

## Supplement E:

### National

---

This supplement shows the data for National.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	902,295	38,924	941,219
Active Eligible - Total	696,031	30,648	726,679
Active Eligible - New	480,438	30,229	510,667
Active Eligible - State	174,485	281	174,766
Active Eligible - Commonwealth	41,105	138	41,243
Active Participant Plans - Total	689,326	27,675	717,001
Active Participant Plans - New	474,698	27,337	502,035
Active Participant Plans - State	173,654	218	173,872
Active Participant Plans - Commonwealth	40,971	120	41,091
Active Participant Plans - Total	689,326	27,675	717,001
Active Participant Plans - Early Intervention (s25)	218,824	15,175	233,999
Active Participant Plans - Permanent Disability (s24)	470,061	8,186	478,247
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	441	4,314	4,755

**Table E.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - National<sup>2</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	65,937	3,520	69,457

<sup>1</sup> There are 3 active participants in Previous Quarters and as at 31 March 2025 with missing service previously received information. These participants are not shown separately but included in the total number of active participants.  
<sup>2</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	222,593	97%	96,405	97%	3,075	90%	322,073	97%
9 to 14	68,647	90%	38,160	91%	1,658	83%	108,465	91%
15 to 18	29,635	92%	19,390	90%	1,274	87%	50,299	91%
19 to 24	23,458	90%	15,993	85%	974	76%	40,425	88%
25 to 34	29,666	87%	24,254	80%	986	65%	54,906	83%
35 to 44	30,286	83%	27,550	75%	625	54%	58,461	78%
45 to 54	37,793	80%	35,376	70%	652	45%	73,821	74%
55 to 64	49,024	74%	44,255	63%	815	39%	94,094	68%
65+	<2,280	n/a	<2,070	n/a	<50	n/a	<4,390	n/a
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>493,377</b>	<b>89%</b>	<b>303,451</b>	<b>81%</b>	<b>10,103</b>	<b>70%</b>	<b>806,931</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	15,412	91%	7,826	90%	179	68%	23,417	91%
Autism	189,534	98%	88,079	98%	5,379	94%	282,992	98%
Cerebral palsy	10,719	97%	8,634	97%	124	89%	19,477	97%
Developmental delay	77,216	98%	33,288	98%	1,199	95%	111,703	98%
Down syndrome	6,896	100%	5,803	100%	86	96%	12,785	100%
Global developmental delay	15,437	99%	6,400	99%	190	97%	22,027	99%
Hearing impairment	14,701	90%	15,493	87%	296	75%	30,490	88%
Intellectual disability	58,351	95%	43,408	94%	610	77%	102,369	95%
Multiple sclerosis	3,232	92%	9,418	91%	94	71%	12,744	91%
Psychosocial disability	37,373	72%	34,555	62%	764	35%	72,692	67%
Spinal cord injury	5,109	94%	2,132	91%	77	82%	7,318	93%
Stroke	7,253	87%	5,168	84%	99	64%	12,520	85%
Visual impairment	6,130	87%	5,734	86%	98	60%	11,962	86%
Other neurological	18,299	82%	14,762	80%	291	58%	33,352	81%
Other physical	12,915	50%	13,141	38%	256	22%	26,312	43%
Other sensory/speech	2,601	49%	1,028	44%	25	22%	3,654	47%
Other	12,199	57%	8,582	41%	336	30%	21,117	49%
<b>Total</b>	<b>493,377</b>	<b>89%</b>	<b>303,451</b>	<b>81%</b>	<b>10,103</b>	<b>70%</b>	<b>806,931</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	55,438	8%	2,702	10%	58,140	8%
Non-First Nations Participants	537,248	78%	22,348	81%	559,596	78%
Not Stated	96,640	14%	2,625	9%	99,265	14%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	60,961	9%	2,046	7%	63,007	9%
Not culturally and linguistically diverse	600,808	87%	22,799	82%	623,607	87%
Not stated	27,557	4%	2,830	10%	30,387	4%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</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 March 2025 - National<sup>3</sup>**

Age group	Total number of active participants
Under 45	14
45 to 54	86
55 to 64	634
<b>Total YPIRAC (under 65)</b>	<b>734</b>

<sup>3</sup> There are a further 1,622 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>4</sup>**

Quarter ending	Incremental	Cumulative
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
Mar-25	-77	734

**Table E.9 Participants aged under 65 who exited residential aged care with housing support, by housing support type – National <sup>5 6</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	60	0	60
Medium Term Accommodation	<20	<11	20
Own/Family Home (rented and owned)	<180	<11	177
Specialist Disability Accommodation (SDA)	279	55	334
Other group residential setting	420	56	476
Other	<30	<11	23
<b>Total</b>	<b>1,003</b>	<b>119</b>	<b>1,122</b>

<sup>4</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>5</sup> Other includes participants with housing support data that is unavailable.

<sup>6</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	472,223	69%	19,411	70%	491,634	69%
Population > 50,000	74,762	11%	2,966	11%	77,728	11%
Population between 15,000 and 50,000	56,752	8%	2,048	7%	58,800	8%
Population between 5,000 and 15,000	30,879	4%	1,085	4%	31,964	4%
Population less than 5,000	44,046	6%	1,784	6%	45,830	6%
Remote	6,436	1%	223	1%	6,659	1%
Very Remote	<4,180	n/a	<160	n/a	4,330	1%
Missing	<60	n/a	<11	n/a	56	0%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	263,914	38%	10,446	38%	274,360	38%
Intellectual disability	93,604	14%	1,094	4%	94,698	13%
Developmental delay	78,589	11%	9,523	34%	88,112	12%
Psychosocial disability	64,080	9%	785	3%	64,865	9%
Hearing impairment	28,196	4%	542	2%	28,738	4%
Other neurological	23,618	3%	820	3%	24,438	3%
Other physical	19,851	3%	248	1%	20,099	3%
Acquired brain injury	18,927	3%	365	1%	19,292	3%
Global developmental delay	17,204	2%	1,854	7%	19,058	3%
Cerebral palsy	18,023	3%	173	1%	18,196	3%
Other	11,960	2%	759	3%	12,719	2%
Down syndrome	<11,640	n/a	<70	n/a	11,699	2%
Multiple sclerosis	11,274	2%	339	1%	11,613	2%
Visual impairment	10,487	2%	183	1%	10,670	1%
Stroke	9,902	1%	347	1%	10,249	1%
Spinal cord Injury	6,153	1%	127	0%	6,280	1%
Other sensory/speech	<1,920	n/a	<11	n/a	1,915	0%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</b>	<b>100%</b>

**Table E.12 Participant profile per quarter by primary disability group and Supported Independent Living (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	274,360	38%	4,444	12%	269,916	40%
Intellectual disability	94,698	13%	13,375	37%	81,323	12%
Developmental delay	88,112	12%	0	0%	88,112	13%
Psychosocial disability	64,865	9%	4,318	12%	60,547	9%
Hearing impairment	28,738	4%	<30	n/a	<28,720	n/a
Other neurological	24,438	3%	2,758	8%	21,680	3%
Other physical	20,099	3%	387	1%	19,712	3%
Acquired brain injury	19,292	3%	3,232	9%	16,060	2%
Cerebral palsy	19,058	3%	0	0%	19,058	3%
Global developmental delay	18,196	3%	2,736	8%	15,460	2%
Down syndrome	12,719	2%	766	2%	11,953	2%
Other	11,699	2%	2,220	6%	9,479	1%
Multiple sclerosis	11,613	2%	484	1%	11,129	2%
Visual impairment	10,670	1%	122	0%	10,548	2%
Stroke	10,249	1%	1,214	3%	9,035	1%
Spinal cord Injury	6,280	1%	351	1%	5,929	1%
Other sensory/speech	1,915	0%	<11	n/a	<1,910	n/a
<b>Total</b>	<b>717,001</b>	<b>100%</b>	<b>36,432</b>	<b>100%</b>	<b>680,569</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	89,557	13%	9,047	33%	98,604	14%
2 (High Function)	1,435	0%	70	0%	1,505	0%
3 (High Function)	36,327	5%	2,494	9%	38,821	5%
4 (High Function)	39,248	6%	478	2%	39,726	6%
5 (High Function)	46,832	7%	2,481	9%	49,313	7%
6 (Moderate Function)	169,342	25%	5,497	20%	174,839	24%
7 (Moderate Function)	34,860	5%	1,143	4%	36,003	5%
8 (Moderate Function)	37,041	5%	718	3%	37,759	5%
9 (Moderate Function)	3,320	0%	44	0%	3,364	0%
10 (Moderate Function)	62,046	9%	1,018	4%	63,064	9%
11 (Low Function)	18,209	3%	276	1%	18,485	3%
12 (Low Function)	81,975	12%	1,458	5%	83,433	12%
13 (Low Function)	43,891	6%	438	2%	44,329	6%
14 (Low Function)	9,371	1%	40	0%	9,411	1%
15 (Low Function)	170	0%	0	0%	170	0%
Missing	15,702	2%	2,473	9%	18,175	3%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</b>	<b>100%</b>

**Table E.14 Participant profile per quarter by age group - National<sup>7</sup>**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	152,214	22%	15,662	57%	167,876	23%
9 to 14	135,728	20%	3,682	13%	139,410	19%
15 to 18	68,625	10%	1,654	6%	70,279	10%
19 to 24	60,773	9%	997	4%	61,770	9%
25 to 34	61,299	9%	1,190	4%	62,489	9%
35 to 44	50,569	7%	1,201	4%	51,770	7%
45 to 54	56,073	8%	1,236	4%	57,309	8%
55 to 64	66,696	10%	1,800	7%	68,496	10%
65+	37,346	5%	253	1%	37,599	5%
<b>Total</b>	<b>689,326</b>	<b>100%</b>	<b>27,675</b>	<b>100%</b>	<b>717,001</b>	<b>100%</b>

<sup>7</sup> There are 3 active participants in Previous Quarters and as at 31 March 2025 with missing age group information. These participants are not shown separately but included in the total number of active participants.



**Table E.15 Number and proportion of active participants by gender and age group at 31 March 2025 - National<sup>8</sup>**

Age Group	Male - Count	Male - Percentage	Female - Count	Female - Percentage	Other - Count	Other - Percentage	Total - Count	Total - Percentage	Male to Female ratio
0 to 8	114,621	16%	51,597	7%	1,658	0%	167,876	23%	2.2
9 to 14	93,720	13%	44,105	6%	1,585	0%	139,410	19%	2.1
15 to 18	44,330	6%	24,542	3%	1,407	0%	70,279	10%	1.8
19 to 24	38,565	5%	21,882	3%	1,323	0%	61,770	9%	1.8
25 to 34	36,188	5%	25,181	4%	1,120	0%	62,489	9%	1.4
35 to 44	27,278	4%	23,880	3%	612	0%	51,770	7%	1.1
45 to 54	29,296	4%	27,540	4%	473	0%	57,309	8%	1.1
55 to 64	34,820	5%	33,148	5%	528	0%	68,496	10%	1.1
65+	19,007	3%	18,359	3%	233	0%	37,599	5%	1.0
<b>Total</b>	<b>437,825</b>	<b>61%</b>	<b>270,234</b>	<b>38%</b>	<b>8,942</b>	<b>1%</b>	<b>717,001</b>	<b>100%</b>	<b>1.6</b>

**Table E.16 Number and proportion of active participants by gender and primary disability group at 31 March 2025 - National**

Primary disability group	Male - Count	Male - Percentage	Female - Count	Female - Percentage	Other - Count	Other - Percentage	Total - Count	Total - Percentage	Male to Female ratio
Autism	184,113	26%	85,170	12%	5,077	1%	274,360	38%	2.2
Intellectual disability	53,972	8%	40,183	6%	543	0%	94,698	13%	1.3
Psychosocial disability	32,859	5%	31,309	4%	697	0%	64,865	9%	1.0
Developmental delay	60,530	8%	26,559	4%	1,023	0%	88,112	12%	2.3
Hearing impairment	13,826	2%	14,641	2%	271	0%	28,738	4%	0.9
Other neurological	13,223	2%	11,022	2%	193	0%	24,438	3%	1.2
Other physical	9,607	1%	10,307	1%	185	0%	20,099	3%	0.9
Cerebral palsy	9,996	1%	8,087	1%	113	0%	18,196	3%	1.2
Acquired brain injury	12,650	2%	6,525	1%	117	0%	19,292	3%	1.9
Global developmental delay	13,282	2%	5,606	1%	170	0%	19,058	3%	2.4
Visual impairment	5,411	1%	5,173	1%	86	0%	10,670	1%	1.0
Multiple sclerosis	2,871	0%	8,655	1%	87	0%	11,613	2%	0.3
Stroke	5,884	1%	4,300	1%	65	0%	10,249	1%	1.4
Spinal cord injury	4,372	1%	1,847	0%	61	0%	6,280	1%	2.4
Other	7,517	1%	5,039	1%	163	0%	12,719	2%	1.5
Other sensory/speech	1,363	0%	536	0%	16	0%	1,915	0%	2.5
Down syndrome	6,349	1%	5,275	1%	75	0%	11,699	2%	1.2
<b>Total</b>	<b>437,825</b>	<b>61%</b>	<b>270,234</b>	<b>38%</b>	<b>8,942</b>	<b>1%</b>	<b>717,001</b>	<b>100%</b>	<b>1.6</b>

<sup>8</sup> There are 3 active participants as at 31 March 2025 with missing age group information. These participants are not shown separately but included in the total number of active participants.

**Table E.17 Participation rates by age group and gender at 31 March 2025 - National<sup>9</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.9%	3.8%	5.9%
9 to 14	9.0%	4.5%	6.9%
15 to 18	6.3%	3.7%	5.2%
19 to 24	3.6%	2.2%	3.0%
25 to 44	1.7%	1.3%	1.5%
45 to 64	2.0%	1.8%	1.9%
<b>Total (aged 0 to 64)</b>	<b>3.7%</b>	<b>2.3%</b>	<b>3.0%</b>

**Table E.18 Proportion of active participants with approved plans accessing mainstream supports - National<sup>10</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	3%	5%	3%
Daily life	19%	19%	19%
Health and wellbeing	73%	82%	74%
Learning	33%	37%	34%
Relationships	4%	4%	4%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	4%	4%
Unknown	8%	1%	7%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>9</sup> Participation rate refers to the proportion of the 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>10</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carer outcomes

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

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

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

**Table E.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=46,312), and ‘participant social and community engagement rate’ (n=45,448), and the metric for ‘parent and carer employment rate’ (n=47,911) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=26,237) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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	28%	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	13%	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	32%	37%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	39%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	37%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	42%	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%	38%	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%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	77%	n/a

**Table E.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=39,280), and 'participant social and community engagement rate' (n=38,524), and the metric for 'parent and carer employment rate' (n=31,697) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=26,227) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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%	22%	26%
Participant employment rate - Aged 25 to 34 years	27%	28%	25%	28%	26%
Participant employment rate - Aged 35 to 44 years	26%	28%	24%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	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%	45%	43%	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%	40%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	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%	49%	53%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	50%	49%	n/a
Parent and carer employment rate - All ages	46%	49%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	66%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	79%	n/a

**Table E.21 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=30,140), and ‘participant social and community engagement rate’ (n=29,184), and the metric for ‘parent and carer employment rate’ (n=21,001) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=22,043) 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 March 2021 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%	17%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	29%	25%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	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	21%	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%	47%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	42%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	41%	42%	44%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	39%	41%	45%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	43%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	50%	52%	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%	51%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	70%	76%	78%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	74%	80%	n/a

**Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=22,043), and 'participant social and community engagement rate' (n=20,937), and the metric for 'parent and carer employment rate' (n=13,507) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=17,265) 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 March 2020 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%	25%	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	26%	26%	24%	26%	21%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	22%	24%	21%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	41%	43%	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	38%	43%	44%	47%	46%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	43%	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%	46%	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%	48%	51%	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%	50%	51%	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%	76%	79%	80%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	72%	75%	76%	82%	n/a

**Table E.23 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=22,556), and 'participant social and community engagement rate' (n=19,968), and the metric for 'parent and carer employment rate' (n=11,990) 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=18,795) 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 March 2019 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%	12%	15%	18%	24%	18%	28%	26%
Participant employment rate - Aged 25 to 34 years	23%	26%	26%	26%	27%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	32%	31%	30%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	30%	29%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	22%	20%	19%	17%	18%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	10%	10%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	28%	28%	27%	26%	26%	25%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	25%	26%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	45%	46%	49%	46%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	44%	49%	51%	51%	50%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	46%	50%	51%	52%	53%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	50%	52%	51%	53%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	42%	46%	44%	45%	48%	51%	46%
Participant social and community engagement rate - Aged 65+ years	41%	45%	48%	48%	46%	47%	55%	46%
Participant social and community engagement rate - Aged 25+ years	39%	45%	49%	49%	49%	50%	55%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	48%	49%	49%	50%	54%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	50%	50%	52%	53%	59%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	51%	53%	55%	53%	52%	n/a
Parent and carer employment rate - All ages	47%	50%	51%	52%	54%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	68%	70%	70%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	82%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	74%	76%	77%	86%	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 Q3. Table E.37 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Tables E.41 to E.44 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.

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.24 PSG 2: Make an access decision, or request for more information, after an access request has been received, and proportion achieved within 21 days timeframe by quarter - National**

PSG 2	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	14,351	17,762	27,467	26,321	39,268
Within timeframe	6,997	5,323	5,334	3,840	3,701
Percentage within timeframe	49%	30%	19%	15%	9%

**Table E.25 PSG 4: Make an access decision, or request for additional information, after more information has been provided, and proportion achieved within 14 days timeframe by quarter – National**

PSG 4	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	1,471	1,505	2,210	1,594	2,589
Within timeframe	786	607	575	411	345
Percentage within timeframe	53%	40%	26%	26%	13%

**Table E.26 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	Mar-25
Number of tasks	1,509	6,566	11,124	9,700	11,823
Within timeframe	832	1,484	5,442	7,838	10,177
Percentage within timeframe	55%	23%	49%	81%	86%

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



**Table E.27 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	Mar-25
Number of tasks	4,273	7,858	13,060	10,226	15,596
Within timeframe	4,195	7,811	12,824	10,176	15,511
Percentage within timeframe	98%	99%	98%	100%	99%

**Table E.28 PSG 8: Offer to hold a plan implementation meeting, after the plan is approved and proportion achieved within 7 days timeframe by quarter - National<sup>14</sup>**

PSG 8	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	26,668	72,503	91,304	84,192	82,277
Within timeframe	21,260	59,029	75,559	69,724	68,736
Percentage within timeframe	80%	81%	83%	83%	84%

**Table E.29 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date and proportion achieved within 56 days timeframe by quarter - National<sup>15</sup>**

PSG 11	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	7,444	7,666	11,260	21,246	25,347
Within timeframe	4,842	5,401	6,699	10,740	16,323
Percentage within timeframe	65%	70%	59%	51%	64%

**Table E.30 PSG 12: Decide whether to undertake a participant initiated plan reassessment, after the request is received, and proportion achieved within 21 days timeframe by quarter - National**

PSG 12	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	12,499	16,769	19,991	22,233	22,918
Within timeframe	2,645	2,964	5,857	5,184	5,054
Percentage within timeframe	21%	18%	29%	23%	22%

**Table E.31 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	Mar-25
Number of tasks	9,828	22,873	22,987	9,812	26,021
Within timeframe	6,193	17,005	20,500	8,831	21,838
Percentage within timeframe	63%	74%	89%	90%	84%

<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.

<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.

**Table E.32 PSG 14: Amend a plan, after the receipt of information that triggers the plan amendment process, and proportion achieved within 28 days timeframe by quarter - National<sup>17</sup>**

PSG 14	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Number of tasks	2,027	5,259	10,027	14,692	17,121
Within timeframe	1,282	2,053	5,188	6,345	6,673
Percentage within timeframe	63%	39%	52%	43%	39%

**Table E.33 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	Mar-25
Number of tasks	3,839	6,960	9,928	10,046	11,262
Within timeframe	763	1,689	5,822	6,615	5,489
Percentage within timeframe	20%	24%	59%	66%	49%

**Table E.34 National - Proportion of respondents who responded positively to questions about 'Early Supports' (n = 691 in Prior Quarters, n = 94 in 2024-25 Q3), 'Community Connections' (n = 6,748 in Prior Quarters, n = 865 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 5,730 in Prior Quarters, n = 1,193 in 2024-25 Q3), 'Plan Approval' (n = 14,058 in Prior Quarters, n = 3,880 in 2024-25 Q3), 'Plan Implementation' (n = 13,516 in Prior Quarters, n = 2,535 in 2024-25 Q3) and 'Plan Reassessment' (n = 32,001 in Prior Quarters, n = 8,647 in 2024-25 Q3)<sup>19 20</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	99%	99%
Early Supports - Were decisions and outcomes explained to you?	87%	88%
Early Supports - Were your questions and concerns acknowledged?	90%	88%
Early Supports - How well does your early supports plan meet your child's needs?	49%	45%
Community Connections - Was information easy to understand?	84%	84%
Community Connections - Was communication in your preferred format?	94%	96%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	78%
Community Connections - To what extent were your circumstances and needs considered?	76%	78%
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?	52%	52%
Apply for NDIS (overall) - Were you treated with respect?	93%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	74%
Apply for NDIS (overall) - Was information easy to understand?	69%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	84%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	51%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	49%
Plan Approval - Were you treated with respect?	91%	91%
Plan Approval - Were decisions and outcomes explained to you?	78%	79%

<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.

<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.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - Were your questions and concerns acknowledged?	77%	76%
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?	56%	55%
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?	83%	87%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	62%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	63%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	59%	63%
Plan Implementation - Do you feel confident in using your plan?	64%	66%
Plan Implementation - Do you feel confident in accessing supports?	65%	67%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	67%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	63%
Plan Reassessment - Do you feel confident in using your plan?	67%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	79%

**Table E.35 Open and closed complaints over time - National**

Quarter ending	Open complaints	Percentage open more than 21 days	Closed complaints	Percentage closed within 21 days
Mar-22	804	8%	8,302	95%
Jun-22	1,087	7%	7,697	91%
Sep-22	938	16%	8,340	88%
Dec-22	691	14%	7,448	84%
Mar-23	1,363	4%	6,883	91%
Jun-23	1,705	14%	8,004	76%
Sep-23	1,955	11%	9,279	60%
Dec-23	3,528	44%	9,732	69%
Mar-24	8,432	51%	14,286	39%
Jun-24	8,057	56%	21,729	36%
Sep-24	4,199	53%	22,844	54%
Dec-24	1,943	26%	19,564	74%
Mar-25	981	12%	15,843	86%

**Table E.36 Closed and open Participant Critical Incident (PCIs) cases over time - National**

Quarter ending	Closed PCIs	Percentage closed within 21 days	Open PCIs
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%	389
Mar-24	4,038	88%	802
Jun-24	4,751	81%	594
Sep-24	4,594	89%	545
Dec-24	4,492	90%	433
Mar-25	4,712	90%	445

**Table E.37 Complaints and Participant Critical Incidents (PCIs) by quarter - National**<sup>21 22 23 24</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	951	51	1,002	941
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	5,245	283	5,528	4,993
People who have submitted an access request: Complaints about service providers	14,068	598	14,666	12,000
People who have submitted an access request: Complaints about the Agency	215,420	12,675	228,095	119,219
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>239,010</b>	<b>13,607</b>	<b>252,617</b>	<b>129,830</b>
Percentage of the number of active participants	7.4%	7.7%	7.4%	n/a
Providers who have submitted a registration request: Complaints about Early Connections Partner	<11	0	<11	<11
Providers who have submitted a registration request: Complaints about Local Area Coordination (LAC) Partner	<150	19	<160	<150
Providers who have submitted a registration request: Complaints about service providers	1,138	56	1,194	1,045
Providers who have submitted a registration request: Complaints about the Agency	11,478	899	12,377	9,844
Providers who have submitted a registration request: Unclassified	244	0	244	226
<b>Providers who have submitted a registration request: Total</b>	<b>13,011</b>	<b>974</b>	<b>13,985</b>	<b>10,847</b>
Percentage of all registration requests	4.8%	7.7%	4.9%	n/a
Other: Complaints about Early Connections Partner	28	0	28	28
Other: Complaints about Local Area Coordination (LAC) Partner	<120	<11	116	115
Other: Complaints about service providers	1,456	51	1,507	1,507
Other: Complaints about the Agency	6,689	246	6,935	6,929
Other: Unclassified	<120	<11	118	118
<b>Other: Total</b>	<b>8,403</b>	<b>301</b>	<b>8,704</b>	<b>8,694</b>
<b>Total Complaints</b>	<b>256,523</b>	<b>14,881</b>	<b>271,404</b>	<b>149,371</b>
<b>New Participant Critical Incidents (PCIs)</b>	<b>49,868</b>	<b>4,724</b>	<b>54,592</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> 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.

<sup>24</sup> Note that 65% of all complainants made only one complaint, 17% made two complaints, and 18% made three or more complaints.

**Table E.38 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
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	7,039	5%	139,283	7%
Jun-23	7,920	5%	147,203	7%
Sep-23	9,061	6%	156,264	6%
Dec-23	10,562	7%	166,826	6%
Mar-24	17,981	11%	184,807	7%
Jun-24	20,218	12%	205,025	7%
Sep-24	17,930	11%	222,955	7%
Dec-24	16,055	9%	239,010	7%
Mar-25	13,607	8%	252,617	7%

**Table E.39 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
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	3,923	2%	31,949	1%
Mar-24	4,451	3%	36,400	1%
Jun-24	4,543	3%	40,943	1%
Sep-24	4,545	3%	45,488	1%
Dec-24	4,380	3%	49,868	2%
Mar-25	4,724	3%	54,592	2%

**Table E.40 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
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	861	8%	10,413	4%
Jun-24	798	7%	11,211	5%
Sep-24	830	7%	12,041	5%
Dec-24	970	8%	13,011	5%
Mar-25	974	8%	13,985	5%

**Table E.41 Participant complaints by type. Complaints with a related party who has submitted an access request - National<sup>25</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,376	2%	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	5,377	2%	338	3%	5,715	3%
Complaints about the Agency - NDIA Engagement	<300	n/a	<30	n/a	322	0%
Complaints about the Agency - NDIA Finance	13,470	6%	962	8%	14,432	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,007	0%	67	1%	1,074	0%
Complaints about the Agency - NDIA Plan	47,060	22%	2,837	22%	49,897	22%
Complaints about the Agency - NDIA Process	19,542	9%	1,868	15%	21,410	9%
Complaints about the Agency - NDIA Resources	2,072	1%	174	1%	2,246	1%
Complaints about the Agency - NDIA Staff	12,947	6%	1,077	8%	14,024	6%
Complaints about the Agency - NDIA Timeliness	64,138	30%	5,296	42%	69,434	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	<160	n/a	<11	n/a	165	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	1%	0	0%	3,220	1%
Complaints about the Agency - Timeliness	16,693	8%	0	0%	16,693	7%
Complaints about the Agency - Other	13,359	6%	25	0%	13,384	6%
<b>Complaints about the Agency - Total</b>	<b>215,420</b>	<b>100%</b>	<b>12,675</b>	<b>100%</b>	<b>228,095</b>	<b>100%</b>

<sup>25</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	11	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<100	n/a	<11	n/a	105	10%
Complaints about Early Connections Partner - Early Connections Process	<110	n/a	<11	n/a	115	11%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	462	49%	22	43%	484	48%
Complaints about Early Connections Partner - Early Connections Timeliness	258	27%	17	33%	275	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>951</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>1,002</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	23	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<70	n/a	<11	n/a	70	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	685	13%	16	6%	701	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	549	10%	26	9%	575	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	35	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,351	64%	201	71%	3,552	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	540	10%	32	11%	572	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>5,245</b>	<b>100%</b>	<b>283</b>	<b>100%</b>	<b>5,528</b>	<b>100%</b>
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	<970	n/a	<40	n/a	1,002	7%
Complaints about service providers - Provider Fraud and Compliance	1,562	11%	107	18%	1,669	11%
Complaints about service providers - Provider Process	399	3%	0	0%	399	3%
Complaints about service providers - Provider Service	4,985	35%	243	41%	5,228	36%
Complaints about service providers - Provider Staff	2,926	21%	206	34%	3,132	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	4%
Complaints about service providers - Other	<1,100	n/a	<11	n/a	1,101	8%
<b>Complaints about service providers - Total</b>	<b>14,068</b>	<b>100%</b>	<b>598</b>	<b>100%</b>	<b>14,666</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>239,010</b>	<b>n/a</b>	<b>13,607</b>	<b>n/a</b>	<b>252,617</b>	<b>n/a</b>

**Table E.42 Provider complaints by type. Complaints with a related party who has submitted a provider registration request - National**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - 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	21	0%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	31	0%



Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - NDIA Finance	2,944	26%	319	35%	3,263	26%
Complaints about the Agency - NDIA Fraud and Compliance	72	1%	11	1%	83	1%
Complaints about the Agency - NDIA Plan	905	8%	119	13%	1,024	8%
Complaints about the Agency - NDIA Process	918	8%	98	11%	1,016	8%
Complaints about the Agency - NDIA Resources	1,060	9%	56	6%	1,116	9%
Complaints about the Agency - NDIA Staff	654	6%	98	11%	752	6%
Complaints about the Agency - NDIA Timeliness	1,580	14%	188	21%	1,768	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	3%
Complaints about the Agency - Quality & Safeguards Commission	<100	n/a	<11	n/a	98	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	7%	0	0%	820	7%
Complaints about the Agency - Other	1,018	9%	0	0%	1,018	8%
<b>Complaints about the Agency - Total</b>	<b>11,478</b>	<b>100%</b>	<b>899</b>	<b>100%</b>	<b>12,377</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	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	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	9%	0	0%	13	8%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	23	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	86	61%	13	68%	99	62%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	16	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>141</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>160</b>	<b>100%</b>
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	<110	n/a	<11	n/a	114	10%
Complaints about service providers - Provider Fraud and Compliance	<160	n/a	<11	n/a	164	14%
Complaints about service providers - Provider Process	31	3%	0	0%	31	3%

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	347	30%	21	38%	368	31%
Complaints about service providers - Provider Staff	269	24%	21	38%	290	24%
Complaints about service providers - Service Delivery	34	3%	0	0%	34	3%
Complaints about service providers - Staff Conduct	28	2%	0	0%	28	2%
Complaints about service providers - Supports being provided	32	3%	0	0%	32	3%
Complaints about service providers - Other	118	10%	0	0%	118	10%
<b>Complaints about service providers - Total</b>	<b>1,138</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>1,194</b>	<b>100%</b>
<b>Unclassified</b>	<b>244</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>244</b>	<b>n/a</b>
<b>Providers total</b>	<b>13,011</b>	<b>n/a</b>	<b>974</b>	<b>n/a</b>	<b>13,985</b>	<b>n/a</b>

**Table E.43 Other complaints and Participant Critical Incidents (PCIs) by type - National**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	6%	0	0%	378	5%
Complaints about the Agency - Information unclear	170	3%	0	0%	170	2%
Complaints about the Agency - NDIA Access	<260	n/a	<11	n/a	254	4%
Complaints about the Agency - NDIA Engagement	67	1%	0	0%	67	1%
Complaints about the Agency - NDIA Finance	429	6%	44	18%	473	7%
Complaints about the Agency - NDIA Fraud and Compliance	204	3%	15	6%	219	3%
Complaints about the Agency - NDIA Plan	936	14%	34	14%	970	14%
Complaints about the Agency - NDIA Process	942	14%	69	28%	1,011	15%
Complaints about the Agency - NDIA Resources	574	9%	32	13%	606	9%
Complaints about the Agency - NDIA Staff	569	9%	26	11%	595	9%
Complaints about the Agency - NDIA Timeliness	894	13%	22	9%	916	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	125	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>6,689</b>	<b>100%</b>	<b>246</b>	<b>100%</b>	<b>6,935</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 Q3 - Count	2024-25 Q3 - 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	9%
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	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	84	72%
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>116</b>	<b>100%</b>
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	82	6%	0	0%	82	5%
Complaints about service providers - Provider Fraud and Compliance	221	15%	13	25%	234	16%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	564	39%	18	35%	582	39%
Complaints about service providers - Provider Staff	387	27%	20	39%	407	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	5%
<b>Complaints about service providers - Total</b>	<b>1,456</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>1,507</b>	<b>100%</b>
<b>Unclassified</b>	<b>&lt;120</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>118</b>	<b>n/a</b>
<b>Other complaints total</b>	<b>8,403</b>	<b>n/a</b>	<b>301</b>	<b>n/a</b>	<b>8,704</b>	<b>n/a</b>
New Reportable PCIs were NOT Withdrawn or miscategorised	8,093	16%	813	17%	8,906	16%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	41,775	84%	3,911	83%	45,686	84%
<b>New PCIs - Total</b>	<b>49,868</b>	<b>100%</b>	<b>4,724</b>	<b>100%</b>	<b>54,592</b>	<b>100%</b>

**Table E.44 Unique complaints by type - National<sup>26</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,103	3%	0	0%	6,103	2%
Complaints about the Agency - Information unclear	2,455	1%	0	0%	2,455	1%
Complaints about the Agency - NDIA Access	5,588	2%	344	2%	5,932	2%

<sup>26</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - NDIA Engagement	391	0%	24	0%	415	0%
Complaints about the Agency - NDIA Finance	16,029	7%	1,325	10%	17,354	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,259	1%	93	1%	1,352	1%
Complaints about the Agency - NDIA Plan	48,191	21%	2,989	22%	51,180	21%
Complaints about the Agency - NDIA Process	21,062	9%	2,035	15%	23,097	9%
Complaints about the Agency - NDIA Resources	3,662	2%	262	2%	3,924	2%
Complaints about the Agency - NDIA Staff	13,847	6%	1,201	9%	15,048	6%
Complaints about the Agency - NDIA Timeliness	65,802	29%	5,506	40%	71,308	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	370	0%	15	0%	385	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	1%	0	0%	3,341	1%
Complaints about the Agency - Timeliness	17,837	8%	0	0%	17,837	7%
Complaints about the Agency - Other	14,912	6%	25	0%	14,937	6%
<b>Complaints about the Agency - Total</b>	<b>230,456</b>	<b>100%</b>	<b>13,819</b>	<b>100%</b>	<b>244,275</b>	<b>100%</b>
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<100	n/a	<11	n/a	102	10%
Complaints about Early Connections Partner - Early Connections Process	<110	n/a	<11	n/a	112	11%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	459	49%	22	43%	481	49%
Complaints about Early Connections Partner - Early Connections Timeliness	253	27%	17	33%	270	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>939</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>990</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<30	n/a	<11	n/a	24	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<80	n/a	<11	n/a	78	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	678	13%	16	5%	694	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	551	10%	29	10%	580	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	38	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,386	64%	215	71%	3,601	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	529	10%	34	11%	563	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>5,274</b>	<b>100%</b>	<b>304</b>	<b>100%</b>	<b>5,578</b>	<b>100%</b>
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	1,101	7%	45	6%	1,146	7%
Complaints about service providers - Provider Fraud and Compliance	1,859	11%	128	18%	1,987	12%

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	443	3%	0	0%	443	3%
Complaints about service providers - Provider Service	5,672	35%	282	40%	5,954	35%
Complaints about service providers - Provider Staff	3,444	21%	247	35%	3,691	22%
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	4%	0	0%	698	4%
Complaints about service providers - Other	<1,300	n/a	<11	n/a	1,300	8%
<b>Complaints about service providers - Total</b>	<b>16,168</b>	<b>100%</b>	<b>705</b>	<b>100%</b>	<b>16,873</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>3,688</b>	<b>n/a</b>
<b>Unique complaints total</b>	<b>256,523</b>	<b>n/a</b>	<b>14,881</b>	<b>n/a</b>	<b>271,404</b>	<b>n/a</b>

**Table E.45 Actual outcomes for complaints - National**

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaint	8,453	3%	20	0%	8,473	3%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	1,362	1%	48	0%	1,410	1%
Desired Action Completed	148,650	58%	13,228	83%	161,878	60%
Determined to not be a Complaint	<1,190	n/a	<11	n/a	1,183	0%
Formal Reply Endorsed and Issued	11,132	4%	589	4%	11,721	4%
General	42,878	17%	0	0%	42,878	16%
Referred to NDIS Quality and Safeguards Commission	1,950	1%	12	0%	1,962	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	1,657	1%	11	0%	1,668	1%
Withdrawn by Participant/Representative	<160	n/a	<11	n/a	159	0%
Other	36,667	14%	1,933	12%	38,600	14%
<b>Total</b>	<b>254,580</b>	<b>100%</b>	<b>15,843</b>	<b>100%</b>	<b>270,423</b>	<b>100%</b>

**Table E.46 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 – National**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	4,627	19%	338	18%	4,965	19%
Plan	17,323	72%	1,300	70%	18,623	72%
Plan Reassessment	646	3%	81	4%	727	3%
Other	1,438	6%	132	7%	1,570	6%
<b>Total cases</b>	<b>24,034</b>	<b>100%</b>	<b>1,851</b>	<b>100%</b>	<b>25,885</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.7%</b>	<b>n/a</b>	<b>1.1%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**Table E.47 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
Mar-22	1,550	1%	10,704	1%
Jun-22	1,291	1%	11,995	1%
Sep-22	1,189	1%	13,184	1%
Dec-22	1,116	1%	14,300	1%
Mar-23	961	1%	15,261	1%
Jun-23	1,064	1%	16,325	1%
Sep-23	1045	1%	17,370	1%
Dec-23	1,147	1%	18,517	1%
Mar-24	681	0%	19,198	1%
Jun-24	1,171	1%	20,369	1%
Sep-24	1769	1%	22,138	1%
Dec-24	1,896	1%	24,034	1%
Mar-25	1,851	1%	25,885	1%

**Table E.48 Administrative Review Tribunal (ART) cases by open/closed and decision - National<sup>27</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>25,885</b>	<b>23,295</b>
<b>Open ART Cases</b>	<b>5,062</b>	<b>4,941</b>
<b>Closed ART Cases</b>	<b>20,823</b>	<b>18,851</b>
Resolved before hearing	20,292	18,397
Gone to hearing and received a substantive decision	531	454

<sup>27</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.49 Administrative Review Tribunal (ART) Supports in dispute – National** <sup>28 29 30</sup>

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	457	42	499
Core (excluding Consumables and Transport)	3,180	337	3,517
Capacity Building	3,855	390	4,245
General Support	892	132	1,024
Assistive Technology	1,153	101	1,254
Specialist Disability Accommodation	456	43	499
Home Modifications	<290	33	<320
Supported Independent Living	1,196	138	1,334
Everyday Living Costs	337	29	366
Transport	622	78	700
Other	<11	0	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>6,296</b>	<b>637</b>	<b>6,933</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>12,430</b>	<b>1,323</b>	<b>13,753</b>

**Table E.50 Closed Administrative Review Tribunal (ART) cases by outcome – National**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>489</b>	<b>3%</b>	<b>42</b>	<b>3%</b>	<b>531</b>	<b>3%</b>
Decided by Tribunal - Affirmed	223	1%	27	2%	250	1%
Decided by Tribunal - Varied	<100	n/a	<11	n/a	100	0%
Decided by Tribunal - Set Aside	<170	n/a	<20	n/a	181	1%
<b>Not Decided by Tribunal - Total</b>	<b>19,049</b>	<b>97%</b>	<b>1,243</b>	<b>97%</b>	<b>20,292</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	13,450	69%	890	69%	14,340	69%
Not Decided by Tribunal - Withdrawn	4,008	21%	240	19%	4,248	20%
Not Decided by Tribunal - No jurisdiction	<280	n/a	<11	n/a	276	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	89	0%	0	n/a	89	0%
Not Decided by Tribunal - Dismissed	1,164	6%	110	9%	1,274	6%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
<b>Total</b>	<b>19,538</b>	<b>100%</b>	<b>1,285</b>	<b>100%</b>	<b>20,823</b>	<b>100%</b>

<sup>28</sup> 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.

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

<sup>30</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table E.51 Number of active providers in 2024-25 Q3 by registration status and plan management type - National<sup>31</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	9,415	0	9,415
Plan-managed	14,344	177,368	191,467
Self-managed	8,518	124,032	132,419
<b>All plan management types</b>	<b>15,439</b>	<b>247,990</b>	<b>263,145</b>

**Table E.52 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - National<sup>32</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	3,417	0	3,417
Plan-managed	3,927	2,777	6,740
Self-managed	330	613	1,120
<b>All plan management types</b>	<b>7,674</b>	<b>3,390</b>	<b>11,278</b>

<sup>31</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>32</sup> Registration status is determined as at the posting date of payment.



**Table E.53 Choice and control - distribution of service districts - gap to benchmark - Trend - National<sup>33</sup>**

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

**Table E.54 Utilisation - distribution of service districts - gap to benchmark - Trend - National<sup>34</sup>**

Outcome	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3
More than 10 percentage points above the national average	7	5	4	4	5
Between 5 and 10 percentage points above the national average	14	14	15	17	14
Within 5 percentage points of the national average	56	59	59	57	58
Between 5 and 10 percentage points below the national average	3	2	2	2	3
More than 10 percentage points below the national average	0	0	0	0	0

**Table E.55 Market concentration - distribution of service districts - gap to benchmark - Trend - National<sup>35</sup>**

Outcome	2023-24 Q3	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3
Less than 25% of payments going to the 10 largest providers	29	29	33	34	35
Between 25% to 45% of payments going to the 10 largest providers	36	36	33	35	34
Between 45% to 60% of payments going to the 10 largest providers	11	11	11	8	9
Between 60% to 70% of payments going to the 10 largest providers	2	2	1	1	0
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>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.

<sup>35</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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.56 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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.0%	2.0%
\$5,001-\$10,000	5.0%	4.8%
\$10,001-\$15,000	10.0%	9.8%
\$15,001-\$20,000	14.2%	14.5%
\$20,001-\$25,000	11.7%	12.0%
\$25,001-\$30,000	5.2%	5.3%
\$30,001-\$50,000	13.8%	13.7%
\$50,001-\$100,000	17.3%	17.1%
\$100,001-\$150,000	6.9%	6.9%
\$150,001-\$200,000	3.5%	3.5%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	8.3%	8.3%

**Table E.57 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - National**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	5.2%	5.1%
\$10,001-\$15,000	10.5%	10.3%
\$15,001-\$20,000	14.9%	15.3%
\$20,001-\$25,000	12.3%	12.6%
\$25,001-\$30,000	5.5%	5.6%
\$30,001-\$50,000	14.5%	14.5%
\$50,001-\$100,000	18.2%	18.0%
\$100,001-\$150,000	7.3%	7.2%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	3.5%	3.6%

**Table E.58 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$26,800	n/a	n/a	\$19,200	\$26,800
9 to 14	\$22,900	\$30,300	n/a	n/a	\$22,800	\$30,300
15 to 18	\$36,200	\$49,000	\$584,500	\$649,900	\$33,300	\$46,200
19 to 24	\$77,600	\$101,500	\$525,400	\$584,100	\$54,600	\$78,100
25 to 34	\$104,100	\$127,800	\$455,800	\$499,400	\$68,700	\$91,500
35 to 44	\$114,800	\$140,400	\$419,800	\$463,000	\$74,900	\$98,900
45 to 54	\$120,300	\$147,300	\$409,900	\$449,300	\$77,600	\$103,800
55 to 64	\$131,500	\$160,800	\$414,700	\$451,500	\$85,100	\$112,700
65+	\$129,800	\$159,500	\$408,500	\$442,800	\$89,900	\$117,400
<b>All</b>	<b>\$66,200</b>	<b>\$82,500</b>	<b>\$430,500</b>	<b>\$471,200</b>	<b>\$46,000</b>	<b>\$61,700</b>

**Table E.59 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 – 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	\$166,100	\$201,700	\$467,600	\$510,000	\$107,300	\$139,600
Autism	\$36,300	\$47,400	\$493,100	\$531,000	\$28,400	\$39,400
Cerebral palsy	\$164,600	\$194,200	\$476,700	\$520,700	\$109,100	\$136,500
Developmental delay	\$14,300	\$22,600	\$0	\$0	\$14,300	\$22,600
Global developmental delay	\$19,600	\$27,500	\$0	\$0	\$19,600	\$27,500
Hearing impairment	\$9,800	\$18,400	\$340,700	\$407,900	\$9,600	\$18,100
Intellectual disability	\$110,900	\$132,700	\$388,600	\$424,700	\$64,700	\$84,700
Multiple sclerosis	\$104,200	\$134,000	\$525,100	\$577,400	\$85,500	\$114,700
Psychosocial disability	\$87,800	\$113,400	\$383,400	\$429,900	\$67,400	\$90,900
Spinal cord injury	\$170,100	\$219,600	\$624,300	\$710,300	\$143,700	\$190,600
Stroke	\$154,400	\$196,300	\$493,900	\$547,700	\$110,100	\$149,000
Visual impairment	\$45,000	\$60,500	\$369,000	\$387,500	\$41,300	\$56,700
Other neurological	\$154,400	\$192,400	\$506,700	\$541,500	\$111,100	\$148,000
Other physical	\$72,600	\$101,700	\$476,300	\$540,200	\$65,100	\$93,100
Other sensory/speech	\$11,700	\$21,200	n/a	n/a	\$10,900	\$20,200
Other	\$97,800	\$129,600	\$490,100	\$523,600	\$71,700	\$102,500
Down Syndrome	\$131,400	\$153,200	\$347,000	\$378,900	\$80,900	\$100,400
<b>All</b>	<b>\$66,200</b>	<b>\$82,500</b>	<b>\$430,500</b>	<b>\$471,200</b>	<b>\$46,000</b>	<b>\$61,700</b>

**Table E.60 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 – 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	\$13,700	\$21,800	\$355,100	\$418,900	\$13,600	\$21,600
2	\$19,600	\$33,600	n/a	n/a	\$19,200	\$33,000
3	\$22,300	\$32,700	\$366,500	\$414,400	\$20,000	\$30,300
4	\$17,900	\$28,800	\$406,900	\$451,500	\$16,100	\$26,700
5	\$32,000	\$42,800	\$382,100	\$420,300	\$27,100	\$37,900
6	\$24,300	\$37,200	\$344,800	\$400,700	\$22,400	\$35,000
7	\$52,400	\$65,600	\$388,400	\$428,900	\$37,000	\$49,200
8	\$61,400	\$86,700	\$352,600	\$404,000	\$49,000	\$72,500
9	\$79,700	\$113,700	\$426,100	\$479,500	\$70,200	\$103,400
10	\$101,200	\$131,900	\$362,800	\$406,600	\$77,000	\$105,900
11	\$107,100	\$127,800	\$433,500	\$467,400	\$68,700	\$87,600
12	\$193,300	\$227,500	\$435,600	\$472,900	\$129,800	\$163,100
13	\$106,700	\$125,300	\$549,700	\$589,500	\$75,300	\$91,700
14	\$317,000	\$365,200	\$512,300	\$556,300	\$234,600	\$282,900
15	\$475,300	\$522,200	\$732,700	\$790,400	\$411,600	\$462,300
<b>All</b>	<b>\$66,200</b>	<b>\$82,500</b>	<b>\$430,500</b>	<b>\$471,200</b>	<b>\$46,000</b>	<b>\$61,700</b>

**Table E.61 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - National<sup>36</sup>**  
**37**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	11,487.8	12,213.5
Core: Consumables	112.3	127.2
Core: Social and Civic	2,252.4	2,852.8
Core: Transport	64.5	86.3
Capacity Building: Choice and Control	39.3	42.3
Capacity Building: Daily Activities	333.7	488.2
Capacity Building: Employment	4.3	13.8
Capacity Building: Health and Wellbeing	3.1	5.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	297.5	451.3
Capacity Building: Social and Civic	3.2	6.4
Capacity Building: Support Coordination	206.8	253.0
Capital: Assistive Technology	111.5	218.4
Capital: Home Modifications	307.4	406.1
<b>All</b>	<b>15,227.9</b>	<b>17,165.1</b>

<sup>36</sup> There were \$4.2 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>37</sup> Total payments for home modifications were \$307.4 million. Of which, \$305.8 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$406.1 million. Of which, \$401.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.9 million (1%) has been allocated for non-SDA supports.

**Table E.62 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - National<sup>38</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	11,714.7	16,047.9
Core: Consumables	544.0	846.2
Core: Social and Civic	8,245.8	9,738.2
Core: Transport	784.8	449.8
Capacity Building: Choice and Control	576.0	670.8
Capacity Building: Daily Activities	5,186.3	9,025.2
Capacity Building: Employment	148.1	486.4
Capacity Building: Health and Wellbeing	27.5	57.9
Capacity Building: Home Living	1.0	5.2
Capacity Building: Lifelong learning	0.3	1.5
Capacity Building: Relationships	489.9	1,064.8
Capacity Building: Social and Civic	206.3	529.4
Capacity Building: Support Coordination	913.6	1,356.7
Capital: Assistive Technology	561.0	1,333.5
Capital: Home Modifications	204.4	361.3
<b>All</b>	<b>29,605.9</b>	<b>41,975.0</b>

**Table E.63 Payments by financial year in which support was provided, compared to committed supports - National<sup>40</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% 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	10,404.6	71%
2019-20	24,373.2	17,311.6	71%
2020-21	32,354.6	23,542.4	73%
2021-22	37,190.8	28,469.0	77%
2022-23	46,191.9	35,258.8	76%
2023-24	53,834.5	41,624.6	77%
2024-25 to date	43,913.6	31,796.6	72%

<sup>38</sup> There were \$2.1 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>39</sup> Total payments for home modifications were \$204.4 million. Of which, \$105.2 million (51.5%) has been paid for specialised disability accommodation (SDA) supports, and \$99.2 million (48.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$361.3 million. Of which, \$140.5 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$220.8 million (61%) has been allocated for non-SDA supports.

<sup>40</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.64 Percentage change in plan budgets for active participants per quarter - National<sup>41</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	7.5%	7.5%	9.6%	6.9%	5.7%	7.6%	8.0%	6.9%	5.4%
Interplan Inflation	5.5%	4.8%	5.5%	4.2%	1.8%	2.5%	4.8%	5.2%	5.5%
<b>Total Inflation</b>	<b>13.0%</b>	<b>12.3%</b>	<b>15.1%</b>	<b>11.2%</b>	<b>7.5%</b>	<b>10.1%</b>	<b>12.8%</b>	<b>12.1%</b>	<b>11.0%</b>

**Table E.65 Percentage change in plan budgets for plans reassessed in the current financial year (1 July 2024 to 31 March 2025) by participants in Supported Independent Living (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	639	0%
-80% to -65%	<11	n/a	810	1%
-65% to -50%	<20	n/a	1,742	1%
-50% to -35%	84	1%	3,445	2%
-35% to -20%	353	2%	6,985	4%
-20% to -5%	1,716	10%	14,859	9%
Reassessments with 5%+ deflation	2,170	13%	28,480	18%
-5% to 0%	2,045	12%	11,273	7%
0% to 5%	4,174	25%	21,828	14%
Reassessments within 5% inflation and deflation	6,219	38%	33,101	21%
5% to 20%	4,100	25%	25,851	16%
20% to 35%	1,141	7%	14,622	9%
35% to 50%	568	3%	10,555	7%
50% to 65%	400	2%	8,055	5%
65% to 80%	226	1%	6,205	4%
Above 80%	1,551	9%	32,151	20%
Reassessments with 5%+ inflation	7,986	49%	97,439	61%

<sup>41</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

---

This supplement shows the data for New South Wales.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	273,185	10,740	283,925
<b>Active Eligible - Total</b>	<b>206,231</b>	<b>8,275</b>	<b>214,506</b>
Active Eligible - New	143,500	8,199	151,699
Active Eligible - State	49,452	50	49,502
Active Eligible - Commonwealth	13,279	26	13,305
<b>Active Participant Plans - Total</b>	<b>204,426</b>	<b>7,568</b>	<b>211,994</b>
Active Participant Plans - New	141,993	7,508	149,501
Active Participant Plans - State	49,198	36	49,234
Active Participant Plans - Commonwealth	13,235	24	13,259
<b>Active Participant Plans - Total</b>	<b>204,426</b>	<b>7,568</b>	<b>211,994</b>
Active Participant Plans - Early Intervention (s25)	67,106	4,238	71,344
Active Participant Plans - Permanent Disability (s24)	137,199	2,097	139,296
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	121	1,233	1,354

**Table F.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - New South Wales<sup>42</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	20,756	1,052	21,808

<sup>42</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	69,191	97%	28,672	96%	790	87%	98,653	96%
9 to 14	18,603	87%	9,631	87%	403	77%	28,637	87%
15 to 18	9,331	90%	5,816	88%	317	82%	15,464	89%
19 to 24	7,039	90%	4,574	85%	214	69%	11,827	87%
25 to 34	8,692	86%	6,594	78%	207	59%	15,493	82%
35 to 44	9,171	83%	7,660	73%	164	47%	16,995	78%
45 to 54	11,641	80%	10,107	68%	192	42%	21,940	73%
55 to 64	15,732	74%	13,513	61%	270	38%	29,515	67%
65+	724	55%	<600	n/a	<11	n/a	<1,340	n/a
Missing	0	0%	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>150,124</b>	<b>89%</b>	<b>87,165</b>	<b>79%</b>	<b>2,568</b>	<b>63%</b>	<b>239,857</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	4,233	91%	2,051	89%	42	60%	6,326	90%
Autism	56,668	98%	23,063	98%	1,340	93%	81,071	97%
Cerebral palsy	3,435	98%	2,731	97%	30	97%	6,196	97%
Developmental delay	20,699	98%	8,815	97%	185	88%	29,699	98%
Down syndrome	2,189	100%	1,891	100%	23	92%	4,103	100%
Global developmental delay	6,178	99%	2,408	99%	56	97%	8,642	99%
Hearing impairment	4,555	88%	4,698	85%	107	75%	9,360	87%
Intellectual disability	18,392	94%	13,517	94%	183	77%	32,092	94%
Multiple sclerosis	948	91%	2,508	90%	24	60%	3,480	90%
Psychosocial disability	11,864	71%	9,738	59%	210	31%	21,812	65%
Spinal cord injury	1,659	94%	<660	n/a	<30	n/a	2,338	92%
Stroke	2,514	88%	1,727	84%	26	62%	4,267	86%
Visual impairment	1,946	85%	1,786	86%	39	60%	3,771	85%
Other neurological	5,993	80%	4,658	78%	105	57%	10,756	79%
Other physical	4,077	49%	3,892	36%	78	20%	8,047	41%
Other sensory/speech	932	49%	<400	n/a	<11	n/a	1,334	48%
Other	3,842	57%	2,632	42%	89	27%	6,563	49%
<b>Total</b>	<b>150,124</b>	<b>89%</b>	<b>87,165</b>	<b>79%</b>	<b>2,568</b>	<b>63%</b>	<b>239,857</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	18,801	9%	934	12%	19,735	9%
Non-First Nations Participants	147,717	72%	6,008	79%	153,725	73%
Not Stated	37,908	19%	626	8%	38,534	18%
Total	204,426	100%	7,568	100%	211,994	100%

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	21,891	11%	734	10%	22,625	11%
Not culturally and linguistically diverse	176,264	86%	5,951	79%	182,215	86%
Not stated	6,271	3%	883	12%	7,154	3%
Total	204,426	100%	7,568	100%	211,994	100%

**Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2025 - New South Wales<sup>43</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<30
55 to 64	209
Total YPIRAC (under 65)	238

<sup>43</sup> There are a further 577 active participants aged 65 years or over who are currently in residential aged care.

**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>44</sup>**

Quarter ending	Incremental	Cumulative
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
Mar-25	-19	238

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	143,492	70%	5,310	70%	148,802	70%
Population > 50,000	6,196	3%	261	3%	6,457	3%
Population between 15,000 and 50,000	27,356	13%	976	13%	28,332	13%
Population between 5,000 and 15,000	12,211	6%	422	6%	12,633	6%
Population less than 5,000	14,353	7%	582	8%	14,935	7%
Remote	721	0%	14	0%	735	0%
Very Remote	<90	n/a	<11	n/a	<100	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
<b>Total</b>	<b>204,426</b>	<b>100%</b>	<b>7,568</b>	<b>100%</b>	<b>211,994</b>	<b>100%</b>

<sup>44</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	75,675	37%	2,825	37%	78,500	37%
Intellectual disability	29,024	14%	302	4%	29,326	14%
Developmental delay	21,117	10%	2,221	29%	23,338	11%
Psychosocial disability	19,167	9%	241	3%	19,408	9%
Hearing impairment	8,676	4%	144	2%	8,820	4%
Other neurological	7,450	4%	268	4%	7,718	4%
Other physical	5,791	3%	69	1%	5,860	3%
Acquired brain injury	5,130	3%	81	1%	5,211	2%
Global developmental delay	6,894	3%	854	11%	7,748	4%
Cerebral palsy	5,739	3%	58	1%	5,797	3%
Other	3,630	2%	224	3%	3,854	2%
Down syndrome	<3,730	n/a	<20	n/a	3,746	2%
Multiple sclerosis	3,066	1%	78	1%	3,144	1%
Visual impairment	3,297	2%	51	1%	3,348	2%
Stroke	3,346	2%	98	1%	3,444	2%
Spinal cord Injury	1,953	1%	33	0%	1,986	1%
Other sensory/speech	<750	n/a	<11	n/a	746	0%
<b>Total</b>	<b>204,426</b>	<b>100%</b>	<b>7,568</b>	<b>100%</b>	<b>211,994</b>	<b>100%</b>

**Table F.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	78,500	37%	1,401	12%	77,099	39%
Intellectual disability	29,326	14%	4,499	37%	24,827	12%
Developmental delay	23,338	11%	0	0%	23,338	12%
Psychosocial disability	19,408	9%	1,891	16%	17,517	9%
Hearing impairment	8,820	4%	<11	n/a	<8,820	n/a
Other neurological	7,718	4%	896	7%	6,822	3%
Other physical	5,860	3%	124	1%	5,736	3%
Acquired brain injury	5,211	2%	868	7%	4,343	2%
Cerebral palsy	7,748	4%	0	0%	7,748	4%
Global developmental delay	5,797	3%	850	7%	4,947	2%
Down syndrome	3,854	2%	244	2%	3,610	2%
Other	3,746	2%	659	5%	3,087	2%
Multiple sclerosis	3,144	1%	128	1%	3,016	2%
Visual impairment	3,348	2%	34	0%	3,314	2%
Stroke	3,444	2%	415	3%	3,029	2%
Spinal cord Injury	1,986	1%	100	1%	1,886	1%
Other sensory/speech	746	0%	<11	n/a	<750	n/a
<b>Total</b>	<b>211,994</b>	<b>100%</b>	<b>12,119</b>	<b>100%</b>	<b>199,875</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	26,725	13%	2,653	35%	29,378	14%
2 (High Function)	371	0%	16	0%	387	0%
3 (High Function)	10,786	5%	720	10%	11,506	5%
4 (High Function)	14,179	7%	146	2%	14,325	7%
5 (High Function)	14,559	7%	781	10%	15,340	7%
6 (Moderate Function)	46,702	23%	1,233	16%	47,935	23%
7 (Moderate Function)	11,747	6%	360	5%	12,107	6%
8 (Moderate Function)	10,141	5%	188	2%	10,329	5%
9 (Moderate Function)	<980	n/a	<11	n/a	985	0%
10 (Moderate Function)	17,447	9%	238	3%	17,685	8%
11 (Low Function)	5,667	3%	88	1%	5,755	3%
12 (Low Function)	24,916	12%	371	5%	25,287	12%
13 (Low Function)	12,852	6%	99	1%	12,951	6%
14 (Low Function)	<3,000	n/a	<11	n/a	3,001	1%
15 (Low Function)	52	0%	0	0%	52	0%
Missing	4,315	2%	656	9%	4,971	2%
<b>Total</b>	<b>204,426</b>	<b>100%</b>	<b>7,568</b>	<b>100%</b>	<b>211,994</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	46,852	23%	4,537	60%	51,389	24%
9 to 14	38,752	19%	892	12%	39,644	19%
15 to 18	19,416	9%	439	6%	19,855	9%
19 to 24	17,755	9%	240	3%	17,995	8%
25 to 34	18,812	9%	273	4%	19,085	9%
35 to 44	14,422	7%	262	3%	14,684	7%
45 to 54	16,475	8%	350	5%	16,825	8%
55 to 64	19,956	10%	506	7%	20,462	10%
65+	11,986	6%	69	1%	12,055	6%
<b>Total</b>	<b>204,426</b>	<b>100%</b>	<b>7,568</b>	<b>100%</b>	<b>211,994</b>	<b>100%</b>

**Table F.14 Participation rates by age group and gender at 31 March 2025 - New South Wales<sup>45</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7.8%	3.5%	5.7%
9 to 14	8.4%	3.9%	6.3%
15 to 18	5.9%	3.3%	4.7%
19 to 24	3.4%	2.0%	2.8%
25 to 44	1.6%	1.2%	1.4%
45 to 64	2.0%	1.7%	1.9%
Total (aged 0 to 64)	3.6%	2.0%	2.9%

**Table F.15 Proportion of active participants with approved plans accessing mainstream supports - New South Wales<sup>46</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	3%	4%	3%
Daily life	17%	19%	17%
Health and wellbeing	79%	85%	79%
Learning	36%	38%	36%
Relationships	5%	4%	5%
Social and community activities	10%	9%	10%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	6%	0%	6%
Any mainstream service	97%	96%	97%

<sup>45</sup> Participation rate refers to the proportion of the 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>46</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



## Part Two: Participant and family/carers outcomes

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

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

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

**Table F.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,668), and ‘participant social and community engagement rate’ (n=12,430), and the metric for ‘parent and carer employment rate’ (n=14,883) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=7,573) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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%	24%	23%	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%	24%	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	30%	36%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	37%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	38%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	38%	41%	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%	39%	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%	70%	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 F.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,701), and 'participant social and community engagement rate' (n=11,549), and the metric for 'parent and carer employment rate' (n=10,469) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,173) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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	8%	13%	15%	21%	26%
Participant employment rate - Aged 25 to 34 years	31%	32%	28%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	31%	28%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	20%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	13%	11%	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%	21%	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	31%	38%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	40%	42%	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%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	51%	55%	53%	53%	n/a
Parent and carer employment rate - All ages	48%	51%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	78%	n/a

**Table F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,087), and 'participant social and community engagement rate' (n=9,921), and the metric for 'parent and carer employment rate' (n=7,164) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=7,884) 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 March 2021 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%	34%	32%	31%	31%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	30%	28%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	20%	17%	18%	26%
Participant employment rate - Aged 65+ years	16%	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%	47%	53%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	40%	45%	48%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	40%	45%	53%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	44%	42%	46%	46%
Participant social and community engagement rate - Aged 65+ years	38%	43%	45%	46%	49%	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%	53%	54%	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%	54%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	70%	73%	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%	74%	78%	n/a

**Table F.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,762), and 'participant social and community engagement rate' (n=7,656), and the metric for 'parent and carer employment rate' (n=4,436) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=6,228) 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 March 2020 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%	13%	20%	22%	27%	26%
Participant employment rate - Aged 25 to 34 years	29%	31%	30%	32%	29%	31%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	31%	32%	30%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	28%	30%	25%	26%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	22%	19%	18%	26%
Participant employment rate - Aged 65+ years	18%	16%	12%	15%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	27%	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%	47%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	47%	51%	51%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	41%	46%	48%	50%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	45%	48%	48%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	42%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 65+ years	38%	39%	43%	42%	41%	47%	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%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	49%	51%	53%	55%	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%	65%	69%	69%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	78%	78%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	74%	79%	n/a

**Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,806), and 'participant social and community engagement rate' (n=9,874), and the metric for 'parent and carer employment rate' (n=5,431) 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=8,887) 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 March 2019 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%	25%	19%	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	35%	38%	34%	33%	33%	33%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	35%	34%	33%	31%	28%	28%	26%
Participant employment rate - Aged 55 to 64 years	29%	28%	25%	21%	23%	21%	21%	26%
Participant employment rate - Aged 65+ years	18%	17%	13%	11%	11%	7%	8%	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%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	44%	50%	51%	53%	54%	58%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	45%	48%	55%	52%	57%	58%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	43%	47%	46%	47%	49%	52%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	48%	49%	45%	49%	54%	46%
Participant social and community engagement rate - Aged 25+ years	37%	43%	49%	51%	50%	53%	55%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	48%	51%	50%	52%	55%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	51%	51%	52%	56%	56%	61%	n/a
Parent and carer employment rate - Aged 15+ years	49%	53%	53%	54%	56%	55%	56%	n/a
Parent and carer employment rate - All ages	48%	52%	52%	53%	56%	55%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	63%	66%	68%	68%	79%	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	64%	70%	74%	75%	76%	85%	n/a

## Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q3. Table F.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table F.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 226 in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 1,867 in Prior Quarters, n = 175 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 1,623 in Prior Quarters, n = 291 in 2024-25 Q3), 'Plan Approval' (n = 3,365 in Prior Quarters, n = 984 in 2024-25 Q3), 'Plan Implementation' (n = 3,697 in Prior Quarters, n = 711 in 2024-25 Q3) and 'Plan Reassessment' (n = 8,565 in Prior Quarters, n = 2,169 in 2024-25 Q3) - New South Wales<sup>47 48</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	98%	n/a
Early Supports - Were decisions and outcomes explained to you?	86%	n/a
Early Supports - Were your questions and concerns acknowledged?	89%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	49%	n/a
Community Connections - Was information easy to understand?	85%	77%
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%	79%
Community Connections - To what extent were you included in decisions that were made?	75%	79%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	49%
Apply for NDIS (overall) - Were you treated with respect?	93%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	70%
Apply for NDIS (overall) - Was information easy to understand?	72%	64%
Apply for NDIS (overall) - Was communication in your preferred format?	87%	81%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	55%	47%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	54%	45%
Plan Approval - Were you treated with respect?	92%	90%
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%	87%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	58%

<sup>47</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>48</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	60%	64%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	89%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	66%
Plan Implementation - To what extent were your circumstances and needs considered?	63%	65%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	61%	63%
Plan Implementation - Do you feel confident in using your plan?	67%	67%
Plan Implementation - Do you feel confident in accessing supports?	67%	69%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	86%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	67%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	70%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	67%
Plan Reassessment - Do you feel confident in using your plan?	71%	70%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	67%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	79%	81%

**Table F.22 Complaints and Participant Critical Incidents (PCIs) by quarter - New South Wales** <sup>49</sup>  
50

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about Early Connections Partner	221	20	241	227
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	1,129	71	1,200	1,072
People who have submitted an access request: Complaints about service providers	3,854	160	4,014	3,181
People who have submitted an access request: Complaints about the Agency	63,554	3,639	67,193	33,820
People who have submitted an access request: Unclassified	1,508	0	1,508	1,325
<b>People who have submitted an access request: Total</b>	<b>70,266</b>	<b>3,890</b>	<b>74,156</b>	<b>36,387</b>
Percentage of the number of active participants	6.7%	7.5%	6.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>12,604</b>	<b>1,272</b>	<b>13,876</b>	<b>n/a</b>

<sup>49</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>50</sup> Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.

**Table F.23 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
Mar-22	2,168	6%	34,384	6%
Jun-22	1,872	5%	36,256	6%
Sep-22	1,994	5%	38,250	6%
Dec-22	1,747	4%	39,997	6%
Mar-23	1,781	4%	41,778	6%
Jun-23	2,091	5%	43,869	6%
Sep-23	2,498	5%	46,367	6%
Dec-23	3,019	6%	49,386	6%
Mar-24	5,359	11%	54,745	6%
Jun-24	5,834	12%	60,579	6%
Sep-24	5,055	10%	65,634	7%
Dec-24	4,632	9%	70,266	7%
Mar-25	3,890	7%	74,156	7%

**Table F.24 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
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	1,143	2%	9,092	1%
Jun-24	1,181	2%	10,273	1%
Sep-24	1,154	2%	11,427	1%
Dec-24	1,177	2%	12,604	1%
Mar-25	1,272	2%	13,876	1%



**Table F.25 Participant complaints by type. Complaints with a related party who has submitted an access request - New South Wales<sup>51</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,368	4%	0	0%	2,368	4%
Complaints about the Agency - Information unclear	740	1%	0	0%	740	1%
Complaints about the Agency - NDIA Access	1,382	2%	94	3%	1,476	2%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	81	0%
Complaints about the Agency - NDIA Finance	3,540	6%	259	7%	3,799	6%
Complaints about the Agency - NDIA Fraud and Compliance	247	0%	19	1%	266	0%
Complaints about the Agency - NDIA Plan	12,912	20%	797	22%	13,709	20%
Complaints about the Agency - NDIA Process	5,159	8%	481	13%	5,640	8%
Complaints about the Agency - NDIA Resources	489	1%	37	1%	526	1%
Complaints about the Agency - NDIA Staff	3,084	5%	286	8%	3,370	5%
Complaints about the Agency - NDIA Timeliness	18,459	29%	1,656	46%	20,115	30%
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	40	0%
Complaints about the Agency - Reasonable and necessary supports	2,259	4%	0	0%	2,259	3%
Complaints about the Agency - Staff conduct - Agency	680	1%	0	0%	680	1%
Complaints about the Agency - The way the NDIA carried out its decision making	1,266	2%	0	0%	1,266	2%
Complaints about the Agency - Timeliness	5,931	9%	0	0%	5,931	9%
Complaints about the Agency - Other	<4,700	n/a	<11	n/a	4,705	7%
<b>Complaints about the Agency - Total</b>	<b>63,554</b>	<b>100%</b>	<b>3,639</b>	<b>100%</b>	<b>67,193</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	<20	n/a	<11	n/a	20	8%
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	<11	n/a	27	11%
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	144	60%
Complaints about Early Connections Partner - Early Connections Timeliness	<40	n/a	<11	n/a	47	20%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>221</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>241</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	<20	n/a	<11	n/a	14	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<160	n/a	<11	n/a	157	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<120	n/a	<11	n/a	121	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a

<sup>51</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	748	66%	49	69%	797	66%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<90	n/a	<11	n/a	98	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>1,129</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>1,200</b>	<b>100%</b>
Complaints about service providers - Provider Costs	146	4%	0	0%	146	4%
Complaints about service providers - Provider Finance	256	7%	14	9%	270	7%
Complaints about service providers - Provider Fraud and Compliance	386	10%	25	16%	411	10%
Complaints about service providers - Provider Process	143	4%	0	0%	143	4%
Complaints about service providers - Provider Service	1,176	31%	67	42%	1,243	31%
Complaints about service providers - Provider Staff	634	16%	54	34%	688	17%
Complaints about service providers - Service Delivery	236	6%	0	0%	236	6%
Complaints about service providers - Staff Conduct	217	6%	0	0%	217	5%
Complaints about service providers - Supports being provided	253	7%	0	0%	253	6%
Complaints about service providers - Other	407	11%	0	0%	407	10%
<b>Complaints about service providers - Total</b>	<b>3,854</b>	<b>100%</b>	<b>160</b>	<b>100%</b>	<b>4,014</b>	<b>100%</b>
<b>Unclassified</b>	<b>1,508</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>1,508</b>	<b>n/a</b>
<b>Participants total</b>	<b>70,266</b>	<b>n/a</b>	<b>3,890</b>	<b>n/a</b>	<b>74,156</b>	<b>n/a</b>

**Table F.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - New South Wales**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	1,399	21%	64	16%	1,463	21%
Plan	4,601	69%	295	72%	4,896	70%
Plan Reassessment	228	3%	20	5%	248	4%
Other	395	6%	28	7%	423	6%
<b>Total cases</b>	<b>6,623</b>	<b>100%</b>	<b>407</b>	<b>100%</b>	<b>7,030</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.6%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>	<b>0.6%</b>	<b>n/a</b>

**Table F.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - New South Wales**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	393	1%	3,237	1%
Jun-22	356	1%	3,593	1%
Sep-22	305	1%	3,898	1%
Dec-22	273	1%	4,171	1%
Mar-23	265	1%	4,436	1%
Jun-23	311	1%	4,747	1%
Sep-23	255	1%	5,002	1%
Dec-23	286	1%	5,288	1%
Mar-24	172	0%	5,460	1%
Jun-24	277	1%	5,737	1%
Sep-24	429	1%	6,166	1%
Dec-24	457	1%	6,623	1%
Mar-25	407	1%	7,030	1%

**Table F.28 Administrative Review Tribunal (ART) cases by open/closed and decision - New South Wales<sup>52</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>7,030</b>	<b>6,265</b>
<b>Open ART Cases</b>	<b>1,174</b>	<b>1,148</b>
<b>Closed ART Cases</b>	<b>5,856</b>	<b>5,246</b>
Resolved before hearing	5,653	5,071
Gone to hearing and received a substantive decision	203	175

<sup>52</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 F.29 Administrative Review Tribunal (ART) Supports in dispute - New South Wales<sup>53 54 55</sup>**

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	<100	<11	104
Core (excluding Consumables and Transport)	773	80	853
Capacity Building	958	85	1,043
General Support	201	31	232
Assistive Technology	249	26	275
Specialist Disability Accommodation	<90	<11	92
Home Modifications	<60	<11	60
Supported Independent Living	303	32	335
Everyday Living Costs	<80	<11	80
Transport	<120	<11	123
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,535</b>	<b>146</b>	<b>1,681</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,909</b>	<b>288</b>	<b>3,197</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>189</b>	<b>3%</b>	<b>14</b>	<b>4%</b>	<b>203</b>	<b>3%</b>
Decided by Tribunal - Affirmed	<100	n/a	<11	n/a	101	2%
Decided by Tribunal - Varied	<40	n/a	<11	n/a	36	1%
Decided by Tribunal - Set Aside	<70	n/a	<11	n/a	66	1%
<b>Not Decided by Tribunal - Total</b>	<b>5,344</b>	<b>97%</b>	<b>309</b>	<b>96%</b>	<b>5,653</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	3,817	69%	224	69%	4,041	69%
Not Decided by Tribunal - Withdrawn	1,070	19%	61	19%	1,131	19%
Not Decided by Tribunal - No jurisdiction	88	2%	0	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	326	6%	24	7%	350	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>5,533</b>	<b>100%</b>	<b>323</b>	<b>100%</b>	<b>5,856</b>	<b>100%</b>

<sup>53</sup> 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.

<sup>54</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>55</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table F.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - New South Wales<sup>56</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	4,254	0	4,254
Plan-managed	6,403	49,640	55,954
Self-managed	3,515	35,559	39,023
All plan management types	7,182	71,155	78,232

**Table F.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - New South Wales<sup>57</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	1,267	0	1,267
Plan-managed	1,155	723	1,887
Self-managed	111	167	332
All plan management types	2,532	889	3,485

<sup>56</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>57</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.5%	2.4%
\$5,001-\$10,000	5.4%	5.2%
\$10,001-\$15,000	10.2%	10.0%
\$15,001-\$20,000	14.9%	15.1%
\$20,001-\$25,000	11.4%	11.7%
\$25,001-\$30,000	4.7%	4.7%
\$30,001-\$50,000	12.9%	12.9%
\$50,001-\$100,000	16.7%	16.6%
\$100,001-\$150,000	6.8%	6.8%
\$150,001-\$200,000	3.6%	3.5%
\$200,001-\$250,000	2.2%	2.2%
\$250,001+	8.8%	8.9%

**Table F.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - New South Wales**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.7%	2.6%
\$5,001-\$10,000	5.7%	5.5%
\$10,001-\$15,000	10.9%	10.6%
\$15,001-\$20,000	15.8%	16.0%
\$20,001-\$25,000	12.2%	12.5%
\$25,001-\$30,000	5.0%	5.0%
\$30,001-\$50,000	13.7%	13.6%
\$50,001-\$100,000	17.7%	17.6%
\$100,001-\$150,000	7.1%	7.1%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	3.5%	3.6%

**Table F.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$20,600	\$26,200	n/a	n/a	\$20,600	\$26,200
9 to 14	\$24,300	\$28,100	n/a	n/a	\$24,300	\$28,100
15 to 18	\$37,500	\$47,000	\$559,200	\$623,400	\$34,800	\$44,400
19 to 24	\$80,600	\$103,300	\$509,200	\$562,100	\$55,800	\$78,400
25 to 34	\$103,200	\$125,100	\$431,100	\$468,300	\$67,500	\$88,800
35 to 44	\$117,800	\$142,300	\$397,300	\$433,000	\$76,400	\$99,800
45 to 54	\$125,700	\$151,900	\$394,200	\$432,000	\$79,200	\$104,800
55 to 64	\$135,800	\$164,200	\$398,300	\$434,400	\$86,900	\$113,800
65+	\$134,800	\$162,500	\$395,500	\$427,300	\$91,500	\$117,000
<b>All</b>	<b>\$68,700</b>	<b>\$83,000</b>	<b>\$411,800</b>	<b>\$448,800</b>	<b>\$47,200</b>	<b>\$60,800</b>

**Table F.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$163,000	\$196,500	\$429,500	\$473,000	\$110,800	\$141,200
Autism	\$38,300	\$46,200	\$465,400	\$500,300	\$30,100	\$38,000
Cerebral palsy	\$159,200	\$183,200	\$471,300	\$507,200	\$104,000	\$127,500
Developmental delay	\$15,100	\$22,200	\$0	\$0	\$15,100	\$22,200
Global developmental delay	\$20,100	\$25,700	\$0	\$0	\$20,100	\$25,700
Hearing impairment	\$9,600	\$17,000	n/a	n/a	\$9,400	\$16,700
Intellectual disability	\$112,000	\$131,000	\$383,800	\$414,400	\$62,200	\$79,600
Multiple sclerosis	\$110,600	\$138,500	\$515,300	\$556,000	\$94,200	\$120,800
Psychosocial disability	\$97,900	\$124,400	\$364,200	\$406,100	\$69,700	\$94,000
Spinal cord injury	\$171,400	\$218,200	\$580,500	\$658,100	\$150,400	\$194,900
Stroke	\$152,000	\$194,000	\$481,600	\$541,700	\$108,700	\$146,300
Visual impairment	\$43,300	\$57,400	\$353,800	\$375,300	\$40,100	\$54,200
Other neurological	\$151,500	\$185,900	\$476,800	\$510,600	\$109,900	\$143,200
Other physical	\$74,000	\$102,300	\$444,800	\$526,800	\$66,500	\$93,100
Other sensory/speech	\$10,500	\$19,100	n/a	n/a	\$9,700	\$18,200
Other	\$94,500	\$125,100	\$448,300	\$504,200	\$70,000	\$97,900
Down Syndrome	\$124,300	\$140,900	\$341,700	\$364,200	\$77,200	\$93,200
<b>All</b>	<b>\$68,700</b>	<b>\$83,000</b>	<b>\$411,800</b>	<b>\$448,800</b>	<b>\$47,200</b>	<b>\$60,800</b>

**Table F.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$14,900	\$21,400	n/a	n/a	\$14,800	\$21,300
2	\$20,300	\$32,000	n/a	n/a	\$18,800	\$29,900
3	\$23,100	\$31,800	\$338,600	\$383,500	\$21,200	\$29,700
4	\$17,000	\$26,100	\$401,300	\$427,600	\$15,300	\$24,200
5	\$32,300	\$41,100	\$355,800	\$393,900	\$27,100	\$35,800
6	\$26,600	\$36,900	\$328,400	\$381,700	\$24,400	\$34,300
7	\$60,000	\$71,100	\$375,600	\$409,000	\$39,300	\$49,500
8	\$60,200	\$84,900	\$339,200	\$385,200	\$48,200	\$71,100
9	\$76,100	\$105,000	\$376,900	\$450,800	\$69,300	\$97,500
10	\$100,700	\$130,500	\$346,800	\$386,800	\$76,900	\$105,100
11	\$138,500	\$155,900	\$423,100	\$453,200	\$78,800	\$94,300
12	\$191,600	\$224,500	\$411,700	\$446,700	\$129,700	\$161,800
13	\$114,600	\$129,700	\$516,900	\$553,600	\$78,900	\$91,500
14	\$310,000	\$352,400	\$507,000	\$545,500	\$231,000	\$275,400
15	\$469,500	\$526,900	n/a	n/a	\$458,500	\$502,900
<b>All</b>	<b>\$68,700</b>	<b>\$83,000</b>	<b>\$411,800</b>	<b>\$448,800</b>	<b>\$47,200</b>	<b>\$60,800</b>

**Table F.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - New South Wales<sup>58</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	3,691.8	3,897.3
Core: Consumables	34.8	40.0
Core: Social and Civic	713.8	887.6
Core: Transport	24.3	28.6
Capacity Building: Choice and Control	11.2	12.3
Capacity Building: Daily Activities	100.3	148.0
Capacity Building: Employment	1.1	3.8
Capacity Building: Health and Wellbeing	1.6	2.5
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	102.1	150.6
Capacity Building: Social and Civic	1.1	1.7
Capacity Building: Support Coordination	61.3	75.3
Capital: Assistive Technology	34.6	70.3
Capital: Home Modifications	98.4	121.3
<b>All</b>	<b>4,876.5</b>	<b>5,439.2</b>

<sup>58</sup> Total payments for home modifications were \$98.4 million. Of which, \$98.0 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$121.3 million. Of which, \$119.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.4 million (1%) has been allocated for non-SDA supports.



**Table F.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - New South Wales<sup>59</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	3,446.9	4,601.8
Core: Consumables	156.6	229.3
Core: Social and Civic	2,557.9	2,894.1
Core: Transport	327.1	136.6
Capacity Building: Choice and Control	158.8	185.3
Capacity Building: Daily Activities	1,569.5	2,604.1
Capacity Building: Employment	50.1	146.1
Capacity Building: Health and Wellbeing	11.8	22.1
Capacity Building: Home Living	0.2	1.2
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	156.5	333.5
Capacity Building: Social and Civic	62.2	150.9
Capacity Building: Support Coordination	238.3	352.1
Capital: Assistive Technology	175.4	404.8
Capital: Home Modifications	54.3	99.8
<b>All</b>	<b>8,965.7</b>	<b>12,162.1</b>

**Table F.40 Payments by financial year in which support was provided, compared to committed supports - New South Wales<sup>60</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	50.2	37.2	74%
2014-15	184.7	141.5	77%
2015-16	352.4	260.0	74%
2016-17	1,767.3	1,209.4	68%
2017-18	4,265.2	3,097.7	73%
2018-19	5,891.3	4,467.9	76%
2019-20	8,023.0	5,976.4	74%
2020-21	10,164.5	7,705.2	76%
2021-22	11,481.9	8,941.5	78%
2022-23	14,025.6	11,037.4	79%
2023-24	16,194.1	12,892.8	80%
2024-25 to date	13,197.9	9,816.8	74%

<sup>59</sup> Total payments for home modifications were \$54.3 million. Of which, \$28.5 million (52.6%) has been paid for specialised disability accommodation (SDA) supports, and \$25.7 million (47.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$99.8 million. Of which, \$37.1 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$62.7 million (63%) has been allocated for non-SDA supports.

<sup>60</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>61</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	6.7%	6.7%	8.7%	6.2%	4.6%	6.7%	7.1%	6.4%	4.7%
Interplan Inflation	5.6%	4.6%	5.1%	3.4%	2.6%	2.9%	5.0%	5.0%	5.8%
Total Inflation	12.3%	11.2%	13.8%	9.6%	7.2%	9.6%	12.1%	11.4%	10.4%

<sup>61</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

---

This supplement shows the data for Victoria.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	240,541	10,988	251,529
<b>Active Eligible - Total</b>	<b>187,164</b>	<b>8,717</b>	<b>195,881</b>
Active Eligible - New	120,132	8,537	128,669
Active Eligible - State	57,036	139	57,175
Active Eligible - Commonwealth	9,996	41	10,037
<b>Active Participant Plans - Total</b>	<b>185,133</b>	<b>7,840</b>	<b>192,973</b>
Active Participant Plans - New	118,555	7,693	126,248
Active Participant Plans - State	56,621	107	56,728
Active Participant Plans - Commonwealth	9,957	40	9,997
<b>Active Participant Plans - Total</b>	<b>185,133</b>	<b>7,840</b>	<b>192,973</b>
Active Participant Plans - Early Intervention (s25)	60,337	4,580	64,917
Active Participant Plans - Permanent Disability (s24)	124,693	2,167	126,860
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	103	1,093	1,196

**Table G.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - Victoria<sup>62</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
<b>Number of people who have left the Scheme</b>	<b>17,936</b>	<b>879</b>	<b>18,815</b>

<sup>62</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	61,150	98%	27,102	98%	1,413	93%	89,665	98%
9 to 14	17,201	91%	10,285	93%	494	87%	27,980	92%
15 to 18	7,190	93%	4,868	90%	368	88%	12,426	92%
19 to 24	5,988	90%	4,367	85%	262	75%	10,617	87%
25 to 34	7,971	87%	6,976	80%	329	67%	15,276	83%
35 to 44	8,188	83%	8,087	76%	174	53%	16,449	79%
45 to 54	9,850	80%	<10,280	n/a	<160	n/a	20,288	75%
55 to 64	12,020	75%	11,725	64%	176	37%	23,921	69%
65+	588	58%	<550	n/a	<11	n/a	1,137	53%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>130,146</b>	<b>90%</b>	<b>84,231</b>	<b>82%</b>	<b>3,382</b>	<b>74%</b>	<b>217,759</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	4,105	91%	2,067	91%	45	66%	6,217	90%
Autism	47,112	97%	23,746	98%	1,753	94%	72,611	97%
Cerebral palsy	2,545	97%	2,081	96%	37	90%	4,663	97%
Developmental delay	25,304	99%	11,050	99%	707	97%	37,061	99%
Down syndrome	1,718	100%	1,430	100%	29	100%	3,177	100%
Global developmental delay	2,815	99%	1,232	99%	63	95%	4,110	99%
Hearing impairment	3,763	90%	4,015	88%	82	74%	7,860	89%
Intellectual disability	16,337	95%	11,408	94%	112	72%	27,857	95%
Multiple sclerosis	963	92%	2,913	92%	27	69%	3,903	92%
Psychosocial disability	10,828	74%	11,923	67%	252	38%	23,003	70%
Spinal cord injury	851	94%	<420	n/a	<20	n/a	1,284	93%
Stroke	1,632	86%	1,151	83%	22	61%	2,805	85%
Visual impairment	1,777	91%	1,692	89%	25	57%	3,494	89%
Other neurological	4,289	84%	3,705	82%	79	64%	8,073	83%
Other physical	2,747	46%	3,186	37%	59	23%	5,992	41%
Other sensory/speech	481	53%	<210	n/a	<11	n/a	693	51%
Other	2,879	56%	2,010	40%	67	24%	4,956	48%
<b>Total</b>	<b>130,146</b>	<b>90%</b>	<b>84,231</b>	<b>82%</b>	<b>3,382</b>	<b>74%</b>	<b>217,759</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	6,661	4%	354	5%	7,015	4%
Non-First Nations Participants	152,324	82%	6,958	89%	159,282	83%
Not Stated	26,148	14%	528	7%	26,676	14%
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	20,958	11%	705	9%	21,663	11%
Not culturally and linguistically diverse	159,117	86%	6,402	82%	165,519	86%
Not stated	5,058	3%	733	9%	5,791	3%
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</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 March 2025 - Victoria<sup>63</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<40
55 to 64	243
<b>Total YPIRAC (under 65)</b>	<b>289</b>

<sup>63</sup> There are a further 491 active participants aged 65 years or over who are currently in residential aged care.

**Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Victoria<sup>64</sup>**

Quarter ending	Incremental	Cumulative
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
Mar-25	-31	289

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	134,430	73%	5,682	72%	140,112	73%
Population > 50,000	17,959	10%	812	10%	18,771	10%
Population between 15,000 and 50,000	12,138	7%	474	6%	12,612	7%
Population between 5,000 and 15,000	<9,920	n/a	<390	n/a	10,304	5%
Population less than 5,000	10,622	6%	482	6%	11,104	6%
Remote	<60	n/a	<11	n/a	<70	n/a
Very Remote	0	0%	0	0%	0	0%
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</b>	<b>100%</b>

<sup>64</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	67,714	37%	2,763	35%	70,477	37%
Intellectual disability	25,531	14%	304	4%	25,835	13%
Developmental delay	26,158	14%	3,227	41%	29,385	15%
Psychosocial disability	20,078	11%	190	2%	20,268	11%
Hearing impairment	7,205	4%	181	2%	7,386	4%
Other neurological	5,704	3%	192	2%	5,896	3%
Other physical	4,586	2%	65	1%	4,651	2%
Acquired brain injury	4,925	3%	108	1%	5,033	3%
Global developmental delay	3,179	2%	317	4%	3,496	2%
Cerebral palsy	4,282	2%	50	1%	4,332	2%
Other	2,751	1%	181	2%	2,932	2%
Down syndrome	2,868	2%	17	0%	2,885	1%
Multiple sclerosis	3,451	2%	91	1%	3,542	2%
Visual impairment	3,012	2%	54	1%	3,066	2%
Stroke	2,209	1%	77	1%	2,286	1%
Spinal cord Injury	1,069	1%	23	0%	1,092	1%
Other sensory/speech	411	0%	0	0%	411	0%
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</b>	<b>100%</b>



**Table G.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	70,477	37%	943	12%	69,534	38%
Intellectual disability	25,835	13%	3,105	40%	22,730	12%
Developmental delay	29,385	15%	0	0%	29,385	16%
Psychosocial disability	20,268	11%	669	9%	19,599	11%
Hearing impairment	7,386	4%	<11	n/a	<7,390	n/a
Other neurological	5,896	3%	483	6%	5,413	3%
Other physical	4,651	2%	64	1%	4,587	2%
Acquired brain injury	5,033	3%	695	9%	4,338	2%
Cerebral palsy	3,496	2%	0	0%	3,496	2%
Global developmental delay	4,332	2%	659	8%	3,673	2%
Down syndrome	2,932	2%	139	2%	2,793	2%
Other	2,885	1%	566	7%	2,319	1%
Multiple sclerosis	3,542	2%	143	2%	3,399	2%
Visual impairment	3,066	2%	<30	n/a	<3,040	n/a
Stroke	2,286	1%	213	3%	2,073	1%
Spinal cord Injury	1,092	1%	62	1%	1,030	1%
Other sensory/speech	411	0%	0	0%	411	0%
<b>Total</b>	<b>192,973</b>	<b>100%</b>	<b>7,774</b>	<b>100%</b>	<b>185,199</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	25,107	14%	2,563	33%	27,670	14%
2 (High Function)	480	0%	16	0%	496	0%
3 (High Function)	10,068	5%	689	9%	10,757	6%
4 (High Function)	9,178	5%	125	2%	9,303	5%
5 (High Function)	14,694	8%	723	9%	15,417	8%
6 (Moderate Function)	42,607	23%	1,612	21%	44,219	23%
7 (Moderate Function)	9,728	5%	349	4%	10,077	5%
8 (Moderate Function)	9,275	5%	205	3%	9,480	5%
9 (Moderate Function)	777	0%	16	0%	793	0%
10 (Moderate Function)	16,803	9%	268	3%	17,071	9%
11 (Low Function)	4,789	3%	89	1%	4,878	3%
12 (Low Function)	24,613	13%	418	5%	25,031	13%
13 (Low Function)	10,824	6%	109	1%	10,933	6%
14 (Low Function)	2,141	1%	14	0%	2,155	1%
15 (Low Function)	37	0%	0	0%	37	0%
Missing	4,012	2%	644	8%	4,656	2%
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	43,635	24%	4,435	57%	48,070	25%
9 to 14	36,898	20%	1,092	14%	37,990	20%
15 to 18	17,216	9%	500	6%	17,716	9%
19 to 24	14,844	8%	289	4%	15,133	8%
25 to 34	15,641	8%	351	4%	15,992	8%
35 to 44	13,890	8%	333	4%	14,223	7%
45 to 54	15,602	8%	300	4%	15,902	8%
55 to 64	17,918	10%	467	6%	18,385	10%
65+	9,489	5%	73	1%	9,562	5%
<b>Total</b>	<b>185,133</b>	<b>100%</b>	<b>7,840</b>	<b>100%</b>	<b>192,973</b>	<b>100%</b>

**Table G.14 Participation rates by age group and gender at 31 March 2025 - Victoria<sup>65</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.8%	4.3%	6.7%
9 to 14	9.7%	5.0%	7.5%
15 to 18	6.2%	3.9%	5.2%
19 to 24	3.3%	2.1%	2.8%
25 to 44	1.6%	1.3%	1.5%
45 to 64	2.1%	2.1%	2.1%
<b>Total (aged 0 to 64)</b>	<b>3.8%</b>	<b>2.4%</b>	<b>3.2%</b>

**Table G.15 Proportion of active participants with approved plans accessing mainstream supports - Victoria<sup>66</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	2%	4%	3%
Daily life	20%	20%	20%
Health and wellbeing	68%	81%	70%
Learning	32%	39%	33%
Relationships	5%	4%	5%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	11%	1%	10%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>65</sup> Participation rate refers to the proportion of the 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>66</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carers outcomes

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

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

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

**Table G.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=13,467), and ‘participant social and community engagement rate’ (n=13,222), and the metric for ‘parent and carer employment rate’ (n=14,128) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=8,238) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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%	24%	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	13%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	21%	19%	21%	26%
Participant employment rate - Aged 15 to 64 years	18%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	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%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	47%	51%	n/a
Parent and carer employment rate - Aged 15+ years	46%	46%	47%	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%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	76%	n/a

**Table G.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,161), and 'participant social and community engagement rate' (n=10,946), and the metric for 'parent and carer employment rate' (n=9,061) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,159) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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%	16%	20%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	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%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	15%	15%	26%
Participant employment rate - Aged 65+ years	10%	11%	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%	22%	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	34%	40%	41%	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%	48%	53%	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%	49%	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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,863), and 'participant social and community engagement rate' (n=7,617), and the metric for 'parent and carer employment rate' (n=5,733) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=6,009) 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 March 2021 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	10%	12%	15%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	27%	23%	30%	26%
Participant employment rate - Aged 35 to 44 years	27%	26%	31%	22%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	25%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	18%	14%	14%	26%
Participant employment rate - Aged 65+ years	12%	12%	11%	12%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	25%	19%	23%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	23%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	39%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	42%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	37%	40%	38%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	35%	37%	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	34%	37%	38%	45%	44%	46%
Participant social and community engagement rate - Aged 25+ years	34%	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%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	48%	50%	51%	52%	51%	n/a
Parent and carer employment rate - All ages	46%	49%	49%	51%	54%	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%	75%	76%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	72%	73%	79%	n/a

**Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,793), and 'participant social and community engagement rate' (n=5,471), and the metric for 'parent and carer employment rate' (n=3,786) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=4,668) 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 March 2020 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%	16%	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%	19%	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	20%	19%	18%	16%	10%	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%	22%	23%	17%	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	33%	36%	39%	38%	38%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	38%	42%	42%	40%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	42%	41%	48%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	41%	41%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	39%	43%	39%	42%	46%	46%
Participant social and community engagement rate - Aged 65+ years	41%	44%	44%	43%	46%	47%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	41%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	41%	43%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	52%	49%	56%	n/a
Parent and carer employment rate - Aged 15+ years	49%	50%	54%	53%	42%	52%	n/a
Parent and carer employment rate - All ages	46%	48%	50%	52%	47%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	66%	65%	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%	76%	82%	n/a

**Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,086), and 'participant social and community engagement rate' (n=4,438), and the metric for 'parent and carer employment rate' (n=2,971) 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=4,275) 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 March 2019 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%	10%	10%	14%	17%	9%	21%	26%
Participant employment rate - Aged 25 to 34 years	21%	23%	23%	26%	21%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	27%	27%	27%	30%	24%	29%	28%	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%	21%	17%	18%	17%	12%	15%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	11%	9%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	23%	24%	22%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	21%	23%	22%	20%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	42%	42%	52%	41%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	46%	48%	48%	46%	42%	55%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	45%	45%	49%	48%	49%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	42%	45%	41%	46%	44%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	42%	43%	39%	43%	51%	46%
Participant social and community engagement rate - Aged 65+ years	46%	51%	52%	50%	50%	48%	60%	46%
Participant social and community engagement rate - Aged 25+ years	39%	44%	46%	46%	45%	45%	54%	46%
Participant social and community engagement rate - Aged 15+ years	39%	43%	46%	45%	46%	44%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	50%	51%	47%	49%	60%	n/a
Parent and carer employment rate - Aged 15+ years	46%	49%	47%	50%	51%	54%	49%	n/a
Parent and carer employment rate - All ages	46%	48%	48%	50%	49%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	64%	68%	70%	72%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	63%	71%	75%	80%	81%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	61%	69%	73%	76%	78%	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 Q3. Table G.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table G.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 142 in Prior Quarters, n = 22 in 2024-25 Q3), 'Community Connections' (n = 1,588 in Prior Quarters, n = 255 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 1,343 in Prior Quarters, n = 290 in 2024-25 Q3), 'Plan Approval' (n = 3,281 in Prior Quarters, n = 950 in 2024-25 Q3), 'Plan Implementation' (n = 3,166 in Prior Quarters, n = 584 in 2024-25 Q3) and 'Plan Reassessment' (n = 7,298 in Prior Quarters, n = 1,787 in 2024-25 Q3) – Victoria <sup>67 68</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	99%	95%
Early Supports - Were decisions and outcomes explained to you?	87%	81%
Early Supports - Were your questions and concerns acknowledged?	89%	81%
Early Supports - How well does your early supports plan meet your child's needs?	45%	32%
Community Connections - Was information easy to understand?	85%	85%
Community Connections - Was communication in your preferred format?	95%	96%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	77%
Community Connections - To what extent were your circumstances and needs considered?	75%	78%
Community Connections - To what extent were you included in decisions that were made?	76%	78%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	56%
Apply for NDIS (overall) - Were you treated with respect?	93%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	78%
Apply for NDIS (overall) - Was information easy to understand?	69%	72%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	54%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	54%
Plan Approval - Were you treated with respect?	90%	88%
Plan Approval - Were decisions and outcomes explained to you?	78%	76%
Plan Approval - Were your questions and concerns acknowledged?	75%	72%
Plan Approval - Do you know where to go for more help with using your plan?	83%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	51%

<sup>67</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>68</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	58%	56%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	86%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	62%
Plan Implementation - To what extent were your circumstances and needs considered?	58%	62%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	57%	61%
Plan Implementation - Do you feel confident in using your plan?	64%	66%
Plan Implementation - Do you feel confident in accessing supports?	64%	68%
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?	66%	65%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	67%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	69%
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%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	65%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	79%

**Table G.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Victoria<sup>69 70</sup>**

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<200	<11	203	192
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<1,010	<70	1,067	964
People who have submitted an access request: Complaints about service providers	3,343	177	3,520	2,802
People who have submitted an access request: Complaints about the Agency	55,742	3,498	59,240	29,410
People who have submitted an access request: Unclassified	635	0	635	589
<b>People who have submitted an access request: Total</b>	<b>60,920</b>	<b>3,745</b>	<b>64,665</b>	<b>31,377</b>
Percentage of the number of active participants	7.2%	7.9%	7.2%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>14,403</b>	<b>1,315</b>	<b>15,718</b>	<b>n/a</b>

<sup>69</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>70</sup> Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.

**Table G.23 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
Mar-22	1,918	6%	26,446	7%
Jun-22	1,776	5%	28,222	7%
Sep-22	1,975	5%	30,197	6%
Dec-22	1,769	5%	31,966	6%
Mar-23	1,875	5%	33,841	6%
Jun-23	2,157	5%	35,998	6%
Sep-23	2,317	6%	38,315	6%
Dec-23	2,716	6%	41,031	6%
Mar-24	4,789	11%	45,820	6%
Jun-24	5,682	13%	51,502	7%
Sep-24	5,044	11%	56,546	7%
Dec-24	4,374	10%	60,920	7%
Mar-25	3,745	8%	64,665	7%

**Table G.24 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
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	1,293	3%	10,391	1%
Jun-24	1,362	3%	11,753	2%
Sep-24	1,354	3%	13,107	2%
Dec-24	1,296	3%	14,403	2%
Mar-25	1,315	3%	15,718	2%

**Table G.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Victoria<sup>71</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,138	2%	0	0%	1,138	2%
Complaints about the Agency - Information unclear	481	1%	0	0%	481	1%
Complaints about the Agency - NDIA Access	1,307	2%	81	2%	1,388	2%
Complaints about the Agency - NDIA Engagement	<80	n/a	<11	n/a	87	0%
Complaints about the Agency - NDIA Finance	3,759	7%	253	7%	4,012	7%
Complaints about the Agency - NDIA Fraud and Compliance	264	0%	16	0%	280	0%
Complaints about the Agency - NDIA Plan	12,409	22%	809	23%	13,218	22%
Complaints about the Agency - NDIA Process	5,002	9%	543	16%	5,545	9%
Complaints about the Agency - NDIA Resources	485	1%	50	1%	535	1%
Complaints about the Agency - NDIA Staff	3,339	6%	322	9%	3,661	6%
Complaints about the Agency - NDIA Timeliness	16,760	30%	1,410	40%	18,170	31%
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	39	0%
Complaints about the Agency - Reasonable and necessary supports	1,559	3%	0	0%	1,559	3%
Complaints about the Agency - Staff conduct - Agency	452	1%	0	0%	452	1%
Complaints about the Agency - The way the NDIA carried out its decision making	788	1%	0	0%	788	1%
Complaints about the Agency - Timeliness	4,513	8%	0	0%	4,513	8%
Complaints about the Agency - Other	<3,250	n/a	<11	n/a	3,244	5%
<b>Complaints about the Agency - Total</b>	<b>55,742</b>	<b>100%</b>	<b>3,498</b>	<b>100%</b>	<b>59,240</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	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	27	14%	0	0%	27	13%
Complaints about Early Connections Partner - Early Connections Process	<20	n/a	<11	n/a	17	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	<80	n/a	<11	n/a	78	38%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	77	38%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>196</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>203</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	124	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<100	n/a	<11	n/a	98	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	677	67%	47	75%	724	68%

<sup>71</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<100	n/a	<11	n/a	103	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>1,004</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>1,067</b>	<b>100%</b>
Complaints about service providers - Provider Costs	53	2%	0	0%	53	2%
Complaints about service providers - Provider Finance	242	7%	15	8%	257	7%
Complaints about service providers - Provider Fraud and Compliance	399	12%	32	18%	431	12%
Complaints about service providers - Provider Process	91	3%	0	0%	91	3%
Complaints about service providers - Provider Service	1,284	38%	74	42%	1,358	39%
Complaints about service providers - Provider Staff	671	20%	56	32%	727	21%
Complaints about service providers - Service Delivery	122	4%	0	0%	122	3%
Complaints about service providers - Staff Conduct	127	4%	0	0%	127	4%
Complaints about service providers - Supports being provided	134	4%	0	0%	134	4%
Complaints about service providers - Other	220	7%	0	0%	220	6%
<b>Complaints about service providers - Total</b>	<b>3,343</b>	<b>100%</b>	<b>177</b>	<b>100%</b>	<b>3,520</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>60,920</b>	<b>n/a</b>	<b>3,745</b>	<b>n/a</b>	<b>64,665</b>	<b>n/a</b>

**Table G.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Victoria**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	1,134	18%	114	20%	1,248	18%
Plan	4,509	73%	386	68%	4,895	72%
Plan Reassessment	147	2%	19	3%	166	2%
Other	429	7%	45	8%	474	7%
<b>Total cases</b>	<b>6,219</b>	<b>100%</b>	<b>564</b>	<b>100%</b>	<b>6,783</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.7%</b>	<b>n/a</b>	<b>1.2%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**Table G.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively – Victoria**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	404	1%	2,615	1%
Jun-22	319	1%	2,934	1%
Sep-22	299	1%	3,233	1%
Dec-22	304	1%	3,537	1%
Mar-23	284	1%	3,821	1%
Jun-23	294	1%	4,115	1%
Sep-23	281	1%	4,396	1%
Dec-23	276	1%	4,672	1%
Mar-24	165	0%	4,837	1%
Jun-24	320	1%	5,157	1%
Sep-24	522	1%	5,679	1%
Dec-24	540	1%	6,219	1%
Mar-25	564	1%	6,783	1%

**Table G.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Victoria<sup>72</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>6,783</b>	<b>6,071</b>
<b>Open ART Cases</b>	<b>1,378</b>	<b>1,347</b>
<b>Closed ART Cases</b>	<b>5,405</b>	<b>4,849</b>
Resolved before hearing	5,283	4,745
Gone to hearing and received a substantive decision	122	104

<sup>72</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>73 74 75</sup>**

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	142	12	154
Core (excluding Consumables and Transport)	871	91	962
Capacity Building	1,107	113	1,220
General Support	232	37	269
Assistive Technology	304	22	326
Specialist Disability Accommodation	<140	<11	146
Home Modifications	<80	<11	85
Supported Independent Living	294	28	322
Everyday Living Costs	<110	<11	113
Transport	191	20	211
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,762</b>	<b>177</b>	<b>1,939</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>3,457</b>	<b>351</b>	<b>3,808</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;120</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>122</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	47	1%
Decided by Tribunal - Varied	24	0%	0	n/a	24	0%
Decided by Tribunal - Set Aside	<50	n/a	<11	n/a	51	1%
<b>Not Decided by Tribunal - Total</b>	<b>&lt;4,910</b>	<b>n/a</b>	<b>&lt;380</b>	<b>n/a</b>	<b>5,283</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	3,290	66%	275	71%	3,565	66%
Not Decided by Tribunal - Withdrawn	1,117	22%	72	19%	1,189	22%
Not Decided by Tribunal - No jurisdiction	113	2%	0	n/a	113	2%
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	34	1%	0	n/a	34	1%
Not Decided by Tribunal - Dismissed	333	7%	30	8%	363	7%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
<b>Total</b>	<b>5,018</b>	<b>100%</b>	<b>387</b>	<b>100%</b>	<b>5,405</b>	<b>100%</b>

<sup>73</sup> 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.

<sup>74</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>75</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table G.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Victoria<sup>76</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,641	0	2,641
Plan-managed	5,349	52,448	57,722
Self-managed	2,718	39,918	42,604
<b>All plan management types</b>	<b>5,924</b>	<b>75,625</b>	<b>81,462</b>

**Table G.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Victoria<sup>77</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	684	0	684
Plan-managed	1,037	785	1,830
Self-managed	88	189	324
<b>All plan management types</b>	<b>1,809</b>	<b>974</b>	<b>2,839</b>

<sup>76</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>77</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	1.8%	1.7%
\$5,001-\$10,000	4.1%	4.0%
\$10,001-\$15,000	9.5%	9.4%
\$15,001-\$20,000	15.0%	15.5%
\$20,001-\$25,000	13.0%	13.2%
\$25,001-\$30,000	5.4%	5.4%
\$30,001-\$50,000	14.4%	14.3%
\$50,001-\$100,000	18.2%	18.0%
\$100,001-\$150,000	6.6%	6.5%
\$150,001-\$200,000	3.2%	3.1%
\$200,001-\$250,000	1.9%	1.8%
\$250,001+	7.0%	7.0%

**Table G.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Victoria**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	1.9%	1.8%
\$5,001-\$10,000	4.3%	4.2%
\$10,001-\$15,000	9.9%	9.8%
\$15,001-\$20,000	15.7%	16.2%
\$20,001-\$25,000	13.5%	13.8%
\$25,001-\$30,000	5.6%	5.6%
\$30,001-\$50,000	15.0%	14.9%
\$50,001-\$100,000	19.0%	18.7%
\$100,001-\$150,000	6.8%	6.8%
\$150,001-\$200,000	3.3%	3.2%
\$200,001-\$250,000	1.8%	1.8%
\$250,001+	3.2%	3.3%

**Table G.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 – 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	\$26,400	n/a	n/a	\$18,900	\$26,400
9 to 14	\$23,800	\$31,400	n/a	n/a	\$23,800	\$31,400
15 to 18	\$39,200	\$50,300	\$746,600	\$796,600	\$36,400	\$47,800
19 to 24	\$78,600	\$99,700	\$610,500	\$656,700	\$58,700	\$79,600
25 to 34	\$95,800	\$118,400	\$466,800	\$514,400	\$68,800	\$90,400
35 to 44	\$102,500	\$125,900	\$425,300	\$468,800	\$69,600	\$91,400
45 to 54	\$107,500	\$130,600	\$412,700	\$447,500	\$72,800	\$95,200
55 to 64	\$122,500	\$147,300	\$416,300	\$449,500	\$82,100	\$105,500
65+	\$117,600	\$144,200	\$412,600	\$440,500	\$83,900	\$109,700
<b>All</b>	<b>\$61,600</b>	<b>\$76,200</b>	<b>\$439,200</b>	<b>\$476,700</b>	<b>\$45,300</b>	<b>\$59,400</b>

**Table G.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$157,300	\$187,400	\$497,600	\$529,800	\$104,500	\$132,600
Autism	\$36,400	\$47,100	\$533,300	\$575,900	\$29,300	\$39,900
Cerebral palsy	\$171,200	\$200,400	\$457,000	\$500,900	\$119,700	\$146,500
Developmental delay	\$14,600	\$23,000	\$0	\$0	\$14,600	\$23,000
Global developmental delay	\$20,000	\$28,700	\$0	\$0	\$20,000	\$28,700
Hearing impairment	\$9,700	\$18,500	n/a	n/a	\$9,600	\$18,300
Intellectual disability	\$105,400	\$124,700	\$389,400	\$424,500	\$66,000	\$83,800
Multiple sclerosis	\$102,300	\$129,700	\$542,100	\$592,900	\$83,500	\$110,200
Psychosocial disability	\$71,700	\$92,100	\$399,000	\$427,300	\$61,200	\$80,700
Spinal cord injury	\$167,600	\$212,900	\$603,900	\$695,700	\$140,200	\$183,900
Stroke	\$148,200	\$186,200	\$518,800	\$563,900	\$112,900	\$147,400
Visual impairment	\$43,600	\$57,100	\$398,200	\$399,300	\$40,500	\$53,800
Other neurological	\$140,900	\$176,100	\$524,400	\$556,700	\$108,000	\$142,200
Other physical	\$70,300	\$94,900	\$517,900	\$559,100	\$64,000	\$88,400
Other sensory/speech	\$12,200	\$21,200	\$0	\$0	\$12,200	\$21,200
Other	\$95,200	\$124,200	\$547,400	\$574,600	\$72,300	\$99,500
Down Syndrome	\$136,700	\$157,800	\$349,800	\$380,700	\$84,600	\$103,400
<b>All</b>	<b>\$61,600</b>	<b>\$76,200</b>	<b>\$439,200</b>	<b>\$476,700</b>	<b>\$45,300</b>	<b>\$59,400</b>

**Table G.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$13,200	\$21,500	n/a	n/a	\$13,000	\$21,400
2	\$18,500	\$32,800	\$0	\$0	\$18,500	\$32,800
3	\$21,400	\$31,200	\$372,900	\$431,400	\$19,800	\$29,500
4	\$16,300	\$26,700	\$433,500	\$458,900	\$15,400	\$25,600
5	\$29,700	\$39,700	\$360,400	\$388,900	\$27,100	\$37,100
6	\$22,500	\$35,200	\$401,100	\$471,200	\$21,300	\$33,700
7	\$47,800	\$58,700	\$418,000	\$458,500	\$37,600	\$48,000
8	\$50,900	\$72,300	\$345,300	\$391,000	\$44,900	\$65,200
9	\$77,000	\$106,900	\$525,900	\$518,700	\$65,600	\$96,300
10	\$84,400	\$110,900	\$354,900	\$406,300	\$68,900	\$93,500
11	\$92,000	\$108,100	\$445,300	\$483,900	\$68,200	\$82,200
12	\$175,100	\$204,700	\$434,500	\$466,400	\$120,600	\$149,600
13	\$112,800	\$129,000	\$602,600	\$637,900	\$83,000	\$97,500
14	\$307,500	\$350,900	\$488,400	\$532,700	\$236,500	\$279,300
15	\$415,900	\$418,800	n/a	n/a	\$331,400	\$343,500
<b>All</b>	<b>\$61,600</b>	<b>\$76,200</b>	<b>\$439,200</b>	<b>\$476,700</b>	<b>\$45,300</b>	<b>\$59,400</b>

**Table G.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Victoria<sup>78</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	2,393.7	2,527.9
Core: Consumables	24.7	26.6
Core: Social and Civic	553.8	685.0
Core: Transport	16.3	20.3
Capacity Building: Choice and Control	9.9	10.4
Capacity Building: Daily Activities	81.9	112.6
Capacity Building: Employment	0.7	2.1
Capacity Building: Health and Wellbeing	0.4	0.8
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	63.1	97.8
Capacity Building: Social and Civic	0.5	1.3
Capacity Building: Support Coordination	49.9	57.2
Capital: Assistive Technology	26.3	46.3
Capital: Home Modifications	90.7	117.8
<b>All</b>	<b>3,311.8</b>	<b>3,706.0</b>

<sup>78</sup> Total payments for home modifications were \$90.7 million. Of which, \$90.2 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 \$117.8 million. Of which, \$116.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9 million (1%) has been allocated for non-SDA supports.

**Table G.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Victoria<sup>79</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	3,033.8	3,980.8
Core: Consumables	141.4	227.9
Core: Social and Civic	2,231.7	2,669.2
Core: Transport	212.2	126.9
Capacity Building: Choice and Control	154.8	178.2
Capacity Building: Daily Activities	1,438.5	2,497.7
Capacity Building: Employment	33.0	103.8
Capacity Building: Health and Wellbeing	5.9	13.8
Capacity Building: Home Living	0.5	2.3
Capacity Building: Lifelong learning	0.1	0.3
Capacity Building: Relationships	131.8	276.8
Capacity Building: Social and Civic	52.0	137.6
Capacity Building: Support Coordination	281.3	392.1
Capital: Assistive Technology	125.6	304.1
Capital: Home Modifications	52.0	91.6
<b>All</b>	<b>7,894.7</b>	<b>11,003.1</b>

**Table G.40 Payments by financial year in which support was provided, compared to committed supports - Victoria<sup>80</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	54.0	32.5	60%
2014-15	162.7	128.2	79%
2015-16	205.5	161.9	79%
2016-17	499.1	339.5	68%
2017-18	1,441.7	957.6	66%
2018-19	3,459.0	2,370.3	69%
2019-20	6,023.1	4,132.3	69%
2020-21	7,929.5	5,462.7	69%
2021-22	9,268.3	6,818.1	74%
2022-23	11,609.4	8,666.7	75%
2023-24	13,526.5	10,377.1	77%
2024-25 to date	10,961.4	7,919.8	72%

<sup>79</sup> Total payments for home modifications were \$52.0 million. Of which, \$23.7 million (45.5%) has been paid for specialised disability accommodation (SDA) supports, and \$28.4 million (54.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$91.6 million. Of which, \$33.2 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$58.3 million (64%) has been allocated for non-SDA supports.

<sup>80</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>81</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	8.1%	8.6%	10.8%	7.9%	6.4%	8.9%	9.0%	8.0%	6.4%
Interplan Inflation	4.0%	2.7%	3.6%	1.7%	0.3%	0.9%	2.9%	3.4%	3.7%
Total Inflation	12.1%	11.4%	14.4%	9.6%	6.8%	9.8%	11.9%	11.4%	10.1%

<sup>81</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

---

This supplement shows the data for Queensland.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	192,727	8,674	201,401
<b>Active Eligible - Total</b>	<b>149,808</b>	<b>6,919</b>	<b>156,727</b>
Active Eligible - New	106,485	6,807	113,292
Active Eligible - State	33,238	67	33,305
Active Eligible - Commonwealth	10,085	45	10,130
<b>Active Participant Plans - Total</b>	<b>148,500</b>	<b>6,186</b>	<b>154,686</b>
Active Participant Plans - New	105,279	6,088	111,367
Active Participant Plans - State	33,164	60	33,224
Active Participant Plans - Commonwealth	10,057	38	10,095
<b>Active Participant Plans - Total</b>	<b>148,500</b>	<b>6,186</b>	<b>154,686</b>
Active Participant Plans - Early Intervention (s25)	47,645	3,373	51,018
Active Participant Plans - Permanent Disability (s24)	100,750	1,919	102,669
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	105	894	999

**Table H.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 – Queensland <sup>82</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	13,236	763	13,999

<sup>82</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	46,649	97%	21,067	97%	320	88%	68,036	97%
9 to 14	15,908	92%	9,105	92%	291	80%	25,304	92%
15 to 18	6,617	92%	4,426	91%	273	90%	11,316	92%
19 to 24	5,048	90%	3,434	86%	214	82%	8,696	88%
25 to 34	6,137	88%	5,139	80%	198	67%	11,474	84%
35 to 44	6,231	82%	<5,710	n/a	<110	n/a	12,044	78%
45 to 54	7,824	78%	7,326	68%	109	40%	15,259	73%
55 to 64	10,374	73%	9,244	61%	130	33%	19,748	66%
65+	449	58%	<440	n/a	<11	n/a	884	53%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>105,237</b>	<b>90%</b>	<b>65,884</b>	<b>81%</b>	<b>1,640</b>	<b>66%</b>	<b>172,761</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	3,414	92%	1,790	90%	29	71%	5,233	91%
Autism	41,786	97%	20,544	97%	963	94%	63,293	97%
Cerebral palsy	2,321	96%	1,821	96%	15	75%	4,157	96%
Developmental delay	18,081	99%	7,971	98%	125	93%	26,177	99%
Down syndrome	1,472	100%	<1,210	n/a	<11	n/a	2,684	99%
Global developmental delay	2,714	99%	1,215	99%	27	96%	3,956	99%
Hearing impairment	3,409	90%	3,602	89%	44	68%	7,055	89%
Intellectual disability	10,371	95%	8,496	94%	78	68%	18,945	95%
Multiple sclerosis	544	92%	1,697	91%	16	84%	2,257	91%
Psychosocial disability	7,047	72%	6,630	62%	158	38%	13,835	66%
Spinal cord injury	1,364	93%	545	91%	12	71%	1,921	92%
Stroke	1,575	85%	1,174	84%	18	58%	2,767	84%
Visual impairment	1,139	85%	<1,040	n/a	<11	n/a	2,185	84%
Other neurological	3,875	83%	3,077	78%	46	49%	6,998	80%
Other physical	3,120	50%	2,944	37%	46	19%	6,110	43%
Other sensory/speech	272	38%	<100	n/a	<11	n/a	369	36%
Other	2,733	58%	2,038	42%	48	24%	4,819	50%
<b>Total</b>	<b>105,237</b>	<b>90%</b>	<b>65,884</b>	<b>81%</b>	<b>1,640</b>	<b>66%</b>	<b>172,761</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	15,818	11%	788	13%	16,606	11%
Non-First Nations Participants	118,101	80%	4,768	77%	122,869	79%
Not Stated	14,581	10%	630	10%	15,211	10%
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,660	5%	238	4%	7,898	5%
Not culturally and linguistically diverse	136,388	92%	5,331	86%	141,719	92%
Not stated	4,452	3%	617	10%	5,069	3%
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</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 March 2025 - Queensland<sup>83</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<20
55 to 64	77
<b>Total YPIRAC (under 65)</b>	<b>91</b>

<sup>83</sup> There are a further 292 active participants aged 65 years or over who are currently in residential aged care.

**Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Queensland<sup>84</sup>**

Quarter ending	Incremental	Cumulative
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	<11	<110
Mar-25	-13	91

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	91,403	62%	4,198	68%	95,601	62%
Population > 50,000	33,151	22%	1,205	19%	34,356	22%
Population between 15,000 and 50,000	5,594	4%	160	3%	5,754	4%
Population between 5,000 and 15,000	5,985	4%	179	3%	6,164	4%
Population less than 5,000	9,759	7%	353	6%	10,112	7%
Remote	1,348	1%	58	1%	1,406	1%
Very Remote	<1,260	n/a	33	1%	<1,290	n/a
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</b>	<b>100%</b>

<sup>84</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	59,210	40%	2,286	37%	61,496	40%
Intellectual disability	17,516	12%	257	4%	17,773	11%
Developmental delay	18,351	12%	2,261	37%	20,612	13%
Psychosocial disability	12,368	8%	171	3%	12,539	8%
Hearing impairment	6,604	4%	103	2%	6,707	4%
Other neurological	5,091	3%	163	3%	5,254	3%
Other physical	4,782	3%	65	1%	4,847	3%
Acquired brain injury	4,344	3%	89	1%	4,433	3%
Global developmental delay	3,127	2%	332	5%	3,459	2%
Cerebral palsy	3,882	3%	29	0%	3,911	3%
Other	2,727	2%	172	3%	2,899	2%
Down syndrome	2,464	2%	13	0%	2,477	2%
Multiple sclerosis	1,977	1%	98	2%	2,075	1%
Visual impairment	1,943	1%	41	1%	1,984	1%
Stroke	2,239	2%	71	1%	2,310	1%
Spinal cord Injury	1,651	1%	35	1%	1,686	1%
Other sensory/speech	224	0%	0	0%	224	0%
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</b>	<b>100%</b>

**Table H.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	61,496	40%	920	12%	60,576	41%
Intellectual disability	17,773	11%	2,533	34%	15,240	10%
Developmental delay	20,612	13%	0	0%	20,612	14%
Psychosocial disability	12,539	8%	773	10%	11,766	8%
Hearing impairment	6,707	4%	<11	n/a	<6,710	n/a
Other neurological	5,254	3%	641	9%	4,613	3%
Other physical	4,847	3%	101	1%	4,746	3%
Acquired brain injury	4,433	3%	755	10%	3,678	2%
Cerebral palsy	3,459	2%	0	0%	3,459	2%
Global developmental delay	3,911	3%	543	7%	3,368	2%
Down syndrome	2,899	2%	184	2%	2,715	2%
Other	2,477	2%	473	6%	2,004	1%
Multiple sclerosis	2,075	1%	90	1%	1,985	1%
Visual impairment	1,984	1%	26	0%	1,958	1%
Stroke	2,310	1%	296	4%	2,014	1%
Spinal cord Injury	1,686	1%	76	1%	1,610	1%
Other sensory/speech	224	0%	<11	n/a	<230	n/a
<b>Total</b>	<b>154,686</b>	<b>100%</b>	<b>7,418</b>	<b>100%</b>	<b>147,268</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	21,816	15%	2,195	35%	24,011	16%
2 (High Function)	213	0%	26	0%	239	0%
3 (High Function)	7,563	5%	525	8%	8,088	5%
4 (High Function)	8,547	6%	121	2%	8,668	6%
5 (High Function)	8,271	6%	436	7%	8,707	6%
6 (Moderate Function)	41,072	28%	1,327	21%	42,399	27%
7 (Moderate Function)	6,244	4%	221	4%	6,465	4%
8 (Moderate Function)	8,486	6%	141	2%	8,627	6%
9 (Moderate Function)	<810	n/a	<11	n/a	813	1%
10 (Moderate Function)	13,699	9%	249	4%	13,948	9%
11 (Low Function)	3,429	2%	42	1%	3,471	2%
12 (Low Function)	14,335	10%	315	5%	14,650	9%
13 (Low Function)	8,339	6%	65	1%	8,404	5%
14 (Low Function)	<2,270	n/a	<11	n/a	2,275	1%
15 (Low Function)	49	0%	0	0%	49	0%
Missing	3,366	2%	506	8%	3,872	3%
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	33,440	23%	3,453	56%	36,893	24%
9 to 14	30,258	20%	803	13%	31,061	20%
15 to 18	15,376	10%	374	6%	15,750	10%
19 to 24	13,136	9%	227	4%	13,363	9%
25 to 34	12,503	8%	285	5%	12,788	8%
35 to 44	10,487	7%	311	5%	10,798	7%
45 to 54	11,674	8%	299	5%	11,973	8%
55 to 64	13,997	9%	383	6%	14,380	9%
65+	7,629	5%	51	1%	7,680	5%
<b>Total</b>	<b>148,500</b>	<b>100%</b>	<b>6,186</b>	<b>100%</b>	<b>154,686</b>	<b>100%</b>

**Table H.14 Participation rates by age group and gender at 31 March 2025 - Queensland<sup>85</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.4%	4.1%	6.3%
9 to 14	9.4%	4.9%	7.2%
15 to 18	6.5%	3.9%	5.3%
19 to 24	3.7%	2.3%	3.1%
25 to 44	1.7%	1.3%	1.5%
45 to 64	2.0%	1.8%	2.0%
<b>Total (aged 0 to 64)</b>	<b>3.9%</b>	<b>2.4%</b>	<b>3.2%</b>

**Table H.15 Proportion of active participants with approved plans accessing mainstream supports - Queensland<sup>86</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	4%	5%	4%
Daily life	20%	19%	20%
Health and wellbeing	72%	80%	73%
Learning	31%	35%	32%
Relationships	3%	3%	3%
Social and community activities	8%	7%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	9%	1%	8%
<b>Any mainstream service</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>

<sup>85</sup> Participation rate refers to the proportion of the 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>86</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. 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.

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

**Table H.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=9,771), and ‘participant social and community engagement rate’ (n=9,617), and the metric for ‘parent and carer employment rate’ (n=9,647) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=5,390) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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%	19%	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%	44%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	37%	46%
Participant social and community engagement rate - Aged 65+ years	34%	42%	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	48%	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.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,097), and 'participant social and community engagement rate' (n=7,898), and the metric for 'parent and carer employment rate' (n=6,018) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=5,161) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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%	16%	22%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	21%	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%	13%	10%	12%	26%
Participant employment rate - Aged 65+ years	13%	12%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	18%	19%	16%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	16%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	42%	43%	40%	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%	43%	42%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	41%	43%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	43%	46%	42%	46%
Participant social and community engagement rate - Aged 25+ years	35%	43%	43%	42%	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%	46%	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%	46%	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.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,990), and 'participant social and community engagement rate' (n=5,788), and the metric for 'parent and carer employment rate' (n=4,217) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=4,264) 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 March 2021 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	10%	15%	16%	18%	25%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	24%	18%	26%	26%
Participant employment rate - Aged 35 to 44 years	25%	26%	23%	23%	25%	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	12%	10%	8%	3%	5%	26%
Participant employment rate - Aged 25 to 64 years	20%	21%	19%	18%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	20%	18%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	41%	42%	42%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	46%	47%	43%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	45%	46%	40%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	46%	49%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	38%	41%	44%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	39%	36%	44%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 15+ years	38%	43%	43%	42%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	45%	46%	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%	46%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	71%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	83%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	79%	85%	n/a

**Table H.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,384), and ‘participant social and community engagement rate’ (n=4,133), and the metric for ‘parent and carer employment rate’ (n=2,797) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=3,467) 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 March 2020 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%	14%	14%	17%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	18%	24%	16%	23%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	19%	19%	19%	23%	26%
Participant employment rate - Aged 45 to 54 years	24%	23%	21%	22%	23%	21%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	17%	16%	10%	17%	26%
Participant employment rate - Aged 65+ years	11%	11%	7%	7%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	19%	20%	16%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	18%	19%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	43%	44%	47%	49%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	49%	49%	48%	44%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	51%	55%	49%	49%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	51%	48%	52%	46%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	44%	45%	47%	44%	49%	46%
Participant social and community engagement rate - Aged 65+ years	39%	45%	43%	44%	42%	45%	46%
Participant social and community engagement rate - Aged 25+ years	41%	48%	48%	48%	45%	49%	46%
Participant social and community engagement rate - Aged 15+ years	40%	47%	47%	48%	46%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	43%	46%	51%	55%	n/a
Parent and carer employment rate - Aged 15+ years	45%	49%	50%	51%	51%	50%	n/a
Parent and carer employment rate - All ages	43%	45%	46%	48%	51%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	73%	73%	75%	80%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	83%	84%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	79%	80%	81%	86%	n/a

**Table H.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,798), and 'participant social and community engagement rate' (n=3,326), and the metric for 'parent and carer employment rate' (n=1,848) 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=3,290) 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 March 2019 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%	22%	21%	24%	13%	27%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	26%	20%	20%	22%	24%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	26%	22%	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%	20%	18%	15%	13%	13%	15%	26%
Participant employment rate - Aged 65+ years	11%	12%	10%	7%	6%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	23%	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	36%	47%	47%	51%	44%	51%	49%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	47%	51%	54%	53%	47%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	54%	55%	56%	58%	58%	57%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	54%	63%	58%	55%	54%	58%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	44%	47%	41%	45%	52%	50%	46%
Participant social and community engagement rate - Aged 65+ years	40%	46%	48%	43%	48%	44%	52%	46%
Participant social and community engagement rate - Aged 25+ years	42%	49%	53%	51%	52%	50%	54%	46%
Participant social and community engagement rate - Aged 15+ years	41%	49%	52%	51%	51%	50%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	49%	47%	52%	51%	57%	n/a
Parent and carer employment rate - Aged 15+ years	46%	46%	50%	51%	52%	48%	49%	n/a
Parent and carer employment rate - All ages	45%	47%	49%	49%	52%	49%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	74%	73%	76%	80%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	79%	81%	84%	85%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	78%	78%	81%	83%	89%	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 Q3. Table H.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table H.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 205 in Prior Quarters, n = 40 in 2024-25 Q3), 'Community Connections' (n = 1,900 in Prior Quarters, n = 220 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 1,421 in Prior Quarters, n = 311 in 2024-25 Q3), 'Plan Approval' (n = 3,025 in Prior Quarters, n = 846 in 2024-25 Q3), 'Plan Implementation' (n = 2,974 in Prior Quarters, n = 534 in 2024-25 Q3) and 'Plan Reassessment' (n = 7,298 in Prior Quarters, n = 2,009 in 2024-25 Q3) – Queensland <sup>87 88</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	99%	100%
Early Supports - Were decisions and outcomes explained to you?	91%	97%
Early Supports - Were your questions and concerns acknowledged?	96%	92%
Early Supports - How well does your early supports plan meet your child's needs?	57%	55%
Community Connections - Was information easy to understand?	84%	84%
Community Connections - Was communication in your preferred format?	94%	97%
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%	80%
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%	79%
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?	95%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	73%	74%
Apply for NDIS (overall) - Was information easy to understand?	69%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	84%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	55%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	57%	53%
Plan Approval - Were you treated with respect?	91%	90%
Plan Approval - Were decisions and outcomes explained to you?	77%	80%
Plan Approval - Were your questions and concerns acknowledged?	76%	75%
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?	54%	54%

<sup>87</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>88</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	59%	59%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	86%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	62%
Plan Implementation - To what extent were your circumstances and needs considered?	62%	64%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	59%	66%
Plan Implementation - Do you feel confident in using your plan?	62%	66%
Plan Implementation - Do you feel confident in accessing supports?	64%	66%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	83%	85%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	64%	63%
Plan Reassessment - To what extent were your circumstances and needs considered?	66%	66%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	62%
Plan Reassessment - Do you feel confident in using your plan?	65%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	61%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	78%

**Table H.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Queensland<sup>89 90</sup>**

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	308	17	325	299
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	1,096	60	1,156	1,012
People who have submitted an access request: Complaints about service providers	2,676	123	2,799	2,201
People who have submitted an access request: Complaints about the Agency	40,720	2,773	43,493	22,178
People who have submitted an access request: Unclassified	253	0	253	229
<b>People who have submitted an access request: Total</b>	<b>45,053</b>	<b>2,973</b>	<b>48,026</b>	<b>23,890</b>
Percentage of the number of active participants	7.2%	7.8%	7.2%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>9,872</b>	<b>898</b>	<b>10,770</b>	<b>n/a</b>

<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 59% of all complainants made only one complaint, 20% made two complaints, and 20% made three or more complaints.

**Table H.23 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
Mar-22	1,422	5%	16,832	6%
Jun-22	1,573	6%	18,405	6%
Sep-22	1,456	5%	19,861	6%
Dec-22	1,406	5%	21,267	6%
Mar-23	1,520	5%	22,787	6%
Jun-23	1,691	5%	24,478	6%
Sep-23	2,045	6%	26,523	6%
Dec-23	2,337	7%	28,860	6%
Mar-24	4,063	12%	32,923	6%
Jun-24	4,560	13%	37,483	7%
Sep-24	4,021	11%	41,504	7%
Dec-24	3,549	10%	45,053	7%
Mar-25	2,973	8%	48,026	7%

**Table H.24 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
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	697	2%	6,030	1%
Mar-24	1,006	3%	7,036	1%
Jun-24	947	3%	7,983	1%
Sep-24	947	3%	8,930	2%
Dec-24	942	3%	9,872	2%
Mar-25	898	2%	10,770	2%

**Table H.25 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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	757	2%	0	0%	757	2%
Complaints about the Agency - Information unclear	283	1%	0	0%	283	1%
Complaints about the Agency - NDIA Access	1,169	3%	79	3%	1,248	3%
Complaints about the Agency - NDIA Engagement	<60	n/a	<11	n/a	58	0%
Complaints about the Agency - NDIA Finance	2,661	7%	203	7%	2,864	7%
Complaints about the Agency - NDIA Fraud and Compliance	188	0%	17	1%	205	0%
Complaints about the Agency - NDIA Plan	10,080	25%	610	22%	10,690	25%
Complaints about the Agency - NDIA Process	3,924	10%	421	15%	4,345	10%
Complaints about the Agency - NDIA Resources	333	1%	32	1%	365	1%
Complaints about the Agency - NDIA Staff	2,348	6%	221	8%	2,569	6%
Complaints about the Agency - NDIA Timeliness	13,712	34%	1,179	43%	14,891	34%
Complaints about the Agency - Participation, engagement and inclusion	75	0%	0	0%	75	0%
Complaints about the Agency - Provider Portal	27	0%	0	0%	27	0%
Complaints about the Agency - Quality & Safeguards Commission	<30	n/a	<11	n/a	33	0%
Complaints about the Agency - Reasonable and necessary supports	771	2%	0	0%	771	2%
Complaints about the Agency - Staff conduct - Agency	257	1%	0	0%	257	1%
Complaints about the Agency - The way the NDIA carried out its decision making	501	1%	0	0%	501	1%
Complaints about the Agency - Timeliness	1,702	4%	0	0%	1,702	4%
Complaints about the Agency - Other	<1,850	n/a	<11	n/a	1,852	4%
<b>Complaints about the Agency - Total</b>	<b>40,720</b>	<b>100%</b>	<b>2,773</b>	<b>100%</b>	<b>43,493</b>	<b>100%</b>
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	30	10%	0	0%	30	9%
Complaints about Early Connections Partner - Early Connections Process	<40	n/a	<11	n/a	40	12%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	<150	n/a	<11	n/a	156	48%
Complaints about Early Connections Partner - Early Connections Timeliness	<90	n/a	<11	n/a	92	28%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>308</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>325</b>	<b>100%</b>
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<20	n/a	<11	n/a	20	2%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<150	n/a	<11	n/a	146	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<100	n/a	<11	n/a	103	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

<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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	694	63%	50	83%	744	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<140	n/a	<11	n/a	137	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>1,096</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>1,156</b>	<b>100%</b>
Complaints about service providers - Provider Costs	70	3%	0	0%	70	3%
Complaints about service providers - Provider Finance	<170	n/a	<11	n/a	175	6%
Complaints about service providers - Provider Fraud and Compliance	<280	n/a	<30	n/a	302	11%
Complaints about service providers - Provider Process	67	3%	0	0%	67	2%
Complaints about service providers - Provider Service	974	36%	44	36%	1,018	36%
Complaints about service providers - Provider Staff	561	21%	49	40%	610	22%
Complaints about service providers - Service Delivery	105	4%	0	0%	105	4%
Complaints about service providers - Staff Conduct	127	5%	0	0%	127	5%
Complaints about service providers - Supports being provided	121	5%	0	0%	121	4%
Complaints about service providers - Other	204	8%	0	0%	204	7%
<b>Complaints about service providers - Total</b>	<b>2,676</b>	<b>100%</b>	<b>123</b>	<b>100%</b>	<b>2,799</b>	<b>100%</b>
<b>Unclassified</b>	<b>253</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>253</b>	<b>n/a</b>
<b>Participants total</b>	<b>45,053</b>	<b>n/a</b>	<b>2,973</b>	<b>n/a</b>	<b>48,026</b>	<b>n/a</b>

**Table H.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Queensland**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	894	19%	76	19%	970	19%
Plan	3,518	73%	280	68%	3,798	73%
Plan Reassessment	106	2%	21	5%	127	2%
Other	273	6%	32	8%	305	6%
<b>Total cases</b>	<b>4,791</b>	<b>100%</b>	<b>409</b>	<b>100%</b>	<b>5,200</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.1%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>



**Table H.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Queensland**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	319	1%	2,046	1%
Jun-22	264	1%	2,310	1%
Sep-22	258	1%	2,568	1%
Dec-22	208	1%	2,776	1%
Mar-23	99	0%	2,875	1%
Jun-23	191	1%	3,066	1%
Sep-23	262	1%	3,328	1%
Dec-23	270	1%	3,598	1%
Mar-24	157	0%	3,755	1%
Jun-24	251	1%	4,006	1%
Sep-24	376	1%	4,382	1%
Dec-24	409	1%	4,791	1%
Mar-25	409	1%	5,200	1%

**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>5,200</b>	<b>4,736</b>
<b>Open ART Cases</b>	<b>1,109</b>	<b>1,078</b>
<b>Closed ART Cases</b>	<b>4,091</b>	<b>3,764</b>
Resolved before hearing	3,996	3,681
Gone to hearing and received a substantive decision	95	83

<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.

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

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	109	13	122
Core (excluding Consumables and Transport)	709	83	792
Capacity Building	788	96	884
General Support	220	27	247
Assistive Technology	263	29	292
Specialist Disability Accommodation	110	12	122
Home Modifications	<80	<11	77
Supported Independent Living	240	39	279
Everyday Living Costs	<60	<11	64
Transport	150	24	174
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>1,311</b>	<b>158</b>	<b>1,469</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>2,718</b>	<b>335</b>	<b>3,053</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;90</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>95</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	48	1%
Decided by Tribunal - Varied	<20	n/a	<11	n/a	17	0%
Decided by Tribunal - Set Aside	30	1%	0	n/a	30	1%
<b>Not Decided by Tribunal - Total</b>	<b>&lt;3,750</b>	<b>n/a</b>	<b>&lt;260</b>	<b>n/a</b>	<b>3,996</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	2,728	71%	178	69%	2,906	71%
Not Decided by Tribunal - Withdrawn	714	19%	43	17%	757	19%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	27	1%
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	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	259	7%	27	10%	286	7%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>3,832</b>	<b>100%</b>	<b>259</b>	<b>100%</b>	<b>4,091</b>	<b>100%</b>

<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.

## 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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table H.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Queensland<sup>96</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	2,436	0	2,436
Plan-managed	4,358	48,047	52,342
Self-managed	2,254	28,917	31,145
<b>All plan management types</b>	<b>4,861</b>	<b>64,149</b>	<b>68,940</b>

**Table H.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Queensland<sup>97</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	635	0	635
Plan-managed	790	728	1,527
Self-managed	61	145	240
<b>All plan management types</b>	<b>1,486</b>	<b>873</b>	<b>2,402</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	1.5%	1.4%
\$5,001-\$10,000	5.1%	4.9%
\$10,001-\$15,000	11.1%	10.9%
\$15,001-\$20,000	15.0%	15.3%
\$20,001-\$25,000	10.5%	10.8%
\$25,001-\$30,000	4.9%	5.0%
\$30,001-\$50,000	12.6%	12.6%
\$50,001-\$100,000	16.9%	16.8%
\$100,001-\$150,000	7.9%	7.7%
\$150,001-\$200,000	3.9%	3.8%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	8.3%	8.4%

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

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	1.6%	1.5%
\$5,001-\$10,000	5.4%	5.2%
\$10,001-\$15,000	11.7%	11.4%
\$15,001-\$20,000	15.7%	16.1%
\$20,001-\$25,000	11.1%	11.4%
\$25,001-\$30,000	5.2%	5.2%
\$30,001-\$50,000	13.2%	13.2%
\$50,001-\$100,000	17.8%	17.6%
\$100,001-\$150,000	8.3%	8.1%
\$150,001-\$200,000	4.0%	4.0%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	3.8%	3.9%

**Table H.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$16,500	\$25,800	n/a	n/a	\$16,500	\$25,800
9 to 14	\$20,400	\$30,100	n/a	n/a	\$20,300	\$30,100
15 to 18	\$34,400	\$49,600	\$527,400	\$604,400	\$31,500	\$46,500
19 to 24	\$78,800	\$103,500	\$470,400	\$532,700	\$58,000	\$82,300
25 to 34	\$114,300	\$138,900	\$458,700	\$499,200	\$75,900	\$100,200
35 to 44	\$124,100	\$151,500	\$431,600	\$474,100	\$83,700	\$109,900
45 to 54	\$127,000	\$156,000	\$420,600	\$456,100	\$86,500	\$115,800
55 to 64	\$134,900	\$167,900	\$431,900	\$469,300	\$89,900	\$121,600
65+	\$134,800	\$167,400	\$415,500	\$453,400	\$98,800	\$129,300
<b>All</b>	<b>\$65,900</b>	<b>\$84,200</b>	<b>\$436,800</b>	<b>\$477,600</b>	<b>\$46,700</b>	<b>\$64,400</b>

**Table H.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$171,400	\$210,300	\$462,700	\$509,300	\$113,100	\$149,000
Autism	\$34,400	\$47,600	\$495,000	\$531,400	\$27,200	\$40,200
Cerebral palsy	\$167,000	\$199,200	\$494,200	\$535,700	\$114,900	\$144,900
Developmental delay	\$12,100	\$21,400	\$0	\$0	\$12,100	\$21,400
Global developmental delay	\$18,600	\$28,500	\$0	\$0	\$18,600	\$28,500
Hearing impairment	\$9,900	\$18,900	n/a	n/a	\$9,600	\$18,500
Intellectual disability	\$115,300	\$139,600	\$387,400	\$423,700	\$68,900	\$92,300
Multiple sclerosis	\$112,900	\$145,600	\$541,100	\$587,000	\$92,100	\$125,600
Psychosocial disability	\$94,500	\$122,600	\$391,900	\$442,400	\$75,700	\$101,600
Spinal cord injury	\$166,500	\$214,800	\$620,300	\$705,400	\$145,600	\$191,700
Stroke	\$161,200	\$204,300	\$483,600	\$531,700	\$114,000	\$156,100
Visual impairment	\$49,100	\$65,900	\$377,200	\$382,300	\$44,800	\$61,700
Other neurological	\$171,800	\$213,400	\$520,000	\$558,300	\$124,600	\$165,500
Other physical	\$78,200	\$110,000	\$480,700	\$530,300	\$70,200	\$101,000
Other sensory/speech	\$19,600	\$31,800	n/a	n/a	\$17,000	\$29,000
Other	\$103,700	\$136,400	\$472,400	\$485,100	\$76,400	\$111,200
Down Syndrome	\$134,800	\$159,600	\$358,500	\$390,500	\$82,900	\$105,100
<b>All</b>	<b>\$65,900</b>	<b>\$84,200</b>	<b>\$436,800</b>	<b>\$477,600</b>	<b>\$46,700</b>	<b>\$64,400</b>

**Table H.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$12,000	\$21,100	n/a	n/a	\$11,900	\$21,000
2	\$21,500	\$37,300	\$0	\$0	\$21,500	\$37,300
3	\$21,000	\$33,100	\$358,100	\$401,800	\$18,600	\$30,600
4	\$19,500	\$32,000	\$431,500	\$467,500	\$17,300	\$29,500
5	\$34,700	\$47,600	\$411,600	\$441,600	\$28,000	\$41,100
6	\$24,600	\$39,200	\$352,500	\$399,800	\$22,600	\$37,000
7	\$52,000	\$68,800	\$389,100	\$436,900	\$36,300	\$51,700
8	\$68,300	\$94,800	\$357,800	\$405,700	\$54,400	\$79,400
9	\$89,400	\$128,000	\$365,800	\$445,400	\$80,800	\$117,100
10	\$115,700	\$150,100	\$358,400	\$399,500	\$89,000	\$122,000
11	\$98,200	\$123,200	\$415,200	\$444,700	\$68,000	\$91,700
12	\$215,200	\$252,200	\$454,600	\$494,000	\$150,200	\$187,800
13	\$114,600	\$139,000	\$563,000	\$602,100	\$82,000	\$103,800
14	\$327,400	\$378,000	\$526,200	\$565,800	\$243,000	\$295,000
15	\$522,800	\$537,200	n/a	n/a	\$439,100	\$481,700
All	\$65,900	\$84,200	\$436,800	\$477,600	\$46,700	\$64,400

**Table H.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Queensland<sup>98</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	2,376.5	2,548.1
Core: Consumables	23.9	26.9
Core: Social and Civic	468.7	583.6
Core: Transport	11.1	16.8
Capacity Building: Choice and Control	7.9	8.5
Capacity Building: Daily Activities	63.8	97.3
Capacity Building: Employment	0.7	2.7
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	47.8	73.4
Capacity Building: Social and Civic	0.5	0.9
Capacity Building: Support Coordination	41.5	51.9
Capital: Assistive Technology	24.0	45.6
Capital: Home Modifications	71.1	86.0
All	3,138.0	3,542.6

<sup>98</sup> Total payments for home modifications were \$71.1 million. Of which, \$70.9 million (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (0.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$86.0 million. Of which, \$84.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.

**Table H.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Queensland<sup>99</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	2,656.8	3,862.3
Core: Consumables	127.0	203.7
Core: Social and Civic	1,859.3	2,137.7
Core: Transport	122.8	90.6
Capacity Building: Choice and Control	129.8	152.6
Capacity Building: Daily Activities	1,068.3	1,957.5
Capacity Building: Employment	28.6	100.9
Capacity Building: Health and Wellbeing	4.9	11.1
Capacity Building: Home Living	0.2	0.8
Capacity Building: Lifelong learning	0.0	0.3
Capacity Building: Relationships	77.1	182.4
Capacity Building: Social and Civic	35.9	94.1
Capacity Building: Support Coordination	187.2	289.1
Capital: Assistive Technology	133.6	305.9
Capital: Home Modifications	57.8	95.5
<b>All</b>	<b>6,489.2</b>	<b>9,484.5</b>

**Table H.40 Payments by financial year in which support was provided, compared to committed supports - Queensland<sup>100</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	1.5	0.8	49%
2014-15	5.0	2.6	52%
2015-16	13.7	6.5	48%
2016-17	233.0	131.4	56%
2017-18	874.6	557.2	64%
2018-19	2,536.9	1,668.2	66%
2019-20	5,149.6	3,605.7	70%
2020-21	6,836.5	5,011.7	73%
2021-22	7,948.0	6,139.4	77%
2022-23	9,938.3	7,584.9	76%
2023-24	11,692.7	8,965.5	77%
2024-25 to date	9,594.2	6,865.3	72%

<sup>99</sup> Total payments for home modifications were \$57.8 million. Of which, \$34.2 million (59.3%) has been paid for specialised disability accommodation (SDA) supports, and \$23.5 million (40.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$95.5 million. Of which, \$42.7 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$52.8 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	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	8.0%	8.3%	10.1%	6.8%	5.7%	7.1%	8.1%	6.7%	5.2%
Interplan Inflation	4.6%	3.8%	6.2%	7.2%	2.5%	3.6%	5.3%	5.9%	6.0%
Total Inflation	12.6%	12.1%	16.4%	14.0%	8.2%	10.7%	13.4%	12.6%	11.1%

<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.



## Supplement I:

### Western Australia

---

This supplement shows the data for Western Australia.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 I.1 Active participants by quarter of entry, by service previously received and entry type - Western Australia**

Participant breakdown	Prior Quarters	2024-25 Q3	Total
Access decisions	75,737	3,686	79,423
<b>Active Eligible - Total</b>	<b>60,940</b>	<b>2,933</b>	<b>63,873</b>
Active Eligible - New	42,370	2,914	45,284
Active Eligible - State	<15,810	<11	15,807
Active Eligible - Commonwealth	<2,770	<20	2,782
<b>Active Participant Plans - Total</b>	<b>60,301</b>	<b>2,654</b>	<b>62,955</b>
Active Participant Plans - New	41,780	2,641	44,421
Active Participant Plans - State	<15,770	<11	15,770
Active Participant Plans - Commonwealth	<2,760	<11	2,764
<b>Active Participant Plans - Total</b>	<b>60,301</b>	<b>2,654</b>	<b>62,955</b>
Active Participant Plans - Early Intervention (s25)	14,481	1,343	15,824
Active Participant Plans - Permanent Disability (s24)	45,760	864	46,624
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	60	447	507

**Table I.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - Western Australia<sup>102</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
<b>Number of people who have left the Scheme</b>	<b>4,111</b>	<b>333</b>	<b>4,444</b>

<sup>102</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**Table I.3 Assessment of access by age group and gender - Western Australia**

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	16,202	97%	6,824	97%	194	91%	23,220	97%
9 to 14	7,106	94%	3,744	94%	165	88%	11,015	94%
15 to 18	2,827	94%	1,747	91%	116	89%	4,690	93%
19 to 24	2,471	93%	1,600	87%	94	76%	4,165	90%
25 to 34	3,002	89%	2,443	83%	94	64%	5,539	86%
35 to 44	2,656	86%	2,503	76%	62	52%	5,221	80%
45 to 54	3,366	83%	<3,060	n/a	<50	n/a	6,468	77%
55 to 64	4,336	77%	3,970	65%	57	39%	8,363	70%
65+	<240	n/a	<210	n/a	<11	n/a	<440	n/a
Missing	<11	n/a	0	0%	0	0%	<11	n/a
<b>Total</b>	<b>42,199</b>	<b>91%</b>	<b>26,088</b>	<b>82%</b>	<b>835</b>	<b>71%</b>	<b>69,122</b>	<b>87%</b>

**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	1,334	91%	744	92%	15	60%	2,093	91%
Autism	17,366	98%	7,846	98%	464	95%	25,676	98%
Cerebral palsy	1,099	98%	882	97%	11	79%	1,992	97%
Developmental delay	4,968	98%	1,981	98%	93	97%	7,042	98%
Down syndrome	671	99%	<580	n/a	<11	n/a	1,250	99%
Global developmental delay	1,217	98%	453	98%	15	100%	1,685	98%
Hearing impairment	1,217	91%	1,383	89%	24	83%	2,624	90%
Intellectual disability	4,970	97%	3,791	96%	42	72%	8,803	96%
Multiple sclerosis	302	92%	<900	n/a	<11	n/a	1,203	92%
Psychosocial disability	3,195	76%	2,942	64%	54	32%	6,191	69%
Spinal cord injury	597	94%	<230	n/a	<11	n/a	832	94%
Stroke	604	88%	<400	n/a	<11	n/a	1,007	85%
Visual impairment	514	87%	<520	n/a	<11	n/a	1,032	87%
Other neurological	1,799	85%	1,449	83%	22	63%	3,270	84%
Other physical	1,084	53%	1,188	43%	19	23%	2,291	47%
Other sensory/speech	106	40%	<40	n/a	<11	n/a	145	38%
Other	1,156	59%	788	42%	42	35%	1,986	50%
<b>Total</b>	<b>42,199</b>	<b>91%</b>	<b>26,088</b>	<b>82%</b>	<b>835</b>	<b>71%</b>	<b>69,122</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,946	8%	201	8%	5,147	8%
Non-First Nations Participants	48,852	81%	2,054	77%	50,906	81%
Not Stated	6,503	11%	399	15%	6,902	11%
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,669	8%	158	6%	4,827	8%
Not culturally and linguistically diverse	49,819	83%	2,258	85%	52,077	83%
Not stated	5,813	10%	238	9%	6,051	10%
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</b>	<b>100%</b>

**Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2025 - Western Australia<sup>103</sup>**

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<50
<b>Total YPIRAC (under 65)</b>	<b>53</b>

<sup>103</sup> There are a further 114 active participants aged 65 years or over who are currently in residential aged care.

**Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Western Australia<sup>104</sup>**

Quarter ending	Incremental	Cumulative
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	<11	<180
Jun-23	-14	162
Sep-23	-18	144
Dec-23	-11	133
Mar-24	-17	116
Jun-24	-44	72
Sep-24	<11	<70
Dec-24	<11	<60
Mar-25	<11	53

**Table I.9 Participant profile per quarter by remoteness - Western Australia**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	47,487	79%	2,161	81%	49,648	79%
Population > 50,000	3,098	5%	121	5%	3,219	5%
Population between 15,000 and 50,000	3,647	6%	126	5%	3,773	6%
Population between 5,000 and 15,000	<710	n/a	21	1%	<730	n/a
Population less than 5,000	2,594	4%	98	4%	2,692	4%
Remote	1,725	3%	73	3%	1,798	3%
Very Remote	1,047	2%	54	2%	1,101	2%
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</b>	<b>100%</b>

<sup>104</sup> The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

**Table I.10 Participant profile per quarter by primary disability group - Western Australia**

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	23,912	40%	1,042	39%	24,954	40%
Intellectual disability	8,159	14%	86	3%	8,245	13%
Developmental delay	5,254	9%	937	35%	6,191	10%
Psychosocial disability	5,545	9%	75	3%	5,620	9%
Hearing impairment	2,436	4%	68	3%	2,504	4%
Other neurological	2,382	4%	102	4%	2,484	4%
Other physical	1,828	3%	15	1%	1,843	3%
Acquired brain injury	1,678	3%	41	2%	1,719	3%
Global developmental delay	1,213	2%	80	3%	1,293	2%
Cerebral palsy	1,883	3%	12	0%	1,895	3%
Other	1,241	2%	70	3%	1,311	2%
Down syndrome	<1,150	n/a	<11	n/a	1,154	2%
Multiple sclerosis	1,095	2%	31	1%	1,126	2%
Visual impairment	935	2%	16	1%	951	2%
Stroke	782	1%	46	2%	828	1%
Spinal cord Injury	709	1%	22	1%	731	1%
Other sensory/speech	<110	n/a	<11	n/a	106	0%
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</b>	<b>100%</b>

**Table I.11 Participant profile per quarter by primary disability group and Supported Independent Living (SIL) status - Western 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	24,954	40%	436	12%	24,518	41%
Intellectual disability	8,245	13%	1,185	34%	7,060	12%
Developmental delay	6,191	10%	0	0%	6,191	10%
Psychosocial disability	5,620	9%	347	10%	5,273	9%
Hearing impairment	2,504	4%	0	0%	2,504	4%
Other neurological	2,484	4%	323	9%	2,161	4%
Other physical	1,843	3%	32	1%	1,811	3%
Acquired brain injury	1,719	3%	371	11%	1,348	2%
Cerebral palsy	1,293	2%	0	0%	1,293	2%
Global developmental delay	1,895	3%	303	9%	1,592	3%
Down syndrome	1,311	2%	82	2%	1,229	2%
Other	1,154	2%	198	6%	956	2%
Multiple sclerosis	1,126	2%	47	1%	1,079	2%
Visual impairment	951	2%	<11	n/a	<950	n/a
Stroke	828	1%	110	3%	718	1%
Spinal cord Injury	731	1%	53	2%	678	1%
Other sensory/speech	106	0%	<11	n/a	<110	n/a
<b>Total</b>	<b>62,955</b>	<b>100%</b>	<b>3,497</b>	<b>100%</b>	<b>59,458</b>	<b>100%</b>

**Table I.12 Participant profile per quarter by reported level of function - Western Australia**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,972	10%	700	26%	6,672	11%
2 (High Function)	<200	n/a	<11	n/a	205	0%
3 (High Function)	3,137	5%	243	9%	3,380	5%
4 (High Function)	2,855	5%	47	2%	2,902	5%
5 (High Function)	3,344	6%	242	9%	3,586	6%
6 (Moderate Function)	14,673	24%	627	24%	15,300	24%
7 (Moderate Function)	2,609	4%	77	3%	2,686	4%
8 (Moderate Function)	3,717	6%	83	3%	3,800	6%
9 (Moderate Function)	<300	n/a	<11	n/a	301	0%
10 (Moderate Function)	5,910	10%	116	4%	6,026	10%
11 (Low Function)	1,837	3%	18	1%	1,855	3%
12 (Low Function)	8,498	14%	140	5%	8,638	14%
13 (Low Function)	4,880	8%	89	3%	4,969	8%
14 (Low Function)	<910	n/a	<11	n/a	911	1%
15 (Low Function)	15	0%	0	0%	15	0%
Missing	1,449	2%	260	10%	1,709	3%
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</b>	<b>100%</b>

**Table I.13 Participant profile per quarter by age group - Western Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	11,130	18%	1,455	55%	12,585	20%
9 to 14	11,391	19%	391	15%	11,782	19%
15 to 18	6,423	11%	142	5%	6,565	10%
19 to 24	6,139	10%	100	4%	6,239	10%
25 to 34	6,072	10%	113	4%	6,185	10%
35 to 44	4,974	8%	109	4%	5,083	8%
45 to 54	4,968	8%	117	4%	5,085	8%
55 to 64	5,972	10%	201	8%	6,173	10%
65+	3,232	5%	26	1%	3,258	5%
<b>Total</b>	<b>60,301</b>	<b>100%</b>	<b>2,654</b>	<b>100%</b>	<b>62,955</b>	<b>100%</b>



**Table I.14 Participation rates by age group and gender at 31 March 2025 - Western Australia<sup>105</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	5.4%	2.5%	4.0%
9 to 14	6.9%	3.4%	5.3%
15 to 18	5.5%	3.1%	4.4%
19 to 24	3.6%	2.1%	3.0%
25 to 44	1.5%	1.2%	1.4%
45 to 64	1.6%	1.5%	1.6%
<b>Total (aged 0 to 64)</b>	<b>3.0%</b>	<b>1.9%</b>	<b>2.5%</b>

**Table I.15 Proportion of active participants with approved plans accessing mainstream supports - Western Australia<sup>106</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	6%	7%	6%
Daily life	18%	18%	18%
Health and wellbeing	76%	82%	77%
Learning	35%	37%	35%
Relationships	4%	4%	4%
Social and community activities	10%	10%	10%
Where I live	2%	3%	2%
Work	7%	5%	7%
Unknown	6%	1%	6%
<b>Any mainstream service</b>	<b>96%</b>	<b>96%</b>	<b>96%</b>

<sup>105</sup> Participation rate refers to the proportion of the 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>106</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carers outcomes

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

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

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

**Table I.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,563), and ‘participant social and community engagement rate’ (n=4,463), and the metric for ‘parent and carer employment rate’ (n=3,751) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=2,164) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 and have had a second plan reassessment to date - Western Australia**

Metric by age group	Baseline	R1	R2	2024-25 Target
Participant employment rate - Aged 15 to 24 years	16%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	36%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	30%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	25%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	14%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	41%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	36%	46%
Participant social and community engagement rate - Aged 65+ years	37%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	52%	n/a
Parent and carer employment rate - Aged 15+ years	48%	50%	51%	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%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	n/a

**Table I.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,443), and 'participant social and community engagement rate' (n=3,359), and the metric for 'parent and carer employment rate' (n=2,240) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=1,935) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a third plan reassessment to date - Western Australia**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	14%	16%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	26%	33%	26%
Participant employment rate - Aged 35 to 44 years	23%	28%	24%	24%	26%
Participant employment rate - Aged 45 to 54 years	25%	28%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	18%	15%	26%
Participant employment rate - Aged 65+ years	15%	15%	15%	11%	26%
Participant employment rate - Aged 25 to 64 years	25%	27%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	22%	24%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	37%	44%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	39%	45%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	39%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	39%	44%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	38%	41%	46%
Participant social and community engagement rate - Aged 25+ years	37%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	39%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	45%	52%	n/a
Parent and carer employment rate - Aged 15+ years	50%	54%	52%	51%	n/a
Parent and carer employment rate - All ages	46%	50%	47%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	81%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	79%	n/a

**Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,382), and 'participant social and community engagement rate' (n=2,181), and the metric for 'parent and carer employment rate' (n=1,436) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,463) 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 March 2021 and have had a fourth plan reassessment to date - Western Australia**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	25%	18%	28%	26%
Participant employment rate - Aged 25 to 34 years	30%	30%	29%	24%	34%	26%
Participant employment rate - Aged 35 to 44 years	29%	31%	27%	19%	29%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	30%	19%	27%	26%
Participant employment rate - Aged 55 to 64 years	23%	20%	20%	12%	17%	26%
Participant employment rate - Aged 65+ years	12%	9%	8%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	28%	27%	26%	18%	26%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	26%	18%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	42%	41%	36%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	43%	38%	47%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	47%	46%	50%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	39%	42%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	42%	44%	40%	46%	46%
Participant social and community engagement rate - Aged 65+ years	41%	41%	35%	37%	47%	46%
Participant social and community engagement rate - Aged 25+ years	40%	43%	41%	43%	47%	46%
Participant social and community engagement rate - Aged 15+ years	40%	43%	41%	42%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	46%	48%	54%	n/a
Parent and carer employment rate - Aged 15+ years	50%	51%	53%	52%	53%	n/a
Parent and carer employment rate - All ages	47%	49%	49%	49%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	68%	68%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	76%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	74%	76%	81%	n/a

**Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,505), and 'participant social and community engagement rate' (n=1,290), and the metric for 'parent and carer employment rate' (n=975) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=1,094) 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 March 2020 and have had a fifth plan reassessment to date - Western Australia**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	13%	18%	24%	27%	27%	34%	26%
Participant employment rate - Aged 25 to 34 years	32%	29%	30%	33%	29%	35%	26%
Participant employment rate - Aged 35 to 44 years	37%	33%	29%	36%	23%	37%	26%
Participant employment rate - Aged 45 to 54 years	33%	33%	33%	41%	4%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	19%	17%	13%	8%	14%	26%
Participant employment rate - Aged 65+ years	14%	12%	10%	2%	0%	7%	26%
Participant employment rate - Aged 25 to 64 years	30%	28%	26%	29%	17%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	26%	26%	28%	19%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	34%	25%	32%	41%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	46%	51%	51%	53%	46%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	49%	45%	45%	47%	38%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	51%	50%	51%	59%	29%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	41%	36%	37%	42%	50%	46%
Participant social and community engagement rate - Aged 65+ years	40%	42%	44%	32%	39%	50%	46%
Participant social and community engagement rate - Aged 25+ years	45%	46%	45%	46%	40%	51%	46%
Participant social and community engagement rate - Aged 15+ years	43%	44%	41%	43%	41%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	46%	47%	57%	53%	n/a
Parent and carer employment rate - Aged 15+ years	50%	52%	49%	56%	50%	54%	n/a
Parent and carer employment rate - All ages	47%	50%	47%	52%	54%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	72%	69%	70%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	83%	82%	80%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	79%	78%	76%	85%	n/a

**Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=651), and 'participant social and community engagement rate' (n=516), and the metric for 'parent and carer employment rate' (n=425) 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=561) 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 March 2019 and have had at least a sixth plan reassessment to date - Western Australia**

Metric by age group	Baseline	R1	R2	R3	R4	R5	R6+	2024-25 Target
Participant employment rate - Aged 15 to 24 years	13%	19%	28%	36%	32%	n/a	35%	26%
Participant employment rate - Aged 25 to 34 years	31%	35%	34%	27%	37%	22%	36%	26%
Participant employment rate - Aged 35 to 44 years	38%	35%	32%	34%	33%	20%	34%	26%
Participant employment rate - Aged 45 to 54 years	40%	40%	37%	42%	34%	33%	30%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	23%	22%	17%	17%	20%	26%
Participant employment rate - Aged 65+ years	15%	13%	11%	8%	7%	n/a	3%	26%
Participant employment rate - Aged 25 to 64 years	33%	34%	31%	31%	31%	23%	30%	26%
Participant employment rate - Aged 15 to 64 years	31%	32%	31%	32%	31%	22%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	45%	51%	54%	38%	n/a	n/a	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	49%	59%	57%	63%	n/a	58%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	40%	44%	52%	n/a	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	49%	52%	61%	50%	n/a	53%	46%
Participant social and community engagement rate - Aged 55 to 64 years	40%	39%	47%	48%	38%	39%	53%	46%
Participant social and community engagement rate - Aged 65+ years	44%	44%	49%	30%	52%	n/a	54%	46%
Participant social and community engagement rate - Aged 25+ years	42%	46%	50%	50%	51%	49%	54%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	50%	48%	51%	46%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	36%	39%	44%	44%	54%	49%	n/a
Parent and carer employment rate - Aged 15+ years	53%	55%	54%	56%	67%	48%	47%	n/a
Parent and carer employment rate - All ages	48%	47%	47%	50%	56%	51%	48%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	76%	77%	78%	73%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	75%	82%	86%	87%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	75%	80%	83%	82%	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 Q3. Table I.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table I.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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

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

**Table I.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 25 in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 500 in Prior Quarters, n = 67 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 463 in Prior Quarters, n = 94 in 2024-25 Q3), 'Plan Approval' (n = 1,393 in Prior Quarters, n = 325 in 2024-25 Q3), 'Plan Implementation' (n = 1,155 in Prior Quarters, n = 238 in 2024-25 Q3) and 'Plan Reassessment' (n = 3,058 in Prior Quarters, n = 933 in 2024-25 Q3) - Western Australia <sup>107 108</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
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?	77%	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?	82%	85%
Community Connections - Was communication in your preferred format?	92%	97%
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?	74%	72%
Community Connections - To what extent were your circumstances and needs considered?	73%	72%
Community Connections - To what extent were you included in decisions that were made?	72%	72%
Community Connections - How confident are you in reaching out to community supports and other government services?	48%	49%
Apply for NDIS (overall) - Were you treated with respect?	93%	88%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	69%	69%
Apply for NDIS (overall) - Was information easy to understand?	62%	69%
Apply for NDIS (overall) - Was communication in your preferred format?	83%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	51%	40%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	49%	41%
Plan Approval - Were you treated with respect?	93%	92%
Plan Approval - Were decisions and outcomes explained to you?	78%	76%
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?	85%	88%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	57%

<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.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	61%	59%
Plan Implementation - Do you know where to go for more help with using your plan?	83%	90%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	63%
Plan Implementation - To what extent were your circumstances and needs considered?	59%	64%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	59%
Plan Implementation - Do you feel confident in using your plan?	63%	68%
Plan Implementation - Do you feel confident in accessing supports?	65%	67%
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?	65%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	68%
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?	63%	59%
Plan Reassessment - Do you feel confident in using your plan?	64%	67%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	79%

**Table I.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Western Australia**  
109 110

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<40	<11	37	36
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<570	<40	602	542
People who have submitted an access request: Complaints about service providers	914	40	954	782
People who have submitted an access request: Complaints about the Agency	15,664	1,032	16,696	9,124
People who have submitted an access request: Unclassified	91	0	91	86
<b>People who have submitted an access request: Total</b>	<b>17,269</b>	<b>1,111</b>	<b>18,380</b>	<b>9,834</b>
Percentage of the number of active participants	6.8%	7.2%	6.8%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>5,205</b>	<b>455</b>	<b>5,660</b>	<b>n/a</b>

<sup>109</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>110</sup> Note that 61% of all complainants made only one complaint, 20% made two complaints, and 18% made three or more complaints.



**Table I.23 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
Mar-22	724	7%	6,403	6%
Jun-22	696	6%	7,099	6%
Sep-22	705	6%	7,804	6%
Dec-22	600	5%	8,404	6%
Mar-23	655	5%	9,059	6%
Jun-23	627	5%	9,686	6%
Sep-23	736	6%	10,422	6%
Dec-23	887	6%	11,309	6%
Mar-24	1,422	10%	12,731	6%
Jun-24	1,692	12%	14,423	6%
Sep-24	1,524	10%	15,947	7%
Dec-24	1,322	9%	17,269	7%
Mar-25	1,111	7%	18,380	7%

**Table I.24 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
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	412	3%	3,569	2%
Mar-24	417	3%	3,986	2%
Jun-24	409	3%	4,395	2%
Sep-24	409	3%	4,804	2%
Dec-24	401	3%	5,205	2%
Mar-25	455	3%	5,660	2%

**Table I.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Western Australia<sup>111</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	152	1%	0	0%	152	1%
Complaints about the Agency - Information unclear	81	1%	0	0%	81	0%
Complaints about the Agency - NDIA Access	386	2%	26	3%	412	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	28	0%
Complaints about the Agency - NDIA Finance	1,051	7%	92	9%	1,143	7%
Complaints about the Agency - NDIA Fraud and Compliance	<90	n/a	<11	n/a	94	1%
Complaints about the Agency - NDIA Plan	3,834	24%	223	22%	4,057	24%
Complaints about the Agency - NDIA Process	1,729	11%	149	14%	1,878	11%
Complaints about the Agency - NDIA Resources	187	1%	15	1%	202	1%
Complaints about the Agency - NDIA Staff	1,075	7%	81	8%	1,156	7%
Complaints about the Agency - NDIA Timeliness	5,569	36%	436	42%	6,005	36%
Complaints about the Agency - Participation, engagement and inclusion	<20	n/a	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	0	0%	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	170	1%	0	0%	170	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	535	3%	0	0%	535	3%
Complaints about the Agency - Other	<540	n/a	<11	n/a	534	3%
<b>Complaints about the Agency - Total</b>	<b>15,664</b>	<b>100%</b>	<b>1,032</b>	<b>100%</b>	<b>16,696</b>	<b>100%</b>
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	<11	n/a	<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	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	0	0%	<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	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Timeliness	13	38%	0	0%	13	35%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>34</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>37</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	<70	n/a	<11	n/a	65	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<70	n/a	<11	n/a	69	11%
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	368	65%	21	58%	389	65%

<sup>111</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<60	n/a	<11	n/a	66	11%
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>566</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>602</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	75	8%
Complaints about service providers - Provider Fraud and Compliance	103	11%	11	28%	114	12%
Complaints about service providers - Provider Process	16	2%	0	0%	16	2%
Complaints about service providers - Provider Service	393	43%	20	50%	413	43%
Complaints about service providers - Provider Staff	<200	n/a	<11	n/a	201	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	49	5%	0	0%	49	5%
<b>Complaints about service providers - Total</b>	<b>914</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>954</b>	<b>100%</b>
<b>Unclassified</b>	<b>91</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>91</b>	<b>n/a</b>
<b>Participants total</b>	<b>17,269</b>	<b>n/a</b>	<b>1,111</b>	<b>n/a</b>	<b>18,380</b>	<b>n/a</b>

**Table I.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Western Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	332	17%	36	22%	368	18%
Plan	1,463	75%	106	66%	1,569	75%
Plan Reassessment	<60	n/a	<11	n/a	62	3%
Other	<100	n/a	<11	n/a	102	5%
<b>Total cases</b>	<b>1,940</b>	<b>100%</b>	<b>161</b>	<b>100%</b>	<b>2,101</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.8%</b>	<b>n/a</b>	<b>1.0%</b>	<b>n/a</b>	<b>0.8%</b>	<b>n/a</b>

**Table I.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Western Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	141	1%	733	1%
Jun-22	123	1%	856	1%
Sep-22	84	1%	940	1%
Dec-22	109	1%	1,049	1%
Mar-23	127	1%	1,176	1%
Jun-23	78	1%	1,254	1%
Sep-23	88	1%	1,342	1%
Dec-23	97	1%	1,439	1%
Mar-24	55	0%	1,494	1%
Jun-24	105	1%	1,599	1%
Sep-24	163	1%	1,762	1%
Dec-24	178	1%	1,940	1%
Mar-25	161	1%	2,101	1%

**Table I.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Western Australia<sup>112</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>2,101</b>	<b>1,920</b>
<b>Open ART Cases</b>	<b>500</b>	<b>486</b>
<b>Closed ART Cases</b>	<b>1,601</b>	<b>1,482</b>
Resolved before hearing	1,577	1,462
Gone to hearing and received a substantive decision	24	20

<sup>112</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 I.29 Administrative Review Tribunal (ART) Supports in dispute - Western Australia<sup>113 114</sup>**  
115

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	<50	<11	47
Core (excluding Consumables and Transport)	277	28	305
Capacity Building	364	38	402
General Support	89	13	102
Assistive Technology	123	11	134
Specialist Disability Accommodation	<50	<11	50
Home Modifications	<40	<11	37
Supported Independent Living	<110	<11	113
Everyday Living Costs	<40	<11	43
Transport	<70	<11	70
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>589</b>	<b>54</b>	<b>643</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,183</b>	<b>120</b>	<b>1,303</b>

**Table I.30 Closed Administrative Review Tribunal (ART) cases by outcome - Western Australia**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;30</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>24</b>	<b>1%</b>
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	13	1%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;1,500</b>	<b>n/a</b>	<b>&lt;90</b>	<b>n/a</b>	<b>1,577</b>	<b>99%</b>
Not Decided by Tribunal - Resolved by consent	1,128	75%	54	62%	1,182	74%
Not Decided by Tribunal - Withdrawn	281	19%	17	20%	298	19%
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	18	1%	0	n/a	18	1%
Not Decided by Tribunal - Dismissed	52	3%	13	15%	65	4%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>1,514</b>	<b>100%</b>	<b>87</b>	<b>100%</b>	<b>1,601</b>	<b>100%</b>

<sup>113</sup> 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.

<sup>114</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>115</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table I.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Western Australia<sup>116</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	1,185	0	1,185
Plan-managed	2,053	15,395	17,433
Self-managed	1,048	12,574	13,614
All plan management types	2,357	23,422	25,761

**Table I.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Western Australia<sup>117</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	344	0	344
Plan-managed	345	196	548
Self-managed	33	53	108
All plan management types	721	249	999

<sup>116</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>117</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.1%	2.0%
\$5,001-\$10,000	4.2%	4.1%
\$10,001-\$15,000	7.9%	7.7%
\$15,001-\$20,000	10.3%	10.8%
\$20,001-\$25,000	11.8%	12.1%
\$25,001-\$30,000	6.5%	6.5%
\$30,001-\$50,000	16.7%	16.6%
\$50,001-\$100,000	18.3%	18.2%
\$100,001-\$150,000	6.9%	6.9%
\$150,001-\$200,000	3.6%	3.6%
\$200,001-\$250,000	2.4%	2.4%
\$250,001+	9.1%	9.2%

**Table I.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Western Australia**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	4.5%	4.3%
\$10,001-\$15,000	8.4%	8.2%
\$15,001-\$20,000	10.9%	11.4%
\$20,001-\$25,000	12.5%	12.8%
\$25,001-\$30,000	6.9%	6.9%
\$30,001-\$50,000	17.7%	17.6%
\$50,001-\$100,000	19.4%	19.3%
\$100,001-\$150,000	7.3%	7.3%
\$150,001-\$200,000	3.8%	3.7%
\$200,001-\$250,000	2.3%	2.3%
\$250,001+	4.1%	4.2%

**Table I.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$23,400	\$32,400	n/a	n/a	\$23,400	\$32,300
9 to 14	\$23,400	\$34,500	n/a	n/a	\$23,400	\$34,500
15 to 18	\$32,700	\$51,100	\$518,200	\$633,100	\$30,500	\$48,100
19 to 24	\$65,700	\$95,100	\$484,300	\$556,900	\$46,400	\$74,700
25 to 34	\$99,500	\$128,400	\$429,400	\$488,100	\$67,500	\$93,600
35 to 44	\$112,600	\$143,400	\$408,800	\$471,600	\$72,700	\$99,300
45 to 54	\$115,500	\$150,600	\$400,700	\$453,200	\$70,800	\$102,700
55 to 64	\$124,500	\$159,100	\$398,200	\$445,600	\$79,000	\$110,300
65+	\$124,200	\$163,600	\$387,000	\$443,400	\$84,300	\$118,100
<b>All</b>	<b>\$66,700</b>	<b>\$88,100</b>	<b>\$411,800</b>	<b>\$468,100</b>	<b>\$46,200</b>	<b>\$65,800</b>

**Table I.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - Western Australia**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$180,100	\$228,000	\$447,700	\$501,900	\$112,500	\$152,600
Autism	\$34,900	\$49,200	\$439,900	\$493,800	\$27,300	\$41,300
Cerebral palsy	\$152,900	\$194,500	\$462,600	\$523,700	\$96,100	\$131,900
Developmental delay	\$16,100	\$24,900	\$0	\$0	\$16,100	\$24,900
Global developmental delay	\$21,800	\$32,700	\$0	\$0	\$21,800	\$32,700
Hearing impairment	\$8,900	\$19,600	\$0	\$0	\$8,900	\$19,600
Intellectual disability	\$109,400	\$139,900	\$367,300	\$417,600	\$67,100	\$93,300
Multiple sclerosis	\$75,800	\$109,800	\$422,500	\$514,500	\$59,500	\$92,100
Psychosocial disability	\$80,100	\$112,100	\$362,600	\$439,500	\$62,600	\$90,600
Spinal cord injury	\$185,300	\$250,400	\$618,600	\$733,000	\$151,900	\$212,700
Stroke	\$142,800	\$194,600	\$449,700	\$511,700	\$98,500	\$146,000
Visual impairment	\$43,400	\$62,600	n/a	n/a	\$39,400	\$59,500
Other neurological	\$151,000	\$196,800	\$484,000	\$529,600	\$103,500	\$147,100
Other physical	\$65,500	\$99,300	\$488,600	\$552,700	\$58,700	\$91,300
Other sensory/speech	\$14,600	\$26,200	n/a	n/a	\$12,000	\$22,300
Other	\$90,700	\$123,200	\$517,100	\$535,700	\$62,900	\$94,200
Down Syndrome	\$120,500	\$149,100	\$324,600	\$373,000	\$79,500	\$102,700
<b>All</b>	<b>\$66,700</b>	<b>\$88,100</b>	<b>\$411,800</b>	<b>\$468,100</b>	<b>\$46,200</b>	<b>\$65,800</b>



**Table I.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$15,700	\$24,400
2	\$16,400	\$30,600	\$0	\$0	\$16,400	\$30,600
3	\$24,100	\$37,300	\$416,200	\$465,800	\$20,400	\$33,500
4	\$20,300	\$34,200	n/a	n/a	\$18,200	\$31,600
5	\$31,900	\$45,700	\$391,800	\$430,100	\$27,100	\$41,000
6	\$22,900	\$38,200	\$357,500	\$408,900	\$20,800	\$35,900
7	\$34,900	\$51,500	\$368,400	\$400,400	\$30,500	\$46,500
8	\$56,900	\$88,500	\$331,400	\$436,100	\$46,900	\$74,600
9	\$76,300	\$120,600	n/a	n/a	\$70,200	\$113,500
10	\$92,500	\$127,200	\$346,600	\$398,500	\$71,000	\$103,100
11	\$64,600	\$93,300	\$402,900	\$465,000	\$52,900	\$78,700
12	\$187,200	\$230,900	\$419,900	\$470,400	\$121,200	\$160,900
13	\$74,700	\$95,600	\$446,900	\$526,500	\$56,500	\$74,100
14	\$312,700	\$381,000	\$495,000	\$553,000	\$225,300	\$291,000
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$66,700</b>	<b>\$88,100</b>	<b>\$411,800</b>	<b>\$468,100</b>	<b>\$46,200</b>	<b>\$65,800</b>

**Table I.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Western Australia<sup>118</sup>**  
**119**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	1,035.9	1,164.9
Core: Consumables	10.9	13.9
Core: Social and Civic	183.9	253.5
Core: Transport	4.0	7.7
Capacity Building: Choice and Control	2.9	3.3
Capacity Building: Daily Activities	38.5	55.8
Capacity Building: Employment	0.8	2.6
Capacity Building: Health and Wellbeing	0.3	0.6
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	32.8	50.4
Capacity Building: Social and Civic	0.2	0.8
Capacity Building: Support Coordination	19.5	26.2
Capital: Assistive Technology	11.1	26.3
Capital: Home Modifications	18.5	30.9
<b>All</b>	<b>1,363.6</b>	<b>1,636.9</b>

<sup>118</sup> There were \$4.2 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>119</sup> Total payments for home modifications were \$18.5 million. Of which, \$18.2 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$30.9 million. Of which, \$30.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.

**Table I.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Western Australia<sup>120 121</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	1,013.3	1,453.8
Core: Consumables	50.8	82.5
Core: Social and Civic	662.1	850.9
Core: Transport	49.2	38.8
Capacity Building: Choice and Control	48.4	58.3
Capacity Building: Daily Activities	482.5	843.3
Capacity Building: Employment	16.4	63.3
Capacity Building: Health and Wellbeing	1.5	3.5
Capacity Building: Home Living	0.1	0.4
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	59.6	124.1
Capacity Building: Social and Civic	28.9	68.2
Capacity Building: Support Coordination	84.7	135.7
Capital: Assistive Technology	58.6	154.2
Capital: Home Modifications	16.9	33.3
<b>All</b>	<b>2,575.0</b>	<b>3,910.5</b>

**Table I.40 Payments by financial year in which support was provided, compared to committed supports - Western Australia<sup>122</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	0.3	0.1	31%
2014-15	19.8	11.3	57%
2015-16	70.6	51.6	73%
2016-17	173.7	133.4	77%
2017-18	227.2	168.4	74%
2018-19	552.0	396.2	72%
2019-20	1,543.3	1,028.1	67%
2020-21	2,739.3	1,939.8	71%
2021-22	3,198.1	2,363.0	74%
2022-23	4,085.1	2,974.7	73%
2023-24	4,856.0	3,608.8	74%
2024-25 to date	4,039.1	2,814.3	70%

<sup>120</sup> There were \$2.1 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

<sup>121</sup> Total payments for home modifications were \$16.9 million. Of which, \$7.7 million (45.6%) has been paid for specialised disability accommodation (SDA) supports, and \$9.2 million (54.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$33.3 million. Of which, \$11.7 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.6 million (65%) has been allocated for non-SDA supports.

<sup>122</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 I.41 Percentage change in plan budgets for active participants per quarter - Western Australia<sup>123</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	6.7%	4.9%	7.9%	6.4%	5.1%	7.3%	6.5%	5.7%	4.8%
Interplan Inflation	8.6%	7.9%	8.3%	7.2%	2.7%	3.7%	8.4%	8.0%	8.1%
Total Inflation	15.3%	12.8%	16.1%	13.6%	7.8%	11.0%	14.9%	13.7%	12.9%

<sup>123</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 J: South Australia

## South Australia

This supplement shows the data for South Australia.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 J.1 Active participants by quarter of entry, by service previously received and entry type - South Australia**

Participant breakdown	Prior Quarters	2024-25 Q3	Total
Access decisions	76,435	2,995	79,430
Active Eligible - Total	59,278	2,393	61,671
Active Eligible - New	44,225	2,377	46,602
Active Eligible - State	<12,230	<11	12,231
Active Eligible - Commonwealth	<2,840	<11	2,838
Active Participant Plans - Total	58,714	2,145	60,859
Active Participant Plans - New	43,704	2,138	45,842
Active Participant Plans - State	<12,190	<11	12,187
Active Participant Plans - Commonwealth	<2,830	<11	2,830
Active Participant Plans - Total	58,714	2,145	60,859
Active Participant Plans - Early Intervention (s25)	18,732	884	19,616
Active Participant Plans - Permanent Disability (s24)	39,951	786	40,737
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	31	475	506

**Table J.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - South Australia<sup>124</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	5,721	288	6,009

<sup>124</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**Table J.3 Assessment of access by age group and gender - South Australia**

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	19,552	96%	8,419	96%	193	91%	28,164	96%
9 to 14	6,301	92%	3,582	92%	194	90%	10,077	92%
15 to 18	1,856	91%	1,393	90%	125	91%	3,374	91%
19 to 24	1,771	90%	1,227	86%	123	84%	3,121	88%
25 to 34	2,513	87%	1,961	81%	113	72%	4,587	84%
35 to 44	2,459	84%	2,154	76%	91	76%	4,704	80%
45 to 54	3,235	80%	2,823	70%	107	60%	6,165	75%
55 to 64	4,266	76%	3,587	63%	146	53%	7,999	69%
65+	183	57%	188	56%	15	52%	386	57%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>42,136</b>	<b>90%</b>	<b>25,334</b>	<b>82%</b>	<b>1,107</b>	<b>75%</b>	<b>68,577</b>	<b>86%</b>

**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	1,456	93%	784	90%	38	81%	2,278	92%
Autism	18,421	99%	8,981	99%	553	96%	27,955	98%
Cerebral palsy	770	97%	654	98%	19	90%	1,443	97%
Developmental delay	4,777	97%	1,995	97%	41	91%	6,813	97%
Down syndrome	482	100%	380	100%	18	100%	880	100%
Global developmental delay	1,832	99%	846	99%	25	100%	2,703	99%
Hearing impairment	1,094	91%	1,118	89%	28	82%	2,240	90%
Intellectual disability	4,992	95%	3,821	94%	142	86%	8,955	95%
Multiple sclerosis	305	91%	<830	n/a	<20	n/a	1,149	89%
Psychosocial disability	2,524	68%	1,908	55%	52	33%	4,484	62%
Spinal cord injury	372	94%	188	96%	16	100%	576	95%
Stroke	540	85%	382	83%	19	79%	941	84%
Visual impairment	472	87%	441	83%	15	79%	928	85%
Other neurological	1,410	82%	1,131	80%	21	57%	2,562	81%
Other physical	1,193	54%	1,081	40%	42	32%	2,316	46%
Other sensory/speech	571	53%	<210	n/a	<11	n/a	783	51%
Other	925	57%	588	37%	58	50%	1,571	47%
<b>Total</b>	<b>42,136</b>	<b>90%</b>	<b>25,334</b>	<b>82%</b>	<b>1,107</b>	<b>75%</b>	<b>68,577</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,932	7%	189	9%	4,121	7%
Non-First Nations Participants	47,431	81%	1,676	78%	49,107	81%
Not Stated	7,351	13%	280	13%	7,631	13%
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,016	7%	145	7%	4,161	7%
Not culturally and linguistically diverse	53,059	90%	1,766	82%	54,825	90%
Not stated	1,639	3%	234	11%	1,873	3%
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</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 March 2025 - South Australia<sup>125</sup>**

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	37
<b>Total YPIRAC (under 65)</b>	<b>41</b>

<sup>125</sup> There are a further 97 active participants aged 65 years or over who are currently in residential aged care.



**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>126</sup>**

Quarter ending	Incremental	Cumulative
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	<50
Mar-25	<11	41

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	44,201	75%	1,588	74%	45,789	75%
Population > 50,000	1,147	2%	52	2%	1,199	2%
Population between 15,000 and 50,000	5,376	9%	216	10%	5,592	9%
Population between 5,000 and 15,000	1,995	3%	75	3%	2,070	3%
Population less than 5,000	4,484	8%	180	8%	4,664	8%
Remote	<1,090	n/a	<30	n/a	1,108	2%
Very Remote	<430	n/a	<11	n/a	<440	n/a
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</b>	<b>100%</b>

<sup>126</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	25,923	44%	1,078	50%	27,001	44%
Intellectual disability	8,170	14%	92	4%	8,262	14%
Developmental delay	4,695	8%	432	20%	5,127	8%
Psychosocial disability	3,982	7%	67	3%	4,049	7%
Hearing impairment	2,054	3%	26	1%	2,080	3%
Other neurological	1,823	3%	55	3%	1,878	3%
Other physical	1,757	3%	17	1%	1,774	3%
Acquired brain injury	1,797	3%	36	2%	1,833	3%
Global developmental delay	2,097	4%	189	9%	2,286	4%
Cerebral palsy	1,317	2%	15	1%	1,332	2%
Other	898	2%	56	3%	954	2%
Down syndrome	<800	n/a	<11	n/a	796	1%
Multiple sclerosis	1,025	2%	21	1%	1,046	2%
Visual impairment	834	1%	12	1%	846	1%
Stroke	765	1%	36	2%	801	1%
Spinal cord Injury	<470	n/a	<20	n/a	479	1%
Other sensory/speech	315	1%	0	0%	315	1%
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</b>	<b>100%</b>

**Table J.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	27,001	44%	439	14%	26,562	46%
Intellectual disability	8,262	14%	1,302	40%	6,960	12%
Developmental delay	5,127	8%	0	0%	5,127	9%
Psychosocial disability	4,049	7%	276	8%	3,773	7%
Hearing impairment	2,080	3%	<11	n/a	<2,080	n/a
Other neurological	1,878	3%	251	8%	1,627	3%
Other physical	1,774	3%	39	1%	1,735	3%
Acquired brain injury	1,833	3%	306	9%	1,527	3%
Cerebral palsy	2,286	4%	0	0%	2,286	4%
Global developmental delay	1,332	2%	207	6%	1,125	2%
Down syndrome	954	2%	61	2%	893	2%
Other	796	1%	198	6%	598	1%
Multiple sclerosis	1,046	2%	50	2%	996	2%
Visual impairment	846	1%	<20	n/a	<840	n/a
Stroke	801	1%	84	3%	717	1%
Spinal cord Injury	479	1%	24	1%	455	1%
Other sensory/speech	315	1%	0	0%	315	1%
<b>Total</b>	<b>60,859</b>	<b>100%</b>	<b>3,251</b>	<b>100%</b>	<b>57,608</b>	<b>100%</b>

**Table J.12 Participant profile per quarter by reported level of function - South Australia**

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	5,973	10%	521	24%	6,494	11%
2 (High Function)	<110	n/a	<11	n/a	<110	n/a
3 (High Function)	3,065	5%	183	9%	3,248	5%
4 (High Function)	2,446	4%	22	1%	2,468	4%
5 (High Function)	3,766	6%	194	9%	3,960	7%
6 (Moderate Function)	17,113	29%	514	24%	17,627	29%
7 (Moderate Function)	2,733	5%	83	4%	2,816	5%
8 (Moderate Function)	3,435	6%	64	3%	3,499	6%
9 (Moderate Function)	<290	n/a	<11	n/a	287	0%
10 (Moderate Function)	5,228	9%	100	5%	5,328	9%
11 (Low Function)	1,637	3%	23	1%	1,660	3%
12 (Low Function)	5,935	10%	125	6%	6,060	10%
13 (Low Function)	5,074	9%	65	3%	5,139	8%
14 (Low Function)	<600	n/a	<11	n/a	597	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	1,319	2%	241	11%	1,560	3%
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</b>	<b>100%</b>

**Table J.13 Participant profile per quarter by age group - South Australia**

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	11,200	19%	1,050	49%	12,250	20%
9 to 14	12,345	21%	354	17%	12,699	21%
15 to 18	6,954	12%	123	6%	7,077	12%
19 to 24	5,742	10%	90	4%	5,832	10%
25 to 34	4,869	8%	115	5%	4,984	8%
35 to 44	4,245	7%	133	6%	4,378	7%
45 to 54	4,475	8%	102	5%	4,577	8%
55 to 64	5,696	10%	163	8%	5,859	10%
65+	3,188	5%	15	1%	3,203	5%
<b>Total</b>	<b>58,714</b>	<b>100%</b>	<b>2,145</b>	<b>100%</b>	<b>60,859</b>	<b>100%</b>

**Table J.14 Participation rates by age group and gender at 31 March 2025 - South Australia<sup>127</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8.9%	4.3%	6.7%
9 to 14	12.5%	6.3%	9.6%
15 to 18	9.7%	5.4%	7.8%
19 to 24	5.1%	3.0%	4.2%
25 to 44	2.1%	1.6%	1.9%
45 to 64	2.5%	2.1%	2.3%
<b>Total (aged 0 to 64)</b>	<b>4.7%</b>	<b>2.8%</b>	<b>3.8%</b>

**Table J.15 Proportion of active participants with approved plans accessing mainstream supports - South Australia<sup>128</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	3%	4%	3%
Daily life	16%	19%	17%
Health and wellbeing	69%	79%	70%
Learning	34%	35%	34%
Relationships	3%	3%	3%
Social and community activities	6%	6%	6%
Where I live	2%	2%	2%
Work	5%	4%	4%
Unknown	9%	1%	8%
<b>Any mainstream service</b>	<b>95%</b>	<b>96%</b>	<b>95%</b>

<sup>127</sup> Participation rate refers to the proportion of the 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>128</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carers outcomes

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

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

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

**Table J.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,861), and ‘participant social and community engagement rate’ (n=3,784), and the metric for ‘parent and carer employment rate’ (n=3,497) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=1,925) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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%	25%	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	28%	29%	27%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	18%	26%
Participant employment rate - Aged 65+ years	14%	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%	42%	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%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	39%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	45%	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	48%	48%	53%	n/a
Parent and carer employment rate - Aged 15+ years	44%	44%	44%	n/a
Parent and carer employment rate - All ages	47%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	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.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,333), and 'participant social and community engagement rate' (n=3,269), and the metric for 'parent and carer employment rate' (n=2,581) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=1,879) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a third plan reassessment to date - South Australia**

Metric by age group	Baseline	R1	R2	R3	2024-25 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	19%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	36%	37%	34%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	28%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	23%	25%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	20%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	13%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	27%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	36%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	34%	37%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	38%	31%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	35%	35%	40%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	51%	43%	46%
Participant social and community engagement rate - Aged 25+ years	37%	38%	38%	41%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	51%	n/a
Parent and carer employment rate - Aged 15+ years	42%	48%	51%	44%	n/a
Parent and carer employment rate - All ages	45%	49%	51%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	78%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	76%	n/a

**Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,666), and 'participant social and community engagement rate' (n=2,583), and the metric for 'parent and carer employment rate' (n=1,558) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,613) 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 March 2021 and have had a fourth plan reassessment to date - South Australia**

Metric by age group	Baseline	R1	R2	R3	R4	2024-25 Target
Participant employment rate - Aged 15 to 24 years	10%	15%	18%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	34%	35%	33%	25%	32%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	30%	23%	27%	26%
Participant employment rate - Aged 45 to 54 years	28%	24%	26%	26%	24%	26%
Participant employment rate - Aged 55 to 64 years	24%	25%	22%	18%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	14%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	41%	34%	32%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	40%	50%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	38%	39%	40%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	40%	35%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	40%	38%	42%	42%	46%
Participant social and community engagement rate - Aged 65+ years	33%	31%	27%	26%	39%	46%
Participant social and community engagement rate - Aged 25+ years	38%	39%	38%	40%	40%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	37%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	46%	53%	53%	n/a
Parent and carer employment rate - Aged 15+ years	45%	46%	49%	44%	44%	n/a
Parent and carer employment rate - All ages	45%	48%	47%	50%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	63%	64%	69%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	72%	77%	n/a



**Table J.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,788), and ‘participant social and community engagement rate’ (n=1,642), and the metric for ‘parent and carer employment rate’ (n=911) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=1,204) 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 March 2020 and have had a fifth plan reassessment to date - South Australia**

Metric by age group	Baseline	R1	R2	R3	R4	R5	2024-25 Target
Participant employment rate - Aged 15 to 24 years	7%	9%	12%	21%	18%	24%	26%
Participant employment rate - Aged 25 to 34 years	30%	35%	36%	21%	34%	30%	26%
Participant employment rate - Aged 35 to 44 years	38%	35%	30%	39%	27%	33%	26%
Participant employment rate - Aged 45 to 54 years	33%	33%	32%	33%	29%	28%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	20%	17%	13%	18%	26%
Participant employment rate - Aged 65+ years	19%	18%	19%	14%	11%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	29%	26%	25%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	25%	25%	23%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	34%	35%	41%	31%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	49%	49%	46%	41%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	44%	46%	43%	48%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	39%	41%	51%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	39%	43%	36%	43%	46%	46%
Participant social and community engagement rate - Aged 65+ years	43%	42%	42%	38%	31%	48%	46%
Participant social and community engagement rate - Aged 25+ years	41%	43%	44%	41%	43%	47%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	42%	41%	41%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	50%	50%	47%	48%	57%	n/a
Parent and carer employment rate - Aged 15+ years	46%	47%	50%	60%	48%	46%	n/a
Parent and carer employment rate - All ages	46%	49%	50%	52%	48%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	62%	68%	70%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	79%	79%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	75%	75%	79%	n/a

**Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,360), and 'participant social and community engagement rate' (n=1,111), and the metric for 'parent and carer employment rate' (n=852) 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=1,065) 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 March 2019 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	8%	13%	19%	27%	27%	38%	31%	26%
Participant employment rate - Aged 25 to 34 years	35%	33%	39%	41%	46%	26%	35%	26%
Participant employment rate - Aged 35 to 44 years	44%	43%	39%	40%	40%	24%	37%	26%
Participant employment rate - Aged 45 to 54 years	35%	31%	26%	32%	34%	21%	27%	26%
Participant employment rate - Aged 55 to 64 years	27%	25%	25%	23%	10%	13%	18%	26%
Participant employment rate - Aged 65+ years	11%	8%	7%	6%	9%	4%	5%	26%
Participant employment rate - Aged 25 to 64 years	34%	32%	32%	33%	31%	19%	28%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	29%	32%	30%	23%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	41%	35%	39%	35%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	51%	48%	50%	44%	57%	46%
Participant social and community engagement rate - Aged 35 to 44 years	48%	51%	47%	47%	48%	n/a	58%	46%
Participant social and community engagement rate - Aged 45 to 54 years	49%	51%	51%	53%	49%	62%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	45%	48%	45%	39%	46%	47%	46%
Participant social and community engagement rate - Aged 65+ years	40%	42%	33%	42%	30%	39%	50%	46%
Participant social and community engagement rate - Aged 25+ years	44%	47%	47%	47%	44%	46%	54%	46%
Participant social and community engagement rate - Aged 15+ years	42%	45%	46%	44%	43%	44%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	44%	51%	49%	52%	48%	55%	n/a
Parent and carer employment rate - Aged 15+ years	48%	51%	55%	59%	55%	45%	46%	n/a
Parent and carer employment rate - All ages	45%	48%	53%	55%	53%	46%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	65%	68%	68%	71%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	72%	74%	74%	72%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	62%	69%	71%	72%	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 Q3. Table J.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table J.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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

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

**Table J.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 77 in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 606 in Prior Quarters, n = 92 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 558 in Prior Quarters, n = 119 in 2024-25 Q3), 'Plan Approval' (n = 1,395 in Prior Quarters, n = 342 in 2024-25 Q3), 'Plan Implementation' (n = 1,275 in Prior Quarters, n = 260 in 2024-25 Q3) and 'Plan Reassessment' (n = 3,085 in Prior Quarters, n = 904 in 2024-25 Q3) - South Australia<sup>129 130</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	99%	n/a
Early Supports - Were decisions and outcomes explained to you?	88%	n/a
Early Supports - Were your questions and concerns acknowledged?	83%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	42%	n/a
Community Connections - Was information easy to understand?	82%	87%
Community Connections - Was communication in your preferred format?	93%	97%
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%	78%
Community Connections - To what extent were your circumstances and needs considered?	76%	80%
Community Connections - To what extent were you included in decisions that were made?	78%	77%
Community Connections - How confident are you in reaching out to community supports and other government services?	50%	49%
Apply for NDIS (overall) - Were you treated with respect?	94%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	68%
Apply for NDIS (overall) - Was information easy to understand?	65%	72%
Apply for NDIS (overall) - Was communication in your preferred format?	83%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	48%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	51%	45%
Plan Approval - Were you treated with respect?	89%	90%
Plan Approval - Were decisions and outcomes explained to you?	74%	78%
Plan Approval - Were your questions and concerns acknowledged?	74%	73%
Plan Approval - Do you know where to go for more help with using your plan?	84%	83%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	51%

<sup>129</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>130</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	56%	54%
Plan Implementation - Do you know where to go for more help with using your plan?	81%	84%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	57%	52%
Plan Implementation - To what extent were your circumstances and needs considered?	57%	51%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	54%	60%
Plan Implementation - Do you feel confident in using your plan?	60%	63%
Plan Implementation - Do you feel confident in accessing supports?	62%	62%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	81%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	65%
Plan Reassessment - To what extent were your circumstances and needs considered?	65%	67%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	68%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	62%
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?	61%	62%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	77%

**Table J.22 Complaints and Participant Critical Incidents (PCIs) by quarter - South Australia<sup>131</sup>**  
132

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<50	<11	51	44
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<530	<30	553	481
People who have submitted an access request: Complaints about service providers	1,090	40	1,130	909
People who have submitted an access request: Complaints about the Agency	21,333	1,054	22,387	10,955
People who have submitted an access request: Unclassified	510	0	510	469
<b>People who have submitted an access request: Total</b>	<b>23,507</b>	<b>1,124</b>	<b>24,631</b>	<b>11,687</b>
Percentage of the number of active participants	8.0%	7.5%	8.0%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>5,590</b>	<b>552</b>	<b>6,142</b>	<b>n/a</b>

<sup>131</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>132</sup> Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.

**Table J.23 Number and proportion of participant complaints over time, incrementally and cumulatively - South Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	759	7%	12,533	8%
Jun-22	685	6%	13,218	8%
Sep-22	647	5%	13,865	8%
Dec-22	605	5%	14,470	8%
Mar-23	641	5%	15,111	8%
Jun-23	693	5%	15,804	8%
Sep-23	779	6%	16,583	7%
Dec-23	872	6%	17,455	7%
Mar-24	1,556	11%	19,011	8%
Jun-24	1,637	12%	20,648	8%
Sep-24	1,532	11%	22,180	8%
Dec-24	1,327	9%	23,507	8%
Mar-25	1,124	8%	24,631	8%

**Table J.24 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
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	422	3%	3,742	2%
Mar-24	440	3%	4,182	2%
Jun-24	469	3%	4,651	2%
Sep-24	528	4%	5,179	2%
Dec-24	411	3%	5,590	2%
Mar-25	552	4%	6,142	2%

**Table J.25 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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	560	3%	0	0%	560	3%
Complaints about the Agency - Information unclear	293	1%	0	0%	293	1%
Complaints about the Agency - NDIA Access	517	2%	36	3%	553	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	29	0%
Complaints about the Agency - NDIA Finance	1,065	5%	91	9%	1,156	5%
Complaints about the Agency - NDIA Fraud and Compliance	<90	n/a	<11	n/a	88	0%
Complaints about the Agency - NDIA Plan	4,239	20%	261	25%	4,500	20%
Complaints about the Agency - NDIA Process	1,703	8%	156	15%	1,859	8%
Complaints about the Agency - NDIA Resources	167	1%	13	1%	180	1%
Complaints about the Agency - NDIA Staff	1,042	5%	90	9%	1,132	5%
Complaints about the Agency - NDIA Timeliness	5,495	26%	401	38%	5,896	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	<20	n/a	<11	n/a	<20	n/a
Complaints about the Agency - Reasonable and necessary supports	1,169	5%	0	0%	1,169	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	303	1%	0	0%	303	1%
Complaints about the Agency - Timeliness	2,944	14%	0	0%	2,944	13%
Complaints about the Agency - Other	1,510	7%	0	0%	1,510	7%
<b>Complaints about the Agency - Total</b>	<b>21,333</b>	<b>100%</b>	<b>1,054</b>	<b>100%</b>	<b>22,387</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	<11	n/a	<11	n/a	<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	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	27	53%
Complaints about Early Connections Partner - Early Connections Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
<b>Complaints about Early Connections Partner - Total</b>	<b>48</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>51</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	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<90	n/a	<11	n/a	91	16%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<70	n/a	<11	n/a	69	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a

<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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	302	57%	15	56%	317	57%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<70	n/a	<11	n/a	65	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>526</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>553</b>	<b>100%</b>
Complaints about service providers - Provider Costs	29	3%	0	0%	29	3%
Complaints about service providers - Provider Finance	89	8%	0	0%	89	8%
Complaints about service providers - Provider Fraud and Compliance	<120	n/a	<11	n/a	117	10%
Complaints about service providers - Provider Process	35	3%	0	0%	35	3%
Complaints about service providers - Provider Service	380	35%	22	55%	402	36%
Complaints about service providers - Provider Staff	<230	n/a	<20	n/a	243	22%
Complaints about service providers - Service Delivery	35	3%	0	0%	35	3%
Complaints about service providers - Staff Conduct	38	3%	0	0%	38	3%
Complaints about service providers - Supports being provided	49	4%	0	0%	49	4%
Complaints about service providers - Other	93	9%	0	0%	93	8%
<b>Complaints about service providers - Total</b>	<b>1,090</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>1,130</b>	<b>100%</b>
<b>Unclassified</b>	<b>510</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>510</b>	<b>n/a</b>
<b>Participants total</b>	<b>23,507</b>	<b>n/a</b>	<b>1,124</b>	<b>n/a</b>	<b>24,631</b>	<b>n/a</b>

**Table J.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - South Australia**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	464	17%	31	16%	495	17%
Plan	2,086	76%	146	75%	2,232	76%
Plan Reassessment	<60	n/a	<11	n/a	64	2%
Other	<150	n/a	<20	n/a	160	5%
<b>Total cases</b>	<b>2,756</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>2,951</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.9%</b>	<b>n/a</b>	<b>1.3%</b>	<b>n/a</b>	<b>1.0%</b>	<b>n/a</b>

**Table J.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - South Australia**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	179	2%	1,275	1%
Jun-22	146	1%	1,421	1%
Sep-22	152	1%	1,573	1%
Dec-22	129	1%	1,702	1%
Mar-23	113	1%	1,815	1%
Jun-23	106	1%	1,921	1%
Sep-23	103	1%	2,024	1%
Dec-23	136	1%	2,160	1%
Mar-24	89	1%	2,249	1%
Jun-24	133	1%	2,382	1%
Sep-24	192	1%	2,574	1%
Dec-24	182	1%	2,756	1%
Mar-25	195	1%	2,951	1%

**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>2,951</b>	<b>2,646</b>
<b>Open ART Cases</b>	<b>604</b>	<b>593</b>
<b>Closed ART Cases</b>	<b>2,347</b>	<b>2,117</b>
Resolved before hearing	2,305	2,082
Gone to hearing and received a substantive decision	42	35

<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.



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

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	<50	<11	50
Core (excluding Consumables and Transport)	361	33	394
Capacity Building	429	33	462
General Support	96	13	109
Assistive Technology	131	11	142
Specialist Disability Accommodation	<60	<11	62
Home Modifications	<40	<11	<40
Supported Independent Living	165	18	183
Everyday Living Costs	<50	<11	47
Transport	<70	<11	75
Other	<11	0	<11
<b>Total number of unique participants counted across disputed supports</b>	<b>704</b>	<b>58</b>	<b>762</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>1,425</b>	<b>136</b>	<b>1,561</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - 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>42</b>	<b>2%</b>
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	18	1%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	16	1%	0	n/a	<20	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;2,180</b>	<b>n/a</b>	<b>&lt;140</b>	<b>n/a</b>	<b>2,305</b>	<b>98%</b>
Not Decided by Tribunal - Resolved by consent	1,547	70%	100	73%	1,647	70%
Not Decided by Tribunal - Withdrawn	<490	n/a	<30	n/a	512	22%
Not Decided by Tribunal - No jurisdiction	22	1%	0	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	<120	n/a	<11	n/a	120	5%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>2,210</b>	<b>100%</b>	<b>137</b>	<b>100%</b>	<b>2,347</b>	<b>100%</b>

<sup>135</sup> 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.

<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.

# 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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table J.31 Number of active providers in 2024-25 Q3 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	1,945	14,949	16,865
Self-managed	906	9,739	10,631
All plan management types	2,191	20,244	22,404

**Table J.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - South Australia<sup>139</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	268	0	268
Plan-managed	376	230	608
Self-managed	21	38	71
All plan management types	666	268	948

<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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.2%	2.1%
\$5,001-\$10,000	6.5%	6.2%
\$10,001-\$15,000	10.8%	10.5%
\$15,001-\$20,000	12.2%	12.4%
\$20,001-\$25,000	12.0%	12.3%
\$25,001-\$30,000	6.0%	6.0%
\$30,001-\$50,000	14.0%	13.9%
\$50,001-\$100,000	16.2%	16.2%
\$100,001-\$150,000	6.4%	6.5%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.0%	2.1%
\$250,001+	8.3%	8.4%

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

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	2.3%	2.2%
\$5,001-\$10,000	6.9%	6.5%
\$10,001-\$15,000	11.4%	11.1%
\$15,001-\$20,000	13.0%	13.1%
\$20,001-\$25,000	12.7%	13.0%
\$25,001-\$30,000	6.3%	6.4%
\$30,001-\$50,000	14.8%	14.7%
\$50,001-\$100,000	17.1%	17.1%
\$100,001-\$150,000	6.8%	6.9%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	1.9%	2.0%
\$250,001+	3.4%	3.5%

**Table J.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$18,100	\$27,700	n/a	n/a	\$18,100	\$27,700
9 to 14	\$19,800	\$29,700	n/a	n/a	\$19,700	\$29,700
15 to 18	\$30,600	\$45,700	\$561,800	\$592,900	\$27,600	\$43,300
19 to 24	\$74,000	\$96,400	\$592,500	\$635,300	\$46,000	\$69,600
25 to 34	\$112,400	\$134,600	\$515,200	\$561,700	\$65,800	\$87,400
35 to 44	\$114,300	\$138,000	\$420,300	\$469,200	\$72,300	\$94,500
45 to 54	\$125,100	\$151,800	\$424,400	\$464,600	\$75,800	\$101,900
55 to 64	\$135,000	\$164,900	\$424,200	\$457,800	\$85,200	\$114,400
65+	\$136,000	\$166,300	\$422,500	\$461,200	\$91,500	\$118,300
<b>All</b>	<b>\$65,400</b>	<b>\$83,300</b>	<b>\$453,600</b>	<b>\$493,600</b>	<b>\$42,900</b>	<b>\$60,200</b>

**Table J.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$156,800	\$192,200	\$484,200	\$524,900	\$93,400	\$125,500
Autism	\$34,100	\$46,800	\$538,500	\$561,300	\$25,100	\$38,200
Cerebral palsy	\$160,300	\$189,200	\$477,000	\$521,800	\$101,600	\$128,000
Developmental delay	\$14,600	\$24,400	\$0	\$0	\$14,600	\$24,400
Global developmental delay	\$17,600	\$27,300	\$0	\$0	\$17,600	\$27,300
Hearing impairment	\$10,000	\$18,000	n/a	n/a	\$9,900	\$17,900
Intellectual disability	\$117,300	\$142,300	\$397,000	\$436,600	\$64,300	\$87,300
Multiple sclerosis	\$114,100	\$147,200	\$565,600	\$623,000	\$89,600	\$123,300
Psychosocial disability	\$100,300	\$126,400	\$466,800	\$525,800	\$74,400	\$97,200
Spinal cord injury	\$138,600	\$188,700	\$687,100	\$807,100	\$111,300	\$156,100
Stroke	\$150,700	\$193,000	\$509,400	\$558,300	\$109,300	\$150,200
Visual impairment	\$47,600	\$65,900	n/a	n/a	\$43,100	\$61,200
Other neurological	\$167,700	\$204,700	\$552,900	\$564,000	\$111,200	\$149,300
Other physical	\$69,900	\$98,800	\$469,800	\$554,400	\$61,300	\$88,600
Other sensory/speech	\$6,800	\$16,100	\$0	\$0	\$6,800	\$16,100
Other	\$108,000	\$145,200	\$551,600	\$575,500	\$76,100	\$113,100
Down Syndrome	\$147,300	\$175,700	\$336,700	\$380,600	\$84,500	\$107,800
<b>All</b>	<b>\$65,400</b>	<b>\$83,300</b>	<b>\$453,600</b>	<b>\$493,600</b>	<b>\$42,900</b>	<b>\$60,200</b>

**Table J.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$13,500	\$22,500	n/a	n/a	\$13,400	\$22,400
2	\$22,400	\$37,500	\$0	\$0	\$22,400	\$37,500
3	\$21,400	\$33,200	\$308,900	\$352,000	\$18,700	\$30,000
4	\$19,300	\$30,400	n/a	n/a	\$16,500	\$27,700
5	\$33,200	\$46,200	\$444,000	\$475,300	\$25,500	\$38,400
6	\$21,600	\$34,900	\$303,600	\$361,400	\$19,500	\$32,500
7	\$43,600	\$61,400	\$414,800	\$471,700	\$29,800	\$46,000
8	\$70,800	\$96,100	\$326,300	\$367,500	\$51,600	\$76,100
9	\$67,700	\$107,000	n/a	n/a	\$63,100	\$101,600
10	\$119,400	\$151,900	\$397,000	\$441,800	\$82,400	\$112,600
11	\$91,400	\$117,700	\$542,400	\$576,800	\$58,900	\$84,800
12	\$222,300	\$256,700	\$477,900	\$514,700	\$139,700	\$173,700
13	\$82,000	\$102,600	\$619,100	\$641,500	\$57,900	\$78,400
14	\$316,000	\$368,000	\$517,000	\$569,600	\$228,400	\$278,200
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$65,400</b>	<b>\$83,300</b>	<b>\$453,600</b>	<b>\$493,600</b>	<b>\$42,900</b>	<b>\$60,200</b>

**Table J.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - South Australia<sup>140</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	1,143.2	1,179.2
Core: Consumables	11.4	12.3
Core: Social and Civic	164.6	230.3
Core: Transport	5.1	7.4
Capacity Building: Choice and Control	4.3	4.6
Capacity Building: Daily Activities	29.6	42.3
Capacity Building: Employment	0.3	1.1
Capacity Building: Health and Wellbeing	0.2	0.4
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	31.8	48.4
Capacity Building: Social and Civic	0.2	0.6
Capacity Building: Support Coordination	19.3	24.5
Capital: Assistive Technology	9.3	18.2
Capital: Home Modifications	21.7	35.1
<b>All</b>	<b>1,441.1</b>	<b>1,604.6</b>

<sup>140</sup> Total payments for home modifications were \$21.7 million. Of which, \$21.3 million (98.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$35.1 million. Of which, \$34.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (1%) has been allocated for non-SDA supports.

**Table J.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - South Australia<sup>141</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	985.8	1,411.6
Core: Consumables	45.3	67.1
Core: Social and Civic	595.1	737.5
Core: Transport	42.3	35.1
Capacity Building: Choice and Control	56.0	63.3
Capacity Building: Daily Activities	433.2	727.3
Capacity Building: Employment	12.7	46.8
Capacity Building: Health and Wellbeing	1.4	3.2
Capacity Building: Home Living	0.0	0.3
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	42.5	96.1
Capacity Building: Social and Civic	10.6	34.9
Capacity Building: Support Coordination	73.9	112.7
Capital: Assistive Technology	40.6	104.3
Capital: Home Modifications	14.7	24.8
<b>All</b>	<b>2,354.3</b>	<b>3,465.6</b>

**Table J.40 Payments by financial year in which support was provided, compared to committed supports - South Australia<sup>142</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	10.5	5.6	54%
2014-15	48.3	29.6	61%
2015-16	101.9	63.0	62%
2016-17	186.6	104.7	56%
2017-18	370.9	221.9	60%
2018-19	1,158.8	793.1	68%
2019-20	2,123.8	1,488.7	70%
2020-21	2,770.8	2,000.2	72%
2021-22	3,172.8	2,424.7	76%
2022-23	3,947.7	2,991.4	76%
2023-24	4,593.4	3,520.6	77%
2024-25 to date	3,719.1	2,677.1	72%

<sup>141</sup> Total payments for home modifications were \$14.7 million. Of which, \$7.2 million (49.2%) has been paid for specialised disability accommodation (SDA) supports, and \$7.5 million (50.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$24.8 million. Of which, \$10.8 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$14.0 million (56%) 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	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	10.1%	9.6%	10.9%	8.2%	7.3%	9.1%	9.7%	8.2%	6.7%
Interplan Inflation	8.2%	9.7%	6.2%	3.1%	0.7%	1.9%	4.7%	5.7%	6.4%
Total Inflation	18.3%	19.3%	17.1%	11.3%	7.9%	11.0%	14.4%	13.9%	13.1%

<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

---

This supplement shows the data for Tasmania.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	19,033	874	19,907
<b>Active Eligible - Total</b>	<b>14,898</b>	<b>642</b>	<b>15,540</b>
Active Eligible - New	10,622	637	11,259
Active Eligible - State	<2,840	<11	2,841
Active Eligible - Commonwealth	<1,440	<11	1,440
<b>Active Participant Plans - Total</b>	<b>14,766</b>	<b>566</b>	<b>15,332</b>
Active Participant Plans - New	10,497	563	11,060
Active Participant Plans - State	<2,840	<11	2,835
Active Participant Plans - Commonwealth	<1,440	<11	1,437
<b>Active Participant Plans - Total</b>	<b>14,766</b>	<b>566</b>	<b>15,332</b>
Active Participant Plans - Early Intervention (s25)	<4,380	<320	4,690
Active Participant Plans - Permanent Disability (s24)	10,382	171	10,553
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	<11	<90	89

**Table K.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - Tasmania<sup>144</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
<b>Number of people who have left the Scheme</b>	<b>1,350</b>	<b>57</b>	<b>1,407</b>

<sup>144</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	3,709	96%	1,731	97%	99	90%	5,539	96%
9 to 14	1,690	92%	858	90%	65	86%	2,613	91%
15 to 18	1,057	91%	672	90%	46	92%	1,775	91%
19 to 24	584	86%	394	82%	28	67%	1,006	84%
25 to 34	516	83%	457	76%	18	50%	991	78%
35 to 44	622	80%	<620	n/a	<11	n/a	1,243	77%
45 to 54	835	82%	830	73%	25	68%	1,690	77%
55 to 64	1,133	81%	1,014	70%	21	54%	2,168	75%
65+	42	59%	<50	n/a	<11	n/a	93	57%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>10,188</b>	<b>89%</b>	<b>6,616</b>	<b>82%</b>	<b>314</b>	<b>75%</b>	<b>17,118</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	383	92%	<190	n/a	<11	n/a	569	90%
Autism	3,918	97%	1,892	97%	164	87%	5,974	97%
Cerebral palsy	244	95%	219	97%	12	100%	475	96%
Developmental delay	1,113	97%	525	97%	25	96%	1,663	97%
Down syndrome	173	100%	<160	n/a	<11	n/a	337	100%
Global developmental delay	217	99%	<80	n/a	<11	n/a	298	99%
Hearing impairment	289	90%	<270	n/a	<11	n/a	561	88%
Intellectual disability	1,677	94%	1,284	93%	37	88%	2,998	94%
Multiple sclerosis	99	91%	<350	n/a	<11	n/a	444	91%
Psychosocial disability	696	69%	596	58%	13	28%	1,305	63%
Spinal cord injury	110	90%	<50	n/a	<11	n/a	155	91%
Stroke	145	87%	<120	n/a	<11	n/a	258	85%
Visual impairment	127	89%	<110	n/a	<11	n/a	240	86%
Other neurological	406	84%	335	83%	12	71%	753	83%
Other physical	275	58%	<260	n/a	<11	n/a	533	50%
Other sensory/speech	28	39%	<20	n/a	<11	n/a	44	42%
Other	288	60%	208	41%	15	43%	511	50%
<b>Total</b>	<b>10,188</b>	<b>89%</b>	<b>6,616</b>	<b>82%</b>	<b>314</b>	<b>75%</b>	<b>17,118</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,530	10%	74	13%	1,604	10%
Non-First Nations Participants	10,877	74%	413	73%	11,290	74%
Not Stated	2,359	16%	79	14%	2,438	16%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	364	2%	20	4%	384	3%
Not culturally and linguistically diverse	10,693	72%	483	85%	11,176	73%
Not stated	3,709	25%	63	11%	3,772	25%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</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 March 2025 - Tasmania<sup>145</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>19</b>

<sup>145</sup> There are a further 30 active participants aged 65 years or over who are currently in residential aged care.

**Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Tasmania<sup>146</sup>**

Quarter ending	Incremental	Cumulative
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	<30
Mar-25	<11	19

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	9,715	66%	376	66%	10,091	66%
Population between 15,000 and 50,000	2,641	18%	96	17%	2,737	18%
Population between 5,000 and 15,000	<70	n/a	<11	n/a	71	0%
Population less than 5,000	2,161	15%	82	14%	2,243	15%
Remote	<150	n/a	<11	n/a	156	1%
Very Remote	<40	n/a	<11	n/a	34	0%
Missing	0	0%	0	0%	0	0%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</b>	<b>100%</b>

<sup>146</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	5,551	38%	219	39%	5,770	38%
Intellectual disability	2,743	19%	24	4%	2,767	18%
Developmental delay	1,132	8%	179	32%	1,311	9%
Psychosocial disability	1,172	8%	18	3%	1,190	8%
Hearing impairment	513	3%	13	2%	526	3%
Other neurological	518	4%	19	3%	537	4%
Other physical	<400	n/a	<11	n/a	408	3%
Acquired brain injury	<490	n/a	<11	n/a	489	3%
Global developmental delay	223	2%	26	5%	249	2%
Cerebral palsy	<430	n/a	<11	n/a	430	3%
Other	319	2%	20	4%	339	2%
Down syndrome	<310	n/a	<11	n/a	308	2%
Multiple sclerosis	400	3%	13	2%	413	3%
Visual impairment	<210	n/a	<11	n/a	213	1%
Stroke	<210	n/a	<11	n/a	210	1%
Spinal cord Injury	<140	n/a	<11	n/a	137	1%
Other sensory/speech	35	0%	0	0%	35	0%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</b>	<b>100%</b>

**Table K.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	5,770	38%	180	16%	5,590	39%
Intellectual disability	2,767	18%	397	36%	2,370	17%
Developmental delay	1,311	9%	0	0%	1,311	9%
Psychosocial disability	1,190	8%	153	14%	1,037	7%
Hearing impairment	526	3%	<11	n/a	<530	n/a
Other neurological	537	4%	74	7%	463	3%
Other physical	408	3%	11	1%	397	3%
Acquired brain injury	489	3%	91	8%	398	3%
Cerebral palsy	249	2%	0	0%	249	2%
Global developmental delay	430	3%	70	6%	360	3%
Down syndrome	339	2%	11	1%	328	2%
Other	308	2%	69	6%	239	2%
Multiple sclerosis	413	3%	14	1%	399	3%
Visual impairment	213	1%	<11	n/a	<210	n/a
Stroke	210	1%	25	2%	185	1%
Spinal cord Injury	137	1%	11	1%	126	1%
Other sensory/speech	35	0%	0	0%	35	0%
<b>Total</b>	<b>15,332</b>	<b>100%</b>	<b>1,113</b>	<b>100%</b>	<b>14,219</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,619	11%	180	32%	1,799	12%
2 (High Function)	<30	n/a	<11	n/a	<40	n/a
3 (High Function)	704	5%	63	11%	767	5%
4 (High Function)	<790	n/a	<11	n/a	786	5%
5 (High Function)	1,025	7%	59	10%	1,084	7%
6 (Moderate Function)	3,222	22%	76	13%	3,298	22%
7 (Moderate Function)	935	6%	30	5%	965	6%
8 (Moderate Function)	838	6%	16	3%	854	6%
9 (Moderate Function)	<100	n/a	<11	n/a	94	1%
10 (Moderate Function)	1,349	9%	21	4%	1,370	9%
11 (Low Function)	<420	n/a	<11	n/a	425	3%
12 (Low Function)	1,995	14%	54	10%	2,049	13%
13 (Low Function)	<860	n/a	<11	n/a	856	6%
14 (Low Function)	<210	n/a	<11	n/a	211	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	689	5%	45	8%	734	5%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	2,473	17%	305	54%	2,778	18%
9 to 14	2,676	18%	74	13%	2,750	18%
15 to 18	1,542	10%	41	7%	1,583	10%
19 to 24	1,531	10%	26	5%	1,557	10%
25 to 34	1,771	12%	17	3%	1,788	12%
35 to 44	1,093	7%	24	4%	1,117	7%
45 to 54	1,293	9%	30	5%	1,323	9%
55 to 64	1,551	11%	36	6%	1,587	10%
65+	836	6%	13	2%	849	6%
<b>Total</b>	<b>14,766</b>	<b>100%</b>	<b>566</b>	<b>100%</b>	<b>15,332</b>	<b>100%</b>

**Table K.14 Participation rates by age group and gender at 31 March 2025 - Tasmania<sup>147</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.5%	3.5%	5.1%
9 to 14	8.9%	4.4%	6.9%
15 to 18	6.7%	4.0%	5.6%
19 to 24	4.6%	3.1%	4.0%
25 to 44	2.2%	1.6%	1.9%
45 to 64	2.1%	2.0%	2.0%
<b>Total (aged 0 to 64)</b>	<b>3.8%</b>	<b>2.4%</b>	<b>3.2%</b>

**Table K.15 Proportion of active participants with approved plans accessing mainstream supports - Tasmania<sup>148</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	6%	6%	6%
Daily life	18%	18%	18%
Health and wellbeing	79%	80%	79%
Learning	34%	41%	35%
Relationships	3%	3%	3%
Social and community activities	8%	14%	9%
Where I live	2%	2%	2%
Work	4%	2%	4%
Unknown	3%	n/a	3%
<b>Any mainstream service</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>

<sup>147</sup> Participation rate refers to the proportion of the 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>148</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



## Part Two: Participant and family/carers outcomes

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

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

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

**Table K.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,041), and ‘participant social and community engagement rate’ (n=1,027), and the metric for ‘parent and carer employment rate’ (n=1,126) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=532) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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	26%	22%	29%	26%
Participant employment rate - Aged 35 to 44 years	21%	18%	19%	26%
Participant employment rate - Aged 45 to 54 years	18%	12%	16%	26%
Participant employment rate - Aged 55 to 64 years	16%	13%	14%	26%
Participant employment rate - Aged 65+ years	17%	15%	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	26%	31%	34%	46%
Participant social and community engagement rate - Aged 35 to 44 years	27%	34%	32%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	27%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	25%	33%	35%	46%
Participant social and community engagement rate - Aged 25+ years	29%	32%	34%	46%
Participant social and community engagement rate - Aged 15+ years	27%	30%	32%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	41%	46%	n/a
Parent and carer employment rate - Aged 15+ years	40%	41%	38%	n/a
Parent and carer employment rate - All ages	40%	41%	44%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	64%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	76%	n/a

**Table K.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=783), and 'participant social and community engagement rate' (n=758), and the metric for 'parent and carer employment rate' (n=760) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=465) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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%	20%	11%	23%	26%
Participant employment rate - Aged 35 to 44 years	26%	31%	19%	26%	26%
Participant employment rate - Aged 45 to 54 years	23%	28%	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%	24%	17%	19%	26%
Participant employment rate - Aged 15 to 64 years	16%	18%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	25%	30%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	19%	18%	21%	25%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	37%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	28%	35%	38%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	50%	35%	45%	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	29%	36%	35%	38%	46%
Participant social and community engagement rate - Aged 15+ years	28%	33%	33%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	38%	41%	47%	n/a
Parent and carer employment rate - Aged 15+ years	43%	44%	39%	45%	n/a
Parent and carer employment rate - All ages	40%	40%	40%	46%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	63%	65%	n/a
Participant Choice and Control - Aged 25+ years	n/a	78%	79%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	80%	n/a

**Table K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=539), and 'participant social and community engagement rate' (n=498), and the metric for 'parent and carer employment rate' (n=577) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=377) 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 March 2021 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%	8%	11%	18%	26%
Participant employment rate - Aged 25 to 34 years	38%	35%	36%	n/a	32%	26%
Participant employment rate - Aged 35 to 44 years	25%	27%	21%	43%	21%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	19%	n/a	16%	26%
Participant employment rate - Aged 55 to 64 years	23%	25%	23%	20%	17%	26%
Participant employment rate - Aged 65+ years	13%	16%	n/a	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	25%	27%	21%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	18%	20%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	24%	27%	27%	24%	28%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	38%	33%	n/a	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	37%	33%	38%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	31%	35%	n/a	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	45%	36%	40%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	n/a	n/a	45%	46%
Participant social and community engagement rate - Aged 25+ years	36%	37%	36%	35%	40%	46%
Participant social and community engagement rate - Aged 15+ years	33%	34%	33%	30%	37%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	41%	46%	49%	n/a
Parent and carer employment rate - Aged 15+ years	49%	45%	51%	47%	51%	n/a
Parent and carer employment rate - All ages	44%	45%	45%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	62%	67%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	74%	85%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	69%	75%	79%	n/a

**Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=350), and 'participant social and community engagement rate' (n=304), and the metric for 'parent and carer employment rate' (n=376) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=250) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2020 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%	5%	6%	15%	38%	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	25%	27%	17%	15%	n/a	20%	26%
Participant employment rate - Aged 45 to 54 years	32%	37%	32%	n/a	n/a	29%	26%
Participant employment rate - Aged 55 to 64 years	26%	28%	11%	n/a	n/a	18%	26%
Participant employment rate - Aged 65+ years	24%	13%	n/a	n/a	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	31%	34%	25%	28%	17%	27%	26%
Participant employment rate - Aged 15 to 64 years	22%	25%	17%	23%	29%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	39%	37%	44%	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	37%	38%	35%	n/a	n/a	44%	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	41%	40%	35%	n/a	n/a	53%	46%
Participant social and community engagement rate - Aged 65+ years	48%	45%	n/a	n/a	n/a	59%	46%
Participant social and community engagement rate - Aged 25+ years	40%	39%	39%	57%	29%	48%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	39%	49%	37%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	41%	45%	54%	57%	n/a
Parent and carer employment rate - Aged 15+ years	46%	48%	56%	61%	n/a	53%	n/a
Parent and carer employment rate - All ages	45%	47%	47%	52%	54%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	48%	54%	54%	64%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	75%	79%	89%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	64%	64%	70%	81%	n/a

**Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=320), and 'participant social and community engagement rate' (n=240), and the metric for 'parent and carer employment rate' (n=317) 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=269) 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 March 2019 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%	9%	15%	20%	24%	n/a	29%	26%
Participant employment rate - Aged 25 to 34 years	23%	27%	33%	27%	30%	41%	32%	26%
Participant employment rate - Aged 35 to 44 years	44%	52%	41%	43%	n/a	n/a	42%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	16%	n/a	n/a	n/a	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	21%	n/a	17%	n/a	n/a	20%	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	29%	33%	30%	28%	29%	33%	30%	26%
Participant employment rate - Aged 15 to 64 years	21%	26%	25%	25%	27%	30%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	34%	39%	53%	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	45%	61%	n/a	n/a	n/a	n/a	60%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	45%	n/a	n/a	n/a	n/a	71%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	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%	46%	47%	47%	36%	34%	55%	46%
Participant social and community engagement rate - Aged 15+ years	37%	43%	41%	44%	44%	35%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	42%	49%	40%	52%	52%	60%	n/a
Parent and carer employment rate - Aged 15+ years	51%	55%	57%	62%	64%	n/a	57%	n/a
Parent and carer employment rate - All ages	48%	50%	54%	53%	59%	50%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	61%	62%	64%	63%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	82%	82%	91%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	69%	69%	70%	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 Q3. Table K.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table K.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 101 in Prior Quarters, n = 25 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 157 in Prior Quarters, n = 35 in 2024-25 Q3), 'Plan Approval' (n = 1,071 in Prior Quarters, n = 215 in 2024-25 Q3), 'Plan Implementation' (n = 945 in Prior Quarters, n = 134 in 2024-25 Q3) and 'Plan Reassessment' (n = 1,930 in Prior Quarters, n = 505 in 2024-25 Q3) - Tasmania<sup>149 150</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	74%	91%
Community Connections - Was communication in your preferred format?	91%	100%
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?	67%	80%
Community Connections - To what extent were your circumstances and needs considered?	70%	92%
Community Connections - To what extent were you included in decisions that were made?	62%	76%
Community Connections - How confident are you in reaching out to community supports and other government services?	44%	48%
Apply for NDIS (overall) - Were you treated with respect?	91%	97%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	76%
Apply for NDIS (overall) - Was information easy to understand?	65%	59%
Apply for NDIS (overall) - Was communication in your preferred format?	89%	85%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	48%	51%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	46%
Plan Approval - Were you treated with respect?	94%	95%
Plan Approval - Were decisions and outcomes explained to you?	82%	84%
Plan Approval - Were your questions and concerns acknowledged?	83%	85%
Plan Approval - Do you know where to go for more help with using your plan?	86%	88%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	67%

<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.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	70%	70%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	69%
Plan Implementation - To what extent were your circumstances and needs considered?	66%	66%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	62%	67%
Plan Implementation - Do you feel confident in using your plan?	64%	60%
Plan Implementation - Do you feel confident in accessing supports?	63%	61%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	87%	89%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	70%
Plan Reassessment - To what extent were your circumstances and needs considered?	70%	75%
Plan Reassessment - To what extent were you included in decisions that were made?	72%	77%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	67%
Plan Reassessment - Do you feel confident in using your plan?	68%	71%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	66%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	80%

**Table K.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Tasmania<sup>151 152</sup>**

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about Early Connections Partner	<20	<11	18	16
People who have submitted an access request: Complaints about Local Area Coordination (LAC) Partner	<100	<11	104	96
People who have submitted an access request: Complaints about service providers	287	15	302	245
People who have submitted an access request: Complaints about the Agency	4,249	241	4,490	2,385
People who have submitted an access request: Unclassified	39	0	39	35
<b>People who have submitted an access request: Total</b>	<b>4,688</b>	<b>265</b>	<b>4,953</b>	<b>2,585</b>
Percentage of the number of active participants	6.5%	7.0%	6.5%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>852</b>	<b>118</b>	<b>970</b>	<b>n/a</b>

<sup>151</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>152</sup> Note that 60% of all complainants made only one complaint, 21% made two complaints, and 19% made three or more complaints.

**Table K.23 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
Mar-22	161	6%	1,991	6%
Jun-22	155	5%	2,146	6%
Sep-22	161	5%	2,307	6%
Dec-22	159	5%	2,466	5%
Mar-23	179	6%	2,645	6%
Jun-23	217	7%	2,862	6%
Sep-23	247	7%	3,109	6%
Dec-23	300	9%	3,409	6%
Mar-24	297	9%	3,706	6%
Jun-24	364	10%	4,070	6%
Sep-24	314	9%	4,384	6%
Dec-24	304	8%	4,688	6%
Mar-25	265	7%	4,953	6%

**Table K.24 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
Mar-22	31	1%	183	1%
Jun-22	37	1%	220	1%
Sep-22	37	1%	257	1%
Dec-22	43	1%	300	1%
Mar-23	67	2%	367	1%
Jun-23	58	2%	425	1%
Sep-23	70	2%	495	1%
Dec-23	64	2%	559	1%
Mar-24	72	2%	631	1%
Jun-24	76	2%	707	1%
Sep-24	78	2%	785	1%
Dec-24	67	2%	852	1%
Mar-25	118	3%	970	1%



**Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Tasmania<sup>153</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	81	2%	0	0%	81	2%
Complaints about the Agency - Information unclear	43	1%	0	0%	43	1%
Complaints about the Agency - NDIA Access	<170	n/a	<11	n/a	174	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	290	7%	12	5%	302	7%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	28	1%
Complaints about the Agency - NDIA Plan	1,024	24%	55	23%	1,079	24%
Complaints about the Agency - NDIA Process	342	8%	34	14%	376	8%
Complaints about the Agency - NDIA Resources	<80	n/a	<11	n/a	75	2%
Complaints about the Agency - NDIA Staff	308	7%	30	12%	338	8%
Complaints about the Agency - NDIA Timeliness	1,075	25%	98	41%	1,173	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	80	2%	0	0%	80	2%
Complaints about the Agency - Staff conduct - Agency	41	1%	0	0%	41	1%
Complaints about the Agency - The way the NDIA carried out its decision making	71	2%	0	0%	71	2%
Complaints about the Agency - Timeliness	288	7%	0	0%	288	6%
Complaints about the Agency - Other	320	8%	0	0%	320	7%
<b>Complaints about the Agency - Total</b>	<b>4,249</b>	<b>100%</b>	<b>241</b>	<b>100%</b>	<b>4,490</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	<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	<11	n/a	11	61%
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;20</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>18</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	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	11	11%	0	0%	11	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

<sup>153</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<70	n/a	<11	n/a	72	69%
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;100</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>104</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	13	5%	0	0%	13	4%
Complaints about service providers - Provider Fraud and Compliance	<40	n/a	<11	n/a	34	11%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<100	n/a	<11	n/a	100	33%
Complaints about service providers - Provider Staff	<60	n/a	<11	n/a	59	20%
Complaints about service providers - Service Delivery	21	7%	0	0%	21	7%
Complaints about service providers - Staff Conduct	17	6%	0	0%	17	6%
Complaints about service providers - Supports being provided	16	6%	0	0%	16	5%
Complaints about service providers - Other	22	8%	0	0%	22	7%
<b>Complaints about service providers - Total</b>	<b>287</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>302</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>4,688</b>	<b>n/a</b>	<b>265</b>	<b>n/a</b>	<b>4,953</b>	<b>n/a</b>

**Table K.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Tasmania**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	<100	n/a	<11	n/a	102	20%
Plan	347	72%	29	78%	376	72%
Plan Reassessment	<20	n/a	<11	n/a	17	3%
Other	<30	n/a	<11	n/a	25	5%
<b>Total cases</b>	<b>483</b>	<b>100%</b>	<b>37</b>	<b>100%</b>	<b>520</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>0.7%</b>	<b>n/a</b>	<b>1.0%</b>	<b>n/a</b>	<b>0.7%</b>	<b>n/a</b>

**Table K.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Tasmania**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	33	1%	171	0%
Jun-22	23	1%	194	1%
Sep-22	30	1%	224	1%
Dec-22	26	1%	250	1%
Mar-23	24	1%	274	1%
Jun-23	29	1%	303	1%
Sep-23	15	0%	318	1%
Dec-23	27	1%	345	1%
Mar-24	14	0%	359	1%
Jun-24	35	1%	394	1%
Sep-24	34	1%	428	1%
Dec-24	55	2%	483	1%
Mar-25	37	1%	520	1%

**Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Tasmania<sup>154</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>520</b>	<b>484</b>
<b>Open ART Cases</b>	<b>109</b>	<b>107</b>
<b>Closed ART Cases</b>	<b>411</b>	<b>383</b>
Resolved before hearing	<410	<380
Gone to hearing and received a substantive decision	<11	<11

<sup>154</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 K.29 Administrative Review Tribunal (ART) Supports in dispute - Tasmania<sup>155 156 157</sup>**

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	<11	<11	<11
Core (excluding Consumables and Transport)	71	11	82
Capacity Building	74	11	85
General Support	<20	<11	21
Assistive Technology	<30	<11	27
Specialist Disability Accommodation	<11	<11	<11
Home Modifications	<11	0	<11
Supported Independent Living	<40	<11	39
Everyday Living Costs	<11	0	<11
Transport	<20	<11	19
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>146</b>	<b>18</b>	<b>164</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>262</b>	<b>39</b>	<b>301</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - 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>
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	<11	n/a	<11	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;370</b>	<b>n/a</b>	<b>&lt;40</b>	<b>n/a</b>	<b>&lt;410</b>	<b>n/a</b>
Not Decided by Tribunal - Resolved by consent	241	65%	25	63%	266	65%
Not Decided by Tribunal - Withdrawn	<100	n/a	<20	n/a	104	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	<30	n/a	<11	n/a	26	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>371</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>411</b>	<b>100%</b>

<sup>155</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>156</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>157</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table K.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Tasmania<sup>158</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	317	0	317
Plan-managed	826	4,276	5,098
Self-managed	392	2,742	3,125
<b>All plan management types</b>	<b>969</b>	<b>5,898</b>	<b>6,856</b>

**Table K.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Tasmania<sup>159</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	93	0	93
Plan-managed	93	64	158
Self-managed	6	10	20
<b>All plan management types</b>	<b>192</b>	<b>75</b>	<b>271</b>

<sup>158</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>159</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	3.2%	3.0%
\$5,001-\$10,000	4.9%	4.8%
\$10,001-\$15,000	8.0%	7.9%
\$15,001-\$20,000	11.1%	11.5%
\$20,001-\$25,000	9.1%	9.6%
\$25,001-\$30,000	5.7%	5.6%
\$30,001-\$50,000	15.5%	15.2%
\$50,001-\$100,000	18.7%	18.7%
\$100,001-\$150,000	7.3%	7.3%
\$150,001-\$200,000	3.7%	3.6%
\$200,001-\$250,000	2.5%	2.5%
\$250,001+	10.3%	10.3%

**Table K.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Tasmania**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	3.5%	3.2%
\$5,001-\$10,000	5.3%	5.2%
\$10,001-\$15,000	8.6%	8.5%
\$15,001-\$20,000	12.0%	12.4%
\$20,001-\$25,000	9.8%	10.4%
\$25,001-\$30,000	6.1%	6.0%
\$30,001-\$50,000	16.8%	16.4%
\$50,001-\$100,000	20.2%	20.1%
\$100,001-\$150,000	7.9%	7.8%
\$150,001-\$200,000	3.9%	3.8%
\$200,001-\$250,000	2.4%	2.4%
\$250,001+	3.6%	3.7%

**Table K.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$17,900	\$27,500	n/a	n/a	\$17,900	\$27,500
9 to 14	\$24,500	\$34,400	n/a	n/a	\$24,500	\$34,400
15 to 18	\$44,700	\$59,300	n/a	n/a	\$38,700	\$54,700
19 to 24	\$77,600	\$110,700	\$482,300	\$578,500	\$45,600	\$74,800
25 to 34	\$103,400	\$127,000	\$465,900	\$507,000	\$55,100	\$79,400
35 to 44	\$121,300	\$151,500	\$438,700	\$482,000	\$67,700	\$94,600
45 to 54	\$126,900	\$156,200	\$413,300	\$463,900	\$75,500	\$102,300
55 to 64	\$135,800	\$168,300	\$420,100	\$461,500	\$75,800	\$106,300
65+	\$143,000	\$172,900	\$433,900	\$448,300	\$80,900	\$111,300
<b>All</b>	<b>\$74,800</b>	<b>\$94,800</b>	<b>\$441,500</b>	<b>\$485,800</b>	<b>\$45,100</b>	<b>\$64,200</b>

**Table K.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$158,200	\$194,800	\$455,600	\$511,800	\$89,900	\$122,400
Autism	\$43,300	\$58,300	\$492,900	\$536,400	\$28,300	\$42,900
Cerebral palsy	\$176,800	\$215,600	\$480,300	\$533,000	\$117,800	\$153,900
Developmental delay	\$12,600	\$22,700	\$0	\$0	\$12,600	\$22,700
Global developmental delay	\$17,300	\$27,600	\$0	\$0	\$17,300	\$27,600
Hearing impairment	\$14,800	\$23,700	n/a	n/a	\$14,800	\$23,100
Intellectual disability	\$105,700	\$128,200	\$415,200	\$448,000	\$54,200	\$74,700
Multiple sclerosis	\$87,300	\$121,100	n/a	n/a	\$70,400	\$102,600
Psychosocial disability	\$101,900	\$135,300	\$359,500	\$425,700	\$63,900	\$92,500
Spinal cord injury	\$154,500	\$217,400	n/a	n/a	\$111,800	\$168,900
Stroke	\$141,700	\$181,900	\$491,200	\$565,200	\$93,500	\$130,100
Visual impairment	\$51,300	\$71,400	n/a	n/a	\$41,600	\$61,600
Other neurological	\$157,000	\$197,700	\$570,400	\$587,500	\$95,500	\$135,400
Other physical	\$67,900	\$100,700	n/a	n/a	\$56,800	\$88,400
Other sensory/speech	\$15,600	\$24,400	\$0	\$0	\$15,600	\$24,400
Other	\$70,000	\$104,500	n/a	n/a	\$55,600	\$89,700
Down Syndrome	\$136,500	\$160,500	\$370,100	\$403,300	\$67,700	\$90,400
<b>All</b>	<b>\$74,800</b>	<b>\$94,800</b>	<b>\$441,500</b>	<b>\$485,800</b>	<b>\$45,100</b>	<b>\$64,200</b>

**Table K.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$13,900	\$23,200	n/a	n/a	\$13,700	\$22,900
2	\$29,300	\$47,600	\$0	\$0	\$29,300	\$47,600
3	\$24,500	\$36,200	n/a	n/a	\$21,600	\$33,700
4	\$21,400	\$36,000	n/a	n/a	\$18,200	\$31,800
5	\$33,000	\$46,700	\$344,400	\$401,700	\$26,100	\$39,700
6	\$30,500	\$47,500	\$326,600	\$386,100	\$25,500	\$41,200
7	\$70,600	\$86,800	\$373,400	\$421,900	\$41,200	\$55,300
8	\$70,000	\$97,400	\$362,800	\$410,700	\$43,500	\$69,400
9	\$61,700	\$97,500	n/a	n/a	\$45,100	\$81,100
10	\$98,200	\$129,900	\$369,000	\$411,400	\$63,800	\$95,600
11	\$141,600	\$161,700	\$466,200	\$495,800	\$63,900	\$89,000
12	\$186,300	\$220,700	\$452,300	\$496,100	\$111,100	\$142,300
13	\$130,500	\$159,200	\$597,700	\$633,300	\$68,500	\$95,000
14	\$332,300	\$388,500	\$594,400	\$643,500	\$232,400	\$291,900
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$74,800</b>	<b>\$94,800</b>	<b>\$441,500</b>	<b>\$485,800</b>	<b>\$45,100</b>	<b>\$64,200</b>



**Table K.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Tasmania<sup>160</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	357.7	383.4
Core: Consumables	2.7	3.4
Core: Social and Civic	86.4	104.0
Core: Transport	2.1	2.7
Capacity Building: Choice and Control	1.4	1.5
Capacity Building: Daily Activities	7.7	13.5
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	8.9	14.0
Capacity Building: Social and Civic	0.3	0.5
Capacity Building: Support Coordination	6.1	7.2
Capital: Assistive Technology	2.8	4.5
Capital: Home Modifications	2.5	5.4
<b>All</b>	<b>478.9</b>	<b>540.6</b>

<sup>160</sup> Total payments for home modifications were \$2.5 million. Of which, \$2.5 million (100.0%) has been paid for specialised disability accommodation (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 Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Tasmania<sup>161</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	257.6	347.7
Core: Consumables	11.6	17.3
Core: Social and Civic	177.1	235.2
Core: Transport	11.5	10.8
Capacity Building: Choice and Control	13.5	15.5
Capacity Building: Daily Activities	76.7	167.0
Capacity Building: Employment	3.0	11.3
Capacity Building: Health and Wellbeing	0.7	1.7
Capacity Building: Home Living	0.0	0.1
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	9.8	23.9
Capacity Building: Social and Civic	6.8	18.9
Capacity Building: Support Coordination	19.4	29.3
Capital: Assistive Technology	13.8	26.8
Capital: Home Modifications	3.9	8.0
<b>All</b>	<b>605.3</b>	<b>913.4</b>

**Table K.40 Payments by financial year in which support was provided, compared to committed supports - Tasmania<sup>162</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	17.0	9.5	56%
2014-15	49.5	35.4	71%
2015-16	64.5	47.4	74%
2016-17	99.5	77.1	77%
2017-18	188.5	152.7	81%
2018-19	399.0	295.6	74%
2019-20	659.3	476.2	72%
2020-21	844.4	631.9	75%
2021-22	969.7	757.1	78%
2022-23	1,174.6	883.5	75%
2023-24	1,348.8	998.9	74%
2024-25 to date	1,086.1	764.3	70%

<sup>161</sup> Total payments for home modifications were \$3.9 million. Of which, \$0.7 million (19.1%) has been paid for specialised disability accommodation (SDA) supports, and \$3.2 million (80.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$8.0 million. Of which, \$1.2 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.8 million (85%) has been allocated for non-SDA supports.

<sup>162</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<sup>163</sup>

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	5.1%	5.2%	8.0%	6.8%	7.6%	7.2%	7.1%	5.5%	5.8%
Interplan Inflation	4.9%	7.3%	10.6%	6.4%	-1.1%	0.8%	5.5%	5.9%	5.5%
Total Inflation	10.0%	12.4%	18.6%	13.3%	6.5%	8.0%	12.6%	11.4%	11.3%

<sup>163</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

---

This supplement shows the data for Australian Capital Territory.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	16,016	644	16,660
Active Eligible - Total	11,309	516	11,825
Active Eligible - New	8,660	512	9,172
Active Eligible - State	<2,350	<11	2,345
Active Eligible - Commonwealth	<310	<11	308
Active Participant Plans - Total	11,221	472	11,693
Active Participant Plans - New	8,575	468	9,043
Active Participant Plans - State	<2,340	<11	2,343
Active Participant Plans - Commonwealth	<310	<11	307
Active Participant Plans - Total	11,221	472	11,693
Active Participant Plans - Early Intervention (s25)	<3,960	<310	4,261
Active Participant Plans - Permanent Disability (s24)	7,258	114	7,372
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	<11	<60	60

**Table L.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - Australian Capital Territory<sup>164</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	1,950	69	2,019

<sup>164</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

**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	4,005	94%	1,725	93%	35	81%	5,765	94%
9 to 14	1,175	88%	650	86%	44	88%	1,869	87%
15 to 18	467	90%	317	84%	23	92%	807	88%
19 to 24	329	88%	280	79%	33	85%	642	84%
25 to 34	479	84%	465	75%	21	64%	965	79%
35 to 44	546	78%	536	72%	14	61%	1,096	74%
45 to 54	604	80%	<610	n/a	<20	n/a	1,226	74%
55 to 64	705	75%	826	68%	13	48%	1,544	71%
65+	41	58%	<40	n/a	<11	n/a	77	52%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>8,351</b>	<b>88%</b>	<b>5,444</b>	<b>79%</b>	<b>196</b>	<b>74%</b>	<b>13,991</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	202	94%	<100	n/a	<11	n/a	304	94%
Autism	3,051	98%	1,531	97%	117	95%	4,699	97%
Cerebral palsy	188	96%	150	95%	0	n/a	338	95%
Developmental delay	1,439	96%	628	95%	12	86%	2,079	96%
Down syndrome	132	100%	<110	n/a	<11	n/a	241	100%
Global developmental delay	239	99%	<90	n/a	<11	n/a	330	99%
Hearing impairment	244	86%	<290	n/a	<11	n/a	527	85%
Intellectual disability	848	96%	610	94%	11	79%	1,469	95%
Multiple sclerosis	65	92%	<210	n/a	<11	n/a	278	92%
Psychosocial disability	708	71%	618	60%	21	54%	1,347	65%
Spinal cord injury	74	95%	<30	n/a	<11	n/a	97	92%
Stroke	100	90%	<80	n/a	<11	n/a	182	89%
Visual impairment	109	90%	107	89%	0	n/a	216	90%
Other neurological	350	82%	<260	n/a	<11	n/a	615	80%
Other physical	267	54%	<430	n/a	<11	n/a	705	51%
Other sensory/speech	185	59%	70	55%	0	0%	255	57%
Other	150	48%	<160	n/a	<11	n/a	309	44%
<b>Total</b>	<b>8,351</b>	<b>88%</b>	<b>5,444</b>	<b>79%</b>	<b>196</b>	<b>74%</b>	<b>13,991</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	535	5%	45	10%	580	5%
Non-First Nations Participants	9,352	83%	367	78%	9,719	83%
Not Stated	1,334	12%	60	13%	1,394	12%
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,052	9%	35	7%	1,087	9%
Not culturally and linguistically diverse	9,703	86%	395	84%	10,098	86%
Not stated	466	4%	42	9%	508	4%
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</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 March 2025 - 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>

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

**Table L.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively - Australian Capital Territory<sup>166</sup>**

Quarter ending	Incremental	Cumulative
Mar-22	0	<11
Jun-22	<11	<11
Sep-22	<11	<11
Dec-22	0	<11
Mar-23	<11	<11
Jun-23	0	<11
Sep-23	0	<11
Dec-23	<11	<11
Mar-24	0	<11
Jun-24	<11	<11
Sep-24	<11	<11
Dec-24	0	<11
Mar-25	0	<11

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	11,210	100%	472	100%	11,682	100%
Population > 50,000	<11	n/a	0	0%	<11	n/a
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	0	0%	0	0%	0	0%
Remote	0	0%	0	0%	0	0%
Very Remote	0	0%	0	0%	0	0%
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</b>	<b>100%</b>

<sup>166</sup> There is insufficient data to show the numbers and distribution of the number of participants under 65 in residential age care with an approved plan for the Australian Capital Territory over time.



**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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	4,339	39%	171	36%	4,510	39%
Intellectual disability	<1,330	n/a	<11	n/a	1,335	11%
Developmental delay	1,113	10%	177	38%	1,290	11%
Psychosocial disability	<1,160	n/a	<11	n/a	1,158	10%
Hearing impairment	<470	n/a	<11	n/a	472	4%
Other neurological	425	4%	15	3%	440	4%
Other physical	<520	n/a	<11	n/a	522	4%
Acquired brain injury	<240	n/a	<11	n/a	239	2%
Global developmental delay	223	2%	43	9%	266	2%
Cerebral palsy	<300	n/a	<11	n/a	301	3%
Other	197	2%	20	4%	217	2%
Down syndrome	224	2%	0	0%	224	2%
Multiple sclerosis	<240	n/a	<11	n/a	245	2%
Visual impairment	<190	n/a	<11	n/a	190	2%
Stroke	<150	n/a	<11	n/a	153	1%
Spinal cord Injury	<80	n/a	<11	n/a	78	1%
Other sensory/speech	53	0%	0	0%	53	0%
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</b>	<b>100%</b>

**Table L.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	4,510	39%	88	14%	4,422	40%
Intellectual disability	1,335	11%	192	30%	1,143	10%
Developmental delay	1,290	11%	0	0%	1,290	12%
Psychosocial disability	1,158	10%	116	18%	1,042	9%
Hearing impairment	472	4%	0	0%	472	4%
Other neurological	440	4%	52	8%	388	4%
Other physical	522	4%	<11	n/a	<520	n/a
Acquired brain injury	239	2%	47	7%	192	2%
Cerebral palsy	266	2%	0	0%	266	2%
Global developmental delay	301	3%	42	7%	259	2%
Down syndrome	217	2%	16	3%	201	2%
Other	224	2%	42	7%	182	2%
Multiple sclerosis	245	2%	11	2%	234	2%
Visual impairment	190	2%	<11	n/a	<190	n/a
Stroke	153	1%	19	3%	134	1%
Spinal cord Injury	78	1%	<11	n/a	<80	n/a
Other sensory/speech	53	0%	0	0%	53	0%
<b>Total</b>	<b>11,693</b>	<b>100%</b>	<b>639</b>	<b>100%</b>	<b>11,054</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,385	12%	182	39%	1,567	13%
2 (High Function)	<30	n/a	<11	n/a	33	0%
3 (High Function)	607	5%	56	12%	663	6%
4 (High Function)	997	9%	11	2%	1,008	9%
5 (High Function)	716	6%	32	7%	748	6%
6 (Moderate Function)	2,793	25%	75	16%	2,868	25%
7 (Moderate Function)	533	5%	18	4%	551	5%
8 (Moderate Function)	675	6%	11	2%	686	6%
9 (Moderate Function)	<60	n/a	<11	n/a	58	0%
10 (Moderate Function)	947	8%	14	3%	961	8%
11 (Low Function)	<300	n/a	<11	n/a	305	3%
12 (Low Function)	1,110	10%	19	4%	1,129	10%
13 (Low Function)	<700	n/a	<11	n/a	696	6%
14 (Low Function)	145	1%	0	0%	145	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	235	2%	40	8%	275	2%
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	2,040	18%	295	63%	2,335	20%
9 to 14	2,206	20%	48	10%	2,254	19%
15 to 18	1,120	10%	22	5%	1,142	10%
19 to 24	<1,120	n/a	<20	n/a	1,136	10%
25 to 34	1,110	10%	23	5%	1,133	10%
35 to 44	<880	n/a	<20	n/a	889	8%
45 to 54	989	9%	24	5%	1,013	9%
55 to 64	1,000	9%	23	5%	1,023	9%
65+	<770	n/a	<11	n/a	768	7%
<b>Total</b>	<b>11,221</b>	<b>100%</b>	<b>472</b>	<b>100%</b>	<b>11,693</b>	<b>100%</b>

**Table L.14 Participation rates by age group and gender at 31 March 2025 - Australian Capital Territory<sup>167</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.2%	2.9%	4.6%
9 to 14	8.3%	4.1%	6.4%
15 to 18	6.3%	3.6%	5.1%
19 to 24	3.4%	2.1%	2.9%
25 to 44	1.4%	1.2%	1.3%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0 to 64)	3.2%	2.0%	2.7%

**Table L.15 Proportion of active participants with approved plans accessing mainstream supports - Australian Capital Territory<sup>168</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	3%	2%	3%
Daily life	12%	11%	12%
Health and wellbeing	72%	76%	73%
Learning	38%	46%	39%
Relationships	4%	4%	4%
Social and community activities	9%	10%	9%
Where I live	2%	3%	2%
Work	7%	5%	7%
Unknown	5%	n/a	4%
Any mainstream service	95%	95%	95%

<sup>167</sup> Participation rate refers to the proportion of the 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>168</sup> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carers 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

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

**Table L.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=532), and ‘participant social and community engagement rate’ (n=506), and the metric for ‘parent and carer employment rate’ (n=598) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=245) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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%	11%	27%	26%
Participant employment rate - Aged 25 to 34 years	42%	39%	38%	26%
Participant employment rate - Aged 35 to 44 years	43%	33%	40%	26%
Participant employment rate - Aged 45 to 54 years	35%	35%	36%	26%
Participant employment rate - Aged 55 to 64 years	28%	21%	20%	26%
Participant employment rate - Aged 65+ years	22%	n/a	16%	26%
Participant employment rate - Aged 25 to 64 years	37%	32%	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	32%	36%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	38%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	25%	34%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	51%	49%	46%
Participant social and community engagement rate - Aged 65+ years	53%	n/a	63%	46%
Participant social and community engagement rate - Aged 25+ years	34%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	60%	63%	67%	n/a
Parent and carer employment rate - Aged 15+ years	63%	64%	64%	n/a
Parent and carer employment rate - All ages	61%	64%	66%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	72%	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%	79%	n/a

**Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=462), and 'participant social and community engagement rate' (n=446), and the metric for 'parent and carer employment rate' (n=362) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=316) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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	17%	17%	27%	21%	26%
Participant employment rate - Aged 25 to 34 years	35%	34%	32%	41%	26%
Participant employment rate - Aged 35 to 44 years	38%	37%	20%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	29%	30%	26%
Participant employment rate - Aged 55 to 64 years	21%	23%	21%	21%	26%
Participant employment rate - Aged 65+ years	17%	n/a	n/a	7%	26%
Participant employment rate - Aged 25 to 64 years	32%	32%	26%	31%	26%
Participant employment rate - Aged 15 to 64 years	29%	30%	26%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	34%	35%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	26%	30%	35%	38%	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	40%	47%	43%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	45%	55%	49%	46%
Participant social and community engagement rate - Aged 65+ years	54%	n/a	n/a	54%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	51%	54%	57%	56%	n/a
Parent and carer employment rate - Aged 15+ years	60%	67%	73%	57%	n/a
Parent and carer employment rate - All ages	54%	58%	61%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	75%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	76%	82%	n/a

**Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=332), and 'participant social and community engagement rate' (n=324), and the metric for 'parent and carer employment rate' (n=186) 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 March 2021 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	9%	22%	23%	n/a	45%	26%
Participant employment rate - Aged 25 to 34 years	30%	33%	35%	35%	42%	26%
Participant employment rate - Aged 35 to 44 years	29%	28%	36%	41%	32%	26%
Participant employment rate - Aged 45 to 54 years	29%	40%	35%	35%	32%	26%
Participant employment rate - Aged 55 to 64 years	34%	27%	27%	22%	25%	26%
Participant employment rate - Aged 65+ years	19%	19%	14%	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	32%	34%	34%	33%	26%
Participant employment rate - Aged 15 to 64 years	26%	30%	32%	32%	36%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	41%	39%	26%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	52%	59%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	35%	45%	47%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	42%	51%	58%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	41%	41%	50%	47%	46%
Participant social and community engagement rate - Aged 65+ years	25%	22%	24%	n/a	32%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	45%	51%	45%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	44%	47%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	57%	57%	60%	61%	n/a
Parent and carer employment rate - Aged 15+ years	61%	52%	n/a	n/a	65%	n/a
Parent and carer employment rate - All ages	57%	56%	61%	62%	62%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	67%	53%	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	68%	72%	73%	78%	n/a

**Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=257), and 'participant social and community engagement rate' (n=248), and the metric for 'parent and carer employment rate' (n=112) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=209) 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 March 2020 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	56%	55%	46%	48%	n/a	51%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	25%	33%	n/a	26%	26%
Participant employment rate - Aged 45 to 54 years	33%	30%	28%	23%	n/a	29%	26%
Participant employment rate - Aged 55 to 64 years	24%	23%	26%	14%	n/a	12%	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	34%	32%	31%	30%	32%	30%	26%
Participant employment rate - Aged 15 to 64 years	30%	30%	30%	29%	31%	32%	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	55%	51%	46%	36%	n/a	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	27%	41%	40%	45%	n/a	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	27%	40%	36%	n/a	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	24%	34%	50%	40%	n/a	37%	46%
Participant social and community engagement rate - Aged 65+ years	45%	n/a	n/a	n/a	n/a	45%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	43%	41%	47%	46%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	43%	43%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	54%	55%	60%	60%	n/a	75%	n/a
Parent and carer employment rate - Aged 15+ years	56%	61%	n/a	n/a	n/a	66%	n/a
Parent and carer employment rate - All ages	54%	57%	61%	58%	n/a	72%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	71%	67%	65%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	81%	82%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	79%	77%	77%	81%	n/a



**Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=368), and 'participant social and community engagement rate' (n=324), and the metric for 'parent and carer employment rate' (n=101) 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=325) 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 March 2019 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	4%	9%	10%	n/a	n/a	n/a	50%	26%
Participant employment rate - Aged 25 to 34 years	27%	34%	33%	38%	n/a	n/a	45%	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%	38%	31%	38%	41%	41%	29%	26%
Participant employment rate - Aged 55 to 64 years	29%	26%	25%	28%	22%	n/a	16%	26%
Participant employment rate - Aged 65+ years	15%	15%	4%	4%	n/a	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	34%	36%	34%	36%	34%	30%	33%	26%
Participant employment rate - Aged 15 to 64 years	31%	34%	32%	36%	33%	33%	34%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	n/a	n/a	n/a	n/a	n/a	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	54%	40%	n/a	n/a	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	42%	46%	55%	59%	59%	n/a	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	50%	42%	55%	59%	n/a	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	49%	50%	53%	46%	45%	n/a	56%	46%
Participant social and community engagement rate - Aged 65+ years	39%	37%	48%	55%	n/a	n/a	55%	46%
Participant social and community engagement rate - Aged 25+ years	42%	47%	50%	51%	54%	51%	53%	46%
Participant social and community engagement rate - Aged 15+ years	42%	46%	50%	50%	54%	51%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	48%	52%	43%	n/a	n/a	66%	n/a
Parent and carer employment rate - Aged 15+ years	69%	71%	65%	n/a	n/a	n/a	69%	n/a
Parent and carer employment rate - All ages	53%	57%	58%	54%	52%	n/a	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	71%	66%	71%	87%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	74%	78%	78%	88%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	73%	75%	77%	87%	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 Q3. Table L.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table L.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 144 in Prior Quarters, n = 28 in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 135 in Prior Quarters, n = 47 in 2024-25 Q3), 'Plan Approval' (n = 348 in Prior Quarters, n = 143 in 2024-25 Q3), 'Plan Implementation' (n = 213 in Prior Quarters, n = 58 in 2024-25 Q3) and 'Plan Reassessment' (n = 479 in Prior Quarters, n = 211 in 2024-25 Q3) - Australian Capital Territory<sup>169 170</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	76%	74%
Community Connections - Was communication in your preferred format?	91%	89%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	64%	68%
Community Connections - To what extent were your circumstances and needs considered?	69%	71%
Community Connections - To what extent were you included in decisions that were made?	63%	64%
Community Connections - How confident are you in reaching out to community supports and other government services?	44%	36%
Apply for NDIS (overall) - Were you treated with respect?	96%	94%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	67%	85%
Apply for NDIS (overall) - Was information easy to understand?	60%	62%
Apply for NDIS (overall) - Was communication in your preferred format?	77%	82%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	47%	55%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	48%	55%
Plan Approval - Were you treated with respect?	90%	96%
Plan Approval - Were decisions and outcomes explained to you?	72%	86%
Plan Approval - Were your questions and concerns acknowledged?	81%	84%
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?	49%	64%

<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.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - How well does your NDIS plan meet your needs?	57%	62%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	89%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	55%
Plan Implementation - To what extent were your circumstances and needs considered?	61%	57%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	53%	64%
Plan Implementation - Do you feel confident in using your plan?	62%	57%
Plan Implementation - Do you feel confident in accessing supports?	60%	59%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	76%	84%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	61%	55%
Plan Reassessment - To what extent were your circumstances and needs considered?	62%	57%
Plan Reassessment - To what extent were you included in decisions that were made?	63%	61%
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?	68%	64%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	58%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	75%	76%

**Table L.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Australian Capital Territory<sup>171 172</sup>**

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	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	<100	<11	<100	<100
People who have submitted an access request: Complaints about service providers	<190	<20	199	171
People who have submitted an access request: Complaints about the Agency	4,090	227	4,317	2,097
People who have submitted an access request: Unclassified	164	0	164	140
<b>People who have submitted an access request: Total</b>	<b>4,534</b>	<b>250</b>	<b>4,784</b>	<b>2,281</b>
Percentage of the number of active participants	6.7%	8.7%	6.8%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>556</b>	<b>60</b>	<b>616</b>	<b>n/a</b>

<sup>171</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>172</sup> Note that 58% of all complainants made only one complaint, 21% made two complaints, and 21% made three or more complaints.

**Table L.23 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
Mar-22	159	7%	2,573	7%
Jun-22	153	7%	2,726	7%
Sep-22	161	7%	2,887	7%
Dec-22	145	6%	3,032	6%
Mar-23	127	5%	3,159	6%
Jun-23	112	4%	3,271	6%
Sep-23	142	5%	3,413	6%
Dec-23	161	6%	3,574	6%
Mar-24	221	8%	3,795	6%
Jun-24	234	9%	4,029	6%
Sep-24	244	9%	4,273	7%
Dec-24	261	9%	4,534	7%
Mar-25	250	9%	4,784	7%

**Table L.24 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
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	57	2%	399	1%
Mar-24	35	1%	434	1%
Jun-24	33	1%	467	1%
Sep-24	34	1%	501	1%
Dec-24	55	2%	556	1%
Mar-25	60	2%	616	1%

**Table L.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Australian Capital Territory<sup>173</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	188	5%	0	0%	188	4%
Complaints about the Agency - Information unclear	45	1%	0	0%	45	1%
Complaints about the Agency - NDIA Access	104	3%	12	5%	116	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	214	5%	16	7%	230	5%
Complaints about the Agency - NDIA Fraud and Compliance	<20	n/a	<11	n/a	23	1%
Complaints about the Agency - NDIA Plan	845	21%	45	20%	890	21%
Complaints about the Agency - NDIA Process	368	9%	43	19%	411	10%
Complaints about the Agency - NDIA Resources	<60	n/a	<11	n/a	55	1%
Complaints about the Agency - NDIA Staff	234	6%	19	8%	253	6%
Complaints about the Agency - NDIA Timeliness	868	21%	83	37%	951	22%
Complaints about the Agency - Participation, engagement and inclusion	25	1%	0	0%	25	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	133	3%	0	0%	133	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	410	10%	0	0%	410	9%
Complaints about the Agency - Other	<480	n/a	<11	n/a	473	11%
<b>Complaints about the Agency - Total</b>	<b>4,090</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>4,317</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	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	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	13	14%	0	0%	13	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	14	14%
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	52	52%

<sup>173</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	19	19%
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;100</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>100</b>	<b>100%</b>
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<20	n/a	<11	n/a	13	7%
Complaints about service providers - Provider Fraud and Compliance	<20	n/a	<11	n/a	22	11%
Complaints about service providers - Provider Process	15	8%	0	0%	15	8%
Complaints about service providers - Provider Service	<50	n/a	<11	n/a	46	23%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	34	17%
Complaints about service providers - Service Delivery	20	11%	0	0%	20	10%
Complaints about service providers - Staff Conduct	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Supports being provided	14	8%	0	0%	14	7%
Complaints about service providers - Other	20	11%	0	0%	20	10%
<b>Complaints about service providers - Total</b>	<b>184</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>199</b>	<b>100%</b>
<b>Unclassified</b>	<b>164</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>164</b>	<b>n/a</b>
<b>Participants total</b>	<b>4,534</b>	<b>n/a</b>	<b>250</b>	<b>n/a</b>	<b>4,784</b>	<b>n/a</b>

**Table L.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Australian Capital Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Access	303	25%	12	15%	315	25%
Plan	786	65%	58	74%	844	66%
Plan Reassessment	<40	n/a	<11	n/a	42	3%
Other	<80	n/a	<11	n/a	80	6%
<b>Total cases</b>	<b>1,203</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>1,281</b>	<b>100%</b>
<b>Percentage of the number of active participants</b>	<b>1.8%</b>	<b>n/a</b>	<b>2.7%</b>	<b>n/a</b>	<b>1.8%</b>	<b>n/a</b>

**Table L.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Australian Capital Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	81	4%	613	2%
Jun-22	60	3%	673	2%
Sep-22	61	3%	734	2%
Dec-22	66	3%	800	2%
Mar-23	49	2%	849	2%
Jun-23	54	2%	903	2%
Sep-23	40	2%	943	2%
Dec-23	55	2%	998	2%
Mar-24	29	1%	1,027	2%
Jun-24	49	2%	1,076	2%
Sep-24	52	2%	1,128	2%
Dec-24	75	3%	1,203	2%
Mar-25	78	3%	1,281	2%

**Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Australian Capital Territory<sup>174</sup>**

ART cases by open/closed and decision	Number of cases	Number of unique active participants
<b>ART Cases</b>	<b>1,281</b>	<b>1,155</b>
<b>Open ART Cases</b>	<b>188</b>	<b>182</b>
<b>Closed ART Cases</b>	<b>1,093</b>	<b>992</b>
Resolved before hearing	1,058	962
Gone to hearing and received a substantive decision	35	30

<sup>174</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

**Table L.29 Administrative Review Tribunal (ART) Supports in dispute - Australian Capital Territory**<sup>175 176 177</sup>

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	<20	<11	14
Core (excluding Consumables and Transport)	117	11	128
Capacity Building	134	14	148
General Support	<40	<11	44
Assistive Technology	<60	<11	58
Specialist Disability Accommodation	<20	<11	22
Home Modifications	<11	<11	<11
Supported Independent Living	<60	<11	62
Everyday Living Costs	<20	<11	<20
Transport	<30	<11	28
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>248</b>	<b>26</b>	<b>274</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>473</b>	<b>54</b>	<b>527</b>

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - 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>35</b>	<b>3%</b>
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	20	2%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	0	n/a	<20	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;1,010</b>	<b>n/a</b>	<b>&lt;60</b>	<b>n/a</b>	<b>1,058</b>	<b>97%</b>
Not Decided by Tribunal - Resolved by consent	689	66%	34	65%	723	66%
Not Decided by Tribunal - Withdrawn	<240	n/a	<20	n/a	252	23%
Not Decided by Tribunal - No jurisdiction	15	1%	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	63	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>1,041</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>1,093</b>	<b>100%</b>

<sup>175</sup> 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.

<sup>176</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>177</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table L.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Australian Capital Territory<sup>178</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	331	0	331
Plan-managed	830	2,339	3,165
Self-managed	459	2,810	3,260
All plan management types	1,034	4,244	5,267

**Table L.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Australian Capital Territory<sup>179</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	51	0	51
Plan-managed	65	25	91
Self-managed	9	10	22
All plan management types	126	35	165

<sup>178</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>179</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	3.2%	3.1%
\$5,001-\$10,000	6.9%	6.8%
\$10,001-\$15,000	12.2%	12.0%
\$15,001-\$20,000	15.6%	16.2%
\$20,001-\$25,000	10.7%	11.0%
\$25,001-\$30,000	5.5%	5.5%
\$30,001-\$50,000	14.3%	14.2%
\$50,001-\$100,000	13.8%	13.8%
\$100,001-\$150,000	5.3%	5.3%
\$150,001-\$200,000	2.5%	2.5%
\$200,001-\$250,000	1.7%	1.7%
\$250,001+	8.2%	8.1%

**Table L.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Australian Capital Territory**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	3.4%	3.3%
\$5,001-\$10,000	7.3%	7.1%
\$10,001-\$15,000	13.0%	12.7%
\$15,001-\$20,000	16.5%	17.1%
\$20,001-\$25,000	11.3%	11.6%
\$25,001-\$30,000	5.9%	5.8%
\$30,001-\$50,000	15.2%	15.0%
\$50,001-\$100,000	14.6%	14.6%
\$100,001-\$150,000	5.6%	5.5%
\$150,001-\$200,000	2.5%	2.6%
\$200,001-\$250,000	1.6%	1.6%
\$250,001+	3.1%	3.1%

**Table L.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$19,200	\$25,200	n/a	n/a	\$19,200	\$25,200
9 to 14	\$21,300	\$27,100	n/a	n/a	\$21,300	\$27,100
15 to 18	\$27,400	\$38,200	n/a	n/a	\$24,700	\$35,100
19 to 24	\$54,400	\$75,800	\$437,500	\$499,400	\$37,200	\$57,900
25 to 34	\$79,700	\$101,300	\$435,800	\$465,300	\$45,900	\$68,400
35 to 44	\$109,100	\$128,700	\$433,900	\$474,400	\$62,500	\$83,400
45 to 54	\$104,500	\$131,200	\$374,000	\$417,600	\$59,300	\$84,200
55 to 64	\$120,500	\$149,700	\$396,500	\$445,800	\$70,900	\$95,200
65+	\$107,500	\$131,700	\$400,500	\$417,500	\$71,100	\$95,200
<b>All</b>	<b>\$59,100</b>	<b>\$74,100</b>	<b>\$407,900</b>	<b>\$448,000</b>	<b>\$38,200</b>	<b>\$52,400</b>

**Table L.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$168,600	\$197,900	\$440,900	\$458,800	\$102,200	\$134,000
Autism	\$32,500	\$43,000	\$460,700	\$496,900	\$23,700	\$34,000
Cerebral palsy	\$132,200	\$149,700	\$469,300	\$519,000	\$74,600	\$89,800
Developmental delay	\$13,700	\$21,800	\$0	\$0	\$13,700	\$21,800
Global developmental delay	\$17,500	\$23,700	\$0	\$0	\$17,500	\$23,700
Hearing impairment	\$5,900	\$13,500	\$0	\$0	\$5,900	\$13,500
Intellectual disability	\$102,200	\$119,500	\$403,100	\$439,900	\$50,800	\$65,700
Multiple sclerosis	\$98,600	\$119,600	n/a	n/a	\$77,900	\$101,500
Psychosocial disability	\$81,000	\$104,600	\$314,300	\$357,200	\$56,000	\$76,500
Spinal cord injury	\$184,400	\$210,000	n/a	n/a	\$152,200	\$182,800
Stroke	\$141,600	\$183,700	n/a	n/a	\$89,900	\$124,400
Visual impairment	\$27,300	\$42,500	n/a	n/a	\$25,100	\$40,000
Other neurological	\$124,300	\$159,700	\$443,900	\$488,500	\$82,500	\$115,600
Other physical	\$54,200	\$79,700	n/a	n/a	\$47,500	\$73,000
Other sensory/speech	\$5,300	\$13,400	\$0	\$0	\$5,300	\$13,400
Other	\$94,200	\$134,100	n/a	n/a	\$69,800	\$110,500
Down Syndrome	\$126,300	\$154,800	\$332,900	\$381,200	\$77,400	\$102,600
<b>All</b>	<b>\$59,100</b>	<b>\$74,100</b>	<b>\$407,900</b>	<b>\$448,000</b>	<b>\$38,200</b>	<b>\$52,400</b>

**Table L.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$12,000	\$20,400	n/a	n/a	\$11,800	\$20,200
2	\$17,600	\$28,800	\$0	\$0	\$17,600	\$28,800
3	\$17,400	\$26,100	n/a	n/a	\$15,600	\$24,300
4	\$12,600	\$23,300	n/a	n/a	\$11,300	\$21,600
5	\$21,200	\$32,000	n/a	n/a	\$19,200	\$29,800
6	\$19,500	\$32,500	n/a	n/a	\$18,500	\$31,100
7	\$56,100	\$64,100	\$332,500	\$359,200	\$40,300	\$48,300
8	\$51,100	\$74,700	\$329,400	\$381,100	\$41,100	\$63,600
9	\$64,600	\$89,200	n/a	n/a	\$47,100	\$72,900
10	\$86,200	\$114,300	\$311,500	\$344,800	\$66,300	\$93,100
11	\$135,800	\$155,000	\$376,700	\$422,400	\$70,000	\$84,000
12	\$194,100	\$230,300	\$417,300	\$457,400	\$124,700	\$160,300
13	\$129,900	\$147,200	\$489,800	\$535,600	\$74,400	\$85,100
14	\$314,900	\$338,800	\$493,300	\$532,600	\$214,600	\$233,700
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$59,100</b>	<b>\$74,100</b>	<b>\$407,900</b>	<b>\$448,000</b>	<b>\$38,200</b>	<b>\$52,400</b>

**Table L.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Australian Capital Territory<sup>180</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	204.1	211.1
Core: Consumables	2.0	2.1
Core: Social and Civic	33.5	43.4
Core: Transport	1.2	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	5.1	8.6
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	4.1	6.7
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.8	3.7
Capital: Assistive Technology	1.8	3.8
Capital: Home Modifications	1.7	3.9
<b>All</b>	<b>257.2</b>	<b>286.3</b>

<sup>180</sup> Total payments for home modifications were \$1.7 million. Of which, \$1.7 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were \$3.9 million. Of which, \$3.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (1%) has been allocated for non-SDA supports.

**Table L.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Australian Capital Territory<sup>181</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	169.6	221.0
Core: Consumables	7.4	11.7
Core: Social and Civic	93.3	118.1
Core: Transport	12.5	7.3
Capacity Building: Choice and Control	7.2	8.6
Capacity Building: Daily Activities	72.3	131.7
Capacity Building: Employment	2.9	8.5
Capacity Building: Health and Wellbeing	1.3	2.1
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.3	14.0
Capacity Building: Social and Civic	5.1	12.7
Capacity Building: Support Coordination	10.2	16.3
Capital: Assistive Technology	9.1	21.8
Capital: Home Modifications	3.8	6.0
<b>All</b>	<b>401.0</b>	<b>579.8</b>

**Table L.40 Payments by financial year in which support was provided, compared to committed supports - Australian Capital Territory<sup>182</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	0.3	0.2	56%
2014-15	25.1	20.8	83%
2015-16	126.2	109.7	87%
2016-17	264.0	179.9	68%
2017-18	304.2	220.3	72%
2018-19	365.9	275.6	75%
2019-20	459.9	337.7	73%
2020-21	554.4	416.1	75%
2021-22	606.5	474.4	78%
2022-23	714.3	542.2	76%
2023-24	809.4	615.8	76%
2024-25 to date	648.9	463.5	71%

<sup>181</sup> Total payments for home modifications were \$3.8 million. Of which, \$2.5 million (67.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.2 million (32.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.0 million. Of which, \$2.9 million (48%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.1 million (52%) has been allocated for non-SDA supports.

<sup>182</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>183</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	4.1%	5.0%	7.6%	4.2%	3.0%	5.8%	7.0%	5.6%	3.8%
Interplan Inflation	5.0%	5.2%	4.9%	2.3%	2.9%	4.9%	5.9%	4.9%	3.4%
Total Inflation	9.1%	10.2%	12.5%	6.5%	5.9%	10.7%	12.9%	10.5%	7.2%

<sup>183</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

---

This supplement shows the data for Northern Territory.

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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".

"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 Q3	Total
Access decisions	8,383	308	8,691
Active Eligible - Total	6,310	245	6,555
Active Eligible - New	4,375	238	4,613
Active Eligible - State	<1,540	<11	1,543
Active Eligible - Commonwealth	<400	<11	399
Active Participant Plans - Total	6,173	237	6,410
Active Participant Plans - New	4,247	231	4,478
Active Participant Plans - State	<1,540	<11	1,534
Active Participant Plans - Commonwealth	<400	<11	398
Active Participant Plans - Total	6,173	237	6,410
Active Participant Plans - Early Intervention (s25)	2,156	140	2,296
Active Participant Plans - Permanent Disability (s24)	4,006	65	4,071
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	11	32	43

**Table M.2 People who have left the Scheme since 1 July 2013 as at 31 March 2025 - Northern Territory<sup>184</sup>**

People leaving the Scheme	Prior Quarters	2024-25 Q3	Total
Number of people who have left the Scheme	839	50	889

<sup>184</sup> The number of people who have left the Scheme is people leaving net of people returning to the Scheme.



**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	2,068	96%	842	96%	20	95%	2,930	96%
9 to 14	649	87%	<300	n/a	<11	n/a	948	86%
15 to 18	286	87%	<150	n/a	<11	n/a	440	86%
19 to 24	221	85%	<120	n/a	<11	n/a	337	84%
25 to 34	354	87%	<220	n/a	<11	n/a	574	84%
35 to 44	407	86%	<290	n/a	<11	n/a	700	83%
45 to 54	433	82%	<350	n/a	<11	n/a	779	79%
55 to 64	450	80%	<360	n/a	<11	n/a	812	77%
65+	13	46%	16	53%	0	0%	29	49%
Missing	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>4,881</b>	<b>89%</b>	<b>2,619</b>	<b>84%</b>	<b>49</b>	<b>66%</b>	<b>7,549</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	281	93%	111	93%	0	n/a	392	93%
Autism	1,182	98%	459	98%	23	96%	1,664	98%
Cerebral palsy	116	97%	96	96%	0	0%	212	96%
Developmental delay	829	97%	<330	n/a	<11	n/a	1,162	97%
Down syndrome	56	100%	53	100%	0	n/a	109	100%
Global developmental delay	221	100%	78	96%	0	n/a	299	99%
Hearing impairment	127	88%	<130	n/a	<11	n/a	259	85%
Intellectual disability	754	94%	<480	n/a	<11	n/a	1,231	94%
Multiple sclerosis	<11	n/a	<30	n/a	0	n/a	30	94%
Psychosocial disability	506	78%	<200	n/a	<11	n/a	705	72%
Spinal cord injury	81	96%	31	97%	0	n/a	112	97%
Stroke	142	91%	<150	n/a	<11	n/a	290	89%
Visual impairment	46	81%	50	82%	0	n/a	96	81%
Other neurological	175	80%	143	79%	0	0%	318	79%
Other physical	151	57%	162	60%	0	0%	313	58%
Other sensory/speech	<30	n/a	<11	n/a	0	n/a	29	40%
Other	183	62%	<150	n/a	<11	n/a	328	60%
<b>Total</b>	<b>4,881</b>	<b>89%</b>	<b>2,619</b>	<b>84%</b>	<b>49</b>	<b>66%</b>	<b>7,549</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,209	52%	117	49%	3,326	52%
Non-First Nations Participants	2,519	41%	98	41%	2,617	41%
Not Stated	445	7%	22	9%	467	7%
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	335	5%	11	5%	346	5%
Not culturally and linguistically diverse	5,695	92%	207	87%	5,902	92%
Not stated	143	2%	19	8%	162	3%
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</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 March 2025 - 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>

<sup>185</sup> There are no people younger than 65 living in residential aged care in the Northern Territory

**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
Mar-22	<11	26
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
Mar-25	0	0

**Table M.9 Participant profile per quarter by remoteness - Northern Territory**

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	3,486	56%	139	59%	3,625	57%
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	<70	n/a	<11	n/a	<80	n/a
Remote	<1,360	n/a	<40	n/a	1,395	22%
Very Remote	1,256	20%	51	22%	1,307	20%
Missing	<11	n/a	0	0%	<11	n/a
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</b>	<b>100%</b>

<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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,548	25%	57	24%	1,605	25%
Intellectual disability	1,119	18%	20	8%	1,139	18%
Developmental delay	765	12%	89	38%	854	13%
Psychosocial disability	611	10%	16	7%	627	10%
Hearing impairment	<240	n/a	<11	n/a	242	4%
Other neurological	<230	n/a	<11	n/a	227	4%
Other physical	<190	n/a	<11	n/a	191	3%
Acquired brain injury	<330	n/a	<11	n/a	331	5%
Global developmental delay	246	4%	13	5%	259	4%
Cerebral palsy	<200	n/a	<11	n/a	198	3%
Other	192	3%	16	7%	208	3%
Down syndrome	<110	n/a	<11	n/a	106	2%
Multiple sclerosis	22	0%	0	0%	22	0%
Visual impairment	<80	n/a	<11	n/a	72	1%
Stroke	<210	n/a	<11	n/a	215	3%
Spinal cord Injury	<90	n/a	<11	n/a	90	1%
Other sensory/speech	24	0%	0	0%	24	0%
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</b>	<b>100%</b>

**Table M.11 Participant profile per quarter by primary disability group and Supported Independent Living (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	1,605	25%	37	6%	1,568	27%
Intellectual disability	1,139	18%	162	26%	977	17%
Developmental delay	854	13%	0	0%	854	15%
Psychosocial disability	627	10%	93	15%	534	9%
Hearing impairment	242	4%	<11	n/a	<250	n/a
Other neurological	227	4%	38	6%	189	3%
Other physical	191	3%	<11	n/a	<190	n/a
Acquired brain injury	331	5%	99	16%	232	4%
Cerebral palsy	259	4%	0	0%	259	4%
Global developmental delay	198	3%	62	10%	136	2%
Down syndrome	208	3%	29	5%	179	3%
Other	106	2%	15	2%	91	2%
Multiple sclerosis	22	0%	<11	n/a	<30	n/a
Visual impairment	72	1%	<11	n/a	<70	n/a
Stroke	215	3%	52	8%	163	3%
Spinal cord Injury	90	1%	20	3%	70	1%
Other sensory/speech	24	0%	0	0%	24	0%
<b>Total</b>	<b>6,410</b>	<b>100%</b>	<b>621</b>	<b>100%</b>	<b>5,789</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	951	15%	53	22%	1,004	16%
2 (High Function)	<11	n/a	0	0%	<11	n/a
3 (High Function)	395	6%	15	6%	410	6%
4 (High Function)	<270	n/a	<11	n/a	263	4%
5 (High Function)	448	7%	12	5%	460	7%
6 (Moderate Function)	1,140	18%	31	13%	1,171	18%
7 (Moderate Function)	<330	n/a	<11	n/a	329	5%
8 (Moderate Function)	<470	n/a	<11	n/a	478	7%
9 (Moderate Function)	33	1%	0	0%	33	1%
10 (Moderate Function)	652	11%	12	5%	664	10%
11 (Low Function)	<130	n/a	<11	n/a	131	2%
12 (Low Function)	562	9%	14	6%	576	9%
13 (Low Function)	<380	n/a	<11	n/a	373	6%
14 (Low Function)	116	2%	0	0%	116	2%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	315	5%	81	34%	396	6%
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
0 to 8	1,431	23%	130	55%	1,561	24%
9 to 14	1,183	19%	26	11%	1,209	19%
15 to 18	568	9%	13	5%	581	9%
19 to 24	<500	n/a	<11	n/a	504	8%
25 to 34	507	8%	13	5%	520	8%
35 to 44	<580	n/a	<20	n/a	591	9%
45 to 54	590	10%	14	6%	604	9%
55 to 64	598	10%	21	9%	619	10%
65+	221	4%	0	0%	221	3%
<b>Total</b>	<b>6,173</b>	<b>100%</b>	<b>237</b>	<b>100%</b>	<b>6,410</b>	<b>100%</b>

**Table M.14 Participation rates by age group and gender at 31 March 2025 - Northern Territory<sup>187</sup>**

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6.5%	2.8%	4.7%
9 to 14	7.6%	3.3%	5.5%
15 to 18	5.8%	2.7%	4.3%
19 to 24	3.2%	1.5%	2.5%
25 to 44	1.5%	1.0%	1.3%
45 to 64	2.3%	1.8%	2.0%
Total (aged 0 to 64)	3.4%	1.8%	2.6%

**Table M.15 Proportion of active participants with approved plans accessing mainstream supports - Northern Territory<sup>188</sup>**

Mainstream service	Prior Quarters	2024-25 Q3	Total
Choice and control over my life	5%	8%	5%
Daily life	20%	20%	20%
Health and wellbeing	68%	77%	69%
Learning	30%	27%	30%
Relationships	4%	3%	4%
Social and community activities	7%	5%	7%
Where I live	2%	3%	2%
Work	3%	3%	3%
Unknown	7%	n/a	6%
Any mainstream service	95%	94%	95%

<sup>187</sup> Participation rate refers to the proportion of the 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> From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

## Part Two: Participant and family/carers outcomes

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

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

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

**Table M.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=406), and ‘participant social and community engagement rate’ (n=397), and the metric for ‘parent and carer employment rate’ (n=277) at entry, first (R1) and second (R2) plan reassessment, and the metric for ‘participant choice and control’ (n=170) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2023 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	12%	11%	17%	26%
Participant employment rate - Aged 25 to 34 years	17%	12%	15%	26%
Participant employment rate - Aged 35 to 44 years	11%	15%	8%	26%
Participant employment rate - Aged 45 to 54 years	23%	13%	26%	26%
Participant employment rate - Aged 55 to 64 years	4%	4%	7%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	11%	14%	26%
Participant employment rate - Aged 15 to 64 years	14%	11%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	43%	48%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	52%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	44%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	48%	48%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	46%	49%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	41%	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	49%	59%	56%	n/a
Parent and carer employment rate - Aged 15+ years	47%	58%	54%	n/a
Parent and carer employment rate - All ages	48%	58%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	59%	n/a
Participant Choice and Control - Aged 25+ years	n/a	51%	68%	n/a
Participant Choice and Control - Aged 15+ years	n/a	53%	65%	n/a



**Table M.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=295), and 'participant social and community engagement rate' (n=294), and the metric for 'parent and carer employment rate' (n=205) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=135) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 31 March 2022 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%	12%	26%
Participant employment rate - Aged 25 to 34 years	20%	32%	n/a	20%	26%
Participant employment rate - Aged 35 to 44 years	15%	13%	n/a	17%	26%
Participant employment rate - Aged 45 to 54 years	15%	18%	9%	12%	26%
Participant employment rate - Aged 55 to 64 years	14%	9%	n/a	16%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	18%	9%	16%	26%
Participant employment rate - Aged 15 to 64 years	13%	16%	7%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	36%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	35%	n/a	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	48%	n/a	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	32%	26%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	27%	39%	n/a	40%	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	33%	35%	32%	42%	46%
Participant social and community engagement rate - Aged 15+ years	34%	36%	33%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	63%	66%	57%	n/a
Parent and carer employment rate - Aged 15+ years	56%	64%	n/a	60%	n/a
Parent and carer employment rate - All ages	56%	63%	65%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	71%	67%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	65%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	67%	74%	n/a

**Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=279), and 'participant social and community engagement rate' (n=271), and the metric for 'parent and carer employment rate' (n=128) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=148) 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 March 2021 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	16%	10%	19%	n/a	21%	26%
Participant employment rate - Aged 35 to 44 years	11%	13%	13%	n/a	18%	26%
Participant employment rate - Aged 45 to 54 years	14%	12%	8%	n/a	14%	26%
Participant employment rate - Aged 55 to 64 years	9%	6%	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	12%	10%	10%	4%	15%	26%
Participant employment rate - Aged 15 to 64 years	10%	11%	10%	5%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	44%	48%	50%	n/a	52%	46%
Participant social and community engagement rate - Aged 25 to 34 years	50%	57%	71%	n/a	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	46%	42%	60%	n/a	52%	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%	40%	n/a	n/a	56%	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%	44%	58%	46%	50%	46%
Participant social and community engagement rate - Aged 15+ years	46%	44%	56%	40%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	58%	n/a	n/a	57%	n/a
Parent and carer employment rate - Aged 15+ years	55%	58%	n/a	n/a	47%	n/a
Parent and carer employment rate - All ages	48%	58%	55%	42%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	67%	n/a	65%	n/a
Participant Choice and Control - Aged 25+ years	n/a	65%	74%	79%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	61%	72%	75%	77%	n/a

**Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=203), and 'participant social and community engagement rate' (n=192), and the metric for 'parent and carer employment rate' (n=111) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=145) 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 March 2020 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	37%	26%
Participant employment rate - Aged 25 to 34 years	17%	22%	n/a	n/a	n/a	17%	26%
Participant employment rate - Aged 35 to 44 years	15%	3%	17%	n/a	n/a	17%	26%
Participant employment rate - Aged 45 to 54 years	14%	10%	9%	n/a	n/a	11%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	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	15%	12%	13%	12%	7%	14%	26%
Participant employment rate - Aged 15 to 64 years	14%	12%	14%	14%	9%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	43%	50%	n/a	n/a	n/a	50%	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	45%	45%	38%	n/a	n/a	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	40%	43%	n/a	n/a	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	50%	n/a	n/a	n/a	52%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	42%	46%	43%	48%	49%	55%	46%
Participant social and community engagement rate - Aged 15+ years	42%	47%	45%	47%	49%	54%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	46%	n/a	n/a	n/a	54%	n/a
Parent and carer employment rate - Aged 15+ years	60%	54%	n/a	n/a	n/a	46%	n/a
Parent and carer employment rate - All ages	53%	50%	56%	57%	n/a	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	n/a	n/a	n/a	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	57%	67%	63%	65%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	54%	66%	64%	62%	79%	n/a

**Table M.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=160), and 'participant social and community engagement rate' (n=133), and the metric for 'parent and carer employment rate' (n=43) 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=117) 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 March 2019 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	15%	18%	13%	n/a	n/a	n/a	15%	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	5%	0%	0%	n/a	n/a	n/a	14%	26%
Participant employment rate - Aged 55 to 64 years	23%	n/a	n/a	n/a	n/a	n/a	29%	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%	10%	11%	18%	19%	12%	16%	26%
Participant employment rate - Aged 15 to 64 years	12%	10%	11%	18%	17%	11%	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	68%	46%
Participant social and community engagement rate - Aged 45 to 54 years	58%	58%	n/a	n/a	n/a	n/a	68%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	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%	49%	48%	51%	58%	47%	64%	46%
Participant social and community engagement rate - Aged 15+ years	59%	51%	50%	53%	57%	49%	64%	46%
Parent and carer employment rate - Aged 0 to 14 years	25%	38%	n/a	n/a	n/a	n/a	33%	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%	37%	n/a	n/a	n/a	n/a	40%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	59%	n/a	n/a	n/a	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	41%	63%	64%	64%	86%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	44%	62%	61%	62%	82%	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 Q3. Table M.22 shows the number of complaints in 2024-25 Q3 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q3 compared with previous quarters. The list of complaint subjects reflects the combination of all options.

Table M.25 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

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.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = n/a in Prior Quarters, n = n/a in 2024-25 Q3), 'Community Connections' (n = 39 in Prior Quarters, n = n/a in 2024-25 Q3), 'Apply for NDIS (overall)' (n = 29 in Prior Quarters, n = n/a in 2024-25 Q3), 'Plan Approval' (n = 178 in Prior Quarters, n = 73 in 2024-25 Q3), 'Plan Implementation' (n = 90 in Prior Quarters, n = n/a in 2024-25 Q3) and 'Plan Reassessment' (n = 287 in Prior Quarters, n = 128 in 2024-25 Q3) - Northern Territory<sup>189 190</sup>**

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	86%	n/a
Community Connections - Was communication in your preferred format?	92%	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?	69%	n/a
Community Connections - To what extent were your circumstances and needs considered?	67%	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?	62%	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?	69%	n/a
Apply for NDIS (overall) - Was information easy to understand?	75%	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?	55%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	62%	n/a
Plan Approval - Were you treated with respect?	94%	96%
Plan Approval - Were decisions and outcomes explained to you?	78%	89%
Plan Approval - Were your questions and concerns acknowledged?	80%	86%
Plan Approval - Do you know where to go for more help with using your plan?	84%	84%

<sup>189</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>190</sup> Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

Stage of NDIS journey	Prior Quarters	2024-25 Q3
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	59%
Plan Approval - How well does your NDIS plan meet your needs?	58%	54%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	n/a
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	n/a
Plan Implementation - To what extent were your circumstances and needs considered?	69%	n/a
Plan Implementation - Did you feel prepared for your plan implementation meeting?	61%	n/a
Plan Implementation - Do you feel confident in using your plan?	62%	n/a
Plan Implementation - Do you feel confident in accessing supports?	66%	n/a
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	61%	70%
Plan Reassessment - To what extent were you included in decisions that were made?	65%	74%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	65%
Plan Reassessment - Do you feel confident in using your plan?	61%	73%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	60%	62%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	70%	71%

**Table M.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Northern Territory**<sup>191 192</sup>

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q3	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	<30	<11	29	27
People who have submitted an access request: Complaints about service providers	<100	<11	109	90
People who have submitted an access request: Complaints about the Agency	1,173	54	1,227	767
People who have submitted an access request: Unclassified	<20	0	<20	<20
<b>People who have submitted an access request: Total</b>	<b>1,316</b>	<b>68</b>	<b>1,384</b>	<b>836</b>
Percentage of the number of active participants	4.7%	4.3%	4.7%	n/a
<b>New Participant Critical Incidents (PCIs)</b>	<b>682</b>	<b>48</b>	<b>730</b>	<b>n/a</b>

<sup>191</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>192</sup> Note that 68% of all complainants made only one complaint, 18% made two complaints, and 14% made three or more complaints.

**Table M.23 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
Mar-22	72	6%	578	5%
Jun-22	67	6%	645	5%
Sep-22	78	6%	723	5%
Dec-22	56	4%	779	5%
Mar-23	46	3%	825	5%
Jun-23	83	6%	908	5%
Sep-23	55	4%	963	5%
Dec-23	78	5%	1,041	5%
Mar-24	72	5%	1,113	5%
Jun-24	80	5%	1,193	5%
Sep-24	57	4%	1,250	5%
Dec-24	66	4%	1,316	5%
Mar-25	68	4%	1,384	5%

**Table M.24 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
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	62	4%	505	2%
Mar-24	40	3%	545	2%
Jun-24	66	4%	611	2%
Sep-24	41	3%	652	2%
Dec-24	30	2%	682	2%
Mar-25	48	3%	730	2%

**Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Northern Territory<sup>193</sup>**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	1%	0	0%	11	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	13	1%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	<180	n/a	<11	n/a	174	14%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Plan	305	26%	13	24%	318	26%
Complaints about the Agency - NDIA Process	144	12%	15	28%	159	13%
Complaints about the Agency - NDIA Resources	22	2%	0	0%	22	2%
Complaints about the Agency - NDIA Staff	<70	n/a	<11	n/a	69	6%
Complaints about the Agency - NDIA Timeliness	311	27%	18	33%	329	27%
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	12	1%	0	0%	12	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	31	3%	0	0%	31	3%
Complaints about the Agency - Other	60	5%	0	0%	60	5%
<b>Complaints about the Agency - Total</b>	<b>1,173</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>1,227</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	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	<11	n/a	<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	<20	n/a	<11	n/a	18	62%

<sup>193</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 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
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>25</b>	<b>100%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>29</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	12	11%
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	30	28%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	29	27%
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	16	16%	0	0%	16	15%
<b>Complaints about service providers - Total</b>	<b>&lt;100</b>	<b>n/a</b>	<b>&lt;11</b>	<b>n/a</b>	<b>109</b>	<b>100%</b>
<b>Unclassified</b>	<b>18</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>18</b>	<b>n/a</b>
<b>Participants total</b>	<b>1,316</b>	<b>n/a</b>	<b>68</b>	<b>n/a</b>	<b>1,384</b>	<b>n/a</b>

**Table M.26 Administrative Review Tribunal (ART) Cases by category at 31 March 2025 - Northern Territory**

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - 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>0.0%</b>	<b>n/a</b>	<b>0.0%</b>	<b>n/a</b>	<b>0.0%</b>	<b>n/a</b>

**Table M.27 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - Northern Territory**

Quarter ending	Incremental	Rate of incremental to participants	Cumulative	Rate of cumulative to participants
Mar-22	0	0%	11	0%
Jun-22	0	0%	11	0%
Sep-22	0	0%	11	0%
Dec-22	0	0%	11	0%
Mar-23	0	0%	11	0%
Jun-23	<11	n/a	<20	n/a
Sep-23	0	0%	12	0%
Dec-23	0	0%	12	0%
Mar-24	0	0%	12	0%
Jun-24	0	0%	12	0%
Sep-24	<11	n/a	<20	n/a
Dec-24	0	0%	13	0%
Mar-25	0	0%	13	0%

**Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Northern Territory<sup>194</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

<sup>194</sup> The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

**Table M.29 Administrative Review Tribunal (ART) Supports in dispute - Northern Territory**<sup>195 196</sup>  
197

Type of support	Prior Quarters	2024-25 Q3	Total
Plan Management Decision	0	0	0
Core (excluding Consumables and Transport)	<11	0	<11
Capacity Building	<11	0	<11
General Support	0	0	0
Assistive Technology	0	0	0
Specialist Disability Accommodation	0	0	0
Home Modifications	0	0	0
Supported Independent Living	<11	0	<11
Everyday Living Costs	0	0	0
Transport	0	0	0
Other	0	0	0
<b>Total number of unique participants counted across disputed supports</b>	<b>&lt;11</b>	<b>0</b>	<b>&lt;11</b>
<b>Total number of instances of participants counted across disputed supports</b>	<b>&lt;11</b>	<b>0</b>	<b>&lt;11</b>

**Table M.30 Closed Administrative Review Tribunal (ART) cases by outcome - Northern Territory**

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q3 - Count	2024-25 Q3 - Percentage	Total - Count	Total - Percentage
<b>Decided by Tribunal - Total</b>	<b>&lt;11</b>	<b>n/a</b>	<b>0</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	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	0	n/a	0	n/a	0	n/a
<b>Not Decided by Tribunal - Total</b>	<b>&lt;20</b>	<b>n/a</b>	<b>0</b>	<b>n/a</b>	<b>&lt;20</b>	<b>n/a</b>
Not Decided by Tribunal - Resolved by consent	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Withdrawn	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - No jurisdiction	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Extension of Time Declined	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Extension of Time Not opposed	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Dismissed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>0</b>	<b>n/a</b>	<b>13</b>	<b>100%</b>

<sup>195</sup> 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.

<sup>196</sup> Data is reported with one month lag; therefore results for last month of the current quarter are not included.

<sup>197</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.

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 (ABN).

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 statuses' and 'All plan management types' include payments associated with providers with a missing Australian Business Number (ABN).

**Table M.31 Number of active providers in 2024-25 Q3 by registration status and plan management type - Northern Territory<sup>198</sup>**

Plan management type	Registered	Unregistered	Total providers
Agency-managed	261	0	261
Plan-managed	646	1,368	2,007
Self-managed	149	543	689
All plan management types	739	1,715	2,445

**Table M.32 Total active provider payments in 2024-25 Q3 by registration status and plan management type (\$m) - Northern Territory<sup>199</sup>**

Plan management type	Registered	Unregistered	All registration statuses
Agency-managed	74	0	74
Plan-managed	66	25	90
Self-managed	1	2	4
All plan management types	141	26	168

<sup>198</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>199</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 March 2025. Average payments are calculated as the sum of the payments in the 12 months prior to 31 March 2025, 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 March 2025. Total payments refer to those paid over the 12 months to 31 March 2025.

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 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	0.8%	0.8%
\$5,001-\$10,000	2.7%	2.6%
\$10,001-\$15,000	5.4%	5.1%
\$15,001-\$20,000	7.6%	7.7%
\$20,001-\$25,000	12.1%	12.0%
\$25,001-\$30,000	6.7%	6.5%
\$30,001-\$50,000	18.4%	18.4%
\$50,001-\$100,000	18.0%	18.0%
\$100,001-\$150,000	7.2%	7.6%
\$150,001-\$200,000	4.2%	4.3%
\$200,001-\$250,000	2.6%	2.8%
\$250,001+	14.3%	14.4%

**Table M.34 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter, excluding participants with Supported Independent Living (SIL) supports) - Northern Territory**

Average annualised committed supports band	As at 2024-25 Q2 distribution of participants	As at 2024-25 Q3 distribution of participants
\$0-\$5,000	0.9%	0.8%
\$5,001-\$10,000	3.0%	2.8%
\$10,001-\$15,000	5.9%	5.6%
\$15,001-\$20,000	8.4%	8.5%
\$20,001-\$25,000	13.5%	13.2%
\$25,001-\$30,000	7.4%	7.2%
\$30,001-\$50,000	20.4%	20.3%
\$50,001-\$100,000	20.0%	19.9%
\$100,001-\$150,000	8.0%	8.4%
\$150,001-\$200,000	4.6%	4.8%
\$200,001-\$250,000	2.8%	3.0%
\$250,001+	5.1%	5.4%

**Table M.35 Average annualised committed supports and average payments for the year ending 31 March 2025 by age group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$26,800	\$31,700	n/a	n/a	\$26,800	\$31,700
9 to 14	\$36,800	\$39,000	n/a	n/a	\$36,800	\$39,000
15 to 18	\$51,300	\$69,100	n/a	n/a	\$48,500	\$66,400
19 to 24	\$154,300	\$204,900	\$621,200	\$742,200	\$68,900	\$111,000
25 to 34	\$178,500	\$227,700	\$598,300	\$674,000	\$71,700	\$114,800
35 to 44	\$185,400	\$228,500	\$613,000	\$664,900	\$82,500	\$127,600
45 to 54	\$193,500	\$235,800	\$578,700	\$649,200	\$95,400	\$130,100
55 to 64	\$225,800	\$258,000	\$581,100	\$604,600	\$109,900	\$146,200
65+	\$229,700	\$271,100	\$657,400	\$698,600	\$109,700	\$142,900
<b>All</b>	<b>\$109,800</b>	<b>\$133,500</b>	<b>\$597,700</b>	<b>\$658,500</b>	<b>\$56,800</b>	<b>\$77,200</b>

**Table M.36 Average annualised committed supports and average payments for the year ending 31 March 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 31 March 2025 - Northern Territory**

Primary disability group	Average payments, all participants	Average annualised committed supports, all participants	Average payments, participants in SIL	Average annualised committed supports, participants in SIL	Average payments, participants not in SIL	Average annualised committed supports, participants not in SIL
Acquired brain injury	\$270,300	\$313,400	\$679,700	\$709,000	\$101,900	\$144,700
Autism	\$55,100	\$61,700	\$637,600	\$674,100	\$40,600	\$47,300
Cerebral palsy	\$293,900	\$335,800	\$680,900	\$752,600	\$119,900	\$145,800
Developmental delay	\$19,500	\$26,900	\$0	\$0	\$19,500	\$26,900
Global developmental delay	\$24,700	\$31,400	\$0	\$0	\$24,700	\$31,400
Hearing impairment	\$19,600	\$36,000	n/a	n/a	\$19,600	\$33,500
Intellectual disability	\$126,500	\$156,900	\$525,500	\$610,400	\$58,400	\$81,600
Multiple sclerosis	\$86,700	\$118,800	n/a	n/a	\$64,400	\$91,200
Psychosocial disability	\$144,300	\$184,100	\$555,500	\$604,000	\$72,100	\$111,000
Spinal cord injury	\$298,100	\$347,400	\$844,400	\$849,700	\$152,100	\$203,800
Stroke	\$264,400	\$295,100	\$604,600	\$652,200	\$142,600	\$181,200
Visual impairment	\$93,800	\$123,600	n/a	n/a	\$78,800	\$106,500
Other neurological	\$184,900	\$253,200	\$624,900	\$725,800	\$102,200	\$158,200
Other physical	\$102,200	\$156,600	n/a	n/a	\$85,100	\$136,100
Other sensory/speech	\$27,800	\$38,100	\$0	\$0	\$27,800	\$38,100
Other	\$155,900	\$196,900	\$540,100	\$601,300	\$93,700	\$129,100
Down Syndrome	\$150,300	\$168,300	n/a	n/a	\$96,700	\$109,100
<b>All</b>	<b>\$109,800</b>	<b>\$133,500</b>	<b>\$597,700</b>	<b>\$658,500</b>	<b>\$56,800</b>	<b>\$77,200</b>

**Table M.37 Average annualised committed supports and average payments for the year ending 31 March 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 31 March 2025 - 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	\$22,500	\$29,700	n/a	n/a	\$21,700	\$27,500
2	n/a	n/a	\$0	\$0	n/a	n/a
3	\$42,300	\$54,600	n/a	n/a	\$33,400	\$42,600
4	\$43,400	\$66,300	n/a	n/a	\$34,100	\$52,600
5	\$53,600	\$72,900	n/a	n/a	\$42,500	\$57,000
6	\$44,200	\$63,200	\$432,200	\$488,500	\$34,500	\$52,100
7	\$76,700	\$97,200	\$510,000	\$591,800	\$50,900	\$61,700
8	\$139,200	\$176,800	\$577,200	\$635,700	\$72,100	\$107,200
9	\$223,000	\$266,500	n/a	n/a	\$128,700	\$163,200
10	\$205,200	\$240,400	\$555,300	\$601,600	\$105,500	\$142,100
11	\$151,900	\$187,700	\$583,200	\$680,900	\$78,300	\$93,600
12	\$330,100	\$383,000	\$660,600	\$707,500	\$152,200	\$210,400
13	\$130,500	\$146,100	\$638,900	\$708,800	\$78,400	\$89,700
14	\$485,300	\$563,600	\$672,200	\$741,000	\$266,800	\$345,400
15	n/a	n/a	n/a	n/a	n/a	n/a
<b>All</b>	<b>\$109,800</b>	<b>\$133,500</b>	<b>\$597,700</b>	<b>\$658,500</b>	<b>\$56,800</b>	<b>\$77,200</b>

**Table M.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Northern Territory<sup>200</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	284.7	301.5
Core: Consumables	1.9	2.1
Core: Social and Civic	47.6	65.4
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	1.0	1.0
Capacity Building: Daily Activities	6.7	10.1
Capacity Building: Employment	0.2	0.8
Capacity Building: Health and Wellbeing	0.0	0.0
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	7.0	10.0
Capacity Building: Social and Civic	0.2	0.5
Capacity Building: Support Coordination	6.2	7.0
Capital: Assistive Technology	1.7	3.5
Capital: Home Modifications	2.9	5.7
<b>All</b>	<b>360.6</b>	<b>408.9</b>

<sup>200</sup> Total payments for home modifications were \$2.9 million. Of which, \$2.9 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.

**Table M.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 31 March 2025 (\$m) - Northern Territory<sup>201</sup>**

Support Category	Total payments for the year ending 31 March 2025	Total annualised committed supports at 31 March 2025
Core: Daily Activities	149.0	165.8
Core: Consumables	4.0	6.8
Core: Social and Civic	68.2	93.0
Core: Transport	7.2	3.7
Capacity Building: Choice and Control	7.3	8.8
Capacity Building: Daily Activities	44.4	94.8
Capacity Building: Employment	1.2	5.5
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	6.3	13.8
Capacity Building: Social and Civic	4.6	11.9
Capacity Building: Support Coordination	18.2	28.8
Capital: Assistive Technology	4.3	11.5
Capital: Home Modifications	1.0	2.3
<b>All</b>	<b>315.6</b>	<b>446.7</b>

**Table M.40 Payments by financial year in which support was provided, compared to committed supports - Northern Territory<sup>202</sup>**

Financial year	Total Committed (\$m)	Total Paid (\$m)	% utilised to date
2013-14	0.1	0.0	46%
2014-15	2.1	1.7	81%
2015-16	5.8	4.2	72%
2016-17	20.3	11.7	58%
2017-18	99.4	66.3	67%
2018-19	200.1	135.7	68%
2019-20	386.6	263.6	68%
2020-21	509.2	371.2	73%
2021-22	539.4	416.7	77%
2022-23	690.4	526.4	76%
2023-24	805.6	622.9	77%
2024-25 to date	658.5	468.0	71%

<sup>201</sup> Total payments for home modifications were \$1.0 million. Of which, \$0.5 million (52.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5 million (47.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.3 million. Of which, \$1.0 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3 million (56%) has been allocated for non-SDA supports.

<sup>202</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>203</sup>**

Inflation type	Mar-23	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25
Intraplan Inflation	6.4%	5.7%	8.4%	6.8%	7.2%	7.8%	9.0%	7.4%	8.2%
Interplan Inflation	9.5%	7.2%	7.7%	7.6%	4.6%	0.3%	3.9%	6.2%	4.6%
Total Inflation	15.9%	12.9%	16.1%	14.4%	11.7%	8.1%	12.9%	13.6%	12.9%

<sup>203</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



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

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

### 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 31 March 2025. Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 31 March 2025, 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, O.5 and O.6:

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.

There has been an update in population numbers to reflect the most recent Australian estimated resident population as at 2023. The next release of the Australian estimated population as at 2024 is scheduled to occur on the 28th August 2025. There have been minimal changes to the overall population.

**Table O.1 Active participants by service district and support type included in plan as at 31 March 2025**

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>172,661</b>	<b>81%</b>	<b>209,432</b>	<b>99%</b>	<b>37,089</b>	<b>17%</b>	<b>211,994</b>
NSW - Hunter New England	28,130	81%	34,293	98%	6,106	17%	34,898
NSW - Central Coast	9,683	80%	11,985	99%	1,952	16%	12,100
NSW - Far West	845	86%	971	99%	<170	17%	977
NSW - Illawarra Shoalhaven	10,385	85%	12,017	98%	2,416	20%	12,203
NSW - Mid North Coast	7,727	87%	8,835	99%	1,380	16%	8,892
NSW - Murrumbidgee	8,566	92%	9,317	100%	1,776	19%	9,351
NSW - Nepean Blue Mountains	9,711	77%	12,468	98%	2,032	16%	12,660
NSW - North Sydney	11,225	80%	13,911	99%	2,780	20%	14,108
NSW - Northern NSW	9,659	94%	10,228	100%	1,738	17%	10,277
NSW - South Eastern Sydney	12,259	85%	14,288	99%	2,577	18%	14,403
NSW - South Western Sydney	26,007	77%	33,172	99%	5,562	17%	33,571
NSW - Southern NSW	4,913	85%	5,716	98%	1,025	18%	5,804
NSW - Sydney	7,181	88%	8,028	99%	1,457	18%	8,119
NSW - Western NSW	7,243	84%	8,551	99%	1,742	20%	8,623
NSW - Western Sydney	19,094	74%	25,615	99%	4,372	17%	25,970
NSW - Other	33	87%	37	97%	<11	n/a	38
<b>VIC</b>	<b>183,330</b>	<b>95%</b>	<b>191,446</b>	<b>99%</b>	<b>30,427</b>	<b>16%</b>	<b>192,973</b>
VIC - Barwon	11,974	93%	12,691	99%	2,106	16%	12,831
VIC - Central Highlands	7,070	92%	7,633	99%	1,243	16%	7,722
VIC - Loddon	9,605	95%	10,044	99%	1,446	14%	10,118
VIC - North East Melbourne	17,214	94%	18,094	99%	3,018	17%	18,284
VIC - Inner Gippsland	6,964	96%	7,169	99%	1,157	16%	7,222
VIC - Ovens Murray	4,348	91%	4,728	99%	821	17%	4,768
VIC - Western District	4,734	94%	4,974	99%	904	18%	5,018
VIC - Inner East Melbourne	12,027	94%	12,629	99%	2,445	19%	12,779
VIC - Outer East Melbourne	12,817	96%	13,288	99%	2,228	17%	13,410
VIC - Hume Moreland	13,142	96%	13,553	99%	1,881	14%	13,661
VIC - Bayside Peninsula	22,568	97%	23,201	99%	3,936	17%	23,342
VIC - Southern Melbourne	17,948	96%	18,636	99%	3,019	16%	18,768
VIC - Brimbank Melton	12,661	95%	13,216	99%	1,641	12%	13,290
VIC - Western Melbourne	18,494	96%	19,219	99%	2,524	13%	19,344
VIC - Goulburn	5,595	94%	5,954	100%	976	16%	5,980
VIC - Mallee	3,210	96%	3,329	100%	546	16%	3,335
VIC - Outer Gippsland	2,946	95%	3,074	100%	<540	17%	3,087
VIC - Other	13	93%	14	100%	<11	n/a	14
<b>QLD</b>	<b>145,936</b>	<b>94%</b>	<b>154,067</b>	<b>100%</b>	<b>26,522</b>	<b>17%</b>	<b>154,686</b>
QLD - Bundaberg	<3,800	94%	4,003	99%	<800	20%	4,030
QLD - Ipswich	11,882	94%	12,616	100%	2,045	16%	12,655
QLD - Mackay	4,345	94%	4,624	100%	909	20%	4,647

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 - Toowoomba	8,636	95%	9,031	100%	1,742	19%	9,064
QLD - Townsville	8,187	94%	8,672	100%	1,605	18%	8,709
QLD - Rockhampton	7,504	90%	8,291	99%	1,309	16%	8,354
QLD - Beenleigh	17,366	95%	18,233	100%	2,802	15%	18,275
QLD - Brisbane	27,085	95%	28,324	100%	4,832	17%	28,455
QLD - Cairns	7,238	96%	7,493	100%	1,463	19%	7,524
QLD - Maryborough	5,569	94%	5,925	100%	1,092	18%	5,951
QLD - Robina	15,052	95%	15,709	99%	2,603	16%	15,790
QLD - Caboolture/Strathpine	16,245	92%	17,704	100%	2,821	16%	17,743
QLD - Maroochydore	13,017	97%	13,431	100%	2,496	19%	13,478
QLD - Other	<11	n/a	11	100%	<11	n/a	11
<b>WA</b>	<b>56,203</b>	<b>89%</b>	<b>62,268</b>	<b>99%</b>	<b>13,593</b>	<b>22%</b>	<b>62,955</b>
WA - North East Metro	8,173	88%	9,166	99%	2,171	23%	9,282
WA - Wheat Belt	1,316	89%	1,464	99%	334	23%	1,472
WA - South Metro	9,013	87%	10,245	99%	2,097	20%	10,377
WA - Central South Metro	7,045	89%	7,764	99%	1,662	21%	7,877
WA - South West	4,517	91%	4,899	99%	1,009	20%	4,969
WA - Goldfields-Esperance	895	85%	1,052	100%	195	18%	1,055
WA - North Metro	7,779	89%	8,675	99%	1,892	22%	8,757
WA - Kimberley-Pilbara	1,678	88%	1,913	100%	368	19%	1,916
WA - South East Metro	6,602	93%	7,034	99%	1,766	25%	7,098
WA - Central North Metro	6,439	92%	6,930	99%	1,545	22%	6,992
WA - Great Southern	1,321	89%	1,453	98%	280	19%	1,476
WA - Midwest-Gascoyne	1,350	84%	1,594	99%	263	16%	1,605
WA - Other	75	95%	79	100%	11	14%	79
<b>SA</b>	<b>56,687</b>	<b>93%</b>	<b>60,432</b>	<b>99%</b>	<b>10,598</b>	<b>17%</b>	<b>60,859</b>
SA - Adelaide Hills	2,312	92%	2,488	99%	368	15%	2,523
SA - Barossa, Light and Lower North	2,867	92%	3,118	100%	423	14%	3,133
SA - Eastern Adelaide	4,649	92%	5,052	100%	938	18%	5,077
SA - Eyre and Western	1,697	93%	1,811	99%	345	19%	1,831
SA - Far North (SA)	609	95%	633	99%	<110	17%	640
SA - Fleurieu and Kangaroo Island	1,705	93%	1,813	99%	340	19%	1,826
SA - Limestone Coast	1,850	94%	1,950	99%	361	18%	1,975
SA - Murray and Mallee	2,308	93%	2,456	98%	415	17%	2,495
SA - Northern Adelaide	19,217	93%	20,497	99%	3,511	17%	20,657
SA - Southern Adelaide	12,448	94%	13,149	100%	2,363	18%	13,199
SA - Western Adelaide	4,855	94%	5,163	99%	1,007	19%	5,190
SA - Yorke and Mid North	2,127	94%	2,256	100%	411	18%	2,266
SA - Other	43	91%	46	98%	<11	n/a	47
<b>TAS</b>	<b>14,229</b>	<b>93%</b>	<b>15,072</b>	<b>98%</b>	<b>2,790</b>	<b>18%</b>	<b>15,332</b>
TAS - North	4,162	95%	4,348	99%	844	19%	4,384
TAS - North West	3,054	92%	3,282	98%	640	19%	3,335
TAS - South East	3,166	90%	3,422	98%	618	18%	3,505
TAS - South West	3,847	94%	4,020	98%	688	17%	4,108

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	0	0	0	0	0	0	0
<b>ACT</b>	<b>10,341</b>	<b>88%</b>	<b>11,564</b>	<b>99%</b>	<b>1,899</b>	<b>16%</b>	<b>11,693</b>
ACT	<10,340	88%	<11,570	99%	<1,900	16%	<11,700
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>6,100</b>	<b>95%</b>	<b>6,390</b>	<b>100%</b>	<b>1,174</b>	<b>18%</b>	<b>6,410</b>
NT - Barkly	128	84%	152	100%	42	28%	152
NT - Central Australia	1,009	95%	1,058	100%	242	23%	1,060
NT - Darwin Remote	562	98%	575	100%	88	15%	575
NT - Darwin Urban	3,513	95%	3,685	100%	624	17%	3,701
NT - East Arnhem	259	99%	262	100%	47	18%	262
NT - Katherine	368	95%	388	100%	90	23%	389
NT - Other	261	96%	270	100%	41	15%	271
<b>OT</b>	<b>70</b>	<b>93%</b>	<b>75</b>	<b>100%</b>	<b>11</b>	<b>15%</b>	<b>75</b>
<b>Missing</b>	<b>21</b>	<b>88%</b>	<b>23</b>	<b>96%</b>	<b>&lt;11</b>	<b>n/a</b>	<b>24</b>
<b>Total</b>	<b>645,578</b>	<b>90%</b>	<b>710,769</b>	<b>99%</b>	<b>124,104</b>	<b>17%</b>	<b>717,001</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 March 2025**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
<b>NSW</b>	<b>\$83,000</b>	<b>\$31,200</b>	<b>\$68,700</b>	<b>\$21,800</b>	<b>211,994</b>
NSW - Hunter New England	\$82,200	\$30,600	\$65,500	\$19,600	<b>34,898</b>
NSW - Central Coast	\$76,100	\$27,900	\$62,100	\$19,100	<b>12,100</b>
NSW - Far West	\$94,000	\$43,400	\$61,200	\$19,200	<b>977</b>
NSW - Illawarra Shoalhaven	\$87,300	\$38,300	\$71,200	\$24,500	<b>12,203</b>
NSW - Mid North Coast	\$76,900	\$27,200	\$62,000	\$17,600	<b>8,892</b>
NSW - Murrumbidgee	\$77,700	\$30,900	\$60,300	\$17,800	<b>9,351</b>
NSW - Nepean Blue Mountains	\$79,700	\$27,500	\$66,000	\$19,100	<b>12,660</b>
NSW - North Sydney	\$91,500	\$30,100	\$76,400	\$21,400	<b>14,108</b>
NSW - Northern NSW	\$83,100	\$37,700	\$66,100	\$22,300	<b>10,277</b>
NSW - South Eastern Sydney	\$88,100	\$32,400	\$74,700	\$23,000	<b>14,403</b>
NSW - South Western Sydney	\$82,100	\$30,200	\$72,500	\$24,600	<b>33,571</b>
NSW - Southern NSW	\$69,900	\$29,600	\$51,900	\$17,300	<b>5,804</b>
NSW - Sydney	\$88,000	\$43,500	\$73,300	\$27,100	<b>8,119</b>
NSW - Western NSW	\$88,600	\$36,400	\$65,700	\$18,900	<b>8,623</b>
NSW - Western Sydney	\$83,900	\$27,600	\$73,300	\$22,400	<b>25,970</b>
NSW - Other	\$91,800	\$39,800	\$61,600	\$8,900	<b>38</b>
<b>VIC</b>	<b>\$76,200</b>	<b>\$30,900</b>	<b>\$61,600</b>	<b>\$19,200</b>	<b>192,973</b>
VIC - Barwon	\$79,200	\$35,600	\$62,200	\$19,800	<b>12,831</b>
VIC - Central Highlands	\$76,600	\$29,400	\$60,400	\$15,700	<b>7,722</b>
VIC - Loddon	\$67,100	\$25,800	\$50,200	\$14,100	<b>10,118</b>
VIC - North East Melbourne	\$80,800	\$31,100	\$67,000	\$18,900	<b>18,284</b>
VIC - Inner Gippsland	\$72,400	\$33,600	\$56,600	\$19,000	<b>7,222</b>
VIC - Ovens Murray	\$69,600	\$30,800	\$52,100	\$16,900	<b>4,768</b>
VIC - Western District	\$75,200	\$32,700	\$56,400	\$18,100	<b>5,018</b>
VIC - Inner East Melbourne	\$87,300	\$35,200	\$72,100	\$20,800	<b>12,779</b>

VIC - Outer East Melbourne	\$75,200	\$31,400	\$60,700	\$19,100	13,410
VIC - Hume Moreland	\$72,000	\$28,400	\$60,400	\$18,900	13,661
VIC - Bayside Peninsula	\$80,600	\$36,400	\$65,500	\$20,700	23,342
VIC - Southern Melbourne	\$77,500	\$29,600	\$65,300	\$20,200	18,768
VIC - Brimbank Melton	\$72,500	\$25,700	\$59,900	\$17,300	13,290
VIC - Western Melbourne	\$73,200	\$28,600	\$59,600	\$17,300	19,344
VIC - Goulburn	\$69,200	\$28,000	\$53,200	\$14,800	5,980
VIC - Mallee	\$69,600	\$29,600	\$51,400	\$16,000	3,335
VIC - Outer Gippsland	\$78,000	\$38,500	\$61,000	\$20,000	3,087
VIC - Other	n/a	n/a	n/a	n/a	14
<b>QLD</b>	<b>\$84,200</b>	<b>\$32,000</b>	<b>\$65,900</b>	<b>\$18,000</b>	<b>154,686</b>
QLD - Bundaberg	\$84,200	\$36,400	\$64,800	\$18,700	4,030
QLD - Ipswich	\$81,100	\$32,100	\$63,900	\$17,600	12,655
QLD - Mackay	\$76,500	\$26,000	\$55,500	\$12,600	4,647
QLD - Toowoomba	\$92,700	\$37,400	\$71,000	\$18,300	9,064
QLD - Townsville	\$86,700	\$30,300	\$65,900	\$15,100	8,709
QLD - Rockhampton	\$71,600	\$27,100	\$51,500	\$12,900	8,354
QLD - Beenleigh	\$81,000	\$26,400	\$64,700	\$16,200	18,275
QLD - Brisbane	\$85,700	\$33,500	\$67,500	\$18,500	28,455
QLD - Cairns	\$96,700	\$41,100	\$74,400	\$20,600	7,524
QLD - Maryborough	\$84,200	\$37,200	\$65,100	\$18,500	5,951
QLD - Robina	\$86,400	\$33,500	\$70,100	\$19,500	15,790
QLD - Caboolture/Strathpine	\$79,600	\$27,500	\$63,900	\$15,800	17,743
QLD - Maroochydore	\$88,100	\$38,000	\$68,900	\$21,100	13,478
QLD - Other	n/a	n/a	n/a	n/a	11
<b>WA</b>	<b>\$88,100</b>	<b>\$37,100</b>	<b>\$66,700</b>	<b>\$20,700</b>	<b>62,955</b>
WA - North East Metro	\$92,300	\$36,700	\$72,400	\$20,600	9,282
WA - Wheat Belt	\$67,400	\$38,400	\$41,100	\$15,700	1,472
WA - South Metro	\$77,100	\$30,800	\$59,100	\$17,800	10,377
WA - Central South Metro	\$85,000	\$35,700	\$65,600	\$19,700	7,877
WA - South West	\$78,400	\$36,000	\$55,400	\$17,900	4,969
WA - Goldfields-Esperance	\$107,100	\$41,700	\$70,100	\$19,100	1,055
WA - North Metro	\$80,100	\$32,900	\$61,000	\$18,400	8,757
WA - Kimberley-Pilbara	\$108,700	\$48,100	\$74,600	\$22,000	1,916
WA - South East Metro	\$103,400	\$42,600	\$81,000	\$23,800	7,098
WA - Central North Metro	\$101,700	\$44,700	\$79,700	\$25,400	6,992
WA - Great Southern	\$80,700	\$34,900	\$54,600	\$15,000	1,476
WA - Midwest-Gascoyne	\$85,300	\$39,900	\$54,900	\$19,300	1,605
WA - Other	\$108,000	\$53,500	\$42,000	\$11,700	79
<b>SA</b>	<b>\$83,300</b>	<b>\$30,600</b>	<b>\$65,400</b>	<b>\$17,300</b>	<b>60,859</b>
SA - Adelaide Hills	\$65,200	\$24,000	\$49,800	\$12,900	2,523
SA - Barossa, Light and Lower North	\$61,300	\$23,700	\$46,500	\$12,100	3,133
SA - Eastern Adelaide	\$95,200	\$35,100	\$77,600	\$18,600	5,077
SA - Eyre and Western	\$83,400	\$42,100	\$55,700	\$18,200	1,831
SA - Far North (SA)	\$87,300	\$43,600	\$60,100	\$14,200	640
SA - Fleurieu and Kangaroo Island	\$80,700	\$34,000	\$58,400	\$15,900	1,826
SA - Limestone Coast	\$79,400	\$26,500	\$57,200	\$11,300	1,975
SA - Murray and Mallee	\$72,200	\$30,200	\$52,400	\$13,900	2,495
SA - Northern Adelaide	\$85,100	\$29,100	\$68,700	\$17,000	20,657
SA - Southern Adelaide	\$87,800	\$32,700	\$70,000	\$18,600	13,199
SA - Western Adelaide	\$87,500	\$34,500	\$70,200	\$19,000	5,190
SA - Yorke and Mid North	\$71,600	\$31,400	\$50,600	\$15,900	2,266
SA - Other	\$90,300	\$47,400	\$47,500	\$7,800	47
<b>TAS</b>	<b>\$94,800</b>	<b>\$38,900</b>	<b>\$74,800</b>	<b>\$20,600</b>	<b>15,332</b>
TAS - North	\$91,700	\$39,400	\$71,500	\$20,200	4,384

TAS - North West	n/a	n/a	n/a	n/a	3,335
TAS - South East	\$82,300	\$32,900	\$64,200	\$16,900	3,505
TAS - South West	\$103,700	\$42,300	\$81,600	\$22,900	4,108
TAS - Other	n/a	n/a	n/a	n/a	0
<b>ACT</b>	<b>\$74,100</b>	<b>\$25,900</b>	<b>\$59,100</b>	<b>\$15,400</b>	<b>11,693</b>
ACT	n/a	n/a	n/a	n/a	<11,700
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$133,500</b>	<b>\$45,400</b>	<b>\$109,800</b>	<b>\$30,600</b>	<b>6,410</b>
NT - Barkly	\$129,100	\$44,600	\$112,100	\$25,100	152
NT - Central Australia	\$208,800	\$72,100	\$175,800	\$42,800	1,060
NT - Darwin Remote	\$88,100	\$58,600	\$50,600	\$31,000	575
NT - Darwin Urban	\$119,100	\$33,600	\$101,600	\$26,200	3,701
NT - East Arnhem	\$121,600	\$74,800	\$68,500	\$34,800	262
NT - Katherine	\$161,000	\$51,400	\$140,700	\$33,800	389
NT - Other	\$105,700	\$44,200	\$78,200	\$21,000	271
<b>OT</b>	<b>\$110,100</b>	<b>\$72,200</b>	<b>\$65,300</b>	<b>\$32,300</b>	<b>75</b>
<b>Missing</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>24</b>
<b>Total</b>	<b>\$82,500</b>	<b>\$32,000</b>	<b>\$66,200</b>	<b>\$19,900</b>	<b>717,001</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 March 2025**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>NSW</b>	<b>\$60,800</b>	<b>\$27,900</b>	<b>\$47,200</b>	<b>\$19,800</b>	<b>199,875</b>
NSW - Hunter New England	\$58,200	\$27,200	\$42,500	\$17,800	32,773
NSW - Central Coast	\$54,800	\$25,300	\$41,600	\$17,400	11,440
NSW - Far West	\$74,800	\$41,400	\$44,500	\$17,500	941
NSW - Illawarra Shoalhaven	\$63,700	\$34,100	\$48,500	\$21,900	11,458
NSW - Mid North Coast	\$61,700	\$25,200	\$46,800	\$16,600	8,545
NSW - Murrumbidgee	\$58,000	\$28,100	\$40,900	\$16,300	8,854
NSW - Nepean Blue Mountains	\$56,300	\$24,800	\$42,700	\$17,300	11,901
NSW - North Sydney	\$62,200	\$25,500	\$48,200	\$18,900	13,027
NSW - Northern NSW	\$66,200	\$34,800	\$49,600	\$20,800	9,826
NSW - South Eastern Sydney	\$65,400	\$29,000	\$53,200	\$20,800	13,561
NSW - South Western Sydney	\$62,100	\$27,400	\$53,000	\$22,400	31,892
NSW - Southern NSW	\$54,500	\$27,100	\$38,000	\$16,000	5,548
NSW - Sydney	\$69,300	\$39,700	\$56,300	\$25,000	7,686
NSW - Western NSW	\$63,100	\$31,600	\$41,600	\$16,900	7,991
NSW - Western Sydney	\$59,200	\$24,600	\$49,300	\$20,200	24,394
NSW - Other	\$91,800	\$39,800	\$58,200	\$7,300	38
<b>VIC</b>	<b>\$59,400</b>	<b>\$28,800</b>	<b>\$45,300</b>	<b>\$17,900</b>	<b>185,199</b>
VIC - Barwon	\$60,500	\$33,200	\$44,300	\$18,600	12,282
VIC - Central Highlands	\$54,400	\$26,600	\$39,100	\$14,600	7,299
VIC - Loddon	\$52,800	\$24,300	\$36,700	\$13,300	9,761
VIC - North East Melbourne	\$60,600	\$28,300	\$47,000	\$17,400	17,399
VIC - Inner Gippsland	\$58,200	\$31,700	\$43,300	\$18,000	6,983
VIC - Ovens Murray	\$56,100	\$28,700	\$38,900	\$15,800	4,582
VIC - Western District	\$54,000	\$29,700	\$36,600	\$16,300	4,712
VIC - Inner East Melbourne	\$64,100	\$31,100	\$48,800	\$18,400	12,003
VIC - Outer East Melbourne	\$58,900	\$29,100	\$44,500	\$17,700	12,872
VIC - Hume Moreland	\$60,600	\$27,100	\$49,800	\$18,000	13,304



Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
VIC - Bayside Peninsula	\$63,600	\$33,300	\$48,900	\$19,100	22,304
VIC - Southern Melbourne	\$59,800	\$27,600	\$48,100	\$18,900	18,040
VIC - Brimbank Melton	\$57,300	\$24,600	\$45,200	\$16,500	12,888
VIC - Western Melbourne	\$59,000	\$27,000	\$45,800	\$16,500	18,776
VIC - Goulburn	\$55,600	\$26,700	\$40,500	\$14,000	5,785
VIC - Mallee	\$55,500	\$27,800	\$38,000	\$15,000	3,217
VIC - Outer Gippsland	\$66,000	\$36,000	\$48,700	\$18,900	2,978
VIC - Other	n/a	n/a	n/a	n/a	14
<b>QLD</b>	<b>\$64,400</b>	<b>\$29,200</b>	<b>\$46,700</b>	<b>\$16,500</b>	<b>147,268</b>
QLD - Bundaberg	\$65,600	\$32,800	\$46,900	\$16,900	3,835
QLD - Ipswich	\$61,300	\$29,400	\$44,600	\$16,200	12,066
QLD - Mackay	\$58,000	\$24,800	\$39,400	\$11,800	4,441
QLD - Toowoomba	\$67,400	\$32,900	\$46,700	\$16,100	8,472
QLD - Townsville	\$63,400	\$27,900	\$43,200	\$13,600	8,215
QLD - Rockhampton	\$56,800	\$25,700	\$36,700	\$12,200	8,062
QLD - Beenleigh	\$60,400	\$24,500	\$45,300	\$15,000	17,438
QLD - Brisbane	\$66,900	\$30,500	\$49,500	\$16,900	27,125
QLD - Cairns	\$72,400	\$36,700	\$51,400	\$18,600	7,094
QLD - Maryborough	\$67,600	\$34,200	\$47,800	\$17,100	5,693
QLD - Robina	\$66,800	\$30,500	\$50,600	\$17,900	15,036
QLD - Caboolture/Strathpine	\$60,500	\$25,100	\$45,100	\$14,600	16,934
QLD - Maroochydore	\$69,300	\$34,700	\$50,400	\$19,200	12,846
QLD - Other	n/a	n/a	n/a	n/a	11
<b>WA</b>	<b>\$65,800</b>	<b>\$34,100</b>	<b>\$46,200</b>	<b>\$19,100</b>	<b>59,458</b>
WA - North East Metro	\$64,400	\$32,500	\$46,200	\$18,200	8,587
WA - Wheat Belt	\$61,300	\$37,500	\$35,700	\$15,200	1,447
WA - South Metro	\$58,400	\$28,500	\$41,500	\$16,500	9,883
WA - Central South Metro	\$66,100	\$33,000	\$47,900	\$18,100	7,496
WA - South West	\$62,800	\$33,800	\$41,000	\$16,700	4,768
WA - Goldfields-Esperance	\$79,200	\$39,400	\$48,100	\$17,500	1,003
WA - North Metro	\$62,300	\$30,800	\$44,400	\$17,500	8,397
WA - Kimberley-Pilbara	\$81,100	\$45,600	\$52,900	\$20,900	1,825
WA - South East Metro	\$70,300	\$37,200	\$51,300	\$20,700	6,502
WA - Central North Metro	\$74,200	\$40,300	\$54,500	\$22,200	6,506
WA - Great Southern	\$62,700	\$32,300	\$38,800	\$13,800	1,409
WA - Midwest-Gascoyne	\$71,700	\$38,000	\$43,100	\$18,700	1,560
WA - Other	\$78,700	\$51,700	\$29,000	\$11,300	75
<b>SA</b>	<b>\$60,200</b>	<b>\$28,100</b>	<b>\$42,900</b>	<b>\$15,900</b>	<b>57,608</b>
SA - Adelaide Hills	\$50,100	\$23,100	\$34,500	\$12,300	2,431
SA - Barossa, Light and Lower North	\$48,300	\$23,100	\$33,600	\$11,800	3,052
SA - Eastern Adelaide	\$69,400	\$31,200	\$51,000	\$16,700	4,784
SA - Eyre and Western	\$67,700	\$39,800	\$42,600	\$17,500	1,769
SA - Far North (SA)	\$61,900	\$40,100	\$34,800	\$13,000	601
SA - Fleurieu and Kangaroo Island	\$66,100	\$31,600	\$44,800	\$14,800	1,761
SA - Limestone Coast	\$57,300	\$24,800	\$35,200	\$10,200	1,871
SA - Murray and Mallee	\$55,600	\$27,900	\$36,200	\$13,000	2,385
SA - Northern Adelaide	\$58,200	\$26,500	\$42,900	\$15,600	19,460
SA - Southern Adelaide	\$61,000	\$29,000	\$43,600	\$16,500	12,331
SA - Western Adelaide	\$66,700	\$31,300	\$51,100	\$17,600	4,928
SA - Yorke and Mid North	\$61,000	\$29,900	\$40,400	\$14,900	2,189
SA - Other	\$78,500	\$45,800	\$44,200	\$7,800	46

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
<b>TAS</b>	<b>\$64,200</b>	<b>\$34,300</b>	<b>\$45,100</b>	<b>\$18,100</b>	<b>14,219</b>
TAS - North	\$67,100	\$35,900	\$47,800	\$18,400	4,134
TAS - North West	n/a	n/a	n/a	n/a	3,079
TAS - South East	\$58,300	\$30,200	\$40,100	\$15,400	3,310
TAS - South West	\$65,100	\$35,200	\$45,100	\$18,000	3,696
TAS - Other	n/a	n/a	n/a	n/a	0
<b>ACT</b>	<b>\$52,400</b>	<b>\$24,200</b>	<b>\$38,200</b>	<b>\$14,000</b>	<b>11,054</b>
ACT	n/a	n/a	n/a	n/a	<11,060
ACT - Other	n/a	n/a	n/a	n/a	<11
<b>NT</b>	<b>\$77,200</b>	<b>\$39,800</b>	<b>\$56,800</b>	<b>\$26,100</b>	<b>5,789</b>
NT - Barkly	\$89,600	\$41,100	\$69,900	\$23,200	140
NT - Central Australia	\$104,000	\$50,700	\$76,200	\$33,100	894
NT - Darwin Remote	\$83,300	\$58,100	\$49,100	\$30,700	569
NT - Darwin Urban	\$66,000	\$28,100	\$51,700	\$22,500	3,337
NT - East Arnhem	\$107,300	\$73,100	\$62,500	\$33,000	254
NT - Katherine	\$81,500	\$44,200	\$64,800	\$29,100	339
NT - Other	\$72,200	\$41,600	\$49,100	\$18,000	256
<b>OT</b>	<b>\$110,100</b>	<b>\$72,200</b>	<b>\$63,700</b>	<b>\$31,900</b>	<b>75</b>
<b>Missing</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>24</b>
<b>Total</b>	<b>\$61,700</b>	<b>\$29,200</b>	<b>\$46,000</b>	<b>\$18,300</b>	<b>680,569</b>

**Table O.4 Participation rates for all participants by service district and age group as at 31 March 2025**

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>5.7%</b>	<b>6.3%</b>	<b>4.7%</b>	<b>2.8%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.9%</b>
NSW - Hunter New England	7.6%	8.2%	7.0%	4.4%	2.7%	2.0%	2.2%	2.5%	4.1%
NSW - Central Coast	6.4%	9.9%	7.2%	4.7%	3.0%	1.7%	2.0%	2.5%	4.1%
NSW - Far West	5.6%	8.4%	6.4%	4.5%	3.0%	2.3%	2.6%	2.6%	4.0%
NSW - Illawarra Shoalhaven	4.9%	6.9%	5.5%	3.4%	2.5%	1.9%	2.1%	2.3%	3.3%
NSW - Mid North Coast	9.7%	10.1%	7.5%	5.6%	3.3%	2.2%	2.2%	2.5%	4.8%
NSW - Murrumbidgee	7.1%	6.7%	5.4%	3.6%	2.4%	1.6%	2.0%	2.3%	3.6%
NSW - Nepean Blue Mountains	6.7%	8.5%	6.3%	3.8%	2.1%	1.5%	1.8%	2.1%	3.6%
NSW - North Sydney	3.5%	3.5%	2.8%	1.6%	1.0%	0.7%	1.0%	1.5%	1.7%
NSW - Northern NSW	7.0%	8.2%	6.8%	5.6%	3.2%	1.9%	2.2%	2.2%	4.0%
NSW - South Eastern Sydney	4.3%	4.6%	3.1%	1.6%	0.9%	0.8%	1.2%	1.7%	1.9%
NSW - South Western Sydney	5.9%	6.2%	4.0%	2.6%	1.6%	1.2%	1.6%	2.1%	2.9%
NSW - Southern NSW	5.5%	6.6%	5.3%	4.1%	2.2%	1.5%	1.5%	1.8%	3.1%
NSW - Sydney	3.4%	4.6%	2.8%	0.9%	0.5%	0.7%	1.4%	2.1%	1.4%
NSW - Western NSW	5.5%	6.7%	5.1%	4.2%	2.3%	1.8%	2.1%	2.4%	3.5%
NSW - Western Sydney	5.6%	5.0%	3.5%	2.0%	1.2%	0.9%	1.4%	2.0%	2.4%
<b>VIC</b>	<b>6.7%</b>	<b>7.5%</b>	<b>5.2%</b>	<b>2.8%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>3.2%</b>
VIC - Barwon	6.7%	9.8%	8.2%	4.9%	2.7%	2.1%	2.4%	2.7%	4.2%
VIC - Central Highlands	6.6%	8.8%	6.6%	4.6%	2.8%	2.1%	2.2%	2.7%	4.0%
VIC - Loddon	8.7%	10.5%	8.1%	5.7%	3.0%	2.3%	2.3%	2.4%	4.7%

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	6.5%	6.6%	5.0%	2.4%	1.3%	1.3%	2.0%	2.6%	2.9%
VIC - Inner Gippsland	7.0%	9.2%	5.9%	4.6%	3.0%	2.3%	2.5%	2.6%	4.1%
VIC - Ovens Murray	7.5%	9.4%	6.8%	5.0%	2.6%	2.0%	2.2%	2.6%	4.2%
VIC - Western District	6.4%	7.7%	6.3%	5.0%	2.7%	2.4%	2.5%	2.4%	3.9%
VIC - Inner East Melbourne	4.6%	4.8%	3.1%	1.5%	1.2%	1.0%	1.3%	1.9%	2.1%
VIC - Outer East Melbourne	6.4%	8.5%	6.1%	3.4%	2.2%	1.6%	1.9%	2.2%	3.5%
VIC - Hume Moreland	7.8%	8.1%	5.5%	2.6%	1.2%	1.2%	2.0%	2.7%	3.3%
VIC - Bayside Peninsula	6.2%	6.7%	4.4%	2.2%	1.3%	1.3%	1.7%	2.3%	2.8%
VIC - Southern Melbourne	6.5%	6.4%	4.2%	2.6%	1.3%	1.2%	1.7%	2.2%	3.0%
VIC - Brimbank Melton	8.5%	8.6%	5.3%	3.1%	1.7%	1.3%	1.6%	2.2%	3.6%
VIC - Western Melbourne	6.4%	7.2%	4.8%	1.6%	0.9%	0.9%	1.7%	2.2%	2.5%
VIC - Goulburn	7.7%	8.3%	6.0%	4.4%	2.2%	1.8%	2.1%	2.4%	3.9%
VIC - Mallee	9.1%	9.1%	6.4%	4.3%	2.4%	1.9%	2.1%	2.4%	4.2%
VIC - Outer Gippsland	6.7%	8.2%	6.7%	5.0%	3.2%	2.6%	2.6%	2.5%	4.1%
<b>QLD</b>	<b>6.3%</b>	<b>7.2%</b>	<b>5.3%</b>	<b>3.1%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.2%</b>
QLD - Bundaberg	8.4%	9.1%	7.9%	7.1%	3.4%	2.7%	2.4%	2.9%	4.8%
QLD - Ipswich	6.4%	8.3%	6.5%	4.1%	2.0%	1.6%	2.0%	2.6%	3.8%
QLD - Mackay	6.1%	6.0%	4.5%	2.9%	1.3%	0.9%	1.2%	1.7%	2.7%
QLD - Toowoomba	5.3%	6.8%	5.9%	4.4%	2.2%	1.9%	2.3%	2.8%	3.6%
QLD - Townsville	7.8%	7.2%	5.1%	2.8%	1.8%	1.6%	1.9%	2.3%	3.5%
QLD - Rockhampton	6.6%	9.5%	6.6%	4.3%	2.0%	1.4%	1.7%	1.9%	3.8%
QLD - Beenleigh	7.8%	8.3%	5.6%	3.4%	2.0%	1.5%	1.7%	2.2%	3.7%
QLD - Brisbane	5.2%	5.2%	3.8%	1.8%	1.2%	1.1%	1.6%	2.2%	2.3%
QLD - Cairns	4.9%	5.5%	4.4%	3.3%	1.7%	1.6%	1.8%	2.0%	2.8%
QLD - Maryborough	8.5%	9.2%	7.5%	6.5%	3.5%	2.6%	2.7%	2.8%	4.7%
QLD - Robina	5.3%	6.9%	5.1%	2.6%	1.3%	1.1%	1.4%	1.8%	2.7%
QLD - Caboolture/Strathpine	8.5%	9.0%	6.3%	4.0%	2.1%	1.6%	1.7%	2.3%	4.0%
QLD - Maroochydore	5.9%	8.0%	5.6%	4.0%	2.0%	1.7%	1.7%	2.1%	3.4%
<b>WA</b>	<b>4.0%</b>	<b>5.3%</b>	<b>4.4%</b>	<b>3.0%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.5%</b>
WA - North East Metro	4.3%	5.9%	5.1%	3.6%	1.8%	1.4%	1.7%	2.1%	2.8%
WA - Wheat Belt	2.6%	5.0%	5.2%	3.5%	2.0%	1.5%	1.1%	1.4%	2.3%
WA - South Metro	4.8%	6.1%	5.2%	3.5%	1.8%	1.2%	1.4%	1.9%	2.9%
WA - Central South Metro	3.8%	5.3%	4.3%	2.8%	1.6%	1.1%	1.3%	1.7%	2.3%
WA - South West	3.6%	5.9%	5.0%	5.0%	2.5%	1.5%	1.6%	1.9%	2.9%
WA - Goldfields-Esperance	3.1%	4.8%	4.2%	2.5%	1.2%	1.2%	1.1%	1.1%	2.1%
WA - North Metro	4.4%	5.3%	4.4%	3.1%	1.8%	1.0%	1.0%	1.4%	2.5%
WA - Kimberley-Pilbara	3.3%	4.1%	3.9%	2.8%	1.0%	1.0%	1.4%	1.4%	2.0%
WA - South East Metro	4.1%	4.6%	4.2%	2.3%	1.4%	1.3%	1.7%	2.3%	2.4%
WA - Central North Metro	3.1%	3.8%	2.9%	1.8%	1.1%	1.0%	1.5%	2.0%	1.8%
WA - Great Southern	3.9%	4.9%	4.5%	4.4%	2.7%	1.6%	1.5%	1.7%	2.8%
WA - Midwest-Gascoyne	5.2%	6.3%	5.2%	3.5%	1.9%	1.1%	1.1%	1.4%	2.8%
<b>SA</b>	<b>6.7%</b>	<b>9.6%</b>	<b>7.8%</b>	<b>4.2%</b>	<b>2.0%</b>	<b>1.7%</b>	<b>2.0%</b>	<b>2.5%</b>	<b>3.8%</b>
SA - Adelaide Hills	6.4%	8.9%	7.7%	4.3%	1.9%	1.4%	1.3%	1.4%	3.5%

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	9.2%	11.6%	10.1%	5.8%	2.1%	1.5%	1.5%	2.0%	4.6%
SA - Eastern Adelaide	4.0%	5.8%	4.3%	2.1%	1.3%	1.2%	1.6%	2.3%	2.4%
SA - Eyre and Western	6.0%	8.5%	6.6%	4.8%	2.4%	1.9%	1.8%	2.0%	3.7%
SA - Far North (SA)	4.7%	6.1%	4.4%	3.8%	1.4%	1.9%	2.2%	1.7%	2.9%
SA - Fleurieu and Kangaroo Island	7.5%	10.5%	9.1%	7.6%	3.0%	2.2%	2.1%	2.2%	4.5%
SA - Limestone Coast	5.7%	6.6%	6.5%	4.3%	2.6%	1.6%	2.0%	2.1%	3.5%
SA - Murray and Mallee	7.9%	9.7%	7.0%	5.6%	2.6%	2.1%	2.1%	2.3%	4.2%
SA - Northern Adelaide	8.3%	11.8%	9.3%	4.7%	2.1%	2.0%	2.5%	3.2%	4.7%
SA - Southern Adelaide	6.1%	9.7%	8.5%	4.8%	2.2%	1.9%	2.2%	2.7%	4.0%
SA - Western Adelaide	5.6%	8.7%	6.7%	2.7%	1.5%	1.4%	2.0%	2.8%	3.1%
SA - Yorke and Mid North	5.9%	8.6%	7.0%	6.0%	2.8%	1.9%	1.9%	1.9%	3.8%
<b>TAS</b>	<b>5.1%</b>	<b>6.9%</b>	<b>5.6%</b>	<b>4.0%</b>	<b>2.3%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>3.2%</b>
TAS - North	6.0%	6.9%	5.7%	3.9%	2.7%	1.5%	1.9%	2.2%	3.4%
TAS - North West	4.2%	7.1%	5.9%	5.1%	2.9%	1.7%	1.9%	2.2%	3.4%
TAS - South East	5.8%	7.4%	6.0%	4.2%	2.0%	1.2%	1.8%	1.7%	3.2%
TAS - South West	4.3%	6.1%	4.9%	3.3%	1.8%	1.5%	2.1%	2.3%	2.8%
<b>ACT</b>	<b>4.6%</b>	<b>6.4%</b>	<b>5.1%</b>	<b>2.9%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.7%</b>
ACT	4.6%	6.4%	5.1%	2.9%	1.4%	1.2%	1.7%	2.1%	2.7%
<b>NT</b>	<b>4.7%</b>	<b>5.5%</b>	<b>4.3%</b>	<b>2.5%</b>	<b>1.1%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.2%</b>	<b>2.6%</b>
NT - Barkly	2.3%	2.8%	2.8%	1.2%	1.3%	1.8%	2.5%	2.8%	2.1%
NT - Central Australia	3.7%	5.6%	4.7%	2.7%	1.2%	1.7%	2.3%	2.8%	2.7%
NT - Darwin Remote	4.1%	2.9%	2.5%	1.4%	1.4%	2.0%	2.9%	2.5%	2.4%
NT - Darwin Urban	5.1%	6.4%	4.7%	2.9%	1.0%	1.1%	1.4%	1.8%	2.6%
NT - East Arnhem	3.1%	2.2%	2.5%	1.6%	2.2%	2.9%	3.5%	3.6%	2.7%
NT - Katherine	8.2%	6.9%	6.4%	2.5%	0.9%	1.9%	2.7%	3.9%	3.7%
<b>Total</b>	<b>5.9%</b>	<b>6.9%</b>	<b>5.2%</b>	<b>3.0%</b>	<b>1.6%</b>	<b>1.3%</b>	<b>1.7%</b>	<b>2.2%</b>	<b>3.0%</b>

**Table O.5 Participation rates for male participants by service district and age group as at 31 March 2025**

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>7.8%</b>	<b>8.4%</b>	<b>5.9%</b>	<b>3.4%</b>	<b>1.9%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.6%</b>
NSW - Hunter New England	10.2%	10.8%	9.1%	5.6%	3.2%	2.1%	2.4%	2.7%	5.2%
NSW - Central Coast	8.6%	12.8%	9.0%	5.5%	3.4%	1.8%	2.1%	2.5%	5.1%
NSW - Far West	7.0%	11.3%	8.8%	5.5%	4.0%	2.9%	2.8%	3.0%	5.0%
NSW - Illawarra Shoalhaven	6.6%	9.1%	6.8%	4.2%	2.8%	2.1%	2.2%	2.4%	4.0%
NSW - Mid North Coast	12.6%	13.0%	9.1%	6.9%	4.1%	2.5%	2.4%	2.8%	6.0%
NSW - Murrumbidgee	9.3%	8.5%	7.0%	4.3%	2.9%	1.7%	2.1%	2.3%	4.4%
NSW - Nepean Blue Mountains	9.2%	11.3%	8.0%	4.7%	2.5%	1.7%	1.8%	2.3%	4.6%
NSW - North Sydney	4.9%	4.8%	3.3%	1.9%	1.3%	0.8%	1.1%	1.7%	2.2%
NSW - Northern NSW	9.3%	10.9%	8.1%	6.4%	4.0%	2.0%	2.5%	2.4%	5.0%
NSW - South Eastern Sydney	5.9%	6.1%	3.8%	2.0%	1.1%	0.9%	1.3%	1.8%	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
NSW - South Western Sydney	8.1%	8.5%	5.2%	3.4%	2.0%	1.3%	1.7%	2.2%	3.8%
NSW - Southern NSW	7.4%	8.3%	6.0%	5.0%	2.5%	1.6%	1.5%	2.0%	3.7%
NSW - Sydney	4.8%	6.2%	3.8%	1.1%	0.6%	0.8%	1.6%	2.4%	1.7%
NSW - Western NSW	7.2%	9.1%	6.4%	5.1%	2.7%	2.0%	2.3%	2.7%	4.4%
NSW - Western Sydney	7.8%	6.8%	4.3%	2.4%	1.5%	1.0%	1.5%	2.2%	3.1%
<b>VIC</b>	<b>8.8%</b>	<b>9.7%</b>	<b>6.2%</b>	<b>3.3%</b>	<b>1.7%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>3.8%</b>
VIC - Barwon	8.6%	12.1%	9.7%	5.9%	3.0%	2.2%	2.4%	2.7%	5.0%
VIC - Central Highlands	8.9%	11.1%	7.8%	5.2%	3.1%	2.2%	2.0%	2.7%	4.8%
VIC - Loddon	10.7%	13.0%	9.4%	6.4%	3.4%	2.4%	2.0%	2.6%	5.5%
VIC - North East Melbourne	8.4%	8.6%	5.9%	2.8%	1.4%	1.3%	2.1%	2.8%	3.5%
VIC - Inner Gippsland	9.0%	11.5%	6.9%	5.5%	3.4%	2.3%	2.3%	2.6%	4.9%
VIC - Ovens Murray	9.9%	11.7%	8.2%	6.1%	3.2%	2.4%	2.3%	2.6%	5.2%
VIC - Western District	8.5%	9.9%	8.0%	5.4%	3.1%	2.5%	2.5%	2.5%	4.7%
VIC - Inner East Melbourne	6.2%	6.2%	3.6%	1.8%	1.3%	1.1%	1.3%	1.9%	2.5%
VIC - Outer East Melbourne	8.4%	10.0%	7.1%	3.9%	2.5%	1.5%	1.8%	2.1%	4.1%
VIC - Hume Moreland	10.2%	10.6%	6.6%	3.0%	1.3%	1.2%	2.0%	2.6%	4.0%
VIC - Bayside Peninsula	8.2%	8.7%	4.9%	2.6%	1.5%	1.4%	1.7%	2.2%	3.3%
VIC - Southern Melbourne	8.8%	8.8%	4.9%	2.9%	1.5%	1.1%	1.6%	2.1%	3.6%
VIC - Brimbank Melton	11.2%	11.7%	6.7%	3.9%	1.9%	1.4%	1.8%	2.1%	4.5%
VIC - Western Melbourne	8.5%	9.6%	6.0%	2.0%	1.0%	0.9%	1.7%	2.3%	3.1%
VIC - Goulburn	9.5%	10.5%	7.2%	5.1%	2.7%	1.8%	2.1%	2.0%	4.6%
VIC - Mallee	11.8%	11.8%	7.9%	5.0%	2.7%	1.9%	2.2%	2.3%	5.1%
VIC - Outer Gippsland	8.7%	11.2%	8.1%	5.4%	3.4%	2.6%	2.6%	2.2%	4.8%
<b>QLD</b>	<b>8.4%</b>	<b>9.4%</b>	<b>6.5%</b>	<b>3.7%</b>	<b>1.9%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.9%</b>
QLD - Bundaberg	11.7%	11.3%	10.2%	8.6%	3.8%	3.0%	2.6%	3.2%	6.0%
QLD - Ipswich	8.4%	10.8%	7.9%	4.9%	2.4%	1.7%	2.0%	2.7%	4.7%
QLD - Mackay	8.3%	8.1%	5.5%	3.4%	1.4%	1.1%	1.3%	1.8%	3.3%
QLD - Toowoomba	7.1%	8.6%	7.1%	5.1%	2.5%	2.1%	2.6%	3.1%	4.4%
QLD - Townsville	10.1%	9.6%	6.7%	3.3%	2.0%	1.8%	2.1%	2.5%	4.3%
QLD - Rockhampton	8.8%	12.3%	7.9%	5.3%	2.6%	1.5%	1.5%	2.0%	4.7%
QLD - Beenleigh	10.2%	10.8%	6.8%	4.1%	2.2%	1.6%	1.6%	2.2%	4.6%
QLD - Brisbane	6.9%	6.7%	4.5%	2.1%	1.3%	1.2%	1.7%	2.3%	2.8%
QLD - Cairns	6.7%	7.4%	5.7%	4.0%	2.1%	1.9%	2.1%	2.2%	3.6%
QLD - Maryborough	11.0%	11.8%	8.9%	7.7%	4.4%	2.9%	2.8%	3.2%	5.8%
QLD - Robina	7.0%	9.0%	6.2%	3.0%	1.5%	1.2%	1.6%	1.9%	3.3%
QLD - Caboolture/Strathpine	11.2%	11.3%	7.8%	4.7%	2.4%	1.6%	1.6%	2.2%	4.9%
QLD - Maroochydore	7.7%	10.3%	6.5%	4.8%	2.3%	1.7%	1.7%	2.2%	4.1%
<b>WA</b>	<b>5.4%</b>	<b>6.9%</b>	<b>5.5%</b>	<b>3.6%</b>	<b>1.8%</b>	<b>1.3%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>3.0%</b>
WA - North East Metro	6.1%	7.8%	6.5%	4.6%	2.1%	1.5%	1.7%	2.3%	3.5%
WA - Wheat Belt	3.4%	6.4%	6.9%	3.7%	2.3%	1.7%	1.1%	1.4%	2.7%
WA - South Metro	6.3%	8.0%	6.6%	4.3%	2.2%	1.2%	1.3%	1.8%	3.5%
WA - Central South Metro	5.2%	6.8%	4.7%	3.3%	1.7%	1.1%	1.3%	1.8%	2.8%
WA - South West	4.8%	7.3%	6.1%	6.2%	3.0%	1.5%	1.6%	2.0%	3.5%

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	4.0%	6.5%	4.7%	3.1%	1.4%	1.2%	1.2%	1.2%	2.4%
WA - North Metro	5.7%	7.0%	5.5%	3.7%	2.1%	1.1%	0.9%	1.2%	3.0%
WA - Kimberley-Pilbara	4.3%	5.5%	5.1%	3.7%	1.2%	0.9%	1.5%	1.2%	2.4%
WA - South East Metro	5.6%	6.3%	5.4%	2.8%	1.7%	1.5%	1.8%	2.5%	3.0%
WA - Central North Metro	4.1%	5.2%	3.6%	2.1%	1.2%	1.1%	1.6%	2.2%	2.2%
WA - Great Southern	5.3%	6.1%	5.4%	5.4%	3.0%	1.7%	1.3%	1.9%	3.3%
WA - Midwest-Gascoyne	7.0%	8.5%	6.4%	4.4%	2.4%	1.4%	1.1%	1.2%	3.4%
<b>SA</b>	<b>8.9%</b>	<b>12.5%</b>	<b>9.7%</b>	<b>5.1%</b>	<b>2.2%</b>	<b>1.9%</b>	<b>2.2%</b>	<b>2.8%</b>	<b>4.7%</b>
SA - Adelaide Hills	8.6%	11.8%	9.3%	5.1%	2.0%	1.3%	1.5%	1.3%	4.4%
SA - Barossa, Light and Lower North	11.9%	14.5%	12.7%	7.0%	2.5%	1.7%	1.5%	1.8%	5.7%
SA - Eastern Adelaide	5.3%	7.7%	5.3%	2.5%	1.4%	1.4%	1.8%	2.6%	2.9%
SA - Eyre and Western	7.5%	11.5%	8.8%	5.3%	2.7%	1.8%	1.9%	2.1%	4.5%
SA - Far North (SA)	6.7%	7.7%	5.1%	5.2%	1.8%	2.4%	2.3%	1.8%	3.6%
SA - Fleurieu and Kangaroo Island	9.7%	12.7%	10.8%	9.4%	3.5%	2.1%	2.0%	2.5%	5.4%
SA - Limestone Coast	7.6%	8.9%	8.2%	5.0%	3.0%	2.1%	2.0%	2.3%	4.3%
SA - Murray and Mallee	10.6%	13.2%	8.7%	6.5%	2.8%	2.3%	2.1%	2.3%	5.1%
SA - Northern Adelaide	11.2%	15.5%	11.9%	5.8%	2.4%	2.1%	2.5%	3.6%	5.8%
SA - Southern Adelaide	8.1%	12.3%	10.4%	6.0%	2.4%	2.0%	2.3%	2.9%	4.9%
SA - Western Adelaide	7.2%	12.2%	8.5%	3.3%	1.7%	1.6%	2.1%	3.0%	3.8%
SA - Yorke and Mid North	7.6%	10.8%	9.3%	6.9%	3.1%	2.1%	2.2%	2.0%	4.6%
<b>TAS</b>	<b>6.5%</b>	<b>8.9%</b>	<b>6.7%</b>	<b>4.6%</b>	<b>2.7%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>2.2%</b>	<b>3.8%</b>
TAS - North	7.5%	8.7%	6.9%	4.3%	3.1%	1.6%	1.8%	2.1%	3.9%
TAS - North West	5.4%	9.4%	7.3%	5.7%	3.4%	1.5%	2.2%	2.3%	4.0%
TAS - South East	7.3%	10.1%	7.1%	5.3%	2.7%	1.4%	1.7%	1.8%	3.9%
TAS - South West	5.5%	7.6%	5.8%	3.8%	2.1%	1.7%	2.1%	2.5%	3.3%
<b>ACT</b>	<b>6.2%</b>	<b>8.3%</b>	<b>6.3%</b>	<b>3.4%</b>	<b>1.6%</b>	<b>1.2%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>3.2%</b>
ACT	6.2%	8.3%	6.3%	3.4%	1.6%	1.2%	1.7%	2.1%	3.2%
<b>NT</b>	<b>6.5%</b>	<b>7.6%</b>	<b>5.8%</b>	<b>3.2%</b>	<b>1.4%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.5%</b>	<b>3.4%</b>
NT - Barkly	2.6%	4.2%	4.1%	1.2%	1.1%	1.0%	2.0%	4.8%	2.4%
NT - Central Australia	5.0%	7.7%	6.4%	4.1%	1.6%	1.7%	2.8%	3.0%	3.5%
NT - Darwin Remote	6.6%	4.5%	3.8%	1.9%	2.0%	3.1%	3.7%	3.2%	3.5%
NT - Darwin Urban	6.9%	8.6%	6.1%	3.6%	1.2%	1.2%	1.6%	2.0%	3.3%
NT - East Arnhem	4.1%	3.6%	3.7%	2.1%	3.4%	4.5%	4.1%	4.7%	3.7%
NT - Katherine	10.9%	8.8%	7.6%	3.0%	0.9%	1.9%	2.3%	3.7%	4.4%
<b>Total</b>	<b>7.9%</b>	<b>9.0%</b>	<b>6.3%</b>	<b>3.6%</b>	<b>1.9%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.3%</b>	<b>3.7%</b>

**Table O.6 Participation rates for female participants by service district and age group as at 31 March 2025**

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>3.5%</b>	<b>3.9%</b>	<b>3.3%</b>	<b>2.0%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>1.9%</b>	<b>2.0%</b>
NSW - Hunter New England	4.9%	5.2%	4.6%	3.0%	2.2%	1.8%	2.1%	2.4%	3.0%
NSW - Central Coast	4.1%	6.6%	5.1%	3.6%	2.4%	1.6%	1.9%	2.4%	3.1%
NSW - Far West	4.1%	5.4%	3.6%	3.1%	2.0%	1.7%	2.2%	2.2%	2.8%
NSW - Illawarra Shoalhaven	3.0%	4.4%	4.0%	2.4%	2.1%	1.6%	2.0%	2.3%	2.5%
NSW - Mid North Coast	6.7%	6.9%	5.7%	3.9%	2.4%	1.8%	1.9%	2.2%	3.5%
NSW - Murrumbidgee	4.5%	4.4%	3.6%	2.8%	2.0%	1.6%	1.9%	2.2%	2.7%
NSW - Nepean Blue Mountains	4.0%	5.3%	4.3%	2.5%	1.7%	1.3%	1.7%	1.9%	2.5%
NSW - North Sydney	2.0%	2.0%	2.1%	1.3%	0.8%	0.6%	0.9%	1.3%	1.2%
NSW - Northern NSW	4.5%	5.1%	5.0%	4.4%	2.4%	1.7%	1.8%	2.0%	2.9%
NSW - South Eastern Sydney	2.5%	2.8%	2.3%	1.1%	0.7%	0.7%	1.1%	1.5%	1.3%
NSW - South Western Sydney	3.5%	3.5%	2.6%	1.8%	1.2%	1.0%	1.4%	1.9%	2.0%
NSW - Southern NSW	3.4%	4.4%	4.2%	3.0%	1.8%	1.4%	1.5%	1.7%	2.3%
NSW - Sydney	2.0%	2.9%	1.8%	0.6%	0.4%	0.7%	1.1%	1.6%	1.0%
NSW - Western NSW	3.5%	4.1%	3.5%	3.1%	1.9%	1.5%	1.9%	2.2%	2.5%
NSW - Western Sydney	3.4%	3.0%	2.5%	1.4%	0.9%	0.7%	1.3%	1.8%	1.7%
<b>VIC</b>	<b>4.3%</b>	<b>5.0%</b>	<b>3.9%</b>	<b>2.1%</b>	<b>1.3%</b>	<b>1.3%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.4%</b>
VIC - Barwon	4.5%	7.2%	6.2%	3.7%	2.3%	1.9%	2.4%	2.7%	3.4%
VIC - Central Highlands	4.2%	5.9%	4.9%	3.6%	2.3%	2.0%	2.3%	2.6%	3.2%
VIC - Loddon	5.8%	7.4%	6.3%	4.6%	2.6%	2.1%	2.5%	2.2%	3.7%
VIC - North East Melbourne	4.1%	4.5%	3.7%	1.9%	1.0%	1.1%	1.8%	2.4%	2.2%
VIC - Inner Gippsland	4.8%	6.4%	4.6%	3.5%	2.5%	2.2%	2.6%	2.5%	3.3%
VIC - Ovens Murray	4.9%	6.5%	5.0%	3.5%	2.0%	1.7%	2.2%	2.5%	3.2%
VIC - Western District	4.0%	5.4%	4.3%	4.2%	2.3%	2.3%	2.4%	2.4%	3.1%
VIC - Inner East Melbourne	2.8%	3.0%	2.3%	1.1%	1.0%	0.9%	1.3%	1.9%	1.6%
VIC - Outer East Melbourne	4.2%	6.2%	4.6%	2.7%	1.8%	1.6%	2.0%	2.3%	2.8%
VIC - Hume Moreland	4.9%	5.3%	4.0%	2.0%	1.1%	1.1%	2.0%	2.7%	2.5%
VIC - Bayside Peninsula	4.0%	4.6%	3.6%	1.7%	1.1%	1.3%	1.8%	2.2%	2.2%
VIC - Southern Melbourne	4.0%	3.8%	3.2%	2.0%	1.1%	1.2%	1.7%	2.3%	2.2%
VIC - Brimbank Melton	5.3%	5.4%	3.7%	2.1%	1.3%	1.2%	1.5%	2.1%	2.6%
VIC - Western Melbourne	3.8%	4.6%	3.4%	1.1%	0.8%	0.9%	1.6%	2.0%	1.8%
VIC - Goulburn	4.9%	5.5%	4.6%	3.3%	1.7%	1.7%	2.1%	2.7%	3.0%
VIC - Mallee	5.8%	6.0%	4.7%	3.3%	2.0%	1.9%	2.1%	2.4%	3.2%
VIC - Outer Gippsland	4.5%	5.1%	5.0%	4.2%	3.0%	2.5%	2.7%	2.8%	3.4%
<b>QLD</b>	<b>4.1%</b>	<b>4.9%</b>	<b>3.9%</b>	<b>2.3%</b>	<b>1.4%</b>	<b>1.3%</b>	<b>1.6%</b>	<b>2.1%</b>	<b>2.4%</b>
QLD - Bundaberg	4.9%	6.5%	5.4%	5.3%	3.0%	2.5%	2.2%	2.6%	3.6%
QLD - Ipswich	4.1%	5.5%	4.7%	3.1%	1.6%	1.4%	2.0%	2.4%	2.8%
QLD - Mackay	3.6%	3.9%	3.4%	2.3%	1.1%	0.7%	1.2%	1.7%	2.0%
QLD - Toowoomba	3.4%	4.8%	4.6%	3.4%	1.8%	1.7%	2.1%	2.5%	2.8%
QLD - Townsville	5.2%	4.6%	3.4%	2.3%	1.5%	1.3%	1.6%	2.2%	2.6%
QLD - Rockhampton	4.2%	6.6%	5.0%	3.3%	1.5%	1.3%	1.8%	1.8%	2.8%



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 - Beenleigh	5.3%	5.5%	4.2%	2.5%	1.6%	1.4%	1.7%	2.2%	2.8%
QLD - Brisbane	3.3%	3.5%	2.7%	1.3%	1.0%	1.0%	1.4%	2.0%	1.8%
QLD - Cairns	3.0%	3.5%	3.0%	2.6%	1.3%	1.2%	1.4%	1.7%	2.0%
QLD - Maryborough	5.8%	6.2%	5.5%	5.0%	2.4%	2.3%	2.6%	2.4%	3.5%
QLD - Robina	3.4%	4.6%	3.8%	2.0%	1.1%	1.1%	1.2%	1.8%	2.0%
QLD - Caboolture/Strathpine	5.7%	6.4%	4.5%	3.0%	1.7%	1.6%	1.8%	2.2%	3.0%
QLD - Maroochydore	4.0%	5.4%	4.4%	3.0%	1.8%	1.7%	1.6%	2.0%	2.6%
<b>WA</b>	<b>2.5%</b>	<b>3.4%</b>	<b>3.1%</b>	<b>2.1%</b>	<b>1.3%</b>	<b>1.1%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>1.9%</b>
WA - North East Metro	2.4%	3.8%	3.2%	2.3%	1.4%	1.2%	1.6%	1.9%	2.0%
WA - Wheat Belt	1.7%	3.4%	3.3%	3.2%	1.6%	1.3%	1.0%	1.3%	1.8%
WA - South Metro	3.2%	4.1%	3.6%	2.5%	1.4%	1.2%	1.4%	1.9%	2.2%
WA - Central South Metro	2.3%	3.6%	3.6%	1.9%	1.3%	1.0%	1.3%	1.6%	1.8%
WA - South West	2.3%	4.2%	3.6%	3.4%	1.9%	1.5%	1.5%	1.9%	2.3%
WA - Goldfields-Esperance	1.9%	3.1%	3.4%	1.9%	1.1%	1.2%	1.1%	1.0%	1.6%
WA - North Metro	2.8%	3.4%	3.0%	2.3%	1.4%	1.0%	1.0%	1.5%	1.9%
WA - Kimberley-Pilbara	2.1%	2.6%	2.5%	1.8%	0.7%	1.0%	1.3%	1.7%	1.5%
WA - South East Metro	2.5%	2.8%	2.8%	1.6%	1.1%	1.1%	1.5%	2.1%	1.7%
WA - Central North Metro	2.0%	2.4%	2.0%	1.3%	0.9%	0.9%	1.3%	1.9%	1.4%
WA - Great Southern	2.5%	3.6%	3.2%	3.2%	2.3%	1.4%	1.6%	1.6%	2.2%
WA - Midwest-Gascoyne	3.4%	3.9%	3.9%	2.3%	1.5%	0.8%	1.2%	1.5%	2.0%
<b>SA</b>	<b>4.3%</b>	<b>6.3%</b>	<b>5.4%</b>	<b>3.0%</b>	<b>1.6%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>2.3%</b>	<b>2.8%</b>
SA - Adelaide Hills	3.9%	5.8%	5.9%	3.3%	1.6%	1.4%	1.1%	1.4%	2.6%
SA - Barossa, Light and Lower North	5.8%	8.4%	6.6%	4.0%	1.6%	1.3%	1.3%	2.0%	3.3%
SA - Eastern Adelaide	2.6%	3.7%	3.1%	1.6%	1.1%	1.0%	1.4%	2.0%	1.8%
SA - Eyre and Western	4.2%	4.9%	4.4%	3.9%	2.1%	2.0%	1.8%	1.9%	2.8%
SA - Far North (SA)	2.5%	4.4%	3.6%	2.0%	1.0%	1.3%	2.0%	1.6%	2.0%
SA - Fleurieu and Kangaroo Island	5.0%	8.1%	6.8%	5.4%	2.4%	2.1%	2.1%	1.8%	3.5%
SA - Limestone Coast	3.7%	4.0%	4.3%	3.2%	2.2%	1.1%	1.9%	2.0%	2.5%
SA - Murray and Mallee	5.1%	6.0%	5.0%	4.0%	2.4%	1.6%	1.9%	2.2%	3.1%
SA - Northern Adelaide	5.2%	7.6%	6.3%	3.3%	1.7%	1.8%	2.3%	2.7%	3.3%
SA - Southern Adelaide	4.0%	6.7%	6.2%	3.4%	1.8%	1.9%	2.0%	2.5%	3.0%
SA - Western Adelaide	3.7%	5.0%	4.4%	2.0%	1.3%	1.2%	1.7%	2.5%	2.3%
SA - Yorke and Mid North	4.1%	5.9%	4.3%	4.6%	2.3%	1.7%	1.6%	1.8%	2.8%
<b>TAS</b>	<b>3.5%</b>	<b>4.4%</b>	<b>4.0%</b>	<b>3.1%</b>	<b>1.8%</b>	<b>1.4%</b>	<b>1.9%</b>	<b>2.1%</b>	<b>2.4%</b>
TAS - North	4.3%	4.6%	4.0%	3.2%	2.2%	1.4%	2.0%	2.2%	2.7%
TAS - North West	2.9%	4.6%	4.1%	4.2%	2.4%	1.9%	1.7%	2.2%	2.7%
TAS - South East	3.9%	4.4%	4.3%	2.7%	1.3%	1.1%	1.8%	1.7%	2.3%
TAS - South West	2.9%	4.1%	3.6%	2.6%	1.4%	1.3%	2.0%	2.1%	2.2%
<b>ACT</b>	<b>2.9%</b>	<b>4.1%</b>	<b>3.6%</b>	<b>2.1%</b>	<b>1.2%</b>	<b>1.1%</b>	<b>1.7%</b>	<b>2.1%</b>	<b>2.0%</b>
ACT	2.9%	4.1%	3.6%	2.1%	1.2%	1.1%	1.7%	2.1%	2.0%
<b>NT</b>	<b>2.8%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>1.5%</b>	<b>0.8%</b>	<b>1.2%</b>	<b>1.6%</b>	<b>1.9%</b>	<b>1.8%</b>
NT - Barkly	1.6%	1.2%	1.1%	1.2%	1.5%	2.4%	2.9%	1.0%	1.7%
NT - Central Australia	2.2%	3.3%	3.0%	1.1%	0.8%	1.7%	1.8%	2.7%	1.9%



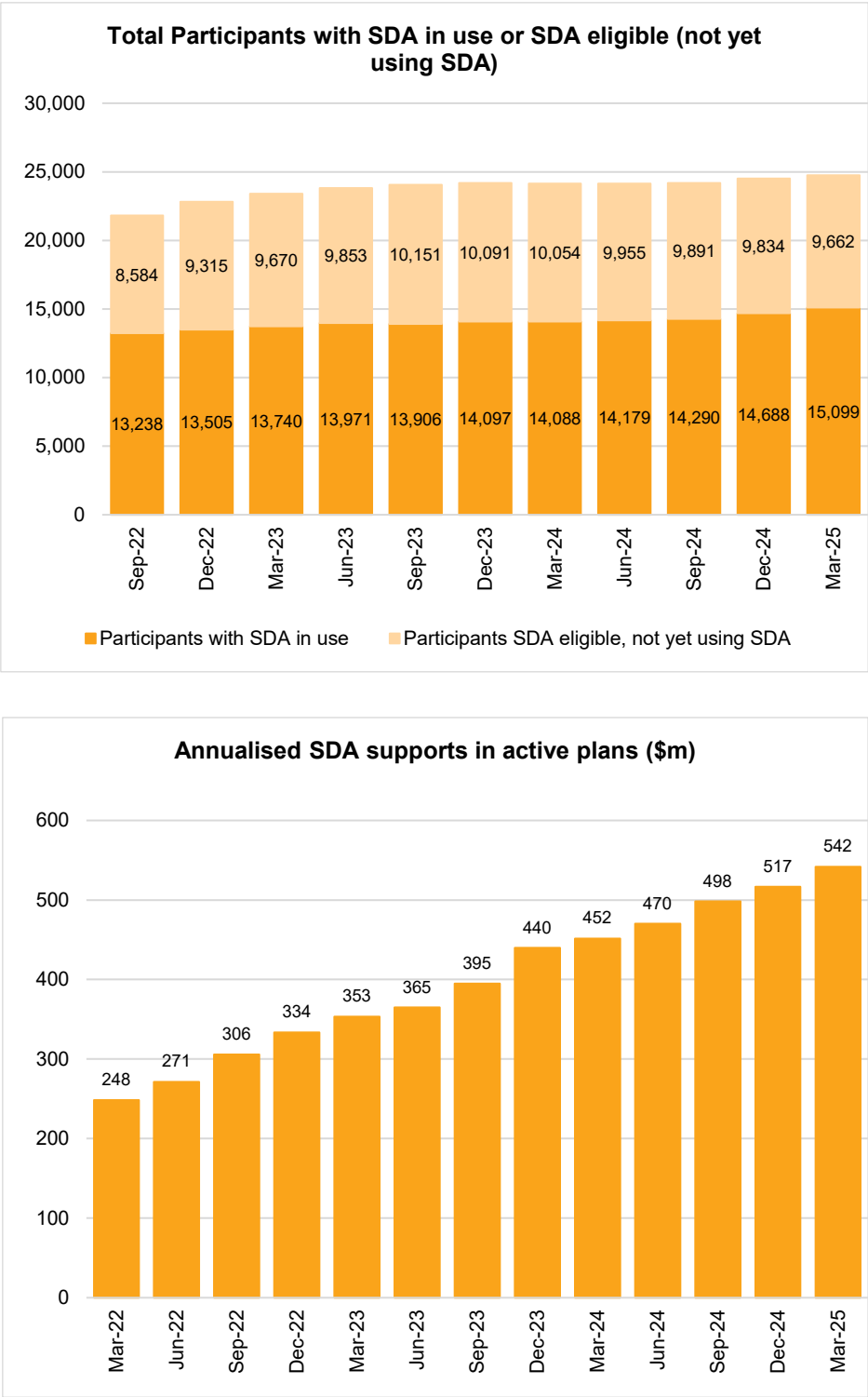
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Remote	1.5%	1.3%	1.0%	0.9%	0.8%	1.0%	2.2%	1.9%	1.3%
NT - Darwin Urban	3.2%	4.0%	3.1%	1.9%	0.7%	0.9%	1.2%	1.6%	1.8%
NT - East Arnhem	1.9%	0.8%	1.4%	1.1%	1.1%	1.4%	3.0%	2.6%	1.6%
NT - Katherine	4.9%	4.7%	4.7%	1.5%	0.9%	2.0%	3.1%	4.1%	2.8%
Total	3.8%	4.5%	3.7%	2.2%	1.3%	1.2%	1.6%	2.1%	2.3%

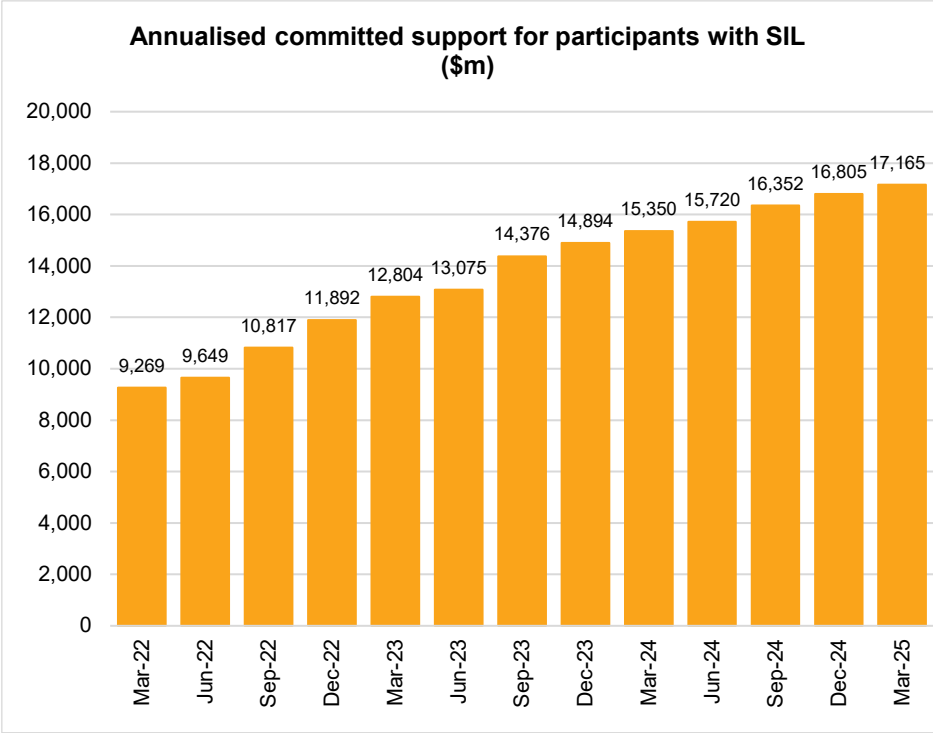
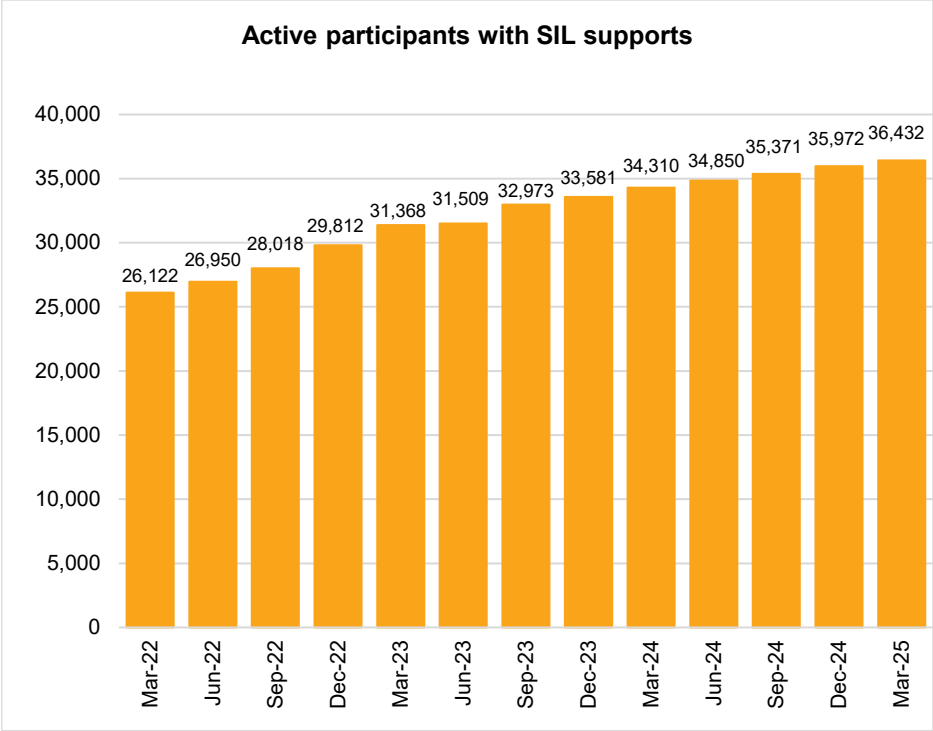
# Supplement P:

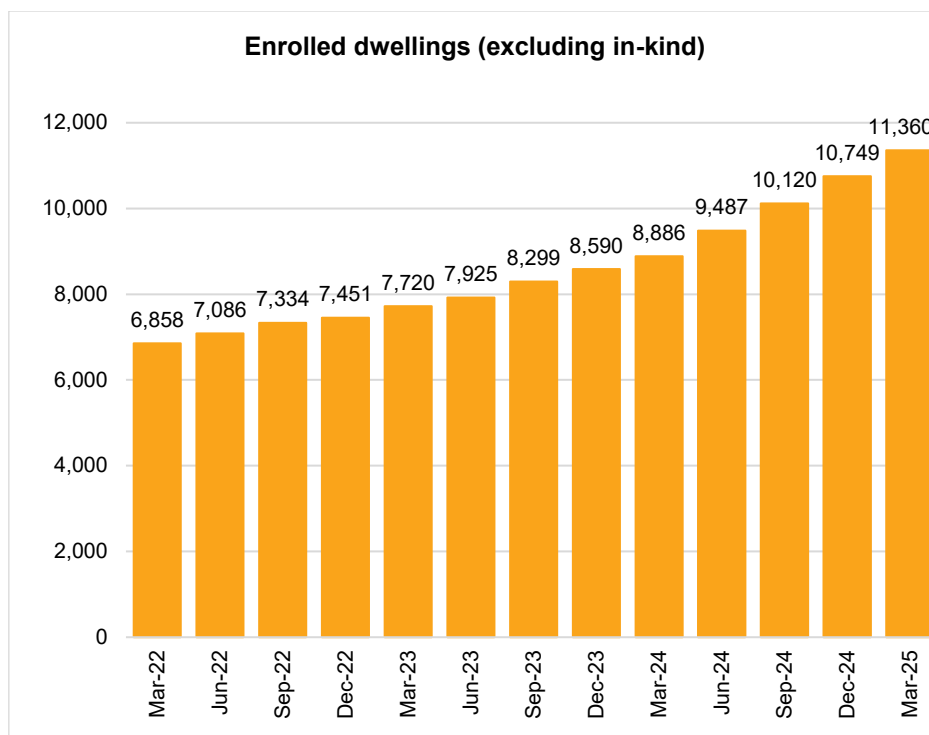
## Specialist Disability Accommodation

In this report, references to 31 March include both data periods – to 31 March and to 2 April. Due to a reporting platform incident at Services Australia, data for participants and committed supports are as of 2 April, other data items, including payments (scheme expense), are for the precise period to 31 March.

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 March 2025** <sup>204</sup> <sup>205</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>4,987</b>	<b>2,903</b>	<b>2.4%</b>	<b>12,119</b>	<b>5.7%</b>	<b>211,994</b>
NSW - Hunter New England	686	406	2.0%	2,125	6.1%	34,898
NSW - Central Coast	270	158	2.2%	660	5.5%	12,100
NSW - Far West	<11	15	n/a	36	3.7%	977
NSW - Illawarra Shoalhaven	297	195	2.4%	745	6.1%	12,203
NSW - Mid North Coast	111	114	1.2%	347	3.9%	8,892
NSW - Murrumbidgee	248	109	2.7%	497	5.3%	9,351
NSW - Nepean Blue Mountains	376	158	3.0%	759	6.0%	12,660
NSW - North Sydney	650	246	4.6%	1,081	7.7%	14,108
NSW - Northern NSW	192	129	1.9%	451	4.4%	10,277
NSW - South Eastern Sydney	415	218	2.9%	842	5.8%	14,403
NSW - South Western Sydney	477	490	1.4%	1,679	5.0%	33,571
NSW - Southern NSW	113	59	1.9%	256	4.4%	5,804
NSW - Sydney	123	125	1.5%	433	5.3%	8,119
NSW - Western NSW	278	130	3.2%	632	7.3%	8,623
NSW - Western Sydney	742	351	2.9%	1,576	6.1%	25,970
NSW - Other	<11	<11	n/a	<11	n/a	38
<b>VIC</b>	<b>5,194</b>	<b>1,999</b>	<b>2.7%</b>	<b>7,774</b>	<b>4.0%</b>	<b>192,973</b>
VIC - Barwon	388	107	3.0%	549	4.3%	12,831
VIC - Central Highlands	302	79	3.9%	423	5.5%	7,722

<sup>204</sup> Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

<sup>205</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	191	110	1.9%	357	3.5%	10,118
VIC - North East Melbourne	634	190	3.5%	885	4.8%	18,284
VIC - Inner Gippsland	127	77	1.8%	239	3.3%	7,222
VIC - Ovens Murray	116	43	2.4%	186	3.9%	4,768
VIC - Western District	227	69	4.5%	306	6.1%	5,018
VIC - Inner East Melbourne	623	170	4.9%	776	6.1%	12,779
VIC - Outer East Melbourne	387	153	2.9%	538	4.0%	13,410
VIC - Hume Moreland	202	121	1.5%	357	2.6%	13,661
VIC - Bayside Peninsula	701	251	3.0%	1,038	4.4%	23,342
VIC - Southern Melbourne	388	212	2.1%	728	3.9%	18,768
VIC - Brimbank Melton	245	110	1.8%	402	3.0%	13,290
VIC - Western Melbourne	405	177	2.1%	568	2.9%	19,344
VIC - Goulburn	115	65	1.9%	195	3.3%	5,980
VIC - Mallee	80	28	2.4%	118	3.5%	3,335
VIC - Outer Gippsland	63	36	2.0%	109	3.5%	3,087
VIC - Other	<11	<11	n/a	<11	n/a	14
<b>QLD</b>	<b>2,464</b>	<b>1,805</b>	<b>1.6%</b>	<b>7,418</b>	<b>4.8%</b>	<b>154,686</b>
QLD - Bundaberg	83	31	2.1%	195	4.8%	4,030
QLD - Ipswich	192	170	1.5%	589	4.7%	12,655
QLD - Mackay	50	38	1.1%	206	4.4%	4,647
QLD - Toowoomba	180	146	2.0%	592	6.5%	9,064
QLD - Townsville	129	95	1.5%	494	5.7%	8,709
QLD - Rockhampton	86	95	1.0%	292	3.5%	8,354
QLD - Beenleigh	321	181	1.8%	837	4.6%	18,275
QLD - Brisbane	450	408	1.6%	1,330	4.7%	28,455
QLD - Cairns	111	91	1.5%	430	5.7%	7,524
QLD - Maryborough	110	57	1.8%	258	4.3%	5,951
QLD - Robina	258	194	1.6%	754	4.8%	15,790
QLD - Caboolture/Strathpine	312	165	1.8%	809	4.6%	17,743
QLD - Maroochydore	182	134	1.4%	632	4.7%	13,478
QLD - Other	<11	<11	n/a	<11	n/a	11
<b>WA</b>	<b>577</b>	<b>1,252</b>	<b>0.9%</b>	<b>3,497</b>	<b>5.6%</b>	<b>62,955</b>
WA - North East Metro	103	240	1.1%	695	7.5%	9,282
WA - Wheat Belt	<11	<11	n/a	25	1.7%	1,472
WA - South Metro	87	140	0.8%	494	4.8%	10,377
WA - Central South Metro	75	134	1.0%	381	4.8%	7,877
WA - South West	17	72	0.3%	201	4.0%	4,969
WA - Goldfields-Esperance	<11	29	n/a	52	4.9%	1,055
WA - North Metro	86	128	1.0%	360	4.1%	8,757
WA - Kimberley-Pilbara	<11	33	n/a	91	4.7%	1,916
WA - South East Metro	131	207	1.8%	596	8.4%	7,098
WA - Central North Metro	56	217	0.8%	486	7.0%	6,992
WA - Great Southern	<11	30	n/a	67	4.5%	1,476
WA - Midwest-Gascoyne	19	13	1.2%	45	2.8%	1,605

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 - Other	<11	<11	n/a	<11	n/a	79
<b>SA</b>	<b>1,476</b>	<b>957</b>	<b>2.4%</b>	<b>3,251</b>	<b>5.3%</b>	<b>60,859</b>
SA - Adelaide Hills	34	21	1.3%	92	3.6%	2,523
SA - Barossa, Light and Lower North	27	31	0.9%	81	2.6%	3,133
SA - Eastern Adelaide	187	81	3.7%	293	5.8%	5,077
SA - Eyre and Western	11	22	0.6%	62	3.4%	1,831
SA - Far North (SA)	<11	13	n/a	39	6.1%	640
SA - Fleurieu and Kangaroo Island	25	28	1.4%	65	3.6%	1,826
SA - Limestone Coast	34	29	1.7%	104	5.3%	1,975
SA - Murray and Mallee	49	27	2.0%	110	4.4%	2,495
SA - Northern Adelaide	545	326	2.6%	1,197	5.8%	20,657
SA - Southern Adelaide	410	272	3.1%	868	6.6%	13,199
SA - Western Adelaide	131	80	2.5%	262	5.0%	5,190
SA - Yorke and Mid North	16	25	0.7%	77	3.4%	2,266
SA - Other	<11	<11	n/a	<11	n/a	47
<b>TAS</b>	<b>105</b>	<b>401</b>	<b>0.7%</b>	<b>1,113</b>	<b>7.3%</b>	<b>15,332</b>
TAS - North	58	92	1.3%	250	5.7%	4,384
TAS - North West	32	97	1.0%	256	7.7%	3,335
TAS - South East	<11	81	n/a	195	5.6%	3,505
TAS - South West	<11	131	n/a	412	10.0%	4,108
TAS - Other	<11	<11	n/a	<11	n/a	<11
<b>ACT</b>	<b>200</b>	<b>138</b>	<b>1.7%</b>	<b>639</b>	<b>5.5%</b>	<b>11,693</b>
ACT	200	138	1.7%	639	5.5%	11,692
ACT - Other	<11	<11	n/a	<11	n/a	<11
<b>NT</b>	<b>96</b>	<b>207</b>	<b>1.5%</b>	<b>621</b>	<b>9.7%</b>	<b>6,410</b>
NT - Barkly	<11	<11	n/a	12	7.9%	152
NT - Central Australia	<11	72	n/a	166	15.7%	1,060
NT - Darwin Remote	<11	<11	n/a	<11	n/a	575
NT - Darwin Urban	70	104	1.9%	364	9.8%	3,701
NT - East Arnhem	<11	<11	n/a	<11	n/a	262
NT - Katherine	14	16	3.6%	50	12.9%	389
Other	<11	<11	n/a	15	5.5%	271
<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>24</b>
<b>Total</b>	<b>15,099</b>	<b>9,662</b>	<b>2.1%</b>	<b>36,432</b>	<b>5.1%</b>	<b>717,001</b>

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2025 <sup>206 207 208</sup>

State/Territory	Annualised supports committed to SDA in current plans	Percentage of supports committed to SDA	Annualised committed supports for participants with SIL	Percentage of supports committed to participants with SIL	Total committed in supports in current plans
NSW	\$157,033,815	0.89%	\$5,439,177,889	31%	\$17,601,298,851
VIC	\$150,093,290	1.02%	\$3,705,972,087	25%	\$14,709,031,384
QLD	\$127,509,179	0.98%	\$3,542,604,832	27%	\$13,027,091,616
WA	\$41,951,036	0.76%	\$1,636,882,870	30%	\$5,547,404,756
SA	\$45,474,862	0.90%	\$1,604,602,377	32%	\$5,070,168,141
TAS	\$6,406,379	0.44%	\$540,647,602	37%	\$1,454,080,840
ACT	\$6,714,717	0.78%	\$286,292,627	33%	\$866,053,088
NT	\$6,624,966	0.77%	\$408,924,187	48%	\$855,621,768
Other Territories	n/a	n/a	n/a	n/a	\$8,255,734
Missing	n/a	n/a	n/a	n/a	\$1,062,168
Total	\$541,808,245	0.92%	\$17,165,104,472	29%	\$59,140,068,345

Table P.3 Active SDA providers by State/Territory as at 31 March 2025 <sup>209 210 211</sup>

State/Territory	Providers of SDA supports active in 2024-25 Q3
NSW	176
VIC	145
QLD	96
WA	62
SA	65
TAS	14
ACT	7
NT	12
OT	<5
National	480

<sup>206</sup> State/Territory is defined by the current residing address of the participant.

<sup>207</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>208</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 March 2025.

<sup>209</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>210</sup> Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

<sup>211</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 March 2025 (excluding in-kind arrangements)**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
<b>ACT</b>	<b>110</b>	<b>0</b>	<b>84</b>	<b>0</b>	<b>194</b>
ACT - Australian Capital Territory	110	0	84	0	194
<b>NSW</b>	<b>1,214</b>	<b>53</b>	<b>1,783</b>	<b>34</b>	<b>3,084</b>
NSW - Capital Region	52	1	15	0	68
NSW - Central Coast	60	2	91	1	154
NSW - Central West	46	3	54	2	105
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	45	2	83
NSW - Illawarra	41	1	70	0	112
NSW - Mid North Coast	43	2	28	0	73
NSW - Murray	51	1	45	0	97
NSW - New England and North West	28	2	25	0	55
NSW - Newcastle and Lake Macquarie	72	1	138	2	213
NSW - Richmond - Tweed	41	1	31	1	74
NSW - Riverina	24	1	33	1	59
NSW - Southern Highlands and Shoalhaven	14	0	27	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	41	6	42	1	90
NSW - Sydney - Blacktown	64	4	112	2	182
NSW - Sydney - City and Inner South	15	3	22	4	44



SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Eastern Suburbs	10	1	4	1	16
NSW - Sydney - Inner South West	73	2	83	3	161
NSW - Sydney - Inner West	17	1	32	0	50
NSW - Sydney - North Sydney and Hornsby	20	1	54	3	78
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	194	5	278
NSW - Sydney - Parramatta	97	0	224	2	323
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	151	1	191
NSW - Sydney - Sutherland	55	4	57	0	116
<b>NT</b>	<b>17</b>	<b>0</b>	<b>87</b>	<b>2</b>	<b>106</b>
NT - Darwin	10	0	72	2	84
NT - Northern Territory - Outback	7	0	15	0	22
<b>QLD</b>	<b>352</b>	<b>22</b>	<b>2,094</b>	<b>18</b>	<b>2,486</b>
QLD - Brisbane - East	11	0	105	1	117
QLD - Brisbane - North	21	0	66	1	88
QLD - Brisbane - South	13	2	83	0	98
QLD - Brisbane - West	43	2	14	0	59
QLD - Brisbane Inner City	5	0	70	1	76
QLD - Cairns	9	1	127	0	137
QLD - Central Queensland	25	2	35	1	63
QLD - Darling Downs - Maranoa	2	1	18	1	22
QLD - Gold Coast	23	2	219	2	246
QLD - Ipswich	38	1	267	1	307
QLD - Logan - Beaudesert	17	1	283	1	302
QLD - Mackay - Isaac - Whitsunday	5	0	68	0	73
QLD - Moreton Bay - North	19	1	164	2	186
QLD - Moreton Bay - South	14	0	80	0	94
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	109	2	128
QLD - Toowoomba	16	4	122	0	142
QLD - Townsville	26	2	129	2	159
QLD - Wide Bay	49	2	135	3	189
<b>SA</b>	<b>898</b>	<b>4</b>	<b>604</b>	<b>7</b>	<b>1,513</b>
SA - Adelaide - Central and Hills	76	1	119	2	198
SA - Adelaide - North	293	1	240	3	537
SA - Adelaide - South	273	1	117	2	393
SA - Adelaide - West	144	0	85	0	229
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	41	0	128
<b>TAS</b>	<b>13</b>	<b>3</b>	<b>85</b>	<b>4</b>	<b>105</b>
TAS - Hobart	4	0	28	0	32

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
TAS - Launceston and North East	5	2	26	4	37
TAS - South East	0	0	1	0	1
TAS - West and North West	4	1	30	0	35
<b>VIC</b>	<b>1,154</b>	<b>88</b>	<b>1,891</b>	<b>83</b>	<b>3,216</b>
VIC - Ballarat	40	5	152	5	202
VIC - Bendigo	27	3	44	0	74
VIC - Geelong	52	3	144	11	210
VIC - Hume	50	1	7	3	61
VIC - Latrobe - Gippsland	62	7	45	0	114
VIC - Melbourne - Inner	43	6	184	15	248
VIC - Melbourne - Inner East	81	9	40	0	130
VIC - Melbourne - Inner South	107	10	74	14	205
VIC - Melbourne - North East	145	6	156	6	313
VIC - Melbourne - North West	44	3	57	1	105
VIC - Melbourne - Outer East	125	4	57	6	192
VIC - Melbourne - South East	121	4	256	6	387
VIC - Melbourne - West	69	11	527	7	614
VIC - Mornington Peninsula	53	4	58	3	118
VIC - North West	68	7	33	6	114
VIC - Shepparton	30	3	23	0	56
VIC - Warrnambool and South West	37	2	34	0	73
<b>WA</b>	<b>9</b>	<b>1</b>	<b>646</b>	<b>0</b>	<b>656</b>
WA - Bunbury	0	0	11	0	11
WA - Mandurah	0	0	55	0	55
WA - Perth - Inner	5	0	27	0	32
WA - Perth - North East	1	1	69	0	71
WA - Perth - North West	1	0	111	0	112
WA - Perth - South East	2	0	189	0	191
WA - Perth - South West	0	0	162	0	162
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>3,767</b>	<b>171</b>	<b>7,274</b>	<b>148</b>	<b>11,360</b>

**Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 March 2025 (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>15</b>	<b>7</b>	<b>1</b>	<b>194</b>
ACT - Australian Capital Territory	31	59	81	15	7	1	194
<b>NSW</b>	<b>1,013</b>	<b>472</b>	<b>1,157</b>	<b>200</b>	<b>227</b>	<b>15</b>	<b>3,084</b>
NSW - Capital Region	48	3	9	3	5	0	68
NSW - Central Coast	54	13	70	5	12	0	154

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Central West	35	9	31	19	10	1	105
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	11	15	0	83
NSW - Illawarra	42	20	50	0	0	0	112
NSW - Mid North Coast	39	11	7	9	7	0	73
NSW - Murray	34	17	20	15	7	4	97
NSW - New England and North West	18	11	12	2	12	0	55
NSW - Newcastle and Lake Macquarie	64	14	115	9	10	1	213
NSW - Richmond - Tweed	33	13	14	8	6	0	74
NSW - Riverina	23	9	19	4	4	0	59
NSW - Southern Highlands and Shoalhaven	8	17	10	6	0	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	32	15	34	2	7	0	90
NSW - Sydney - Blacktown	57	23	81	8	13	0	182
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	70	13	67	0	11	0	161
NSW - Sydney - Inner West	16	15	14	5	0	0	50
NSW - Sydney - North Sydney and Hornsby	19	9	35	8	5	2	78
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	93	20	28	0	278
NSW - Sydney - Parramatta	75	61	167	8	12	0	323
NSW - Sydney - Ryde	35	15	71	5	25	0	151
NSW - Sydney - South West	31	29	97	17	17	0	191
NSW - Sydney - Sutherland	51	22	32	7	2	2	116
<b>NT</b>	<b>7</b>	<b>4</b>	<b>52</b>	<b>21</b>	<b>16</b>	<b>6</b>	<b>106</b>
NT - Darwin	3	3	43	21	13	1	84
NT - Northern Territory - Outback	4	1	9	0	3	5	22
<b>QLD</b>	<b>99</b>	<b>285</b>	<b>1,445</b>	<b>405</b>	<b>246</b>	<b>6</b>	<b>2,486</b>
QLD - Brisbane - East	4	11	90	7	4	1	117
QLD - Brisbane - North	12	23	47	2	3	1	88
QLD - Brisbane - South	9	5	65	4	15	0	98
QLD - Brisbane - West	1	20	38	0	0	0	59
QLD - Brisbane Inner City	2	2	66	0	6	0	76
QLD - Cairns	1	7	86	23	20	0	137
QLD - Central Queensland	9	9	27	3	15	0	63
QLD - Darling Downs - Maranoa	1	3	11	4	3	0	22
QLD - Gold Coast	8	17	185	11	25	0	246
QLD - Ipswich	6	29	141	111	20	0	307
QLD - Logan - Beaudesert	5	34	181	61	21	0	302
QLD - Mackay - Isaac - Whitsunday	0	5	53	11	2	2	73
QLD - Moreton Bay - North	1	17	111	39	17	1	186
QLD - Moreton Bay - South	1	14	64	8	7	0	94

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	14	61	25	24	0	128
QLD - Toowoomba	14	24	59	34	11	0	142
QLD - Townsville	6	14	98	22	19	0	159
QLD - Wide Bay	15	37	62	40	34	1	189
<b>SA</b>	<b>474</b>	<b>349</b>	<b>419</b>	<b>110</b>	<b>159</b>	<b>2</b>	<b>1,513</b>
SA - Adelaide - Central and Hills	53	22	104	8	11	0	198
SA - Adelaide - North	108	160	160	53	55	1	537
SA - Adelaide - South	158	57	98	23	56	1	393
SA - Adelaide - West	90	69	37	13	20	0	229
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	35	20	11	17	0	128
<b>TAS</b>	<b>4</b>	<b>34</b>	<b>42</b>	<b>12</b>	<b>12</b>	<b>1</b>	<b>105</b>
TAS - Hobart	3	0	24	4	1	0	32
TAS - Launceston and North East	1	13	12	5	6	0	37
TAS - South East	0	0	1	0	0	0	1
TAS - West and North West	0	21	5	3	5	1	35
<b>VIC</b>	<b>306</b>	<b>555</b>	<b>1,290</b>	<b>637</b>	<b>418</b>	<b>10</b>	<b>3,216</b>
VIC - Ballarat	9	80	60	41	10	2	202
VIC - Bendigo	3	17	31	20	3	0	74
VIC - Geelong	12	36	117	36	8	1	210
VIC - Hume	22	12	13	4	9	1	61
VIC - Latrobe - Gippsland	17	35	29	15	18	0	114
VIC - Melbourne - Inner	19	35	186	2	6	0	248
VIC - Melbourne - Inner East	15	22	44	15	34	0	130
VIC - Melbourne - Inner South	41	29	75	15	42	3	205
VIC - Melbourne - North East	27	55	106	63	62	0	313
VIC - Melbourne - North West	7	18	31	29	20	0	105
VIC - Melbourne - Outer East	32	33	40	20	66	1	192
VIC - Melbourne - South East	34	51	177	98	27	0	387
VIC - Melbourne - West	7	45	282	235	43	2	614
VIC - Mornington Peninsula	10	23	42	17	26	0	118
VIC - North West	20	34	16	10	34	0	114
VIC - Shepparton	9	19	13	10	5	0	56
VIC - Warrnambool and South West	22	11	28	7	5	0	73
<b>WA</b>	<b>2</b>	<b>37</b>	<b>511</b>	<b>18</b>	<b>79</b>	<b>9</b>	<b>656</b>
WA - Bunbury	0	0	9	0	2	0	11
WA - Mandurah	0	0	40	0	11	4	55
WA - Perth - Inner	0	0	27	0	4	1	32
WA - Perth - North East	1	5	56	0	9	0	71
WA - Perth - North West	1	10	93	6	2	0	112
WA - Perth - South East	0	21	133	6	30	1	191
WA - Perth - South West	0	1	142	3	15	1	162

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>1,936</b>	<b>1,795</b>	<b>4,997</b>	<b>1,418</b>	<b>1,164</b>	<b>50</b>	<b>11,360</b>

**Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2025 (excluding in-kind arrangements)**

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
<b>ACT</b>	<b>74</b>	<b>55</b>	<b>32</b>	<b>25</b>	<b>8</b>	<b>0</b>	<b>194</b>
ACT - Australian Capital Territory	74	55	32	25	8	0	194
<b>NSW</b>	<b>1,415</b>	<b>429</b>	<b>280</b>	<b>299</b>	<b>608</b>	<b>53</b>	<b>3,084</b>
NSW - Capital Region	33	7	2	10	15	1	68
NSW - Central Coast	66	16	18	15	37	2	154
NSW - Central West	38	10	9	14	31	3	105
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	20	15	16	13	18	1	83
NSW - Illawarra	53	3	17	10	28	1	112
NSW - Mid North Coast	20	19	15	1	16	2	73
NSW - Murray	47	16	10	7	16	1	97
NSW - New England and North West	13	13	5	2	20	2	55
NSW - Newcastle and Lake Macquarie	86	42	26	19	39	1	213
NSW - Richmond - Tweed	29	8	11	6	19	1	74
NSW - Riverina	15	12	10	11	10	1	59
NSW - Southern Highlands and Shoalhaven	5	16	6	3	11	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	33	5	2	17	27	6	90
NSW - Sydney - Blacktown	96	7	15	18	42	4	182
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	9	8	13	43	2	161
NSW - Sydney - Inner West	29	1	5	4	10	1	50
NSW - Sydney - North Sydney and Hornsby	48	8	3	6	12	1	78
NSW - Sydney - Northern Beaches	16	8	5	12	28	1	70
NSW - Sydney - Outer South West	40	13	8	18	14	0	93
NSW - Sydney - Outer West and Blue Mountains	131	46	43	24	31	3	278
NSW - Sydney - Parramatta	227	31	10	16	39	0	323
NSW - Sydney - Ryde	77	30	5	14	24	1	151
NSW - Sydney - South West	98	45	12	14	21	1	191
NSW - Sydney - Sutherland	55	17	8	9	23	4	116
<b>NT</b>	<b>12</b>	<b>67</b>	<b>17</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>106</b>
NT - Darwin	9	57	10	2	6	0	84
NT - Northern Territory - Outback	3	10	7	1	1	0	22
<b>QLD</b>	<b>1,173</b>	<b>650</b>	<b>498</b>	<b>107</b>	<b>36</b>	<b>22</b>	<b>2,486</b>

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Brisbane - East	68	28	19	1	1	0	117
QLD - Brisbane - North	52	12	18	2	4	0	88
QLD - Brisbane - South	64	13	15	2	2	2	98
QLD - Brisbane - West	35	15	3	3	1	2	59
QLD - Brisbane Inner City	72	0	2	1	1	0	76
QLD - Cairns	78	16	35	7	0	1	137
QLD - Central Queensland	27	14	9	10	1	2	63
QLD - Darling Downs - Maranoa	2	12	5	1	1	1	22
QLD - Gold Coast	187	14	38	3	2	2	246
QLD - Ipswich	100	111	85	10	0	1	307
QLD - Logan - Beaudesert	145	85	59	11	1	1	302
QLD - Mackay - Isaac - Whitsunday	24	36	5	7	1	0	73
QLD - Moreton Bay - North	68	50	51	9	7	1	186
QLD - Moreton Bay - South	55	19	13	5	2	0	94
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	70	20	28	5	4	1	128
QLD - Toowoomba	29	67	29	11	2	4	142
QLD - Townsville	41	74	31	9	2	2	159
QLD - Wide Bay	56	64	53	10	4	2	189
<b>SA</b>	<b>465</b>	<b>588</b>	<b>257</b>	<b>123</b>	<b>76</b>	<b>4</b>	<b>1,513</b>
SA - Adelaide - Central and Hills	102	49	24	16	6	1	198
SA - Adelaide - North	123	227	113	48	25	1	537
SA - Adelaide - South	136	144	52	27	33	1	393
SA - Adelaide - West	83	85	37	14	10	0	229
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	17	70	27	13	1	0	128
<b>TAS</b>	<b>46</b>	<b>39</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>105</b>
TAS - Hobart	5	22	4	1	0	0	32
TAS - Launceston and North East	18	8	1	8	0	2	37
TAS - South East	0	1	0	0	0	0	1
TAS - West and North West	23	8	0	3	0	1	35
<b>VIC</b>	<b>1,151</b>	<b>738</b>	<b>455</b>	<b>185</b>	<b>599</b>	<b>88</b>	<b>3,216</b>
VIC - Ballarat	104	46	23	6	18	5	202
VIC - Bendigo	37	6	9	7	12	3	74
VIC - Geelong	85	62	26	7	27	3	210
VIC - Hume	8	23	9	4	16	1	61
VIC - Latrobe - Gippsland	54	19	8	3	23	7	114
VIC - Melbourne - Inner	192	22	7	5	16	6	248
VIC - Melbourne - Inner East	42	4	6	13	56	9	130
VIC - Melbourne - Inner South	93	19	22	10	51	10	205
VIC - Melbourne - North East	80	72	59	17	79	6	313
VIC - Melbourne - North West	15	33	20	6	28	3	105
VIC - Melbourne - Outer East	45	19	29	29	66	4	192
VIC - Melbourne - South East	116	104	75	26	62	4	387

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Melbourne - West	177	251	115	19	41	11	614
VIC - Mornington Peninsula	38	17	16	11	32	4	118
VIC - North West	25	30	12	10	30	7	114
VIC - Shepparton	22	2	8	5	16	3	56
VIC - Warrnambool and South West	18	9	11	7	26	2	73
<b>WA</b>	<b>290</b>	<b>167</b>	<b>176</b>	<b>16</b>	<b>6</b>	<b>1</b>	<b>656</b>
WA - Bunbury	0	8	3	0	0	0	11
WA - Mandurah	25	15	14	1	0	0	55
WA - Perth - Inner	25	7	0	0	0	0	32
WA - Perth - North East	9	24	32	3	2	1	71
WA - Perth - North West	54	24	27	5	2	0	112
WA - Perth - South East	65	54	64	6	2	0	191
WA - Perth - South West	104	29	28	1	0	0	162
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>4,626</b>	<b>2,733</b>	<b>1,720</b>	<b>770</b>	<b>1,340</b>	<b>171</b>	<b>11,360</b>

**Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 March 2025 (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>91</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>127</b>
ACT - Australian Capital Territory	22	91	8	2	4	127
<b>NSW</b>	<b>734</b>	<b>1,756</b>	<b>278</b>	<b>387</b>	<b>44</b>	<b>3,199</b>
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	24	127	3	36	0	190
NSW - Central West	13	44	29	5	4	95
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	23	21	0	121
NSW - Illawarra	40	86	0	0	0	126
NSW - Mid North Coast	16	18	12	20	0	66
NSW - Murray	10	36	12	5	10	73
NSW - New England and North West	3	16	2	24	0	45
NSW - Newcastle and Lake Macquarie	37	241	14	14	3	309
NSW - Richmond - Tweed	15	30	8	10	0	63
NSW - Riverina	14	43	5	11	0	73
NSW - Southern Highlands and Shoalhaven	23	24	19	0	0	66
NSW - Sydney - Baulkham Hills and Hawkesbury	25	34	1	20	0	80
NSW - Sydney - Blacktown	30	108	9	35	0	182
NSW - Sydney - City and Inner South	39	5	4	0	0	48
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Inner South West	27	88	0	12	0	127
NSW - Sydney - Inner West	15	21	4	0	0	40
NSW - Sydney - North Sydney and Hornsby	7	49	11	5	4	76
NSW - Sydney - Northern Beaches	15	63	0	37	0	115
NSW - Sydney - Outer South West	14	60	17	0	4	95
NSW - Sydney - Outer West and Blue Mountains	145	113	34	43	0	335
NSW - Sydney - Parramatta	87	186	10	9	0	292
NSW - Sydney - Ryde	42	48	7	38	0	135
NSW - Sydney - South West	40	153	27	31	0	251
NSW - Sydney - Sutherland	27	46	7	5	10	95
<b>NT</b>	<b>3</b>	<b>103</b>	<b>41</b>	<b>17</b>	<b>18</b>	<b>182</b>
NT - Darwin	3	87	41	15	3	149
NT - Northern Territory - Outback	0	16	0	2	15	33
<b>QLD</b>	<b>294</b>	<b>2,490</b>	<b>560</b>	<b>329</b>	<b>20</b>	<b>3,693</b>
QLD - Brisbane - East	15	131	5	7	3	161
QLD - Brisbane - North	22	63	3	4	2	94
QLD - Brisbane - South	0	96	8	22	0	126
QLD - Brisbane - West	2	26	0	0	0	28
QLD - Brisbane Inner City	0	67	0	12	0	79
QLD - Cairns	6	165	24	20	0	215
QLD - Central Queensland	0	46	4	13	0	63
QLD - Darling Downs - Maranoa	5	26	8	4	0	43
QLD - Gold Coast	18	245	11	34	0	308
QLD - Ipswich	34	290	172	34	0	530
QLD - Logan - Beaudesert	52	321	92	24	0	489
QLD - Mackay - Isaac - Whitsunday	0	93	16	8	6	123
QLD - Moreton Bay - North	23	232	41	21	4	321
QLD - Moreton Bay - South	9	96	11	6	0	122
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	16	123	23	32	0	194
QLD - Toowoomba	39	128	57	34	0	258
QLD - Townsville	14	199	25	19	0	257
QLD - Wide Bay	39	143	60	35	5	282
<b>SA</b>	<b>276</b>	<b>620</b>	<b>219</b>	<b>63</b>	<b>6</b>	<b>1,184</b>
SA - Adelaide - Central and Hills	39	123	19	2	0	183
SA - Adelaide - North	123	292	95	14	4	528
SA - Adelaide - South	38	120	47	25	2	232
SA - Adelaide - West	64	36	31	12	0	143
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	12	49	21	10	0	92
<b>TAS</b>	<b>32</b>	<b>77</b>	<b>13</b>	<b>27</b>	<b>2</b>	<b>151</b>
TAS - Hobart	0	52	4	0	0	56
TAS - Launceston and North East	12	16	5	19	0	52



SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
TAS - South East	0	2	0	0	0	2
TAS - West and North West	20	7	4	8	2	41
<b>VIC</b>	<b>408</b>	<b>1,948</b>	<b>898</b>	<b>172</b>	<b>24</b>	<b>3,450</b>
VIC - Ballarat	106	97	36	7	6	252
VIC - Bendigo	15	43	16	0	0	74
VIC - Geelong	27	196	54	6	2	285
VIC - Hume	7	11	1	0	3	22
VIC - Latrobe - Gippsland	10	47	4	13	0	74
VIC - Melbourne - Inner	20	193	0	4	0	217
VIC - Melbourne - Inner East	2	32	6	2	0	42
VIC - Melbourne - Inner South	13	84	17	0	6	120
VIC - Melbourne - North East	26	167	97	19	0	309
VIC - Melbourne - North West	12	65	41	4	0	122
VIC - Melbourne - Outer East	16	59	8	15	3	101
VIC - Melbourne - South East	43	310	130	14	0	497
VIC - Melbourne - West	59	478	447	26	4	1,014
VIC - Mornington Peninsula	5	77	18	20	0	120
VIC - North West	30	15	5	29	0	79
VIC - Shepparton	11	18	7	0	0	36
VIC - Warrnambool and South West	6	56	11	13	0	86
<b>WA</b>	<b>74</b>	<b>903</b>	<b>34</b>	<b>186</b>	<b>20</b>	<b>1,217</b>
WA - Bunbury	0	19	0	6	0	25
WA - Mandurah	0	62	0	31	8	101
WA - Perth - Inner	0	24	0	4	2	30
WA - Perth - North East	15	130	0	25	0	170
WA - Perth - North West	16	176	11	5	0	208
WA - Perth - South East	41	263	13	70	2	389
WA - Perth - South West	2	212	5	29	2	250
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>1,843</b>	<b>7,988</b>	<b>2,051</b>	<b>1,183</b>	<b>138</b>	<b>13,203</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 March 2025 <sup>212</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>5</b>	<b>0</b>	<b>2</b>	<b>79</b>
ACT - Australian Capital Territory	0	1	71	5	0	2	79
<b>NSW</b>	<b>0</b>	<b>141</b>	<b>1,065</b>	<b>265</b>	<b>73</b>	<b>59</b>	<b>1,603</b>
NSW - Capital Region	0	0	2	0	2	0	4
NSW - Central Coast	0	1	78	9	1	15	104
NSW - Central West	0	6	16	20	5	0	47
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	2	20	2	2	2	28
NSW - Hunter Valley exc Newcastle	0	8	18	33	11	1	71
NSW - Illawarra	0	9	43	4	0	0	56
NSW - Mid North Coast	0	1	13	0	5	1	20
NSW - Murray	0	3	19	8	0	0	30
NSW - New England and North West	0	6	14	4	3	1	28
NSW - Newcastle and Lake Macquarie	0	3	52	14	8	5	82
NSW - Richmond - Tweed	0	2	15	2	2	0	21
NSW - Riverina	0	1	7	4	2	0	14
NSW - Southern Highlands and Shoalhaven	0	0	10	2	0	1	13
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	26	6	2	3	42
NSW - Sydney - Blacktown	0	7	135	20	1	1	164
NSW - Sydney - City and Inner South	0	6	18	6	0	3	33
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	1	74	4	1	0	80
NSW - Sydney - Inner West	0	15	2	0	1	0	18
NSW - Sydney - North Sydney and Hornsby	0	0	13	2	0	2	17
NSW - Sydney - Northern Beaches	0	1	24	6	1	0	32
NSW - Sydney - Outer South West	0	12	56	6	1	2	77
NSW - Sydney - Outer West and Blue Mountains	0	30	104	12	0	7	153
NSW - Sydney - Parramatta	0	7	166	49	6	8	236
NSW - Sydney - Ryde	0	2	33	8	0	0	43
NSW - Sydney - South West	0	12	75	33	19	7	146
NSW - Sydney - Sutherland	0	1	30	10	0	0	41
<b>NT</b>	<b>0</b>	<b>7</b>	<b>85</b>	<b>20</b>	<b>12</b>	<b>0</b>	<b>124</b>
NT - Darwin	0	7	70	20	7	0	104

<sup>212</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	15	0	5	0	20
<b>QLD</b>	<b>0</b>	<b>187</b>	<b>1,232</b>	<b>358</b>	<b>51</b>	<b>75</b>	<b>1,903</b>
QLD - Brisbane - East	0	19	79	2	2	13	115
QLD - Brisbane - North	0	25	39	8	1	4	77
QLD - Brisbane - South	0	2	59	0	16	6	83
QLD - Brisbane - West	0	0	11	0	0	0	11
QLD - Brisbane Inner City	0	4	40	1	0	0	45
QLD - Cairns	0	6	55	36	2	6	105
QLD - Central Queensland	0	0	58	23	2	3	86
QLD - Darling Downs - Maranoa	0	4	4	1	0	0	9
QLD - Gold Coast	0	6	102	2	0	6	116
QLD - Ipswich	0	13	90	79	6	8	196
QLD - Logan - Beaudesert	0	27	125	59	9	5	225
QLD - Mackay - Isaac - Whitsunday	0	1	81	19	0	1	102
QLD - Moreton Bay - North	0	15	74	17	0	7	113
QLD - Moreton Bay - South	0	3	42	4	1	4	54
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	5	44	7	6	4	66
QLD - Toowoomba	0	10	89	40	2	1	142
QLD - Townsville	0	4	145	23	1	0	173
QLD - Wide Bay	0	43	89	37	3	7	179
<b>SA</b>	<b>0</b>	<b>121</b>	<b>492</b>	<b>117</b>	<b>46</b>	<b>61</b>	<b>837</b>
SA - Adelaide - Central and Hills	0	15	61	5	1	8	90
SA - Adelaide - North	0	51	204	57	28	23	363
SA - Adelaide - South	0	27	109	29	5	22	192
SA - Adelaide - West	0	22	23	0	7	8	60
SA - Barossa - Yorke - Mid North	0	0	13	1	0	0	14
SA - South Australia - Outback	0	4	13	5	0	0	22
SA - South Australia - South East	0	2	69	20	5	0	96
<b>TAS</b>	<b>0</b>	<b>17</b>	<b>125</b>	<b>16</b>	<b>4</b>	<b>19</b>	<b>181</b>
TAS - Hobart	0	0	101	10	0	0	111
TAS - Launceston and North East	0	1	15	5	4	14	39
TAS - South East	0	0	7	0	0	1	8
TAS - West and North West	0	16	2	1	0	4	23
<b>VIC</b>	<b>0</b>	<b>258</b>	<b>1,738</b>	<b>754</b>	<b>50</b>	<b>61</b>	<b>2,861</b>
VIC - Ballarat	0	20	53	51	0	7	131
VIC - Bendigo	0	5	34	27	1	0	67
VIC - Geelong	0	15	176	38	0	2	231
VIC - Hume	0	1	8	3	1	1	14
VIC - Latrobe - Gippsland	0	10	51	11	9	6	87
VIC - Melbourne - Inner	0	8	137	0	1	0	146
VIC - Melbourne - Inner East	0	14	40	4	10	0	68
VIC - Melbourne - Inner South	0	6	113	5	0	4	128
VIC - Melbourne - North East	0	14	140	71	5	20	250

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - North West	0	4	61	40	0	3	108
VIC - Melbourne - Outer East	0	3	36	7	5	0	51
VIC - Melbourne - South East	0	59	308	115	5	2	489
VIC - Melbourne - West	0	49	462	330	12	6	859
VIC - Mornington Peninsula	0	4	47	27	0	8	86
VIC - North West	0	16	27	10	0	0	53
VIC - Shepparton	0	29	18	5	0	1	53
VIC - Warrnambool and South West	0	1	27	10	1	1	40
<b>WA</b>	<b>0</b>	<b>52</b>	<b>697</b>	<b>77</b>	<b>83</b>	<b>23</b>	<b>932</b>
WA - Bunbury	0	1	35	0	2	0	38
WA - Mandurah	0	7	77	12	11	1	108
WA - Perth - Inner	0	1	45	0	0	5	51
WA - Perth - North East	0	10	95	12	11	14	142
WA - Perth - North West	0	6	112	15	5	0	138
WA - Perth - South East	0	19	173	18	27	1	238
WA - Perth - South West	0	7	152	20	21	2	202
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>784</b>	<b>5,505</b>	<b>1,612</b>	<b>319</b>	<b>300</b>	<b>8,520</b>

**Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2025** <sup>213</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>200</b>	<b>138</b>	<b>338</b>
ACT - Australian Capital Territory	200	138	338
<b>NSW</b>	<b>4,987</b>	<b>2,903</b>	<b>7,890</b>
NSW - Capital Region	119	66	185
NSW - Central Coast	270	158	428
NSW - Central West	181	94	275
NSW - Coffs Harbour - Grafton	76	60	136
NSW - Far West and Orana	113	58	171
NSW - Hunter Valley exc Newcastle	149	107	256
NSW - Illawarra	219	141	360
NSW - Mid North Coast	123	122	245

<sup>213</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 - Murray	127	48	175
NSW - New England and North West	104	68	172
NSW - Newcastle and Lake Macquarie	378	183	561
NSW - Richmond - Tweed	159	109	268
NSW - Riverina	113	56	169
NSW - Southern Highlands and Shoalhaven	87	74	161
NSW - Sydney - Baulkham Hills and Hawkesbury	205	53	258
NSW - Sydney - Blacktown	296	151	447
NSW - Sydney - City and Inner South	69	73	142
NSW - Sydney - Eastern Suburbs	48	52	100
NSW - Sydney - Inner South West	258	190	448
NSW - Sydney - Inner West	94	74	168
NSW - Sydney - North Sydney and Hornsby	126	101	227
NSW - Sydney - Northern Beaches	189	69	258
NSW - Sydney - Outer South West	145	125	270
NSW - Sydney - Outer West and Blue Mountains	358	141	499
NSW - Sydney - Parramatta	342	184	526
NSW - Sydney - Ryde	271	69	340
NSW - Sydney - South West	172	206	378
NSW - Sydney - Sutherland	195	71	266
NSW - Other	1	0	1
<b>NT</b>	<b>96</b>	<b>207</b>	<b>303</b>
NT - Darwin	73	104	177
NT - Northern Territory - Outback	23	103	126
NT - Other	0	0	0
<b>QLD</b>	<b>2,464</b>	<b>1,805</b>	<b>4,269</b>
QLD - Brisbane - East	110	102	212
QLD - Brisbane - North	102	101	203
QLD - Brisbane - South	96	117	213
QLD - Brisbane - West	93	40	133
QLD - Brisbane Inner City	70	43	113
QLD - Cairns	110	87	197
QLD - Central Queensland	86	93	179
QLD - Darling Downs - Maranoa	27	32	59
QLD - Gold Coast	258	196	454
QLD - Ipswich	232	228	460
QLD - Logan - Beaudesert	257	116	373
QLD - Mackay - Isaac - Whitsunday	50	38	88
QLD - Moreton Bay - North	236	116	352
QLD - Moreton Bay - South	76	50	126
QLD - Queensland - Outback	1	17	18
QLD - Sunshine Coast	159	116	275
QLD - Toowoomba	156	121	277
QLD - Townsville	129	86	215

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 - Wide Bay	216	106	322
QLD - Other	0	0	0
<b>SA</b>	<b>1,476</b>	<b>957</b>	<b>2,433</b>
SA - Adelaide - Central and Hills	221	102	323
SA - Adelaide - North	528	299	827
SA - Adelaide - South	410	271	681
SA - Adelaide - West	175	124	299
SA - Barossa - Yorke - Mid North	16	40	56
SA - South Australia - Outback	18	37	55
SA - South Australia - South East	108	84	192
SA - Other	0	0	0
<b>TAS</b>	<b>105</b>	<b>401</b>	<b>506</b>
TAS - Hobart	15	206	221
TAS - Launceston and North East	58	92	150
TAS - South East	0	6	6
TAS - West and North West	32	97	129
TAS - Other	0	0	0
<b>VIC</b>	<b>5,194</b>	<b>1,999</b>	<b>7,193</b>
VIC - Ballarat	247	68	315
VIC - Bendigo	135	78	213
VIC - Geelong	324	104	428
VIC - Hume	124	55	179
VIC - Latrobe - Gippsland	190	113	303
VIC - Melbourne - Inner	245	125	370
VIC - Melbourne - Inner East	355	95	450
VIC - Melbourne - Inner South	375	96	471
VIC - Melbourne - North East	584	174	758
VIC - Melbourne - North West	191	116	307
VIC - Melbourne - Outer East	477	173	650
VIC - Melbourne - South East	608	276	884
VIC - Melbourne - West	544	228	772
VIC - Mornington Peninsula	247	122	369
VIC - North West	233	52	285
VIC - Shepparton	128	66	194
VIC - Warrnambool and South West	187	57	244
VIC - Other	0	1	1
<b>WA</b>	<b>577</b>	<b>1,252</b>	<b>1,829</b>
WA - Bunbury	17	72	89
WA - Mandurah	37	42	79
WA - Perth - Inner	30	68	98
WA - Perth - North East	77	211	288
WA - Perth - North West	112	278	390
WA - Perth - South East	186	290	476

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 - South West	96	177	273
WA - Western Australia - Outback (North)	0	33	33
WA - Western Australia - Outback (South)	19	42	61
WA - Western Australia - Wheat Belt	3	39	42
WA - Other	0	0	0
Missing	0	0	0
<b>Total</b>	<b>15,099</b>	<b>9,662</b>	<b>24,761</b>

## Endnotes:

### Supplement E:

- 1 There are 3 active participants in Previous Quarters and as at 31 March 2025 with missing service previously received information. These participants are not shown separately but included in the total number of active participants.
- 2 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 3 There are a further 1,622 active participants aged 65 years or over who are currently in residential aged care.
- 4 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.
- 5 Other includes participants with housing support data that is unavailable.
- 6 Residential aged care exits do not include participants who are deceased or have exited the Scheme.
- 7 There are 3 active participants in Previous Quarters and as at 31 March 2025 with missing age group information. These participants are not shown separately but included in the total number of active participants.
- 8 There are 3 active participants as at 31 March 2025 with missing age group information. These participants are not shown separately but included in the total number of active participants.
- 9 Participation rate refers to the proportion of the 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.
- 10 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. 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 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.
- 24 Note that 65% of all complainants made only one complaint, 17% made two complaints, and 18% made three or more complaints.
- 25 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.
- 26 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.
- 27 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the NDIA has made a wholly or partially incorrect decision. In this case they can replace the

NDIA's decision, or send the case back to the NDIA with considerations to be taken when making a new decision.

- 28 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.
- 29 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 30 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 31 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 32 Registration status is determined as at the posting date of payment.
- 33 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 The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.
- 36 There were \$4.2 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 37 Total payments for home modifications were \$307.4 million. Of which, \$305.8 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$1.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$406.1 million. Of which, \$401.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.9 million (1%) has been allocated for non-SDA supports.
- 38 There were \$2.1 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 39 Total payments for home modifications were \$204.4 million. Of which, \$105.2 million (51.5%) has been paid for specialised disability accommodation (SDA) supports, and \$99.2 million (48.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$361.3 million. Of which, \$140.5 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and \$220.8 million (61%) has been allocated for non-SDA supports.

- 40 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.
- 41 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:

- 42 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 43 There are a further 577 active participants aged 65 years or over who are currently in residential aged care.
- 44 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.
- 45 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 46 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 47 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.
- 48 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 49 Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
- 50 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.
- 51 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.
- 52 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.

- 53 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.
- 54 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 55 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 56 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.
- 57 Registration status is determined as at the posting date of payment.
- 58 Total payments for home modifications were \$98.4 million. Of which, \$98.0 million (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (0.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$121.3 million. Of which, \$119.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.4 million (1%) has been allocated for non-SDA supports.
- 59 Total payments for home modifications were \$54.3 million. Of which, \$28.5 million (52.6%) has been paid for specialised disability accommodation (SDA) supports, and \$25.7 million (47.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$99.8 million. Of which, \$37.1 million (37%) has been allocated for specialised disability accommodation (SDA) supports, and \$62.7 million (63%) has been allocated for non-SDA supports.
- 60 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.
- 61 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:

- 62 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 63 There are a further 491 active participants aged 65 years or over who are currently in residential aged care.
- 64 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.

- 65 Participation rate refers to the proportion of the 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.
- 66 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 67 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.
- 68 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 69 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.
- 70 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.
- 71 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.
- 72 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.
- 73 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.
- 74 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 75 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 76 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.
- 77 Registration status is determined as at the posting date of payment.

- 78 Total payments for home modifications were \$90.7 million. Of which, \$90.2 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 \$117.8 million. Of which, \$116.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9 million (1%) has been allocated for non-SDA supports.
- 79 Total payments for home modifications were \$52.0 million. Of which, \$23.7 million (45.5%) has been paid for specialised disability accommodation (SDA) supports, and \$28.4 million (54.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$91.6 million. Of which, \$33.2 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$58.3 million (64%) has been allocated for non-SDA supports.
- 80 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.
- 81 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:

- 82 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 83 There are a further 292 active participants aged 65 years or over who are currently in residential aged care.
- 84 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.
- 85 Participation rate refers to the proportion of the 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.
- 86 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 87 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.
- 88 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 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 59% 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 \$71.1 million. Of which, \$70.9 million (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2 million (0.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$86.0 million. Of which, \$84.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2 million (1%) has been allocated for non-SDA supports.
- 99 Total payments for home modifications were \$57.8 million. Of which, \$34.2 million (59.3%) has been paid for specialised disability accommodation (SDA) supports, and \$23.5 million (40.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$95.5 million. Of which, \$42.7 million (45%) has been allocated for specialised disability accommodation (SDA) supports, and \$52.8 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 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 103 There are a further 114 active participants aged 65 years or over who are currently in residential aged care.
- 104 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.
- 105 Participation rate refers to the proportion of the 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.
- 106 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. 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 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.
- 110 Note that 61% of all complainants made only one complaint, 20% made two complaints, and 18% made three or more complaints.
- 111 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.
- 112 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.
- 113 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.
- 114 Data is reported with one month lag; therefore results for last month of the current quarter are not included.



- 115 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 116 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.
- 117 Registration status is determined as at the posting date of payment.
- 118 There were \$4.2 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 119 Total payments for home modifications were \$18.5 million. Of which, \$18.2 million (98.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3 million (1.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$30.9 million. Of which, \$30.3 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6 million (2%) has been allocated for non-SDA supports.
- 120 There were \$2.1 million in total payments for the year ending 31 March 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
- 121 Total payments for home modifications were \$16.9 million. Of which, \$7.7 million (45.6%) has been paid for specialised disability accommodation (SDA) supports, and \$9.2 million (54.4%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$33.3 million. Of which, \$11.7 million (35%) has been allocated for specialised disability accommodation (SDA) supports, and \$21.6 million (65%) has been allocated for non-SDA supports.
- 122 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.
- 123 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:

- 124 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 125 There are a further 97 active participants aged 65 years or over who are currently in residential aged care.
- 126 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.

- 127 Participation rate refers to the proportion of the 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.
- 128 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.
- 129 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.
- 130 Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.
- 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 exceed 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 \$21.7 million. Of which, \$21.3 million (98.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.4 million (1.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$35.1 million. Of which, \$34.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5 million (1%) has been allocated for non-SDA supports.
- 141 Total payments for home modifications were \$14.7 million. Of which, \$7.2 million (49.2%) has been paid for specialised disability accommodation (SDA) supports, and \$7.5 million (50.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$24.8 million. Of which, \$10.8 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$14.0 million (56%) 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 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 145 There are a further 30 active participants aged 65 years or over who are currently in residential aged care.
- 146 The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
- 147 Participation rate refers to the proportion of the 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.
- 148 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. 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 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.

- 152 Note that 60% of all complainants made only one complaint, 21% made two complaints, and 19% made three or more complaints.
- 153 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.
- 154 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.
- 155 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.
- 156 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 157 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 158 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.
- 159 Registration status is determined as at the posting date of payment.
- 160 Total payments for home modifications were \$2.5 million. Of which, \$2.5 million (100.0%) has been paid for specialised disability accommodation (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.
- 161 Total payments for home modifications were \$3.9 million. Of which, \$0.7 million (19.1%) has been paid for specialised disability accommodation (SDA) supports, and \$3.2 million (80.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$8.0 million. Of which, \$1.2 million (15%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.8 million (85%) has been allocated for non-SDA supports.
- 162 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.
- 163 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:

- 164 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 165 There are a further 20 active participants aged 65 years or over who are currently in residential aged care.
- 166 There is insufficient data to show the numbers and distribution of the number of participants under 65 in residential age care with an approved plan for the Australian Capital Territory over time.
- 167 Participation rate refers to the proportion of the 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.
- 168 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. 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 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.
- 172 Note that 58% of all complainants made only one complaint, 21% made two complaints, and 21% made three or more complaints.
- 173 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.
- 174 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.
- 175 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.
- 176 Data is reported with one month lag; therefore results for last month of the current quarter are not included.

- 177 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 178 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.
- 179 Registration status is determined as at the posting date of payment.
- 180 Total payments for home modifications were \$1.7 million. Of which, \$1.7 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were \$3.9 million. Of which, \$3.8 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (1%) has been allocated for non-SDA supports.
- 181 Total payments for home modifications were \$3.8 million. Of which, \$2.5 million (67.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.2 million (32.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$6.0 million. Of which, \$2.9 million (48%) has been allocated for specialised disability accommodation (SDA) supports, and \$3.1 million (52%) has been allocated for non-SDA supports.
- 182 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.
- 183 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:

- 184 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.
- 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 the 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 From the March 2025 quarter, mainstream support data is integrated from both old and new computer systems. Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.



- 189 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.
- 190 Positively is defined as “Yes” for Yes/No questions, and “Mostly” or “Completely” for 5-point scale questions.
- 191 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.
- 192 Note that 68% of all complainants made only one complaint, 18% made two complaints, and 14% made three or more complaints.
- 193 It is possible to record multiple related parties as the source of a complaint, and in some cases, both participants and providers or other parties are linked to a single complaint. Where both a participant and a provider are a related party to a single complaint, the case is counted under both categories.
- 194 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.
- 195 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.
- 196 Data is reported with one month lag; therefore results for last month of the current quarter are not included.
- 197 Supports in dispute data is only available for 2022-23 Q3 onwards.
- 198 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.
- 199 Registration status is determined as at the posting date of payment.
- 200 Total payments for home modifications were \$2.9 million. Of which, \$2.9 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.02 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$5.7 million. Of which, \$5.6 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.1 million (2%) has been allocated for non-SDA supports.
- 201 Total payments for home modifications were \$1.0 million. Of which, \$0.5 million (52.2%) has been paid for specialised disability accommodation (SDA) supports, and \$0.5 million (47.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were \$2.3 million. Of which, \$1.0 million (44%) has been allocated for

specialised disability accommodation (SDA) supports, and \$1.3 million (56%) has been allocated for non-SDA supports.

- 202 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.
- 203 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:

- 204 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
- 205 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 206 State/Territory is defined by the current residing address of the participant.
- 207 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 208 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2025.
- 209 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.
- 210 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 211 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.
- 212 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.
- 213 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.