%
Spinal cord injury	365	95%	185	96%	18	100%	568	95%
Stroke	519	86%	366	84%	24	83%	909	85%
Visual impairment	459	87%	<440	n/a	<20	n/a	912	85%
Other neurological	1,369	82%	1,094	80%	22	59%	2,485	81%
Other physical	1,183	54%	1,066	40%	50	36%	2,299	46%
Other sensory/speech	577	54%	<210	n/a	<11	n/a	793	51%
Other	889	57%	561	37%	60	49%	1,510	47%
<b>Total</b>	<b>40,579</b>	<b>90%</b>	<b>24,195</b>	<b>82%</b>	<b>1,490</b>	<b>80%</b>	<b>66,264</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,852	7%	101	7%	3,953	7%
Non-First Nations Participants	46,543	81%	1,127	78%	47,670	81%
Not Stated	7,187	12%	214	15%	7,401	13%
<b>Total</b>	<b>57,582</b>	<b>100%</b>	<b>1,442</b>	<b>100%</b>	<b>59,024</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,971	7%	72	5%	4,043	7%
Not culturally and linguistically diverse	52,137	91%	1,182	82%	53,319	90%
Not stated	1,474	3%	188	13%	1,662	3%
<b>Total</b>	<b>57,582</b>	<b>100%</b>	<b>1,442</b>	<b>100%</b>	<b>59,024</b>	<b>100%</b>

**Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – South Australia <sup>123</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	42
<b>Total YPIRAC (under 65)</b>	<b>48</b>

**Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia <sup>124</sup>**

Quarter ending	Incremental	Cumulative
Dec-21	<11	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132
Dec-22	-14	118
Mar-23	-13	105
Jun-23	-12	93
Sep-23	<11	<90
Dec-23	-14	71
Mar-24	<11	<70
Jun-24	<11	<60
Sep-24	<11	<60
Dec-24	<11	48

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	43,365	75%	1,091	76%	44,456	75%
Population > 50,000	1,100	2%	31	2%	1,131	2%
Population between 15,000 and 50,000	5,273	9%	108	7%	5,381	9%
Population between 5,000 and 15,000	1,975	3%	44	3%	2,019	3%
Population less than 5,000	4,403	8%	116	8%	4,519	8%
Remote	1,047	2%	40	3%	1,087	2%
Very Remote	<420	n/a	12	1%	<430	n/a
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>57,582</b>	<b>100%</b>	<b>1,442</b>	<b>100%</b>	<b>59,024</b>	<b>100%</b>

<sup>123</sup> There are a further 101 active participants aged 65 years or over who are currently in residential aged care.

<sup>124</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	25,001	43%	772	54%	25,773	44%
Intellectual disability	8,128	14%	67	5%	8,195	14%
Developmental delay	4,710	8%	229	16%	4,939	8%
Psychosocial disability	3,945	7%	52	4%	3,997	7%
Hearing impairment	2,042	4%	33	2%	2,075	4%
Other neurological	1,791	3%	40	3%	1,831	3%
Other physical	1,766	3%	17	1%	1,783	3%
Acquired brain injury	1,799	3%	22	2%	1,821	3%
Cerebral palsy	<1,320	n/a	<11	n/a	1,318	2%
Global developmental delay	2,027	4%	107	7%	2,134	4%
Other	869	2%	39	3%	908	2%
Down syndrome	<810	n/a	<11	n/a	803	1%
Multiple sclerosis	1,012	2%	19	1%	1,031	2%
Visual impairment	827	1%	11	1%	838	1%
Stroke	751	1%	19	1%	770	1%
Spinal cord Injury	<470	n/a	<11	n/a	472	1%
Other sensory/speech	<340	n/a	<11	n/a	336	1%
<b>Total</b>	<b>57,582</b>	<b>100%</b>	<b>1,442</b>	<b>100%</b>	<b>59,024</b>	<b>100%</b>

**Table J.11 Participant profile per quarter by primary disability group and SIL status – South Australia**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	25,773	44%	438	14%	25,335	45%
Intellectual disability	8,195	14%	1,305	41%	6,890	12%
Developmental delay	4,939	8%	0	0%	4,939	9%
Psychosocial disability	3,997	7%	263	8%	3,734	7%
Hearing impairment	2,075	4%	<11	n/a	<2,080	n/a
Other neurological	1,831	3%	240	7%	1,591	3%
Other physical	1,783	3%	40	1%	1,743	3%
Acquired brain injury	1,821	3%	301	9%	1,520	3%
Cerebral palsy	1,318	2%	204	6%	1,114	2%
Global developmental delay	2,134	4%	0	0%	2,134	4%
Down syndrome	908	2%	59	2%	849	2%
Other	803	1%	197	6%	606	1%
Multiple sclerosis	1,031	2%	51	2%	980	2%
Visual impairment	838	1%	<20	n/a	<830	n/a
Stroke	770	1%	79	2%	691	1%
Spinal cord Injury	472	1%	23	1%	449	1%
Other sensory/speech	336	1%	0	0%	336	1%
<b>Total</b>	<b>59,024</b>	<b>100%</b>	<b>3,215</b>	<b>100%</b>	<b>55,809</b>	<b>100%</b>





**Table J.14 Participation rates by age group and gender at 31 December 2024 – South Australia**  
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Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.45%	4.02%	6.47%
9 to 14	12.19%	6.02%	9.32%
15 to 18	9.41%	5.18%	7.50%
19 to 24	4.89%	2.88%	4.04%
25 to 44	2.01%	1.54%	1.82%
45 to 64	2.41%	2.03%	2.26%
<b>Total (aged 0 to 64)</b>	<b>4.58%</b>	<b>2.71%</b>	<b>3.73%</b>

**Table J.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – South Australia** 126

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	5%	0%	5%
Health & Wellbeing	14%	n/a	14%
Lifelong Learning	10%	0%	10%
Other	6%	0%	6%
Non-categorised	4%	0%	4%
<b>Any mainstream service</b>	<b>27%</b>	<b>n/a</b>	<b>27%</b>

**Table J.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – South Australia** 127

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	3%	4%	3%
Daily life	17%	18%	17%
Health and wellbeing	70%	77%	71%
Learning	34%	31%	34%
Relationships	3%	3%	3%
Social and community activities	6%	5%	6%
Unknown	11%	1%	9%
Where I live	2%	2%	2%
Work	5%	4%	5%
<b>Any mainstream service</b>	<b>98%</b>	<b>95%</b>	<b>98%</b>

<sup>125</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>126</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>127</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table J.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,902), and ‘participant social and community engagement rate’ (n=3,840), and the metric for ‘parent and carer employment rate’ (n=3,500) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=1,969) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – South Australia**

Metric by 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%	29%	27%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	18%	26%
Participant employment rate - Aged 65+ years	13%	11%	10%	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%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	48%	53%	n/a
Parent and carer employment rate - Aged 15+ years	44%	45%	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	67%	74%	n/a







**Table J.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,182), and ‘participant social and community engagement rate’ (n=993), and the metric for ‘parent and carer employment rate’ (n=796) 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=935) 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 31 December 2018 and have had at least a sixth plan reassessment to date – South Australia**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	20%	27%	27%	38%	31%	26%
Participant employment rate - Aged 25 to 34 years	38%	35%	40%	38%	46%	28%	36%	26%
Participant employment rate - Aged 35 to 44 years	46%	44%	38%	43%	42%	n/a	38%	26%
Participant employment rate - Aged 45 to 54 years	36%	31%	26%	31%	32%	23%	28%	26%
Participant employment rate - Aged 55 to 64 years	27%	25%	25%	21%	10%	11%	17%	26%
Participant employment rate - Aged 65+ years	11%	8%	7%	3%	10%	5%	5%	26%
Participant employment rate - Aged 25 to 64 years	35%	33%	32%	32%	30%	19%	28%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	29%	31%	30%	23%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	36%	41%	36%	38%	34%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	51%	49%	53%	43%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	48%	51%	45%	46%	45%	n/a	58%	46%
Participant social and community engagement rate - Aged 45 to 54 years	46%	50%	49%	47%	44%	n/a	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	46%	48%	43%	40%	41%	48%	46%
Participant social and community engagement rate - Aged 65+ years	42%	42%	34%	41%	30%	38%	51%	46%
Participant social and community engagement rate - Aged 25+ years	43%	47%	46%	45%	43%	41%	53%	46%
Participant social and community engagement rate - Aged 15+ years	41%	45%	45%	43%	42%	40%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	43%	50%	50%	53%	50%	55%	n/a
Parent and carer employment rate - Aged 15+ years	47%	50%	53%	58%	52%	42%	46%	n/a
Parent and carer employment rate - All ages	44%	47%	51%	54%	53%	46%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	65%	67%	68%	71%	76%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	72%	74%	71%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	61%	70%	70%	71%	71%	84%	n/a





**Table J.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 63 in Prior Quarters, n = n/a in 2024-25 Q2), 'Community Connections' (n = 486 in Prior Quarters, n = 120 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 449 in Prior Quarters, n = 109 in 2024-25 Q2), 'Plan Approval' (n = 1,053 in Prior Quarters, n = 342 in 2024-25 Q2), 'Plan Implementation' (n = 860 in Prior Quarters, n = 415 in 2024-25 Q2) and 'Plan Reassessment' (n = 2,371 in Prior Quarters, n = 714 in 2024-25 Q2) – South Australia <sup>128 129</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
Early Supports - Were you treated with respect?	100%	n/a
Early Supports - Were decisions and outcomes explained to you?	87%	n/a
Early Supports - Were your questions and concerns acknowledged?	84%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	40%	n/a
Community Connections - Was information easy to understand?	83%	81%
Community Connections - Was communication in your preferred format?	93%	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?	77%	74%
Community Connections - To what extent were your circumstances and needs considered?	78%	70%
Community Connections - To what extent were you included in decisions that were made?	78%	78%
Community Connections - How confident are you in reaching out to community supports and other government services?	51%	44%
Apply for NDIS (overall) - Were you treated with respect?	94%	91%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	78%
Apply for NDIS (overall) - Was information easy to understand?	66%	61%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	80%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	44%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	48%
Plan Approval - Were you treated with respect?	89%	88%
Plan Approval - Were decisions and outcomes explained to you?	74%	75%
Plan Approval - Were your questions and concerns acknowledged?	74%	72%
Plan Approval - Do you know where to go for more help with using your plan?	84%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	54%
Plan Approval - How well does your NDIS plan meet your needs?	56%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	80%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	54%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	54%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	52%
Plan Implementation - Do you feel confident in using your plan?	60%	60%
Plan Implementation - Do you feel confident in accessing supports?	62%	63%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	83%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	60%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	61%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	65%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	58%
Plan Reassessment - Do you feel confident in using your plan?	65%	63%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	59%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	77%

<sup>128</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>129</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.



**Table J.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – South Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	2%
Dec-23	424	3%	3,744	2%
Mar-24	441	3%	4,185	2%
Jun-24	468	3%	4,653	2%
Sep-24	526	4%	5,179	2%
Dec-24	390	3%	5,569	2%

**Table J.26 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia <sup>133</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	558	3%	0	0%	558	3%
Complaints about the Agency - Information unclear	293	1%	0	0%	293	1%
Complaints about the Agency - NDIA Access	466	2%	43	4%	509	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	27	0%
Complaints about the Agency - NDIA Finance	988	5%	79	7%	1,067	5%
Complaints about the Agency - NDIA Fraud and Compliance	<80	n/a	<11	n/a	84	0%
Complaints about the Agency - NDIA Plan	3,946	20%	283	23%	4,229	20%
Complaints about the Agency - NDIA Process	1,498	7%	204	17%	1,702	8%
Complaints about the Agency - NDIA Resources	140	1%	27	2%	167	1%
Complaints about the Agency - NDIA Staff	929	5%	110	9%	1,039	5%
Complaints about the Agency - NDIA Timeliness	5,026	25%	448	37%	5,474	26%
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	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	1,168	6%	0	0%	1,168	5%
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	1%
Complaints about the Agency - Timeliness	2,949	15%	0	0%	2,949	14%
Complaints about the Agency - Other	<1,510	n/a	<11	n/a	1,506	7%
<b>Complaints about the Agency - Total</b>	<b>20,079</b>	<b>100%</b>	<b>1,209</b>	<b>100%</b>	<b>21,288</b>	<b>100%</b>

<sup>133</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	26	53%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>47</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>49</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<90	n/a	<11	n/a	89	17%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<60	n/a	<11	n/a	63	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	286	57%	16	73%	302	57%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<70	n/a	<11	n/a	63	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>504</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>526</b>	<b>100%</b>
Complaints about service providers - Provider Costs	30	3%	0	0%	30	3%
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	89	8%
Complaints about service providers - Provider Fraud and Compliance	<110	n/a	<11	n/a	111	10%
Complaints about service providers - Provider Process	35	3%	0	0%	35	3%
Complaints about service providers - Provider Service	349	34%	31	43%	380	35%
Complaints about service providers - Provider Staff	203	20%	27	38%	230	21%
Complaints about service providers - Service Delivery	35	3%	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	4%
Complaints about service providers - Other	<100	n/a	<11	n/a	93	9%
<b>Complaints about service providers - Total</b>	<b>1,019</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>1,091</b>	<b>100%</b>
<b>Unclassified</b>	<b>512</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>512</b>	<b>n/a</b>
<b>Participants total</b>	<b>22,161</b>	<b>n/a</b>	<b>1,305</b>	<b>n/a</b>	<b>23,466</b>	<b>n/a</b>

**Table J.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – South Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	435	17%	30	17%	465	17%
Plan	1,939	75%	145	80%	2,084	76%
Plan Reassessment	<60	n/a	<11	n/a	57	2%
Other	<150	n/a	<11	n/a	144	5%
<b>Total cases</b>	<b>2,569</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>2,750</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.92%</b>	<b>n/a</b>	<b>1.24%</b>	<b>n/a</b>	<b>0.94%</b>	<b>n/a</b>

**Table J.28 Administrative Review Tribunal (ART) cases by open/closed and decision – South Australia** <sup>134</sup>

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>2,750</b>	<b>2,468</b>
<b>Open ART Cases</b>	<b>540</b>	<b>536</b>
<b>Closed ART Cases</b>	<b>2,210</b>	<b>1,994</b>
Resolved before hearing	2,173	1,962
Gone to hearing and received a substantive decision	37	32

**Table J.29 Administrative Review Tribunal (ART) Supports in dispute – South Australia** <sup>135 136 137</sup>

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	<40	<11	43
Core (excluding Consumables and Transport)	282	39	321
Capacity Building	344	39	383
General Support	71	14	85
Assistive Technology	109	12	121
Specialist Disability Accommodation	<50	<11	52
Home Modifications	<30	<11	<30
Supported Independent Living	137	16	153
Everyday Living Costs	<40	<11	37
Transport	<60	<11	61
Other	<11	0	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>571</b>	<b>75</b>	<b>646</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,137</b>	<b>145</b>	<b>1,282</b>

<sup>134</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>135</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>136</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>137</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

**Table J.30 Closed Administrative Review Tribunal (ART) cases by outcome – South Australia**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>37</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<20	n/a	0	n/a	<20	n/a
Decided by Tribunal - Varied	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	16	1%	0	n/a	16	1%
<b>Not Decided by Tribunal - Total</b>	<b>2,071</b>	<b>98%</b>	<b>102</b>	<b>99%</b>	<b>2,173</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	1,472	70%	74	72%	1,546	70%
Not Decided by Tribunal - Withdrawn	468	22%	21	20%	489	22%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	22	1%
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	<110	n/a	<11	n/a	112	5%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>2,107</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>2,210</b>	<b>100%</b>

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – South Australia** <sup>138</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	865	0	865
Plan-managed	1,916	15,285	17,143
Self-managed	890	9,601	10,469
<b>All plan management types</b>	<b>2,134</b>	<b>20,390</b>	<b>22,463</b>

**Table J.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – South Australia** <sup>139</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	269	0	269
Plan-managed	368	237	607
Self-managed	22	37	76
<b>All management types</b>	<b>659</b>	<b>274</b>	<b>953</b>

<sup>138</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>139</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.2%	2.2%
\$5,001-\$10,000	6.7%	6.5%
\$10,001-\$15,000	11.0%	10.8%
\$15,001-\$20,000	12.4%	12.2%
\$20,001-\$25,000	12.1%	12.0%
\$25,001-\$30,000	6.0%	6.0%
\$30,001-\$50,000	13.9%	14.0%
\$50,001-\$100,000	15.9%	16.2%
\$100,001-\$150,000	6.3%	6.4%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.0%	2.0%
\$250,001+	8.1%	8.3%



**Table J.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with SIL supports) – South Australia**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	2.4%	2.3%
\$5,001-\$10,000	7.1%	6.9%
\$10,001-\$15,000	11.7%	11.4%
\$15,001-\$20,000	13.1%	13.0%
\$20,001-\$25,000	12.8%	12.7%
\$25,001-\$30,000	6.3%	6.3%
\$30,001-\$50,000	14.7%	14.8%
\$50,001-\$100,000	16.9%	17.1%
\$100,001-\$150,000	6.6%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	1.9%	1.9%
\$250,001+	3.2%	3.4%

**Table J.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$17,900	\$27,700	n/a	n/a	\$17,900	\$27,700
9 to 14	\$19,600	\$29,000	n/a	n/a	\$19,500	\$29,000
15 to 18	\$31,000	\$45,300	\$620,700	\$608,200	\$27,400	\$42,400
19 to 24	\$75,200	\$96,300	\$588,200	\$630,900	\$46,300	\$69,400
25 to 34	\$113,400	\$134,400	\$519,000	\$550,700	\$65,700	\$86,900
35 to 44	\$115,000	\$136,600	\$419,300	\$458,300	\$72,500	\$93,000
45 to 54	\$123,600	\$149,800	\$419,500	\$461,900	\$74,300	\$99,500
55 to 64	\$132,500	\$161,900	\$418,100	\$452,600	\$83,700	\$111,300
65+	\$130,500	\$163,100	\$414,300	\$455,600	\$87,500	\$116,100
<b>All</b>	<b>\$64,900</b>	<b>\$82,600</b>	<b>\$451,200</b>	<b>\$487,400</b>	<b>\$42,400</b>	<b>\$59,300</b>

**Table J.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$154,400	\$190,600	\$488,400	\$528,100	\$91,300	\$123,700
Autism	\$34,200	\$46,500	\$541,500	\$555,600	\$25,000	\$37,600
Cerebral palsy	\$157,700	\$186,100	\$471,000	\$516,000	\$99,800	\$125,700
Developmental delay	\$14,300	\$24,400	\$0	\$0	\$14,300	\$24,400
Global developmental delay	\$17,200	\$26,900	\$0	\$0	\$17,200	\$26,900
Hearing impairment	\$9,900	\$17,900	n/a	n/a	\$9,800	\$17,800
Intellectual disability	\$115,700	\$139,500	\$392,200	\$428,100	\$62,900	\$84,800
Multiple sclerosis	\$111,300	\$144,200	\$557,700	\$623,700	\$86,500	\$119,200
Psychosocial disability	\$99,900	\$123,400	\$478,300	\$524,600	\$73,400	\$95,200
Spinal cord injury	\$137,600	\$181,800	\$709,300	\$745,000	\$109,400	\$153,000
Stroke	\$145,900	\$187,400	\$505,500	\$558,700	\$103,900	\$144,900
Visual impairment	\$47,200	\$64,000	n/a	n/a	\$42,900	\$59,100
Other neurological	\$162,500	\$198,100	\$546,600	\$565,300	\$108,300	\$142,700
Other physical	\$68,300	\$97,400	\$458,800	\$525,900	\$60,200	\$87,600
Other sensory/speech	\$6,900	\$15,500	\$0	\$0	\$6,900	\$15,500
Other	\$105,600	\$143,300	\$550,800	\$576,400	\$75,100	\$110,600
Down Syndrome	\$144,200	\$170,600	\$329,300	\$374,300	\$81,900	\$104,300
<b>All</b>	<b>\$64,900</b>	<b>\$82,600</b>	<b>\$451,200</b>	<b>\$487,400</b>	<b>\$42,400</b>	<b>\$59,300</b>

**Table J.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$13,200	\$22,100	n/a	n/a	\$13,200	\$22,100
2	\$22,700	\$36,200	\$0	\$0	\$22,700	\$36,200
3	\$21,200	\$32,800	\$308,000	\$349,600	\$18,400	\$29,600
4	\$18,700	\$29,900	n/a	n/a	\$16,000	\$27,100
5	\$33,000	\$46,100	\$436,200	\$472,900	\$25,300	\$37,900
6	\$21,300	\$33,900	\$306,300	\$356,000	\$19,200	\$31,500
7	\$42,900	\$60,500	\$411,900	\$455,400	\$29,300	\$45,500
8	\$69,700	\$93,100	\$326,700	\$363,900	\$50,500	\$72,800
9	\$65,000	\$105,000	n/a	n/a	\$60,800	\$98,200
10	\$118,000	\$149,000	\$399,100	\$438,000	\$80,700	\$110,200
11	\$88,600	\$113,000	\$543,600	\$561,000	\$56,000	\$80,600
12	\$218,200	\$254,600	\$471,400	\$509,000	\$137,000	\$172,000
13	\$81,100	\$100,500	\$624,200	\$626,400	\$56,700	\$77,100
14	\$309,700	\$362,900	\$516,100	\$569,600	\$221,000	\$273,100
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$64,900</b>	<b>\$82,600</b>	<b>\$451,200</b>	<b>\$487,400</b>	<b>\$42,400</b>	<b>\$59,300</b>

**Table J.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – South Australia <sup>140</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	1,128.8	1,155.5
Core: Consumables	11.4	12.1
Core: Social and Civic	159.3	222.0
Core: Transport	5.0	7.3
Capacity Building: Choice and Control	4.3	4.5
Capacity Building: Daily Activities	29.4	41.1
Capacity Building: Employment	0.3	1.1
Capacity Building: Health and Wellbeing	0.2	0.5
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	30.7	46.9
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	18.6	23.8
Capital: Assistive Technology	8.1	17.5
Capital: Home Modifications	21.3	33.8
<b>All</b>	<b>1,417.6</b>	<b>1,566.9</b>

<sup>140</sup> Total payments for home modifications were \$21.3 million. Of which, \$20.9 million (98.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$33.8 million. Of which, \$33.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (2%) has been allocated for non-SDA supports.

**Table J.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – South Australia <sup>141</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	949.2	1,348.9
Core: Consumables	47.6	65.9
Core: Social and Civic	576.6	707.5
Core: Transport	42.5	34.6
Capacity Building: Choice and Control	53.9	60.5
Capacity Building: Daily Activities	426.4	692.7
Capacity Building: Employment	12.3	42.8
Capacity Building: Health and Wellbeing	1.4	3.2
Capacity Building: Home Living	0.0	0.3
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	39.3	88.6
Capacity Building: Social and Civic	10.2	30.9
Capacity Building: Support Coordination	72.3	107.4
Capital: Assistive Technology	36.2	101.7
Capital: Home Modifications	13.7	23.2
<b>All</b>	<b>2,281.6</b>	<b>3,308.7</b>

**Table J.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia <sup>142</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	10.5	5.6	54%
2014-15	48.4	29.6	61%
2015-16	102.0	63.0	62%
2016-17	186.7	104.7	56%
2017-18	370.7	221.7	60%
2018-19	1,158.6	793.0	68%
2019-20	2,124.3	1,488.9	70%
2020-21	2,771.0	2,000.0	72%
2021-22	3,172.5	2,424.2	76%
2022-23	3,946.6	2,978.1	75%
2023-24	4,577.3	3,515.0	77%
2024-25 to date	2,442.5	1,745.7	71%

<sup>141</sup> Total payments for home modifications were \$13.7 million. Of which, \$6.7 million (49.3%) has been paid for specialised disability accommodation (SDA) supports, and \$6.9 million (50.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$23.2 million. Of which, \$10.0 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.3 million (57%) has been allocated for non-SDA supports.

<sup>142</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table J.41 Percentage change in plan budgets for active participants per quarter – South Australia <sup>143</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	8.92%	10.11%	9.61%	10.89%	8.15%	7.26%	9.12%	9.68%	8.20%
Interplan Inflation	9.09%	8.23%	9.71%	6.16%	3.13%	0.68%	1.91%	4.70%	5.67%
<b>Total Inflation</b>	<b>18.01%</b>	<b>18.34%</b>	<b>19.32%</b>	<b>17.05%</b>	<b>11.28%</b>	<b>7.94%</b>	<b>11.03%</b>	<b>14.38%</b>	<b>13.87%</b>

<sup>143</sup> 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

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This supplement shows the data for Tasmania.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>18,632</b>	<b>469</b>	<b>19,101</b>
<b>Active Eligible - Total</b>	<b>14,578</b>	<b>356</b>	<b>14,934</b>
Active Eligible - New	10,296	354	10,650
Active Eligible - State	<2,850	<11	2,847
Active Eligible - Commonwealth	<1,440	<11	1,437
<b>Active Participant Plans - Total</b>	<b>14,440</b>	<b>353</b>	<b>14,793</b>
Active Participant Plans - New	<10,170	<350	10,517
Active Participant Plans - State	2,841	0	2,841
Active Participant Plans - Commonwealth	<1,430	<11	1,435
<b>Active Participant Plans - Total</b>	<b>14,440</b>	<b>353</b>	<b>14,793</b>
Active Participant Plans - Early Intervention (s25)	4,200	182	4,382
Active Participant Plans - Permanent Disability (s24)	10,240	171	10,411

**Table K.2 People who have left the Scheme since 1 July 2013 as at 31 December 2024 – Tasmania**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,348</b>
Early Intervention participants	467
Permanent disability participants	881

**Table K.3 Assessment of access by age group and gender – Tasmania**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	3,437	96%	1,592	96%	180	94%	5,209	96%
9 to 14	1,599	91%	822	90%	97	90%	2,518	90%
15 to 18	1,022	91%	640	89%	55	95%	1,717	91%
19 to 24	568	86%	377	82%	37	76%	982	84%
25 to 34	501	83%	435	76%	26	59%	962	79%
35 to 44	612	82%	<600	n/a	<20	n/a	1,216	79%
45 to 54	817	83%	804	74%	37	71%	1,658	78%
55 to 64	1,096	81%	978	70%	39	70%	2,113	76%
65+	37	58%	<50	n/a	<11	n/a	82	55%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>9,689</b>	<b>89%</b>	<b>6,284</b>	<b>82%</b>	<b>484</b>	<b>83%</b>	<b>16,457</b>	<b>86%</b>



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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	376	93%	<180	n/a	<11	n/a	564	91%
Autism	3,674	97%	1,735	98%	250	92%	5,659	97%
Cerebral palsy	240	94%	214	97%	16	100%	470	96%
Developmental delay	1,004	97%	463	97%	44	96%	1,511	97%
Down syndrome	169	100%	<160	n/a	<11	n/a	331	100%
Global developmental delay	200	99%	<80	n/a	<11	n/a	281	99%
Hearing impairment	278	90%	258	87%	14	93%	550	89%
Intellectual disability	1,652	94%	1,266	93%	50	89%	2,968	94%
Multiple sclerosis	93	90%	<340	n/a	<11	n/a	431	91%
Psychosocial disability	678	70%	580	59%	27	44%	1,285	64%
Spinal cord injury	105	91%	<50	n/a	<11	n/a	149	91%
Stroke	134	86%	<110	n/a	<11	n/a	247	85%
Visual impairment	122	91%	<110	n/a	<11	n/a	235	88%
Other neurological	389	84%	322	84%	15	79%	726	84%
Other physical	272	58%	<250	n/a	<11	n/a	522	50%
Other sensory/speech	27	40%	<20	n/a	<11	n/a	42	42%
Other	276	60%	194	42%	16	44%	486	51%
<b>Total</b>	<b>9,689</b>	<b>89%</b>	<b>6,284</b>	<b>82%</b>	<b>484</b>	<b>83%</b>	<b>16,457</b>	<b>86%</b>

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,477	10%	50	14%	1,527	10%
Non-First Nations Participants	10,644	74%	249	71%	10,893	74%
Not Stated	2,319	16%	54	15%	2,373	16%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<360	n/a	<11	n/a	367	2%
Not culturally and linguistically diverse	10,360	72%	301	85%	10,661	72%
Not stated	<3,720	n/a	<50	n/a	3,765	25%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

**Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – Tasmania <sup>144</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<20
<b>Total YPIRAC (under 65)</b>	<b>21</b>

**Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania <sup>145</sup>**

Quarter ending	Incremental	Cumulative
Dec-21	<11	65
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	<30
Dec-24	<11	21

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	9,492	66%	234	66%	9,726	66%
Population between 15,000 and 50,000	2,596	18%	56	16%	2,652	18%
Population between 5,000 and 15,000	68	0%	0	0%	68	0%
Population less than 5,000	2,111	15%	60	17%	2,171	15%
Remote	<150	n/a	<11	n/a	146	1%
Very Remote	<30	n/a	<11	n/a	30	0%
Missing	0	0%	0	0%	0	0%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

<sup>144</sup> There are a further 32 active participants aged 65 years or over who are currently in residential aged care.

<sup>145</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	5,345	37%	158	45%	5,503	37%
Intellectual disability	2,733	19%	22	6%	2,755	19%
Developmental delay	1,069	7%	100	28%	1,169	8%
Psychosocial disability	<1,170	n/a	<11	n/a	1,173	8%
Hearing impairment	<510	n/a	<11	n/a	516	3%
Other neurological	507	4%	17	5%	524	4%
Other physical	<410	n/a	<11	n/a	403	3%
Acquired brain injury	<490	n/a	<11	n/a	487	3%
Cerebral palsy	428	3%	0	0%	428	3%
Global developmental delay	214	1%	11	3%	225	2%
Other	<310	n/a	<11	n/a	318	2%
Down syndrome	<310	n/a	<11	n/a	304	2%
Multiple sclerosis	<400	n/a	<11	n/a	401	3%
Visual impairment	208	1%	0	0%	208	1%
Stroke	<210	n/a	<11	n/a	209	1%
Spinal cord Injury	136	1%	0	0%	136	1%
Other sensory/speech	34	0%	0	0%	34	0%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

**Table K.11 Participant profile per quarter by primary disability group and SIL status – Tasmania**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	5,503	37%	178	16%	5,325	39%
Intellectual disability	2,755	19%	396	36%	2,359	17%
Developmental delay	1,169	8%	0	0%	1,169	9%
Psychosocial disability	1,173	8%	151	14%	1,022	7%
Hearing impairment	516	3%	0	0%	516	4%
Other neurological	524	4%	68	6%	456	3%
Other physical	403	3%	11	1%	392	3%
Acquired brain injury	487	3%	92	8%	395	3%
Cerebral palsy	428	3%	70	6%	358	3%
Global developmental delay	225	2%	0	0%	225	2%
Down syndrome	318	2%	11	1%	307	2%
Other	304	2%	70	6%	234	2%
Multiple sclerosis	401	3%	13	1%	388	3%
Visual impairment	208	1%	<11	n/a	<210	n/a
Stroke	209	1%	26	2%	183	1%
Spinal cord Injury	136	1%	<20	n/a	<130	n/a
Other sensory/speech	34	0%	0	0%	34	0%
<b>Total</b>	<b>14,793</b>	<b>100%</b>	<b>1,103</b>	<b>100%</b>	<b>13,690</b>	<b>100%</b>

**Table K.12 Participant profile per quarter by reported level of function – Tasmania**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,523	11%	96	27%	1,619	11%
2 (High Function)	<30	n/a	<11	n/a	<40	n/a
3 (High Function)	669	5%	35	10%	704	5%
4 (High Function)	<790	n/a	<11	n/a	784	5%
5 (High Function)	978	7%	45	13%	1,023	7%
6 (Moderate Function)	3,158	22%	53	15%	3,211	22%
7 (Moderate Function)	916	6%	25	7%	941	6%
8 (Moderate Function)	833	6%	11	3%	844	6%
9 (Moderate Function)	94	1%	0	0%	94	1%
10 (Moderate Function)	1,330	9%	11	3%	1,341	9%
11 (Low Function)	408	3%	11	3%	419	3%
12 (Low Function)	1,990	14%	27	8%	2,017	14%
13 (Low Function)	<850	n/a	<11	n/a	852	6%
14 (Low Function)	209	1%	0	0%	209	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	663	5%	32	9%	695	5%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

**Table K.13 Participant profile per quarter by age group – Tasmania**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	2,413	17%	164	46%	2,577	17%
9 to 14	2,591	18%	68	19%	2,659	18%
15 to 18	1,493	10%	29	8%	1,522	10%
19 to 24	1,502	10%	16	5%	1,518	10%
25 to 34	1,728	12%	18	5%	1,746	12%
35 to 44	<1,090	n/a	<11	n/a	1,093	7%
45 to 54	1,292	9%	14	4%	1,306	9%
55 to 64	1,543	11%	31	9%	1,574	11%
65+	<800	n/a	<11	n/a	798	5%
<b>Total</b>	<b>14,440</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>14,793</b>	<b>100%</b>

**Table K.14 Participation rates by age group and gender at 31 December 2024 – Tasmania** <sup>146</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	5.92%	3.23%	4.73%
9 to 14	8.42%	4.11%	6.63%
15 to 18	6.33%	3.77%	5.41%
19 to 24	4.51%	2.96%	3.91%
25 to 44	2.12%	1.54%	1.86%
45 to 64	2.03%	1.93%	2.02%
<b>Total (aged 0 to 64)</b>	<b>3.60%</b>	<b>2.33%</b>	<b>3.06%</b>

**Table K.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Tasmania** <sup>147</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	n/a	0%	n/a
Health & Wellbeing	9%	0%	9%
Lifelong Learning	10%	0%	10%
Other	n/a	0%	n/a
Non-categorised	7%	0%	7%
<b>Any mainstream service</b>	<b>25%</b>	<b>0%</b>	<b>25%</b>

**Table K.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Tasmania** <sup>148</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	6%	7%	7%
Daily life	18%	20%	19%
Health and wellbeing	79%	82%	80%
Learning	33%	38%	34%
Relationships	3%	3%	3%
Social and community activities	8%	11%	9%
Unknown	4%	n/a	3%
Where I live	2%	2%	2%
Work	4%	3%	4%
<b>Any mainstream service</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>

<sup>146</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates

<sup>147</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>148</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table K.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,062), and ‘participant social and community engagement rate’ (n=1,048), and the metric for ‘parent and carer employment rate’ (n=1,133) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=539) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – Tasmania**

Metric by 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	27%	22%	30%	26%
Participant employment rate - Aged 35 to 44 years	21%	18%	19%	26%
Participant employment rate - Aged 45 to 54 years	18%	12%	17%	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%	15%	18%	26%
Participant employment rate - Aged 15 to 64 years	16%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	26%	46%
Participant social and community engagement rate - Aged 25 to 34 years	25%	30%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	26%	33%	31%	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	30%	35%	35%	46%
Participant social and community engagement rate - Aged 65+ years	25%	32%	35%	46%
Participant social and community engagement rate - Aged 25+ years	28%	31%	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%	45%	n/a
Parent and carer employment rate - Aged 15+ years	40%	41%	38%	n/a
Parent and carer employment rate - All ages	40%	41%	43%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	64%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	75%	n/a

**Table K.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=784), and ‘participant social and community engagement rate’ (n=767), and the metric for ‘parent and carer employment rate’ (n=758) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for ‘participant choice and control’ (n=477) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – Tasmania**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	5%	6%	9%	14%	26%
Participant employment rate - Aged 25 to 34 years	20%	19%	10%	23%	26%
Participant employment rate - Aged 35 to 44 years	26%	31%	19%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	27%	22%	18%	26%
Participant employment rate - Aged 55 to 64 years	16%	15%	15%	13%	26%
Participant employment rate - Aged 65+ years	8%	0%	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	21%	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	26%	25%	29%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	19%	18%	21%	24%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	38%	41%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	36%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	47%	35%	43%	46%
Participant social and community engagement rate - Aged 65+ years	22%	19%	n/a	33%	46%
Participant social and community engagement rate - Aged 25+ years	30%	36%	34%	38%	46%
Participant social and community engagement rate - Aged 15+ years	29%	33%	32%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	38%	40%	48%	n/a
Parent and carer employment rate - Aged 15+ years	43%	43%	39%	44%	n/a
Parent and carer employment rate - All ages	40%	40%	40%	47%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	63%	66%	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.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=535), and ‘participant social and community engagement rate’ (n=501), and the metric for ‘parent and carer employment rate’ (n=573) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=379) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – Tasmania**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	4%	6%	7%	11%	17%	26%
Participant employment rate - Aged 25 to 34 years	36%	35%	34%	n/a	30%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	21%	41%	21%	26%
Participant employment rate - Aged 45 to 54 years	23%	23%	17%	n/a	16%	26%
Participant employment rate - Aged 55 to 64 years	23%	26%	24%	22%	17%	26%
Participant employment rate - Aged 65+ years	11%	13%	n/a	n/a	7%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	24%	27%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	17%	20%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	25%	28%	29%	26%	29%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	38%	32%	n/a	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	37%	32%	36%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	28%	32%	35%	n/a	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	44%	35%	39%	46%
Participant social and community engagement rate - Aged 65+ years	38%	39%	n/a	n/a	48%	46%
Participant social and community engagement rate - Aged 25+ years	36%	37%	36%	34%	40%	46%
Participant social and community engagement rate - Aged 15+ years	33%	34%	33%	31%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	42%	45%	49%	n/a
Parent and carer employment rate - Aged 15+ years	48%	45%	50%	49%	52%	n/a
Parent and carer employment rate - All ages	44%	45%	45%	46%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	66%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	76%	86%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	70%	74%	79%	n/a



**Table K.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=341), and ‘participant social and community engagement rate’ (n=297), and the metric for ‘parent and carer employment rate’ (n=353) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for ‘participant choice and control’ (n=253) 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 31 December 2019 and have had a fifth plan reassessment to date – Tasmania**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	3%	6%	6%	15%	37%	27%	26%
Participant employment rate - Aged 25 to 34 years	43%	44%	41%	52%	n/a	45%	26%
Participant employment rate - Aged 35 to 44 years	27%	27%	17%	20%	n/a	20%	26%
Participant employment rate - Aged 45 to 54 years	33%	37%	32%	n/a	n/a	30%	26%
Participant employment rate - Aged 55 to 64 years	27%	28%	12%	n/a	n/a	19%	26%
Participant employment rate - Aged 65+ years	22%	13%	n/a	n/a	n/a	3%	26%
Participant employment rate - Aged 25 to 64 years	32%	34%	25%	30%	17%	27%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	17%	23%	28%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	39%	35%	42%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	27%	24%	35%	n/a	35%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	36%	35%	n/a	n/a	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	48%	47%	59%	n/a	n/a	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	40%	33%	n/a	n/a	51%	46%
Participant social and community engagement rate - Aged 65+ years	43%	43%	n/a	n/a	n/a	54%	46%
Participant social and community engagement rate - Aged 25+ years	39%	38%	39%	56%	29%	47%	46%
Participant social and community engagement rate - Aged 15+ years	37%	38%	39%	48%	36%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	45%	40%	47%	55%	57%	n/a
Parent and carer employment rate - Aged 15+ years	47%	49%	57%	62%	n/a	53%	n/a
Parent and carer employment rate - All ages	45%	47%	47%	53%	54%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	47%	53%	56%	62%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	73%	77%	89%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	62%	63%	64%	68%	80%	n/a

**Table K.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=281), and ‘participant social and community engagement rate’ (n=216), and the metric for ‘parent and carer employment rate’ (n=277) 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=242) 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 31 December 2018 and have had at least a sixth plan reassessment to date – Tasmania**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	4%	8%	14%	21%	23%	n/a	29%	26%
Participant employment rate - Aged 25 to 34 years	23%	28%	33%	29%	33%	43%	33%	26%
Participant employment rate - Aged 35 to 44 years	46%	56%	45%	48%	n/a	n/a	44%	26%
Participant employment rate - Aged 45 to 54 years	30%	31%	18%	n/a	n/a	n/a	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	19%	n/a	n/a	n/a	n/a	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	30%	34%	32%	30%	29%	36%	33%	26%
Participant employment rate - Aged 15 to 64 years	22%	26%	26%	27%	27%	31%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	37%	33%	38%	50%	n/a	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	34%	35%	29%	n/a	n/a	28%	46%
Participant social and community engagement rate - Aged 35 to 44 years	47%	66%	n/a	n/a	n/a	n/a	55%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	42%	n/a	n/a	n/a	n/a	71%	46%
Participant social and community engagement rate - Aged 55 to 64 years	48%	n/a	n/a	n/a	n/a	n/a	65%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	47%	48%	46%	37%	36%	51%	46%
Participant social and community engagement rate - Aged 15+ years	37%	43%	42%	43%	42%	36%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	44%	51%	40%	48%	n/a	62%	n/a
Parent and carer employment rate - Aged 15+ years	53%	58%	57%	59%	66%	n/a	58%	n/a
Parent and carer employment rate - All ages	49%	52%	55%	51%	59%	47%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	63%	63%	67%	65%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	78%	81%	90%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	68%	70%	72%	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 Q2. Table K.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table K.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q2), 'Community Connections' (n = 70 in Prior Quarters, n = 31 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 124 in Prior Quarters, n = 33 in 2024-25 Q2), 'Plan Approval' (n = 858 in Prior Quarters, n = 213 in 2024-25 Q2), 'Plan Implementation' (n = 757 in Prior Quarters, n = 188 in 2024-25 Q2) and 'Plan Reassessment' (n = 1,480 in Prior Quarters, n = 450 in 2024-25 Q2) – Tasmania <sup>149 150</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
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?	77%	67%
Community Connections - Was communication in your preferred format?	89%	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?	66%	71%
Community Connections - To what extent were your circumstances and needs considered?	70%	71%
Community Connections - To what extent were you included in decisions that were made?	64%	58%
Community Connections - How confident are you in reaching out to community supports and other government services?	44%	42%
Apply for NDIS (overall) - Were you treated with respect?	89%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	70%	72%
Apply for NDIS (overall) - Was information easy to understand?	63%	71%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	94%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	45%	61%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	46%	73%
Plan Approval - Were you treated with respect?	94%	94%
Plan Approval - Were decisions and outcomes explained to you?	82%	83%
Plan Approval - Were your questions and concerns acknowledged?	84%	82%
Plan Approval - Do you know where to go for more help with using your plan?	84%	92%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	61%	63%
Plan Approval - How well does your NDIS plan meet your needs?	69%	73%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	62%
Plan Implementation - To what extent were your circumstances and needs considered?	67%	64%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	64%
Plan Implementation - Do you feel confident in using your plan?	65%	63%
Plan Implementation - Do you feel confident in accessing supports?	63%	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?	69%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	71%	67%
Plan Reassessment - To what extent were you included in decisions that were made?	72%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	62%
Plan Reassessment - Do you feel confident in using your plan?	67%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	69%	67%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	77%

<sup>149</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>150</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table K.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania** <sup>151 152 153</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	17	0	17	15
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<90	<11	94	86
People who have submitted an access request: Complaints about service providers	<260	<30	279	231
People who have submitted an access request: Complaints about the Agency	3,922	264	4,186	0
People who have submitted an access request: Unclassified	39	0	39	35
<b>People who have submitted an access request: Total</b>	<b>4,318</b>	<b>297</b>	<b>4,615</b>	<b>2,457</b>
Percentage of the number of active participants	6.28%	8.11%	6.37%	n/a
PCIs	780	64	844	n/a

**Table K.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Tasmania**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	131	5%	1,818	6%
Mar-22	161	6%	1,979	6%
Jun-22	149	5%	2,128	6%
Sep-22	148	5%	2,276	5%
Dec-22	147	5%	2,423	5%
Mar-23	178	6%	2,601	5%
Jun-23	209	6%	2,810	5%
Sep-23	244	7%	3,054	6%
Dec-23	300	9%	3,354	6%
Mar-24	293	8%	3,647	6%
Jun-24	360	10%	4,007	6%
Sep-24	311	9%	4,318	6%
Dec-24	297	8%	4,615	6%

<sup>151</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>152</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>153</sup> Note that 61% of all complainants made only one complaint, 21% made two complaints, and 18% made three or more complaints.

**Table K.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Tasmania**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
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	63	2%	558	1%
Mar-24	71	2%	629	1%
Jun-24	74	2%	703	1%
Sep-24	77	2%	780	1%
Dec-24	64	2%	844	1%

**Table K.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania <sup>154</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	81	2%	0	0%	81	2%
Complaints about the Agency - Information unclear	42	1%	0	0%	42	1%
Complaints about the Agency - NDIA Access	<160	n/a	<11	n/a	164	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	277	7%	12	5%	289	7%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	25	1%
Complaints about the Agency - NDIA Plan	932	24%	72	27%	1,004	24%
Complaints about the Agency - NDIA Process	309	8%	26	10%	335	8%
Complaints about the Agency - NDIA Resources	59	2%	12	5%	71	2%
Complaints about the Agency - NDIA Staff	249	6%	38	14%	287	7%
Complaints about the Agency - NDIA Timeliness	979	25%	95	36%	1,074	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	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	70	2%	0	0%	70	2%
Complaints about the Agency - Timeliness	285	7%	0	0%	285	7%
Complaints about the Agency - Other	318	8%	0	0%	318	8%
<b>Complaints about the Agency - Total</b>	<b>3,922</b>	<b>100%</b>	<b>264</b>	<b>100%</b>	<b>4,186</b>	<b>100%</b>

<sup>154</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>17</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>17</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	11	13%	0	0%	11	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<60	n/a	<11	n/a	65	69%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;90</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>94</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<20	n/a
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	31	11%
Complaints about service providers - Provider Process	13	5%	0	0%	13	5%
Complaints about service providers - Provider Service	<90	n/a	<11	n/a	92	33%
Complaints about service providers - Provider Staff	38	15%	13	54%	51	18%
Complaints about service providers - Service Delivery	21	8%	0	0%	21	8%
Complaints about service providers - Staff Conduct	17	7%	0	0%	17	6%
Complaints about service providers - Supports being provided	14	5%	0	0%	14	5%
Complaints about service providers - Other	21	8%	0	0%	21	8%
<b>Complaints about service providers - Total</b>	<b>255</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>279</b>	<b>100%</b>
<b>Unclassified</b>	<b>39</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>39</b>	<b>n/a</b>
<b>Participants total</b>	<b>4,318</b>	<b>n/a</b>	<b>297</b>	<b>n/a</b>	<b>4,615</b>	<b>n/a</b>

**Table K.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Tasmania**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	<90	n/a	<11	n/a	97	20%
Plan	301	70%	46	84%	347	72%
Plan Reassessment	<20	n/a	<11	n/a	15	3%
Other	23	5%	0	0%	23	5%
<b>Total cases</b>	<b>427</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>482</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.62%</b>	<b>n/a</b>	<b>1.50%</b>	<b>n/a</b>	<b>0.67%</b>	<b>n/a</b>

**Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Tasmania <sup>155</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>482</b>	<b>446</b>
<b>Open ART Cases</b>	<b>111</b>	<b>109</b>
<b>Closed ART Cases</b>	<b>371</b>	<b>352</b>
Resolved before hearing	<370	<350
Gone to hearing and received a substantive decision	<11	<11

**Table K.29 Administrative Review Tribunal (ART) Supports in dispute – Tasmania <sup>156 157 158</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	<11	0	<11
Core (excluding Consumables and Transport)	48	15	63
Capacity Building	48	18	66
General Support	<20	<11	14
Assistive Technology	<30	<11	26
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	<11	<11
Supported Independent Living	<30	<11	27
Everyday Living Costs	<11	0	<11
Transport	<11	<11	13
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>104</b>	<b>27</b>	<b>131</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>180</b>	<b>50</b>	<b>230</b>

<sup>155</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>156</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>157</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>158</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.



**Table K.30 Closed Administrative Review Tribunal (ART) cases by outcome – Tasmania**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;10</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<10	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	0	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>332</b>	<b>98%</b>	<b>31</b>	<b>94%</b>	<b>363</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	<220	n/a	<30	n/a	240	65%
Not Decided by Tribunal - Withdrawn	<90	n/a	<11	n/a	93	25%
Not Decided by Tribunal - No jurisdiction	<11	n/a	0	n/a	<11	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	23	7%	0	n/a	23	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>338</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>371</b>	<b>100%</b>

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – Tasmania** <sup>159</sup>

Plan management type	Registered	Unregistered	Total providers
Agency-managed	338	0	338
Plan-managed	818	4,234	5,038
Self-managed	411	2,778	3,181
<b>All plan management types</b>	<b>981</b>	<b>5,882</b>	<b>6,847</b>

**Table K.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – Tasmania** <sup>160</sup>

Plan management type	Registered	Unregistered	All registration types
Agency-managed	94	0	94
Plan-managed	90	66	156
Self-managed	6	11	22
<b>All management types</b>	<b>190</b>	<b>76</b>	<b>272</b>

<sup>159</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>160</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – Tasmania**

Average annualised committed supports band	As at 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	3.3%	3.2%
\$5,001-\$10,000	5.1%	4.9%
\$10,001-\$15,000	8.2%	8.0%
\$15,001-\$20,000	11.0%	11.1%
\$20,001-\$25,000	9.0%	9.1%
\$25,001-\$30,000	5.6%	5.7%
\$30,001-\$50,000	15.5%	15.5%
\$50,001-\$100,000	18.8%	18.7%
\$100,001-\$150,000	7.3%	7.3%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.4%	2.5%
\$250,001+	10.1%	10.3%

**Table K.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	3.5%	3.5%
\$5,001-\$10,000	5.5%	5.3%
\$10,001-\$15,000	8.9%	8.6%
\$15,001-\$20,000	11.9%	12.0%
\$20,001-\$25,000	9.7%	9.8%
\$25,001-\$30,000	6.0%	6.1%
\$30,001-\$50,000	16.8%	16.8%
\$50,001-\$100,000	20.3%	20.2%
\$100,001-\$150,000	7.9%	7.9%
\$150,001-\$200,000	3.9%	3.9%
\$200,001-\$250,000	2.2%	2.4%
\$250,001+	3.3%	3.6%

**Table K.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$17,600	\$28,100	n/a	n/a	\$17,600	\$28,100
9 to 14	\$25,000	\$34,000	n/a	n/a	\$24,800	\$34,000
15 to 18	\$45,300	\$61,900	n/a	n/a	\$38,400	\$56,300
19 to 24	\$76,900	\$106,400	\$479,700	\$554,400	\$45,300	\$70,700
25 to 34	\$104,700	\$129,100	\$470,100	\$508,300	\$55,100	\$78,400
35 to 44	\$121,300	\$146,700	\$434,400	\$475,100	\$67,900	\$92,800
45 to 54	\$126,100	\$157,100	\$413,100	\$461,000	\$74,700	\$101,800
55 to 64	\$135,700	\$166,400	\$429,500	\$454,900	\$74,400	\$104,800
65+	\$139,400	\$169,500	\$430,400	\$450,700	\$77,400	\$109,200
<b>All</b>	<b>\$74,800</b>	<b>\$95,100</b>	<b>\$444,000</b>	<b>\$481,800</b>	<b>\$44,800</b>	<b>\$63,900</b>

**Table K.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$154,200	\$191,000	\$448,000	\$507,000	\$86,300	\$117,400
Autism	\$43,500	\$58,400	\$493,300	\$536,300	\$28,400	\$42,500
Cerebral palsy	\$174,200	\$209,000	\$485,600	\$530,200	\$114,100	\$146,200
Developmental delay	\$12,200	\$22,900	\$0	\$0	\$12,200	\$22,900
Global developmental delay	\$16,900	\$27,700	\$0	\$0	\$16,900	\$27,700
Hearing impairment	\$14,400	\$23,200	\$0	\$0	\$14,400	\$23,200
Intellectual disability	\$105,400	\$127,100	\$420,700	\$442,100	\$53,200	\$74,200
Multiple sclerosis	\$88,500	\$123,500	n/a	n/a	\$70,800	\$105,200
Psychosocial disability	\$101,000	\$133,300	\$357,800	\$424,000	\$63,400	\$90,400
Spinal cord injury	\$158,500	\$205,200	n/a	n/a	\$117,000	\$156,400
Stroke	\$136,100	\$177,700	\$490,400	\$556,600	\$88,000	\$123,900
Visual impairment	\$51,500	\$68,200	n/a	n/a	\$41,600	\$58,100
Other neurological	\$156,200	\$193,500	\$580,700	\$584,300	\$94,100	\$135,200
Other physical	\$65,800	\$99,200	n/a	n/a	\$55,000	\$87,200
Other sensory/speech	\$16,100	\$24,900	\$0	\$0	\$16,100	\$24,900
Other	\$67,100	\$100,200	n/a	n/a	\$53,300	\$87,400
Down Syndrome	\$135,400	\$160,500	\$369,900	\$404,900	\$66,800	\$87,400
<b>All</b>	<b>\$74,800</b>	<b>\$95,100</b>	<b>\$444,000</b>	<b>\$481,800</b>	<b>\$44,800</b>	<b>\$63,900</b>

**Table K.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$13,600	\$23,000	n/a	n/a	\$13,300	\$22,800
2	\$28,900	\$46,700	\$0	\$0	\$28,900	\$46,700
3	\$24,100	\$36,100	n/a	n/a	\$21,000	\$33,200
4	\$20,900	\$35,300	n/a	n/a	\$17,700	\$31,000
5	\$33,000	\$47,400	\$342,400	\$401,500	\$25,800	\$40,000
6	\$30,200	\$46,600	\$330,000	\$384,500	\$25,300	\$40,600
7	\$70,100	\$86,400	\$362,600	\$406,100	\$41,600	\$55,500
8	\$69,500	\$95,900	\$363,200	\$403,000	\$43,200	\$67,300
9	\$61,500	\$102,500	n/a	n/a	\$44,900	\$80,000
10	\$97,500	\$126,900	\$371,100	\$405,200	\$62,500	\$92,400
11	\$145,400	\$164,700	\$484,700	\$496,400	\$62,800	\$86,400
12	\$184,200	\$218,600	\$451,900	\$490,700	\$109,000	\$141,800
13	\$129,800	\$157,700	\$603,400	\$632,600	\$68,100	\$93,800
14	\$327,700	\$378,100	\$600,500	\$638,300	\$225,500	\$278,200
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$74,800</b>	<b>\$95,100</b>	<b>\$444,000</b>	<b>\$481,800</b>	<b>\$44,800</b>	<b>\$63,900</b>

**Table K.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Tasmania <sup>161</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	356.5	377.4
Core: Consumables	2.7	3.3
Core: Social and Civic	84.5	102.2
Core: Transport	2.0	2.7
Capacity Building: Choice and Control	1.3	1.4
Capacity Building: Daily Activities	7.6	13.1
Capacity Building: Employment	0.2	0.5
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	8.6	13.4
Capacity Building: Social and Civic	0.3	0.6
Capacity Building: Support Coordination	5.9	7.0
Capital: Assistive Technology	2.8	4.2
Capital: Home Modifications	2.37	5.4
<b>All</b>	<b>474.9</b>	<b>531.4</b>

<sup>161</sup> Total payments for home modifications were \$2.37 million. Of which, \$2.34 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.03 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.4 million. Of which, \$5.2 million (96%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (4%) has been allocated for non-SDA supports.

**Table K.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – Tasmania <sup>162</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	250.7	331.9
Core: Consumables	12.0	16.9
Core: Social and Civic	171.6	228.7
Core: Transport	11.4	10.7
Capacity Building: Choice and Control	13.0	14.8
Capacity Building: Daily Activities	75.8	157.4
Capacity Building: Employment	2.8	10.8
Capacity Building: Health and Wellbeing	0.8	1.8
Capacity Building: Home Living	0.0	0.1
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	8.7	22.2
Capacity Building: Social and Civic	6.6	18.2
Capacity Building: Support Coordination	19.3	28.2
Capital: Assistive Technology	12.7	26.7
Capital: Home Modifications	4.2	6.8
<b>All</b>	<b>589.7</b>	<b>875.2</b>

**Table K.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania <sup>163</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	17.1	9.6	56%
2014-15	49.7	35.4	71%
2015-16	64.7	47.5	73%
2016-17	99.5	77.1	77%
2017-18	188.6	152.7	81%
2018-19	399.0	295.4	74%
2019-20	658.9	475.7	72%
2020-21	843.7	631.2	75%
2021-22	969.0	756.7	78%
2022-23	1,173.2	878.3	75%
2023-24	1,343.3	997.3	74%
2024-25 to date	714.5	493.6	69%

<sup>162</sup> Total payments for home modifications were \$4.2 million. Of which, \$0.7 million (16.5%) has been paid for specialised disability accommodation (SDA) supports, and \$3.5 million (83.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.8 million. Of which, \$1.0 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.7 million (85%) has been allocated for non-SDA supports.

<sup>163</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.



**Table K.41 Percentage change in plan budgets for active participants per quarter – Tasmania**  
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Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	6.79%	5.10%	5.16%	8.04%	6.85%	7.57%	7.16%	7.13%	5.47%
Interplan Inflation	8.13%	4.89%	7.27%	10.59%	6.42%	-1.12%	0.83%	5.48%	5.89%
<b>Total Inflation</b>	<b>14.92%</b>	<b>9.99%</b>	<b>12.43%</b>	<b>18.63%</b>	<b>13.27%</b>	<b>6.45%</b>	<b>7.99%</b>	<b>12.61%</b>	<b>11.36%</b>

<sup>164</sup> 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 L:

## Australian Capital Territory

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This supplement shows the data for Australian Capital Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>15,724</b>	<b>371</b>	<b>16,095</b>
<b>Active Eligible - Total</b>	<b>11,116</b>	<b>286</b>	<b>11,402</b>
Active Eligible - New	<8,450	<290	8,731
Active Eligible - State	<2,360	<11	2,361
Active Eligible - Commonwealth	310	0	310
<b>Active Participant Plans - Total</b>	<b>11,015</b>	<b>285</b>	<b>11,300</b>
Active Participant Plans - New	8,350	283	8,633
Active Participant Plans - State	<2,360	<11	2,358
Active Participant Plans - Commonwealth	<310	<11	309
<b>Active Participant Plans - Total</b>	<b>11,015</b>	<b>285</b>	<b>11,300</b>
Active Participant Plans - Early Intervention (s25)	4,047	165	4,212
Active Participant Plans - Permanent Disability (s24)	6,968	120	7,088

**Table L.2 People who have left the Scheme since 1 July 2013 as at 31 December 2024 – Australian Capital Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>1,949</b>
Early Intervention participants	1,099
Permanent disability participants	850

**Table L.3 Assessment of access by age group and gender – Australian Capital Territory**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	3,772	94%	1,621	92%	75	90%	5,468	93%
9 to 14	1,144	87%	605	85%	52	88%	1,801	87%
15 to 18	454	89%	303	83%	24	89%	781	87%
19 to 24	319	88%	268	79%	30	83%	617	84%
25 to 34	469	84%	455	75%	17	57%	941	79%
35 to 44	541	78%	527	72%	19	68%	1,087	75%
45 to 54	593	81%	598	70%	16	57%	1,207	75%
55 to 64	697	76%	<810	n/a	<20	n/a	1,521	71%
65+	40	61%	<40	n/a	<11	n/a	74	52%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>8,029</b>	<b>88%</b>	<b>5,220</b>	<b>79%</b>	<b>248</b>	<b>78%</b>	<b>13,497</b>	<b>84%</b>

**Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory**

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	200	93%	<100	n/a	<11	n/a	300	93%
Autism	2,926	98%	1,401	97%	132	95%	4,459	97%
Cerebral palsy	187	96%	<160	n/a	<11	n/a	340	96%
Developmental delay	1,322	96%	578	95%	36	95%	1,936	95%
Down syndrome	131	100%	<110	n/a	<11	n/a	241	100%
Global developmental delay	210	99%	<90	n/a	<11	n/a	296	99%
Hearing impairment	242	86%	<280	n/a	<11	n/a	524	85%
Intellectual disability	839	96%	607	94%	11	79%	1,457	95%
Multiple sclerosis	63	93%	<210	n/a	<11	n/a	271	92%
Psychosocial disability	704	72%	613	60%	24	57%	1,341	66%
Spinal cord injury	74	95%	<30	n/a	<11	n/a	97	92%
Stroke	95	90%	<80	n/a	<11	n/a	177	90%
Visual impairment	106	91%	<110	n/a	<11	n/a	211	90%
Other neurological	345	82%	<260	n/a	<11	n/a	608	80%
Other physical	262	54%	<430	n/a	<11	n/a	695	51%
Other sensory/speech	184	59%	70	55%	0	0%	254	57%
Other	139	47%	<150	n/a	<11	n/a	290	43%
<b>Total</b>	<b>8,029</b>	<b>88%</b>	<b>5,220</b>	<b>79%</b>	<b>248</b>	<b>78%</b>	<b>13,497</b>	<b>84%</b>

**Table L.5 Participant profile per quarter by participants identifying as First Nations Peoples – Australian Capital Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	516	5%	20	7%	536	5%
Non-First Nations Participants	9,210	84%	214	75%	9,424	83%
Not Stated	1,289	12%	51	18%	1,340	12%
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,037	9%	22	8%	1,059	9%
Not culturally and linguistically diverse	9,540	87%	235	82%	9,775	87%
Not stated	438	4%	28	10%	466	4%
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

**Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – Australian Capital Territory <sup>165</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	<11
<b>Total YPIRAC (under 65)</b>	<b>&lt;11</b>

**Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Australian Capital Territory**

There is insufficient data to show the numbers and distribution of remote participants for Australian Capital Territory over time.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	11,003	100%	285	100%	11,288	100%
Population > 50,000	<20	n/a	0	0%	<20	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	0%	<11	n/a
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

<sup>165</sup> There are a further 20 active participants aged 65 years or over who are currently in residential aged care.

**Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,198	38%	118	41%	4,316	38%
Intellectual disability	<1,330	n/a	<11	n/a	1,333	12%
Developmental delay	1,084	10%	87	31%	1,171	10%
Psychosocial disability	<1,150	n/a	<11	n/a	1,155	10%
Hearing impairment	<460	n/a	<11	n/a	469	4%
Other neurological	423	4%	13	5%	436	4%
Other physical	<520	n/a	<11	n/a	516	5%
Acquired brain injury	<240	n/a	<11	n/a	239	2%
Cerebral palsy	<300	n/a	<11	n/a	301	3%
Global developmental delay	215	2%	16	6%	231	2%
Other	187	2%	12	4%	199	2%
Down syndrome	224	2%	0	0%	224	2%
Multiple sclerosis	<240	n/a	<11	n/a	237	2%
Visual impairment	189	2%	0	0%	189	2%
Stroke	<150	n/a	<11	n/a	151	1%
Spinal cord Injury	78	1%	0	0%	78	1%
Other sensory/speech	55	0%	0	0%	55	0%
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

**Table L.11 Participant profile per quarter by primary disability group and SIL status – Australian Capital Territory**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	4,316	38%	86	14%	4,230	40%
Intellectual disability	1,333	12%	192	30%	1,141	11%
Developmental delay	1,171	10%	0	0%	1,171	11%
Psychosocial disability	1,155	10%	114	18%	1,041	10%
Hearing impairment	469	4%	0	0%	469	4%
Other neurological	436	4%	49	8%	387	4%
Other physical	516	5%	<11	n/a	<510	n/a
Acquired brain injury	239	2%	49	8%	190	2%
Cerebral palsy	301	3%	42	7%	259	2%
Global developmental delay	231	2%	0	0%	231	2%
Down syndrome	199	2%	15	2%	184	2%
Other	224	2%	42	7%	182	2%
Multiple sclerosis	237	2%	12	2%	225	2%
Visual impairment	189	2%	<11	n/a	<190	n/a
Stroke	151	1%	21	3%	130	1%
Spinal cord Injury	78	1%	<11	n/a	<80	n/a
Other sensory/speech	55	0%	0	0%	55	1%
<b>Total</b>	<b>11,300</b>	<b>100%</b>	<b>635</b>	<b>100%</b>	<b>10,665</b>	<b>100%</b>

**Table L.12 Participant profile per quarter by reported level of function – Australian Capital Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,313	12%	89	31%	1,402	12%
2 (High Function)	<30	n/a	<11	n/a	29	0%
3 (High Function)	590	5%	24	8%	614	5%
4 (High Function)	989	9%	15	5%	1,004	9%
5 (High Function)	703	6%	25	9%	728	6%
6 (Moderate Function)	2,753	25%	49	17%	2,802	25%
7 (Moderate Function)	530	5%	11	4%	541	5%
8 (Moderate Function)	<680	n/a	<11	n/a	681	6%
9 (Moderate Function)	55	0%	0	0%	55	0%
10 (Moderate Function)	<960	n/a	<11	n/a	957	8%
11 (Low Function)	<300	n/a	<11	n/a	296	3%
12 (Low Function)	1,103	10%	16	6%	1,119	10%
13 (Low Function)	<690	n/a	<11	n/a	691	6%
14 (Low Function)	146	1%	0	0%	146	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	197	2%	38	13%	235	2%
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

**Table L.13 Participant profile per quarter by age group – Australian Capital Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	1,997	18%	153	54%	2,150	19%
9 to 14	2,156	20%	43	15%	2,199	19%
15 to 18	1,104	10%	17	6%	1,121	10%
19 to 24	1,095	10%	15	5%	1,110	10%
25 to 34	1,077	10%	13	5%	1,090	10%
35 to 44	868	8%	11	4%	879	8%
45 to 54	980	9%	13	5%	993	9%
55 to 64	996	9%	20	7%	1,016	9%
65+	742	7%	0	0%	742	7%
<b>Total</b>	<b>11,015</b>	<b>100%</b>	<b>285</b>	<b>100%</b>	<b>11,300</b>	<b>100%</b>

**Table L.14 Participation rates by age group and gender at 31 December 2024 – Australian Capital Territory <sup>166</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	5.65%	2.61%	4.26%
9 to 14	8.15%	3.97%	6.22%
15 to 18	6.25%	3.50%	5.04%
19 to 24	3.39%	2.04%	2.82%
25 to 44	1.38%	1.13%	1.28%
45 to 64	1.87%	1.86%	1.89%
<b>Total (aged 0 to 64)</b>	<b>3.12%</b>	<b>1.96%</b>	<b>2.59%</b>

**Table L.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Australian Capital Territory <sup>167</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	n/a	0%	n/a
Health & Wellbeing	17%	0%	17%
Lifelong Learning	11%	0%	11%
Other	8%	0%	8%
Non-categorised	n/a	0%	n/a
<b>Any mainstream service</b>	<b>30%</b>	<b>0%</b>	<b>30%</b>

**Table L.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Australian Capital Territory <sup>168</sup>**

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	3%	3%	3%
Daily life	13%	10%	13%
Health and wellbeing	75%	76%	75%
Learning	39%	39%	39%
Relationships	4%	3%	4%
Social and community activities	9%	11%	9%
Unknown	6%	n/a	5%
Where I live	3%	3%	3%
Work	7%	6%	7%
<b>Any mainstream service</b>	<b>98%</b>	<b>96%</b>	<b>98%</b>

<sup>166</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>167</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

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



## Part Two: Participant experience and 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 96% 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.

**Table L.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=525), and ‘participant social and community engagement rate’ (n=504), and the metric for ‘parent and carer employment rate’ (n=590) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=252) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – Australian Capital Territory**

Metric by age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	17%	10%	27%	26%
Participant employment rate - Aged 25 to 34 years	42%	39%	39%	26%
Participant employment rate - Aged 35 to 44 years	43%	35%	41%	26%
Participant employment rate - Aged 45 to 54 years	33%	35%	35%	26%
Participant employment rate - Aged 55 to 64 years	28%	22%	20%	26%
Participant employment rate - Aged 65+ years	22%	n/a	16%	26%
Participant employment rate - Aged 25 to 64 years	36%	33%	34%	26%
Participant employment rate - Aged 15 to 64 years	32%	28%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	38%	39%	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	24%	32%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	50%	48%	46%
Participant social and community engagement rate - Aged 65+ years	53%	n/a	63%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	60%	63%	68%	n/a
Parent and carer employment rate - Aged 15+ years	62%	65%	64%	n/a
Parent and carer employment rate - All ages	61%	64%	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	78%	n/a

**Table L.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=462), and ‘participant social and community engagement rate’ (n=450), and the metric for ‘parent and carer employment rate’ (n=348) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for ‘participant choice and control’ (n=325) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – Australian Capital Territory**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	15%	16%	23%	20%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	33%	41%	26%
Participant employment rate - Aged 35 to 44 years	39%	38%	22%	34%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	28%	29%	26%
Participant employment rate - Aged 55 to 64 years	19%	23%	20%	19%	26%
Participant employment rate - Aged 65+ years	16%	14%	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	31%	32%	26%	31%	26%
Participant employment rate - Aged 15 to 64 years	28%	29%	25%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	32%	33%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	32%	36%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	42%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	48%	42%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	42%	52%	46%	46%
Participant social and community engagement rate - Aged 65+ years	53%	50%	n/a	53%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	40%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	56%	58%	58%	n/a
Parent and carer employment rate - Aged 15+ years	59%	67%	73%	56%	n/a
Parent and carer employment rate - All ages	54%	59%	61%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	72%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	76%	82%	n/a

**Table L.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=326), and ‘participant social and community engagement rate’ (n=323), and the metric for ‘parent and carer employment rate’ (n=179) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for ‘participant choice and control’ (n=283) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – Australian Capital Territory**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	22%	24%	25%	43%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	38%	36%	42%	26%
Participant employment rate - Aged 35 to 44 years	31%	30%	38%	43%	33%	26%
Participant employment rate - Aged 45 to 54 years	31%	40%	35%	32%	31%	26%
Participant employment rate - Aged 55 to 64 years	36%	27%	30%	18%	26%	26%
Participant employment rate - Aged 65+ years	21%	20%	14%	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	32%	33%	36%	34%	34%	26%
Participant employment rate - Aged 15 to 64 years	28%	31%	33%	32%	35%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	40%	39%	25%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	52%	58%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	38%	46%	48%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	51%	62%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	41%	43%	52%	46%	46%
Participant social and community engagement rate - Aged 65+ years	26%	22%	25%	n/a	30%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	46%	52%	45%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	45%	48%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	55%	56%	54%	57%	61%	n/a
Parent and carer employment rate - Aged 15+ years	61%	54%	n/a	n/a	66%	n/a
Parent and carer employment rate - All ages	56%	56%	58%	61%	63%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	66%	56%	68%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	74%	80%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	73%	78%	n/a

**Table L.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=252), and ‘participant social and community engagement rate’ (n=245), and the metric for ‘parent and carer employment rate’ (n=108) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for ‘participant choice and control’ (n=204) 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 31 December 2019 and have had a fifth plan reassessment to date – Australian Capital Territory**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	22%	26%	24%	n/a	44%	26%
Participant employment rate - Aged 25 to 34 years	52%	54%	44%	46%	n/a	50%	26%
Participant employment rate - Aged 35 to 44 years	21%	21%	23%	33%	n/a	26%	26%
Participant employment rate - Aged 45 to 54 years	33%	30%	27%	25%	n/a	29%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	29%	18%	n/a	14%	26%
Participant employment rate - Aged 65+ years	9%	n/a	n/a	n/a	n/a	9%	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	30%	31%	35%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	30%	29%	30%	34%	33%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	42%	40%	55%	n/a	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	53%	50%	44%	35%	n/a	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	41%	38%	45%	n/a	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	29%	41%	35%	n/a	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	24%	34%	48%	38%	n/a	39%	46%
Participant social and community engagement rate - Aged 65+ years	46%	50%	n/a	n/a	n/a	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	43%	41%	48%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	43%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	54%	55%	59%	60%	n/a	72%	n/a
Parent and carer employment rate - Aged 15+ years	53%	62%	n/a	n/a	n/a	63%	n/a
Parent and carer employment rate - All ages	54%	57%	60%	58%	n/a	69%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	65%	65%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	81%	84%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	78%	77%	78%	81%	n/a

**Table L.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=346), and ‘participant social and community engagement rate’ (n=314), and the metric for ‘parent and carer employment rate’ (n=86) 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=304) 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 31 December 2018 and have had at least a sixth plan reassessment to date – Australian Capital Territory**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	0%	5%	n/a	n/a	n/a	n/a	50%	26%
Participant employment rate - Aged 25 to 34 years	29%	35%	33%	37%	n/a	n/a	42%	26%
Participant employment rate - Aged 35 to 44 years	39%	44%	44%	41%	38%	n/a	43%	26%
Participant employment rate - Aged 45 to 54 years	38%	37%	33%	39%	n/a	38%	29%	26%
Participant employment rate - Aged 55 to 64 years	28%	25%	21%	25%	19%	n/a	13%	26%
Participant employment rate - Aged 65+ years	14%	13%	5%	5%	n/a	n/a	11%	26%
Participant employment rate - Aged 25 to 64 years	34%	36%	34%	36%	32%	26%	32%	26%
Participant employment rate - Aged 15 to 64 years	31%	33%	32%	36%	32%	31%	34%	26%
Participant social and community engagement rate - Aged 15 to 24 years	48%	n/a	n/a	n/a	n/a	n/a	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	42%	51%	38%	n/a	n/a	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	46%	54%	57%	59%	n/a	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	49%	42%	51%	n/a	n/a	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	52%	54%	54%	44%	n/a	n/a	55%	46%
Participant social and community engagement rate - Aged 65+ years	42%	39%	50%	n/a	n/a	n/a	58%	46%
Participant social and community engagement rate - Aged 25+ years	42%	47%	50%	49%	52%	49%	53%	46%
Participant social and community engagement rate - Aged 15+ years	43%	47%	50%	49%	54%	50%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	44%	48%	n/a	n/a	n/a	67%	n/a
Parent and carer employment rate - Aged 15+ years	73%	70%	63%	n/a	n/a	n/a	70%	n/a
Parent and carer employment rate - All ages	55%	55%	55%	55%	n/a	n/a	69%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	73%	66%	73%	85%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	74%	77%	78%	87%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	75%	77%	86%	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 Q2. Table L.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table L.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q2), 'Community Connections' (n = 113 in Prior Quarters, n = 31 in 2024-25 Q2), 'Apply for NDIS (overall)' (n = 107 in Prior Quarters, n = 28 in 2024-25 Q2), 'Plan Approval' (n = 257 in Prior Quarters, n = 91 in 2024-25 Q2), 'Plan Implementation' (n = 157 in Prior Quarters, n = 56 in 2024-25 Q2) and 'Plan Reassessment' (n = 407 in Prior Quarters, n = 72 in 2024-25 Q2) – Australian Capital Territory <sup>169 170</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
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?	74%	83%
Community Connections - Was communication in your preferred format?	90%	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?	63%	68%
Community Connections - To what extent were your circumstances and needs considered?	69%	68%
Community Connections - To what extent were you included in decisions that were made?	62%	68%
Community Connections - How confident are you in reaching out to community supports and other government services?	42%	55%
Apply for NDIS (overall) - Were you treated with respect?	98%	88%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	68%	61%
Apply for NDIS (overall) - Was information easy to understand?	60%	58%
Apply for NDIS (overall) - Was communication in your preferred format?	77%	77%
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?	51%	36%
Plan Approval - Were you treated with respect?	90%	89%
Plan Approval - Were decisions and outcomes explained to you?	72%	72%
Plan Approval - Were your questions and concerns acknowledged?	80%	82%
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?	51%	44%
Plan Approval - How well does your NDIS plan meet your needs?	56%	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?	59%	61%
Plan Implementation - To what extent were your circumstances and needs considered?	62%	57%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	53%	52%
Plan Implementation - Do you feel confident in using your plan?	63%	59%
Plan Implementation - Do you feel confident in accessing supports?	62%	54%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	78%	68%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	53%
Plan Reassessment - To what extent were your circumstances and needs considered?	64%	51%
Plan Reassessment - To what extent were you included in decisions that were made?	64%	56%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	57%
Plan Reassessment - Do you feel confident in using your plan?	69%	60%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	46%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	68%

<sup>169</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

<sup>170</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

**Table L.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Australian Capital Territory** <sup>171 172 173</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	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: Complaints about Local Area Coordination (LAC) Partner	<90	<11	<100	<90
People who have submitted an access request: Complaints about service providers	<170	<20	178	157
People who have submitted an access request: Complaints about the Agency	3,843	221	4,064	0
People who have submitted an access request: Unclassified	165	0	165	141
<b>People who have submitted an access request: Total</b>	<b>4,258</b>	<b>245</b>	<b>4,503</b>	<b>2,182</b>
Percentage of the number of active participants	6.54%	8.73%	6.63%	n/a
<b>PCIs</b>	<b>498</b>	<b>52</b>	<b>550</b>	<b>n/a</b>

**Table L.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Australian Capital Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	143	6%	2,415	6%
Mar-22	160	7%	2,575	7%
Jun-22	153	7%	2,728	7%
Sep-22	162	7%	2,890	7%
Dec-22	145	6%	3,035	7%
Mar-23	127	5%	3,162	6%
Jun-23	110	4%	3,272	6%
Sep-23	142	5%	3,414	6%
Dec-23	159	6%	3,573	6%
Mar-24	218	8%	3,791	6%
Jun-24	232	9%	4,023	6%
Sep-24	235	9%	4,258	7%
Dec-24	245	9%	4,503	7%

<sup>171</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>172</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>173</sup> Note that 58% of all complainants made only one complaint, 21% made two complaints, and 21% made three or more complaints.



**Table L.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Australian Capital Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	<20	n/a	120	0%
Mar-22	<11	n/a	128	0%
Jun-22	22	1%	150	0%
Sep-22	26	1%	176	0%
Dec-22	24	1%	200	0%
Mar-23	44	2%	244	1%
Jun-23	48	2%	292	1%
Sep-23	50	2%	342	1%
Dec-23	55	2%	397	1%
Mar-24	35	1%	432	1%
Jun-24	34	1%	466	1%
Sep-24	32	1%	498	1%
Dec-24	52	2%	550	1%

**Table L.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory <sup>174</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	186	5%	0	0%	186	5%
Complaints about the Agency - Information unclear	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Access	90	2%	15	7%	105	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	192	5%	14	6%	206	5%
Complaints about the Agency - NDIA Fraud and Compliance	<20	n/a	<11	n/a	20	0%
Complaints about the Agency - NDIA Plan	787	20%	43	19%	830	20%
Complaints about the Agency - NDIA Process	334	9%	31	14%	365	9%
Complaints about the Agency - NDIA Resources	<50	n/a	<11	n/a	51	1%
Complaints about the Agency - NDIA Staff	213	6%	21	10%	234	6%
Complaints about the Agency - NDIA Timeliness	777	20%	86	39%	863	21%
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	3%	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	413	11%	0	0%	413	10%
Complaints about the Agency - Other	<480	n/a	<11	n/a	474	12%
<b>Complaints about the Agency - Total</b>	<b>3,843</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>4,064</b>	<b>100%</b>

<sup>174</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
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	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Process	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	0	0	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</b>	<b>0%</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	16%	0	0%	13	14%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	<11	n/a	11	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<50	n/a	<11	n/a	48	52%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	18	20%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>&lt;90</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>92</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	11	6%
Complaints about service providers - Provider Fraud and Compliance	<20	n/a	<11	n/a	19	11%
Complaints about service providers - Provider Process	15	9%	0	0%	15	8%
Complaints about service providers - Provider Service	<40	n/a	<11	n/a	38	21%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	27	15%
Complaints about service providers - Service Delivery	20	12%	0	0%	20	11%
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	14	9%	0	0%	14	8%
Complaints about service providers - Other	19	12%	0	0%	19	11%
<b>Complaints about service providers - Total</b>	<b>164</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>178</b>	<b>100%</b>
<b>Unclassified</b>	<b>165</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>165</b>	<b>n/a</b>
<b>Participants total</b>	<b>4,258</b>	<b>n/a</b>	<b>245</b>	<b>n/a</b>	<b>4,503</b>	<b>n/a</b>

**Table L.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	293	26%	12	16%	305	25%
Plan	731	65%	56	77%	787	66%
Plan Reassessment	<40	n/a	<11	n/a	37	3%
Other	<80	n/a	<11	n/a	72	6%
<b>Total cases</b>	<b>1,128</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>1,201</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.73%</b>	<b>n/a</b>	<b>2.60%</b>	<b>n/a</b>	<b>1.77%</b>	<b>n/a</b>

**Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Australian Capital Territory <sup>175</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>1,201</b>	<b>1,086</b>
<b>Open ART Cases</b>	<b>161</b>	<b>158</b>
<b>Closed ART Cases</b>	<b>1,040</b>	<b>943</b>
Resolved before hearing	1,006	914
Gone to hearing and received a substantive decision	34	29

**Table L.29 Administrative Review Tribunal (ART) Supports in dispute – Australian Capital Territory <sup>176 177 178</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	98	15	113
Capacity Building	109	15	124
General Support	<30	<11	32
Assistive Technology	<50	<11	51
Specialist Disability Accommodation	<20	<11	18
Home Modifications	<11	<11	<11
Supported Independent Living	<50	<11	50
Everyday Living Costs	<11	<11	12
Transport	<30	<11	23
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>200</b>	<b>32</b>	<b>232</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>377</b>	<b>63</b>	<b>440</b>

<sup>175</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>176</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>177</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>178</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

**Table L.30 Closed Administrative Review Tribunal (ART) cases by outcome – Australian Capital Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>34</b>	<b>3%</b>
Decided by Tribunal - Affirmed	19	2%	0	n/a	19	2%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<10	n/a	<11	n/a	<20	n/a
<b>Not Decided by Tribunal - Total</b>	<b>965</b>	<b>97%</b>	<b>41</b>	<b>95%</b>	<b>1,006</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	658	66%	30	70%	688	66%
Not Decided by Tribunal - Withdrawn	<240	n/a	<11	n/a	240	23%
Not Decided by Tribunal - No jurisdiction	15	2%	0	n/a	15	1%
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	<60	n/a	<11	n/a	58	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>997</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>1,040</b>	<b>100%</b>

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – Australian Capital Territory <sup>179</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	332	0	332
Plan-managed	829	2,408	3,225
Self-managed	451	2,748	3,195
<b>All plan management types</b>	<b>1,029</b>	<b>4,253</b>	<b>5,268</b>

**Table L.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – Australian Capital Territory <sup>180</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	51	0	51
Plan-managed	62	25	88
Self-managed	9	10	24
<b>All management types</b>	<b>122</b>	<b>35</b>	<b>163</b>

<sup>179</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>180</sup> Registration status is determined as at the posting date of payment.

## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	3.3%	3.2%
\$5,001-\$10,000	7.2%	6.9%
\$10,001-\$15,000	12.6%	12.2%
\$15,001-\$20,000	15.5%	15.6%
\$20,001-\$25,000	10.4%	10.7%
\$25,001-\$30,000	5.5%	5.5%
\$30,001-\$50,000	14.2%	14.3%
\$50,001-\$100,000	13.8%	13.8%
\$100,001-\$150,000	5.2%	5.3%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	8.1%	8.2%

**Table L.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	3.5%	3.4%
\$5,001-\$10,000	7.6%	7.3%
\$10,001-\$15,000	13.4%	13.0%
\$15,001-\$20,000	16.4%	16.5%
\$20,001-\$25,000	11.1%	11.3%
\$25,001-\$30,000	5.9%	5.9%
\$30,001-\$50,000	15.0%	15.2%
\$50,001-\$100,000	14.6%	14.6%
\$100,001-\$150,000	5.5%	5.6%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	3.0%	3.1%

**Table L.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$19,300	\$26,200	n/a	n/a	\$19,300	\$26,200
9 to 14	\$21,100	\$26,600	n/a	n/a	\$21,100	\$26,500
15 to 18	\$28,100	\$38,100	n/a	n/a	\$25,200	\$34,500
19 to 24	\$55,000	\$74,500	\$441,200	\$487,300	\$37,000	\$57,500
25 to 34	\$79,900	\$102,500	\$433,000	\$470,900	\$46,100	\$67,300
35 to 44	\$108,600	\$129,200	\$420,700	\$468,000	\$62,200	\$82,700
45 to 54	\$103,700	\$129,200	\$370,900	\$413,100	\$59,000	\$82,200
55 to 64	\$117,600	\$150,400	\$392,100	\$442,900	\$69,000	\$95,700
65+	\$103,800	\$128,400	\$394,600	\$405,100	\$68,300	\$94,500
<b>All</b>	<b>\$58,700</b>	<b>\$74,500</b>	<b>\$403,700</b>	<b>\$444,100</b>	<b>\$37,900</b>	<b>\$52,500</b>

**Table L.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$163,100	\$196,500	\$440,300	\$470,100	\$96,000	\$125,900
Autism	\$32,600	\$43,000	\$460,300	\$491,700	\$23,900	\$33,900
Cerebral palsy	\$129,500	\$149,500	\$454,000	\$510,600	\$72,700	\$90,900
Developmental delay	\$13,600	\$21,900	\$0	\$0	\$13,600	\$21,900
Global developmental delay	\$18,000	\$24,200	\$0	\$0	\$18,000	\$24,200
Hearing impairment	\$5,400	\$12,900	\$0	\$0	\$5,400	\$12,900
Intellectual disability	\$101,600	\$118,800	\$396,300	\$438,900	\$51,100	\$64,900
Multiple sclerosis	\$100,700	\$123,700	n/a	n/a	\$78,500	\$103,700
Psychosocial disability	\$79,700	\$103,600	\$314,300	\$353,100	\$55,100	\$76,300
Spinal cord injury	\$185,400	\$203,400	n/a	n/a	\$151,800	\$175,600
Stroke	\$133,900	\$180,900	\$491,400	\$599,700	\$84,100	\$113,200
Visual impairment	\$27,400	\$41,300	n/a	n/a	\$25,800	\$38,700
Other neurological	\$120,400	\$155,500	\$428,100	\$472,400	\$79,800	\$115,400
Other physical	\$52,900	\$78,700	n/a	n/a	\$46,000	\$73,300
Other sensory/speech	\$5,700	\$13,500	\$0	\$0	\$5,700	\$13,500
Other	\$91,200	\$136,800	n/a	n/a	\$66,800	\$112,100
Down Syndrome	\$125,400	\$148,500	\$335,800	\$379,200	\$75,000	\$95,200
<b>All</b>	<b>\$58,700</b>	<b>\$74,500</b>	<b>\$403,700</b>	<b>\$444,100</b>	<b>\$37,900</b>	<b>\$52,500</b>



**Table L.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$11,900	\$20,300	n/a	n/a	\$11,600	\$20,000
2	\$17,400	\$27,400	\$0	\$0	\$17,400	\$27,400
3	\$17,000	\$26,300	n/a	n/a	\$15,400	\$24,300
4	\$12,500	\$23,000	n/a	n/a	\$11,300	\$21,700
5	\$20,800	\$31,700	n/a	n/a	\$18,900	\$29,400
6	\$19,600	\$31,500	n/a	n/a	\$18,400	\$30,300
7	\$55,700	\$64,500	\$323,100	\$360,400	\$40,000	\$48,900
8	\$49,500	\$73,500	\$325,800	\$371,800	\$39,900	\$61,700
9	\$61,500	\$86,200	n/a	n/a	\$45,300	\$67,400
10	\$84,700	\$112,600	\$304,600	\$344,300	\$65,900	\$91,500
11	\$134,500	\$152,900	\$370,600	\$422,000	\$69,500	\$80,100
12	\$191,100	\$230,900	\$414,700	\$452,000	\$121,700	\$162,000
13	\$126,500	\$146,200	\$484,000	\$528,400	\$73,500	\$85,300
14	\$306,000	\$334,300	\$486,400	\$534,000	\$202,900	\$223,800
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$58,700</b>	<b>\$74,500</b>	<b>\$403,700</b>	<b>\$444,100</b>	<b>\$37,900</b>	<b>\$52,500</b>

**Table L.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Australian Capital Territory <sup>181</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	201.9	208.9
Core: Consumables	2.0	2.2
Core: Social and Civic	31.6	42.4
Core: Transport	1.2	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	4.7	8.1
Capacity Building: Employment	0.1	0.3
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	3.9	6.5
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.8	3.6
Capital: Assistive Technology	1.4	3.7
Capital: Home Modifications	1.8	3.7
<b>All</b>	<b>252.1</b>	<b>282.0</b>

<sup>181</sup> Total payments for home modifications were \$1.8 million. Of which, \$1.8 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were \$3.7 million. Of which, \$3.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.

**Table L.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – Australian Capital Territory <sup>182</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	165.2	215.5
Core: Consumables	7.7	11.4
Core: Social and Civic	90.4	114.0
Core: Transport	12.8	7.2
Capacity Building: Choice and Control	7.0	8.1
Capacity Building: Daily Activities	71.5	124.7
Capacity Building: Employment	2.8	7.9
Capacity Building: Health and Wellbeing	1.3	2.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.0	13.1
Capacity Building: Social and Civic	5.2	12.5
Capacity Building: Support Coordination	10.1	15.7
Capital: Assistive Technology	7.9	21.4
Capital: Home Modifications	3.8	6.2
<b>All</b>	<b>391.6</b>	<b>559.8</b>

**Table L.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory <sup>183</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	0.3	0.2	56%
2014-15	25.1	20.8	83%
2015-16	126.1	109.6	87%
2016-17	264.1	179.8	68%
2017-18	304.2	220.0	72%
2018-19	365.9	275.6	75%
2019-20	459.5	337.1	73%
2020-21	554.7	416.5	75%
2021-22	607.0	475.1	78%
2022-23	714.3	541.2	76%
2023-24	806.7	614.3	76%
2024-25 to date	428.5	299.6	70%

<sup>182</sup> Total payments for home modifications were \$3.8 million. Of which, \$2.4 million (64.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (35.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications 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.

<sup>183</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table L.41 Percentage change in plan budgets for active participants per quarter – Australian Capital Territory <sup>184</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	3.83%	4.12%	5.02%	7.61%	4.21%	2.96%	5.75%	6.97%	5.63%
Interplan Inflation	9.90%	4.95%	5.21%	4.90%	2.29%	2.93%	4.94%	5.94%	4.90%
<b>Total Inflation</b>	<b>13.73%</b>	<b>9.07%</b>	<b>10.23%</b>	<b>12.50%</b>	<b>6.50%</b>	<b>5.89%</b>	<b>10.69%</b>	<b>12.91%</b>	<b>10.53%</b>

<sup>184</sup> 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

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This supplement shows the data for Northern Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023 and the report combines data from the old and new computer systems. The proportions of 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.

From the December 2024 quarter onwards, the age groups used for reporting have been adjusted. The "0 to 6 year old" age group is now "0 to 8 year old". The "7 to 14 year old" age group is now "9 to 14 year old".

Information on goals has been impacted by adaptation to the new computer system processes and has been masked.

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

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 Q2	Total
<b>Access decisions</b>	<b>8,202</b>	<b>261</b>	<b>8,463</b>
<b>Active Eligible - Total</b>	<b>6,203</b>	<b>214</b>	<b>6,417</b>
Active Eligible - New	4,255	208	4,463
Active Eligible - State	<1,550	<11	1,555
Active Eligible - Commonwealth	<400	<11	399
<b>Active Participant Plans - Total</b>	<b>6,090</b>	<b>180</b>	<b>6,270</b>
Active Participant Plans - New	4,149	178	4,327
Active Participant Plans - State	<1,550	<11	1,546
Active Participant Plans - Commonwealth	<400	<11	397
<b>Active Participant Plans - Total</b>	<b>6,090</b>	<b>180</b>	<b>6,270</b>
Active Participant Plans - Early Intervention (s25)	2,128	108	2,236
Active Participant Plans - Permanent Disability (s24)	3,962	72	4,034

**Table M.2 People who have left the Scheme since 1 July 2013 as at 31 December 2024 – Northern Territory**

People leaving the Scheme	Total
<b>Number of people who have left the Scheme</b>	<b>837</b>
Early Intervention participants	313
Permanent disability participants	524

**Table M.3 Assessment of access by age group and gender – Northern Territory**

Age Group at Access Decision	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
0 to 8	2,006	96%	810	96%	24	96%	2,840	96%
9 to 14	633	87%	<290	n/a	<11	n/a	924	87%
15 to 18	280	86%	<140	n/a	<11	n/a	425	85%
19 to 24	215	86%	<110	n/a	<11	n/a	328	85%
25 to 34	349	88%	<220	n/a	<11	n/a	565	84%
35 to 44	404	86%	<280	n/a	<11	n/a	686	83%
45 to 54	430	82%	<340	n/a	<11	n/a	772	80%
55 to 64	438	80%	<360	n/a	<11	n/a	792	77%
65+	13	46%	16	53%	0	0%	29	49%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>4,768</b>	<b>89%</b>	<b>2,538</b>	<b>84%</b>	<b>55</b>	<b>69%</b>	<b>7,361</b>	<b>87%</b>

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

Primary disability group	Number of access met - Male	Percentage of access met - Male	Number of access met - Female	Percentage of access met - Female	Number of access met - Other	Percentage of access met - Other	Number of access met - Total	Percentage of access met - Total
Acquired brain injury	278	93%	112	93%	0	n/a	390	93%
Autism	1,146	98%	428	98%	26	100%	1,600	98%
Cerebral palsy	114	97%	95	95%	0	0%	209	96%
Developmental delay	803	97%	312	98%	11	100%	1,126	97%
Down syndrome	56	100%	53	100%	0	n/a	109	100%
Global developmental delay	217	100%	<80	n/a	<11	n/a	295	99%
Hearing impairment	129	88%	<130	n/a	<11	n/a	257	85%
Intellectual disability	738	94%	<470	n/a	<11	n/a	1,209	94%
Multiple sclerosis	<11	n/a	<30	n/a	0	n/a	29	94%
Psychosocial disability	497	78%	<190	n/a	<11	n/a	689	72%
Spinal cord injury	78	96%	31	97%	0	n/a	109	96%
Stroke	138	91%	<140	n/a	<11	n/a	276	89%
Visual impairment	43	80%	49	82%	0	n/a	92	81%
Other neurological	176	80%	143	79%	0	0%	319	79%
Other physical	151	58%	161	61%	0	0%	312	59%
Other sensory/speech	<30	n/a	<11	n/a	0	n/a	31	42%
Other	170	61%	<140	n/a	<11	n/a	309	59%
<b>Total</b>	<b>4,768</b>	<b>89%</b>	<b>2,538</b>	<b>84%</b>	<b>55</b>	<b>69%</b>	<b>7,361</b>	<b>87%</b>

**Table M.5 Participant profile per quarter by participants identifying as First Nations Peoples – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,139	52%	106	59%	3,245	52%
Non-First Nations Participants	2,511	41%	61	34%	2,572	41%
Not Stated	440	7%	13	7%	453	7%
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

**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 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<340	n/a	<11	n/a	339	5%
Not culturally and linguistically diverse	5,622	92%	165	92%	5,787	92%
Not stated	<140	n/a	<11	n/a	144	2%
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

**Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2024 – Northern Territory <sup>185</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	0
<b>Total YPIRAC (under 65)</b>	<b>0</b>

**Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory <sup>186</sup>**

Quarter ending	Incremental	Cumulative
Dec-21	<11	28
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
Dec-24	0	0

**Table M.9 Participant profile per quarter by remoteness – Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	3,437	56%	81	45%	3,518	56%
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	<80	n/a	<11	n/a	<80	n/a
Remote	<1,360	n/a	<50	n/a	1,395	22%
Very Remote	1,221	20%	56	31%	1,277	20%
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

<sup>185</sup> There are no people younger than 65 living in residential aged care in the Northern Territory.

<sup>186</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.



**Table M.10 Participant profile per quarter by primary disability group – Northern Territory**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,512	25%	37	21%	1,549	25%
Intellectual disability	1,099	18%	20	11%	1,119	18%
Developmental delay	774	13%	54	30%	828	13%
Psychosocial disability	602	10%	13	7%	615	10%
Hearing impairment	<240	n/a	<11	n/a	239	4%
Other neurological	<230	n/a	<11	n/a	230	4%
Other physical	<200	n/a	<11	n/a	194	3%
Acquired brain injury	<330	n/a	<11	n/a	329	5%
Cerebral palsy	195	3%	0	0%	195	3%
Global developmental delay	235	4%	21	12%	256	4%
Other	181	3%	12	7%	193	3%
Down syndrome	105	2%	0	0%	105	2%
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	210	3%
Spinal cord Injury	<90	n/a	<11	n/a	87	1%
Other sensory/speech	26	0%	0	0%	26	0%
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

**Table M.11 Participant profile per quarter by primary disability group and SIL status – Northern Territory**

Primary disability group	All participants - Count	All participants - Percentage	Participants in SIL - Count	Participants in SIL - Percentage	Participants not in SIL - Count	Participants not in SIL - Percentage
Autism	1,549	25%	37	6%	1,512	27%
Intellectual disability	1,119	18%	164	27%	955	17%
Developmental delay	828	13%	0	0%	828	15%
Psychosocial disability	615	10%	91	15%	524	9%
Hearing impairment	239	4%	0	0%	239	4%
Other neurological	230	4%	39	6%	191	3%
Other physical	194	3%	<11	n/a	<190	n/a
Acquired brain injury	329	5%	94	15%	235	4%
Cerebral palsy	195	3%	63	10%	132	2%
Global developmental delay	256	4%	0	0%	256	5%
Down syndrome	193	3%	27	4%	166	3%
Other	105	2%	15	2%	90	2%
Multiple sclerosis	23	0%	<11	n/a	<30	n/a
Visual impairment	72	1%	<11	n/a	<70	n/a
Stroke	210	3%	54	9%	156	3%
Spinal cord Injury	87	1%	19	3%	68	1%
Other sensory/speech	26	0%	0	0%	26	0%
<b>Total</b>	<b>6,270</b>	<b>100%</b>	<b>616</b>	<b>100%</b>	<b>5,654</b>	<b>100%</b>

**Table M.12 Participant profile per quarter by reported level of function – Northern Territory**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	959	16%	29	16%	988	16%
2 (High Function)	<11	n/a	0	0%	<11	n/a
3 (High Function)	400	7%	0	0%	400	6%
4 (High Function)	<280	n/a	<11	n/a	272	4%
5 (High Function)	<450	n/a	<11	n/a	458	7%
6 (Moderate Function)	1,126	18%	24	13%	1,150	18%
7 (Moderate Function)	<340	n/a	<11	n/a	337	5%
8 (Moderate Function)	<460	n/a	<11	n/a	464	7%
9 (Moderate Function)	<40	n/a	<11	n/a	32	1%
10 (Moderate Function)	<650	n/a	<11	n/a	656	10%
11 (Low Function)	133	2%	0	0%	133	2%
12 (Low Function)	<570	n/a	<11	n/a	568	9%
13 (Low Function)	<370	n/a	<11	n/a	371	6%
14 (Low Function)	<120	n/a	<11	n/a	118	2%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	232	4%	85	47%	317	5%
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

**Table M.13 Participant profile per quarter by age group – Northern Territory**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
0 to 8	1,444	24%	98	54%	1,542	25%
9 to 14	1,150	19%	21	12%	1,171	19%
15 to 18	<550	n/a	<11	n/a	557	9%
19 to 24	<490	n/a	<11	n/a	492	8%
25 to 34	<500	n/a	<11	n/a	505	8%
35 to 44	<580	n/a	<11	n/a	585	9%
45 to 54	581	10%	13	7%	594	9%
55 to 64	589	10%	13	7%	602	10%
65+	<230	n/a	<11	n/a	222	4%
<b>Total</b>	<b>6,090</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>6,270</b>	<b>100%</b>

**Table M.14 Participation rates by age group and gender at 31 December 2024 – Northern Territory** <sup>187</sup>

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.44%	2.70%	4.67%
9 to 14	7.32%	3.26%	5.38%
15 to 18	5.47%	2.67%	4.15%
19 to 24	3.18%	1.46%	2.40%
25 to 44	1.51%	0.94%	1.24%
45 to 64	2.24%	1.71%	1.99%
<b>Total (aged 0 to 64)</b>	<b>3.31%</b>	<b>1.73%</b>	<b>2.55%</b>

**Table M.15 Proportion of active participants (in the old computer system) with approved plans accessing mainstream supports – Northern Territory** <sup>188</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Daily Activities	n/a	0%	n/a
Health & Wellbeing	19%	0%	19%
Lifelong Learning	9%	0%	9%
Other	5%	0%	5%
Non-categorised	n/a	0%	n/a
<b>Any mainstream service</b>	<b>28%</b>	<b>0%</b>	<b>28%</b>

**Table M.16 Proportion of active participants (in the new computer system) with approved plans accessing mainstream supports – Northern Territory** <sup>189</sup>

Mainstream service	Prior Quarters	2024-25 Q2	Total
Choice and control over my life	5%	8%	5%
Daily life	21%	23%	21%
Health and wellbeing	68%	75%	69%
Learning	30%	27%	29%
Relationships	4%	3%	4%
Social and community activities	7%	6%	7%
Unknown	8%	n/a	7%
Where I live	2%	2%	2%
Work	3%	3%	3%
<b>Any mainstream service</b>	<b>98%</b>	<b>96%</b>	<b>98%</b>

<sup>187</sup> Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

<sup>188</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

<sup>189</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant experience and 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.

**Table M.17 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=414), and ‘participant social and community engagement rate’ (n=406), and the metric for ‘parent and carer employment rate’ (n=276) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=172) at first (R1) and second (R2) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2022 and have had a second plan reassessment to date – Northern Territory**

Metric by age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	11%	11%	17%	26%
Participant employment rate - Aged 25 to 34 years	16%	13%	15%	26%
Participant employment rate - Aged 35 to 44 years	11%	12%	8%	26%
Participant employment rate - Aged 45 to 54 years	21%	14%	25%	26%
Participant employment rate - Aged 55 to 64 years	6%	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	13%	12%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	49%	41%	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%	47%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	47%	45%	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%	44%	46%
Participant social and community engagement rate - Aged 15+ years	42%	49%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	50%	58%	56%	n/a
Parent and carer employment rate - Aged 15+ years	45%	56%	52%	n/a
Parent and carer employment rate - All ages	48%	57%	55%	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.18 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=301), and ‘participant social and community engagement rate’ (n=298), and the metric for ‘parent and carer employment rate’ (n=206) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for ‘participant choice and control’ (n=140) at first (R1), second (R2) and third (R3) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a third plan reassessment to date – Northern Territory**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	6%	10%	0%	11%	26%
Participant employment rate - Aged 25 to 34 years	19%	30%	15%	19%	26%
Participant employment rate - Aged 35 to 44 years	14%	14%	n/a	16%	26%
Participant employment rate - Aged 45 to 54 years	17%	20%	8%	14%	26%
Participant employment rate - Aged 55 to 64 years	15%	8%	10%	17%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	18%	9%	16%	26%
Participant employment rate - Aged 15 to 64 years	14%	16%	7%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	36%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	38%	n/a	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	50%	n/a	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	33%	25%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	28%	38%	35%	43%	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	34%	37%	33%	42%	46%
Participant social and community engagement rate - Aged 15+ years	34%	36%	34%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	62%	63%	57%	n/a
Parent and carer employment rate - Aged 15+ years	56%	65%	n/a	59%	n/a
Parent and carer employment rate - All ages	56%	62%	63%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	68%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	65%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	66%	75%	n/a

**Table M.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=270), and ‘participant social and community engagement rate’ (n=265), and the metric for ‘parent and carer employment rate’ (n=132) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for ‘participant choice and control’ (n=142) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment – participants who had their first plan approved between 1 July 2016 and 31 December 2020 and have had a fourth plan reassessment to date – Northern Territory**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	0%	16%	n/a	n/a	10%	26%
Participant employment rate - Aged 25 to 34 years	14%	7%	n/a	n/a	19%	26%
Participant employment rate - Aged 35 to 44 years	11%	13%	13%	n/a	19%	26%
Participant employment rate - Aged 45 to 54 years	14%	13%	8%	n/a	14%	26%
Participant employment rate - Aged 55 to 64 years	11%	3%	n/a	n/a	9%	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	10%	10%	10%	5%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	45%	48%	n/a	n/a	51%	46%
Participant social and community engagement rate - Aged 25 to 34 years	51%	54%	n/a	n/a	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	47%	43%	60%	n/a	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	41%	58%	n/a	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	50%	41%	n/a	n/a	54%	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%	58%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	47%	44%	57%	42%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	55%	n/a	n/a	53%	n/a
Parent and carer employment rate - Aged 15+ years	53%	57%	n/a	n/a	47%	n/a
Parent and carer employment rate - All ages	48%	56%	52%	38%	51%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	68%	n/a	66%	n/a
Participant Choice and Control - Aged 25+ years	n/a	64%	76%	78%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	61%	73%	75%	77%	n/a

**Table M.20 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=196), and ‘participant social and community engagement rate’ (n=185), and the metric for ‘parent and carer employment rate’ (n=106) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for ‘participant choice and control’ (n=146) 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 31 December 2019 and have had a fifth plan reassessment to date – Northern Territory**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	n/a	n/a	n/a	38%	26%
Participant employment rate - Aged 25 to 34 years	18%	22%	n/a	n/a	n/a	18%	26%
Participant employment rate - Aged 35 to 44 years	16%	4%	17%	n/a	n/a	19%	26%
Participant employment rate - Aged 45 to 54 years	16%	10%	9%	n/a	n/a	14%	26%
Participant employment rate - Aged 55 to 64 years	14%	13%	n/a	n/a	n/a	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	12%	13%	12%	9%	15%	26%
Participant employment rate - Aged 15 to 64 years	15%	12%	15%	13%	10%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	50%	n/a	n/a	n/a	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	48%	n/a	n/a	n/a	70%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	43%	35%	n/a	n/a	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	38%	43%	n/a	n/a	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	52%	n/a	n/a	n/a	53%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	45%	41%	48%	50%	54%	46%
Participant social and community engagement rate - Aged 15+ years	42%	45%	43%	47%	50%	54%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	n/a	n/a	n/a	57%	n/a
Parent and carer employment rate - Aged 15+ years	60%	53%	n/a	n/a	n/a	46%	n/a
Parent and carer employment rate - All ages	53%	51%	58%	57%	n/a	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	n/a	n/a	n/a	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	55%	65%	61%	64%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	53%	64%	62%	60%	77%	n/a

**Table M.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=145), and ‘participant social and community engagement rate’ (n=122), and the metric for ‘parent and carer employment rate’ (n=36) 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=106) 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 31 December 2018 and have had at least a sixth plan reassessment to date – Northern Territory**

Metric by 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	16%	19%	13%	n/a	n/a	n/a	16%	26%
Participant employment rate - Aged 35 to 44 years	9%	4%	9%	n/a	n/a	n/a	9%	26%
Participant employment rate - Aged 45 to 54 years	7%	0%	n/a	n/a	n/a	n/a	10%	26%
Participant employment rate - Aged 55 to 64 years	23%	n/a	n/a	n/a	n/a	n/a	31%	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	13%	11%	13%	16%	19%	13%	16%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	12%	15%	18%	12%	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	61%	50%	52%	n/a	n/a	n/a	61%	46%
Participant social and community engagement rate - Aged 35 to 44 years	60%	n/a	n/a	n/a	n/a	n/a	64%	46%
Participant social and community engagement rate - Aged 45 to 54 years	60%	60%	n/a	n/a	n/a	n/a	64%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	n/a	n/a	n/a	n/a	n/a	54%	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	57%	51%	48%	54%	55%	50%	62%	46%
Participant social and community engagement rate - Aged 15+ years	59%	53%	50%	56%	55%	51%	61%	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	33%	39%	n/a	n/a	n/a	n/a	42%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	57%	n/a	n/a	n/a	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	41%	63%	63%	64%	88%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	43%	62%	60%	63%	84%	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 Q2. Table M.23 shows the number of complaints in 2024-25 Q2 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q2 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table M.26 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.22 Proportion of respondents who responded positively to questions about ‘Early Supports’ (n = n/a in Prior Quarters, n = n/a in 2024-25 Q2), ‘Community Connections’ (n = 30 in Prior Quarters, n = n/a in 2024-25 Q2), ‘Apply for NDIS (overall)’ (n = 24 in Prior Quarters, n = n/a in 2024-25 Q2), ‘Plan Approval’ (n = 135 in Prior Quarters, n = 43 in 2024-25 Q2), ‘Plan Implementation’ (n = 66 in Prior Quarters, n = 24 in 2024-25 Q2) and ‘Plan Reassessment’ (n = 217 in Prior Quarters, n = 70 in 2024-25 Q2) – Northern Territory <sup>190 191</sup>**

Stage of NDIS journey	Proportion of respondents responding positively Prior Quarters	Proportion of respondents responding positively 2024-25 Q2
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?	89%	n/a
Community Connections - Was communication in your preferred format?	96%	n/a
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	70%	n/a
Community Connections - To what extent were your circumstances and needs considered?	70%	n/a
Community Connections - To what extent were you included in decisions that were made?	77%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	60%	n/a
Apply for NDIS (overall) - Were you treated with respect?	100%	n/a
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	68%	n/a
Apply for NDIS (overall) - Was information easy to understand?	74%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	96%	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?	63%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	67%	n/a
Plan Approval - Were you treated with respect?	98%	80%
Plan Approval - Were decisions and outcomes explained to you?	79%	74%
Plan Approval - Were your questions and concerns acknowledged?	83%	70%
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?	67%	56%
Plan Approval - How well does your NDIS plan meet your needs?	58%	59%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	83%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	58%
Plan Implementation - To what extent were your circumstances and needs considered?	70%	67%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	58%
Plan Implementation - Do you feel confident in using your plan?	61%	67%
Plan Implementation - Do you feel confident in accessing supports?	62%	75%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	67%
Plan Reassessment - To what extent were your circumstances and needs considered?	60%	64%
Plan Reassessment - To what extent were you included in decisions that were made?	63%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	69%
Plan Reassessment - Do you feel confident in using your plan?	59%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	60%	59%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	67%	77%

<sup>190</sup> Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.

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

**Table M.23 Complaints and Participant Critical Incidents (PCIs) by quarter – Northern Territory**  
192 193 194

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q2	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: Complaints about Local Area Coordination (LAC) Partner	26	0	26	25
People who have submitted an access request: Complaints about service providers	<90	<11	97	78
People who have submitted an access request: Complaints about the Agency	<1,130	<60	1,177	0
People who have submitted an access request: Unclassified	<20	0	<20	<20
<b>People who have submitted an access request: Total</b>	<b>1,255</b>	<b>64</b>	<b>1,319</b>	<b>801</b>
Percentage of the number of active participants	4.75%	4.11%	4.72%	n/a
<b>PCIs</b>	<b>653</b>	<b>27</b>	<b>680</b>	<b>n/a</b>

**Table M.24 Number and proportion of participant complaints over time, incrementally and cumulatively – Northern Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	63	6%	503	4%
Mar-22	72	6%	575	5%
Jun-22	69	6%	644	5%
Sep-22	78	6%	722	5%
Dec-22	56	4%	778	5%
Mar-23	48	4%	826	5%
Jun-23	82	6%	908	5%
Sep-23	55	4%	963	5%
Dec-23	79	5%	1,042	5%
Mar-24	70	5%	1,112	5%
Jun-24	82	5%	1,194	5%
Sep-24	61	4%	1,255	5%
Dec-24	64	4%	1,319	5%

<sup>192</sup> Percent of all registration requests is calculated as the number of complaints made by registered providers divided by the number of registered providers. The number of registered providers used in the calculation considers the length of time since the providers have submitted a registration request for the Scheme.

<sup>193</sup> Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

<sup>194</sup> Note that 68% of all complainants made only one complaint, 18% made two complaints, and 14% made three or more complaints.

**Table M.25 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively – Northern Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Dec-21	23	2%	214	2%
Mar-22	17	1%	231	2%
Jun-22	17	1%	248	2%
Sep-22	17	1%	265	2%
Dec-22	54	4%	319	2%
Mar-23	35	3%	354	2%
Jun-23	41	3%	395	2%
Sep-23	48	3%	443	2%
Dec-23	61	4%	504	2%
Mar-24	43	3%	547	2%
Jun-24	66	4%	613	2%
Sep-24	40	3%	653	2%
Dec-24	27	2%	680	2%

**Table M.26 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory <sup>195</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - 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	<20	n/a	<11	n/a	12	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<170	n/a	<11	n/a	169	14%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Plan	291	26%	17	31%	308	26%
Complaints about the Agency - NDIA Process	<140	n/a	<11	n/a	146	12%
Complaints about the Agency - NDIA Resources	<30	n/a	<11	n/a	22	2%
Complaints about the Agency - NDIA Staff	<70	n/a	<11	n/a	68	6%
Complaints about the Agency - NDIA Timeliness	291	26%	19	35%	310	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	0	0%	<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	5%	0	0%	60	5%
<b>Complaints about the Agency - Total</b>	<b>1,122</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>1,177</b>	<b>100%</b>

<sup>195</sup> It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Plan	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Process	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	0	0%	0	0	0	0%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</b>	<b>0%</b>	<b>&lt;11</b>	<b>n/a</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	0	0%	0	0	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	16	62%	0	0%	16	62%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Local Area Coordination (LAC) Partner - Total</b>	<b>26</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>26</b>	<b>100%</b>
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	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Process	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Service	<30	n/a	<11	n/a	27	28%
Complaints about service providers - Provider Staff	<20	n/a	<11	n/a	23	24%
Complaints about service providers - Service Delivery	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Other	15	17%	0	0%	15	15%
<b>Complaints about service providers - Total</b>	<b>&lt;90</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>97</b>	<b>100%</b>
<b>Unclassified</b>	<b>17</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>17</b>	<b>n/a</b>
<b>Participants total</b>	<b>1,255</b>	<b>n/a</b>	<b>64</b>	<b>n/a</b>	<b>1,319</b>	<b>n/a</b>

**Table M.27 Administrative Review Tribunal (ART) Cases by category at 31 December 2024 – Northern Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	0	0%	<11	n/a
Plan	<11	n/a	0	0%	<11	n/a
Plan Reassessment	<11	n/a	0	0%	<11	n/a
Other	0	0%	0	0%	0	0%
<b>Total cases</b>	<b>13</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>13</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.05%</b>	<b>n/a</b>	<b>0.00%</b>	<b>n/a</b>	<b>0.05%</b>	<b>n/a</b>

**Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Northern Territory <sup>196</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>13</b>	<b>12</b>
<b>Open ART Cases</b>	<b>0</b>	<b>0</b>
<b>Closed ART Cases</b>	<b>13</b>	<b>12</b>
Resolved before hearing	<20	<11
Gone to hearing and received a substantive decision	<11	<11

**Table M.29 Administrative Review Tribunal (ART) Supports in dispute – Northern Territory <sup>197</sup>  
<sup>198</sup> <sup>199</sup>**

Type of support	Prior Quarters	2024-25 Q2	Total
Plan Management Decision	n/a	n/a	n/a
Core (excluding Consumables and Transport)	n/a	n/a	n/a
Capacity Building	n/a	n/a	n/a
General Support	n/a	n/a	n/a
Assistive Technology	n/a	n/a	n/a
Specialist Disability Accommodation	n/a	n/a	n/a
Home Modifications	n/a	n/a	n/a
Supported Independent Living	n/a	n/a	n/a
Everyday Living Costs	n/a	n/a	n/a
Transport	n/a	n/a	n/a
Other	n/a	n/a	n/a
<b>Total number of unique participants counted across disputed supports</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>

<sup>196</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

<sup>197</sup> It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.

<sup>198</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>199</sup> Supports in dispute data is only available for 2022-23 Q3 onwards.

**Table M.30 Closed Administrative Review Tribunal (ART) cases by outcome – Northern Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q2 - Count	2024-25 Q2 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	n/a	n/a	n/a	n/a	n/a	n/a
Decided by Tribunal - Affirmed	n/a	n/a	n/a	n/a	n/a	n/a
Decided by Tribunal - Varied	n/a	n/a	n/a	n/a	n/a	n/a
Decided by Tribunal - Set Aside	n/a	n/a	n/a	n/a	n/a	n/a
<b>Not Decided by Tribunal - Total</b>	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Resolved by consent	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Withdrawn	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - No jurisdiction	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Extension of Time Declined	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Extension of Time Not opposed	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Dismissed	n/a	n/a	n/a	n/a	n/a	n/a
Not Decided by Tribunal - Other	n/a	n/a	n/a	n/a	n/a	n/a
<b>Total</b>	n/a	n/a	n/a	n/a	n/a	n/a

## 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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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.31 Number of active providers in 2024-25 Q2 by registration status and plan management type – Northern Territory <sup>200</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	267	0	267
Plan-managed	626	1,363	1,968
Self-managed	143	591	732
<b>All plan management types</b>	<b>718</b>	<b>1,737</b>	<b>2,433</b>

**Table M.32 Total active provider payments in 2024-25 Q2 by registration status and plan management type (\$m) – Northern Territory <sup>201</sup>**

Plan management type	Registered	Unregistered	All registration types
Agency-managed	73	0	73
Plan-managed	67	25	93
Self-managed	1	2	4
<b>All management types</b>	<b>142</b>	<b>27</b>	<b>170</b>

<sup>200</sup> Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

<sup>201</sup> Registration status is determined as at the posting date of payment.



## 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 31 December 2024. Average payments are calculated as the sum of the payments in the 12 months prior to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.33 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	0.8%	0.8%
\$5,001-\$10,000	2.9%	2.7%
\$10,001-\$15,000	5.7%	5.4%
\$15,001-\$20,000	7.9%	7.6%
\$20,001-\$25,000	12.5%	12.1%
\$25,001-\$30,000	6.7%	6.7%
\$30,001-\$50,000	18.3%	18.4%
\$50,001-\$100,000	17.9%	18.0%
\$100,001-\$150,000	7.0%	7.2%
\$150,001-\$200,000	4.0%	4.2%
\$200,001-\$250,000	2.4%	2.6%
\$250,001+	13.9%	14.3%

**Table M.34 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 2024-25 Q1 distribution of participants	As at 2024-25 Q2 distribution of participants
\$0-\$5,000	0.9%	0.9%
\$5,001-\$10,000	3.2%	3.0%
\$10,001-\$15,000	6.3%	5.9%
\$15,001-\$20,000	8.8%	8.4%
\$20,001-\$25,000	13.8%	13.5%
\$25,001-\$30,000	7.4%	7.4%
\$30,001-\$50,000	20.2%	20.4%
\$50,001-\$100,000	19.8%	20.0%
\$100,001-\$150,000	7.7%	8.0%
\$150,001-\$200,000	4.4%	4.6%
\$200,001-\$250,000	2.5%	2.8%
\$250,001+	5.0%	5.1%

**Table M.35 Average annualised committed supports and average payments for the year ending 31 December 2024 by age group and participants' SIL status as at 31 December 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 8	\$27,300	\$31,800	n/a	n/a	\$27,300	\$31,800
9 to 14	\$37,300	\$38,300	n/a	n/a	\$37,300	\$38,300
15 to 18	\$52,700	\$68,800	n/a	n/a	\$48,400	\$64,500
19 to 24	\$155,400	\$207,800	\$619,600	\$748,000	\$70,200	\$109,100
25 to 34	\$176,200	\$223,200	\$589,500	\$667,500	\$72,300	\$109,300
35 to 44	\$181,300	\$222,900	\$602,600	\$662,500	\$78,300	\$117,600
45 to 54	\$193,800	\$230,500	\$584,500	\$647,100	\$92,900	\$126,100
55 to 64	\$225,900	\$254,900	\$590,600	\$597,100	\$107,800	\$143,400
65+	\$221,100	\$267,100	\$643,500	\$699,500	\$103,000	\$138,100
<b>All</b>	<b>\$109,200</b>	<b>\$131,900</b>	<b>\$597,300</b>	<b>\$656,200</b>	<b>\$56,100</b>	<b>\$74,800</b>

**Table M.36 Average annualised committed supports and average payments for the year ending 31 December 2024 by primary disability group and participants' SIL status as at 31 December 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	\$268,400	\$305,100	\$686,500	\$722,500	\$99,000	\$138,100
Autism	\$55,400	\$60,500	\$610,400	\$664,400	\$41,200	\$45,700
Cerebral palsy	\$279,400	\$333,900	\$651,200	\$730,700	\$114,900	\$144,500
Developmental delay	\$19,600	\$27,100	\$0	\$0	\$19,600	\$27,100
Global developmental delay	\$24,900	\$31,200	\$0	\$0	\$24,900	\$31,200
Hearing impairment	\$20,100	\$32,600	\$0	\$0	\$20,100	\$32,600
Intellectual disability	\$127,700	\$156,900	\$532,300	\$614,300	\$59,000	\$78,300
Multiple sclerosis	\$90,200	\$128,300	n/a	n/a	\$66,500	\$102,400
Psychosocial disability	\$141,100	\$179,800	\$548,800	\$602,700	\$69,500	\$106,300
Spinal cord injury	\$294,500	\$351,400	n/a	n/a	\$143,800	\$209,000
Stroke	\$264,500	\$296,800	\$607,000	\$659,800	\$138,400	\$171,100
Visual impairment	\$93,500	\$115,300	n/a	n/a	\$76,200	\$97,600
Other neurological	\$180,800	\$244,300	\$628,000	\$690,700	\$95,800	\$153,100
Other physical	\$103,700	\$143,400	n/a	n/a	\$83,700	\$122,800
Other sensory/speech	\$27,000	\$29,500	\$0	\$0	\$27,000	\$29,500
Other	\$156,300	\$196,000	\$539,500	\$589,500	\$94,500	\$131,300
Down Syndrome	\$148,200	\$164,500	n/a	n/a	\$93,200	\$106,700
<b>All</b>	<b>\$109,200</b>	<b>\$131,900</b>	<b>\$597,300</b>	<b>\$656,200</b>	<b>\$56,100</b>	<b>\$74,800</b>

**Table M.37 Average annualised committed supports and average payments for the year ending 31 December 2024 by reported level of function and participants' SIL status as at 31 December 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	\$22,600	\$29,300	n/a	n/a	\$21,800	\$27,800
2	n/a	n/a	\$0	\$0	n/a	n/a
3	\$40,600	\$53,700	n/a	n/a	\$32,200	\$42,900
4	\$42,700	\$62,100	n/a	n/a	\$33,800	\$51,100
5	\$52,500	\$72,300	n/a	n/a	\$41,300	\$54,700
6	\$43,500	\$60,500	\$423,800	\$494,300	\$34,600	\$49,300
7	\$77,900	\$92,600	n/a	n/a	\$50,200	\$62,200
8	\$135,800	\$176,600	\$577,500	\$634,400	\$70,500	\$102,000
9	\$223,800	\$271,000	n/a	n/a	\$119,300	\$163,700
10	\$206,200	\$236,300	\$552,900	\$591,200	\$105,400	\$138,300
11	\$146,900	\$184,000	\$585,300	\$674,200	\$76,100	\$92,100
12	\$329,500	\$376,400	\$659,100	\$711,700	\$150,300	\$199,700
13	\$130,700	\$142,900	\$638,500	\$715,200	\$78,900	\$83,300
14	\$473,300	\$546,500	\$664,500	\$727,000	\$251,000	\$325,200
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$109,200</b>	<b>\$131,900</b>	<b>\$597,300</b>	<b>\$656,200</b>	<b>\$56,100</b>	<b>\$74,800</b>

**Table M.38 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2024 (\$m) – Northern Territory <sup>202</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	281.4	300.6
Core: Consumables	1.9	2.1
Core: Social and Civic	46.3	63.0
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	0.9	1.0
Capacity Building: Daily Activities	6.6	10.0
Capacity Building: Employment	0.2	0.8
Capacity Building: Health and Wellbeing	0.0	0.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.8	9.8
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	6.3	6.9
Capital: Assistive Technology	1.6	3.4
Capital: Home Modifications	2.4	4.7
<b>All</b>	<b>355.1</b>	<b>404.2</b>

<sup>202</sup> Total payments for home modifications were \$2.4 million. Of which, \$2.4 million (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$4.7 million. Of which, \$4.6 million (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (3%) has been allocated for non-SDA supports.

**Table M.39 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2024 (\$m) – Northern Territory <sup>203</sup>**

Support Category	Total payments for the year ending 31 December 2024	Total annualised committed supports at 31 December 2024
Core: Daily Activities	144.3	155.9
Core: Consumables	4.1	6.6
Core: Social and Civic	66.2	87.3
Core: Transport	7.2	3.5
Capacity Building: Choice and Control	7.1	8.5
Capacity Building: Daily Activities	43.7	90.7
Capacity Building: Employment	1.2	5.1
Capacity Building: Health and Wellbeing	0.1	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	5.9	12.4
Capacity Building: Social and Civic	4.4	11.5
Capacity Building: Support Coordination	18.0	27.7
Capital: Assistive Technology	4.0	11.3
Capital: Home Modifications	0.8	2.2
<b>All</b>	<b>306.9</b>	<b>422.9</b>

**Table M.40 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory <sup>204</sup>**

Financial year	Total Committed	Total Paid	% utilised to date
2013-14	0.1	0.0	46%
2014-15	2.1	1.7	81%
2015-16	5.8	4.2	71%
2016-17	20.3	11.7	58%
2017-18	99.7	66.6	67%
2018-19	200.9	136.2	68%
2019-20	388.0	264.6	68%
2020-21	511.7	373.8	73%
2021-22	541.8	418.8	77%
2022-23	692.8	527.0	76%
2023-24	806.4	624.5	77%
2024-25 to date	433.4	303.3	70%

<sup>203</sup> Total payments for home modifications were \$0.8 million. Of which, \$0.3 million (34.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5 million (65.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.2 million. Of which, \$1.0 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (55%) has been allocated for non-SDA supports.

<sup>204</sup> The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

**Table M.41 Percentage change in plan budgets for active participants per quarter – Northern Territory <sup>205</sup>**

Inflation type	Dec-22	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24
Intraplan Inflation	9.09%	6.45%	5.69%	8.37%	6.83%	7.17%	7.78%	9.02%	7.40%
Interplan Inflation	14.07%	9.48%	7.22%	7.68%	7.58%	4.56%	0.30%	3.91%	6.19%
<b>Total Inflation</b>	<b>23.16%</b>	<b>15.92%</b>	<b>12.91%</b>	<b>16.06%</b>	<b>14.42%</b>	<b>11.73%</b>	<b>8.09%</b>	<b>12.93%</b>	<b>13.59%</b>

<sup>205</sup> 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

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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

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### 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 December 2024. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 December 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 31 December 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
<b>NSW</b>	<b>166,698</b>	<b>81%</b>	<b>202,999</b>	<b>99%</b>	<b>36,554</b>	<b>18%</b>	<b>205,597</b>
NSW - Hunter New England	27,222	80%	33,316	98%	5,986	18%	33,955
NSW - Central Coast	9,351	80%	11,640	99%	1,923	16%	11,758
NSW - Far West	829	86%	955	99%	<170	n/a	960
NSW - Illawarra Shoalhaven	10,076	85%	11,680	98%	2,371	20%	11,872
NSW - Mid North Coast	7,441	87%	8,508	99%	1,359	16%	8,565
NSW - Murrumbidgee	8,282	91%	9,031	100%	1,775	20%	9,062
NSW - Nepean Blue Mountains	9,293	76%	12,001	98%	2,000	16%	12,203
NSW - North Sydney	10,883	79%	13,561	99%	2,738	20%	13,756
NSW - Northern NSW	9,362	94%	9,884	100%	1,736	17%	9,931
NSW - South Eastern Sydney	11,893	85%	13,886	99%	2,531	18%	14,003
NSW - South Western Sydney	24,829	77%	31,856	99%	5,502	17%	32,243
NSW - Southern NSW	4,788	84%	5,584	99%	1,019	18%	5,669
NSW - Sydney	7,055	88%	7,891	99%	1,455	18%	7,983
NSW - Western NSW	7,062	84%	8,355	99%	1,725	20%	8,423
NSW - Western Sydney	18,305	73%	24,819	99%	4,261	17%	25,181
NSW - Other	27	82%	32	97%	<11	n/a	33
<b>VIC</b>	<b>177,329</b>	<b>95%</b>	<b>184,463</b>	<b>99%</b>	<b>29,904</b>	<b>16%</b>	<b>185,989</b>
VIC - Barwon	11,623	94%	12,286	99%	2,073	17%	12,429
VIC - Central Highlands	6,796	92%	7,312	99%	1,192	16%	7,403
VIC - Loddon	9,253	95%	9,645	99%	1,426	15%	9,717
VIC - North East Melbourne	16,646	94%	17,468	99%	2,990	17%	17,665
VIC - Inner Gippsland	6,768	97%	6,945	99%	1,140	16%	7,001
VIC - Ovens Murray	4,183	91%	4,539	99%	796	17%	4,578
VIC - Western District	4,584	95%	4,801	99%	909	19%	4,847
VIC - Inner East Melbourne	11,744	94%	12,287	99%	2,422	19%	12,438
VIC - Outer East Melbourne	12,460	96%	12,853	99%	2,209	17%	12,979
VIC - Hume Moreland	12,762	97%	13,113	99%	1,833	14%	13,218
VIC - Bayside Peninsula	21,840	97%	22,358	99%	3,906	17%	22,497
VIC - Southern Melbourne	17,267	96%	17,884	99%	2,939	16%	18,014
VIC - Brimbank Melton	12,259	96%	12,717	99%	1,602	13%	12,788
VIC - Western Melbourne	17,809	96%	18,395	99%	2,445	13%	18,515
VIC - Goulburn	5,342	94%	5,657	100%	952	17%	5,678
VIC - Mallee	3,124	97%	3,222	100%	533	17%	3,228
VIC - Outer Gippsland	2,853	96%	2,964	100%	<540	n/a	2,977
VIC - Other	16	94%	17	100%	<11	n/a	17
<b>QLD</b>	<b>141,229</b>	<b>95%</b>	<b>148,547</b>	<b>100%</b>	<b>26,044</b>	<b>17%</b>	<b>149,150</b>
QLD - Bundaberg	3,714	94%	3,912	99%	<790	n/a	3,937
QLD - Ipswich	11,456	94%	12,121	100%	2,030	17%	12,158
QLD - Mackay	4,214	93%	4,491	99%	901	20%	4,516
QLD - Toowoomba	8,456	96%	8,788	100%	1,719	19%	8,822

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 - Townsville	7,907	94%	8,374	100%	1,585	19%	8,413
QLD - Rockhampton	7,291	90%	8,043	99%	1,283	16%	8,107
QLD - Beenleigh	16,691	95%	17,441	100%	2,725	16%	17,482
QLD - Brisbane	26,226	96%	27,272	100%	4,753	17%	27,393
QLD - Cairns	7,075	97%	7,297	100%	1,451	20%	7,326
QLD - Maryborough	5,447	94%	5,791	100%	1,084	19%	5,818
QLD - Robina	14,523	96%	15,087	99%	2,513	17%	15,166
QLD - Caboolture/Strathpine	15,562	92%	16,906	100%	2,769	16%	16,946
QLD - Maroochydore	12,654	97%	13,011	100%	2,442	19%	13,053
QLD - Other	13	100%	13	100%	<11	n/a	13
<b>WA</b>	<b>54,050</b>	<b>89%</b>	<b>59,911</b>	<b>99%</b>	<b>13,361</b>	<b>22%</b>	<b>60,608</b>
WA - North East Metro	7,861	88%	8,822	99%	2,119	24%	8,940
WA - Wheat Belt	1,282	89%	1,424	99%	330	23%	1,435
WA - South Metro	8,565	86%	9,782	99%	2,057	21%	9,920
WA - Central South Metro	6,766	89%	7,457	98%	1,634	22%	7,574
WA - South West	4,387	91%	4,743	98%	985	20%	4,818
WA - Goldfields-Esperance	876	85%	1,028	100%	<200	n/a	1,031
WA - North Metro	7,398	89%	8,273	99%	1,889	23%	8,350
WA - Kimberley-Pilbara	1,666	88%	1,883	100%	368	20%	1,885
WA - South East Metro	6,382	93%	6,803	99%	1,732	25%	6,865
WA - Central North Metro	6,261	92%	6,712	99%	1,516	22%	6,772
WA - Great Southern	1,259	89%	1,384	98%	268	19%	1,408
WA - Midwest-Gascoyne	1,285	83%	1,534	99%	262	17%	1,544
WA - Other	62	94%	66	100%	<11	n/a	66
<b>SA</b>	<b>55,097</b>	<b>93%</b>	<b>58,591</b>	<b>99%</b>	<b>10,380</b>	<b>18%</b>	<b>59,024</b>
SA - Adelaide Hills	2,213	92%	2,370	98%	358	15%	2,409
SA - Barossa, Light and Lower North	2,801	92%	3,036	99%	418	14%	3,052
SA - Eastern Adelaide	4,534	92%	4,918	99%	928	19%	4,943
SA - Eyre and Western	1,670	93%	1,770	99%	332	19%	1,790
SA - Far North (SA)	602	96%	624	99%	<120	n/a	630
SA - Fleurieu and Kangaroo Island	1,624	93%	1,728	99%	328	19%	1,741
SA - Limestone Coast	1,798	94%	1,894	99%	346	18%	1,922
SA - Murray and Mallee	2,248	93%	2,388	98%	408	17%	2,427
SA - Northern Adelaide	18,705	93%	19,896	99%	3,400	17%	20,059
SA - Southern Adelaide	12,048	94%	12,707	100%	2,339	18%	12,756
SA - Western Adelaide	4,743	94%	5,029	100%	991	20%	5,052
SA - Yorke and Mid North	2,069	94%	2,185	99%	414	19%	2,196
SA - Other	42	89%	46	98%	<11	n/a	47
<b>TAS</b>	<b>13,751</b>	<b>93%</b>	<b>14,517</b>	<b>98%</b>	<b>2,721</b>	<b>18%</b>	<b>14,793</b>
TAS - North	4,024	95%	4,197	99%	828	20%	4,233
TAS - North West	<2,960	91%	<3,180	98%	617	19%	3,234
TAS - South East	3,046	91%	3,269	97%	<620	n/a	3,359
TAS - South West	3,723	94%	3,878	98%	666	17%	3,967

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 - Other	<11	n/a	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>9,985</b>	<b>88%</b>	<b>11,178</b>	<b>99%</b>	<b>1,864</b>	<b>16%</b>	<b>11,300</b>
ACT	<9,990	88%	<11,180	99%	<1,870	n/a	<11,300
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>5,968</b>	<b>95%</b>	<b>6,250</b>	<b>100%</b>	<b>1,148</b>	<b>18%</b>	<b>6,270</b>
NT - Barkly	126	84%	149	99%	40	27%	150
NT - Central Australia	1,004	95%	1,058	100%	247	23%	1,060
NT - Darwin Remote	553	98%	565	100%	82	15%	565
NT - Darwin Urban	3,414	95%	3,575	100%	603	17%	3,590
NT - East Arnhem	253	99%	256	100%	46	18%	256
NT - Katherine	365	95%	384	100%	89	23%	385
NT - Other	253	96%	263	100%	41	16%	264
<b>OT</b>	<b>68</b>	<b>91%</b>	<b>75</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>75</b>
<b>Missing</b>	<b>15</b>	<b>94%</b>	<b>16</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>17</b>
<b>Total</b>	<b>624,190</b>	<b>90%</b>	<b>686,547</b>	<b>99%</b>	<b>121,987</b>	<b>18%</b>	<b>692,823</b>

**Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2024**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$82,900</b>	<b>\$31,400</b>	<b>\$68,300</b>	<b>\$22,200</b>	<b>205,597</b>
NSW - Hunter New England	\$81,900	\$30,400	\$65,200	\$19,900	33,955
NSW - Central Coast	\$75,600	\$27,600	\$61,400	\$19,400	11,758
NSW - Far West	\$92,500	\$42,900	\$60,400	\$17,800	960
NSW - Illawarra Shoalhaven	\$86,500	\$38,300	\$70,900	\$25,000	11,872
NSW - Mid North Coast	\$77,400	\$27,500	\$61,200	\$17,800	8,565
NSW - Murrumbidgee	\$78,600	\$31,400	\$60,500	\$18,200	9,062
NSW - Nepean Blue Mountains	\$79,700	\$27,900	\$65,900	\$19,500	12,203
NSW - North Sydney	\$91,300	\$30,500	\$75,800	\$22,100	13,756
NSW - Northern NSW	\$83,100	\$38,100	\$66,100	\$23,100	9,931
NSW - South Eastern Sydney	\$87,800	\$32,600	\$74,600	\$23,400	14,003
NSW - South Western Sydney	\$82,400	\$30,700	\$72,300	\$25,000	32,243
NSW - Southern NSW	\$69,800	\$29,600	\$51,600	\$17,400	5,669
NSW - Sydney	\$88,300	\$44,000	\$71,900	\$27,200	7,983
NSW - Western NSW	\$88,100	\$37,000	\$65,000	\$19,100	8,423
NSW - Western Sydney	\$83,800	\$27,800	\$72,700	\$22,700	25,181
NSW - Other	\$82,700	\$35,200	\$60,000	\$9,700	33
<b>VIC</b>	<b>\$76,400</b>	<b>\$31,500</b>	<b>\$61,100</b>	<b>\$19,700</b>	<b>185,989</b>
VIC - Barwon	\$79,600	\$36,500	\$62,000	\$20,500	12,429
VIC - Central Highlands	\$76,300	\$29,600	\$59,600	\$16,000	7,403
VIC - Loddon	\$67,700	\$26,000	\$50,100	\$14,400	9,717

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
VIC - North East Melbourne	\$81,500	\$31,700	\$66,800	\$19,600	17,665
VIC - Inner Gippsland	\$72,000	\$33,800	\$56,000	\$19,200	7,001
VIC - Ovens Murray	\$69,100	\$30,900	\$52,000	\$17,200	4,578
VIC - Western District	\$75,500	\$33,000	\$55,800	\$18,500	4,847
VIC - Inner East Melbourne	\$87,600	\$35,900	\$71,100	\$21,400	12,438
VIC - Outer East Melbourne	\$75,300	\$32,100	\$60,200	\$19,800	12,979
VIC - Hume Moreland	\$71,500	\$28,700	\$59,600	\$19,400	13,218
VIC - Bayside Peninsula	\$81,700	\$37,600	\$65,300	\$21,600	22,497
VIC - Southern Melbourne	\$77,100	\$30,200	\$64,400	\$20,600	18,014
VIC - Brimbank Melton	\$71,700	\$25,800	\$59,500	\$17,600	12,788
VIC - Western Melbourne	\$73,300	\$28,900	\$59,200	\$18,100	18,515
VIC - Goulburn	\$69,400	\$29,000	\$52,500	\$15,500	5,678
VIC - Mallee	\$69,700	\$29,800	\$51,100	\$16,500	3,228
VIC - Outer Gippsland	\$79,200	\$39,500	\$60,100	\$21,000	2,977
VIC - Other	n/a	n/a	n/a	n/a	17
<b>QLD</b>	<b>\$84,200</b>	<b>\$32,300</b>	<b>\$65,900</b>	<b>\$18,600</b>	<b>149,150</b>
QLD - Bundaberg	\$83,600	\$36,200	\$64,600	\$18,900	3,937
QLD - Ipswich	\$81,200	\$32,500	\$64,100	\$17,900	12,158
QLD - Mackay	\$75,800	\$25,900	\$54,900	\$13,100	4,516
QLD - Toowoomba	\$92,900	\$37,700	\$70,600	\$18,500	8,822
QLD - Townsville	\$87,300	\$31,000	\$65,400	\$15,600	8,413
QLD - Rockhampton	\$71,500	\$27,100	\$51,400	\$13,200	8,107
QLD - Beenleigh	\$80,600	\$26,400	\$64,600	\$16,700	17,482
QLD - Brisbane	\$86,000	\$34,600	\$67,500	\$19,500	27,393
QLD - Cairns	\$96,800	\$41,400	\$73,700	\$21,200	7,326
QLD - Maryborough	\$83,800	\$36,700	\$64,800	\$18,500	5,818
QLD - Robina	\$86,000	\$34,000	\$70,200	\$20,400	15,166
QLD - Caboolture/Strathpine	\$80,200	\$28,000	\$64,400	\$16,600	16,946
QLD - Maroochydore	\$87,900	\$38,000	\$69,000	\$21,500	13,053
QLD - Other	n/a	n/a	n/a	n/a	13
<b>WA</b>	<b>\$87,800</b>	<b>\$37,400</b>	<b>\$66,300</b>	<b>\$21,400</b>	<b>60,608</b>
WA - North East Metro	\$91,500	\$37,000	\$71,900	\$21,300	8,940
WA - Wheat Belt	\$67,100	\$38,300	\$41,200	\$15,500	1,435
WA - South Metro	\$77,200	\$31,100	\$58,700	\$18,300	9,920
WA - Central South Metro	\$85,500	\$35,900	\$65,600	\$20,600	7,574
WA - South West	\$78,200	\$35,900	\$55,400	\$18,500	4,818
WA - Goldfields-Esperance	\$104,600	\$41,600	\$69,100	\$19,100	1,031
WA - North Metro	\$80,700	\$33,200	\$60,900	\$19,300	8,350
WA - Kimberley-Pilbara	\$104,200	\$47,700	\$72,700	\$22,800	1,885
WA - South East Metro	\$103,200	\$42,700	\$79,800	\$24,400	6,865
WA - Central North Metro	\$101,200	\$45,300	\$79,500	\$25,900	6,772
WA - Great Southern	\$79,400	\$34,400	\$54,600	\$15,700	1,408
WA - Midwest-Gascoyne	\$82,700	\$38,900	\$53,600	\$19,000	1,544

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
WA - Other	\$79,000	\$51,400	\$43,300	\$10,200	66
<b>SA</b>	<b>\$82,600</b>	<b>\$30,500</b>	<b>\$64,900</b>	<b>\$17,500</b>	<b>59,024</b>
SA - Adelaide Hills	\$64,400	\$24,000	\$49,300	\$13,100	2,409
SA - Barossa, Light and Lower North	\$60,500	\$23,600	\$46,600	\$12,400	3,052
SA - Eastern Adelaide	\$94,100	\$34,500	\$76,500	\$18,400	4,943
SA - Eyre and Western	\$81,000	\$41,100	\$56,100	\$18,600	1,790
SA - Far North (SA)	\$91,300	\$44,800	\$59,800	\$14,100	630
SA - Fleurieu and Kangaroo Island	\$79,700	\$33,800	\$58,700	\$16,200	1,741
SA - Limestone Coast	\$77,900	\$26,200	\$57,100	\$11,500	1,922
SA - Murray and Mallee	\$71,500	\$30,000	\$51,800	\$14,200	2,427
SA - Northern Adelaide	\$84,000	\$28,600	\$67,900	\$17,200	20,059
SA - Southern Adelaide	\$87,900	\$33,000	\$69,800	\$19,100	12,756
SA - Western Adelaide	\$87,100	\$35,200	\$69,200	\$19,400	5,052
SA - Yorke and Mid North	\$71,400	\$31,600	\$50,000	\$16,100	2,196
SA - Other	\$92,400	\$47,400	\$38,500	\$9,700	47
<b>TAS</b>	<b>\$95,100</b>	<b>\$39,400</b>	<b>\$74,800</b>	<b>\$20,700</b>	<b>14,793</b>
TAS - North	\$93,300	\$40,600	\$71,700	\$20,400	4,233
TAS - North West	\$100,400	\$42,100	\$82,000	\$21,900	3,234
TAS - South East	\$82,600	\$33,000	\$64,000	\$16,600	3,359
TAS - South West	\$103,200	\$43,300	\$81,400	\$22,300	3,967
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$74,500</b>	<b>\$26,200</b>	<b>\$58,700</b>	<b>\$15,600</b>	<b>11,300</b>
ACT	\$74,500	\$26,200	\$58,700	\$15,600	<11,300
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$131,900</b>	<b>\$44,500</b>	<b>\$109,200</b>	<b>\$31,400</b>	<b>6,270</b>
NT - Barkly	\$133,400	\$49,000	\$105,300	\$28,100	150
NT - Central Australia	\$204,600	\$68,600	\$176,600	\$43,500	1,060
NT - Darwin Remote	\$81,200	\$56,600	\$50,300	\$28,300	565
NT - Darwin Urban	\$118,500	\$33,000	\$100,800	\$27,800	3,590
NT - East Arnhem	\$115,600	\$72,400	\$72,300	\$32,900	256
NT - Katherine	\$160,400	\$47,700	\$137,500	\$34,700	385
NT - Other	\$104,800	\$45,000	\$79,600	\$20,800	264
<b>OT</b>	<b>\$106,600</b>	<b>\$64,600</b>	<b>\$66,600</b>	<b>\$35,500</b>	<b>75</b>
<b>Missing</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>17</b>
<b>Total</b>	<b>\$82,400</b>	<b>\$32,300</b>	<b>\$65,800</b>	<b>\$20,400</b>	<b>692,823</b>

**Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 December 2024**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$60,500</b>	<b>\$28,000</b>	<b>\$46,800</b>	<b>\$20,200</b>	<b>193,603</b>
NSW - Hunter New England	\$57,400	\$26,900	\$42,300	\$18,000	31,835
NSW - Central Coast	\$54,200	\$25,000	\$41,000	\$17,800	11,109
NSW - Far West	\$74,000	\$40,900	\$43,200	\$16,900	925
NSW - Illawarra Shoalhaven	\$62,900	\$34,000	\$48,200	\$22,400	11,138
NSW - Mid North Coast	\$61,500	\$25,400	\$46,200	\$16,800	8,217
NSW - Murrumbidgee	\$58,300	\$28,500	\$40,900	\$16,600	8,563
NSW - Nepean Blue Mountains	\$55,800	\$24,900	\$42,300	\$17,600	11,457
NSW - North Sydney	\$61,900	\$25,800	\$47,500	\$19,300	12,692
NSW - Northern NSW	\$66,300	\$35,100	\$49,700	\$21,400	9,489
NSW - South Eastern Sydney	\$65,400	\$29,200	\$52,900	\$21,200	13,174
NSW - South Western Sydney	\$61,900	\$27,700	\$52,500	\$22,900	30,574
NSW - Southern NSW	\$54,500	\$27,200	\$37,800	\$16,600	5,419
NSW - Sydney	\$69,700	\$40,200	\$55,400	\$24,800	7,563
NSW - Western NSW	\$62,400	\$32,100	\$40,800	\$17,000	7,795
NSW - Western Sydney	\$58,600	\$24,600	\$48,700	\$20,600	23,620
NSW - Other	\$82,700	\$35,200	\$58,100	\$9,100	33
<b>VIC</b>	<b>\$59,400</b>	<b>\$29,300</b>	<b>\$44,900</b>	<b>\$18,400</b>	<b>178,319</b>
VIC - Barwon	\$60,400	\$34,000	\$44,200	\$19,200	11,877
VIC - Central Highlands	\$54,100	\$26,900	\$38,500	\$14,700	6,994
VIC - Loddon	\$53,000	\$24,500	\$36,600	\$13,600	9,363
VIC - North East Melbourne	\$60,500	\$28,700	\$46,500	\$17,900	16,767
VIC - Inner Gippsland	\$57,700	\$31,900	\$43,100	\$18,100	6,766
VIC - Ovens Murray	\$55,900	\$28,900	\$38,300	\$16,100	4,404
VIC - Western District	\$54,000	\$29,900	\$35,800	\$16,600	4,545
VIC - Inner East Melbourne	\$63,900	\$31,800	\$47,900	\$18,700	11,665
VIC - Outer East Melbourne	\$58,300	\$29,500	\$44,200	\$18,400	12,439
VIC - Hume Moreland	\$60,700	\$27,400	\$49,100	\$18,600	12,878
VIC - Bayside Peninsula	\$64,000	\$34,600	\$48,800	\$19,900	21,447
VIC - Southern Melbourne	\$59,500	\$28,100	\$47,600	\$19,500	17,317
VIC - Brimbank Melton	\$57,000	\$24,800	\$44,900	\$16,800	12,410
VIC - Western Melbourne	\$58,900	\$27,300	\$45,600	\$17,300	17,962
VIC - Goulburn	\$55,800	\$27,400	\$40,300	\$14,700	5,485
VIC - Mallee	\$55,400	\$28,000	\$37,900	\$15,600	3,113
VIC - Outer Gippsland	\$67,000	\$37,200	\$48,100	\$19,700	2,870
VIC - Other	n/a	n/a	n/a	n/a	17
<b>QLD</b>	<b>\$64,100</b>	<b>\$29,400</b>	<b>\$46,700</b>	<b>\$17,100</b>	<b>141,822</b>
QLD - Bundaberg	\$64,900	\$32,300	\$46,600	\$17,000	3,745
QLD - Ipswich	\$61,200	\$29,700	\$44,700	\$16,400	11,588
QLD - Mackay	\$57,800	\$24,500	\$39,200	\$12,200	4,316

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Toowoomba	\$67,000	\$33,100	\$46,500	\$16,400	8,231
QLD - Townsville	\$63,400	\$28,200	\$42,800	\$14,100	7,920
QLD - Rockhampton	\$56,400	\$25,900	\$36,600	\$12,500	7,820
QLD - Beenleigh	\$59,900	\$24,400	\$45,400	\$15,500	16,672
QLD - Brisbane	\$66,800	\$31,100	\$49,600	\$17,700	26,072
QLD - Cairns	\$71,800	\$36,800	\$51,500	\$19,100	6,891
QLD - Maryborough	\$66,600	\$33,600	\$47,200	\$17,000	5,559
QLD - Robina	\$66,100	\$30,800	\$50,700	\$18,800	14,417
QLD - Caboolture/Strathpine	\$60,400	\$25,400	\$45,400	\$15,300	16,144
QLD - Maroochydore	\$69,100	\$34,700	\$50,400	\$19,800	12,434
QLD - Other	n/a	n/a	n/a	n/a	13
<b>WA</b>	<b>\$65,500</b>	<b>\$34,400</b>	<b>\$46,000</b>	<b>\$19,700</b>	<b>57,197</b>
WA - North East Metro	\$63,800	\$32,900	\$45,900	\$18,600	8,267
WA - Wheat Belt	\$60,900	\$37,500	\$35,400	\$14,800	1,409
WA - South Metro	\$58,200	\$28,600	\$41,300	\$17,000	9,439
WA - Central South Metro	\$66,800	\$33,600	\$47,800	\$19,000	7,202
WA - South West	\$62,100	\$33,700	\$41,200	\$17,000	4,618
WA - Goldfields-Esperance	\$75,000	\$38,300	\$48,200	\$17,800	977
WA - North Metro	\$62,600	\$31,100	\$44,400	\$18,100	7,996
WA - Kimberley-Pilbara	\$79,600	\$45,000	\$52,600	\$21,700	1,807
WA - South East Metro	\$70,300	\$37,900	\$51,200	\$21,100	6,285
WA - Central North Metro	\$73,800	\$40,700	\$54,300	\$22,900	6,287
WA - Great Southern	\$61,000	\$31,700	\$38,200	\$14,200	1,344
WA - Midwest-Gascoyne	\$69,400	\$37,500	\$42,100	\$18,300	1,502
WA - Other	\$70,200	\$50,900	\$28,400	\$10,100	64
<b>SA</b>	<b>\$59,300</b>	<b>\$27,900</b>	<b>\$42,400</b>	<b>\$16,100</b>	<b>55,809</b>
SA - Adelaide Hills	\$48,700	\$23,000	\$34,100	\$12,500	2,315
SA - Barossa, Light and Lower North	\$48,300	\$23,000	\$33,700	\$11,900	2,972
SA - Eastern Adelaide	\$67,800	\$30,500	\$50,100	\$16,700	4,652
SA - Eyre and Western	\$67,300	\$38,400	\$42,800	\$17,900	1,733
SA - Far North (SA)	\$62,800	\$41,400	\$34,500	\$12,800	589
SA - Fleurieu and Kangaroo Island	\$64,800	\$31,200	\$44,900	\$15,400	1,677
SA - Limestone Coast	\$54,900	\$24,400	\$35,100	\$10,500	1,816
SA - Murray and Mallee	\$54,700	\$27,700	\$36,000	\$13,400	2,319
SA - Northern Adelaide	\$57,100	\$26,100	\$42,100	\$15,700	18,892
SA - Southern Adelaide	\$60,300	\$29,200	\$43,100	\$17,000	11,883
SA - Western Adelaide	\$67,400	\$31,500	\$50,100	\$17,900	4,799
SA - Yorke and Mid North	\$59,600	\$29,800	\$39,900	\$15,000	2,117
SA - Other	\$67,800	\$44,300	\$36,100	\$9,000	45
<b>TAS</b>	<b>\$63,900</b>	<b>\$34,700</b>	<b>\$44,800</b>	<b>\$18,100</b>	<b>13,690</b>
TAS - North	\$67,800	\$36,400	\$47,500	\$18,500	3,983
TAS - North West	\$65,100	\$36,700	\$46,700	\$18,800	<2,990
TAS - South East	\$58,200	\$30,300	\$39,600	\$15,400	3,169

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South West	\$63,800	\$35,600	\$44,800	\$18,500	3,554
TAS - Other	n/a	n/a	n/a	n/a	<11
<b>ACT</b>	<b>\$52,500</b>	<b>\$24,300</b>	<b>\$37,900</b>	<b>\$14,100</b>	<b>10,665</b>
ACT	\$52,500	\$24,300	\$37,900	\$14,100	<10,670
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$74,800</b>	<b>\$39,000</b>	<b>\$56,100</b>	<b>\$26,300</b>	<b>5,654</b>
NT - Barkly	\$90,900	\$43,300	\$65,300	\$21,900	137
NT - Central Australia	\$100,500	\$49,500	\$74,000	\$30,300	893
NT - Darwin Remote	\$78,900	\$56,500	\$48,200	\$28,200	562
NT - Darwin Urban	\$64,000	\$27,400	\$51,300	\$22,800	3,231
NT - East Arnhem	\$104,500	\$69,800	\$65,900	\$32,400	249
NT - Katherine	\$76,200	\$41,700	\$63,200	\$26,800	333
NT - Other	\$72,400	\$41,700	\$50,400	\$19,100	249
<b>OT</b>	<b>\$106,600</b>	<b>\$64,600</b>	<b>\$63,900</b>	<b>\$35,500</b>	<b>75</b>
<b>Missing</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>17</b>
<b>Total</b>	<b>\$61,400</b>	<b>\$29,400</b>	<b>\$45,700</b>	<b>\$18,700</b>	<b>656,851</b>

**Table O.4 Participation rates for all participants by service district and age group as at 31 December 2024**

Service district	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>5.5%</b>	<b>6.1%</b>	<b>4.5%</b>	<b>2.7%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.8%</b>
NSW - Hunter New England	7.4%	7.9%	6.7%	4.3%	2.6%	2.0%	2.2%	2.5%	4.0%
NSW - Central Coast	6.2%	9.4%	6.9%	4.4%	2.8%	1.7%	2.0%	2.4%	3.9%
NSW - Far West	5.6%	8.7%	5.8%	4.1%	2.8%	2.2%	2.4%	2.7%	3.9%
NSW - Illawarra Shoalhaven	4.7%	6.7%	5.3%	3.2%	2.3%	1.8%	2.1%	2.3%	3.2%
NSW - Mid North Coast	9.2%	9.7%	7.1%	5.3%	3.1%	2.2%	2.1%	2.4%	4.6%
NSW - Murrumbidgee	6.8%	6.5%	4.9%	3.4%	2.4%	1.6%	2.0%	2.2%	3.5%
NSW - Nepean Blue Mountains	6.3%	8.2%	5.9%	3.5%	2.0%	1.4%	1.7%	2.1%	3.5%
NSW - North Sydney	3.3%	3.4%	2.8%	1.6%	1.1%	0.7%	1.0%	1.5%	1.7%
NSW - Northern NSW	6.7%	7.8%	6.7%	5.1%	3.0%	1.8%	2.1%	2.2%	3.8%
NSW - South Eastern Sydney	4.1%	4.4%	3.1%	1.6%	0.9%	0.8%	1.2%	1.6%	1.9%
NSW - South Western Sydney	5.6%	6.0%	3.8%	2.6%	1.6%	1.2%	1.5%	2.1%	2.8%
NSW - Southern NSW	5.3%	6.5%	5.0%	4.0%	2.1%	1.5%	1.5%	1.8%	3.0%
NSW - Sydney	3.3%	4.5%	2.9%	0.9%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	5.3%	6.6%	4.9%	4.0%	2.2%	1.7%	2.1%	2.4%	3.4%
NSW - Western Sydney	5.4%	5.0%	3.4%	1.9%	1.2%	0.9%	1.4%	2.0%	2.4%
<b>VIC</b>	<b>6.4%</b>	<b>7.3%</b>	<b>5.0%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>3.1%</b>
VIC - Barwon	6.4%	9.6%	7.8%	4.6%	2.6%	2.1%	2.4%	2.7%	4.1%
VIC - Central Highlands	6.1%	8.3%	6.3%	4.3%	2.5%	2.1%	2.1%	2.6%	3.8%
VIC - Loddon	8.0%	10.0%	7.7%	5.3%	2.8%	2.2%	2.2%	2.4%	4.4%



Service district	0 to 8 years	9 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
VIC - North East Melbourne	6.1%	6.6%	4.6%	2.4%	1.2%	1.3%	2.0%	2.6%	2.8%
VIC - Inner Gippsland	6.7%	8.8%	5.7%	4.3%	2.8%	2.2%	2.4%	2.5%	4.0%
VIC - Ovens Murray	7.0%	8.7%	6.5%	4.8%	2.4%	2.0%	2.2%	2.4%	4.0%
VIC - Western District	5.9%	7.3%	6.0%	4.6%	2.6%	2.2%	2.5%	2.4%	3.7%
VIC - Inner East Melbourne	4.4%	4.7%	3.1%	1.5%	1.2%	1.0%	1.3%	1.9%	2.1%
VIC - Outer East Melbourne	6.0%	8.2%	5.7%	3.2%	2.1%	1.5%	1.9%	2.2%	3.3%
VIC - Hume Moreland	7.6%	8.0%	5.2%	2.5%	1.2%	1.2%	2.0%	2.8%	3.2%
VIC - Bayside Peninsula	5.8%	6.4%	4.1%	2.1%	1.3%	1.3%	1.7%	2.2%	2.7%
VIC - Southern Melbourne	6.3%	6.2%	4.0%	2.5%	1.3%	1.1%	1.6%	2.2%	2.9%
VIC - Brimbank Melton	8.3%	8.5%	5.1%	3.0%	1.6%	1.3%	1.7%	2.2%	3.5%
VIC - Western Melbourne	6.2%	7.2%	4.7%	1.6%	0.9%	0.9%	1.7%	2.2%	2.5%
VIC - Goulburn	7.0%	7.8%	5.8%	4.0%	2.1%	1.7%	2.1%	2.3%	3.7%
VIC - Mallee	8.4%	8.5%	6.0%	4.0%	2.3%	1.9%	2.1%	2.2%	4.0%
VIC - Outer Gippsland	6.2%	7.8%	6.1%	4.8%	2.9%	2.4%	2.6%	2.4%	3.9%
<b>QLD</b>	<b>6.0%</b>	<b>7.0%</b>	<b>5.1%</b>	<b>2.9%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.1%</b>
QLD - Bundaberg	8.2%	9.0%	7.8%	6.7%	3.4%	2.6%	2.4%	2.9%	4.7%
QLD - Ipswich	6.1%	8.1%	6.3%	3.9%	1.9%	1.6%	2.0%	2.5%	3.7%
QLD - Mackay	5.9%	5.9%	4.3%	2.8%	1.2%	0.9%	1.2%	1.7%	2.6%
QLD - Toowoomba	5.1%	6.5%	5.8%	4.0%	2.1%	1.9%	2.3%	2.8%	3.5%
QLD - Townsville	7.2%	7.0%	4.7%	2.7%	1.7%	1.5%	1.9%	2.3%	3.3%
QLD - Rockhampton	6.4%	9.2%	6.4%	4.0%	1.9%	1.4%	1.6%	1.9%	3.6%
QLD - Beenleigh	7.6%	8.0%	5.4%	3.2%	1.9%	1.5%	1.7%	2.1%	3.6%
QLD - Brisbane	4.8%	5.0%	3.6%	1.7%	1.1%	1.1%	1.5%	2.2%	2.2%
QLD - Cairns	4.8%	5.3%	4.3%	3.2%	1.7%	1.5%	1.7%	2.0%	2.7%
QLD - Maryborough	8.2%	8.8%	7.4%	6.4%	3.3%	2.5%	2.7%	2.8%	4.6%
QLD - Robina	5.0%	6.7%	4.9%	2.5%	1.3%	1.1%	1.4%	1.8%	2.6%
QLD - Caboolture/Strathpine	7.9%	8.7%	6.2%	3.7%	2.1%	1.6%	1.7%	2.2%	3.8%
QLD - Maroochydore	5.8%	7.7%	5.5%	3.8%	1.9%	1.6%	1.7%	2.1%	3.3%
<b>WA</b>	<b>3.7%</b>	<b>5.1%</b>	<b>4.3%</b>	<b>2.9%</b>	<b>1.5%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.4%</b>
WA - North East Metro	4.1%	5.7%	4.9%	3.5%	1.7%	1.3%	1.6%	2.1%	2.7%
WA - Wheat Belt	2.5%	4.8%	5.1%	3.3%	1.8%	1.4%	1.1%	1.4%	2.2%
WA - South Metro	4.4%	6.0%	5.2%	3.4%	1.8%	1.2%	1.4%	1.9%	2.8%
WA - Central South Metro	3.5%	5.1%	4.1%	2.7%	1.6%	1.1%	1.3%	1.7%	2.3%
WA - South West	3.4%	5.5%	4.8%	4.7%	2.3%	1.5%	1.6%	1.9%	2.8%
WA - Goldfields-Esperance	2.9%	4.6%	4.1%	2.3%	1.2%	1.1%	1.0%	1.1%	1.9%
WA - North Metro	4.0%	5.1%	4.3%	3.0%	1.7%	1.0%	1.0%	1.3%	2.4%
WA - Kimberley-Pilbara	3.1%	4.0%	3.7%	2.6%	1.0%	1.0%	1.4%	1.4%	1.9%
WA - South East Metro	3.8%	4.5%	4.2%	2.2%	1.4%	1.3%	1.6%	2.3%	2.3%
WA - Central North Metro	2.9%	3.7%	2.8%	1.8%	1.1%	1.0%	1.5%	2.0%	1.8%
WA - Great Southern	3.6%	4.7%	4.1%	3.9%	2.6%	1.5%	1.4%	1.6%	2.6%
WA - Midwest-Gascoyne	4.9%	6.2%	4.6%	3.2%	1.8%	1.1%	1.0%	1.4%	2.6%
<b>SA</b>	<b>6.5%</b>	<b>9.3%</b>	<b>7.5%</b>	<b>4.0%</b>	<b>1.9%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.5%</b>	<b>3.7%</b>
SA - Adelaide Hills	6.1%	8.5%	7.3%	4.1%	1.8%	1.3%	1.2%	1.3%	3.3%

Service district	0 to 8 years	9 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
SA - Barossa, Light and Lower North	9.0%	11.2%	10.0%	5.7%	2.2%	1.5%	1.4%	1.9%	4.5%
SA - Eastern Adelaide	3.9%	5.8%	4.2%	2.1%	1.3%	1.2%	1.6%	2.3%	2.4%
SA - Eyre and Western	5.8%	8.3%	6.7%	4.3%	2.2%	1.9%	1.7%	2.1%	3.6%
SA - Far North (SA)	4.2%	5.8%	4.5%	3.5%	1.3%	2.0%	2.2%	1.8%	2.8%
SA - Fleurieu and Kangaroo Island	7.2%	9.9%	8.9%	7.2%	2.8%	2.1%	2.0%	2.1%	4.3%
SA - Limestone Coast	5.4%	6.6%	6.1%	4.3%	2.5%	1.5%	1.9%	2.1%	3.3%
SA - Murray and Mallee	7.6%	9.4%	7.1%	5.0%	2.6%	2.0%	2.1%	2.2%	4.1%
SA - Northern Adelaide	8.0%	11.6%	9.0%	4.5%	2.1%	1.9%	2.5%	3.1%	4.5%
SA - Southern Adelaide	5.8%	9.4%	8.1%	4.6%	2.1%	1.9%	2.2%	2.6%	3.8%
SA - Western Adelaide	5.4%	8.5%	6.3%	2.6%	1.5%	1.4%	2.0%	2.8%	3.0%
SA - Yorke and Mid North	5.5%	8.0%	7.2%	5.6%	2.6%	1.8%	1.9%	1.9%	3.6%
<b>TAS</b>	<b>4.7%</b>	<b>6.6%</b>	<b>5.4%</b>	<b>3.9%</b>	<b>2.2%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>3.1%</b>
TAS - North	5.7%	6.7%	5.4%	3.8%	2.6%	1.5%	1.9%	2.2%	3.3%
TAS - North West	3.9%	7.0%	5.7%	5.1%	2.8%	1.6%	1.9%	2.2%	3.3%
TAS - South East	5.3%	7.2%	5.9%	4.1%	2.0%	1.2%	1.7%	1.7%	3.1%
TAS - South West	4.0%	5.8%	4.7%	3.2%	1.8%	1.5%	2.1%	2.3%	2.7%
<b>ACT</b>	<b>4.3%</b>	<b>6.2%</b>	<b>5.0%</b>	<b>2.8%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.6%</b>
ACT	4.3%	6.2%	5.0%	2.8%	1.4%	1.2%	1.7%	2.1%	2.6%
<b>NT</b>	<b>4.7%</b>	<b>5.4%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>2.5%</b>
NT - Barkly	2.2%	2.7%	2.6%	1.4%	1.4%	1.6%	2.4%	2.7%	2.0%
NT - Central Australia	3.8%	5.3%	4.6%	2.7%	1.2%	1.8%	2.2%	3.0%	2.7%
NT - Darwin Remote	4.1%	2.7%	2.4%	1.3%	1.5%	2.2%	2.7%	2.5%	2.4%
NT - Darwin Urban	5.0%	6.2%	4.6%	2.8%	1.0%	1.0%	1.4%	1.7%	2.5%
NT - East Arnhem	3.1%	2.5%	2.4%	1.6%	1.8%	2.7%	3.7%	3.1%	2.6%
NT - Katherine	7.9%	7.4%	5.2%	2.3%	1.0%	1.9%	2.6%	3.8%	3.6%
<b>Total</b>	<b>5.6%</b>	<b>6.7%</b>	<b>5.0%</b>	<b>2.9%</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>2.9%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 31 December 2024**

Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>7.3%</b>	<b>8.1%</b>	<b>5.7%</b>	<b>3.3%</b>	<b>1.9%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.5%</b>
NSW - Hunter New England	9.9%	10.6%	8.6%	5.3%	3.0%	2.1%	2.3%	2.7%	5.0%
NSW - Central Coast	8.3%	12.3%	8.7%	5.2%	3.2%	1.8%	2.1%	2.4%	4.9%
NSW - Far West	6.8%	11.9%	7.6%	4.9%	3.8%	2.7%	2.8%	3.0%	4.9%
NSW - Illawarra Shoalhaven	6.4%	8.7%	6.5%	4.0%	2.7%	2.1%	2.2%	2.4%	3.9%
NSW - Mid North Coast	11.8%	12.6%	8.7%	6.6%	4.0%	2.5%	2.3%	2.7%	5.8%
NSW - Murrumbidgee	8.5%	8.4%	6.4%	4.0%	2.8%	1.7%	2.1%	2.2%	4.2%
NSW - Nepean Blue Mountains	8.7%	10.9%	7.3%	4.4%	2.4%	1.6%	1.8%	2.3%	4.4%
NSW - North Sydney	4.5%	4.6%	3.2%	1.9%	1.3%	0.8%	1.1%	1.6%	2.1%
NSW - Northern NSW	8.7%	10.3%	7.9%	6.0%	3.8%	1.9%	2.4%	2.3%	4.7%
NSW - South Eastern Sydney	5.7%	5.6%	3.7%	2.0%	1.1%	0.9%	1.3%	1.7%	2.3%

Service District	0 to 8 years	9 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 - South Western Sydney	7.5%	8.2%	4.9%	3.3%	2.0%	1.3%	1.7%	2.2%	3.6%
NSW - Southern NSW	7.0%	8.2%	5.6%	4.7%	2.3%	1.6%	1.5%	2.0%	3.6%
NSW - Sydney	4.6%	5.9%	3.9%	1.1%	0.6%	0.7%	1.6%	2.4%	1.7%
NSW - Western NSW	6.8%	8.8%	6.1%	4.8%	2.6%	2.0%	2.3%	2.7%	4.2%
NSW - Western Sydney	7.3%	6.7%	4.3%	2.4%	1.4%	0.9%	1.5%	2.1%	3.0%
<b>VIC</b>	<b>8.2%</b>	<b>9.3%</b>	<b>5.9%</b>	<b>3.2%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.7%</b>
VIC - Barwon	8.0%	11.8%	9.2%	5.6%	2.9%	2.2%	2.4%	2.7%	4.8%
VIC - Central Highlands	8.0%	10.7%	7.5%	4.9%	2.9%	2.1%	2.0%	2.6%	4.5%
VIC - Loddon	9.8%	12.4%	9.0%	5.9%	3.2%	2.2%	2.0%	2.5%	5.2%
VIC - North East Melbourne	7.7%	8.5%	5.4%	2.7%	1.4%	1.4%	2.1%	2.7%	3.3%
VIC - Inner Gippsland	8.5%	11.0%	6.8%	5.2%	3.1%	2.2%	2.2%	2.6%	4.7%
VIC - Ovens Murray	9.1%	10.9%	7.8%	6.0%	2.9%	2.3%	2.3%	2.5%	4.8%
VIC - Western District	7.7%	9.2%	7.9%	5.0%	3.0%	2.3%	2.5%	2.5%	4.4%
VIC - Inner East Melbourne	6.0%	5.9%	3.6%	1.9%	1.3%	1.1%	1.3%	1.9%	2.5%
VIC - Outer East Melbourne	7.7%	9.7%	6.6%	3.7%	2.3%	1.5%	1.8%	2.1%	3.9%
VIC - Hume Moreland	9.7%	10.3%	6.3%	2.8%	1.2%	1.2%	2.0%	2.7%	3.8%
VIC - Bayside Peninsula	7.5%	8.2%	4.6%	2.5%	1.5%	1.4%	1.7%	2.2%	3.1%
VIC - Southern Melbourne	8.3%	8.4%	4.7%	2.9%	1.4%	1.1%	1.6%	2.1%	3.5%
VIC - Brimbank Melton	10.7%	11.5%	6.4%	3.7%	1.9%	1.4%	1.8%	2.2%	4.4%
VIC - Western Melbourne	8.0%	9.6%	5.8%	2.0%	1.0%	0.9%	1.7%	2.3%	3.0%
VIC - Goulburn	8.4%	9.9%	7.1%	4.7%	2.5%	1.7%	2.1%	2.0%	4.3%
VIC - Mallee	10.6%	11.2%	7.4%	4.7%	2.6%	2.0%	2.0%	2.2%	4.7%
VIC - Outer Gippsland	7.9%	10.4%	7.7%	5.4%	3.1%	2.4%	2.5%	2.1%	4.5%
<b>QLD</b>	<b>7.8%</b>	<b>9.1%</b>	<b>6.2%</b>	<b>3.5%</b>	<b>1.9%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.8%</b>
QLD - Bundaberg	11.2%	11.0%	9.8%	8.4%	3.8%	2.9%	2.5%	3.1%	5.8%
QLD - Ipswich	7.9%	10.5%	7.6%	4.8%	2.3%	1.7%	2.0%	2.6%	4.5%
QLD - Mackay	7.9%	8.0%	5.2%	3.3%	1.3%	1.1%	1.3%	1.7%	3.2%
QLD - Toowoomba	6.8%	8.2%	7.1%	4.6%	2.4%	2.1%	2.6%	3.0%	4.3%
QLD - Townsville	9.3%	9.5%	6.2%	3.2%	1.9%	1.7%	2.1%	2.5%	4.1%
QLD - Rockhampton	8.6%	11.8%	7.6%	4.8%	2.4%	1.5%	1.5%	2.1%	4.5%
QLD - Beenleigh	9.6%	10.4%	6.6%	3.9%	2.1%	1.6%	1.6%	2.1%	4.4%
QLD - Brisbane	6.2%	6.5%	4.3%	2.1%	1.2%	1.2%	1.6%	2.3%	2.7%
QLD - Cairns	6.2%	7.0%	5.5%	3.7%	2.0%	1.8%	2.0%	2.2%	3.4%
QLD - Maryborough	10.6%	11.5%	8.7%	7.7%	4.3%	2.8%	2.8%	3.1%	5.7%
QLD - Robina	6.6%	8.7%	5.9%	2.9%	1.5%	1.2%	1.5%	1.8%	3.2%
QLD - Caboolture/Strathpine	10.0%	11.0%	7.6%	4.3%	2.4%	1.6%	1.6%	2.2%	4.6%
QLD - Maroochydore	7.6%	9.9%	6.4%	4.5%	2.2%	1.6%	1.7%	2.1%	4.0%
<b>WA</b>	<b>4.9%</b>	<b>6.7%</b>	<b>5.4%</b>	<b>3.5%</b>	<b>1.8%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.9%</b>
WA - North East Metro	5.7%	7.5%	6.4%	4.5%	2.0%	1.4%	1.7%	2.2%	3.4%
WA - Wheat Belt	3.3%	6.4%	6.4%	3.7%	2.1%	1.6%	1.2%	1.5%	2.7%
WA - South Metro	5.7%	7.8%	6.5%	4.2%	2.1%	1.2%	1.3%	1.8%	3.4%
WA - Central South Metro	4.7%	6.6%	4.6%	3.2%	1.8%	1.1%	1.3%	1.8%	2.7%
WA - South West	4.5%	7.0%	5.7%	5.8%	2.7%	1.4%	1.6%	1.9%	3.3%

Service District	0 to 8 years	9 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
WA - Goldfields-Esperance	3.7%	6.5%	4.6%	2.9%	1.3%	1.1%	1.0%	1.3%	2.3%
WA - North Metro	5.2%	6.7%	5.4%	3.6%	2.0%	1.1%	0.9%	1.2%	2.9%
WA - Kimberley-Pilbara	4.0%	5.3%	4.7%	3.5%	1.1%	0.9%	1.4%	1.2%	2.3%
WA - South East Metro	5.2%	6.2%	5.5%	2.8%	1.7%	1.5%	1.8%	2.5%	2.9%
WA - Central North Metro	3.7%	5.0%	3.5%	2.1%	1.2%	1.2%	1.6%	2.1%	2.2%
WA - Great Southern	5.0%	5.8%	5.2%	4.7%	2.9%	1.6%	1.2%	1.6%	3.1%
WA - Midwest-Gascoyne	6.6%	8.5%	5.6%	3.9%	2.1%	1.3%	0.9%	1.3%	3.2%
<b>SA</b>	<b>8.5%</b>	<b>12.2%</b>	<b>9.4%</b>	<b>4.9%</b>	<b>2.2%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>2.7%</b>	<b>4.6%</b>
SA - Adelaide Hills	8.3%	11.3%	8.9%	4.8%	1.9%	1.4%	1.3%	1.2%	4.2%
SA - Barossa, Light and Lower North	11.4%	14.1%	12.4%	6.7%	2.6%	1.6%	1.5%	1.8%	5.5%
SA - Eastern Adelaide	5.1%	7.7%	5.2%	2.5%	1.4%	1.4%	1.8%	2.6%	2.9%
SA - Eyre and Western	7.1%	11.3%	8.9%	4.5%	2.5%	1.8%	1.7%	2.0%	4.2%
SA - Far North (SA)	5.9%	7.3%	5.6%	4.9%	1.6%	2.6%	2.4%	2.0%	3.5%
SA - Fleurieu and Kangaroo Island	9.1%	12.1%	10.3%	9.2%	3.4%	2.1%	1.9%	2.4%	5.2%
SA - Limestone Coast	7.4%	8.6%	7.8%	5.1%	2.9%	1.9%	1.9%	2.2%	4.1%
SA - Murray and Mallee	10.0%	12.2%	8.5%	5.8%	2.7%	2.3%	2.0%	2.2%	4.8%
SA - Northern Adelaide	10.7%	15.3%	11.5%	5.5%	2.4%	2.0%	2.5%	3.5%	5.6%
SA - Southern Adelaide	7.5%	12.0%	9.9%	5.7%	2.3%	1.9%	2.3%	2.8%	4.7%
SA - Western Adelaide	7.1%	11.8%	8.1%	3.1%	1.7%	1.6%	2.1%	3.1%	3.8%
SA - Yorke and Mid North	6.8%	10.4%	9.5%	6.6%	2.8%	2.1%	2.3%	1.9%	4.4%
<b>TAS</b>	<b>5.9%</b>	<b>8.4%</b>	<b>6.3%</b>	<b>4.5%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>3.6%</b>
TAS - North	7.0%	8.3%	6.5%	4.3%	3.0%	1.5%	1.8%	2.1%	3.8%
TAS - North West	5.1%	9.1%	7.0%	5.6%	3.3%	1.4%	2.1%	2.3%	3.9%
TAS - South East	6.4%	9.5%	6.8%	5.1%	2.6%	1.4%	1.7%	1.7%	3.7%
TAS - South West	5.1%	7.1%	5.3%	3.7%	2.1%	1.7%	2.0%	2.4%	3.2%
<b>ACT</b>	<b>5.6%</b>	<b>8.1%</b>	<b>6.2%</b>	<b>3.4%</b>	<b>1.5%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>3.1%</b>
ACT	5.6%	8.1%	6.2%	3.4%	1.5%	1.2%	1.7%	2.1%	3.1%
<b>NT</b>	<b>6.4%</b>	<b>7.3%</b>	<b>5.5%</b>	<b>3.2%</b>	<b>1.4%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.4%</b>	<b>3.3%</b>
NT - Barkly	2.3%	4.1%	3.9%	1.7%	1.4%	1.0%	2.0%	4.5%	2.4%
NT - Central Australia	5.3%	7.4%	6.5%	4.1%	1.6%	1.7%	2.8%	3.2%	3.6%
NT - Darwin Remote	6.4%	4.1%	3.7%	1.8%	2.2%	3.4%	3.5%	3.2%	3.5%
NT - Darwin Urban	6.9%	8.3%	5.9%	3.6%	1.2%	1.2%	1.6%	1.9%	3.2%
NT - East Arnhem	4.0%	4.1%	3.3%	1.9%	2.8%	4.3%	4.3%	4.3%	3.5%
NT - Katherine	10.6%	8.7%	6.5%	2.6%	1.2%	1.7%	2.0%	3.6%	4.3%
<b>Total</b>	<b>7.4%</b>	<b>8.7%</b>	<b>6.1%</b>	<b>3.5%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>3.6%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 31 December 2024**

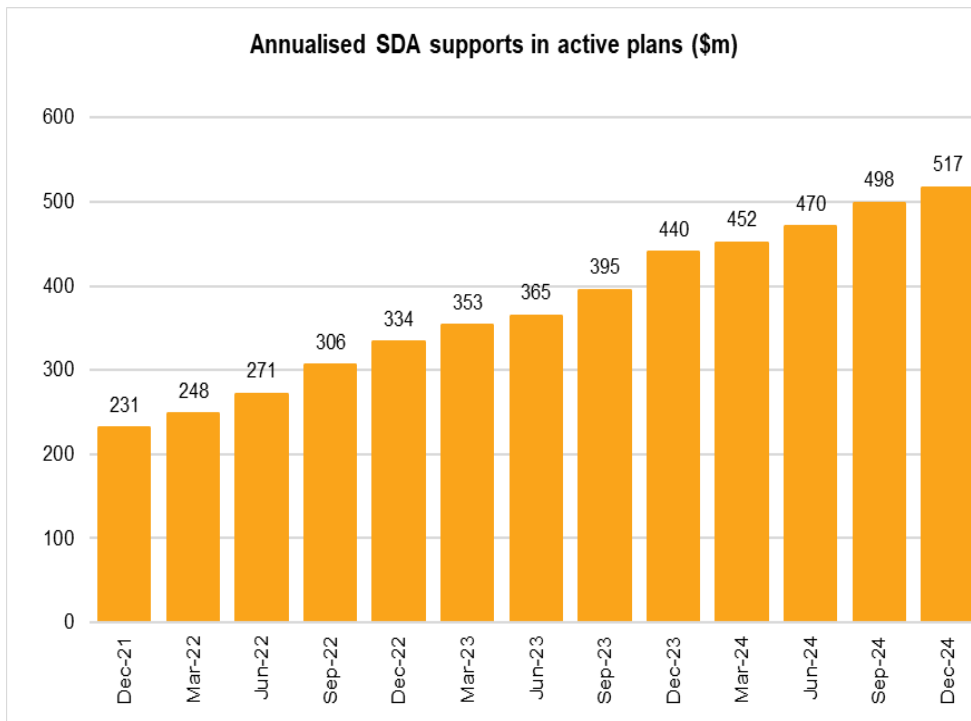
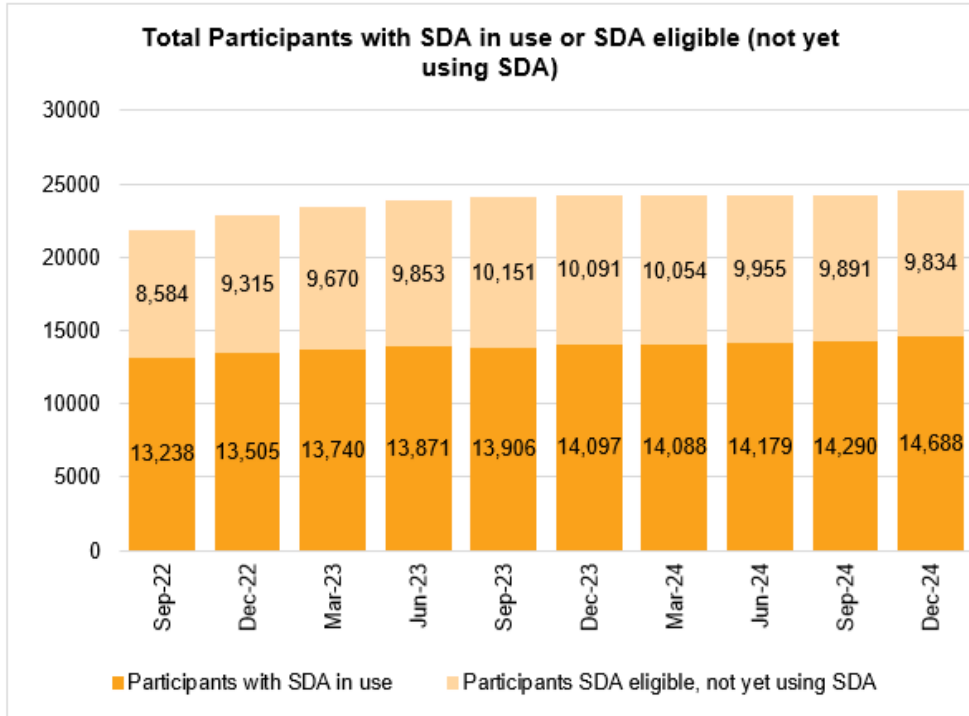
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
<b>NSW</b>	<b>3.3%</b>	<b>3.7%</b>	<b>3.1%</b>	<b>1.9%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.0%</b>
NSW - Hunter New England	4.7%	4.9%	4.4%	2.9%	2.0%	1.8%	2.0%	2.3%	2.9%
NSW - Central Coast	3.9%	6.1%	4.7%	3.3%	2.2%	1.6%	1.9%	2.3%	2.9%
NSW - Far West	4.1%	5.4%	3.5%	3.0%	1.8%	1.7%	2.1%	2.3%	2.8%
NSW - Illawarra Shoalhaven	2.9%	4.2%	3.6%	2.3%	2.0%	1.6%	2.0%	2.1%	2.4%
NSW - Mid North Coast	6.3%	6.5%	5.4%	3.6%	2.2%	1.8%	1.8%	2.1%	3.3%
NSW - Murrumbidgee	4.1%	4.1%	3.2%	2.7%	1.9%	1.4%	1.9%	2.2%	2.6%
NSW - Nepean Blue Mountains	3.7%	5.1%	4.1%	2.3%	1.6%	1.2%	1.6%	1.8%	2.4%
NSW - North Sydney	1.9%	1.9%	2.1%	1.3%	0.8%	0.6%	0.9%	1.3%	1.2%
NSW - Northern NSW	4.2%	4.8%	5.0%	3.9%	2.2%	1.6%	1.8%	2.0%	2.8%
NSW - South Eastern Sydney	2.3%	2.7%	2.2%	1.2%	0.6%	0.7%	1.1%	1.5%	1.3%
NSW - South Western Sydney	3.3%	3.5%	2.5%	1.7%	1.2%	1.0%	1.4%	1.9%	1.9%
NSW - Southern NSW	3.3%	4.2%	3.9%	2.9%	1.7%	1.3%	1.5%	1.7%	2.2%
NSW - Sydney	1.9%	2.7%	1.8%	0.7%	0.4%	0.7%	1.1%	1.7%	1.0%
NSW - Western NSW	3.2%	4.0%	3.4%	3.0%	1.7%	1.5%	1.9%	2.1%	2.4%
NSW - Western Sydney	3.2%	3.0%	2.4%	1.4%	0.9%	0.7%	1.3%	1.8%	1.7%
<b>VIC</b>	<b>3.9%</b>	<b>4.8%</b>	<b>3.7%</b>	<b>2.0%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>2.3%</b>
VIC - Barwon	4.1%	6.9%	5.8%	3.4%	2.2%	1.9%	2.3%	2.7%	3.2%
VIC - Central Highlands	3.9%	5.4%	4.6%	3.4%	2.1%	2.0%	2.2%	2.6%	3.0%
VIC - Loddon	5.0%	6.9%	5.9%	4.2%	2.3%	2.1%	2.4%	2.2%	3.4%
VIC - North East Melbourne	3.8%	4.3%	3.4%	1.8%	1.0%	1.1%	1.8%	2.4%	2.1%
VIC - Inner Gippsland	4.4%	6.1%	4.2%	3.1%	2.4%	2.1%	2.5%	2.4%	3.1%
VIC - Ovens Murray	4.5%	5.8%	4.9%	3.2%	1.9%	1.7%	2.1%	2.3%	3.0%
VIC - Western District	3.8%	5.0%	3.8%	4.0%	2.2%	2.1%	2.4%	2.3%	2.9%
VIC - Inner East Melbourne	2.6%	2.8%	2.2%	1.1%	1.0%	0.9%	1.3%	1.8%	1.6%
VIC - Outer East Melbourne	3.7%	5.8%	4.2%	2.5%	1.7%	1.5%	2.0%	2.2%	2.6%
VIC - Hume Moreland	4.8%	5.2%	3.8%	1.9%	1.1%	1.1%	2.0%	2.8%	2.4%
VIC - Bayside Peninsula	3.6%	4.4%	3.4%	1.6%	1.1%	1.3%	1.7%	2.2%	2.1%
VIC - Southern Melbourne	3.7%	3.6%	3.0%	2.0%	1.1%	1.1%	1.7%	2.3%	2.1%
VIC - Brimbank Melton	4.9%	5.2%	3.6%	2.1%	1.3%	1.2%	1.5%	2.2%	2.5%
VIC - Western Melbourne	3.6%	4.4%	3.2%	1.1%	0.8%	0.8%	1.6%	2.0%	1.8%
VIC - Goulburn	4.3%	5.3%	4.2%	2.9%	1.6%	1.7%	2.0%	2.6%	2.8%
VIC - Mallee	5.4%	5.5%	4.5%	3.0%	1.9%	1.9%	2.1%	2.2%	3.0%
VIC - Outer Gippsland	4.0%	4.9%	4.2%	3.9%	2.6%	2.4%	2.7%	2.8%	3.2%
<b>QLD</b>	<b>3.9%</b>	<b>4.7%</b>	<b>3.7%</b>	<b>2.2%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.3%</b>
QLD - Bundaberg	5.0%	6.4%	5.3%	4.7%	2.9%	2.4%	2.2%	2.7%	3.5%
QLD - Ipswich	3.8%	5.3%	4.6%	2.9%	1.5%	1.4%	1.9%	2.4%	2.7%
QLD - Mackay	3.5%	3.6%	3.2%	2.2%	1.0%	0.7%	1.2%	1.6%	1.9%
QLD - Toowoomba	3.3%	4.6%	4.3%	3.2%	1.7%	1.6%	2.0%	2.5%	2.7%
QLD - Townsville	4.8%	4.3%	3.1%	2.1%	1.4%	1.3%	1.6%	2.2%	2.4%

Service District	0 to 8 years	9 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	4.1%	6.3%	4.8%	3.0%	1.3%	1.3%	1.8%	1.8%	2.7%
QLD - Beenleigh	5.0%	5.3%	4.0%	2.3%	1.6%	1.3%	1.7%	2.1%	2.7%
QLD - Brisbane	3.0%	3.4%	2.6%	1.3%	1.0%	0.9%	1.4%	2.0%	1.7%
QLD - Cairns	2.8%	3.4%	2.9%	2.4%	1.2%	1.2%	1.4%	1.8%	1.9%
QLD - Maryborough	5.6%	5.9%	5.6%	4.8%	2.4%	2.3%	2.6%	2.4%	3.5%
QLD - Robina	3.2%	4.4%	3.6%	1.9%	1.1%	1.0%	1.2%	1.8%	1.9%
QLD - Caboolture/Strathpine	5.2%	5.9%	4.3%	2.8%	1.7%	1.6%	1.8%	2.2%	2.9%
QLD - Maroochydore	3.9%	5.2%	4.3%	2.9%	1.7%	1.6%	1.6%	1.9%	2.5%
<b>WA</b>	<b>2.3%</b>	<b>3.2%</b>	<b>3.0%</b>	<b>2.0%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>1.8%</b>
WA - North East Metro	2.3%	3.6%	3.1%	2.3%	1.3%	1.2%	1.6%	2.0%	1.9%
WA - Wheat Belt	1.7%	3.0%	3.5%	2.8%	1.5%	1.2%	0.9%	1.3%	1.7%
WA - South Metro	2.9%	3.9%	3.6%	2.5%	1.4%	1.2%	1.4%	1.9%	2.1%
WA - Central South Metro	2.1%	3.5%	3.4%	1.9%	1.3%	1.0%	1.3%	1.6%	1.7%
WA - South West	2.1%	3.8%	3.7%	3.3%	1.8%	1.5%	1.5%	1.9%	2.2%
WA - Goldfields-Esperance	1.8%	2.7%	3.4%	1.7%	1.1%	1.1%	1.0%	0.9%	1.5%
WA - North Metro	2.6%	3.2%	2.9%	2.3%	1.4%	1.0%	1.0%	1.5%	1.8%
WA - Kimberley-Pilbara	2.0%	2.6%	2.4%	1.7%	0.7%	0.9%	1.3%	1.7%	1.5%
WA - South East Metro	2.3%	2.7%	2.6%	1.5%	1.1%	1.1%	1.4%	2.0%	1.7%
WA - Central North Metro	1.9%	2.2%	1.9%	1.3%	0.9%	0.9%	1.3%	1.9%	1.4%
WA - Great Southern	2.1%	3.5%	2.9%	2.9%	2.2%	1.4%	1.5%	1.5%	2.0%
WA - Midwest-Gascoyne	3.1%	3.7%	3.4%	2.4%	1.4%	0.8%	1.1%	1.4%	1.9%
<b>SA</b>	<b>4.0%</b>	<b>6.0%</b>	<b>5.2%</b>	<b>2.9%</b>	<b>1.6%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.2%</b>	<b>2.7%</b>
SA - Adelaide Hills	3.4%	5.6%	5.3%	3.3%	1.6%	1.3%	1.1%	1.3%	2.4%
SA - Barossa, Light and Lower North	5.7%	7.5%	6.6%	4.0%	1.6%	1.3%	1.2%	1.9%	3.1%
SA - Eastern Adelaide	2.5%	3.7%	2.9%	1.5%	1.1%	0.9%	1.4%	2.0%	1.8%
SA - Eyre and Western	3.9%	4.9%	4.4%	3.6%	1.9%	2.1%	1.6%	2.1%	2.7%
SA - Far North (SA)	2.4%	4.1%	3.0%	1.8%	1.0%	1.3%	2.0%	1.7%	2.0%
SA - Fleurieu and Kangaroo Island	4.7%	7.3%	6.8%	5.1%	2.1%	1.9%	2.2%	1.7%	3.3%
SA - Limestone Coast	3.2%	4.1%	3.9%	3.0%	2.1%	1.1%	1.8%	1.9%	2.4%
SA - Murray and Mallee	4.6%	6.0%	4.9%	3.8%	2.3%	1.5%	1.9%	2.0%	3.0%
SA - Northern Adelaide	4.9%	7.5%	6.1%	3.2%	1.6%	1.7%	2.2%	2.6%	3.2%
SA - Southern Adelaide	3.7%	6.3%	6.0%	3.2%	1.7%	1.8%	2.0%	2.4%	2.9%
SA - Western Adelaide	3.5%	4.8%	4.2%	2.0%	1.2%	1.2%	1.8%	2.5%	2.2%
SA - Yorke and Mid North	3.9%	5.3%	4.6%	4.2%	2.2%	1.5%	1.5%	1.8%	2.7%
<b>TAS</b>	<b>3.2%</b>	<b>4.1%</b>	<b>3.8%</b>	<b>3.0%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.0%</b>	<b>2.3%</b>
TAS - North	4.1%	4.3%	3.7%	3.0%	2.1%	1.4%	1.9%	2.1%	2.6%
TAS - North West	2.4%	4.4%	3.9%	4.1%	2.3%	1.8%	1.6%	2.1%	2.5%
TAS - South East	3.6%	3.9%	4.2%	2.6%	1.3%	1.1%	1.8%	1.6%	2.2%
TAS - South West	2.7%	3.9%	3.4%	2.5%	1.4%	1.3%	2.0%	2.1%	2.1%
<b>ACT</b>	<b>2.6%</b>	<b>4.0%</b>	<b>3.5%</b>	<b>2.0%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.0%</b>
ACT	2.6%	4.0%	3.5%	2.0%	1.2%	1.1%	1.7%	2.1%	2.0%
<b>NT</b>	<b>2.7%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>1.7%</b>
NT - Barkly	1.6%	1.2%	1.0%	1.2%	1.3%	2.0%	2.8%	1.0%	1.6%

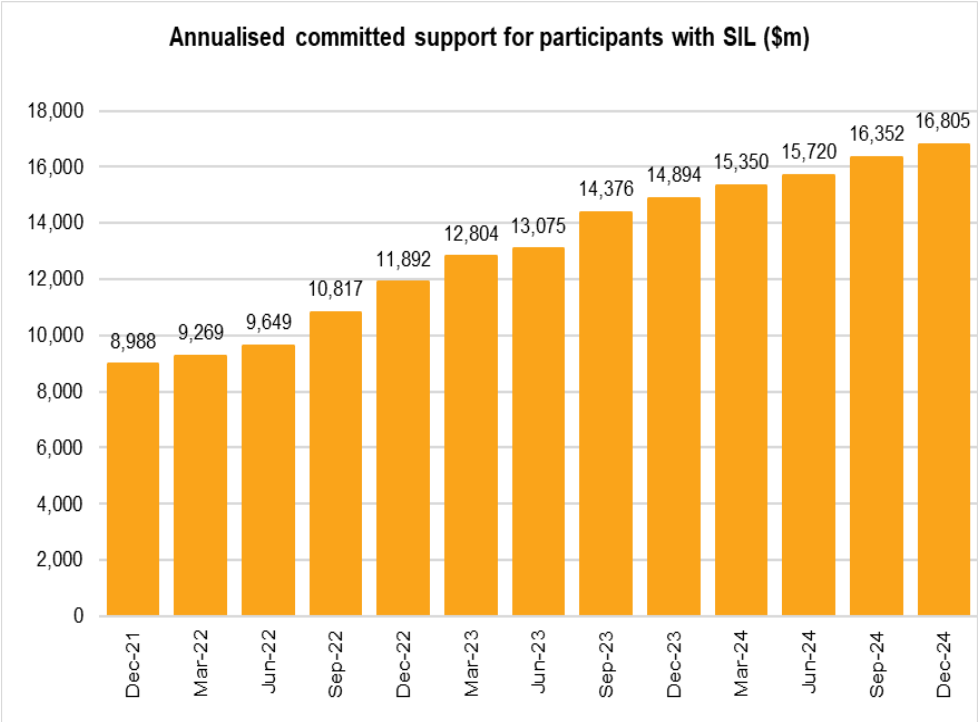
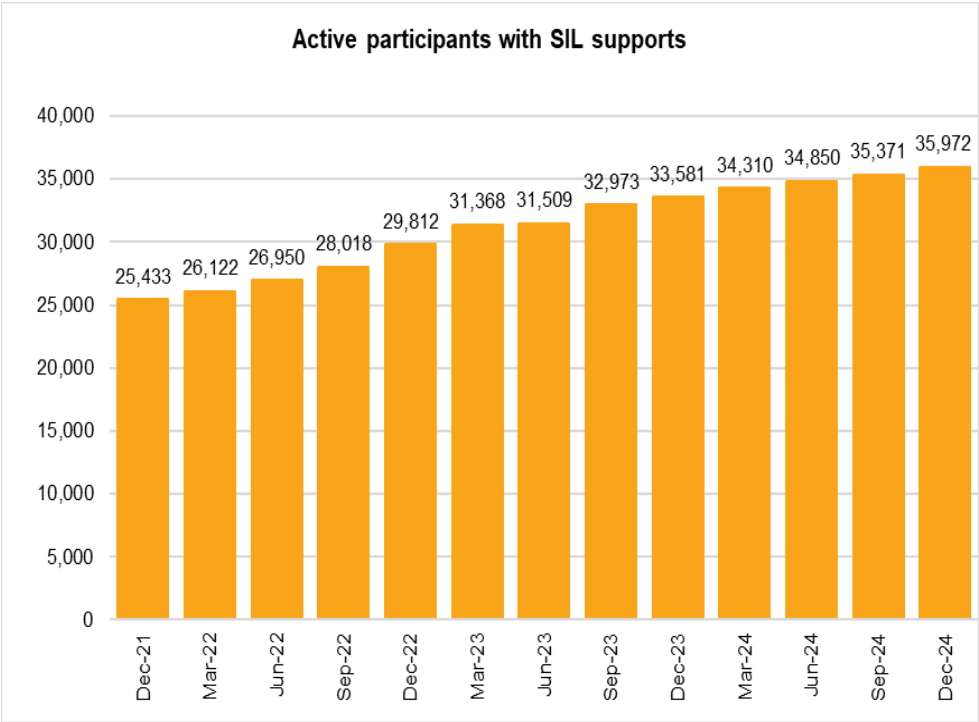
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Central Australia	2.2%	3.2%	2.6%	1.1%	0.9%	1.8%	1.6%	2.9%	1.9%
NT - Darwin Remote	1.6%	1.2%	1.0%	0.8%	0.7%	1.1%	2.0%	1.9%	1.2%
NT - Darwin Urban	3.0%	3.9%	3.3%	1.8%	0.7%	0.9%	1.2%	1.5%	1.7%
NT - East Arnhem	1.9%	0.9%	1.5%	1.3%	0.8%	1.2%	3.2%	2.2%	1.5%
NT - Katherine	4.8%	5.8%	3.2%	1.4%	0.8%	2.1%	3.0%	4.0%	2.8%
<b>Total</b>	<b>3.5%</b>	<b>4.3%</b>	<b>3.5%</b>	<b>2.1%</b>	<b>1.3%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.0%</b>	<b>2.2%</b>

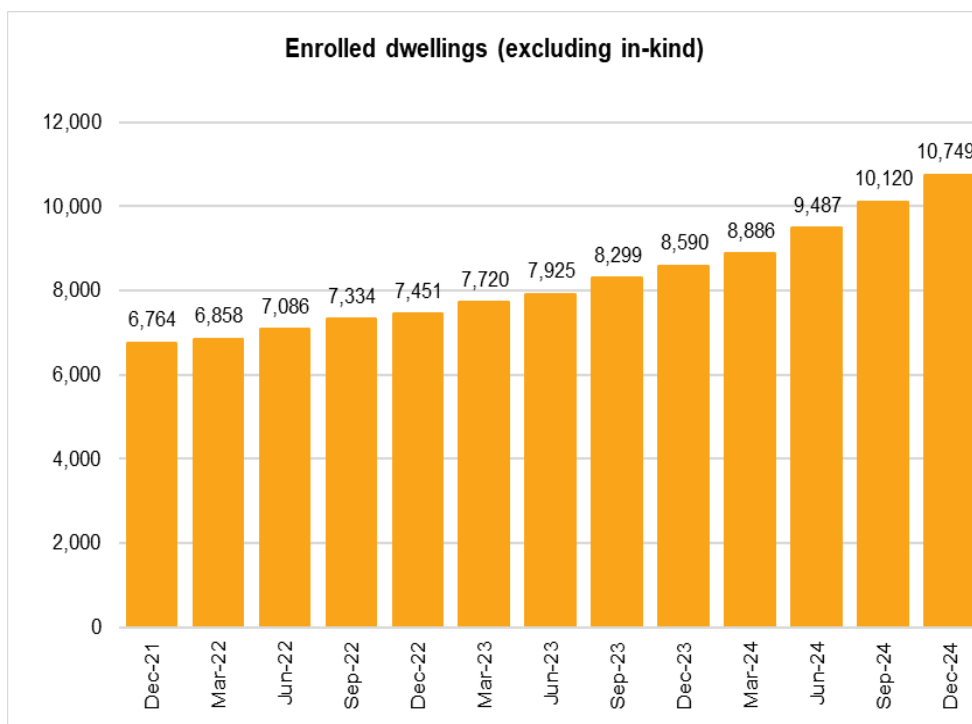
# Supplement P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National









**Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2024** <sup>206</sup> <sup>207</sup>

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
<b>NSW</b>	<b>4,922</b>	<b>2,900</b>	<b>2.4%</b>	<b>11,994</b>	<b>5.8%</b>	<b>205,597</b>
NSW - Hunter New England	684	397	2.0%	2,120	6.2%	33,955
NSW - Central Coast	265	162	2.3%	649	5.5%	11,758
NSW - Far West	<11	14	n/a	35	3.6%	960
NSW - Illawarra Shoalhaven	289	196	2.4%	734	6.2%	11,872
NSW - Mid North Coast	111	115	1.3%	348	4.1%	8,565
NSW - Murrumbidgee	244	116	2.7%	499	5.5%	9,062
NSW - Nepean Blue Mountains	379	155	3.1%	746	6.1%	12,203
NSW - North Sydney	647	247	4.7%	1,064	7.7%	13,756
NSW - Northern NSW	190	128	1.9%	442	4.5%	9,931
NSW - South Eastern Sydney	408	219	2.9%	829	5.9%	14,003
NSW - South Western Sydney	449	503	1.4%	1,669	5.2%	32,243
NSW - Southern NSW	115	57	2.0%	250	4.4%	5,669
NSW - Sydney	121	121	1.5%	420	5.3%	7,983
NSW - Western NSW	275	126	3.3%	628	7.5%	8,423
NSW - Western Sydney	737	343	2.9%	1,561	6.2%	25,181
Other	<11	<11	n/a	<11	n/a	33
<b>VIC</b>	<b>5,090</b>	<b>2,054</b>	<b>2.7%</b>	<b>7,670</b>	<b>4.1%</b>	<b>185,989</b>
VIC - Barwon	378	112	3.0%	552	4.4%	12,429
VIC - Central Highlands	298	77	4.0%	409	5.5%	7,403

<sup>206</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>207</sup> 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 - Loddon	190	112	2.0%	354	3.6%	9,717
VIC - North East Melbourne	640	205	3.6%	898	5.1%	17,665
VIC - Inner Gippsland	127	77	1.8%	235	3.4%	7,001
VIC - Ovens Murray	116	39	2.5%	174	3.8%	4,578
VIC - Western District	223	71	4.6%	302	6.2%	4,847
VIC - Inner East Melbourne	619	162	5.0%	773	6.2%	12,438
VIC - Outer East Melbourne	386	155	3.0%	540	4.2%	12,979
VIC - Hume Moreland	190	117	1.4%	340	2.6%	13,218
VIC - Bayside Peninsula	699	270	3.1%	1,050	4.7%	22,497
VIC - Southern Melbourne	348	228	1.9%	697	3.9%	18,014
VIC - Brimbank Melton	233	117	1.8%	378	3.0%	12,788
VIC - Western Melbourne	395	176	2.1%	553	3.0%	18,515
VIC - Goulburn	108	65	1.9%	193	3.4%	5,678
VIC - Mallee	77	31	2.4%	115	3.6%	3,228
VIC - Outer Gippsland	63	39	2.1%	107	3.6%	2,977
Other	<11	<11	n/a	<11	n/a	17
<b>QLD</b>	<b>2,363</b>	<b>1,832</b>	<b>1.6%</b>	<b>7,328</b>	<b>4.9%</b>	<b>149,150</b>
QLD - Bundaberg	83	32	2.1%	192	4.9%	3,937
QLD - Ipswich	187	170	1.5%	570	4.7%	12,158
QLD - Mackay	44	37	1.0%	200	4.4%	4,516
QLD - Toowoomba	171	153	1.9%	591	6.7%	8,822
QLD - Townsville	118	103	1.4%	493	5.9%	8,413
QLD - Rockhampton	84	94	1.0%	287	3.5%	8,107
QLD - Beenleigh	302	184	1.7%	810	4.6%	17,482
QLD - Brisbane	428	424	1.6%	1,321	4.8%	27,393
QLD - Cairns	105	93	1.4%	435	5.9%	7,326
QLD - Maryborough	105	60	1.8%	259	4.5%	5,818
QLD - Robina	245	189	1.6%	749	4.9%	15,166
QLD - Caboolture/Strathpine	312	159	1.8%	802	4.7%	16,946
QLD - Maroochydore	179	134	1.4%	619	4.7%	13,053
Other	<11	<11	n/a	<11	n/a	13
<b>WA</b>	<b>501</b>	<b>1,307</b>	<b>0.8%</b>	<b>3,411</b>	<b>5.6%</b>	<b>60,608</b>
WA - North East Metro	89	243	1.0%	673	7.5%	8,940
WA - Wheat Belt	<11	<11	n/a	26	1.8%	1,435
WA - South Metro	78	150	0.8%	481	4.8%	9,920
WA - Central South Metro	61	137	0.8%	372	4.9%	7,574
WA - South West	15	73	0.3%	200	4.2%	4,818
WA - Goldfields-Esperance	<11	31	n/a	54	5.2%	1,031
WA - North Metro	79	138	0.9%	354	4.2%	8,350
WA - Kimberley-Pilbara	<11	34	n/a	78	4.1%	1,885
WA - South East Metro	107	233	1.6%	580	8.4%	6,865
WA - Central North Metro	52	217	0.8%	485	7.2%	6,772
WA - Great Southern	<11	30	n/a	64	4.5%	1,408

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
WA - Midwest-Gascoyne	16	14	1.0%	42	2.7%	1,544
Other	<11	<11	n/a	<11	n/a	66
<b>SA</b>	<b>1,430</b>	<b>980</b>	<b>2.4%</b>	<b>3,215</b>	<b>5.4%</b>	<b>59,024</b>
SA - Adelaide Hills	33	21	1.4%	94	3.9%	2,409
SA - Barossa, Light and Lower North	26	32	0.9%	80	2.6%	3,052
SA - Eastern Adelaide	176	92	3.6%	291	5.9%	4,943
SA - Eyre and Western	11	24	0.6%	57	3.2%	1,790
SA - Far North (SA)	<11	13	n/a	41	6.5%	630
SA - Fleurieu and Kangaroo Island	25	25	1.4%	64	3.7%	1,741
SA - Limestone Coast	35	27	1.8%	106	5.5%	1,922
SA - Murray and Mallee	47	28	1.9%	108	4.4%	2,427
SA - Northern Adelaide	525	327	2.6%	1,167	5.8%	20,059
SA - Southern Adelaide	397	279	3.1%	873	6.8%	12,756
SA - Western Adelaide	132	84	2.6%	253	5.0%	5,052
SA - Yorke and Mid North	16	26	0.7%	79	3.6%	2,196
Other	<11	<11	n/a	<11	n/a	47
<b>TAS</b>	<b>99</b>	<b>410</b>	<b>0.7%</b>	<b>1,103</b>	<b>7.5%</b>	<b>14,793</b>
TAS - North	55	95	1.3%	250	5.9%	4,233
TAS - North West	31	99	1.0%	250	7.7%	3,234
TAS - South East	<11	84	n/a	190	5.7%	3,359
TAS - South West	<11	132	n/a	413	10.4%	3,967
Other	<11	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>198</b>	<b>136</b>	<b>1.8%</b>	<b>635</b>	<b>5.6%</b>	<b>11,300</b>
ACT	198	136	1.8%	635	5.6%	11,299
Other	<11	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>85</b>	<b>215</b>	<b>1.4%</b>	<b>616</b>	<b>9.8%</b>	<b>6,270</b>
Barkly	<11	<11	n/a	13	8.7%	150
Central Australia	<11	72	n/a	167	15.8%	1,060
Darwin Remote	<11	<11	n/a	<11	n/a	565
Darwin Urban	62	113	1.7%	359	10.0%	3,590
East Arnhem	<11	<11	n/a	<11	n/a	256
Katherine	14	17	3.6%	52	13.5%	385
Other	<11	<11	n/a	15	5.7%	264
<b>OT</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>75</b>
<b>Missing</b>	<b>&lt;11</b>	<b>&lt;11</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>17</b>
<b>Total</b>	<b>14,688</b>	<b>9,834</b>	<b>2.1%</b>	<b>35,972</b>	<b>5.2%</b>	<b>692,823</b>

**Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2024** <sup>208 209</sup>  
210

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	\$153,517,299	0.90%	\$5,344,537,733	31%	\$17,053,260,431
VIC	\$141,264,274	0.99%	\$3,623,063,391	26%	\$14,207,673,440
QLD	\$121,885,371	0.97%	\$3,476,291,594	28%	\$12,565,568,290
WA	\$38,407,870	0.72%	\$1,576,267,967	30%	\$5,320,948,256
SA	\$43,258,229	0.89%	\$1,566,896,643	32%	\$4,875,585,918
TAS	\$6,214,145	0.44%	\$531,393,885	38%	\$1,406,637,853
ACT	\$6,509,079	0.77%	\$282,005,136	33%	\$841,835,129
NT	\$5,565,864	0.67%	\$404,241,225	49%	\$827,105,617
Other Territories	n/a	n/a	n/a	n/a	\$7,994,321
Missing	n/a	n/a	n/a	n/a	\$887,954
<b>Total</b>	<b>\$516,622,130</b>	<b>0.90%</b>	<b>\$16,804,697,573</b>	<b>29%</b>	<b>\$57,107,497,210</b>

**Table P.3 Active SDA providers by State/Territory as at 31 December 2024** <sup>211 212 213</sup>

State/Territory	Providers of SDA supports active in 2024-25 Q2
NSW	201
VIC	146
QLD	124
WA	67
SA	53
TAS	12
ACT	7
NT	16
OT	<5
<b>National</b>	<b>516</b>

<sup>208</sup> State/Territory is defined by the current residing address of the participant.

<sup>209</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>210</sup> Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2024.

<sup>211</sup> Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

<sup>212</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>213</sup> Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

## SDA Building Types:

**Existing:** Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

**Legacy:** Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

**New Build:** An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

**New Build (refurbished):** A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

**Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 December 2024 (excluding in-kind arrangements)**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>110</b>	<b>0</b>	<b>85</b>	<b>0</b>	<b>195</b>
ACT - Australian Capital Territory	110	0	85	0	195
<b>NSW</b>	<b>1,224</b>	<b>53</b>	<b>1,678</b>	<b>33</b>	<b>2,988</b>
NSW - Capital Region	52	1	15	0	68
NSW - Central Coast	60	2	80	1	143
NSW - Central West	46	3	52	2	103
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	39	2	77
NSW - Illawarra	41	1	70	0	112
NSW - Mid North Coast	43	2	25	0	70
NSW - Murray	51	1	44	0	96
NSW - New England and North West	28	2	25	0	55
NSW - Newcastle and Lake Macquarie	72	1	135	2	210
NSW - Richmond - Tweed	42	1	31	0	74
NSW - Riverina	24	1	33	1	59
NSW - Southern Highlands and Shoalhaven	14	0	26	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	30	1	78
NSW - Sydney - Blacktown	65	4	102	2	173
NSW - Sydney - City and Inner South	15	3	22	4	44
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	81	3	164
NSW - Sydney - Inner West	17	1	32	0	50
NSW - Sydney - North Sydney and Hornsby	21	1	47	3	72
NSW - Sydney - Northern Beaches	28	1	41	0	70
NSW - Sydney - Outer South West	39	0	51	3	93
NSW - Sydney - Outer West and Blue Mountains	76	3	185	5	269
NSW - Sydney - Parramatta	98	0	196	2	296
NSW - Sydney - Ryde	67	1	84	0	152
NSW - Sydney - South West	38	1	141	1	181
NSW - Sydney - Sutherland	55	4	57	0	116
<b>NT</b>	<b>17</b>	<b>0</b>	<b>76</b>	<b>2</b>	<b>95</b>
NT - Darwin	10	0	62	2	74
NT - Northern Territory - Outback	7	0	14	0	21
<b>QLD</b>	<b>354</b>	<b>22</b>	<b>1,936</b>	<b>20</b>	<b>2,332</b>
QLD - Brisbane - East	11	0	93	1	105
QLD - Brisbane - North	21	0	65	1	87
QLD - Brisbane - South	13	2	68	0	83
QLD - Brisbane - West	43	2	14	0	59
QLD - Brisbane Inner City	5	0	74	1	80
QLD - Cairns	9	1	115	0	125
QLD - Central Queensland	25	2	35	1	63
QLD - Darling Downs - Maranoa	2	1	16	1	20
QLD - Gold Coast	23	2	197	2	224
QLD - Ipswich	38	1	244	1	284
QLD - Logan - Beaudesert	17	1	265	1	284
QLD - Mackay - Isaac - Whitsunday	5	0	60	0	65
QLD - Moreton Bay - North	19	1	158	2	180
QLD - Moreton Bay - South	14	0	68	0	82
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	93	2	112
QLD - Toowoomba	16	4	117	2	139
QLD - Townsville	26	2	128	2	158
QLD - Wide Bay	51	2	126	3	182
<b>SA</b>	<b>911</b>	<b>4</b>	<b>536</b>	<b>4</b>	<b>1,455</b>
SA - Adelaide - Central and Hills	76	1	107	2	186
SA - Adelaide - North	303	1	217	0	521
SA - Adelaide - South	275	1	91	2	369
SA - Adelaide - West	145	0	83	0	228
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	36	0	123
<b>TAS</b>	<b>13</b>	<b>3</b>	<b>80</b>	<b>4</b>	<b>100</b>
TAS - Hobart	4	0	26	0	30
TAS - Launceston and North East	5	2	24	4	35

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
TAS - South East	0	0	0	0	0
TAS - West and North West	4	1	30	0	35
<b>VIC</b>	<b>1,159</b>	<b>90</b>	<b>1,724</b>	<b>75</b>	<b>3,048</b>
VIC - Ballarat	40	5	139	2	186
VIC - Bendigo	27	3	43	0	73
VIC - Geelong	52	3	129	11	195
VIC - Hume	51	1	7	2	61
VIC - Latrobe - Gippsland	62	7	44	0	113
VIC - Melbourne - Inner	43	6	182	15	246
VIC - Melbourne - Inner East	81	9	40	0	130
VIC - Melbourne - Inner South	109	11	62	13	195
VIC - Melbourne - North East	147	6	139	6	298
VIC - Melbourne - North West	44	3	47	1	95
VIC - Melbourne - Outer East	126	4	57	6	193
VIC - Melbourne - South East	120	4	225	5	354
VIC - Melbourne - West	69	11	490	7	577
VIC - Mornington Peninsula	53	5	49	1	108
VIC - North West	68	7	22	6	103
VIC - Shepparton	30	3	23	0	56
VIC - Warrnambool and South West	37	2	26	0	65
<b>WA</b>	<b>10</b>	<b>1</b>	<b>525</b>	<b>0</b>	<b>536</b>
WA - Bunbury	0	0	6	0	6
WA - Mandurah	0	0	32	0	32
WA - Perth - Inner	5	0	24	0	29
WA - Perth - North East	1	1	61	0	63
WA - Perth - North West	1	0	109	0	110
WA - Perth - South East	3	0	145	0	148
WA - Perth - South West	0	0	126	0	126
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	6	0	6
<b>Total</b>	<b>3,798</b>	<b>173</b>	<b>6,640</b>	<b>138</b>	<b>10,749</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 December 2024 (excluding in-kind arrangements)**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>31</b>	<b>59</b>	<b>81</b>	<b>16</b>	<b>7</b>	<b>1</b>	<b>195</b>
ACT - Australian Capital Territory	31	59	81	16	7	1	195
<b>NSW</b>	<b>1,023</b>	<b>465</b>	<b>1,061</b>	<b>195</b>	<b>229</b>	<b>15</b>	<b>2,988</b>
NSW - Capital Region	48	3	9	3	5	0	68
NSW - Central Coast	54	12	60	5	12	0	143



SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Central West	35	9	29	19	10	1	103
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	25	7	13	0	77
NSW - Illawarra	42	20	50	0	0	0	112
NSW - Mid North Coast	39	11	5	9	6	0	70
NSW - Murray	34	17	19	15	7	4	96
NSW - New England and North West	18	11	7	2	17	0	55
NSW - Newcastle and Lake Macquarie	64	13	113	9	10	1	210
NSW - Richmond - Tweed	34	13	13	8	6	0	74
NSW - Riverina	23	9	19	4	4	0	59
NSW - Southern Highlands and Shoalhaven	8	17	9	6	0	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	22	2	7	0	78
NSW - Sydney - Blacktown	58	19	76	7	13	0	173
NSW - Sydney - City and Inner South	15	24	1	4	0	0	44
NSW - Sydney - Eastern Suburbs	10	0	1	4	0	1	16
NSW - Sydney - Inner South West	75	13	65	0	11	0	164
NSW - Sydney - Inner West	16	15	14	5	0	0	50
NSW - Sydney - North Sydney and Hornsby	20	9	28	8	5	2	72
NSW - Sydney - Northern Beaches	27	6	25	0	12	0	70
NSW - Sydney - Outer South West	33	9	39	10	1	1	93
NSW - Sydney - Outer West and Blue Mountains	56	81	84	20	28	0	269
NSW - Sydney - Parramatta	76	60	140	8	12	0	296
NSW - Sydney - Ryde	36	15	71	5	25	0	152
NSW - Sydney - South West	31	29	87	17	17	0	181
NSW - Sydney - Sutherland	51	22	32	7	2	2	116
<b>NT</b>	<b>7</b>	<b>4</b>	<b>47</b>	<b>20</b>	<b>11</b>	<b>6</b>	<b>95</b>
NT - Darwin	3	3	38	20	9	1	74
NT - Northern Territory - Outback	4	1	9	0	2	5	21
<b>QLD</b>	<b>100</b>	<b>267</b>	<b>1,328</b>	<b>383</b>	<b>250</b>	<b>4</b>	<b>2,332</b>
QLD - Brisbane - East	4	11	78	7	4	1	105
QLD - Brisbane - North	12	23	46	2	3	1	87
QLD - Brisbane - South	9	5	50	4	15	0	83
QLD - Brisbane - West	1	20	38	0	0	0	59
QLD - Brisbane Inner City	2	2	66	0	10	0	80
QLD - Cairns	1	7	76	21	20	0	125
QLD - Central Queensland	9	9	27	3	15	0	63
QLD - Darling Downs - Maranoa	1	3	9	4	3	0	20
QLD - Gold Coast	8	17	163	11	25	0	224
QLD - Ipswich	6	28	123	107	20	0	284
QLD - Logan - Beaudesert	5	33	172	53	21	0	284
QLD - Mackay - Isaac - Whitsunday	0	5	47	10	2	1	65
QLD - Moreton Bay - North	1	11	112	39	17	0	180
QLD - Moreton Bay - South	1	13	53	8	7	0	82

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	10	51	25	22	0	112
QLD - Toowoomba	14	23	60	30	12	0	139
QLD - Townsville	6	14	99	20	19	0	158
QLD - Wide Bay	16	33	58	39	35	1	182
<b>SA</b>	<b>509</b>	<b>343</b>	<b>365</b>	<b>99</b>	<b>137</b>	<b>2</b>	<b>1,455</b>
SA - Adelaide - Central and Hills	54	22	93	7	10	0	186
SA - Adelaide - North	132	157	148	45	38	1	521
SA - Adelaide - South	167	55	72	22	52	1	369
SA - Adelaide - West	91	69	35	13	20	0	228
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	17	10	17	0	123
<b>TAS</b>	<b>4</b>	<b>30</b>	<b>38</b>	<b>12</b>	<b>16</b>	<b>0</b>	<b>100</b>
TAS - Hobart	3	0	22	4	1	0	30
TAS - Launceston and North East	1	13	10	5	6	0	35
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	6	3	9	0	35
<b>VIC</b>	<b>311</b>	<b>532</b>	<b>1,204</b>	<b>580</b>	<b>416</b>	<b>5</b>	<b>3,048</b>
VIC - Ballarat	9	76	56	33	10	2	186
VIC - Bendigo	3	17	30	20	3	0	73
VIC - Geelong	12	36	103	35	8	1	195
VIC - Hume	23	12	12	4	9	1	61
VIC - Latrobe - Gippsland	17	35	28	15	18	0	113
VIC - Melbourne - Inner	19	35	184	2	6	0	246
VIC - Melbourne - Inner East	15	22	44	15	34	0	130
VIC - Melbourne - Inner South	43	28	68	14	42	0	195
VIC - Melbourne - North East	29	54	97	56	62	0	298
VIC - Melbourne - North West	7	18	30	20	20	0	95
VIC - Melbourne - Outer East	32	33	40	20	67	1	193
VIC - Melbourne - South East	33	46	159	91	25	0	354
VIC - Melbourne - West	7	43	272	213	42	0	577
VIC - Mornington Peninsula	11	21	35	15	26	0	108
VIC - North West	20	26	13	10	34	0	103
VIC - Shepparton	9	19	13	10	5	0	56
VIC - Warrnambool and South West	22	11	20	7	5	0	65
<b>WA</b>	<b>2</b>	<b>31</b>	<b>398</b>	<b>18</b>	<b>79</b>	<b>8</b>	<b>536</b>
WA - Bunbury	0	0	4	0	2	0	6
WA - Mandurah	0	0	18	0	11	3	32
WA - Perth - Inner	0	0	24	0	4	1	29
WA - Perth - North East	1	3	50	0	9	0	63
WA - Perth - North West	1	10	91	6	2	0	110
WA - Perth - South East	0	17	93	6	31	1	148
WA - Perth - South West	0	1	107	3	14	1	126

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
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	5	1	0	0	6
<b>Total</b>	<b>1,987</b>	<b>1,731</b>	<b>4,522</b>	<b>1,323</b>	<b>1,145</b>	<b>41</b>	<b>10,749</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2024 (excluding in-kind arrangements)**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>73</b>	<b>56</b>	<b>34</b>	<b>24</b>	<b>8</b>	<b>0</b>	<b>195</b>
ACT - Australian Capital Territory	73	56	34	24	8	0	195
<b>NSW</b>	<b>1,337</b>	<b>423</b>	<b>265</b>	<b>300</b>	<b>610</b>	<b>53</b>	<b>2,988</b>
NSW - Capital Region	33	7	2	10	15	1	68
NSW - Central Coast	63	15	12	15	36	2	143
NSW - Central West	38	10	7	14	31	3	103
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	17	12	16	13	18	1	77
NSW - Illawarra	53	3	17	10	28	1	112
NSW - Mid North Coast	20	18	13	1	16	2	70
NSW - Murray	47	15	10	7	16	1	96
NSW - New England and North West	12	14	5	2	20	2	55
NSW - Newcastle and Lake Macquarie	83	42	26	19	39	1	210
NSW - Richmond - Tweed	29	8	10	7	19	1	74
NSW - Riverina	15	12	10	11	10	1	59
NSW - Southern Highlands and Shoalhaven	4	16	6	3	11	0	40
NSW - Sydney - Baulkham Hills and Hawkesbury	21	5	2	17	27	6	78
NSW - Sydney - Blacktown	87	7	14	18	43	4	173
NSW - Sydney - City and Inner South	13	13	1	5	9	3	44
NSW - Sydney - Eastern Suburbs	3	0	1	4	7	1	16
NSW - Sydney - Inner South West	86	12	8	13	43	2	164
NSW - Sydney - Inner West	29	1	5	4	10	1	50
NSW - Sydney - North Sydney and Hornsby	41	8	3	7	12	1	72
NSW - Sydney - Northern Beaches	16	8	5	12	28	1	70
NSW - Sydney - Outer South West	40	13	8	17	15	0	93
NSW - Sydney - Outer West and Blue Mountains	121	47	43	24	31	3	269
NSW - Sydney - Parramatta	205	25	10	16	40	0	296
NSW - Sydney - Ryde	77	30	5	14	25	1	152
NSW - Sydney - South West	91	46	9	14	20	1	181
NSW - Sydney - Sutherland	55	17	8	9	23	4	116
<b>NT</b>	<b>10</b>	<b>58</b>	<b>17</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>95</b>
NT - Darwin	7	49	10	2	6	0	74
NT - Northern Territory - Outback	3	9	7	1	1	0	21

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>QLD</b>	<b>1,083</b>	<b>589</b>	<b>492</b>	<b>110</b>	<b>36</b>	<b>22</b>	<b>2,332</b>
QLD - Brisbane - East	65	20	18	1	1	0	105
QLD - Brisbane - North	53	11	17	2	4	0	87
QLD - Brisbane - South	52	11	14	2	2	2	83
QLD - Brisbane - West	35	15	3	3	1	2	59
QLD - Brisbane Inner City	76	0	2	1	1	0	80
QLD - Cairns	68	16	33	7	0	1	125
QLD - Central Queensland	27	14	9	10	1	2	63
QLD - Darling Downs - Maranoa	2	10	5	1	1	1	20
QLD - Gold Coast	169	11	37	3	2	2	224
QLD - Ipswich	84	104	84	11	0	1	284
QLD - Logan - Beaudesert	133	80	57	12	1	1	284
QLD - Mackay - Isaac - Whitsunday	20	33	4	7	1	0	65
QLD - Moreton Bay - North	68	43	52	9	7	1	180
QLD - Moreton Bay - South	44	18	12	6	2	0	82
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	65	13	24	5	4	1	112
QLD - Toowoomba	29	64	29	11	2	4	139
QLD - Townsville	37	72	36	9	2	2	158
QLD - Wide Bay	56	54	56	10	4	2	182
<b>SA</b>	<b>436</b>	<b>573</b>	<b>237</b>	<b>125</b>	<b>80</b>	<b>4</b>	<b>1,455</b>
SA - Adelaide - Central and Hills	95	45	23	15	7	1	186
SA - Adelaide - North	120	219	103	51	27	1	521
SA - Adelaide - South	118	144	46	27	33	1	369
SA - Adelaide - West	83	83	37	14	11	0	228
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	69	24	13	1	0	123
<b>TAS</b>	<b>45</b>	<b>34</b>	<b>5</b>	<b>13</b>	<b>0</b>	<b>3</b>	<b>100</b>
TAS - Hobart	5	19	5	1	0	0	30
TAS - Launceston and North East	17	7	0	9	0	2	35
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	23	8	0	3	0	1	35
<b>VIC</b>	<b>1,094</b>	<b>647</b>	<b>430</b>	<b>174</b>	<b>613</b>	<b>90</b>	<b>3,048</b>
VIC - Ballarat	99	38	21	5	18	5	186
VIC - Bendigo	38	5	8	7	12	3	73
VIC - Geelong	74	58	26	7	27	3	195
VIC - Hume	7	23	9	5	16	1	61
VIC - Latrobe - Gippsland	55	16	9	3	23	7	113
VIC - Melbourne - Inner	192	20	7	5	16	6	246
VIC - Melbourne - Inner East	42	4	6	13	56	9	130
VIC - Melbourne - Inner South	82	19	20	9	54	11	195
VIC - Melbourne - North East	79	59	56	17	81	6	298
VIC - Melbourne - North West	12	26	20	5	29	3	95
VIC - Melbourne - Outer East	45	19	29	26	70	4	193

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Melbourne - South East	114	85	64	25	62	4	354
VIC - Melbourne - West	168	229	110	15	44	11	577
VIC - Mornington Peninsula	30	16	14	10	33	5	108
VIC - North West	25	19	12	10	30	7	103
VIC - Shepparton	22	2	8	5	16	3	56
VIC - Warrnambool and South West	10	9	11	7	26	2	65
<b>WA</b>	<b>227</b>	<b>141</b>	<b>145</b>	<b>16</b>	<b>6</b>	<b>1</b>	<b>536</b>
WA - Bunbury	0	4	2	0	0	0	6
WA - Mandurah	7	13	11	1	0	0	32
WA - Perth - Inner	23	6	0	0	0	0	29
WA - Perth - North East	9	17	31	3	2	1	63
WA - Perth - North West	53	23	27	5	2	0	110
WA - Perth - South East	45	48	47	6	2	0	148
WA - Perth - South West	82	24	19	1	0	0	126
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	3	0	0	0	0	6
<b>Total</b>	<b>4,305</b>	<b>2,521</b>	<b>1,625</b>	<b>765</b>	<b>1,360</b>	<b>173</b>	<b>10,749</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 December 2024 (excluding in-kind arrangements)**

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>22</b>	<b>92</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>130</b>
ACT - Australian Capital Territory	22	92	10	3	3	130
<b>NSW</b>	<b>725</b>	<b>1,616</b>	<b>270</b>	<b>388</b>	<b>44</b>	<b>3,043</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	21	102	3	36	0	162
NSW - Central West	13	38	29	5	4	89
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	71	18	17	0	112
NSW - Illawarra	40	86	0	0	0	126
NSW - Mid North Coast	16	13	12	17	0	58
NSW - Murray	10	34	12	5	10	71
NSW - New England and North West	3	9	2	32	0	46
NSW - Newcastle and Lake Macquarie	36	239	14	14	3	306
NSW - Richmond - Tweed	15	27	8	10	0	60
NSW - Riverina	14	43	5	11	0	73
NSW - Southern Highlands and Shoalhaven	23	23	19	0	0	65
NSW - Sydney - Baulkham Hills and Hawkesbury	25	22	1	20	0	68
NSW - Sydney - Blacktown	26	103	6	35	0	170
NSW - Sydney - City and Inner South	39	5	4	0	0	48

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	27	82	0	12	0	121
NSW - Sydney - Inner West	15	21	4	0	0	40
NSW - Sydney - North Sydney and Hornsby	7	42	11	5	4	69
NSW - Sydney - Northern Beaches	15	63	0	37	0	115
NSW - Sydney - Outer South West	14	61	17	0	4	96
NSW - Sydney - Outer West and Blue Mountains	145	105	34	43	0	327
NSW - Sydney - Parramatta	86	153	10	9	0	258
NSW - Sydney - Ryde	42	48	7	38	0	135
NSW - Sydney - South West	40	134	27	31	0	232
NSW - Sydney - Sutherland	27	46	7	5	10	95
<b>NT</b>	<b>3</b>	<b>93</b>	<b>41</b>	<b>7</b>	<b>18</b>	<b>162</b>
NT - Darwin	3	77	41	7	3	131
NT - Northern Territory - Outback	0	16	0	0	15	31
<b>QLD</b>	<b>256</b>	<b>2,334</b>	<b>533</b>	<b>332</b>	<b>14</b>	<b>3,469</b>
QLD - Brisbane - East	15	109	5	7	3	139
QLD - Brisbane - North	20	61	3	4	2	90
QLD - Brisbane - South	0	77	8	22	0	107
QLD - Brisbane - West	2	26	0	0	0	28
QLD - Brisbane Inner City	0	67	0	16	0	83
QLD - Cairns	6	151	22	20	0	199
QLD - Central Queensland	0	46	4	13	0	63
QLD - Darling Downs - Maranoa	5	22	8	4	0	39
QLD - Gold Coast	18	218	11	34	0	281
QLD - Ipswich	32	267	168	34	0	501
QLD - Logan - Beaudesert	48	309	84	24	0	465
QLD - Mackay - Isaac - Whitsunday	0	84	14	8	4	110
QLD - Moreton Bay - North	11	237	41	21	0	310
QLD - Moreton Bay - South	7	86	11	6	0	110
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	9	101	23	30	0	163
QLD - Toowoomba	37	130	50	35	0	252
QLD - Townsville	14	208	23	19	0	264
QLD - Wide Bay	32	135	58	35	5	265
<b>SA</b>	<b>266</b>	<b>519</b>	<b>199</b>	<b>69</b>	<b>6</b>	<b>1,059</b>
SA - Adelaide - Central and Hills	39	107	17	2	0	165
SA - Adelaide - North	120	259	81	14	4	478
SA - Adelaide - South	34	79	45	31	2	191
SA - Adelaide - West	64	32	31	12	0	139
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	42	19	10	0	80
<b>TAS</b>	<b>27</b>	<b>70</b>	<b>13</b>	<b>34</b>	<b>0</b>	<b>144</b>
TAS - Hobart	0	49	4	0	0	53

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
TAS - Launceston and North East	12	13	5	20	0	50
TAS - South East	0	0	0	0	0	0
TAS - West and North West	15	8	4	14	0	41
<b>VIC</b>	<b>364</b>	<b>1,792</b>	<b>795</b>	<b>165</b>	<b>14</b>	<b>3,130</b>
VIC - Ballarat	100	85	23	7	6	221
VIC - Bendigo	15	40	16	0	0	71
VIC - Geelong	28	178	52	6	2	266
VIC - Hume	7	10	1	0	3	21
VIC - Latrobe - Gippsland	10	45	4	13	0	72
VIC - Melbourne - Inner	20	189	0	4	0	213
VIC - Melbourne - Inner East	2	32	6	2	0	42
VIC - Melbourne - Inner South	8	79	16	0	0	103
VIC - Melbourne - North East	26	148	81	19	0	274
VIC - Melbourne - North West	12	63	26	4	0	105
VIC - Melbourne - Outer East	16	59	8	15	3	101
VIC - Melbourne - South East	31	268	116	9	0	424
VIC - Melbourne - West	55	455	408	24	0	942
VIC - Mornington Peninsula	3	66	15	20	0	104
VIC - North West	14	9	5	29	0	57
VIC - Shepparton	11	18	7	0	0	36
VIC - Warrnambool and South West	6	48	11	13	0	78
<b>WA</b>	<b>56</b>	<b>709</b>	<b>34</b>	<b>188</b>	<b>18</b>	<b>1,005</b>
WA - Bunbury	0	8	0	6	0	14
WA - Mandurah	0	33	0	31	6	70
WA - Perth - Inner	0	20	0	4	2	26
WA - Perth - North East	9	119	0	25	0	153
WA - Perth - North West	16	173	11	5	0	205
WA - Perth - South East	29	185	13	73	2	302
WA - Perth - South West	2	154	5	28	2	191
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	7	2	0	0	9
<b>Total</b>	<b>1,719</b>	<b>7,225</b>	<b>1,895</b>	<b>1,186</b>	<b>117</b>	<b>12,142</b>

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

**Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2024 <sup>214</sup>**

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
<b>ACT</b>	<b>0</b>	<b>1</b>	<b>71</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>74</b>
ACT - Australian Capital Territory	0	1	71	1	0	1	74
<b>NSW</b>	<b>0</b>	<b>136</b>	<b>981</b>	<b>218</b>	<b>64</b>	<b>57</b>	<b>1,456</b>
NSW - Capital Region	0	0	2	0	2	0	4
NSW - Central Coast	0	0	61	8	1	16	86
NSW - Central West	0	6	23	14	4	0	47
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	2	20	2	0	2	26
NSW - Hunter Valley exc Newcastle	0	7	18	18	9	1	53
NSW - Illawarra	0	9	34	3	0	0	46
NSW - Mid North Coast	0	1	9	0	5	1	16
NSW - Murray	0	3	17	8	0	1	29
NSW - New England and North West	0	5	13	4	3	1	26
NSW - Newcastle and Lake Macquarie	0	3	42	12	4	2	63
NSW - Richmond - Tweed	0	0	14	1	1	0	16
NSW - Riverina	0	1	11	1	2	0	15
NSW - Southern Highlands and Shoalhaven	0	0	5	2	0	1	8
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	25	6	2	3	41
NSW - Sydney - Blacktown	0	15	136	20	1	1	173
NSW - Sydney - City and Inner South	0	5	17	6	0	3	31
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	1	73	3	1	0	78
NSW - Sydney - Inner West	0	15	2	0	1	0	18
NSW - Sydney - North Sydney and Hornsby	0	0	13	1	0	2	16
NSW - Sydney - Northern Beaches	0	1	20	6	1	0	28
NSW - Sydney - Outer South West	0	10	49	1	1	1	62
NSW - Sydney - Outer West and Blue Mountains	0	27	89	8	1	7	132
NSW - Sydney - Parramatta	0	6	167	48	6	8	235
NSW - Sydney - Ryde	0	1	33	6	0	0	40
NSW - Sydney - South West	0	12	62	29	19	7	129
NSW - Sydney - Sutherland	0	1	26	10	0	0	37
<b>NT</b>	<b>0</b>	<b>6</b>	<b>60</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>80</b>
NT - Darwin	0	6	49	9	0	0	64

<sup>214</sup> SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only. There is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA or that it will be enrolled as the same building type and design category as what is in the SDA pipeline data. The NDIA decides whether to enrol a dwelling when an SDA provider submits a completed application to enrol, after the dwelling is built. The NDIA won't enrol a dwelling if the provider and the dwelling don't meet all of the requirements for enrolment under the SDA Rules at the time of the decision. This is regardless of any previous assessment, feedback or certification provided by the NDIA or any other party. There may also be under-construction properties which are intended to be enrolled as SDA which are not represented in the data. There may be delays in excluding enrolled SDA dwellings from SDA pipeline data. This may result in SDA pipeline numbers being overstated in a given reporting period. Work is underway to improve accuracy of SDA dwellings reporting.



SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NT - Northern Territory - Outback	0	0	11	0	5	0	16
<b>QLD</b>	<b>0</b>	<b>163</b>	<b>1,061</b>	<b>277</b>	<b>49</b>	<b>51</b>	<b>1,601</b>
QLD - Brisbane - East	0	13	67	2	1	8	91
QLD - Brisbane - North	0	24	30	4	1	2	61
QLD - Brisbane - South	0	2	53	0	25	6	86
QLD - Brisbane - West	0	0	10	0	0	0	10
QLD - Brisbane Inner City	0	1	39	1	0	0	41
QLD - Cairns	0	6	45	32	0	0	83
QLD - Central Queensland	0	0	53	18	2	4	77
QLD - Darling Downs - Maranoa	0	4	2	1	0	0	7
QLD - Gold Coast	0	4	91	2	0	2	99
QLD - Ipswich	0	10	73	59	4	6	152
QLD - Logan - Beaudesert	0	24	115	47	9	3	198
QLD - Mackay - Isaac - Whitsunday	0	0	68	7	0	1	76
QLD - Moreton Bay - North	0	13	70	11	0	4	98
QLD - Moreton Bay - South	0	2	35	4	0	4	45
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	5	33	0	1	3	42
QLD - Toowoomba	0	9	66	37	2	1	115
QLD - Townsville	0	4	121	19	1	0	145
QLD - Wide Bay	0	42	84	33	3	7	169
<b>SA</b>	<b>0</b>	<b>95</b>	<b>422</b>	<b>92</b>	<b>38</b>	<b>54</b>	<b>701</b>
SA - Adelaide - Central and Hills	0	8	59	5	1	7	80
SA - Adelaide - North	0	43	174	49	20	21	307
SA - Adelaide - South	0	21	86	20	6	19	152
SA - Adelaide - West	0	21	17	0	6	7	51
SA - Barossa - Yorke - Mid North	0	0	13	1	0	0	14
SA - South Australia - Outback	0	0	8	0	0	0	8
SA - South Australia - South East	0	2	65	17	5	0	89
<b>TAS</b>	<b>0</b>	<b>16</b>	<b>110</b>	<b>13</b>	<b>0</b>	<b>15</b>	<b>154</b>
TAS - Hobart	0	0	91	10	0	0	101
TAS - Launceston and North East	0	0	12	2	0	13	27
TAS - South East	0	0	7	0	0	1	8
TAS - West and North West	0	16	0	1	0	1	18
<b>VIC</b>	<b>0</b>	<b>220</b>	<b>1,577</b>	<b>586</b>	<b>43</b>	<b>48</b>	<b>2,474</b>
VIC - Ballarat	0	17	30	41	0	4	92
VIC - Bendigo	0	1	33	19	1	0	54
VIC - Geelong	0	12	159	25	0	2	198
VIC - Hume	0	1	6	3	1	2	13
VIC - Latrobe - Gippsland	0	10	40	11	9	6	76
VIC - Melbourne - Inner	0	9	132	0	1	0	142
VIC - Melbourne - Inner East	0	7	31	4	10	0	52
VIC - Melbourne - Inner South	0	5	99	5	0	4	113
VIC - Melbourne - North East	0	13	120	53	5	14	205

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - North West	0	3	51	33	0	1	88
VIC - Melbourne - Outer East	0	2	30	7	2	1	42
VIC - Melbourne - South East	0	52	267	90	5	2	416
VIC - Melbourne - West	0	43	472	248	9	4	776
VIC - Mornington Peninsula	0	4	46	22	0	6	78
VIC - North West	0	16	23	10	0	0	49
VIC - Shepparton	0	25	13	6	0	1	45
VIC - Warrnambool and South West	0	0	25	9	0	1	35
<b>WA</b>	<b>0</b>	<b>50</b>	<b>617</b>	<b>63</b>	<b>77</b>	<b>16</b>	<b>823</b>
WA - Bunbury	0	1	33	0	2	0	36
WA - Mandurah	0	7	73	10	10	1	101
WA - Perth - Inner	0	1	43	0	0	5	49
WA - Perth - North East	0	9	75	9	9	8	110
WA - Perth - North West	0	6	94	13	5	0	118
WA - Perth - South East	0	18	150	15	25	0	208
WA - Perth - South West	0	7	141	16	20	2	186
WA - Western Australia - Outback (North)	0	0	0	0	1	0	1
WA - Western Australia - Outback (South)	0	0	4	0	3	0	7
WA - Western Australia - Wheat Belt	0	1	4	0	2	0	7
<b>Total</b>	<b>0</b>	<b>687</b>	<b>4,899</b>	<b>1,259</b>	<b>276</b>	<b>242</b>	<b>7,363</b>

**Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2024** <sup>215</sup>

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)
<b>ACT</b>	<b>198</b>	<b>136</b>	<b>334</b>
ACT - Australian Capital Territory	198	136	334
<b>NSW</b>	<b>4,922</b>	<b>2,900</b>	<b>7,822</b>
NSW - Capital Region	121	64	185
NSW - Central Coast	265	162	427
NSW - Central West	179	93	272
NSW - Coffs Harbour - Grafton	76	65	141
NSW - Far West and Orana	112	55	167
NSW - Hunter Valley exc Newcastle	143	106	249
NSW - Illawarra	211	148	359

<sup>215</sup> 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)
NSW - Mid North Coast	124	119	243
NSW - Murray	126	50	176
NSW - New England and North West	103	71	174
NSW - Newcastle and Lake Macquarie	382	172	554
NSW - Richmond - Tweed	157	107	264
NSW - Riverina	110	60	170
NSW - Southern Highlands and Shoalhaven	87	68	155
NSW - Sydney - Baulkham Hills and Hawkesbury	202	54	256
NSW - Sydney - Blacktown	292	148	440
NSW - Sydney - City and Inner South	67	73	140
NSW - Sydney - Eastern Suburbs	48	59	107
NSW - Sydney - Inner South West	250	191	441
NSW - Sydney - Inner West	94	71	165
NSW - Sydney - North Sydney and Hornsby	126	105	231
NSW - Sydney - Northern Beaches	189	68	257
NSW - Sydney - Outer South West	135	134	269
NSW - Sydney - Outer West and Blue Mountains	363	139	502
NSW - Sydney - Parramatta	338	179	517
NSW - Sydney - Ryde	266	66	332
NSW - Sydney - South West	161	202	363
NSW - Sydney - Sutherland	195	70	265
NSW - Other	0	1	1
<b>NT</b>	<b>85</b>	<b>215</b>	<b>300</b>
NT - Darwin	65	113	178
NT - Northern Territory - Outback	20	102	122
NT - Other	0	0	0
<b>QLD</b>	<b>2,363</b>	<b>1,832</b>	<b>4,195</b>
QLD - Brisbane - East	103	104	207
QLD - Brisbane - North	92	106	198
QLD - Brisbane - South	94	121	215
QLD - Brisbane - West	88	43	131
QLD - Brisbane Inner City	67	43	110
QLD - Cairns	104	89	193
QLD - Central Queensland	84	92	176
QLD - Darling Downs - Maranoa	25	32	57
QLD - Gold Coast	245	191	436
QLD - Ipswich	228	231	459
QLD - Logan - Beaudesert	242	118	360
QLD - Mackay - Isaac - Whitsunday	44	37	81
QLD - Moreton Bay - North	241	111	352
QLD - Moreton Bay - South	71	49	120
QLD - Queensland - Outback	1	17	18
QLD - Sunshine Coast	156	118	274

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 - Toowoomba	149	128	277
QLD - Townsville	118	94	212
QLD - Wide Bay	211	108	319
QLD - Other	0	0	0
<b>SA</b>	<b>1,430</b>	<b>980</b>	<b>2,410</b>
SA - Adelaide - Central and Hills	209	113	322
SA - Adelaide - North	508	305	813
SA - Adelaide - South	397	278	675
SA - Adelaide - West	175	125	300
SA - Barossa - Yorke - Mid North	16	40	56
SA - South Australia - Outback	18	39	57
SA - South Australia - South East	107	80	187
SA - Other	0	0	0
<b>TAS</b>	<b>99</b>	<b>410</b>	<b>509</b>
TAS - Hobart	13	209	222
TAS - Launceston and North East	55	95	150
TAS - South East	0	7	7
TAS - West and North West	31	99	130
TAS - Other	0	0	0
<b>VIC</b>	<b>5,090</b>	<b>2,054</b>	<b>7,144</b>
VIC - Ballarat	243	65	308
VIC - Bendigo	132	83	215
VIC - Geelong	314	108	422
VIC - Hume	123	52	175
VIC - Latrobe - Gippsland	190	116	306
VIC - Melbourne - Inner	242	125	367
VIC - Melbourne - Inner East	352	88	440
VIC - Melbourne - Inner South	380	100	480
VIC - Melbourne - North East	583	188	771
VIC - Melbourne - North West	183	117	300
VIC - Melbourne - Outer East	478	173	651
VIC - Melbourne - South East	567	294	861
VIC - Melbourne - West	524	233	757
VIC - Mornington Peninsula	239	133	372
VIC - North West	229	54	283
VIC - Shepparton	127	63	190
VIC - Warrnambool and South West	184	61	245
VIC - Other	0	1	1
<b>WA</b>	<b>501</b>	<b>1,307</b>	<b>1,808</b>
WA - Bunbury	15	73	88
WA - Mandurah	35	44	79
WA - Perth - Inner	26	62	88
WA - Perth - North East	62	212	274

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)
WA - Perth - North West	105	294	399
WA - Perth - South East	161	320	481
WA - Perth - South West	77	186	263
WA - Western Australia - Outback (North)	0	34	34
WA - Western Australia - Outback (South)	16	45	61
WA - Western Australia - Wheat Belt	4	37	41
WA - Other	0	0	0
Missing	0	0	0
<b>Total</b>	<b>14,688</b>	<b>9,834</b>	<b>24,522</b>

## Endnotes:

### Supplement E:

- 1 There is 1 active participant in Previous Quarters and as at 31 December 2024 with missing service previously received information. This participant is not shown separately but included in the total number of active participants.
- 2 There are a further 1,664 active participants aged 65 years or over who are currently in residential aged care.
- 3 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 4 Other includes participants with housing support data that is unavailable.
- 5 Residential aged care exits do not include participants who are deceased or have exited the Scheme.
- 6 There is 1 active participant in Previous Quarters and as at 31 December 2024 with missing age group information. This participant is not shown separately but included in the total number of active participants.
- 7 There is 1 active participant as at 31 December 2024 with missing age group information. This participant is not shown separately but included in the total number of active participants.
- 8 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.
- 9 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 10 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 11 ECA stands for early childhood approach.
- 12 From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days).
- 13 ECA stands for early childhood approach.
- 14 Reporting on PSG 8 commenced in the March 2024 quarter.
- 15 Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

- 16 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.
- 17 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.
- 18 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.
- 19 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.
- 20 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 21 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.
- 22 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.
- 23 Note that 66% of all complainants made only one complaint, 17% made two complaints, and 17% made three or more complaints.
- 24 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.
- 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 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.
- 27 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 28 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

- 29 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 30 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.
- 31 Registration status is determined as at the posting date of payment.
- 32 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.
- 33 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.
- 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 Total payments for home modifications were \$287.8 million. Of which, \$285.6 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$2.2 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$389.6 million. Of which, \$384.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.1 million (1%) has been allocated for non-SDA supports.
- 36 Total payments for home modifications were \$194.1 million. Of which, \$96.3 million (49.6%) has been paid for specialised disability accommodation (SDA) supports, and \$97.8 million (50.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$343.3 million. Of which, \$132.1 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$211.2 million (62%) has been allocated for non-SDA supports.
- 37 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 38 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:

- 39 There are a further 598 active participants aged 65 years or over who are currently in residential aged care.
- 40 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.



- 41 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.
- 42 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 43 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 44 Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
- 45 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 46 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.
- 47 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.
- 48 Note that 59% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.
- 49 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.
- 50 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.
- 51 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 52 Data is reported with one month lag; therefore, results for last month of the current quarter are not included.
- 53 Supports in dispute data is only available for 2022-23 Q3 onwards.

- 54 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.
- 55 Registration status is determined as at the posting date of payment.
- 56 Total payments for home modifications were \$93.9 million. Of which, \$93.3 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.6 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$119.8 million. Of which, \$118.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.5 million (1%) has been allocated for non-SDA supports.
- 57 Total payments for home modifications were \$52.1 million. Of which, \$26.6 million (51.0%) has been paid for specialised disability accommodation (SDA) supports, and \$25.6 million (49.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$93.7 million. Of which, \$35.2 million (38%) has been allocated for specialised disability accommodation (SDA) supports, and \$58.5 million (62%) has been allocated for non-SDA supports.
- 58 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 59 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:

- 60 There are a further 502 active participants aged 65 years or over who are currently in residential aged care.
- 61 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.
- 62 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.
- 63 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 64 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

- 65 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.
- 66 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 67 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.
- 68 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.
- 69 Note that 59% of all complainants made only one complaint, 20% made two complaints, and 21% made three or more complaints.
- 70 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.
- 71 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.
- 72 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 73 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 74 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 75 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.
- 76 Registration status is determined as at the posting date of payment.

- 77 Total payments for home modifications were \$85.4 million. Of which, \$85.0 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$110.6 million. Of which, \$109.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0 million (1%) has been allocated for non-SDA supports.
- 78 Total payments for home modifications were \$47.9 million. Of which, \$21.5 million (44.9%) has been paid for specialised disability accommodation (SDA) supports, and \$26.4 million (55.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$89.1 million. Of which, \$31.6 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$57.5 million (65%) has been allocated for non-SDA supports.
- 79 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 80 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:

- 81 There are a further 298 active participants aged 65 years or over who are currently in residential aged care.
- 82 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.
- 83 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.
- 84 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 85 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 86 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.
- 87 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

- 88 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.
- 89 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.
- 90 Note that 60% of all complainants made only one complaint, 20% made two complaints, and 20% made three or more complaints.
- 91 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.
- 92 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.
- 93 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 94 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 95 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 96 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.
- 97 Registration status is determined as at the posting date of payment.
- 98 Total payments for home modifications were \$65.9 million. Of which, \$65.5 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$82.8 million. Of which, \$81.6 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.1 million (1%) has been allocated for non-SDA supports.

- 99 Total payments for home modifications were \$55.3 million. Of which, \$31.3 million (56.6%) has been paid for specialised disability accommodation (SDA) supports, and \$24.0 million (43.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$90.2 million. Of which, \$40.3 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$50.0 million (55%) has been allocated for non-SDA supports.
- 100 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 101 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:

- 102 There are a further 111 active participants aged 65 years or over who are currently in residential aged care.
- 103 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.
- 104 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.
- 105 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 106 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 107 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.
- 108 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 109 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.
- 110 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.

- 111 Note that 62% of all complainants made only one complaint, 20% made two complaints, and 18% made three or more complaints.
- 112 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.
- 113 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.
- 114 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 115 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 116 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 117 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.
- 118 Registration status is determined as at the posting date of payment.
- 119 Total payments for home modifications were \$14.8 million. Of which, \$14.4 million (97.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (2.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$28.7 million. Of which, \$28.1 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (2%) has been allocated for non-SDA supports.
- 120 Total payments for home modifications were \$16.1 million. Of which, \$6.6 million (41.2%) has been paid for specialised disability accommodation (SDA) supports, and \$9.5 million (58.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$31.7 million. Of which, \$10.3 million (32%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.4 million (68%) has been allocated for non-SDA supports.
- 121 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 122 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:

- 123 There are a further 101 active participants aged 65 years or over who are currently in residential aged care.
- 124 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.
- 125 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.
- 126 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 127 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 128 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.
- 129 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 130 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.
- 131 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.
- 132 Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.
- 133 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.
- 134 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.



- 135 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 136 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 137 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 138 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.
- 139 Registration status is determined as at the posting date of payment.
- 140 Total payments for home modifications were \$21.3 million. Of which, \$20.9 million (98.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$33.8 million. Of which, \$33.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (2%) has been allocated for non-SDA supports.
- 141 Total payments for home modifications were \$13.7 million. Of which, \$6.7 million (49.3%) has been paid for specialised disability accommodation (SDA) supports, and \$6.9 million (50.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$23.2 million. Of which, \$10.0 million (43%) has been allocated for specialised disability accommodation (SDA) supports, and \$13.3 million (57%) has been allocated for non-SDA supports.
- 142 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 143 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:

- 144 There are a further 32 active participants aged 65 years or over who are currently in residential aged care.
- 145 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.
- 146 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.

- 147 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 148 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 149 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.
- 150 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 151 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.
- 152 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.
- 153 Note that 61% of all complainants made only one complaint, 21% made two complaints, and 18% made three or more complaints.
- 154 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.
- 155 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.
- 156 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 157 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 158 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 159 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.
- 160 Registration status is determined as at the posting date of payment.

- 161 Total payments for home modifications were \$2.37 million. Of which, \$2.34 million (98.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.03 million (1.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.4 million. Of which, \$5.2 million (96%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.2 million (4%) has been allocated for non-SDA supports.
- 162 Total payments for home modifications were \$4.2 million. Of which, \$0.7 million (16.5%) has been paid for specialised disability accommodation (SDA) supports, and \$3.5 million (83.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.8 million. Of which, \$1.0 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$5.7 million (85%) has been allocated for non-SDA supports.
- 163 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.
- 164 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 L:

- 165 There are a further 20 active participants aged 65 years or over who are currently in residential aged care.
- 166 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.
- 167 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 168 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 169 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.
- 170 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 171 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.

- 172 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.
- 173 Note that 58% of all complainants made only one complaint, 21% made two complaints, and 21% made three or more complaints.
- 174 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.
- 175 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.
- 176 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceed the total in each period.
- 177 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 178 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 179 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.
- 180 Registration status is determined as at the posting date of payment.
- 181 Total payments for home modifications were \$1.8 million. Of which, \$1.8 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were \$3.7 million. Of which, \$3.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.
- 182 Total payments for home modifications were \$3.8 million. Of which, \$2.4 million (64.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4 million (35.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications 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.
- 183 The utilisation rate for 2024-25 to date will likely increase due to a lag between when support is provided and when it is paid.

184 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:

- 185 There are no people younger than 65 living in residential aged care in the Northern Territory
- 186 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.
- 187 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.
- 188 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 189 Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 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 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 192 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.
- 193 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.
- 194 Note that 68% of all complainants made only one complaint, 18% made two complaints, and 14% made three or more complaints.
- 195 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.

- 196 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.
- 197 It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
- 198 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 199 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 200 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.
- 201 Registration status is determined as at the posting date of payment.
- 202 Total payments for home modifications were \$2.4 million. Of which, \$2.4 million (99.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (1.0%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$4.7 million. Of which, \$4.6 million (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (3%) has been allocated for non-SDA supports.
- 203 Total payments for home modifications were \$0.8 million. Of which, \$0.3 million (34.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5 million (65.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.2 million. Of which, \$1.0 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (55%) has been allocated for non-SDA supports.
- 204 The utilisation rate for 2024-25 to date 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 P:

- 206 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

- 207 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 208 State/Territory is defined by the current residing address of the participant.
- 209 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 210 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2024.
- 211 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.
- 212 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 213 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.
- 214 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. There is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA or that it will be enrolled as the same building type and design category as what is in the SDA pipeline data. The NDIA decides whether to enrol a dwelling when an SDA provider submits a completed application to enrol, after the dwelling is built. The NDIA won't enrol a dwelling if the provider and the dwelling don't meet all of the requirements for enrolment under the SDA Rules at the time of the decision. This is regardless of any previous assessment, feedback or certification provided by the NDIA or any other party. There may also be under-construction properties which are intended to be enrolled as SDA which are not represented in the data. There may be delays in excluding enrolled SDA dwellings from SDA pipeline data. This may result in SDA pipeline numbers being overstated in a given reporting period. Work is underway to improve accuracy of SDA dwellings reporting.
- 215 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.