Supplement E:
National

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables E.10).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**936,139**	**33,700**	**969,839**
Active Eligible - Total	**720,878**	**26,446**	**747,324**
Active Eligible - New	505,948	26,127	532,075
Active Eligible - State	173,872	224	174,096
Active Eligible - Commonwealth	41,057	95	41,152
Active Participant Plans - Total	**712,878**	**26,536**	**739,414**
Active Participant Plans - New	498,877	26,233	525,110
Active Participant Plans - State	173,081	193	173,274
Active Participant Plans - Commonwealth	40,919	110	41,029
Active Participant Plans - Total	**712,878**	**26,536**	**739,414**
Active Participant Plans - Early Intervention (s25)	222,392	13,336	235,728
Active Participant Plans - Permanent Disability (s24)	485,508	5,915	491,423
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	4,978	7,285	12,263

Table E.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 – National [1]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**69,457**	**4,139**	**73,596**

[1] 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	231,780	97%	100,777	97%	2,547	89%	335,104	97%
9 to 14	70,921	91%	40,063	91%	1,601	83%	112,585	91%
15 to 18	30,331	92%	20,135	90%	1,299	87%	51,765	91%
19 to 24	23,891	90%	16,413	85%	1,025	77%	41,329	88%
25 to 34	30,219	87%	24,892	79%	994	64%	56,105	83%
35 to 44	30,765	83%	28,193	75%	622	53%	59,580	78%
45 to 54	38,378	80%	36,003	70%	630	44%	75,011	74%
55 to 64	50,039	74%	45,081	62%	770	38%	95,890	68%
65+	<2,340	n/a	<2,130	n/a	<40	n/a	<4,500	n/a
Missing	<11	n/a	<10	n/a	<11	n/a	<11	n/a
Total	**508,655**	**89%**	**313,684**	**81%**	**9,527**	**68%**	**831,866**	**86%**

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	15,723	91%	7,997	90%	160	66%	23,880	90%
Autism	201,863	98%	95,411	98%	5,431	94%	302,705	98%
Cerebral palsy	10,850	97%	8,772	97%	103	87%	19,725	97%
Developmental delay	75,153	98%	32,685	98%	825	92%	108,663	98%
Down syndrome	6,943	100%	5,840	100%	69	95%	12,852	100%
Global developmental delay	16,856	99%	6,968	99%	140	96%	23,964	99%
Hearing impairment	14,957	90%	15,743	87%	267	74%	30,967	88%
Intellectual disability	59,162	95%	44,042	94%	583	76%	103,787	94%
Multiple sclerosis	3,305	92%	9,667	91%	85	70%	13,057	91%
Psychosocial disability	37,805	72%	34,812	62%	739	34%	73,356	66%
Spinal cord injury	5,196	94%	2,157	91%	73	80%	7,426	93%
Stroke	7,453	87%	5,290	83%	92	61%	12,835	85%
Visual impairment	6,230	87%	5,817	86%	93	59%	12,140	86%
Other neurological	18,783	82%	15,173	80%	266	56%	34,222	81%
Other physical	12,989	49%	13,261	38%	252	22%	26,502	42%
Other sensory/speech	2,600	49%	1,022	44%	23	20%	3,645	47%
Other	12,787	58%	9,027	42%	326	29%	22,140	49%
Total	**508,655**	**89%**	**313,684**	**81%**	**9,527**	**68%**	**831,866**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	57,812	8%	2,717	10%	60,529	8%
Non-First Nations Participants	556,650	78%	21,340	80%	577,990	78%
Not Stated	98,416	14%	2,479	9%	100,895	14%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	62,653	9%	2,044	8%	64,697	9%
Not culturally and linguistically diverse	620,206	87%	22,861	86%	643,067	87%
Not stated	30,019	4%	1,631	6%	31,650	4%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 – National [2]

Age group	Total number of active participants
Under 45	11
45 to 54	82
55 to 64	577
Total YPIRAC (under 65)	**670**

[2] There are a further 1,588 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 [3]

Quarter ending	Incremental	Cumulative
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
Jun-25	-64	670

Table E.9 Participants aged under 65 who exited residential aged care with housing support, by housing support type - National [4] [5]

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	59	0	59
Medium Term Accommodation	<20	<11	20
Own/Family Home (rented and owned)	<180	<11	176
Specialist Disability Accommodation (SDA)	291	43	334
Other group residential setting	428	47	475
Other	<20	<11	21
Total	**1,021**	**96**	**1,117**

[3] The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.
[4] Other includes participants with housing support data that is unavailable.
[5] Residential aged care exits do not include participants who are deceased or have exited the Scheme.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	488,589	69%	18,539	70%	507,128	69%
Population > 50,000	77,329	11%	2,868	11%	80,197	11%
Population between 15,000 and 50,000	58,495	8%	2,005	8%	60,500	8%
Population between 5,000 and 15,000	31,676	4%	1,094	4%	32,770	4%
Population less than 5,000	45,598	6%	1,639	6%	47,237	6%
Remote	6,547	1%	237	1%	6,784	1%
Very Remote	4,296	1%	140	1%	4,436	1%
Missing	348	0%	14	0%	362	0%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

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

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	283,859	40%	11,101	42%	294,960	40%
Intellectual disability	94,802	13%	1,214	5%	96,016	13%
Developmental delay	75,675	11%	7,768	29%	83,443	11%
Psychosocial disability	64,498	9%	774	3%	65,272	9%
Hearing impairment	28,676	4%	531	2%	29,207	4%
Other neurological	24,155	3%	854	3%	25,009	3%
Global developmental delay	19,027	3%	1,673	6%	20,700	3%
Other physical	19,909	3%	245	1%	20,154	3%
Acquired brain injury	19,169	3%	409	2%	19,578	3%
Cerebral palsy	18,235	3%	175	1%	18,410	2%
Other	12,755	2%	750	3%	13,505	2%
Multiple sclerosis	11,563	2%	352	1%	11,915	2%
Down syndrome	<11,660	n/a	<80	n/a	11,729	2%
Visual impairment	10,637	1%	209	1%	10,846	1%
Stroke	10,141	1%	297	1%	10,438	1%
Spinal cord Injury	6,249	1%	104	0%	6,353	1%
Other sensory/speech	<1,880	n/a	<11	n/a	1,879	0%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

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	294,960	40%	4,502	12%	290,458	41%
Intellectual disability	96,016	13%	13,411	37%	82,605	12%
Developmental delay	83,443	11%	0	0%	83,443	12%
Psychosocial disability	65,272	9%	4,362	12%	60,910	9%
Hearing impairment	29,207	4%	<20	n/a	<29,190	n/a
Other neurological	25,009	3%	2,816	8%	22,193	3%
Other physical	20,700	3%	0	0%	20,700	3%
Acquired brain injury	20,154	3%	381	1%	19,773	3%
Cerebral palsy	19,578	3%	3,259	9%	16,319	2%
Global developmental delay	18,410	2%	2,743	7%	15,667	2%
Down syndrome	13,505	2%	818	2%	12,687	2%
Other	11,915	2%	471	1%	11,444	2%
Multiple sclerosis	11,729	2%	2,219	6%	9,510	1%
Visual impairment	10,846	1%	125	0%	10,721	2%
Stroke	10,438	1%	1,220	3%	9,218	1%
Spinal cord Injury	6,353	1%	340	1%	6,013	1%
Other sensory/speech	1,879	0%	<11	n/a	<1,880	n/a
Total	**739,414**	**100%**	**36,691**	**100%**	**702,723**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	96,287	14%	7,456	28%	103,743	14%
2 (High Function)	1,499	0%	69	0%	1,568	0%
3 (High Function)	38,181	5%	2,250	8%	40,431	5%
4 (High Function)	39,617	6%	551	2%	40,168	5%
5 (High Function)	48,654	7%	2,160	8%	50,814	7%
6 (Moderate Function)	175,545	25%	6,535	25%	182,080	25%
7 (Moderate Function)	35,723	5%	1,059	4%	36,782	5%
8 (Moderate Function)	37,663	5%	751	3%	38,414	5%
9 (Moderate Function)	3,340	0%	37	0%	3,377	0%
10 (Moderate Function)	62,729	9%	1,014	4%	63,743	9%
11 (Low Function)	18,364	3%	274	1%	18,638	3%
12 (Low Function)	82,951	12%	1,505	6%	84,456	11%
13 (Low Function)	44,776	6%	566	2%	45,342	6%
14 (Low Function)	9,358	1%	24	0%	9,382	1%
15 (Low Function)	166	0%	0	0%	166	0%
Missing	18,025	3%	2,285	9%	20,310	3%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

Table E.14 Participant profile per quarter by age group - National

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	160,261	22%	13,205	50%	173,466	23%
9 to 14	139,847	20%	4,504	17%	144,351	20%
15 to 18	71,546	10%	1,757	7%	73,303	10%
19 to 24	63,145	9%	1,103	4%	64,248	9%
25 to 34	63,136	9%	1,321	5%	64,457	9%
35 to 44	51,670	7%	1,263	5%	52,933	7%
45 to 54	56,782	8%	1,308	5%	58,090	8%
55 to 64	67,603	9%	1,855	7%	69,458	9%
65+	38,888	5%	220	1%	39,108	5%
Total	**712,878**	**100%**	**26,536**	**100%**	**739,414**	**100%**

Table E.15 Number and proportion of active participants by gender and age group as at 30 June 2025 - National

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	118,675	16%	53,601	7%	1,190	0%	173,466	23%	2.2
9 to 14	96,684	13%	46,257	6%	1,410	0%	144,351	20%	2.1
15 to 18	46,072	6%	25,777	3%	1,454	0%	73,303	10%	1.8
19 to 24	39,974	5%	22,855	3%	1,419	0%	64,248	9%	1.7
25 to 34	37,196	5%	26,073	4%	1,188	0%	64,457	9%	1.4
35 to 44	27,838	4%	24,479	3%	616	0%	52,933	7%	1.1
45 to 54	29,720	4%	27,918	4%	452	0%	58,090	8%	1.1
55 to 64	35,332	5%	33,640	5%	486	0%	69,458	9%	1.1
65+	19,741	3%	19,146	3%	221	0%	39,108	5%	1.0
Total	**451,232**	**61%**	**279,746**	**38%**	**8,436**	**1%**	**739,414**	**100%**	**1.6**

Table E.16 Number and proportion of active participants by gender and primary disability group as at 30 June 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	196,866	27%	92,892	13%	5,202	1%	294,960	40%	2.1
Intellectual disability	54,708	7%	40,787	6%	521	0%	96,016	13%	1.3
Psychosocial disability	33,130	4%	31,467	4%	675	0%	65,272	9%	1.1
Developmental delay	57,293	8%	25,508	3%	642	0%	83,443	11%	2.2
Hearing impairment	14,064	2%	14,896	2%	247	0%	29,207	4%	0.9
Other neurological	13,554	2%	11,288	2%	167	0%	25,009	3%	1.2
Other physical	9,595	1%	10,379	1%	180	0%	20,154	3%	0.9
Cerebral palsy	10,105	1%	8,214	1%	91	0%	18,410	2%	1.2
Acquired brain injury	12,844	2%	6,633	1%	101	0%	19,578	3%	1.9
Global developmental delay	14,487	2%	6,095	1%	118	0%	20,700	3%	2.4
Visual impairment	5,512	1%	5,252	1%	82	0%	10,846	1%	1.0
Multiple sclerosis	2,928	0%	8,913	1%	74	0%	11,915	2%	0.3
Stroke	6,015	1%	4,366	1%	57	0%	10,438	1%	1.4
Spinal cord injury	4,430	1%	1,866	0%	57	0%	6,353	1%	2.4
Other	7,987	1%	5,367	1%	151	0%	13,505	2%	1.5
Other sensory/speech	1,343	0%	523	0%	13	0%	1,879	0%	2.6
Down syndrome	6,371	1%	5,300	1%	58	0%	11,729	2%	1.2
Total	**451,232**	**61%**	**279,746**	**38%**	**8,436**	**1%**	**739,414**	**100%**	**1.6**

Table E.17 Participation rates by age group and gender as at 30 June 2025 – National [6]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8%	4%	6%
9 to 14	9%	5%	7%
15 to 18	7%	4%	5%
19 to 24	4%	2%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**4%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table E.18 Proportion of active participants with approved plans accessing mainstream supports – National [7]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	3%	5%	4%
Daily life	18%	20%	19%
Health and wellbeing	74%	82%	75%
Learning	34%	38%	35%
Relationships	4%	4%	4%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	7%	0%	7%
Any mainstream service	**96%**	**96%**	**96%**

[6] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[7] 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables E.19 to E.23).

Table E.19 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=45,983), and ‘participant social and community engagement rate’ (n=46,198), and the metric for 'family and carer employment rate' (n=47,565) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=25,616) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	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%	36%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	39%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	38%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	37%	36%	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	34%	41%	40%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	37%	46%
Participant social and community engagement rate - Aged 15+ years	32%	38%	37%	46%
Family and carer employment rate - Aged 0 to 14 years	48%	49%	52%	n/a
Family and carer employment rate - Aged 15+ years	47%	48%	48%	n/a
Family and carer employment rate - All ages	48%	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%	80%	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=38,932), and 'participant social and community engagement rate' (n=39,170), and the metric for 'family and carer employment rate' (n=32,185) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=25,686) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	29%	25%	29%	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	24%	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%	37%	40%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	42%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	43%	41%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	41%	40%	46%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	50%	53%	n/a
Family and carer employment rate - Aged 15+ years	48%	51%	51%	49%	n/a
Family and carer employment rate - All ages	46%	49%	50%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	66%	72%	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=30,009), and 'participant social and community engagement rate' (n=30,216), and the metric for 'family and carer employment rate' (n=21,270) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=21,618) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	16%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	28%	29%	30%	25%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	30%	26%	28%	26%
Participant employment rate - Aged 45 to 54 years	26%	26%	25%	23%	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	19%	16%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	10%	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	34%	38%	40%	42%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	46%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	39%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	41%	45%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	40%	42%	41%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	39%	41%	43%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	42%	44%	43%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	42%	43%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	49%	53%	55%	n/a
Family and carer employment rate - Aged 15+ years	49%	51%	53%	51%	51%	n/a
Family and carer employment rate - All ages	47%	49%	50%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	69%	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%	75%	80%	n/a

Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=22,362), and 'participant social and community engagement rate' (n=22,569), and the metric for 'family and carer employment rate' (n=14,109) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=17,186) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	27%	24%	28%	26%
Participant employment rate - Aged 45 to 54 years	28%	27%	25%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	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%	25%	21%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	22%	24%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	40%	42%	44%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	42%	45%	47%	45%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	42%	45%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	42%	43%	45%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	41%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	40%	41%	40%	38%	42%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	43%	44%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	43%	44%	44%	46%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	47%	48%	52%	56%	n/a
Family and carer employment rate - Aged 15+ years	48%	50%	52%	54%	51%	52%	n/a
Family and carer employment rate - All ages	45%	47%	49%	50%	51%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	66%	69%	70%	76%	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=25,356), and 'participant social and community engagement rate' (n=25,630), and the metric for 'family and carer employment rate' (n=14,015) 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=21,022) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	7%	11%	14%	18%	23%	19%	27%	26%
Participant employment rate - Aged 25 to 34 years	23%	25%	26%	26%	26%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	33%	31%	31%	30%	30%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	29%	30%	29%	27%	25%	26%
Participant employment rate - Aged 55 to 64 years	25%	25%	22%	20%	19%	18%	18%	26%
Participant employment rate - Aged 65+ years	16%	16%	12%	11%	10%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	27%	26%	26%	25%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	25%	25%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	43%	45%	46%	43%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	42%	47%	48%	48%	48%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	44%	48%	48%	50%	51%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	47%	49%	47%	50%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	43%	42%	42%	44%	44%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	44%	43%	40%	43%	45%	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	46%	46%	46%	47%	47%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	46%	46%	46%	47%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	48%	49%	50%	53%	54%	59%	n/a
Family and carer employment rate - Aged 15+ years	48%	51%	51%	53%	55%	52%	52%	n/a
Family and carer employment rate - All ages	47%	49%	50%	51%	54%	53%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	68%	70%	71%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	77%	80%	82%	89%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	74%	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 Q4. Table E.37 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Tables E.35 and E.38) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables E.36, E.37, E.39 and E.43).

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	Jun-25
Number of tasks	17,762	27,467	26,321	39,268	39,268	34,365
Within timeframe	5,323	5,334	3,840	3,701	3,701	16,230
Percentage within timeframe	30%	19%	15%	9%	9%	47%

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	Jun-25
Number of tasks	1,471	1,505	2,210	1,594	2,589	2,032
Within timeframe	786	607	575	411	345	933
Percentage within timeframe	53%	40%	26%	26%	13%	46%

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 [8]

PSG 6	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	1,509	6,566	11,124	9,700	11,823	14,081
Within timeframe	832	1,484	5,442	7,838	10,177	13,228
Percentage within timeframe	55%	23%	49%	81%	86%	94%

[8] 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 [9] [10]

PSG 7	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	4,273	7,858	13,060	10,226	15,596	14,239
Within timeframe	4,195	7,811	12,824	10,176	15,511	14,161
Percentage within timeframe	98%	99%	98%	100%	99%	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

PSG 8	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	26,668	72,503	91,304	84,192	82,277	84,762
Within timeframe	21,260	59,029	75,559	69,724	68,736	70,396
Percentage within timeframe	80%	81%	83%	83%	84%	83%

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 [11]

PSG 11	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	7,444	7,666	11,260	21,246	25,347	20,321
Within timeframe	4,842	5,401	6,699	10,740	16,323	12,685
Percentage within timeframe	65%	70%	59%	51%	64%	62%

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	Jun-25
Number of tasks	12,499	16,769	19,991	22,233	22,918	20,697
Within timeframe	2,645	2,964	5,857	5,184	5,054	5,439
Percentage within timeframe	21%	18%	29%	23%	22%	26%

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 [12]

PSG 13	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	9,828	22,873	22,987	9,812	26,021	25,426
Within timeframe	6,193	17,005	20,500	8,831	21,838	20,630
Percentage within timeframe	63%	74%	89%	90%	84%	81%

[9] 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).
[10] ECA stands for early childhood approach.
[11] Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.
[12] 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 [13]

PSG 14	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	2,027	5,259	10,027	14,692	17,121	17,349
Within timeframe	1,282	2,053	5,188	6,345	6,673	7,760
Percentage within timeframe	63%	39%	52%	43%	39%	45%

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 [14]

PSG 17	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Number of tasks	3,839	6,960	9,928	10,046	11,262	11,547
Within timeframe	763	1,689	5,822	6,615	5,489	8,689
Percentage within timeframe	20%	24%	59%	66%	49%	75%

Table E.34 National - Proportion of respondents who responded positively to questions about 'Early Supports' (n = 785 in Prior Quarters, n = 62 in 2024-25 Q4), 'Community Connections' (n = 7,613 in Prior Quarters, n = 855 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 6,923 in Prior Quarters, n = 1,221 in 2024-25 Q4), 'Plan Approval' (n = 17,938 in Prior Quarters, n = 3,308 in 2024-25 Q4), 'Plan Implementation' (n = 16,051 in Prior Quarters, n = 2,179 in 2024-25 Q4) and 'Plan Reassessment' (n = 40,648 in Prior Quarters, n = 9,308 in 2024-25 Q4) [15] [16]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	99%	97%
Early Supports - Were decisions and outcomes explained to you?	87%	88%
Early Supports - Were your questions and concerns acknowledged?	89%	79%
Early Supports - How well does your early supports plan meet your child's needs?	48%	52%
Community Connections - Was information easy to understand?	84%	86%
Community Connections - Was communication in your preferred format?	94%	95%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	78%
Community Connections - To what extent were your circumstances and needs considered?	77%	80%
Community Connections - To what extent were you included in decisions that were made?	76%	81%
Community Connections - How confident are you in reaching out to community supports and other government services?	52%	55%
Apply for NDIS (overall) - Were you treated with respect?	93%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	76%
Apply for NDIS (overall) - Was information easy to understand?	69%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	85%	85%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	52%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	53%	52%

[13] From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
[14] From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
[15] 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.
[16] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
Plan Approval - Were you treated with respect?	91%	89%
Plan Approval - Were decisions and outcomes explained to you?	78%	78%
Plan Approval - Were your questions and concerns acknowledged?	76%	74%
Plan Approval - Do you know where to go for more help with using your plan?	84%	86%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	53%
Plan Approval - How well does your NDIS plan meet your needs?	60%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	84%	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?	61%	64%
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%	68%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	85%	88%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	68%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	70%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	65%
Plan Reassessment - Do you feel confident in using your plan?	67%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	64%	65%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	78%	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
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	8,058	56%	21,732	36%
Sep-24	4,204	53%	22,844	54%
Dec-24	1,951	27%	19,565	74%
Mar-25	1,554	12%	15,469	86%
Jun-25	1,400	6%	13,414	90%

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
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%	390
Mar-24	4,038	88%	804
Jun-24	4,751	81%	596
Sep-24	4,594	89%	555
Dec-24	4,492	90%	463
Mar-25	4,573	90%	734
Jun-25	5,085	91%	547

Table E.37 Complaints and Participant Critical Incidents (PCIs) by quarter – National [17] [18] [19] [20] [21]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<1,010	<70	1,070	1,006
Participants: Complaints about Local Area Coordination (LAC) Partner	5,534	348	5,882	5,302
Participants: Complaints about service providers	14,677	703	15,380	12,580
Participants: Complaints about the Agency	228,261	10,847	239,108	123,851
Participants: Unclassified	<3,330	<11	3,327	2,993
Participants: Total	252,802	11,965	264,767	134,855
Percentage of the number of active participants	0	0	0	n/a
Providers: Complaints about Early Connections Partner	<11	<11	11	11
Providers: Complaints about Local Area Coordination (LAC) Partner	<170	<20	178	163
Providers: Complaints about service providers	1,195	96	1,291	1,142
Providers: Complaints about the Agency	12,394	872	13,266	10,560
Providers: Unclassified	244	0	244	226
Providers: Total	14,004	986	14,990	11,663
Percentage of all registration requests	0	0	0	n/a
Other: Complaints about Early Connections Partner	<30	<11	29	29
Other: Complaints about Local Area Coordination (LAC) Partner	<120	<11	119	118
Other: Complaints about service providers	1,508	80	1,588	1,588
Other: Complaints about the Agency	6,933	225	7,158	7,152
Other: Unclassified	118	0	118	118
Other: Total	8,703	309	9,012	9,002
Total Complaints	271,607	13,260	284,867	155,520
New Participant Critical Incidents (PCIs)	**54,742**	**4,898**	**59,640**	**n/a**

[17] Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.
[18] 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.
[19] Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
[20] 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.
[21] 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	20,222	12%	205,029	7%
Sep-24	17,933	11%	222,962	7%
Dec-24	16,056	9%	239,018	7%
Mar-25	13,784	8%	252,802	7%
Jun-25	11,965	7%	264,767	7%

Table E.39 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - National

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	3,924	2%	31,950	1%
Mar-24	4,452	3%	36,402	1%
Jun-24	4,543	3%	40,945	1%
Sep-24	4,553	3%	45,498	1%
Dec-24	4,400	3%	49,898	2%
Mar-25	4,844	3%	54,742	2%
Jun-25	4,898	3%	59,640	2%

Table E.40 Number and proportion of provider complaints over time, incrementally and cumulatively – National [22]

Quarter ending	Incremental	Incremental as a percentage of active providers	Cumulative	Cumulative as a percentage of active providers
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	831	7%	12,042	5%
Dec-24	972	8%	13,014	5%
Mar-25	990	8%	14,004	5%
Jun-25	986	8%	14,990	5%

Table E.41 Participant complaints by type. Complaints with a related party who has submitted an access request – National [23]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - 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	5,722	3%	328	3%	6,050	3%
Complaints about the Agency - NDIA Engagement	322	0%	29	0%	351	0%
Complaints about the Agency - NDIA Finance	14,450	6%	844	8%	15,294	6%
Complaints about the Agency - NDIA Fraud and Compliance	1,079	0%	87	1%	1,166	0%
Complaints about the Agency - NDIA Plan	49,934	22%	2,769	26%	52,703	22%
Complaints about the Agency - NDIA Process	21,434	9%	1,561	14%	22,995	10%
Complaints about the Agency - NDIA Resources	2,248	1%	196	2%	2,444	1%
Complaints about the Agency - NDIA Staff	14,045	6%	1,220	11%	15,265	6%
Complaints about the Agency - NDIA Timeliness	69,486	30%	3,781	35%	73,267	31%
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	165	0%	13	0%	178	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	7%	0	0%	16,693	7%
Complaints about the Agency - Other	13,384	6%	19	0%	13,403	6%

[22] Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.
[23] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency – Total	**228,261**	**100%**	**10,847**	**100%**	**239,108**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	11	1%	0	0%	11	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	106	10%
Complaints about Early Connections Partner - Early Connections Process	<120	n/a	<11	n/a	125	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	486	48%	36	55%	522	49%
Complaints about Early Connections Partner - Early Connections Timeliness	275	27%	19	29%	294	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**1,004**	**100%**	**66**	**100%**	**1,070**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	23	0%	0	0%	23	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<70	n/a	<11	n/a	74	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	700	13%	15	4%	715	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	577	10%	51	15%	628	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	40	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,555	64%	227	65%	3,782	64%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	574	10%	46	13%	620	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**5,534**	**100%**	**348**	**100%**	**5,882**	**100%**
Complaints about service providers - Provider Costs	342	2%	0	0%	342	2%
Complaints about service providers - Provider Finance	<1,010	n/a	<40	n/a	1,036	7%
Complaints about service providers - Provider Fraud and Compliance	1,670	11%	134	19%	1,804	12%
Complaints about service providers - Provider Process	399	3%	0	0%	399	3%
Complaints about service providers - Provider Service	5,230	36%	260	37%	5,490	36%
Complaints about service providers - Provider Staff	3,136	21%	271	39%	3,407	22%
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	4%	0	0%	638	4%
Complaints about service providers - Other	<1,110	n/a	<11	n/a	1,109	7%
Complaints about service providers - Total	**14,677**	**100%**	**703**	**100%**	**15,380**	**100%**
Unclassified	**<3,330**	**n/a**	**<11**	**n/a**	**3,327**	**n/a**
Participants total	**252,802**	**n/a**	**11,965**	**n/a**	**264,767**	**n/a**

Table E.42 Provider complaints by type. Complaints with a related party who has submitted a provider registration request - National [24]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - 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	<30	n/a	<11	n/a	27	0%
Complaints about the Agency - NDIA Engagement	<40	n/a	<11	n/a	33	0%
Complaints about the Agency - NDIA Finance	3,271	26%	328	38%	3,599	27%
Complaints about the Agency - NDIA Fraud and Compliance	83	1%	24	3%	107	1%
Complaints about the Agency - NDIA Plan	1,026	8%	96	11%	1,122	8%
Complaints about the Agency - NDIA Process	1,019	8%	110	13%	1,129	9%
Complaints about the Agency - NDIA Resources	1,117	9%	58	7%	1,175	9%
Complaints about the Agency - NDIA Staff	753	6%	89	10%	842	6%
Complaints about the Agency - NDIA Timeliness	1,770	14%	145	17%	1,915	14%
Complaints about the Agency - Participation, engagement and inclusion	49	0%	0	0%	49	0%
Complaints about the Agency - Provider Portal	424	3%	0	0%	424	3%
Complaints about the Agency - Quality & Safeguards Commission	98	1%	14	2%	112	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	6%
Complaints about the Agency - Other	1,018	8%	0	0%	1,018	8%
Complaints about the Agency - Total	**12,394**	**100%**	**872**	**100%**	**13,266**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	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	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<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%
Complaints about Early Connections Partner - Total	**<10**	**n/a**	**<11**	**n/a**	**11**	**100%**
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	<10	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	13	8%	0	0%	13	7%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	23	14%	0	0%	23	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<10	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	100	62%	14	82%	114	64%

[24] Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	17	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**161**	**100%**	**17**	**100%**	**178**	**100%**
Complaints about service providers - Provider costs	15	1%	0	0%	15	1%
Complaints about service providers - Provider Finance	114	10%	19	20%	133	10%
Complaints about service providers - Provider Fraud and Compliance	164	14%	22	23%	186	14%
Complaints about service providers - Provider Process	31	3%	0	0%	31	2%
Complaints about service providers - Provider Service	369	31%	26	27%	395	31%
Complaints about service providers - Provider Staff	290	24%	29	30%	319	25%
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	2%
Complaints about service providers - Other	118	10%	0	0%	118	9%
Complaints about service providers - Total	**1,195**	**100%**	**96**	**100%**	**1,291**	**100%**
Unclassified	**244**	**n/a**	**0**	**n/a**	**244**	**n/a**
Providers total	**14,004**	**n/a**	**986**	**n/a**	**14,990**	**n/a**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	5%	0	0%	378	5%
Complaints about the Agency - Information unclear	170	2%	0	0%	170	2%
Complaints about the Agency - NDIA Access	<260	n/a	<11	n/a	259	4%
Complaints about the Agency - NDIA Engagement	67	1%	0	0%	67	1%
Complaints about the Agency - NDIA Finance	470	7%	34	15%	504	7%
Complaints about the Agency - NDIA Fraud and Compliance	219	3%	14	6%	233	3%
Complaints about the Agency - NDIA Plan	968	14%	32	14%	1000	14%
Complaints about the Agency - NDIA Process	1010	15%	46	20%	1056	15%
Complaints about the Agency - NDIA Resources	607	9%	31	14%	638	9%
Complaints about the Agency - NDIA Staff	596	9%	20	9%	616	9%
Complaints about the Agency - NDIA Timeliness	917	13%	41	18%	958	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	128	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	7%
Complaints about the Agency - Total	**6,933**	**100%**	**225**	**100%**	**7,158**	**100%**

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Process	<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	41%
Complaints about Early Connections Partner - Early Connections Timeliness	<10	n/a	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<30**	**n/a**	**<11**	**n/a**	**29**	**100%**
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	9%	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	<10	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<90	n/a	<11	n/a	86	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%
Complaints about Local Area Coordination (LAC) Partner - Total	**<120**	**n/a**	**<11**	**n/a**	**119**	**100%**
Complaints about service providers - Provider costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	87	5%
Complaints about service providers - Provider Fraud and Compliance	<240	n/a	<30	n/a	258	16%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<590	n/a	<30	n/a	606	38%
Complaints about service providers - Provider Staff	407	27%	27	34%	434	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	82	5%	0	0%	82	5%
Complaints about service providers - Total	**1,508**	**100%**	**80**	**100%**	**1,588**	**100%**
Unclassified	**118**	**n/a**	**0**	**n/a**	**118**	**n/a**
Other complaints total	**8,703**	**n/a**	**309**	**n/a**	**9,012**	**n/a**
New Reportable PCIs were NOT Withdrawn or miscategorised	9,072	17%	932	19%	10,004	17%
New Non-reportable PCIs were NOT Withdrawn or miscategorised	45,670	83%	3,966	81%	49,636	83%
New PCIs - Total	**54,742**	**100%**	**4,898**	**100%**	**59,640**	**100%**

Table E.44 Unique complaints by type – National [25]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,103	2%	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	5,939	2%	339	3%	6,278	2%
Complaints about the Agency - NDIA Engagement	415	0%	31	0%	446	0%
Complaints about the Agency - NDIA Finance	17,377	7%	1,206	10%	18,583	7%
Complaints about the Agency - NDIA Fraud and Compliance	1,357	1%	125	1%	1,482	1%
Complaints about the Agency - NDIA Plan	51,217	21%	2,897	24%	54,114	21%
Complaints about the Agency - NDIA Process	23,123	9%	1,717	14%	24,840	10%
Complaints about the Agency - NDIA Resources	3,928	2%	285	2%	4,213	2%
Complaints about the Agency - NDIA Staff	15,071	6%	1,329	11%	16,400	6%
Complaints about the Agency - NDIA Timeliness	71,363	29%	3,967	33%	75,330	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	386	0%	29	0%	415	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	7%	0	0%	17,837	7%
Complaints about the Agency - Other	14,937	6%	19	0%	14,956	6%
Complaints about the Agency - Total	**244,456**	**100%**	**11,944**	**100%**	**256,400**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	12	1%	0	0%	12	1%
Complaints about Early Connections Partner - Early Connections Plan	<110	n/a	<11	n/a	103	10%
Complaints about Early Connections Partner - Early Connections Process	<120	n/a	<20	n/a	123	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	483	49%	36	53%	519	49%
Complaints about Early Connections Partner - Early Connections Timeliness	270	27%	20	29%	290	27%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**992**	**100%**	**68**	**100%**	**1,060**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	24	0%	0	0%	24	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<80	n/a	<11	n/a	83	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	693	12%	15	4%	708	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	582	10%	51	14%	633	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<40	n/a	<11	n/a	45	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	3,605	65%	243	66%	3,848	65%

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

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	565	10%	47	13%	612	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**5,585**	**100%**	**368**	**100%**	**5,953**	**100%**
Complaints about service providers - Provider costs	366	2%	0	0%	366	2%
Complaints about service providers - Provider Finance	1,147	7%	57	6%	1,204	7%
Complaints about service providers - Provider Fraud and Compliance	1,988	12%	180	20%	2,168	12%
Complaints about service providers - Provider Process	443	3%	0	0%	443	2%
Complaints about service providers - Provider Service	5,957	35%	310	35%	6,267	35%
Complaints about service providers - Provider Staff	3,695	22%	327	37%	4,022	23%
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	<1,310	n/a	<11	n/a	1,309	7%
Complaints about service providers - Total	**16,886**	**100%**	**879**	**100%**	**17,765**	**100%**
Unclassified	**<3,690**	**n/a**	**<11**	**n/a**	**3,689**	**n/a**
Unique complaints total	**271,607**	**n/a**	**13,260**	**n/a**	**284,867**	**n/a**

Table E.45 Actual outcomes for complaints - National

Actual Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaint	8,473	3%	19	0%	8,492	3%
Compliment	57	0%	0	0%	57	0%
Deleted - Duplicate	1,410	1%	16	0%	1,426	1%
Desired Action Completed	161,876	60%	11,034	82%	172,910	61%
Determined to not be a Complaint	<1,190	n/a	<11	n/a	1,184	0%
Formal Reply Endorsed and Issued	11,721	4%	565	4%	12,286	4%
General	42,878	16%	0	0%	42,878	15%
Referred to NDIS Quality & Safeguards Commission	0	0%	0	0%	0	0%
Referred to State/Territory Authority	0	0%	0	0%	0	0%
Reassessment Completed	0	0%	0	0%	0	0%
Reassessment Requested	0	0%	0	0%	0	0%
Unable to contact - Record Closed	<1,670	n/a	<11	n/a	1,678	1%
Withdrawn by Participant/Representative	<160	n/a	<11	n/a	161	0%
Other	40,628	15%	1,767	13%	42,395	15%
Total	**270,053**	**100%**	**13,414**	**100%**	**283,467**	**100%**

Table E.46 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	4,960	19%	438	27%	5,398	20%
Planning	19,444	75%	1122	69%	20,566	75%
Compensation	<130	n/a	<11	n/a	124	0%
Jurisdiction	822	3%	0	0%	822	3%
Extension of Time	311	1%	0	0%	311	1%
Other	<230	n/a	<60	n/a	280	1%
Total cases	**25,886**	**100%**	**1,615**	**100%**	**27,501**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**0.9%**	**n/a**	**0.8%**	**n/a**

Table E.47 Number and proportion of Administrative Review Tribunal (ART) cases over time, incrementally and cumulatively - National

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	1,291	1%	11,996	1%
Sep-22	1,189	1%	13,185	1%
Dec-22	1,115	1%	14,300	1%
Mar-23	961	1%	15,261	1%
Jun-23	1,064	1%	16,325	1%
Sep-23	1,045	1%	17,370	1%
Dec-23	1147	1%	18,517	1%
Mar-24	681	0%	19,198	1%
Jun-24	1,171	1%	20,369	1%
Sep-24	1,769	1%	22,138	1%
Dec-24	1896	1%	24,034	1%
Mar-25	1,852	1%	25,886	1%
Jun-25	1,615	1%	27,501	1%

Table E.48 Administrative Review Tribunal (ART) cases by open/closed and decision – National [26]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**27,501**	**24,729**
Open ART Cases	**5,185**	**5,063**
Closed ART Cases	**22,316**	**20,170**
Resolved before hearing	21,718	19,660
Gone to hearing and received a substantive decision	598	510

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

Table E.49 Administrative Review Tribunal (ART) Supports in dispute – National [27] [28] [29]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	532	42	574
Core (excluding Consumables and Transport)	3,838	369	4,207
Capacity Building	4,599	458	5,057
General Support	1,136	136	1,272
Assistive Technology	1,353	129	1,482
Specialist Disability Accommodation	538	30	568
Home Modifications	<350	39	<390
Supported Independent Living	1,424	92	1,516
Everyday Living Costs	392	30	422
Transport	773	74	847
Other	<11	0	<11
Total number of unique participants counted across disputed supports	**7,477**	**713**	**8,190**
Total number of instances of participants counted across disputed supports	**14,933**	**1,399**	**16,332**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**533**	**3%**	**65**	**4%**	**598**	**3%**
Decided by Tribunal - Affirmed	251	1%	31	2%	282	1%
Decided by Tribunal - Varied	<100	n/a	<11	n/a	106	0%
Decided by Tribunal - Set Aside	<190	n/a	<30	n/a	210	1%
Not Decided by Tribunal - Total	**20,298**	**97%**	**1,420**	**96%**	**21,718**	**97%**
Not Decided by Tribunal - Resolved by consent	14,340	69%	1,062	72%	15,402	69%
Not Decided by Tribunal - Withdrawn	4,254	20%	257	17%	4,511	20%
Not Decided by Tribunal - No jurisdiction	<280	n/a	<11	n/a	284	1%
Not Decided by Tribunal - Extension of Time Declined	63	0%	0	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	<1,280	n/a	<100	n/a	1,367	6%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
Total	**20,831**	**100%**	**1,485**	**100%**	**22,316**	**100%**

[27] It is possible to record multiple supports in one ART, hence the sum of the individual type of supports exceeds the total in each period.
[28] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[29] Supports in dispute data is only available for 2022-23 Q3 onwards.

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 funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table E.51). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table E.52).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table E.51).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table E.52).

Table E.51 Number of active providers in 2024-25 Q4 by registration status and funds management type – National [30]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	9,751	0	9,751
Plan-managed	15,183	181,938	196,237
Self-managed	8,968	126,974	135,570
All funds management types	**16,363**	**254,018**	**269,432**

Table E.52 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) – National [31] [32]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	3,305	0	3,305
Plan-managed	4,312	3,072	7,422
Self-managed	371	684	1,243
All funds management types	**7,989**	**3,756**	**11,970**

[30] Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
[31] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[32] 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 [33]

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

Table E.54 Utilisation - distribution of service districts - gap to benchmark - Trend – National [34]

Outcome	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4
More than 10 percentage points above the national average	5	4	4	5	4
Between 5 and 10 percentage points above the national average	14	15	17	14	12
Within 5 percentage points of the national average	59	59	57	58	60
Between 5 and 10 percentage points below the national average	2	2	2	3	4
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 [35]

Outcome	2023-24 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4
Less than 25% of payments going to the 10 largest providers	29	33	34	35	36
Between 25% to 45% of payments going to the 10 largest providers	36	33	35	34	32
Between 45% to 60% of payments going to the 10 largest providers	11	11	8	9	9
Between 60% to 70% of payments going to the 10 largest providers	2	1	1	0	1
Between 70% to 85% of payments going to the 10 largest providers	2	2	2	2	2
More than 85% of payments going to the 10 largest providers	0	0	0	0	0

[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.

Part Five: Financial sustainability

Average annualised committed supports (Tables E.56 to E.60) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables E.58 to E.60) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables E.61 to E.63).

Table E.56 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) – National

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.0%	1.9%
$5,001-$10,000	4.8%	4.7%
$10,001-$15,000	9.8%	9.7%
$15,001-$20,000	14.5%	14.6%
$20,001-$25,000	12.0%	12.3%
$25,001-$30,000	5.3%	5.4%
$30,001-$50,000	13.7%	13.8%
$50,001-$100,000	17.1%	17.0%
$100,001-$150,000	6.9%	6.8%
$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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.1%	2.0%
$5,001-$10,000	5.1%	5.0%
$10,001-$15,000	10.3%	10.2%
$15,001-$20,000	15.3%	15.4%
$20,001-$25,000	12.6%	12.9%
$25,001-$30,000	5.6%	5.6%
$30,001-$50,000	14.5%	14.5%
$50,001-$100,000	18.1%	17.9%
$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+	3.6%	3.8%

Table E.58 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$19,100	$26,800	n/a	n/a	$19,100	$26,800
9 to 14	$22,900	$30,500	n/a	n/a	$22,900	$30,500
15 to 18	$35,400	$48,300	$560,700	$638,600	$32,900	$45,800
19 to 24	$76,900	$100,900	$531,000	$586,800	$54,200	$78,600
25 to 34	$104,000	$127,500	$459,800	$502,000	$68,800	$92,000
35 to 44	$115,300	$140,800	$423,600	$464,000	$75,300	$99,900
45 to 54	$120,800	$148,200	$412,300	$452,300	$78,400	$105,600
55 to 64	$132,100	$162,900	$416,200	$455,500	$85,400	$114,900
65+	$130,300	$162,400	$413,200	$448,400	$89,000	$119,400
All	**$65,800**	**$82,500**	**$433,300**	**$473,900**	**$45,900**	**$62,100**

Table E.59 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$166,600	$204,600	$468,900	$515,100	$107,000	$142,600
Autism	$36,000	$46,900	$495,900	$531,800	$28,200	$39,300
Cerebral palsy	$166,700	$196,400	$484,100	$527,000	$110,500	$138,600
Developmental delay	$14,100	$21,900	$0	$0	$14,100	$21,900
Global developmental delay	$19,700	$27,500	$0	$0	$19,700	$27,500
Hearing impairment	$9,800	$18,600	n/a	n/a	$9,600	$18,400
Intellectual disability	$111,400	$133,500	$391,100	$426,900	$65,200	$85,900
Multiple sclerosis	$103,600	$133,900	$525,600	$585,800	$85,100	$115,300
Psychosocial disability	$88,700	$115,200	$383,100	$430,400	$68,100	$92,600
Spinal cord injury	$171,900	$223,100	$623,100	$702,100	$145,600	$196,000
Stroke	$156,200	$198,700	$499,500	$550,100	$110,800	$152,300
Visual impairment	$45,400	$61,300	$368,500	$395,500	$41,600	$57,400
Other neurological	$155,600	$195,400	$506,100	$543,900	$111,700	$151,200
Other physical	$73,400	$103,500	$483,500	$559,500	$65,600	$94,700
Other sensory/speech	$12,000	$21,500	n/a	n/a	$11,200	$20,600
Other	$98,700	$132,200	$489,900	$528,200	$72,200	$104,900
Down Syndrome	$132,900	$155,500	$350,900	$381,100	$81,800	$102,800
All	**$65,800**	**$82,500**	**$433,300**	**$473,900**	**$45,900**	**$62,100**

Table E.60 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$13,800	$21,800	$357,900	$430,200	$13,700	$21,700
2	$19,700	$33,900	n/a	n/a	$19,200	$33,400
3	$22,400	$32,900	$367,800	$416,000	$20,200	$30,500
4	$18,000	$29,200	$401,000	$447,900	$16,200	$27,200
5	$31,900	$42,900	$380,200	$420,700	$27,200	$38,100
6	$24,400	$37,600	$347,700	$402,700	$22,400	$35,300
7	$52,600	$66,200	$389,600	$430,800	$37,400	$50,000
8	$62,800	$88,600	$353,700	$403,700	$50,200	$74,500
9	$80,000	$114,900	$420,500	$484,900	$70,500	$104,500
10	$102,400	$133,900	$365,500	$409,200	$77,700	$107,600
11	$108,400	$129,200	$437,000	$469,800	$69,700	$89,500
12	$193,700	$229,200	$438,500	$475,900	$129,500	$165,500
13	$108,300	$125,800	$555,400	$591,000	$76,300	$92,800
14	$321,700	$371,300	$517,700	$561,200	$238,200	$289,500
15	$467,500	$520,100	$718,600	$764,400	$407,500	$466,200
All	**$65,800**	**$82,500**	**$433,300**	**$473,900**	**$45,900**	**$62,100**

Table E.61 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) – National [36] [37]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	11,678.7	12,342.7
Core: Consumables	113.3	128.1
Core: Social and Civic	2,308.3	2,908.4
Core: Transport	66.0	86.6
Capacity Building: Choice and Control	39.9	43.1
Capacity Building: Daily Activities	338.1	493.1
Capacity Building: Employment	4.6	14.1
Capacity Building: Health and Wellbeing	3.0	5.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	310.1	462.1
Capacity Building: Social and Civic	3.3	6.3
Capacity Building: Support Coordination	212.2	256.5
Capital: Assistive Technology	120.5	226.8
Capital: Home Modifications	336.1	415.4
All	**15,537.4**	**17,388.5**

[36] There were $3.3 million in total payments for the year ending 30 June 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 $336.1 million. Of which, $333.6 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $2.5 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $415.4 million. Of which, $411.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $4.1 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 30 June 2025 ($m) – National [38] [39]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	11,911.0	16,786.8
Core: Consumables	523.9	861.4
Core: Social and Civic	8,494.1	10,010.5
Core: Transport	809.5	454.4
Capacity Building: Choice and Control	594.0	699.2
Capacity Building: Daily Activities	5,283.7	9,366.8
Capacity Building: Employment	154.0	518.1
Capacity Building: Health and Wellbeing	26.2	56.6
Capacity Building: Home Living	1.0	5.5
Capacity Building: Lifelong learning	0.3	1.6
Capacity Building: Relationships	535.0	1,139.3
Capacity Building: Social and Civic	209.2	560.9
Capacity Building: Support Coordination	933.8	1,401.1
Capital: Assistive Technology	605.9	1,383.6
Capital: Home Modifications	221.4	384.5
All	**30,306.7**	**43,630.2**

Table E.63 Payments by financial year in which support was provided, compared to committed supports – National [40]

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	2,187.0	67%
2017-18	7,773.1	5,443.1	70%
2018-19	14,566.9	10,404.6	71%
2019-20	24,372.9	17,311.7	71%
2020-21	32,353.6	23,542.5	73%
2021-22	37,187.8	28,470.0	77%
2022-23	46,187.0	35,263.3	76%
2023-24	53,910.9	41,654.4	77%
2024-25	59,669.2	43,770.5	73%

[38] There were $3.6 million in total payments for the year ending 30 June 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 $221.4 million. Of which, $114.5 million (51.7%) has been paid for specialised disability accommodation (SDA) supports, and $107.0 million (48.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $384.5 million. Of which, $148.6 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and $235.9 million (61%) has been allocated for non-SDA supports.
[40] The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid for.

Table E.64 Percentage change in plan budgets for active participants per quarter – National [41]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	7.5%	9.6%	6.9%	5.7%	7.6%	8.0%	6.9%	5.4%	5.0%
Interplan Inflation	4.8%	5.5%	4.2%	1.8%	2.5%	4.8%	5.2%	5.6%	4.7%
Total Inflation	**12.3%**	**15.1%**	**11.2%**	**7.5%**	**10.1%**	**12.8%**	**12.1%**	**11.0%**	**9.7%**

Table E.65 Percentage change in plan budgets for plans reassessed - 1 July 2024 to 30 June 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%	<11	n/a	807	0%
-80% to -65%	<11	n/a	1,071	1%
-65% to -50%	16	0%	2,344	1%
-50% to -35%	105	0%	4,706	2%
-35% to -20%	487	2%	9,341	5%
-20% to -5%	2,231	11%	19,496	10%
Reassessments with 5%+ deflation	2,845	13%	37,765	18%
-5% to 0%	2,690	13%	14,273	7%
0% to 5%	5,219	25%	27,700	13%
Reassessments within 5% inflation and deflation	7,909	37%	41,973	20%
5% to 20%	5,278	25%	32,710	16%
20% to 35%	1,531	7%	18,935	9%
35% to 50%	753	4%	13,616	7%
50% to 65%	510	2%	10,419	5%
65% to 80%	292	1%	7,998	4%
Above 80%	2,016	10%	41,796	20%
Reassessments with 5%+ inflation	10,380	49%	125,474	61%

[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:
New South Wales

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables F.9).

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 Q4	Total
Access decisions	**282,224**	**9,805**	**292,029**
Active Eligible - Total	**212,593**	**7,518**	**220,111**
Active Eligible - New	150,163	7,456	157,619
Active Eligible - State	49,207	39	49,246
Active Eligible - Commonwealth	13,223	23	13,246
Active Participant Plans - Total	**210,546**	**7,372**	**217,918**
Active Participant Plans - New	148,389	7,316	155,705
Active Participant Plans - State	48,977	29	49,006
Active Participant Plans - Commonwealth	13,180	27	13,207
Active Participant Plans - Total	**210,546**	**7,372**	**217,918**
Active Participant Plans - Early Intervention (s25)	67,976	3,836	71,812
Active Participant Plans - Permanent Disability (s24)	141,163	1,526	142,689
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	1,407	2,010	3,417

Table F.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 - New South Wales [42]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**21,807**	**1,216**	**23,023**

[42] 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	71,936	97%	29,883	96%	652	85%	102,471	96%
9 to 14	19,141	87%	10,104	88%	379	76%	29,624	87%
15 to 18	9,524	90%	6,006	88%	327	83%	15,857	89%
19 to 24	7,147	90%	4,655	84%	229	70%	12,031	87%
25 to 34	8,829	86%	6,749	78%	206	58%	15,784	82%
35 to 44	9,295	82%	7,810	73%	164	48%	17,269	77%
45 to 54	11,793	79%	10,286	68%	185	41%	22,264	73%
55 to 64	16,042	74%	13,773	61%	259	37%	30,074	66%
65+	740	55%	<620	n/a	<11	n/a	<1,370	n/a
Missing	0	n/a	<11	n/a	<11	n/a	<11	n/a
Total	**154,447**	**89%**	**89,880**	**79%**	**2,412**	**62%**	**246,739**	**84%**

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	4,304	91%	2,100	89%	33	54%	6,437	90%
Autism	60,226	98%	25,002	98%	1,323	93%	86,551	98%
Cerebral palsy	3,482	97%	2,758	97%	28	97%	6,268	97%
Developmental delay	19,850	98%	8,539	97%	120	83%	28,509	97%
Down syndrome	2,198	100%	1,898	100%	23	92%	4,119	100%
Global developmental delay	6,790	99%	2,627	99%	32	94%	9,449	99%
Hearing impairment	4,629	89%	4,767	85%	94	72%	9,490	87%
Intellectual disability	18,587	94%	13,678	94%	174	76%	32,439	94%
Multiple sclerosis	968	91%	2,590	90%	23	59%	3,581	90%
Psychosocial disability	12,005	71%	9,804	59%	207	30%	22,016	64%
Spinal cord injury	1,683	94%	<670	n/a	<30	n/a	2,369	92%
Stroke	2,587	88%	1,758	84%	26	59%	4,371	86%
Visual impairment	1,979	85%	1,819	86%	38	59%	3,836	85%
Other neurological	6,137	80%	4,808	78%	100	56%	11,045	79%
Other physical	4,093	48%	3,928	35%	78	20%	8,099	41%
Other sensory/speech	932	49%	<390	n/a	<11	n/a	1,330	48%
Other	3,997	57%	2,750	42%	83	26%	6,830	49%
Total	**154,447**	**89%**	**89,880**	**79%**	**2,412**	**62%**	**246,739**	**84%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	19,595	9%	946	13%	20,541	9%
Non-First Nations Participants	152,782	73%	5,870	80%	158,652	73%
Not Stated	38,169	18%	556	8%	38,725	18%
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	22,474	11%	716	10%	23,190	11%
Not culturally and linguistically diverse	181,008	86%	6,177	84%	187,185	86%
Not stated	7,064	3%	479	6%	7,543	3%
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**100%**

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 - New South Wales [43]

Age group	Total number of active participants
Under 45	<11
45 to 54	<30
55 to 64	183
Total YPIRAC (under 65)	**210**

[43] There are a further 568 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 [44]

Quarter ending	Incremental	Cumulative
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
Jun-25	-28	210

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	147,764	70%	5,359	73%	153,123	70%
Population > 50,000	6,451	3%	266	4%	6,717	3%
Population between 15,000 and 50,000	28,140	13%	870	12%	29,010	13%
Population between 5,000 and 15,000	12,515	6%	369	5%	12,884	6%
Population less than 5,000	14,863	7%	487	7%	15,350	7%
Remote	<720	n/a	<20	n/a	733	0%
Very Remote	<100	n/a	<11	n/a	<100	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**100%**

[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.

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	81,150	39%	2,998	41%	84,148	39%
Intellectual disability	29,302	14%	330	4%	29,632	14%
Developmental delay	19,783	9%	1,854	25%	21,637	10%
Psychosocial disability	19,282	9%	248	3%	19,530	9%
Hearing impairment	8,798	4%	139	2%	8,937	4%
Other neurological	7,628	4%	273	4%	7,901	4%
Global developmental delay	7,651	4%	774	10%	8,425	4%
Other physical	5,793	3%	59	1%	5,852	3%
Acquired brain injury	5,178	2%	94	1%	5,272	2%
Cerebral palsy	5,813	3%	49	1%	5,862	3%
Other	3,857	2%	222	3%	4,079	2%
Multiple sclerosis	3,131	1%	96	1%	3,227	1%
Down syndrome	<3,730	n/a	<40	n/a	3,754	2%
Visual impairment	3,338	2%	67	1%	3,405	2%
Stroke	3,410	2%	101	1%	3,511	2%
Spinal cord Injury	1,972	1%	37	1%	2,009	1%
Other sensory/speech	<740	n/a	<11	n/a	737	0%
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**100%**

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	84,148	39%	1,411	12%	82,737	40%
Intellectual disability	29,632	14%	4,507	37%	25,125	12%
Developmental delay	21,637	10%	0	0%	21,637	11%
Psychosocial disability	19,530	9%	1,900	16%	17,630	9%
Hearing impairment	8,937	4%	<11	n/a	<8,930	n/a
Other neurological	7,901	4%	931	8%	6,970	3%
Other physical	8,425	4%	0	0%	8,425	4%
Acquired brain injury	5,852	3%	118	1%	5,734	3%
Cerebral palsy	5,272	2%	865	7%	4,407	2%
Global developmental delay	5,862	3%	850	7%	5,012	2%
Down syndrome	4,079	2%	258	2%	3,821	2%
Other	3,227	1%	126	1%	3,101	2%
Multiple sclerosis	3,754	2%	656	5%	3,098	2%
Visual impairment	3,405	2%	34	0%	3,371	2%
Stroke	3,511	2%	418	3%	3,093	2%
Spinal cord Injury	2,009	1%	98	1%	1,911	1%
Other sensory/speech	737	0%	<11	n/a	<740	n/a
Total	**217,918**	**100%**	**12,182**	**100%**	**205,736**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	28,799	14%	2,219	30%	31,018	14%
2 (High Function)	385	0%	23	0%	408	0%
3 (High Function)	11,344	5%	662	9%	12,006	6%
4 (High Function)	14,285	7%	180	2%	14,465	7%
5 (High Function)	15,175	7%	720	10%	15,895	7%
6 (Moderate Function)	47,895	23%	1,507	20%	49,402	23%
7 (Moderate Function)	12,023	6%	353	5%	12,376	6%
8 (Moderate Function)	10,292	5%	180	2%	10,472	5%
9 (Moderate Function)	<980	n/a	<11	n/a	983	0%
10 (Moderate Function)	17,603	8%	273	4%	17,876	8%
11 (Low Function)	5,726	3%	82	1%	5,808	3%
12 (Low Function)	25,080	12%	396	5%	25,476	12%
13 (Low Function)	12,972	6%	130	2%	13,102	6%
14 (Low Function)	<3,000	n/a	<11	n/a	3,000	1%
15 (Low Function)	53	0%	0	0%	53	0%
Missing	4,949	2%	629	9%	5,578	3%
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	49,042	23%	3,941	53%	52,983	24%
9 to 14	39,781	19%	1,101	15%	40,882	19%
15 to 18	20,236	10%	453	6%	20,689	9%
19 to 24	18,307	9%	270	4%	18,577	9%
25 to 34	19,283	9%	293	4%	19,576	9%
35 to 44	14,623	7%	335	5%	14,958	7%
45 to 54	16,691	8%	367	5%	17,058	8%
55 to 64	20,141	10%	543	7%	20,684	9%
65+	12,442	6%	69	1%	12,511	6%
Total	**210,546**	**100%**	**7,372**	**100%**	**217,918**	**100%**

Table F.14 Participation rates by age group and gender as at 30 June 2025 - New South Wales [45]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	8%	4%	6%
9 to 14	9%	4%	6%
15 to 18	6%	3%	5%
19 to 24	3%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**4%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table F.15 Proportion of active participants with approved plans accessing mainstream supports - New South Wales [46]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	3%	4%	3%
Daily life	17%	20%	17%
Health and wellbeing	79%	85%	80%
Learning	36%	40%	37%
Relationships	5%	4%	5%
Social and community activities	10%	9%	10%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	6%	0%	5%
Any mainstream service	**97%**	**97%**	**97%**

[45] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants 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.

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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables F.16 to F.20).

Table F.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=12,625), and ‘participant social and community engagement rate’ (n=12,714), and the metric for 'family and carer employment rate' (n=14,834) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=7,407) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	28%	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	12%	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	33%	36%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	40%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	36%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	36%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	31%	38%	39%	46%
Participant social and community engagement rate - Aged 25+ years	30%	37%	37%	46%
Participant social and community engagement rate - Aged 15+ years	31%	37%	38%	46%
Family and carer employment rate - Aged 0 to 14 years	50%	51%	55%	n/a
Family and carer employment rate - Aged 15+ years	48%	49%	49%	n/a
Family 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%	80%	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=11,603), and 'participant social and community engagement rate' (n=11,709), and the metric for 'family and carer employment rate' (n=10,589) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=8,016) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	9%	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	29%	31%	28%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	16%	16%	26%
Participant employment rate - Aged 65+ years	13%	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	26%	28%	24%	25%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	42%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	45%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	43%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	45%	45%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	44%	43%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	43%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	48%	50%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	51%	55%	53%	53%	n/a
Family and carer employment rate - All ages	48%	51%	52%	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=10,028), and 'participant social and community engagement rate' (n=10,140), and the metric for 'family and carer employment rate' (n=7,257) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=7,768) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	9%	12%	17%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	31%	33%	33%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	32%	34%	33%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	30%	31%	30%	28%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	20%	18%	18%	26%
Participant employment rate - Aged 65+ years	15%	15%	14%	11%	11%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	29%	26%	27%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	25%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	39%	43%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	52%	51%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	39%	44%	48%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	39%	45%	52%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	40%	44%	42%	44%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	44%	45%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	48%	47%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	45%	48%	46%	46%
Family and carer employment rate - Aged 0 to 14 years	49%	51%	53%	55%	57%	n/a
Family and carer employment rate - Aged 15+ years	51%	54%	56%	54%	54%	n/a
Family and carer employment rate - All ages	50%	52%	53%	55%	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=7,755), and 'participant social and community engagement rate' (n=7,879), and the metric for 'family and carer employment rate' (n=4,528) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=6,166) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	14%	20%	22%	27%	26%
Participant employment rate - Aged 25 to 34 years	28%	31%	30%	31%	28%	31%	26%
Participant employment rate - Aged 35 to 44 years	33%	34%	31%	32%	30%	33%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	27%	30%	25%	27%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	20%	21%	19%	18%	26%
Participant employment rate - Aged 65+ years	18%	17%	12%	16%	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%	26%	24%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	44%	45%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	42%	46%	51%	51%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	41%	45%	48%	48%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	41%	44%	47%	48%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	41%	43%	45%	43%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	42%	42%	41%	45%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	47%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	44%	46%	47%	47%	46%
Family and carer employment rate - Aged 0 to 14 years	43%	45%	49%	47%	51%	56%	n/a
Family and carer employment rate - Aged 15+ years	49%	52%	53%	55%	54%	56%	n/a
Family and carer employment rate - All ages	45%	47%	50%	50%	52%	56%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	69%	70%	73%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	73%	77%	79%	83%	n/a
Participant Choice and Control - Aged 15+ years	n/a	66%	70%	74%	75%	80%	n/a

Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,419), and 'participant social and community engagement rate' (n=11,616), and the metric for 'family and carer employment rate' (n=5,994) 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=9,399) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	20%	30%	26%
Participant employment rate - Aged 25 to 34 years	23%	26%	25%	26%	28%	28%	30%	26%
Participant employment rate - Aged 35 to 44 years	35%	37%	34%	33%	33%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	34%	35%	33%	33%	31%	28%	27%	26%
Participant employment rate - Aged 55 to 64 years	29%	28%	25%	22%	24%	21%	21%	26%
Participant employment rate - Aged 65+ years	19%	18%	14%	12%	12%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	31%	29%	28%	29%	27%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	28%	26%	26%	28%	27%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	40%	44%	48%	49%	46%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	41%	48%	51%	50%	52%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	49%	48%	51%	52%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	46%	52%	50%	54%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	45%	42%	46%	46%	47%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	44%	44%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	48%	48%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	46%	48%	48%	50%	49%	46%
Family and carer employment rate - Aged 0 to 14 years	47%	50%	51%	51%	56%	55%	61%	n/a
Family and carer employment rate - Aged 15+ years	49%	53%	52%	54%	57%	54%	55%	n/a
Family and carer employment rate - All ages	48%	52%	51%	53%	56%	55%	58%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	63%	67%	68%	69%	80%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	81%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	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 Q4. Table F.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table F.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables F.22 and F.24).

Table F.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 244 in Prior Quarters, n = n/a in 2024-25 Q4), 'Community Connections' (n = 2,042 in Prior Quarters, n = 191 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 1,914 in Prior Quarters, n = 293 in 2024-25 Q4), 'Plan Approval' (n = 4,349 in Prior Quarters, n = 801 in 2024-25 Q4), 'Plan Implementation' (n = 4,408 in Prior Quarters, n = 606 in 2024-25 Q4) and 'Plan Reassessment' (n = 10,734 in Prior Quarters, n = 2,358 in 2024-25 Q4) - New South Wales [47] [48]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	98%	n/a
Early Supports - Were decisions and outcomes explained to you?	87%	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?	84%	88%
Community Connections - Was communication in your preferred format?	94%	93%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	79%	79%
Community Connections - To what extent were your circumstances and needs considered?	77%	81%
Community Connections - To what extent were you included in decisions that were made?	75%	82%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	54%
Apply for NDIS (overall) - Were you treated with respect?	93%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	74%
Apply for NDIS (overall) - Was information easy to understand?	71%	67%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	50%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	52%	50%
Plan Approval - Were you treated with respect?	92%	89%
Plan Approval - Were decisions and outcomes explained to you?	78%	80%

[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.

NDIA planning process	Prior Quarters	2024-25 Q4
Plan Approval - Were your questions and concerns acknowledged?	77%	75%
Plan Approval - Do you know where to go for more help with using your plan?	85%	87%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	54%
Plan Approval - How well does your NDIS plan meet your needs?	61%	58%
Plan Implementation - Do you know where to go for more help with using your plan?	85%	87%
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%	67%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	61%	68%
Plan Implementation - Do you feel confident in using your plan?	67%	70%
Plan Implementation - Do you feel confident in accessing supports?	68%	72%
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%	70%
Plan Reassessment - To what extent were your circumstances and needs considered?	68%	71%
Plan Reassessment - To what extent were you included in decisions that were made?	69%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	67%	68%
Plan Reassessment - Do you feel confident in using your plan?	71%	71%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	66%	68%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	80%	83%

Table F.22 Complaints and Participant Critical Incidents (PCIs) by quarter - New South Wales [49] [50]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	242	30	272	257
Participants: Complaints about Local Area Coordination (LAC) Partner	1,198	78	1,276	1,141
Participants: Complaints about service providers	4,007	189	4,196	3,326
Participants: Complaints about the Agency	67,138	3,151	70,289	35,106
Participants: Unclassified	1,503	0	1,503	1,320
Participants: Total	**74,088**	**3,448**	**77,536**	**37,781**
Percentage of the number of active participants	6.7%	6.4%	6.7%	n/a
New Participant Critical Incidents (PCIs)	**13,893**	**1,274**	**15,167**	**n/a**

[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.

Table F.23 Number and proportion of participant complaints over time, incrementally and cumulatively - New South Wales

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	1,872	5%	36,179	6%
Sep-22	1,987	5%	38,166	6%
Dec-22	1,743	4%	39,909	6%
Mar-23	1,778	4%	41,687	6%
Jun-23	2,090	5%	43,777	6%
Sep-23	2,499	5%	46,276	6%
Dec-23	3,015	6%	49,291	6%
Mar-24	5,348	11%	54,639	6%
Jun-24	5,834	12%	60,473	6%
Sep-24	5,051	10%	65,524	7%
Dec-24	4,628	9%	70,152	7%
Mar-25	3,936	8%	74,088	7%
Jun-25	3,448	6%	77,536	7%

Table F.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - New South Wales

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	1,014	2%	7,950	1%
Mar-24	1,141	2%	9,091	1%
Jun-24	1,185	2%	10,276	1%
Sep-24	1,149	2%	11,425	1%
Dec-24	1,181	2%	12,606	1%
Mar-25	1,287	2%	13,893	1%
Jun-25	1,274	2%	15,167	1%

Table F.25 Participant complaints by type. Complaints with a related party who has submitted an access request - New South Wales [51]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,359	4%	0	0%	2,359	3%
Complaints about the Agency - Information unclear	740	1%	0	0%	740	1%
Complaints about the Agency - NDIA Access	1,475	2%	86	3%	1,561	2%
Complaints about the Agency - NDIA Engagement	81	0%	12	0%	93	0%
Complaints about the Agency - NDIA Finance	3,802	6%	245	8%	4,047	6%
Complaints about the Agency - NDIA Fraud and Compliance	269	0%	26	1%	295	0%
Complaints about the Agency - NDIA Plan	13,701	20%	796	25%	14,497	21%
Complaints about the Agency - NDIA Process	5,634	8%	439	14%	6,073	9%
Complaints about the Agency - NDIA Resources	528	1%	30	1%	558	1%
Complaints about the Agency - NDIA Staff	3,366	5%	306	10%	3,672	5%
Complaints about the Agency - NDIA Timeliness	20,106	30%	1,204	38%	21,310	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	43	0%
Complaints about the Agency - Reasonable and necessary supports	2,253	3%	0	0%	2,253	3%
Complaints about the Agency - Staff conduct - Agency	679	1%	0	0%	679	1%
Complaints about the Agency - The way the NDIA carried out its decision making	1,258	2%	0	0%	1,258	2%
Complaints about the Agency - Timeliness	5,924	9%	0	0%	5,924	8%
Complaints about the Agency - Other	<4,710	n/a	<11	n/a	4,705	7%
Complaints about the Agency - Total	**67,138**	**100%**	**3,151**	**100%**	**70,289**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	20	8%	0	0%	20	7%
Complaints about Early Connections Partner - Early Connections Process	<30	n/a	<11	n/a	28	10%
Complaints about Early Connections Partner - Early Connections Resources	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Staff	145	60%	20	67%	165	61%
Complaints about Early Connections Partner - Early Connections Timeliness	<50	n/a	<11	n/a	56	21%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**242**	**100%**	**30**	**100%**	**272**	**100%**
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	14	1%	0	0%	14	1%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<160	n/a	<11	n/a	159	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	121	10%	13	17%	134	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	796	66%	47	60%	843	66%

[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.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	99	8%	11	14%	110	9%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,198**	**100%**	**78**	**100%**	**1,276**	**100%**
Complaints about service providers - Provider Costs	146	4%	0	0%	146	3%
Complaints about service providers - Provider Finance	<270	n/a	<11	n/a	276	7%
Complaints about service providers - Provider Fraud and Compliance	<420	n/a	<40	n/a	444	11%
Complaints about service providers - Provider Process	142	4%	0	0%	142	3%
Complaints about service providers - Provider Service	1,242	31%	80	42%	1,322	32%
Complaints about service providers - Provider Staff	687	17%	67	35%	754	18%
Complaints about service providers - Service Delivery	235	6%	0	0%	235	6%
Complaints about service providers - Staff Conduct	217	5%	0	0%	217	5%
Complaints about service providers - Supports being provided	253	6%	0	0%	253	6%
Complaints about service providers - Other	407	10%	0	0%	407	10%
Complaints about service providers - Total	**4,007**	**100%**	**189**	**100%**	**4,196**	**100%**
Unclassified	**1,503**	**n/a**	**0**	**n/a**	**1,503**	**n/a**
Participants total	**74,088**	**n/a**	**3,448**	**n/a**	**77,536**	**n/a**

Table F.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	1,463	21%	136	30%	1,599	21%
Planning	5,167	73%	305	67%	5,472	73%
Compensation	39	1%	0	0%	39	1%
Jurisdiction	222	3%	0	0%	222	3%
Extension of Time	77	1%	0	0%	77	1%
Other	65	1%	12	3%	77	1%
Total cases	**7,033**	**100%**	**453**	**100%**	**7,486**	**100%**
Percentage of the number of active participants	**0.6%**	**n/a**	**0.8%**	**n/a**	**0.6%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	171	0%	5,459	1%
Jun-24	277	1%	5,736	1%
Sep-24	428	1%	6,164	1%
Dec-24	458	1%	6,622	1%
Mar-25	411	1%	7,033	1%
Jun-25	453	1%	7,486	1%

Table F.28 Administrative Review Tribunal (ART) cases by open/closed and decision - New South Wales [52]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**7,486**	**6,663**
Open ART Cases	**1,303**	**1,272**
Closed ART Cases	**6,183**	**5,533**
Resolved before hearing	5,962	5,340
Gone to hearing and received a substantive decision	221	193

[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.

Table F.29 Administrative Review Tribunal (ART) Supports in dispute - New South Wales [53] [54] [55]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	<110	<11	117
Core (excluding Consumables and Transport)	924	112	1,036
Capacity Building	1,119	125	1,244
General Support	257	27	284
Assistive Technology	294	24	318
Specialist Disability Accommodation	<100	<11	106
Home Modifications	67	12	79
Supported Independent Living	354	25	379
Everyday Living Costs	<90	<11	95
Transport	<140	<11	148
Other	0	0	0
Total number of unique participants counted across disputed supports	**1,796**	**190**	**1,986**
Total number of instances of participants counted across disputed supports	**3,453**	**353**	**3,806**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**203**	**3%**	**18**	**6%**	**221**	**4%**
Decided by Tribunal - Affirmed	<110	n/a	<20	n/a	115	2%
Decided by Tribunal - Varied	36	1%	0	n/a	36	1%
Decided by Tribunal - Set Aside	<70	n/a	<11	n/a	70	1%
Not Decided by Tribunal - Total	**5,654**	**97%**	**308**	**94%**	**5,962**	**96%**
Not Decided by Tribunal - Resolved by consent	4,041	69%	213	65%	4,254	69%
Not Decided by Tribunal - Withdrawn	1,132	19%	57	17%	1,189	19%
Not Decided by Tribunal - No jurisdiction	<90	n/a	<11	n/a	91	1%
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	<350	n/a	<40	n/a	385	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**5,857**	**100%**	**326**	**100%**	**6,183**	**100%**

[53] 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.
[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.

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 funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table F.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table F.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table F.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table F.32).

Table F.31 Number of active providers in 2024-25 Q4 by registration status and funds management type - New South Wales [56]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	4,393	0	4,393
Plan-managed	6,820	50,729	57,226
Self-managed	3,746	36,437	40,045
All funds management types	**7,634**	**72,691**	**79,971**

Table F.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) - New South Wales [57] [58]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	1,240	0	1,240
Plan-managed	1,279	800	2,089
Self-managed	124	186	367
All funds management types	**2,643**	**985**	**3,695**

[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] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[58] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables F.33 to F.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables F.35 to F.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables F.38 to F.40).

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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.4%	2.3%
$5,001-$10,000	5.2%	5.1%
$10,001-$15,000	10.0%	9.8%
$15,001-$20,000	15.1%	15.1%
$20,001-$25,000	11.7%	12.1%
$25,001-$30,000	4.7%	4.9%
$30,001-$50,000	12.9%	12.9%
$50,001-$100,000	16.6%	16.5%
$100,001-$150,000	6.8%	6.7%
$150,001-$200,000	3.5%	3.5%
$200,001-$250,000	2.2%	2.2%
$250,001+	8.9%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.6%	2.5%
$5,001-$10,000	5.5%	5.4%
$10,001-$15,000	10.6%	10.4%
$15,001-$20,000	16.0%	16.0%
$20,001-$25,000	12.4%	12.8%
$25,001-$30,000	5.0%	5.2%
$30,001-$50,000	13.6%	13.7%
$50,001-$100,000	17.6%	17.4%
$100,001-$150,000	7.2%	7.1%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.1%	2.1%
$250,001+	3.6%	3.8%

Table F.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$26,300	n/a	n/a	$20,600	$26,300
9 to 14	$24,400	$28,400	n/a	n/a	$24,400	$28,400
15 to 18	$37,200	$47,000	$550,200	$623,900	$34,700	$44,400
19 to 24	$80,300	$102,500	$515,200	$566,100	$55,900	$78,600
25 to 34	$103,700	$125,400	$436,600	$472,300	$68,000	$89,700
35 to 44	$118,400	$142,600	$401,500	$432,100	$76,800	$101,200
45 to 54	$126,200	$153,300	$398,100	$434,400	$80,000	$107,500
55 to 64	$136,400	$166,300	$399,900	$438,900	$87,200	$115,800
65+	$134,900	$165,100	$400,800	$429,900	$90,200	$119,200
All	**$68,600**	**$83,200**	**$415,500**	**$451,500**	**$47,200**	**$61,400**

Table F.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$162,900	$198,300	$432,200	$474,900	$109,700	$144,000
Autism	$38,200	$45,800	$470,500	$502,500	$30,100	$38,000
Cerebral palsy	$161,300	$185,700	$479,500	$510,600	$105,800	$130,600
Developmental delay	$15,100	$21,600	$0	$0	$15,100	$21,600
Global developmental delay	$20,200	$25,800	$0	$0	$20,200	$25,800
Hearing impairment	$9,800	$17,400	n/a	n/a	$9,400	$17,100
Intellectual disability	$112,700	$131,700	$387,200	$416,900	$62,800	$80,600
Multiple sclerosis	$109,800	$138,200	$512,200	$565,600	$93,400	$120,800
Psychosocial disability	$98,700	$125,700	$364,300	$406,900	$70,400	$95,400
Spinal cord injury	$173,100	$221,500	$579,500	$652,900	$151,900	$199,400
Stroke	$154,400	$196,100	$490,600	$540,200	$109,400	$149,600
Visual impairment	$43,700	$57,900	$359,400	$378,300	$40,500	$54,700
Other neurological	$152,100	$189,300	$478,000	$508,300	$109,700	$146,700
Other physical	$75,200	$105,200	$462,100	$603,000	$67,200	$95,000
Other sensory/speech	$10,800	$19,300	n/a	n/a	$9,900	$18,400
Other	$95,900	$131,100	$448,300	$506,400	$71,000	$103,900
Down Syndrome	$125,500	$143,000	$344,700	$366,500	$78,300	$95,700
All	**$68,600**	**$83,200**	**$415,500**	**$451,500**	**$47,200**	**$61,400**

Table F.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$15,100	$21,600	n/a	n/a	$15,000	$21,500
2	$21,100	$32,100	n/a	n/a	$19,200	$30,200
3	$23,400	$32,000	$337,000	$389,900	$21,500	$29,900
4	$17,100	$26,500	$383,000	$427,500	$15,500	$24,700
5	$32,400	$41,000	$356,400	$389,800	$27,300	$35,900
6	$26,800	$37,400	$329,800	$382,700	$24,600	$34,800
7	$60,400	$71,600	$377,800	$411,300	$39,800	$50,100
8	$62,100	$86,800	$345,600	$386,200	$49,500	$73,000
9	$76,000	$105,300	$384,200	$445,400	$69,100	$97,900
10	$102,100	$132,700	$350,400	$390,700	$77,800	$106,800
11	$139,800	$156,700	$426,700	$456,800	$79,800	$95,900
12	$192,100	$226,500	$415,000	$448,400	$129,500	$164,700
13	$116,900	$131,400	$524,900	$558,000	$80,500	$93,400
14	$314,500	$358,000	$513,800	$545,900	$234,600	$283,300
15	$465,400	$535,000	n/a	n/a	$451,800	$512,000
All	**$68,600**	**$83,200**	**$415,500**	**$451,500**	**$47,200**	**$61,400**

Table F.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - New South Wales [59]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	3,754.3	3,933.2
Core: Consumables	35.3	40.3
Core: Social and Civic	731.9	901.5
Core: Transport	25.0	28.7
Capacity Building: Choice and Control	11.4	12.6
Capacity Building: Daily Activities	102.1	149.4
Capacity Building: Employment	1.2	3.8
Capacity Building: Health and Wellbeing	1.5	2.3
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	105.6	153.6
Capacity Building: Social and Civic	1.0	1.7
Capacity Building: Support Coordination	62.2	76.3
Capital: Assistive Technology	37.7	74.1
Capital: Home Modifications	103.1	122.1
All	**4,972.5**	**5,499.6**

[59] Total payments for home modifications were $103.1 million. Of which, $102.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $122.1 million. Of which, $121.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.0 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 30 June 2025 ($m) - New South Wales [60]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	3,503.4	4,821.1
Core: Consumables	152.5	234.4
Core: Social and Civic	2,633.1	2,969.6
Core: Transport	338.4	137.7
Capacity Building: Choice and Control	164.5	193.3
Capacity Building: Daily Activities	1,602.3	2,697.2
Capacity Building: Employment	51.6	154.9
Capacity Building: Health and Wellbeing	11.3	21.6
Capacity Building: Home Living	0.2	1.2
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	170.6	355.2
Capacity Building: Social and Civic	63.2	157.7
Capacity Building: Support Coordination	244.1	364.1
Capital: Assistive Technology	190.8	422.8
Capital: Home Modifications	58.8	106.4
All	**9,184.9**	**12,637.6**

Table F.40 Payments by financial year in which support was provided, compared to committed supports - New South Wales [61]

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	352.5	260.0	74%
2016-17	1,766.2	1,208.7	68%
2017-18	4,261.5	3,094.7	73%
2018-19	5,887.1	4,463.6	76%
2019-20	8,014.1	5,970.2	74%
2020-21	10,153.5	7,696.8	76%
2021-22	11,469.1	8,932.8	78%
2022-23	14,008.0	11,024.0	79%
2023-24	16,194.8	12,884.7	80%
2024-25	17,884.1	13,493.1	75%

Table F.41 Percentage change in plan budgets for active participants per quarter - New South Wales [62]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	6.7%	8.7%	6.2%	4.6%	6.7%	7.1%	6.4%	4.6%	4.4%
Interplan Inflation	4.6%	5.1%	3.4%	2.6%	2.9%	5.0%	5.0%	5.8%	5.1%
Total Inflation	**11.2%**	**13.8%**	**9.6%**	**7.2%**	**9.6%**	**12.1%**	**11.4%**	**10.4%**	**9.5%**

[62] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables G.9).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**250,000**	**9,387**	**259,387**
Active Eligible - Total	**194,273**	**7,579**	**201,852**
Active Eligible - New	127,468	7,448	134,916
Active Eligible - State	56,813	105	56,918
Active Eligible - Commonwealth	9,992	26	10,018
Active Participant Plans - Total	**191,846**	**7,731**	**199,577**
Active Participant Plans - New	125,477	7,607	133,084
Active Participant Plans - State	56,415	89	56,504
Active Participant Plans - Commonwealth	9,954	35	9,989
Active Participant Plans - Total	**191,846**	**7,731**	**199,577**
Active Participant Plans - Early Intervention (s25)	61,362	4,164	65,526
Active Participant Plans - Permanent Disability (s24)	129,219	1,562	130,781
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	1,265	2,005	3,270

Table G.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 – Victoria [63]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**18,814**	**1,073**	**19,887**

[63] 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	63,806	98%	28,383	98%	1,229	92%	93,418	98%
9 to 14	17,854	92%	10,856	93%	488	87%	29,198	92%
15 to 18	7,372	93%	5,089	90%	378	88%	12,839	92%
19 to 24	6,105	90%	4,500	85%	284	77%	10,889	87%
25 to 34	8,106	86%	7,148	79%	334	66%	15,588	82%
35 to 44	8,295	83%	8,275	76%	173	52%	16,743	79%
45 to 54	10,016	79%	<10,460	n/a	<160	n/a	20,623	75%
55 to 64	12,276	75%	11,932	64%	162	35%	24,370	69%
65+	599	57%	<560	n/a	<11	n/a	1,163	53%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	**134,429**	**90%**	**87,197**	**82%**	**3,205**	**73%**	**224,831**	**87%**

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	4,193	90%	2,113	90%	45	65%	6,351	90%
Autism	50,605	98%	25,964	98%	1,805	94%	78,374	98%
Cerebral palsy	2,576	97%	2,123	96%	32	89%	4,731	97%
Developmental delay	24,893	99%	10,906	99%	523	96%	36,322	99%
Down syndrome	1,732	100%	1,439	100%	23	100%	3,194	100%
Global developmental delay	3,082	100%	1,345	99%	52	95%	4,479	99%
Hearing impairment	3,831	90%	4,095	88%	79	73%	8,005	89%
Intellectual disability	16,585	95%	11,587	94%	120	72%	28,292	95%
Multiple sclerosis	983	92%	2,969	92%	19	66%	3,971	92%
Psychosocial disability	10,921	74%	12,004	67%	240	36%	23,165	69%
Spinal cord injury	873	94%	<420	n/a	<20	n/a	1,307	92%
Stroke	1,677	86%	1,180	83%	20	57%	2,877	84%
Visual impairment	1,808	91%	1,705	88%	24	59%	3,537	89%
Other neurological	4,413	84%	3,798	82%	72	63%	8,283	83%
Other physical	2,763	46%	3,232	37%	58	22%	6,053	40%
Other sensory/speech	479	53%	<210	n/a	<11	n/a	690	51%
Other	3,015	57%	2,113	41%	72	26%	5,200	48%
Total	**134,429**	**90%**	**87,197**	**82%**	**3,205**	**73%**	**224,831**	**87%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	7,015	4%	365	5%	7,380	4%
Non-First Nations Participants	158,375	83%	6,851	89%	165,226	83%
Not Stated	26,456	14%	515	7%	26,971	14%
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	21,545	11%	766	10%	22,311	11%
Not culturally and linguistically diverse	164,581	86%	6,448	83%	171,029	86%
Not stated	5,720	3%	517	7%	6,237	3%
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 – Victoria [64]

Age group	Total number of active participants
Under 45	<11
45 to 54	<40
55 to 64	229
Total YPIRAC (under 65)	**273**

[64] There are a further 477 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 [65]

Quarter ending	Incremental	Cumulative
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
Jun-25	-16	273

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	139,214	73%	5,645	73%	144,859	73%
Population > 50,000	18,732	10%	741	10%	19,473	10%
Population between 15,000 and 50,000	12,563	7%	528	7%	13,091	7%
Population between 5,000 and 15,000	<10,230	n/a	<380	n/a	10,597	5%
Population less than 5,000	11,040	6%	439	6%	11,479	6%
Remote	<70	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
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

[65] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	73,513	38%	3,039	39%	76,552	38%
Intellectual disability	25,903	14%	358	5%	26,261	13%
Developmental delay	25,446	13%	2,774	36%	28,220	14%
Psychosocial disability	20,147	11%	197	3%	20,344	10%
Hearing impairment	7,366	4%	174	2%	7,540	4%
Other neurological	5,824	3%	214	3%	6,038	3%
Global developmental delay	3,527	2%	304	4%	3,831	2%
Other physical	4,613	2%	68	1%	4,681	2%
Acquired brain injury	4,999	3%	121	2%	5,120	3%
Cerebral palsy	4,346	2%	43	1%	4,389	2%
Other	2,953	2%	187	2%	3,140	2%
Multiple sclerosis	3,527	2%	94	1%	3,621	2%
Down syndrome	2,876	1%	18	0%	2,894	1%
Visual impairment	3,054	2%	53	1%	3,107	2%
Stroke	2,262	1%	63	1%	2,325	1%
Spinal cord Injury	1,087	1%	24	0%	1,111	1%
Other sensory/speech	403	0%	0	0%	403	0%
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

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	76,552	38%	960	12%	75,592	39%
Intellectual disability	26,261	13%	3,109	40%	23,152	12%
Developmental delay	28,220	14%	0	0%	28,220	15%
Psychosocial disability	20,344	10%	686	9%	19,658	10%
Hearing impairment	7,540	4%	<11	n/a	<7,540	n/a
Other neurological	6,038	3%	489	6%	5,549	3%
Other physical	3,831	2%	0	0%	3,831	2%
Acquired brain injury	4,681	2%	62	1%	4,619	2%
Cerebral palsy	5,120	3%	714	9%	4,406	2%
Global developmental delay	4,389	2%	658	8%	3,731	2%
Down syndrome	3,140	2%	143	2%	2,997	2%
Other	3,621	2%	140	2%	3,481	2%
Multiple sclerosis	2,894	1%	566	7%	2,328	1%
Visual impairment	3,107	2%	<40	n/a	<3,080	n/a
Stroke	2,325	1%	221	3%	2,104	1%
Spinal cord Injury	1,111	1%	62	1%	1,049	1%
Other sensory/speech	403	0%	0	0%	403	0%
Total	**199,577**	**100%**	**7,844**	**100%**	**191,733**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	27,008	14%	2,240	29%	29,248	15%
2 (High Function)	492	0%	20	0%	512	0%
3 (High Function)	10,551	5%	674	9%	11,225	6%
4 (High Function)	9,281	5%	146	2%	9,427	5%
5 (High Function)	15,194	8%	645	8%	15,839	8%
6 (Moderate Function)	44,521	23%	1,901	25%	46,422	23%
7 (Moderate Function)	9,963	5%	325	4%	10,288	5%
8 (Moderate Function)	9,473	5%	203	3%	9,676	5%
9 (Moderate Function)	<800	n/a	<11	n/a	803	0%
10 (Moderate Function)	16,958	9%	272	4%	17,230	9%
11 (Low Function)	4,840	3%	80	1%	4,920	2%
12 (Low Function)	24,888	13%	459	6%	25,347	13%
13 (Low Function)	11,104	6%	152	2%	11,256	6%
14 (Low Function)	<2,150	n/a	<11	n/a	2,147	1%
15 (Low Function)	35	0%	0	0%	35	0%
Missing	4,604	2%	598	8%	5,202	3%
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	46,009	24%	3,921	51%	49,930	25%
9 to 14	38,168	20%	1,345	17%	39,513	20%
15 to 18	18,101	9%	510	7%	18,611	9%
19 to 24	15,471	8%	303	4%	15,774	8%
25 to 34	16,110	8%	380	5%	16,490	8%
35 to 44	14,197	7%	351	5%	14,548	7%
45 to 54	15,758	8%	373	5%	16,131	8%
55 to 64	18,138	9%	498	6%	18,636	9%
65+	9,894	5%	50	1%	9,944	5%
Total	**191,846**	**100%**	**7,731**	**100%**	**199,577**	**100%**

Table G.14 Participation rates by age group and gender as at 30 June 2025 – Victoria [66]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	9%	4%	7%
9 to 14	10%	5%	8%
15 to 18	6%	4%	5%
19 to 24	3%	2%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**4%**	**3%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table G.15 Proportion of active participants with approved plans accessing mainstream supports – Victoria [67]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	2%	4%	3%
Daily life	20%	21%	20%
Health and wellbeing	70%	81%	71%
Learning	33%	40%	34%
Relationships	5%	4%	5%
Social and community activities	8%	8%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	10%	1%	9%
Any mainstream service	**96%**	**96%**	**96%**

[66] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[67] 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables G.16 to G.20).

Table G.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=13,378), and ‘participant social and community engagement rate’ (n=13,409), and the metric for 'family and carer employment rate' (n=13,957) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=8,070) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	16%	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%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	35%	35%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	34%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	29%	34%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	31%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	37%	43%	40%	46%
Participant social and community engagement rate - Aged 25+ years	31%	36%	35%	46%
Participant social and community engagement rate - Aged 15+ years	31%	35%	35%	46%
Family and carer employment rate - Aged 0 to 14 years	46%	47%	51%	n/a
Family and carer employment rate - Aged 15+ years	47%	46%	47%	n/a
Family and carer employment rate - All ages	46%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	71%	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=11,033), and 'participant social and community engagement rate' (n=11,087), and the metric for 'family and carer employment rate' (n=9,235) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=7,984) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	23%	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	19%	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%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	18%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	34%	37%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	38%	44%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	35%	37%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	33%	39%	41%	39%	46%
Participant social and community engagement rate - Aged 25+ years	32%	37%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	32%	37%	39%	37%	46%
Family and carer employment rate - Aged 0 to 14 years	46%	48%	50%	53%	n/a
Family and carer employment rate - Aged 15+ years	49%	50%	49%	50%	n/a
Family and carer employment rate - All ages	47%	48%	50%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	65%	72%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	74%	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=7,798), and 'participant social and community engagement rate' (n=7,826), and the metric for 'family and carer employment rate' (n=5,797) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=5,879) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	19%	23%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	28%	23%	30%	26%
Participant employment rate - Aged 35 to 44 years	26%	27%	31%	22%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	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%	10%	13%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	25%	20%	23%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	23%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	36%	37%	39%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	38%	41%	43%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	35%	39%	37%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	34%	36%	38%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	38%	44%	38%	46%
Participant social and community engagement rate - Aged 65+ years	34%	37%	39%	46%	43%	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	39%	41%	39%	46%
Participant social and community engagement rate - Aged 15+ years	33%	36%	38%	41%	39%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	48%	48%	52%	55%	n/a
Family and carer employment rate - Aged 15+ years	49%	51%	51%	52%	51%	n/a
Family and carer employment rate - All ages	46%	49%	49%	52%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	66%	66%	74%	n/a
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	77%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	74%	80%	n/a

Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,825), and 'participant social and community engagement rate' (n=5,873), and the metric for 'family and carer employment rate' (n=3,919) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=4,621) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	11%	14%	16%	14%	24%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	26%	29%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	26%	25%	23%	23%	19%	25%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	22%	25%	21%	21%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	18%	16%	11%	15%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	10%	4%	9%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	22%	23%	18%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	21%	21%	22%	17%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	37%	38%	37%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	36%	40%	41%	37%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	40%	40%	39%	43%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	40%	40%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	38%	42%	36%	40%	43%	46%
Participant social and community engagement rate - Aged 65+ years	39%	41%	42%	39%	44%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	39%	41%	39%	41%	42%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	40%	39%	41%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	45%	48%	51%	50%	56%	n/a
Family and carer employment rate - Aged 15+ years	49%	49%	54%	52%	43%	51%	n/a
Family and carer employment rate - All ages	46%	47%	50%	51%	49%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	66%	65%	77%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	81%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	75%	76%	83%	n/a

Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,849), and 'participant social and community engagement rate' (n=5,885), and the metric for 'family and carer employment rate' (n=3,591) 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=4,899) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	9%	10%	12%	16%	10%	20%	26%
Participant employment rate - Aged 25 to 34 years	20%	22%	23%	25%	21%	24%	26%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	28%	29%	25%	28%	28%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	26%	26%	29%	24%	23%	26%
Participant employment rate - Aged 55 to 64 years	22%	22%	18%	19%	16%	14%	16%	26%
Participant employment rate - Aged 65+ years	17%	16%	13%	11%	10%	11%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	23%	24%	22%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	22%	23%	22%	21%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	41%	40%	46%	34%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	46%	45%	42%	39%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	45%	47%	45%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	42%	40%	42%	42%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	38%	41%	36%	38%	43%	46%
Participant social and community engagement rate - Aged 65+ years	41%	46%	46%	46%	43%	46%	50%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	43%	43%	42%	42%	46%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	43%	43%	42%	41%	46%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	47%	48%	50%	48%	52%	59%	n/a
Family and carer employment rate - Aged 15+ years	46%	49%	48%	49%	50%	54%	48%	n/a
Family and carer employment rate - All ages	45%	48%	48%	49%	49%	53%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	64%	68%	70%	72%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	75%	80%	82%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	62%	70%	73%	76%	79%	87%	n/a

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q4. Table G.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table G.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables G.22 and G.24).

Table G.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 164 in Prior Quarters, n = 24 in 2024-25 Q4), 'Community Connections' (n = 1,843 in Prior Quarters, n = 258 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 1,633 in Prior Quarters, n = 290 in 2024-25 Q4), 'Plan Approval' (n = 4,231 in Prior Quarters, n = 748 in 2024-25 Q4), 'Plan Implementation' (n = 3,750 in Prior Quarters, n = 491 in 2024-25 Q4) and 'Plan Reassessment' (n = 9,085 in Prior Quarters, n = 1,824 in 2024-25 Q4) – Victoria [68] [69]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	99%	92%
Early Supports - Were decisions and outcomes explained to you?	86%	91%
Early Supports - Were your questions and concerns acknowledged?	88%	74%
Early Supports - How well does your early supports plan meet your child's needs?	43%	50%
Community Connections - Was information easy to understand?	85%	83%
Community Connections - Was communication in your preferred format?	95%	94%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	77%	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?	77%	80%
Community Connections - How confident are you in reaching out to community supports and other government services?	54%	55%
Apply for NDIS (overall) - Were you treated with respect?	93%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	75%	80%
Apply for NDIS (overall) - Was information easy to understand?	70%	71%
Apply for NDIS (overall) - Was communication in your preferred format?	86%	83%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	53%	52%
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?	77%	75%
Plan Approval - Were your questions and concerns acknowledged?	74%	71%

[68] 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.
[69] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
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%	49%
Plan Approval - How well does your NDIS plan meet your needs?	57%	55%
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?	59%	62%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	58%	62%
Plan Implementation - Do you feel confident in using your plan?	64%	68%
Plan Implementation - Do you feel confident in accessing supports?	64%	67%
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?	65%	68%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	64%
Plan Reassessment - Do you feel confident in using your plan?	68%	69%
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%	80%

Table G.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Victoria [70] [71]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<210	<11	211	200
Participants: Complaints about Local Area Coordination (LAC) Partner	<1,070	<80	1,140	1,024
Participants: Complaints about service providers	3,529	188	3,717	2,960
Participants: Complaints about the Agency	59,255	2,930	62,185	30,576
Participants: Unclassified	634	0	634	588
Participants: Total	**64,690**	**3,197**	**67,887**	**32,624**
Percentage of the number of active participants	7.2%	6.5%	7.2%	n/a
New Participant Critical Incidents (PCIs)	**15,765**	**1,467**	**17,232**	**n/a**

[70] 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.
[71] 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	1,775	5%	28,229	7%
Sep-22	1,975	5%	30,204	6%
Dec-22	1,773	5%	31,977	6%
Mar-23	1,875	5%	33,852	6%
Jun-23	2,154	5%	36,006	6%
Sep-23	2,312	6%	38,318	6%
Dec-23	2,717	6%	41,035	6%
Mar-24	4,781	11%	45,816	6%
Jun-24	5,681	13%	51,497	7%
Sep-24	5,032	11%	56,529	7%
Dec-24	4,369	9%	60,898	7%
Mar-25	3,792	8%	64,690	7%
Jun-25	3,197	7%	67,887	7%

Table G.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Victoria

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	534	2%	3,370	1%
Sep-22	569	2%	3,939	1%
Dec-22	633	2%	4,572	1%
Mar-23	1,028	3%	5,600	1%
Jun-23	1,115	3%	6,715	1%
Sep-23	1,198	3%	7,913	1%
Dec-23	1,182	3%	9,095	1%
Mar-24	1,297	3%	10,392	1%
Jun-24	1,359	3%	11,751	2%
Sep-24	1,361	3%	13,112	2%
Dec-24	1,299	3%	14,411	2%
Mar-25	1,354	3%	15,765	2%
Jun-25	1,467	3%	17,232	2%

Table G.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria [72]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,137	2%	0	0%	1,137	2%
Complaints about the Agency - Information unclear	481	1%	0	0%	481	1%
Complaints about the Agency - NDIA Access	1,389	2%	91	3%	1,480	2%
Complaints about the Agency - NDIA Engagement	<90	n/a	<11	n/a	95	0%
Complaints about the Agency - NDIA Finance	4,009	7%	225	8%	4,234	7%
Complaints about the Agency - NDIA Fraud and Compliance	281	0%	23	1%	304	0%
Complaints about the Agency - NDIA Plan	13,216	22%	753	26%	13,969	22%
Complaints about the Agency - NDIA Process	5,554	9%	445	15%	5,999	10%
Complaints about the Agency - NDIA Resources	535	1%	54	2%	589	1%
Complaints about the Agency - NDIA Staff	3,666	6%	340	12%	4,006	6%
Complaints about the Agency - NDIA Timeliness	18,179	31%	988	34%	19,167	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	39	0%	0	0%	39	0%
Complaints about the Agency - Reasonable and necessary supports	1,558	3%	0	0%	1,558	3%
Complaints about the Agency - Staff conduct - Agency	451	1%	0	0%	451	1%
Complaints about the Agency - The way the NDIA carried out its decision making	788	1%	0	0%	788	1%
Complaints about the Agency - Timeliness	4,515	8%	0	0%	4,515	7%
Complaints about the Agency - Other	<3,240	n/a	<11	n/a	3,243	5%
Complaints about the Agency - Total	**59,255**	**100%**	**2,930**	**100%**	**62,185**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	<30	n/a	<11	n/a	29	14%
Complaints about Early Connections Partner - Early Connections Process	17	8%	0	0%	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	82	39%
Complaints about Early Connections Partner - Early Connections Timeliness	<80	n/a	<11	n/a	79	37%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<210**	**n/a**	**<11**	**n/a**	**211**	**100%**
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	<130	n/a	<11	n/a	130	11%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	98	9%	12	16%	110	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	723	68%	48	66%	771	68%

[72] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<110	n/a	<11	n/a	109	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,067**	**100%**	**73**	**100%**	**1,140**	**100%**
Complaints about service providers - Provider Costs	53	2%	0	0%	53	1%
Complaints about service providers - Provider Finance	<270	n/a	<11	n/a	269	7%
Complaints about service providers - Provider Fraud and Compliance	<430	n/a	<50	n/a	474	13%
Complaints about service providers - Provider Process	91	3%	0	0%	91	2%
Complaints about service providers - Provider Service	1,361	39%	59	31%	1,420	38%
Complaints about service providers - Provider Staff	731	21%	77	41%	808	22%
Complaints about service providers - Service Delivery	122	3%	0	0%	122	3%
Complaints about service providers - Staff Conduct	126	4%	0	0%	126	3%
Complaints about service providers - Supports being provided	134	4%	0	0%	134	4%
Complaints about service providers - Other	220	6%	0	0%	220	6%
Complaints about service providers - Total	**3,529**	**100%**	**188**	**100%**	**3,717**	**100%**
Unclassified	**634**	**n/a**	**0**	**n/a**	**634**	**n/a**
Participants total	**64,690**	**n/a**	**3,197**	**n/a**	**67,887**	**n/a**

Table G.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	1,237	18%	122	27%	1,359	19%
Planning	5,080	75%	323	71%	5,403	75%
Compensation	29	0%	0	0%	29	0%
Jurisdiction	258	4%	0	0%	258	4%
Extension of Time	100	1%	0	0%	100	1%
Other	59	1%	12	3%	71	1%
Total cases	**6,763**	**100%**	**457**	**100%**	**7,220**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**0.9%**	**n/a**	**0.8%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	274	1%	4,670	1%
Mar-24	165	0%	4,835	1%
Jun-24	319	1%	5,154	1%
Sep-24	522	1%	5,676	1%
Dec-24	538	1%	6,214	1%
Mar-25	549	1%	6,763	1%
Jun-25	457	1%	7,220	1%

Table G.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Victoria [73]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**7,220**	**6,471**
Open ART Cases	**1,353**	**1,316**
Closed ART Cases	**5,867**	**5,264**
Resolved before hearing	5,733	5,151
Gone to hearing and received a substantive decision	134	113

[73] 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 [74] [75] [76]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	165	15	180
Core (excluding Consumables and Transport)	1,063	93	1,156
Capacity Building	1,334	121	1,455
General Support	312	33	345
Assistive Technology	364	41	405
Specialist Disability Accommodation	<160	<11	158
Home Modifications	97	13	110
Supported Independent Living	344	27	371
Everyday Living Costs	<130	<11	132
Transport	235	22	257
Other	0	0	0
Total number of unique participants counted across disputed supports	**2,106**	**205**	**2,311**
Total number of instances of participants counted across disputed supports	**4,188**	**381**	**4,569**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**123**	**2%**	**11**	**2%**	**134**	**2%**
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	49	1%
Decided by Tribunal - Varied	<30	n/a	<11	n/a	25	0%
Decided by Tribunal - Set Aside	<60	n/a	<11	n/a	60	1%
Not Decided by Tribunal - Total	**5,283**	**98%**	**450**	**98%**	**5,733**	**98%**
Not Decided by Tribunal - Resolved by consent	3,565	66%	349	76%	3,914	67%
Not Decided by Tribunal - Withdrawn	1,189	22%	65	14%	1,254	21%
Not Decided by Tribunal - No jurisdiction	<120	n/a	<11	n/a	115	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	34	1%	0	n/a	34	1%
Not Decided by Tribunal - Dismissed	<370	n/a	<40	n/a	397	7%
Not Decided by Tribunal - Other	<11	n/a	0	n/a	<11	n/a
Total	**5,406**	**100%**	**461**	**100%**	**5,867**	**100%**

[74] 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.
[75] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[76] 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 funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table G.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table G.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table G.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table G.32).

Table G.31 Number of active providers in 2024-25 Q4 by registration status and funds management type – Victoria [77]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,755	0	2,755
Plan-managed	5,644	54,043	59,394
Self-managed	2,848	41,019	43,769
All funds management types	**6,235**	**77,856**	**83,779**

Table G.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) – Victoria [78] [79]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	631	0	631
Plan-managed	1,123	864	1,995
Self-managed	99	214	364
All funds management types	**1,853**	**1,078**	**2,991**

[77] 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.
[78] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[79] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables G.33 to G.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables G.35 to G.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables G.38 to G.40).

Table G.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Victoria

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	1.7%	1.7%
$5,001-$10,000	4.0%	4.0%
$10,001-$15,000	9.4%	9.3%
$15,001-$20,000	15.5%	15.7%
$20,001-$25,000	13.2%	13.6%
$25,001-$30,000	5.4%	5.4%
$30,001-$50,000	14.3%	14.2%
$50,001-$100,000	18.0%	17.7%
$100,001-$150,000	6.5%	6.4%
$150,001-$200,000	3.1%	3.1%
$200,001-$250,000	1.8%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	1.8%	1.8%
$5,001-$10,000	4.2%	4.2%
$10,001-$15,000	9.8%	9.7%
$15,001-$20,000	16.1%	16.3%
$20,001-$25,000	13.8%	14.1%
$25,001-$30,000	5.6%	5.6%
$30,001-$50,000	14.9%	14.8%
$50,001-$100,000	18.7%	18.4%
$100,001-$150,000	6.8%	6.7%
$150,001-$200,000	3.2%	3.2%
$200,001-$250,000	1.8%	1.8%
$250,001+	3.3%	3.3%

Table G.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$18,700	$26,400	n/a	n/a	$18,700	$26,400
9 to 14	$23,700	$31,300	n/a	n/a	$23,700	$31,300
15 to 18	$38,000	$49,000	$719,800	$780,200	$35,500	$46,800
19 to 24	$77,300	$99,100	$613,500	$667,800	$57,600	$79,700
25 to 34	$95,800	$118,300	$471,000	$517,600	$68,900	$91,000
35 to 44	$103,100	$126,600	$428,700	$471,300	$70,100	$92,100
45 to 54	$107,900	$131,100	$415,600	$449,000	$73,300	$96,600
55 to 64	$123,200	$149,200	$419,500	$454,700	$82,400	$107,100
65+	$117,600	$146,200	$416,500	$444,000	$83,100	$111,100
All	**$61,200**	**$76,000**	**$442,200**	**$479,800**	**$45,000**	**$59,500**

Table G.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$157,800	$191,700	$499,300	$538,600	$104,100	$135,500
Autism	$35,800	$46,300	$537,000	$576,200	$28,800	$39,600
Cerebral palsy	$173,100	$202,500	$463,700	$507,300	$121,000	$148,700
Developmental delay	$14,400	$22,100	$0	$0	$14,400	$22,100
Global developmental delay	$20,200	$28,000	$0	$0	$20,200	$28,000
Hearing impairment	$9,700	$18,500	n/a	n/a	$9,500	$18,400
Intellectual disability	$105,800	$124,900	$392,600	$424,600	$66,400	$84,600
Multiple sclerosis	$101,900	$129,900	$547,400	$613,500	$83,100	$110,400
Psychosocial disability	$72,300	$94,100	$391,800	$431,400	$61,800	$82,300
Spinal cord injury	$170,000	$216,500	$606,700	$701,200	$142,800	$187,800
Stroke	$149,700	$187,400	$522,300	$567,000	$112,900	$147,600
Visual impairment	$43,800	$58,100	$386,400	$396,200	$40,700	$54,800
Other neurological	$142,400	$178,500	$523,200	$566,200	$109,100	$144,400
Other physical	$70,300	$96,300	$523,900	$552,900	$63,900	$90,200
Other sensory/speech	$12,500	$21,600	$0	$0	$12,500	$21,600
Other	$95,800	$124,200	$543,800	$568,000	$72,600	$101,300
Down Syndrome	$138,500	$159,700	$354,700	$381,500	$85,700	$105,800
All	**$61,200**	**$76,000**	**$442,200**	**$479,800**	**$45,000**	**$59,500**

Table G.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$13,300	$21,500	n/a	n/a	$13,100	$21,400
2	$18,700	$33,000	$0	$0	$18,700	$33,000
3	$21,300	$31,200	$376,300	$430,800	$19,800	$29,500
4	$16,400	$27,000	$434,900	$458,100	$15,400	$26,000
5	$29,600	$39,900	$357,000	$393,400	$27,000	$37,200
6	$22,400	$35,300	$410,900	$477,100	$21,200	$33,900
7	$47,900	$59,000	$415,700	$462,700	$37,900	$48,500
8	$52,100	$74,000	$342,500	$393,900	$46,000	$66,700
9	$77,200	$109,100	n/a	n/a	$66,500	$99,400
10	$85,500	$112,600	$358,800	$405,400	$69,500	$94,700
11	$93,200	$109,500	$452,900	$487,400	$68,900	$84,200
12	$175,600	$206,100	$437,100	$468,900	$120,600	$151,600
13	$114,000	$128,600	$606,800	$639,700	$83,800	$97,700
14	$311,800	$356,200	$495,400	$537,700	$239,600	$285,200
15	$408,400	$423,700	n/a	n/a	$325,200	$322,300
All	**$61,200**	**$76,000**	**$442,200**	**$479,800**	**$45,000**	**$59,500**

Table G.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) – Victoria [80]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	2,433.5	2,563.9
Core: Consumables	24.5	26.7
Core: Social and Civic	563.5	697.8
Core: Transport	16.6	20.4
Capacity Building: Choice and Control	10.0	10.6
Capacity Building: Daily Activities	81.9	113.1
Capacity Building: Employment	0.8	2.2
Capacity Building: Health and Wellbeing	0.3	0.8
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	66.0	99.8
Capacity Building: Social and Civic	0.6	1.2
Capacity Building: Support Coordination	50.9	57.9
Capital: Assistive Technology	28.1	48.2
Capital: Home Modifications	102.8	120.8
All	**3,379.5**	**3,763.3**

[80] Total payments for home modifications were $102.8 million. Of which, $102.1 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.7 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $120.8 million. Of which, $119.9 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 30 June 2025 ($m) – Victoria [81]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	3,075.7	4,156.8
Core: Consumables	134.9	230.9
Core: Social and Civic	2,302.1	2,734.2
Core: Transport	217.3	127.8
Capacity Building: Choice and Control	158.9	185.7
Capacity Building: Daily Activities	1,467.4	2,591.5
Capacity Building: Employment	34.3	110.9
Capacity Building: Health and Wellbeing	5.6	13.4
Capacity Building: Home Living	0.5	2.4
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	142.6	295.0
Capacity Building: Social and Civic	53.0	146.0
Capacity Building: Support Coordination	285.3	401.4
Capital: Assistive Technology	134.3	313.7
Capital: Home Modifications	56.1	96.8
All	**8,068.1**	**11,406.9**

Table G.40 Payments by financial year in which support was provided, compared to committed supports – Victoria [82]

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	205.4	161.8	79%
2016-17	499.1	339.5	68%
2017-18	1,442.1	958.1	66%
2018-19	3,459.0	2,370.5	69%
2019-20	6,022.3	4,131.9	69%
2020-21	7,928.8	5,462.1	69%
2021-22	9,267.4	6,818.2	74%
2022-23	11,606.6	8,665.9	75%
2023-24	13,544.1	10,381.4	77%
2024-25	14,889.7	10,918.3	73%

[81] Total payments for home modifications were $56.1 million. Of which, $26.2 million (46.7%) has been paid for specialised disability accommodation (SDA) supports, and $29.9 million (53.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $96.8 million. Of which, $35.0 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and $61.8 million (64%) has been allocated for non-SDA supports.

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

Table G.41 Percentage change in plan budgets for active participants per quarter – Victoria [83]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	8.6%	10.8%	7.9%	6.4%	8.9%	9.0%	8.0%	6.3%	6.1%
Interplan Inflation	2.7%	3.6%	1.7%	0.3%	0.9%	2.9%	3.4%	3.8%	3.1%
Total Inflation	**11.4%**	**14.4%**	**9.6%**	**6.8%**	**9.8%**	**11.9%**	**11.4%**	**10.1%**	**9.1%**

[83] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables H.9).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**200,309**	**7,024**	**207,333**
Active Eligible - Total	**155,381**	**5,476**	**160,857**
Active Eligible - New	112,124	5,389	117,513
Active Eligible - State	33,166	60	33,226
Active Eligible - Commonwealth	10,091	27	10,118
Active Participant Plans - Total	**153,701**	**5,557**	**159,258**
Active Participant Plans - New	110,544	5,471	116,015
Active Participant Plans - State	33,094	60	33,154
Active Participant Plans - Commonwealth	10,063	26	10,089
Active Participant Plans - Total	**153,701**	**5,557**	**159,258**
Active Participant Plans - Early Intervention (s25)	48,559	2,790	51,349
Active Participant Plans - Permanent Disability (s24)	104,098	1,358	105,456
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	1,044	1,409	2,453

Table H.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 – Queensland [84]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**14,000**	**956**	**14,956**

[84] 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	48,473	97%	21,990	97%	280	87%	70,743	97%
9 to 14	16,318	92%	9,455	93%	286	80%	26,059	92%
15 to 18	6,760	92%	4,563	91%	286	90%	11,609	92%
19 to 24	5,166	90%	3,535	86%	228	82%	8,929	88%
25 to 34	6,254	87%	5,268	80%	203	66%	11,725	84%
35 to 44	6,329	82%	<5,850	n/a	<110	n/a	12,275	78%
45 to 54	7,933	78%	7,461	68%	110	40%	15,504	72%
55 to 64	10,574	73%	9,418	61%	125	33%	20,117	66%
65+	465	58%	<450	n/a	<11	n/a	912	53%
Missing	0	n/a	0	n/a	0	0%	0	0%
Total	**108,272**	**90%**	**67,978**	**81%**	**1,623**	**66%**	**177,873**	**86%**

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	3,486	91%	1,832	90%	27	69%	5,345	91%
Autism	44,182	97%	21,916	97%	1,013	94%	67,111	97%
Cerebral palsy	2,346	96%	1,863	96%	12	71%	4,221	96%
Developmental delay	17,742	99%	7,910	98%	89	90%	25,741	98%
Down syndrome	1,483	100%	<1,220	n/a	<11	n/a	2,699	99%
Global developmental delay	2,984	99%	1,339	99%	21	95%	4,344	99%
Hearing impairment	3,462	90%	3,666	89%	39	66%	7,167	89%
Intellectual disability	10,514	95%	8,652	94%	78	68%	19,244	95%
Multiple sclerosis	562	92%	1,759	92%	16	84%	2,337	92%
Psychosocial disability	7,131	72%	6,677	61%	154	37%	13,962	65%
Spinal cord injury	1,384	93%	554	91%	11	69%	1,949	92%
Stroke	1,604	85%	1,201	83%	17	57%	2,822	84%
Visual impairment	1,151	85%	<1,050	n/a	<11	n/a	2,206	84%
Other neurological	3,967	82%	3,158	78%	42	48%	7,167	80%
Other physical	3,144	50%	2,954	37%	46	19%	6,144	43%
Other sensory/speech	274	38%	<100	n/a	<11	n/a	373	37%
Other	2,856	58%	2,139	43%	46	23%	5,041	50%
Total	**108,272**	**90%**	**67,978**	**81%**	**1,623**	**66%**	**177,873**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	16,493	11%	786	14%	17,279	11%
Non-First Nations Participants	122,089	79%	4,205	76%	126,294	79%
Not Stated	15,119	10%	566	10%	15,685	10%
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	7,851	5%	253	5%	8,104	5%
Not culturally and linguistically diverse	140,848	92%	5,002	90%	145,850	92%
Not stated	5,002	3%	302	5%	5,304	3%
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 – Queensland [85]

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	74
Total YPIRAC (under 65)	**86**

[85] There are a further 280 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 [86]

Quarter ending	Incremental	Cumulative
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	<100
Jun-25	<11	86

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	95,088	62%	3,565	64%	98,653	62%
Population > 50,000	34,086	22%	1,198	22%	35,284	22%
Population between 15,000 and 50,000	5,697	4%	163	3%	5,860	4%
Population between 5,000 and 15,000	6,117	4%	230	4%	6,347	4%
Population less than 5,000	10,023	7%	323	6%	10,346	6%
Remote	1,405	1%	41	1%	1,446	1%
Very Remote	<1,290	n/a	37	1%	<1,320	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

[86] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	63,347	41%	2,206	40%	65,553	41%
Intellectual disability	17,792	12%	270	5%	18,062	11%
Developmental delay	17,994	12%	1,742	31%	19,736	12%
Psychosocial disability	12,453	8%	154	3%	12,607	8%
Hearing impairment	6,702	4%	104	2%	6,806	4%
Other neurological	5,185	3%	176	3%	5,361	3%
Global developmental delay	3,496	2%	299	5%	3,795	2%
Other physical	4,805	3%	55	1%	4,860	3%
Acquired brain injury	4,406	3%	108	2%	4,514	3%
Cerebral palsy	3,925	3%	38	1%	3,963	2%
Other	2,914	2%	169	3%	3,083	2%
Multiple sclerosis	2,067	1%	91	2%	2,158	1%
Down syndrome	2,462	2%	15	0%	2,477	2%
Visual impairment	1,976	1%	46	1%	2,022	1%
Stroke	2,279	1%	59	1%	2,338	1%
Spinal cord Injury	1,677	1%	25	0%	1,702	1%
Other sensory/speech	221	0%	0	0%	221	0%
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

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	65,553	41%	941	13%	64,612	43%
Intellectual disability	18,062	11%	2,540	34%	15,522	10%
Developmental delay	19,736	12%	0	0%	19,736	13%
Psychosocial disability	12,607	8%	788	11%	11,819	8%
Hearing impairment	6,806	4%	<11	n/a	<6,810	n/a
Other neurological	5,361	3%	638	9%	4,723	3%
Other physical	3,795	2%	0	0%	3,795	3%
Acquired brain injury	4,860	3%	102	1%	4,758	3%
Cerebral palsy	4,514	3%	755	10%	3,759	2%
Global developmental delay	3,963	2%	549	7%	3,414	2%
Down syndrome	3,083	2%	205	3%	2,878	2%
Other	2,158	1%	85	1%	2,073	1%
Multiple sclerosis	2,477	2%	470	6%	2,007	1%
Visual impairment	2,022	1%	26	0%	1,996	1%
Stroke	2,338	1%	288	4%	2,050	1%
Spinal cord Injury	1,702	1%	73	1%	1,629	1%
Other sensory/speech	221	0%	<11	n/a	<220	n/a
Total	**159,258**	**100%**	**7,467**	**100%**	**151,791**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	23,399	15%	1,701	31%	25,100	16%
2 (High Function)	236	0%	18	0%	254	0%
3 (High Function)	7,965	5%	435	8%	8,400	5%
4 (High Function)	8,622	6%	118	2%	8,740	5%
5 (High Function)	8,560	6%	380	7%	8,940	6%
6 (Moderate Function)	42,581	28%	1,434	26%	44,015	28%
7 (Moderate Function)	6,429	4%	173	3%	6,602	4%
8 (Moderate Function)	8,581	6%	163	3%	8,744	5%
9 (Moderate Function)	<810	n/a	<20	n/a	820	1%
10 (Moderate Function)	13,844	9%	226	4%	14,070	9%
11 (Low Function)	3,441	2%	56	1%	3,497	2%
12 (Low Function)	14,617	10%	310	6%	14,927	9%
13 (Low Function)	8,487	6%	79	1%	8,566	5%
14 (Low Function)	<2,260	n/a	<11	n/a	2,257	1%
15 (Low Function)	48	0%	0	0%	48	0%
Missing	3,828	2%	450	8%	4,278	3%
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	35,076	23%	2,725	49%	37,801	24%
9 to 14	31,205	20%	874	16%	32,079	20%
15 to 18	16,023	10%	384	7%	16,407	10%
19 to 24	13,703	9%	278	5%	13,981	9%
25 to 34	12,945	8%	307	6%	13,252	8%
35 to 44	10,755	7%	266	5%	11,021	7%
45 to 54	11,815	8%	278	5%	12,093	8%
55 to 64	14,242	9%	386	7%	14,628	9%
65+	7,937	5%	59	1%	7,996	5%
Total	**153,701**	**100%**	**5,557**	**100%**	**159,258**	**100%**

Table H.14 Participation rates by age group and gender as at 30 June 2025 – Queensland [87]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	9%	4%	6%
9 to 14	10%	5%	7%
15 to 18	7%	4%	5%
19 to 24	4%	2%	3%
25 to 44	2%	1%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**4%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table H.15 Proportion of active participants with approved plans accessing mainstream supports – Queensland [88]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	4%	6%	4%
Daily life	20%	19%	20%
Health and wellbeing	73%	81%	74%
Learning	32%	35%	33%
Relationships	3%	3%	3%
Social and community activities	8%	7%	8%
Where I live	1%	2%	1%
Work	4%	3%	4%
Unknown	8%	1%	7%
Any mainstream service	**95%**	**95%**	**95%**

[87] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[88] 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables H.16 to H.20).

Table H.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=9,666), and ‘participant social and community engagement rate’ (n=9,718), and the metric for 'family and carer employment rate' (n=9,528) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=5,221) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	24%	25%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	20%	26%
Participant employment rate - Aged 45 to 54 years	17%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	15%	15%	13%	26%
Participant employment rate - Aged 65+ years	9%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	40%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	42%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	43%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	43%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	37%	36%	46%
Participant social and community engagement rate - Aged 65+ years	34%	42%	37%	46%
Participant social and community engagement rate - Aged 25+ years	33%	41%	38%	46%
Participant social and community engagement rate - Aged 15+ years	33%	41%	38%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	47%	49%	n/a
Family and carer employment rate - Aged 15+ years	48%	48%	47%	n/a
Family 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%	81%	n/a

Table H.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,003), and 'participant social and community engagement rate' (n=8,045), and the metric for 'family and carer employment rate' (n=6,147) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=5,035) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	12%	16%	15%	23%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	21%	22%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	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%	8%	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	34%	41%	42%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	45%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	42%	42%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	40%	42%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	42%	46%	40%	46%
Participant social and community engagement rate - Aged 25+ years	34%	42%	42%	40%	46%
Participant social and community engagement rate - Aged 15+ years	34%	42%	42%	40%	46%
Family and carer employment rate - Aged 0 to 14 years	42%	42%	47%	50%	n/a
Family and carer employment rate - Aged 15+ years	43%	45%	46%	44%	n/a
Family 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%	86%	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=5,978), and 'participant social and community engagement rate' (n=6,023), and the metric for 'family and carer employment rate' (n=4,260) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=4,150) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	15%	17%	24%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	25%	18%	27%	26%
Participant employment rate - Aged 35 to 44 years	25%	26%	24%	24%	26%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	16%	17%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	12%	10%	7%	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	35%	41%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	45%	46%	43%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	44%	45%	38%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	40%	45%	47%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	37%	38%	42%	46%
Participant social and community engagement rate - Aged 65+ years	37%	44%	38%	36%	42%	46%
Participant social and community engagement rate - Aged 25+ years	37%	43%	43%	41%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	42%	41%	43%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	45%	45%	48%	54%	n/a
Family and carer employment rate - Aged 15+ years	46%	46%	48%	43%	48%	n/a
Family and carer employment rate - All ages	45%	45%	46%	47%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	83%	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=4,482), and 'participant social and community engagement rate' (n=4,504), and the metric for 'family and carer employment rate' (n=2,965) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=3,446) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	21%	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%	24%	18%	18%	20%	22%	26%
Participant employment rate - Aged 45 to 54 years	24%	22%	21%	21%	22%	20%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	17%	16%	10%	17%	26%
Participant employment rate - Aged 65+ years	11%	11%	8%	6%	6%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	22%	18%	20%	17%	21%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	18%	19%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	40%	42%	44%	48%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	48%	48%	47%	43%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	49%	53%	47%	47%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	50%	46%	48%	44%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	42%	42%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	37%	43%	39%	39%	35%	39%	46%
Participant social and community engagement rate - Aged 25+ years	39%	46%	46%	46%	43%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	45%	45%	45%	43%	45%	46%
Family and carer employment rate - Aged 0 to 14 years	41%	42%	43%	46%	53%	55%	n/a
Family and carer employment rate - Aged 15+ years	46%	49%	50%	52%	51%	50%	n/a
Family and carer employment rate - All ages	43%	45%	46%	48%	52%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	73%	74%	76%	81%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	84%	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=4,675), and 'participant social and community engagement rate' (n=4,710), and the metric for 'family and carer employment rate' (n=2,318) 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=3,977) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	15%	19%	20%	22%	17%	26%	26%
Participant employment rate - Aged 25 to 34 years	23%	24%	25%	20%	20%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	25%	26%	25%	24%	21%	25%	24%	26%
Participant employment rate - Aged 45 to 54 years	25%	25%	22%	23%	17%	25%	22%	26%
Participant employment rate - Aged 55 to 64 years	20%	21%	17%	15%	15%	16%	15%	26%
Participant employment rate - Aged 65+ years	11%	12%	10%	7%	6%	4%	5%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	22%	20%	18%	22%	21%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	22%	20%	19%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	46%	46%	50%	43%	48%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	46%	49%	49%	50%	46%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	51%	53%	54%	52%	55%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	49%	56%	53%	52%	50%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	42%	41%	43%	47%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	44%	41%	42%	38%	42%	46%
Participant social and community engagement rate - Aged 25+ years	39%	46%	49%	48%	48%	47%	46%	46%
Participant social and community engagement rate - Aged 15+ years	39%	46%	48%	48%	47%	47%	46%	46%
Family and carer employment rate - Aged 0 to 14 years	43%	46%	47%	47%	54%	54%	57%	n/a
Family and carer employment rate - Aged 15+ years	46%	46%	50%	51%	54%	49%	49%	n/a
Family and carer employment rate - All ages	45%	46%	48%	49%	54%	51%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	73%	73%	76%	79%	85%	n/a
Participant Choice and Control - Aged 25+ years	n/a	74%	80%	81%	85%	86%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	78%	82%	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 Q4. Table H.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table H.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables H.22 and H.24).

Table H.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 245 in Prior Quarters, n = 22 in 2024-25 Q4), 'Community Connections' (n = 2,120 in Prior Quarters, n = 205 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 1,732 in Prior Quarters, n = 284 in 2024-25 Q4), 'Plan Approval' (n = 3,871 in Prior Quarters, n = 708 in 2024-25 Q4), 'Plan Implementation' (n = 3,508 in Prior Quarters, n = 465 in 2024-25 Q4) and 'Plan Reassessment' (n = 9,307 in Prior Quarters, n = 2,277 in 2024-25 Q4) – Queensland [89] [90]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	99%	100%
Early Supports - Were decisions and outcomes explained to you?	92%	n/a
Early Supports - Were your questions and concerns acknowledged?	96%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	56%	55%
Community Connections - Was information easy to understand?	84%	87%
Community Connections - Was communication in your preferred format?	94%	93%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	79%	80%
Community Connections - To what extent were your circumstances and needs considered?	79%	80%
Community Connections - To what extent were you included in decisions that were made?	78%	81%
Community Connections - How confident are you in reaching out to community supports and other government services?	53%	53%
Apply for NDIS (overall) - Were you treated with respect?	94%	92%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	74%	75%
Apply for NDIS (overall) - Was information easy to understand?	69%	65%
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?	57%	57%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	56%	57%
Plan Approval - Were you treated with respect?	91%	89%
Plan Approval - Were decisions and outcomes explained to you?	78%	76%
Plan Approval - Were your questions and concerns acknowledged?	76%	74%

[89] 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.
[90] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
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?	54%	53%
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%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	60%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	62%	63%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	64%
Plan Implementation - Do you feel confident in using your plan?	62%	63%
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?	84%	87%
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?	66%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	66%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	63%
Plan Reassessment - Do you feel confident in using your plan?	65%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	62%	63%
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 [91] [92]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	323	16	339	311
Participants: Complaints about Local Area Coordination (LAC) Partner	1,160	100	1,260	1,099
Participants: Complaints about service providers	2,800	148	2,948	2,319
Participants: Complaints about the Agency	43,545	2,425	45,970	23,214
Participants: Unclassified	256	0	256	231
Participants: Total	**48,084**	**2,689**	**50,773**	**24,997**
Percentage of the number of active participants	7.2%	6.9%	7.2%	n/a
New Participant Critical Incidents (PCIs)	**10,797**	**1,003**	**11,800**	**n/a**

Table H.23 Number and proportion of participant complaints over time, incrementally and cumulatively - Queensland

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	1,572	6%	18,409	6%
Sep-22	1,461	5%	19,870	6%
Dec-22	1,406	5%	21,276	6%
Mar-23	1,516	5%	22,792	6%
Jun-23	1,693	5%	24,485	6%
Sep-23	2,047	6%	26,532	6%
Dec-23	2,341	7%	28,873	6%
Mar-24	4,061	12%	32,934	6%
Jun-24	4,561	13%	37,495	7%
Sep-24	4,019	11%	41,514	7%
Dec-24	3,554	10%	45,068	7%
Mar-25	3,016	8%	48,084	7%
Jun-25	2,689	7%	50,773	7%

Table H.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Queensland

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	700	2%	6,033	1%
Mar-24	1,004	3%	7,037	1%
Jun-24	943	3%	7,980	1%
Sep-24	947	3%	8,927	2%
Dec-24	940	3%	9,867	2%
Mar-25	930	2%	10,797	2%
Jun-25	1,003	3%	11,800	2%

Table H.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland [93]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	761	2%	0	0%	761	2%
Complaints about the Agency - Information unclear	283	1%	0	0%	283	1%
Complaints about the Agency - NDIA Access	1,249	3%	80	3%	1,329	3%
Complaints about the Agency - NDIA Engagement	<60	n/a	<11	n/a	62	0%
Complaints about the Agency - NDIA Finance	2,866	7%	179	7%	3,045	7%
Complaints about the Agency - NDIA Fraud and Compliance	205	0%	17	1%	222	0%
Complaints about the Agency - NDIA Plan	10,707	25%	593	24%	11,300	25%
Complaints about the Agency - NDIA Process	4,352	10%	343	14%	4,695	10%
Complaints about the Agency - NDIA Resources	367	1%	36	1%	403	1%
Complaints about the Agency - NDIA Staff	2,571	6%	260	11%	2,831	6%
Complaints about the Agency - NDIA Timeliness	14,903	34%	906	37%	15,809	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	<40	n/a	<11	n/a	40	0%
Complaints about the Agency - Reasonable and necessary supports	771	2%	0	0%	771	2%
Complaints about the Agency - Staff conduct - Agency	256	1%	0	0%	256	1%
Complaints about the Agency - The way the NDIA carried out its decision making	502	1%	0	0%	502	1%
Complaints about the Agency - Timeliness	1,703	4%	0	0%	1,703	4%
Complaints about the Agency - Other	1,856	4%	0	0%	1,856	4%
Complaints about the Agency - Total	**43,545**	**100%**	**2,425**	**100%**	**45,970**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	29	9%	0	0%	29	9%
Complaints about Early Connections Partner - Early Connections Process	<50	n/a	<11	n/a	41	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	<160	n/a	<11	n/a	165	49%
Complaints about Early Connections Partner - Early Connections Timeliness	<100	n/a	<11	n/a	97	29%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**323**	**100%**	**16**	**100%**	**339**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<20	n/a	<11	n/a	21	2%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<150	n/a	<11	n/a	150	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	102	9%	13	13%	115	9%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[93] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	747	64%	71	71%	818	65%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	138	12%	12	12%	150	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**1,160**	**100%**	**100**	**100%**	**1,260**	**100%**
Complaints about service providers - Provider Costs	70	3%	0	0%	70	2%
Complaints about service providers - Provider Finance	<180	n/a	<11	n/a	184	6%
Complaints about service providers - Provider Fraud and Compliance	<310	n/a	<30	n/a	330	11%
Complaints about service providers - Provider Process	67	2%	0	0%	67	2%
Complaints about service providers - Provider Service	1,015	36%	52	35%	1,067	36%
Complaints about service providers - Provider Staff	610	22%	61	41%	671	23%
Complaints about service providers - Service Delivery	105	4%	0	0%	105	4%
Complaints about service providers - Staff Conduct	127	5%	0	0%	127	4%
Complaints about service providers - Supports being provided	121	4%	0	0%	121	4%
Complaints about service providers - Other	206	7%	0	0%	206	7%
Complaints about service providers - Total	**2,800**	**100%**	**148**	**100%**	**2,948**	**100%**
Unclassified	**256**	**n/a**	**0**	**n/a**	**256**	**n/a**
Participants total	**48,084**	**n/a**	**2,689**	**n/a**	**50,773**	**n/a**

Table H.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	971	19%	85	24%	1,056	19%
Planning	3,951	76%	248	71%	4,199	76%
Compensation	<30	n/a	<11	n/a	28	1%
Jurisdiction	157	3%	0	0%	157	3%
Extension of Time	47	1%	0	0%	47	1%
Other	<60	n/a	<20	n/a	67	1%
Total cases	**5,205**	**100%**	**349**	**100%**	**5,554**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**0.9%**	**n/a**	**0.8%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	272	1%	3,600	1%
Mar-24	158	0%	3,758	1%
Jun-24	252	1%	4,010	1%
Sep-24	377	1%	4,387	1%
Dec-24	410	1%	4,797	1%
Mar-25	408	1%	5,205	1%
Jun-25	349	1%	5,554	1%

Table H.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Queensland [94]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**5,554**	**5,050**
Open ART Cases	**1,160**	**1,143**
Closed ART Cases	**4,394**	**4,025**
Resolved before hearing	4,278	3,927
Gone to hearing and received a substantive decision	116	98

[94] 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 [95] [96] [97]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	128	12	140
Core (excluding Consumables and Transport)	853	96	949
Capacity Building	950	108	1,058
General Support	263	36	299
Assistive Technology	308	32	340
Specialist Disability Accommodation	<140	<11	143
Home Modifications	<90	<11	92
Supported Independent Living	303	13	316
Everyday Living Costs	<70	<11	77
Transport	186	26	212
Other	0	0	0
Total number of unique participants counted across disputed supports	**1,575**	**164**	**1,739**
Total number of instances of participants counted across disputed supports	**3,277**	**349**	**3,626**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**96**	**2%**	**20**	**7%**	**116**	**3%**
Decided by Tribunal - Affirmed	<50	n/a	<11	n/a	55	1%
Decided by Tribunal - Varied	<20	n/a	<11	n/a	19	0%
Decided by Tribunal - Set Aside	30	1%	12	4%	42	1%
Not Decided by Tribunal - Total	**3,998**	**98%**	**280**	**93%**	**4,278**	**97%**
Not Decided by Tribunal - Resolved by consent	2,906	71%	217	72%	3,123	71%
Not Decided by Tribunal - Withdrawn	759	19%	49	16%	808	18%
Not Decided by Tribunal - No jurisdiction	<30	n/a	<11	n/a	29	1%
Not Decided by Tribunal - Extension of Time Declined	17	0%	0	n/a	17	0%
Not Decided by Tribunal - Extension of Time Not opposed	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Dismissed	<290	n/a	<20	n/a	298	7%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**4,094**	**100%**	**300**	**100%**	**4,394**	**100%**

[95] 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.
[96] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[97] 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 funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table H.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table H.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table H.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table H.32).

Table H.31 Number of active providers in 2024-25 Q4 by registration status and funds management type – Queensland [98]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	2,474	0	2,474
Plan-managed	4,597	49,240	53,615
Self-managed	2,340	29,512	31,756
All funds management types	**5,121**	**65,497**	**70,385**

Table H.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) – Queensland [99] [100]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	617	0	617
Plan-managed	872	804	1,685
Self-managed	69	160	264
All funds management types	**1,558**	**964**	**2,566**

[98] 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.
[99] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[100] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables H.33 to H.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables H.35 to H.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables H.38 to H.40).

Table H.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Queensland

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	1.4%	1.4%
$5,001-$10,000	4.9%	4.8%
$10,001-$15,000	10.9%	10.6%
$15,001-$20,000	15.3%	15.4%
$20,001-$25,000	10.8%	11.1%
$25,001-$30,000	5.0%	5.1%
$30,001-$50,000	12.6%	12.7%
$50,001-$100,000	16.8%	16.6%
$100,001-$150,000	7.8%	7.7%
$150,001-$200,000	3.8%	3.8%
$200,001-$250,000	2.3%	2.3%
$250,001+	8.4%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	1.5%	1.5%
$5,001-$10,000	5.2%	5.1%
$10,001-$15,000	11.4%	11.2%
$15,001-$20,000	16.1%	16.2%
$20,001-$25,000	11.4%	11.7%
$25,001-$30,000	5.2%	5.4%
$30,001-$50,000	13.2%	13.3%
$50,001-$100,000	17.6%	17.5%
$100,001-$150,000	8.1%	8.0%
$150,001-$200,000	4.0%	4.0%
$200,001-$250,000	2.3%	2.2%
$250,001+	3.9%	4.0%

Table H.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$16,400	$25,800	n/a	n/a	$16,400	$25,800
9 to 14	$20,300	$30,200	n/a	n/a	$20,300	$30,200
15 to 18	$33,400	$48,300	$499,600	$539,200	$30,800	$46,100
19 to 24	$77,700	$103,500	$482,100	$539,900	$57,000	$82,700
25 to 34	$113,500	$137,700	$461,300	$500,100	$75,500	$100,200
35 to 44	$124,400	$151,800	$433,300	$478,400	$84,000	$110,300
45 to 54	$127,200	$156,700	$420,000	$462,200	$87,200	$116,600
55 to 64	$135,300	$170,400	$430,100	$471,300	$90,400	$124,900
65+	$135,200	$170,500	$419,700	$464,200	$98,100	$131,100
All	**$65,600**	**$84,400**	**$438,000**	**$481,200**	**$46,500**	**$64,800**

Table H.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$172,300	$213,300	$464,000	$514,500	$113,400	$152,800
Autism	$34,000	$47,300	$494,000	$526,300	$26,900	$40,300
Cerebral palsy	$168,900	$200,600	$500,800	$545,200	$116,000	$145,200
Developmental delay	$12,000	$20,800	$0	$0	$12,000	$20,800
Global developmental delay	$18,600	$28,300	$0	$0	$18,600	$28,300
Hearing impairment	$9,800	$19,000	n/a	n/a	$9,400	$18,700
Intellectual disability	$115,200	$140,900	$387,100	$429,900	$69,300	$93,600
Multiple sclerosis	$111,300	$143,200	$532,700	$568,300	$91,600	$125,800
Psychosocial disability	$95,300	$124,100	$393,600	$443,300	$76,100	$102,800
Spinal cord injury	$168,100	$219,800	$612,600	$689,800	$147,400	$198,800
Stroke	$162,200	$206,800	$486,100	$542,300	$114,600	$159,700
Visual impairment	$49,400	$66,400	$366,800	$383,300	$45,200	$62,300
Other neurological	$173,300	$216,700	$521,700	$561,700	$125,500	$170,100
Other physical	$78,900	$111,900	$478,500	$534,300	$70,700	$102,900
Other sensory/speech	$19,700	$31,900	n/a	n/a	$17,400	$29,100
Other	$104,300	$137,800	$476,400	$500,100	$76,800	$110,700
Down Syndrome	$135,600	$161,100	$359,200	$393,300	$83,400	$106,800
All	**$65,600**	**$84,400**	**$438,000**	**$481,200**	**$46,500**	**$64,800**

Table H.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$12,100	$21,100	n/a	n/a	$12,000	$21,000
2	$21,300	$37,400	$0	$0	$21,300	$37,400
3	$21,200	$33,400	$360,700	$408,500	$18,800	$31,000
4	$19,600	$32,300	$433,000	$466,300	$17,400	$29,900
5	$34,600	$47,300	$410,600	$448,300	$28,100	$41,300
6	$24,600	$39,600	$353,700	$404,300	$22,600	$37,300
7	$52,300	$69,900	$390,600	$437,200	$36,500	$53,100
8	$69,600	$97,500	$356,100	$406,800	$55,700	$81,800
9	$89,800	$128,600	$363,800	$451,200	$80,800	$117,600
10	$116,500	$152,400	$359,100	$404,400	$89,400	$124,200
11	$99,400	$125,100	$415,400	$449,100	$69,000	$93,500
12	$214,500	$253,400	$456,100	$498,500	$149,400	$189,600
13	$116,400	$139,700	$566,100	$596,500	$83,000	$105,600
14	$331,500	$384,400	$528,900	$574,400	$246,400	$299,900
15	$501,900	$527,100	n/a	n/a	$432,200	$478,100
All	**$65,600**	**$84,400**	**$438,000**	**$481,200**	**$46,500**	**$64,800**

Table H.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) – Queensland [101]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	2,412.5	2,576.6
Core: Consumables	24.0	27.2
Core: Social and Civic	478.1	596.4
Core: Transport	11.3	16.8
Capacity Building: Choice and Control	8.1	8.6
Capacity Building: Daily Activities	64.9	99.1
Capacity Building: Employment	0.8	2.8
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	50.0	76.0
Capacity Building: Social and Civic	0.6	0.9
Capacity Building: Support Coordination	43.0	52.6
Capital: Assistive Technology	26.2	46.7
Capital: Home Modifications	76.4	88.4
All	**3,196.2**	**3,593.1**

[101] Total payments for home modifications were $76.4 million. Of which, $75.8 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $88.4 million. Of which, $87.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.0 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 30 June 2025 ($m) – Queensland [102]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	2,704.7	4,028.5
Core: Consumables	121.9	206.5
Core: Social and Civic	1,909.4	2,194.5
Core: Transport	127.0	91.8
Capacity Building: Choice and Control	134.4	158.4
Capacity Building: Daily Activities	1,083.3	2,026.5
Capacity Building: Employment	30.2	107.7
Capacity Building: Health and Wellbeing	4.7	10.9
Capacity Building: Home Living	0.1	0.9
Capacity Building: Lifelong learning	0.0	0.3
Capacity Building: Relationships	84.7	195.8
Capacity Building: Social and Civic	36.4	100.8
Capacity Building: Support Coordination	192.1	298.9
Capital: Assistive Technology	146.4	318.2
Capital: Home Modifications	62.5	101.5
All	**6,637.8**	**9,841.2**

Table H.40 Payments by financial year in which support was provided, compared to committed supports – Queensland [103]

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	13.8	6.6	47%
2016-17	233.3	131.7	56%
2017-18	874.8	557.6	64%
2018-19	2,536.9	1,668.9	66%
2019-20	5,151.3	3,607.2	70%
2020-21	6,837.4	5,013.1	73%
2021-22	7,947.1	6,139.8	77%
2022-23	9,938.2	7,588.5	76%
2023-24	11,714.4	8,974.5	77%
2024-25	13,045.2	9,427.2	72%

[102] Total payments for home modifications were $62.5 million. Of which, $36.8 million (58.9%) has been paid for specialised disability accommodation (SDA) supports, and $25.7 million (41.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $101.5 million. Of which, $44.7 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and $56.7 million (56%) has been allocated for non-SDA supports.

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

Table H.41 Percentage change in plan budgets for active participants per quarter – Queensland [104]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	8.3%	10.1%	6.8%	5.7%	7.1%	8.1%	6.6%	5.1%	4.9%
Interplan Inflation	3.8%	6.2%	7.2%	2.5%	3.6%	5.3%	5.9%	6.0%	5.2%
Total Inflation	**12.1%**	**16.4%**	**14.0%**	**8.2%**	**10.7%**	**13.4%**	**12.6%**	**11.1%**	**10.1%**

[104] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables I.9).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**78,930**	**3,140**	**82,070**
Active Eligible - Total	**63,416**	**2,442**	**65,858**
Active Eligible - New	44,909	2,427	47,336
Active Eligible - State	<15,740	<11	15,745
Active Eligible - Commonwealth	<2,770	<11	2,777
Active Participant Plans - Total	**62,641**	**2,442**	**65,083**
Active Participant Plans - New	44,186	2,432	46,618
Active Participant Plans - State	<15,710	<11	15,704
Active Participant Plans - Commonwealth	<2,760	<11	2,761
Active Participant Plans - Total	**62,641**	**2,442**	**65,083**
Active Participant Plans - Early Intervention (s25)	14,975	1,049	16,024
Active Participant Plans - Permanent Disability (s24)	47,149	669	47,818
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	517	724	1,241

Table I.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 - Western Australia [105]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**4,442**	**309**	**4,751**

[105] 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	17,000	97%	7,197	97%	97	85%	24,294	97%
9 to 14	7,401	94%	3,962	94%	160	87%	11,523	94%
15 to 18	2,898	94%	1,830	92%	114	89%	4,842	93%
19 to 24	2,501	93%	1,643	87%	96	76%	4,240	90%
25 to 34	3,058	89%	2,506	83%	87	64%	5,651	86%
35 to 44	2,709	85%	2,563	76%	58	49%	5,330	80%
45 to 54	3,431	82%	<3,110	n/a	<50	n/a	6,576	77%
55 to 64	4,434	77%	4,024	65%	53	36%	8,511	70%
65+	<240	n/a	<210	n/a	<11	n/a	<450	n/a
Missing	<11	n/a	0	n/a	0	n/a	<11	n/a
Total	**43,669**	**91%**	**27,037**	**82%**	**712**	**67%**	**71,418**	**87%**

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	1,372	91%	757	91%	12	55%	2,141	91%
Autism	18,556	98%	8,528	98%	448	95%	27,532	98%
Cerebral palsy	1,114	97%	<890	n/a	<11	n/a	2,010	97%
Developmental delay	4,848	97%	2,006	97%	28	90%	6,882	97%
Down syndrome	673	99%	581	99%	0	n/a	1,254	99%
Global developmental delay	1,288	98%	<490	n/a	<11	n/a	1,782	98%
Hearing impairment	1,244	91%	1,402	88%	19	83%	2,665	89%
Intellectual disability	5,026	97%	3,825	95%	36	71%	8,887	96%
Multiple sclerosis	308	92%	<920	n/a	<11	n/a	1,232	92%
Psychosocial disability	3,236	76%	2,959	64%	47	29%	6,242	69%
Spinal cord injury	610	95%	<230	n/a	<11	n/a	847	95%
Stroke	622	88%	<420	n/a	<11	n/a	1,039	85%
Visual impairment	524	87%	<520	n/a	<11	n/a	1,048	87%
Other neurological	1,845	85%	1,481	83%	18	58%	3,344	84%
Other physical	1,094	53%	1,195	43%	19	22%	2,308	46%
Other sensory/speech	106	40%	<40	n/a	<11	n/a	145	38%
Other	1,203	59%	817	42%	40	34%	2,060	50%
Total	**43,669**	**91%**	**27,037**	**82%**	**712**	**67%**	**71,418**	**87%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	5,121	8%	225	9%	5,346	8%
Non-First Nations Participants	50,680	81%	1,818	74%	52,498	81%
Not Stated	6,840	11%	399	16%	7,239	11%
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,794	8%	144	6%	4,938	8%
Not culturally and linguistically diverse	51,860	83%	2,189	90%	54,049	83%
Not stated	5,987	10%	109	4%	6,096	9%
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 - Western Australia [106]

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<50
Total YPIRAC (under 65)	**46**

106 There are a further 116 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 [107]

Quarter ending	Incremental	Cumulative
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	<11	<180
Jun-23	-14	<170
Sep-23	-18	<150
Dec-23	-11	<140
Mar-24	-17	<120
Jun-24	-44	<80
Sep-24	<11	66
Dec-24	<11	<60
Mar-25	<11	53
Jun-25	<11	<50

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	49,427	79%	1,903	78%	51,330	79%
Population > 50,000	3,205	5%	138	6%	3,343	5%
Population between 15,000 and 50,000	3,745	6%	153	6%	3,898	6%
Population between 5,000 and 15,000	<710	n/a	31	1%	<740	n/a
Population less than 5,000	2,703	4%	100	4%	2,803	4%
Remote	1,762	3%	80	3%	1,842	3%
Very Remote	1,097	2%	37	2%	1,134	2%
Missing	<11	n/a	0	0%	<11	n/a
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

[107] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	25,674	41%	1,191	49%	26,865	41%
Intellectual disability	8,234	13%	88	4%	8,322	13%
Developmental delay	5,328	9%	646	26%	5,974	9%
Psychosocial disability	5,582	9%	61	2%	5,643	9%
Hearing impairment	2,497	4%	57	2%	2,554	4%
Other neurological	2,462	4%	80	3%	2,542	4%
Global developmental delay	1,290	2%	60	2%	1,350	2%
Other physical	1,822	3%	21	1%	1,843	3%
Acquired brain injury	1,704	3%	41	2%	1,745	3%
Cerebral palsy	1,883	3%	26	1%	1,909	3%
Other	1,298	2%	67	3%	1,365	2%
Multiple sclerosis	1,118	2%	32	1%	1,150	2%
Down syndrome	<1,160	n/a	<11	n/a	1,161	2%
Visual impairment	947	2%	21	1%	968	1%
Stroke	820	1%	31	1%	851	1%
Spinal cord Injury	<730	n/a	<11	n/a	739	1%
Other sensory/speech	<110	n/a	<11	n/a	102	0%
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

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	26,865	41%	436	12%	26,429	43%
Intellectual disability	8,322	13%	1,191	34%	7,131	12%
Developmental delay	5,974	9%	0	0%	5,974	10%
Psychosocial disability	5,643	9%	346	10%	5,297	9%
Hearing impairment	2,554	4%	0	0%	2,554	4%
Other neurological	2,542	4%	325	9%	2,217	4%
Other physical	1,350	2%	0	0%	1,350	2%
Acquired brain injury	1,843	3%	33	1%	1,810	3%
Cerebral palsy	1,745	3%	369	11%	1,376	2%
Global developmental delay	1,909	3%	300	9%	1,609	3%
Down syndrome	1,365	2%	84	2%	1,281	2%
Other	1,150	2%	46	1%	1,104	2%
Multiple sclerosis	1,161	2%	201	6%	960	2%
Visual impairment	968	1%	<11	n/a	<960	n/a
Stroke	851	1%	109	3%	742	1%
Spinal cord Injury	739	1%	49	1%	690	1%
Other sensory/speech	102	0%	<11	n/a	<110	n/a
Total	**65,083**	**100%**	**3,499**	**100%**	**61,584**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,487	10%	504	21%	6,991	11%
2 (High Function)	<210	n/a	<11	n/a	207	0%
3 (High Function)	3,318	5%	201	8%	3,519	5%
4 (High Function)	2,896	5%	46	2%	2,942	5%
5 (High Function)	3,540	6%	159	7%	3,699	6%
6 (Moderate Function)	15,389	25%	774	32%	16,163	25%
7 (Moderate Function)	2,654	4%	87	4%	2,741	4%
8 (Moderate Function)	3,789	6%	86	4%	3,875	6%
9 (Moderate Function)	<300	n/a	<11	n/a	296	0%
10 (Moderate Function)	6,017	10%	95	4%	6,112	9%
11 (Low Function)	1,845	3%	28	1%	1,873	3%
12 (Low Function)	8,553	14%	138	6%	8,691	13%
13 (Low Function)	5,066	8%	101	4%	5,167	8%
14 (Low Function)	<910	n/a	<11	n/a	903	1%
15 (Low Function)	14	0%	0	0%	14	0%
Missing	1,674	3%	216	9%	1,890	3%
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	12,048	19%	1,057	43%	13,105	20%
9 to 14	11,755	19%	544	22%	12,299	19%
15 to 18	6,632	11%	178	7%	6,810	10%
19 to 24	6,399	10%	110	5%	6,509	10%
25 to 34	6,246	10%	121	5%	6,367	10%
35 to 44	5,070	8%	125	5%	5,195	8%
45 to 54	5,040	8%	114	5%	5,154	8%
55 to 64	6,085	10%	175	7%	6,260	10%
65+	3,366	5%	18	1%	3,384	5%
Total	**62,641**	**100%**	**2,442**	**100%**	**65,083**	**100%**

Table I.14 Participation rates by age group and gender as at 30 June 2025 - Western Australia [108]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	6%	3%	4%
9 to 14	7%	4%	5%
15 to 18	6%	3%	5%
19 to 24	4%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**3%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**2%**

Table I.15 Proportion of active participants with approved plans accessing mainstream supports - Western Australia [109]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	6%	7%	6%
Daily life	17%	17%	17%
Health and wellbeing	77%	83%	78%
Learning	36%	38%	36%
Relationships	4%	3%	4%
Social and community activities	10%	9%	10%
Where I live	2%	3%	2%
Work	7%	5%	7%
Unknown	5%	0%	5%
Any mainstream service	**96%**	**96%**	**96%**

[108] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[109] 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables I.16 to I.20).

Table I.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=4,506), and ‘participant social and community engagement rate’ (n=4,510), and the metric for 'family and carer employment rate' (n=3,778) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=2,105) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	29%	26%
Participant employment rate - Aged 45 to 54 years	26%	25%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	15%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	41%	36%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	41%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	37%	34%	46%
Participant social and community engagement rate - Aged 65+ years	37%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	37%	46%
Family and carer employment rate - Aged 0 to 14 years	48%	49%	52%	n/a
Family and carer employment rate - Aged 15+ years	49%	50%	51%	n/a
Family and carer employment rate - All ages	48%	49%	52%	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=3,441), and 'participant social and community engagement rate' (n=3,456), and the metric for 'family and carer employment rate' (n=2,275) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=1,905) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	15%	16%	19%	25%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	26%	33%	26%
Participant employment rate - Aged 35 to 44 years	24%	29%	24%	24%	26%
Participant employment rate - Aged 45 to 54 years	26%	29%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	18%	15%	26%
Participant employment rate - Aged 65+ years	15%	14%	16%	11%	26%
Participant employment rate - Aged 25 to 64 years	25%	27%	22%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	44%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	38%	44%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	40%	39%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	39%	43%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	37%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	39%	38%	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	42%	40%	46%
Family and carer employment rate - Aged 0 to 14 years	43%	47%	45%	52%	n/a
Family and carer employment rate - Aged 15+ years	50%	53%	52%	51%	n/a
Family and carer employment rate - All ages	46%	49%	47%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	80%	n/a

Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,387), and 'participant social and community engagement rate' (n=2,381), and the metric for 'family and carer employment rate' (n=1,464) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,429) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	24%	18%	28%	26%
Participant employment rate - Aged 25 to 34 years	30%	30%	27%	24%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	32%	25%	19%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	27%	27%	20%	25%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	20%	11%	16%	26%
Participant employment rate - Aged 65+ years	12%	10%	8%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	25%	18%	26%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	24%	18%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	41%	39%	35%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	39%	45%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	44%	41%	44%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	42%	36%	42%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	40%	38%	40%	46%
Participant social and community engagement rate - Aged 65+ years	40%	39%	35%	33%	43%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	38%	41%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	41%	39%	40%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	43%	47%	47%	49%	54%	n/a
Family and carer employment rate - Aged 15+ years	51%	52%	53%	54%	53%	n/a
Family and carer employment rate - All ages	47%	49%	50%	51%	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	67%	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%	73%	76%	81%	n/a

Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,641), and 'participant social and community engagement rate' (n=1,642), and the metric for 'family and carer employment rate' (n=1,107) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=1,130) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	11%	17%	23%	25%	29%	34%	26%
Participant employment rate - Aged 25 to 34 years	31%	30%	30%	34%	29%	35%	26%
Participant employment rate - Aged 35 to 44 years	37%	34%	29%	33%	22%	37%	26%
Participant employment rate - Aged 45 to 54 years	32%	32%	32%	38%	10%	28%	26%
Participant employment rate - Aged 55 to 64 years	23%	19%	19%	13%	14%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	10%	2%	0%	7%	26%
Participant employment rate - Aged 25 to 64 years	30%	28%	27%	28%	20%	29%	26%
Participant employment rate - Aged 15 to 64 years	27%	26%	26%	28%	22%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	29%	33%	37%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	44%	48%	48%	50%	44%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	42%	41%	42%	36%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	43%	40%	45%	51%	32%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	31%	33%	39%	42%	46%
Participant social and community engagement rate - Aged 65+ years	35%	37%	36%	30%	29%	38%	46%
Participant social and community engagement rate - Aged 25+ years	40%	41%	40%	41%	37%	43%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	38%	40%	37%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	41%	45%	41%	47%	57%	54%	n/a
Family and carer employment rate - Aged 15+ years	50%	53%	50%	57%	51%	55%	n/a
Family and carer employment rate - All ages	46%	49%	45%	52%	54%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	70%	69%	71%	79%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	82%	82%	81%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	74%	78%	78%	77%	85%	n/a

Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=894), and 'participant social and community engagement rate' (n=895), and the metric for 'family and carer employment rate' (n=615) 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=753) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	9%	16%	26%	33%	27%	n/a	34%	26%
Participant employment rate - Aged 25 to 34 years	32%	35%	38%	31%	35%	32%	36%	26%
Participant employment rate - Aged 35 to 44 years	40%	34%	34%	33%	28%	21%	34%	26%
Participant employment rate - Aged 45 to 54 years	40%	40%	39%	36%	36%	29%	31%	26%
Participant employment rate - Aged 55 to 64 years	26%	24%	24%	25%	19%	20%	19%	26%
Participant employment rate - Aged 65+ years	16%	16%	11%	9%	5%	7%	4%	26%
Participant employment rate - Aged 25 to 64 years	34%	33%	33%	31%	30%	25%	30%	26%
Participant employment rate - Aged 15 to 64 years	31%	31%	32%	31%	29%	25%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	43%	54%	38%	39%	n/a	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	47%	49%	53%	49%	54%	44%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	43%	42%	50%	50%	48%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	42%	45%	52%	44%	41%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	40%	44%	49%	44%	34%	44%	46%
Participant social and community engagement rate - Aged 65+ years	37%	42%	45%	31%	43%	48%	47%	46%
Participant social and community engagement rate - Aged 25+ years	41%	44%	46%	47%	48%	43%	46%	46%
Participant social and community engagement rate - Aged 15+ years	41%	44%	47%	46%	47%	41%	45%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	41%	43%	47%	50%	57%	53%	n/a
Family and carer employment rate - Aged 15+ years	50%	53%	53%	53%	61%	44%	47%	n/a
Family and carer employment rate - All ages	48%	48%	48%	50%	56%	50%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	78%	75%	78%	78%	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	71%	76%	80%	85%	88%	91%	n/a
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	83%	84%	88%	n/a

Part Three: Participant experience

The tables in Part Three, summarise complaints submitted from the 1 July 2016 until the end of 2024-25 Q4. Table I.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table I.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables I.22 and I.24).

Table I.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 27 in Prior Quarters, n = n/a in 2024-25 Q4), 'Community Connections' (n = 567 in Prior Quarters, n = 62 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 557 in Prior Quarters, n = 103 in 2024-25 Q4), 'Plan Approval' (n = 1,718 in Prior Quarters, n = 314 in 2024-25 Q4), 'Plan Implementation' (n = 1,393 in Prior Quarters, n = 186 in 2024-25 Q4) and 'Plan Reassessment' (n = 3,991 in Prior Quarters, n = 969 in 2024-25 Q4) - Western Australia [110] [111]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	100%	n/a
Early Supports - Were decisions and outcomes explained to you?	62%	n/a
Early Supports - Were your questions and concerns acknowledged?	71%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	37%	n/a
Community Connections - Was information easy to understand?	83%	88%
Community Connections - Was communication in your preferred format?	92%	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?	74%	74%
Community Connections - To what extent were your circumstances and needs considered?	73%	74%
Community Connections - To what extent were you included in decisions that were made?	72%	71%
Community Connections - How confident are you in reaching out to community supports and other government services?	48%	55%
Apply for NDIS (overall) - Were you treated with respect?	92%	91%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	69%	75%
Apply for NDIS (overall) - Was information easy to understand?	63%	61%
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?	49%	45%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	48%	49%
Plan Approval - Were you treated with respect?	93%	89%
Plan Approval - Were decisions and outcomes explained to you?	78%	77%
Plan Approval - Were your questions and concerns acknowledged?	77%	70%

[110] 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.
[111] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
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?	58%	53%
Plan Approval - How well does your NDIS plan meet your needs?	61%	54%
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?	59%	59%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	60%	58%
Plan Implementation - Do you feel confident in using your plan?	64%	65%
Plan Implementation - Do you feel confident in accessing supports?	65%	63%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	84%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	65%	65%
Plan Reassessment - To what extent were your circumstances and needs considered?	67%	70%
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%	68%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	66%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	76%	78%

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

112 113

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<40	<11	45	44
Participants: Complaints about Local Area Coordination (LAC) Partner	601	38	639	578
Participants: Complaints about service providers	954	50	1,004	825
Participants: Complaints about the Agency	16,704	840	17,544	9,484
Participants: Unclassified	<90	<11	91	86
Participants: Total	**18,386**	**937**	**19,323**	**10,237**
Percentage of the number of active participants	6.8%	5.9%	6.7%	n/a
New Participant Critical Incidents (PCIs)	**5,680**	**440**	**6,120**	**n/a**

[112] 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.

[113] Note that 61% of all complainants made only one complaint, 21% 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	694	6%	7,100	6%
Sep-22	703	6%	7,803	6%
Dec-22	599	5%	8,402	6%
Mar-23	653	5%	9,055	6%
Jun-23	623	5%	9,678	6%
Sep-23	737	6%	10,415	6%
Dec-23	885	6%	11,300	6%
Mar-24	1,429	10%	12,729	6%
Jun-24	1,694	12%	14,423	6%
Sep-24	1,525	10%	15,948	7%
Dec-24	1,320	9%	17,268	7%
Mar-25	1,118	7%	18,386	7%
Jun-25	937	6%	19,323	7%

Table I.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Western Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	419	3%	3,988	2%
Jun-24	411	3%	4,399	2%
Sep-24	406	3%	4,805	2%
Dec-24	407	3%	5,212	2%
Mar-25	468	3%	5,680	2%
Jun-25	440	3%	6,120	2%

Table I.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Western Australia [114]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	155	1%	0	0%	155	1%
Complaints about the Agency - Information unclear	81	0%	0	0%	81	0%
Complaints about the Agency - NDIA Access	412	2%	18	2%	430	2%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	30	0%
Complaints about the Agency - NDIA Finance	1,139	7%	67	8%	1,206	7%
Complaints about the Agency - NDIA Fraud and Compliance	<100	n/a	<11	n/a	101	1%
Complaints about the Agency - NDIA Plan	4,052	24%	248	30%	4,300	25%
Complaints about the Agency - NDIA Process	1,877	11%	133	16%	2,010	11%
Complaints about the Agency - NDIA Resources	202	1%	14	2%	216	1%
Complaints about the Agency - NDIA Staff	1,161	7%	96	11%	1,257	7%
Complaints about the Agency - NDIA Timeliness	6,008	36%	253	30%	6,261	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	<11	n/a	16	0%
Complaints about the Agency - Reasonable and necessary supports	173	1%	0	0%	173	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	150	1%	0	0%	150	1%
Complaints about the Agency - Timeliness	535	3%	0	0%	535	3%
Complaints about the Agency - Other	<540	n/a	<11	n/a	537	3%
Complaints about the Agency - Total	**16,704**	**100%**	**840**	**100%**	**17,544**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	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	<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	12	27%
Complaints about Early Connections Partner - Early Connections Timeliness	<20	n/a	<11	n/a	15	33%
Complaints about Early Connections Partner - Other	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Total	**<40**	**n/a**	**<11**	**n/a**	**45**	**100%**
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	<70	n/a	<11	n/a	66	10%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<70	n/a	<11	n/a	73	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	389	65%	24	63%	413	65%

[114] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<70	n/a	<11	n/a	72	11%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**601**	**100%**	**38**	**100%**	**639**	**100%**
Complaints about service providers - Provider Costs	16	2%	0	0%	16	2%
Complaints about service providers - Provider Finance	<80	n/a	<11	n/a	76	8%
Complaints about service providers - Provider Fraud and Compliance	<120	n/a	<11	n/a	122	12%
Complaints about service providers - Provider Process	16	2%	0	0%	16	2%
Complaints about service providers - Provider Service	412	43%	17	34%	429	43%
Complaints about service providers - Provider Staff	201	21%	24	48%	225	22%
Complaints about service providers - Service Delivery	24	3%	0	0%	24	2%
Complaints about service providers - Staff Conduct	19	2%	0	0%	19	2%
Complaints about service providers - Supports being provided	27	3%	0	0%	27	3%
Complaints about service providers - Other	50	5%	0	0%	50	5%
Complaints about service providers - Total	**954**	**100%**	**50**	**100%**	**1,004**	**100%**
Unclassified	**<90**	**n/a**	**<11**	**n/a**	**91**	**n/a**
Participants total	**18,386**	**n/a**	**937**	**n/a**	**19,323**	**n/a**

Table I.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	<370	n/a	<50	n/a	408	18%
Planning	1,638	78%	93	69%	1,731	78%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	36	2%	0	0%	36	2%
Extension of Time	40	2%	0	0%	40	2%
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	**2,097**	**100%**	**134**	**100%**	**2,231**	**100%**
Percentage of the number of active participants	**0.8%**	**n/a**	**0.8%**	**n/a**	**0.8%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	104	1%	1,598	1%
Sep-24	163	1%	1,761	1%
Dec-24	178	1%	1,939	1%
Mar-25	158	1%	2,097	1%
Jun-25	134	1%	2,231	1%

Table I.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Western Australia [115]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**2,231**	**2,030**
Open ART Cases	**490**	**477**
Closed ART Cases	**1,741**	**1,604**
Resolved before hearing	1,713	1,580
Gone to hearing and received a substantive decision	28	24

[115] 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 [116] [117] [118]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	<50	<11	55
Core (excluding Consumables and Transport)	330	31	361
Capacity Building	430	42	472
General Support	108	23	131
Assistive Technology	137	15	152
Specialist Disability Accommodation	<60	<11	58
Home Modifications	<40	<11	41
Supported Independent Living	<120	<11	127
Everyday Living Costs	<50	<11	45
Transport	<80	<11	82
Other	0	0	0
Total number of unique participants counted across disputed supports	**686**	**66**	**752**
Total number of instances of participants counted across disputed supports	**1,380**	**144**	**1,524**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<30**	**n/a**	**<11**	**n/a**	**28**	**2%**
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	16	1%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Total	**<1,580**	**n/a**	**<140**	**n/a**	**1,713**	**98%**
Not Decided by Tribunal - Resolved by consent	1,182	74%	101	74%	1,283	74%
Not Decided by Tribunal - Withdrawn	301	19%	27	20%	328	19%
Not Decided by Tribunal - No jurisdiction	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - Extension of Time Declined	<11	n/a	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	<70	n/a	<11	n/a	69	4%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**1,604**	**100%**	**137**	**100%**	**1,741**	**100%**

[116] 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.
[117] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[118] 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 funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table I.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table I.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table I.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table I.32).

Table I.31 Number of active providers in 2024-25 Q4 by registration status and funds management type - Western Australia [119]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	1,226	0	1,226
Plan-managed	2,161	15,891	17,985
Self-managed	1,081	12,806	13,856
All funds management types	**2,470**	**24,004**	**26,397**

Table I.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) - Western Australia [120] [121]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	339	0	339
Plan-managed	388	221	616
Self-managed	37	58	118
All funds management types	**764**	**278**	**1,072**

[119] 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.
[120] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[121] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables I.33 to I.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables I.35 to I.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables I.38 to I.40).

Table I.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Western Australia

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.0%	2.0%
$5,001-$10,000	4.1%	4.0%
$10,001-$15,000	7.7%	7.7%
$15,001-$20,000	10.7%	10.8%
$20,001-$25,000	12.1%	12.3%
$25,001-$30,000	6.5%	6.6%
$30,001-$50,000	16.6%	16.6%
$50,001-$100,000	18.2%	18.1%
$100,001-$150,000	6.9%	6.8%
$150,001-$200,000	3.6%	3.5%
$200,001-$250,000	2.4%	2.4%
$250,001+	9.2%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.1%	2.1%
$5,001-$10,000	4.3%	4.2%
$10,001-$15,000	8.2%	8.2%
$15,001-$20,000	11.4%	11.4%
$20,001-$25,000	12.8%	13.0%
$25,001-$30,000	6.9%	7.0%
$30,001-$50,000	17.6%	17.6%
$50,001-$100,000	19.3%	19.1%
$100,001-$150,000	7.3%	7.2%
$150,001-$200,000	3.7%	3.7%
$200,001-$250,000	2.3%	2.3%
$250,001+	4.2%	4.3%

Table I.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$22,800	$32,200	n/a	n/a	$22,800	$32,200
9 to 14	$23,700	$34,500	n/a	n/a	$23,700	$34,500
15 to 18	$32,300	$50,500	$510,500	$643,500	$30,100	$47,400
19 to 24	$65,900	$95,500	$489,600	$549,300	$46,500	$76,200
25 to 34	$99,900	$128,400	$435,900	$488,500	$67,400	$94,100
35 to 44	$113,900	$144,000	$418,000	$468,400	$73,000	$101,900
45 to 54	$117,500	$151,300	$404,700	$455,100	$72,600	$105,300
55 to 64	$125,800	$160,800	$403,600	$449,300	$79,100	$112,400
65+	$126,300	$167,100	$395,000	$449,500	$84,300	$121,200
All	**$66,700**	**$88,000**	**$417,800**	**$469,300**	**$46,000**	**$66,400**

Table I.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$183,200	$227,200	$455,600	$505,500	$113,000	$152,500
Autism	$34,600	$48,700	$445,100	$494,300	$27,100	$41,400
Cerebral palsy	$156,400	$196,200	$471,400	$528,500	$97,900	$134,200
Developmental delay	$15,700	$24,300	$0	$0	$15,700	$24,300
Global developmental delay	$21,900	$33,400	$0	$0	$21,900	$33,400
Hearing impairment	$8,900	$20,000	$0	$0	$8,900	$20,000
Intellectual disability	$110,900	$141,200	$372,200	$417,700	$67,600	$95,000
Multiple sclerosis	$75,700	$111,300	$425,600	$526,200	$59,600	$94,000
Psychosocial disability	$82,600	$114,500	$372,000	$443,900	$64,300	$93,000
Spinal cord injury	$186,700	$252,500	$618,600	$712,400	$153,700	$219,900
Stroke	$146,100	$199,300	$459,100	$507,700	$99,600	$154,000
Visual impairment	$44,400	$63,200	n/a	n/a	$40,500	$60,000
Other neurological	$153,200	$200,300	$484,000	$535,900	$104,500	$151,100
Other physical	$67,100	$100,700	$510,700	$534,800	$59,700	$92,800
Other sensory/speech	$15,900	$28,300	n/a	n/a	$12,700	$24,200
Other	$92,000	$125,300	$514,700	$538,300	$63,500	$97,400
Down Syndrome	$122,200	$152,500	$330,400	$376,600	$79,800	$105,600
All	**$66,700**	**$88,000**	**$417,800**	**$469,300**	**$46,000**	**$66,400**

Table I.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$16,200	$25,200	n/a	n/a	$15,600	$24,500
2	$16,300	$30,500	$0	$0	$16,300	$30,500
3	$24,400	$37,200	$432,100	$456,800	$20,700	$33,800
4	$20,400	$34,600	n/a	n/a	$18,400	$32,000
5	$31,800	$46,000	$393,900	$430,700	$27,100	$41,400
6	$23,000	$38,500	$362,300	$413,700	$20,900	$36,300
7	$35,500	$52,200	$372,100	$401,700	$30,900	$47,200
8	$58,900	$89,800	$334,200	$419,600	$48,400	$77,000
9	$75,500	$122,300	n/a	n/a	$68,900	$114,200
10	$94,500	$129,600	$352,600	$403,200	$72,100	$105,100
11	$66,300	$94,500	$409,200	$462,800	$53,800	$79,600
12	$189,400	$233,500	$426,700	$473,900	$121,300	$164,800
13	$75,900	$95,800	$458,100	$521,700	$57,100	$75,300
14	$319,900	$386,800	$501,900	$558,300	$229,900	$298,800
15	n/a	n/a	n/a	n/a	n/a	n/a
All	**$66,700**	**$88,000**	**$417,800**	**$469,300**	**$46,000**	**$66,400**

Table I.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Western Australia [122] [123]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	1,072.4	1,163.7
Core: Consumables	11.2	13.7
Core: Social and Civic	192.9	258.2
Core: Transport	4.1	7.7
Capacity Building: Choice and Control	3.0	3.4
Capacity Building: Daily Activities	39.3	55.3
Capacity Building: Employment	0.9	2.6
Capacity Building: Health and Wellbeing	0.3	0.5
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	34.5	51.1
Capacity Building: Social and Civic	0.2	0.7
Capacity Building: Support Coordination	20.6	26.2
Capital: Assistive Technology	12.2	26.3
Capital: Home Modifications	22.5	32.6
All	**1,417.5**	**1,642.2**

[122] There were $3.3 million in total payments for the year ending 30 June 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
[123] Total payments for home modifications were $22.5 million. Of which, $22.2 million (98.9%) has been paid for specialised disability accommodation (SDA) supports, and $0.3 million (1.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $32.6 million. Of which, $32.0 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.6 million (2%) has been allocated for non-SDA supports.

Table I.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Western Australia [124] [125]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	1,033.8	1,531.6
Core: Consumables	49.5	84.4
Core: Social and Civic	685.0	880.3
Core: Transport	51.6	39.3
Capacity Building: Choice and Control	50.5	61.4
Capacity Building: Daily Activities	491.9	877.9
Capacity Building: Employment	17.1	68.1
Capacity Building: Health and Wellbeing	1.4	3.5
Capacity Building: Home Living	0.1	0.5
Capacity Building: Lifelong learning	0.0	0.2
Capacity Building: Relationships	64.7	133.5
Capacity Building: Social and Civic	28.3	72.2
Capacity Building: Support Coordination	87.1	141.1
Capital: Assistive Technology	62.6	157.6
Capital: Home Modifications	19.2	35.0
All	**2,646.5**	**4,086.4**

Table I.40 Payments by financial year in which support was provided, compared to committed supports - Western Australia [126]

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	70.7	51.6	73%
2016-17	174.0	133.6	77%
2017-18	227.5	168.5	74%
2018-19	552.2	396.4	72%
2019-20	1,543.4	1,028.3	67%
2020-21	2,739.0	1,939.8	71%
2021-22	3,196.9	2,362.5	74%
2022-23	4,082.7	2,974.2	73%
2023-24	4,858.7	3,609.8	74%
2024-25	5,501.8	3,887.6	71%

[124] There were $3.6 million in total payments for the year ending 30 June 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.
[125] Total payments for home modifications were $19.2 million. Of which, $8.8 million (45.9%) has been paid for specialised disability accommodation (SDA) supports, and $10.4 million (54.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $35.0 million. Of which, $12.6 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and $22.4 million (64%) has been allocated for non-SDA supports.
[126] The utilisation rate for 2024-25 will likely increase due to a lag between when support is provided and when it is paid for.

Table I.41 Percentage change in plan budgets for active participants per quarter - Western Australia [127]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	4.9%	7.9%	6.4%	5.1%	7.3%	6.5%	5.7%	4.7%	3.9%
Interplan Inflation	7.9%	8.3%	7.2%	2.7%	3.7%	8.4%	8.0%	8.2%	6.3%
Total Inflation	**12.8%**	**16.1%**	**13.6%**	**7.8%**	**11.0%**	**14.9%**	**13.7%**	**12.9%**	**10.1%**

[127] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables J.9).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**79,016**	**2,756**	**81,772**
Active Eligible - Total	**61,206**	**2,210**	**63,416**
Active Eligible - New	46,203	2,191	48,394
Active Eligible - State	<12,180	<11	12,182
Active Eligible - Commonwealth	<2,840	<11	2,840
Active Participant Plans - Total	**60,557**	**2,206**	**62,763**
Active Participant Plans - New	45,601	2,190	47,791
Active Participant Plans - State	<12,140	<11	12,140
Active Participant Plans - Commonwealth	<2,830	<11	2,832
Active Participant Plans - Total	**60,557**	**2,206**	**62,763**
Active Participant Plans - Early Intervention (s25)	18,700	829	19,529
Active Participant Plans - Permanent Disability (s24)	41,317	523	41,840
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	540	854	1,394

Table J.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 - South Australia [128]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**6,010**	**297**	**6,307**

[128] 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	20,141	96%	8,750	96%	186	90%	29,077	96%
9 to 14	6,531	92%	3,788	92%	187	91%	10,506	92%
15 to 18	1,921	92%	1,463	90%	122	90%	3,506	91%
19 to 24	1,799	89%	1,265	86%	124	84%	3,188	88%
25 to 34	2,575	87%	2,040	81%	116	73%	4,731	84%
35 to 44	2,515	84%	2,226	76%	94	77%	4,835	80%
45 to 54	3,281	80%	2,871	70%	109	61%	6,261	75%
55 to 64	4,355	76%	3,648	63%	140	52%	8,143	69%
65+	186	57%	190	56%	14	50%	390	56%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	**43,304**	**90%**	**26,241**	**82%**	**1,092**	**75%**	**70,637**	**86%**

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	1,475	93%	795	90%	36	80%	2,306	91%
Autism	19,480	99%	9,748	98%	563	96%	29,791	98%
Cerebral palsy	775	97%	657	98%	16	89%	1,448	97%
Developmental delay	4,467	97%	1,881	97%	41	87%	6,389	97%
Down syndrome	488	100%	382	100%	16	100%	886	100%
Global developmental delay	1,976	99%	894	99%	24	100%	2,894	99%
Hearing impairment	1,111	91%	1,121	89%	26	84%	2,258	90%
Intellectual disability	5,058	95%	3,879	94%	135	86%	9,072	94%
Multiple sclerosis	311	90%	<850	n/a	<20	n/a	1,169	89%
Psychosocial disability	2,568	68%	1,931	55%	52	33%	4,551	61%
Spinal cord injury	375	93%	189	95%	16	100%	580	94%
Stroke	559	86%	384	83%	18	78%	961	85%
Visual impairment	480	88%	456	83%	14	82%	950	85%
Other neurological	1,447	82%	1,159	80%	21	60%	2,627	81%
Other physical	1,191	53%	1,088	40%	40	32%	2,319	46%
Other sensory/speech	571	54%	<210	n/a	<11	n/a	780	50%
Other	972	57%	628	37%	56	48%	1,656	47%
Total	**43,304**	**90%**	**26,241**	**82%**	**1,092**	**75%**	**70,637**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,105	7%	175	8%	4,280	7%
Non-First Nations Participants	48,886	81%	1,733	79%	50,619	81%
Not Stated	7,566	12%	298	14%	7,864	13%
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	4,137	7%	114	5%	4,251	7%
Not culturally and linguistically diverse	54,560	90%	1,943	88%	56,503	90%
Not stated	1,860	3%	149	7%	2,009	3%
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

Table J.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 - South Australia [129]

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	34
Total YPIRAC (under 65)	**38**

[129] There are a further 93 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 [130]

Quarter ending	Incremental	Cumulative
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	<80
Mar-24	<11	65
Jun-24	<11	<60
Sep-24	<11	54
Dec-24	<11	<50
Mar-25	<11	41
Jun-25	<11	<40

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	45,495	75%	1,645	75%	47,140	75%
Population > 50,000	1,215	2%	53	2%	1,268	2%
Population between 15,000 and 50,000	5,618	9%	182	8%	5,800	9%
Population between 5,000 and 15,000	2,052	3%	87	4%	2,139	3%
Population less than 5,000	4,647	8%	183	8%	4,830	8%
Remote	<1,090	n/a	<50	n/a	1,135	2%
Very Remote	<450	n/a	<11	n/a	<450	n/a
Missing	<11	n/a	0	0%	<11	n/a
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

[130] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	27,709	46%	1,207	55%	28,916	46%
Intellectual disability	8,277	14%	95	4%	8,372	13%
Developmental delay	4,214	7%	383	17%	4,597	7%
Psychosocial disability	4,030	7%	80	4%	4,110	7%
Hearing impairment	2,073	3%	27	1%	2,100	3%
Other neurological	1,863	3%	59	3%	1,922	3%
Global developmental delay	2,282	4%	171	8%	2,453	4%
Other physical	1,756	3%	24	1%	1,780	3%
Acquired brain injury	1,817	3%	29	1%	1,846	3%
Cerebral palsy	<1,330	n/a	<11	n/a	1,337	2%
Other	961	2%	60	3%	1,021	2%
Multiple sclerosis	1,042	2%	22	1%	1,064	2%
Down syndrome	<800	n/a	<11	n/a	795	1%
Visual impairment	843	1%	14	1%	857	1%
Stroke	793	1%	19	1%	812	1%
Spinal cord Injury	<480	n/a	<11	n/a	476	1%
Other sensory/speech	305	1%	0	0%	305	0%
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

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	28,916	46%	446	14%	28,470	48%
Intellectual disability	8,372	13%	1,309	40%	7,063	12%
Developmental delay	4,597	7%	0	0%	4,597	8%
Psychosocial disability	4,110	7%	271	8%	3,839	6%
Hearing impairment	2,100	3%	0	0%	2,100	4%
Other neurological	1,922	3%	269	8%	1,653	3%
Other physical	2,453	4%	0	0%	2,453	4%
Acquired brain injury	1,780	3%	38	1%	1,742	3%
Cerebral palsy	1,846	3%	314	10%	1,532	3%
Global developmental delay	1,337	2%	208	6%	1,129	2%
Down syndrome	1,021	2%	70	2%	951	2%
Other	1,064	2%	51	2%	1,013	2%
Multiple sclerosis	795	1%	197	6%	598	1%
Visual impairment	857	1%	14	0%	843	1%
Stroke	812	1%	90	3%	722	1%
Spinal cord Injury	476	1%	22	1%	454	1%
Other sensory/speech	305	0%	0	0%	305	1%
Total	**62,763**	**100%**	**3,299**	**100%**	**59,464**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	6,295	10%	442	20%	6,737	11%
2 (High Function)	<110	n/a	<11	n/a	<120	n/a
3 (High Function)	3,177	5%	161	7%	3,338	5%
4 (High Function)	2,471	4%	36	2%	2,507	4%
5 (High Function)	3,882	6%	159	7%	4,041	6%
6 (Moderate Function)	17,718	29%	698	32%	18,416	29%
7 (Moderate Function)	2,793	5%	79	4%	2,872	5%
8 (Moderate Function)	3,497	6%	77	3%	3,574	6%
9 (Moderate Function)	<290	n/a	<11	n/a	290	0%
10 (Moderate Function)	5,296	9%	93	4%	5,389	9%
11 (Low Function)	1,646	3%	16	1%	1,662	3%
12 (Low Function)	6,029	10%	120	5%	6,149	10%
13 (Low Function)	5,190	9%	88	4%	5,278	8%
14 (Low Function)	<600	n/a	<11	n/a	598	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	1,563	3%	228	10%	1,791	3%
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	11,635	19%	956	43%	12,591	20%
9 to 14	12,692	21%	446	20%	13,138	21%
15 to 18	7,154	12%	144	7%	7,298	12%
19 to 24	5,997	10%	98	4%	6,095	10%
25 to 34	5,051	8%	157	7%	5,208	8%
35 to 44	4,380	7%	126	6%	4,506	7%
45 to 54	4,540	7%	112	5%	4,652	7%
55 to 64	5,777	10%	153	7%	5,930	9%
65+	3,331	6%	14	1%	3,345	5%
Total	**60,557**	**100%**	**2,206**	**100%**	**62,763**	**100%**

Table J.14 Participation rates by age group and gender as at 30 June 2025 - South Australia [131]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	9%	4%	7%
9 to 14	13%	7%	10%
15 to 18	10%	6%	8%
19 to 24	5%	3%	4%
25 to 44	2%	2%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**5%**	**3%**	**4%**
Total (All ages)	**4%**	**2%**	**3%**

Table J.15 Proportion of active participants with approved plans accessing mainstream supports - South Australia [132]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	3%	5%	4%
Daily life	16%	20%	17%
Health and wellbeing	70%	79%	71%
Learning	35%	36%	35%
Relationships	3%	3%	3%
Social and community activities	6%	5%	6%
Where I live	2%	2%	2%
Work	5%	4%	4%
Unknown	8%	0%	7%
Any mainstream service	**95%**	**95%**	**95%**

[131] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[132] 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 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables J.16 to J.20).

Table J.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=3,832), and ‘participant social and community engagement rate’ (n=3,847), and the metric for 'family and carer employment rate' (n=3,506) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=1,879) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	34%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	22%	20%	18%	26%
Participant employment rate - Aged 65+ years	14%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	29%	28%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	35%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	42%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	40%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	37%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	42%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	38%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	37%	46%
Family and carer employment rate - Aged 0 to 14 years	49%	49%	53%	n/a
Family and carer employment rate - Aged 15+ years	44%	44%	44%	n/a
Family and carer employment rate - All ages	47%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	67%	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=3,307), and 'participant social and community engagement rate' (n=3,313), and the metric for 'family and carer employment rate' (n=2,578) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=1,839) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	20%	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%	31%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	25%	26%
Participant employment rate - Aged 55 to 64 years	20%	20%	20%	14%	26%
Participant employment rate - Aged 65+ years	12%	13%	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%	25%	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%	45%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	33%	37%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	37%	31%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	35%	35%	39%	46%
Participant social and community engagement rate - Aged 65+ years	38%	43%	49%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	37%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	36%	38%	39%	46%
Family and carer employment rate - Aged 0 to 14 years	48%	49%	52%	52%	n/a
Family and carer employment rate - Aged 15+ years	42%	48%	51%	44%	n/a
Family and carer employment rate - All ages	46%	49%	52%	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%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	77%	n/a

Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,648), and 'participant social and community engagement rate' (n=2,664), and the metric for 'family and carer employment rate' (n=1,591) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=1,587) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	19%	21%	25%	26%
Participant employment rate - Aged 25 to 34 years	34%	34%	32%	25%	32%	26%
Participant employment rate - Aged 35 to 44 years	30%	31%	29%	24%	27%	26%
Participant employment rate - Aged 45 to 54 years	27%	23%	25%	25%	24%	26%
Participant employment rate - Aged 55 to 64 years	25%	26%	23%	19%	19%	26%
Participant employment rate - Aged 65+ years	16%	16%	15%	12%	10%	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%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	41%	36%	32%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	38%	40%	48%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	38%	39%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	40%	40%	34%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	38%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 65+ years	33%	31%	26%	28%	37%	46%
Participant social and community engagement rate - Aged 25+ years	38%	38%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	37%	38%	38%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	48%	46%	53%	52%	n/a
Family and carer employment rate - Aged 15+ years	45%	46%	50%	45%	45%	n/a
Family and carer employment rate - All ages	45%	47%	47%	51%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	63%	65%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	77%	79%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	73%	77%	n/a

Table J.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,826), and 'participant social and community engagement rate' (n=1,837), and the metric for 'family and carer employment rate' (n=966) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=1,210) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	29%	34%	35%	19%	34%	30%	26%
Participant employment rate - Aged 35 to 44 years	37%	34%	29%	36%	24%	32%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	32%	30%	29%	27%	26%
Participant employment rate - Aged 55 to 64 years	25%	22%	19%	17%	11%	18%	26%
Participant employment rate - Aged 65+ years	19%	17%	18%	12%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	30%	30%	28%	24%	24%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	24%	24%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	32%	34%	39%	30%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	45%	47%	41%	38%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	41%	43%	40%	48%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	43%	40%	43%	50%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	36%	38%	34%	39%	43%	46%
Participant social and community engagement rate - Aged 65+ years	40%	39%	41%	34%	27%	44%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	42%	38%	40%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	40%	39%	38%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	51%	51%	48%	48%	56%	n/a
Family and carer employment rate - Aged 15+ years	45%	47%	48%	58%	49%	46%	n/a
Family and carer employment rate - All ages	45%	49%	50%	52%	48%	52%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	62%	68%	70%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	72%	79%	80%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	67%	68%	75%	75%	80%	n/a

Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,598), and 'participant social and community engagement rate' (n=1,599), and the metric for 'family and carer employment rate' (n=962) 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=1,231) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	7%	13%	18%	26%	26%	37%	30%	26%
Participant employment rate - Aged 25 to 34 years	32%	31%	36%	38%	42%	25%	32%	26%
Participant employment rate - Aged 35 to 44 years	42%	40%	38%	38%	39%	23%	34%	26%
Participant employment rate - Aged 45 to 54 years	35%	33%	28%	35%	31%	25%	27%	26%
Participant employment rate - Aged 55 to 64 years	27%	25%	24%	21%	10%	15%	17%	26%
Participant employment rate - Aged 65+ years	12%	10%	7%	8%	8%	6%	6%	26%
Participant employment rate - Aged 25 to 64 years	33%	31%	31%	32%	29%	21%	27%	26%
Participant employment rate - Aged 15 to 64 years	29%	28%	28%	31%	28%	23%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	33%	36%	33%	36%	34%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	39%	43%	40%	45%	39%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	45%	44%	45%	43%	47%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	48%	47%	49%	43%	50%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	40%	42%	36%	37%	41%	38%	46%
Participant social and community engagement rate - Aged 65+ years	35%	36%	30%	37%	24%	29%	40%	46%
Participant social and community engagement rate - Aged 25+ years	39%	41%	41%	40%	39%	40%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	40%	39%	38%	39%	42%	46%
Family and carer employment rate - Aged 0 to 14 years	42%	44%	48%	48%	52%	49%	56%	n/a
Family and carer employment rate - Aged 15+ years	46%	49%	55%	57%	54%	44%	45%	n/a
Family and carer employment rate - All ages	44%	47%	51%	53%	53%	47%	50%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	65%	68%	68%	71%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	75%	75%	74%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	71%	72%	72%	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 Q4. Table J.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table J.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables J.22 and J.24).

Table J.21 Proportion of respondents who responded positively to questions about 'Early Supports' (n = 84 in Prior Quarters, n = n/a in 2024-25 Q4), 'Community Connections' (n = 698 in Prior Quarters, n = 86 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 677 in Prior Quarters, n = 151 in 2024-25 Q4), 'Plan Approval' (n = 1,737 in Prior Quarters, n = 317 in 2024-25 Q4), 'Plan Implementation' (n = 1,535 in Prior Quarters, n = 252 in 2024-25 Q4) and 'Plan Reassessment' (n = 3,989 in Prior Quarters, n = 877 in 2024-25 Q4) - South Australia [133] [134]

NDIA planning process	Prior Quarters	2024-25 Q4
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?	84%	n/a
Early Supports - How well does your early supports plan meet your child's needs?	38%	n/a
Community Connections - Was information easy to understand?	83%	91%
Community Connections - Was communication in your preferred format?	94%	99%
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%	84%
Community Connections - To what extent were your circumstances and needs considered?	77%	84%
Community Connections - To what extent were you included in decisions that were made?	78%	88%
Community Connections - How confident are you in reaching out to community supports and other government services?	50%	62%
Apply for NDIS (overall) - Were you treated with respect?	93%	93%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	71%	74%
Apply for NDIS (overall) - Was information easy to understand?	67%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	84%	86%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	52%	55%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	50%	48%
Plan Approval - Were you treated with respect?	89%	88%
Plan Approval - Were decisions and outcomes explained to you?	75%	76%
Plan Approval - Were your questions and concerns acknowledged?	74%	74%

[133] 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.
[134] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
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?	53%	53%
Plan Approval - How well does your NDIS plan meet your needs?	56%	52%
Plan Implementation - Do you know where to go for more help with using your plan?	82%	85%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	56%	57%
Plan Implementation - To what extent were your circumstances and needs considered?	56%	60%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	54%
Plan Implementation - Do you feel confident in using your plan?	60%	58%
Plan Implementation - Do you feel confident in accessing supports?	62%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	82%	86%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	69%
Plan Reassessment - To what extent were your circumstances and needs considered?	65%	69%
Plan Reassessment - To what extent were you included in decisions that were made?	67%	71%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	62%	60%
Plan Reassessment - Do you feel confident in using your plan?	64%	66%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	61%	60%
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 [135] [136]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<60	<11	54	47
Participants: Complaints about Local Area Coordination (LAC) Partner	<560	<40	591	516
Participants: Complaints about service providers	1,133	66	1,199	966
Participants: Complaints about the Agency	22,441	910	23,351	11,351
Participants: Unclassified	513	0	513	472
Participants: Total	**24,690**	**1,018**	**25,708**	**12,128**
Percentage of the number of active participants	8.0%	6.6%	7.9%	n/a
New Participant Critical Incidents (PCIs)	**6,156**	**495**	**6,651**	**n/a**

[135] 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.
[136] 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	688	6%	13,228	8%
Sep-22	649	5%	13,877	8%
Dec-22	605	5%	14,482	8%
Mar-23	645	5%	15,127	8%
Jun-23	696	5%	15,823	8%
Sep-23	785	6%	16,608	7%
Dec-23	876	6%	17,484	7%
Mar-24	1,556	11%	19,040	8%
Jun-24	1,633	12%	20,673	8%
Sep-24	1,545	11%	22,218	8%
Dec-24	1,327	9%	23,545	8%
Mar-25	1,145	8%	24,690	8%
Jun-25	1,018	7%	25,708	8%

Table J.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - South Australia

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	421	3%	3,741	2%
Mar-24	436	3%	4,177	2%
Jun-24	468	3%	4,645	2%
Sep-24	535	4%	5,180	2%
Dec-24	413	3%	5,593	2%
Mar-25	563	4%	6,156	2%
Jun-25	495	3%	6,651	2%

Table J.25 Participant complaints by type. Complaints with a related party who has submitted an access request - South Australia [137]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	563	3%	0	0%	563	2%
Complaints about the Agency - Information unclear	293	1%	0	0%	293	1%
Complaints about the Agency - NDIA Access	556	2%	38	4%	594	3%
Complaints about the Agency - NDIA Engagement	<30	n/a	<11	n/a	31	0%
Complaints about the Agency - NDIA Finance	1,165	5%	73	8%	1,238	5%
Complaints about the Agency - NDIA Fraud and Compliance	<90	n/a	<11	n/a	96	0%
Complaints about the Agency - NDIA Plan	4,520	20%	245	27%	4,765	20%
Complaints about the Agency - NDIA Process	1,867	8%	118	13%	1,985	9%
Complaints about the Agency - NDIA Resources	180	1%	20	2%	200	1%
Complaints about the Agency - NDIA Staff	1,138	5%	117	13%	1,255	5%
Complaints about the Agency - NDIA Timeliness	5,903	26%	286	31%	6,189	27%
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	1,168	5%	0	0%	1,168	5%
Complaints about the Agency - Staff conduct - Agency	140	1%	0	0%	140	1%
Complaints about the Agency - The way the NDIA carried out its decision making	304	1%	0	0%	304	1%
Complaints about the Agency - Timeliness	2,939	13%	0	0%	2,939	13%
Complaints about the Agency - Other	<1,520	n/a	<11	n/a	1,514	6%
Complaints about the Agency - Total	**22,441**	**100%**	**910**	**100%**	**23,351**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	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	<11	n/a	<11	n/a
Complaints about Early Connections Partner - Early Connections Resources	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Staff	<30	n/a	<11	n/a	28	52%
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%
Complaints about Early Connections Partner - Total	**<60**	**n/a**	**<11**	**n/a**	**54**	**100%**
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	<100	n/a	<11	n/a	92	16%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<70	n/a	<11	n/a	78	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	<11	n/a	0	0%	<11	n/a

[137] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	315	57%	25	64%	340	58%
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<70	n/a	<11	n/a	70	12%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**552**	**100%**	**39**	**100%**	**591**	**100%**
Complaints about service providers - Provider Costs	29	3%	0	0%	29	2%
Complaints about service providers - Provider Finance	<90	n/a	<11	n/a	92	8%
Complaints about service providers - Provider Fraud and Compliance	<120	n/a	<20	n/a	129	11%
Complaints about service providers - Provider Process	35	3%	0	0%	35	3%
Complaints about service providers - Provider Service	404	36%	30	45%	434	36%
Complaints about service providers - Provider Staff	243	21%	21	32%	264	22%
Complaints about service providers - Service Delivery	36	3%	0	0%	36	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	8%	0	0%	93	8%
Complaints about service providers - Total	**1,133**	**100%**	**66**	**100%**	**1,199**	**100%**
Unclassified	**513**	**n/a**	**0**	**n/a**	**513**	**n/a**
Participants total	**24,690**	**n/a**	**1,018**	**n/a**	**25,708**	**n/a**

Table J.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	501	17%	37	26%	538	17%
Planning	2,309	78%	99	69%	2,408	77%
Compensation	<11	n/a	<11	n/a	<11	n/a
Jurisdiction	94	3%	0	0%	94	3%
Extension of Time	<30	n/a	0	0%	<30	n/a
Other	<30	n/a	<11	n/a	34	1%
Total cases	**2,965**	**100%**	**144**	**100%**	**3,109**	**100%**
Percentage of the number of active participants	**1.0%**	**n/a**	**0.9%**	**n/a**	**1.0%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	134	1%	2,383	1%
Sep-24	192	1%	2,575	1%
Dec-24	182	1%	2,757	1%
Mar-25	208	1%	2,965	1%
Jun-25	144	1%	3,109	1%

Table J.28 Administrative Review Tribunal (ART) cases by open/closed and decision - South Australia [138]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**3,109**	**2,788**
Open ART Cases	**601**	**587**
Closed ART Cases	**2,508**	**2,261**
Resolved before hearing	2,462	2,224
Gone to hearing and received a substantive decision	46	37

[138] 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 [139] [140] [141]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	<60	<11	58
Core (excluding Consumables and Transport)	443	29	472
Capacity Building	513	44	557
General Support	124	13	137
Assistive Technology	158	12	170
Specialist Disability Accommodation	<80	<11	72
Home Modifications	<40	<11	<50
Supported Independent Living	<200	<11	209
Everyday Living Costs	<50	<11	48
Transport	<90	<11	92
Other	<11	0	<11
Total number of unique participants counted across disputed supports	**843**	**58**	**901**
Total number of instances of participants counted across disputed supports	**1,742**	**118**	**1,860**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<50**	**n/a**	**<11**	**n/a**	**46**	**2%**
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	20	1%
Decided by Tribunal - Varied	<11	n/a	<11	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	0	n/a	16	1%
Not Decided by Tribunal - Total	**<2,310**	**n/a**	**<160**	**n/a**	**2,462**	**98%**
Not Decided by Tribunal - Resolved by consent	1,647	70%	119	74%	1,766	70%
Not Decided by Tribunal - Withdrawn	<520	n/a	<40	n/a	544	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	126	5%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**2,347**	**100%**	**161**	**100%**	**2,508**	**100%**

[139] 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.
[140] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[141] 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 funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table J.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table J.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table J.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table J.32).

Table J.31 Number of active providers in 2024-25 Q4 by registration status and funds management type - South Australia [142]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	913	0	913
Plan-managed	2,031	15,412	17,361
Self-managed	934	9,938	10,843
All funds management types	**2,265**	**20,832**	**23,007**

Table J.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) - South Australia [143] [144]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	261	0	261
Plan-managed	407	259	668
Self-managed	24	42	78
All funds management types	**691**	**300**	**1,007**

[142] 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.
[143] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[144] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables J.33 to J.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables J.35 to J.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables J.38 to J.40).

Table J.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - South Australia

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.1%	2.0%
$5,001-$10,000	6.2%	6.1%
$10,001-$15,000	10.5%	10.3%
$15,001-$20,000	12.4%	12.5%
$20,001-$25,000	12.3%	12.4%
$25,001-$30,000	6.0%	6.0%
$30,001-$50,000	13.9%	14.1%
$50,001-$100,000	16.2%	16.3%
$100,001-$150,000	6.5%	6.5%
$150,001-$200,000	3.4%	3.4%
$200,001-$250,000	2.1%	2.0%
$250,001+	8.4%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	2.2%	2.1%
$5,001-$10,000	6.5%	6.4%
$10,001-$15,000	11.1%	10.9%
$15,001-$20,000	13.1%	13.2%
$20,001-$25,000	13.0%	13.1%
$25,001-$30,000	6.4%	6.3%
$30,001-$50,000	14.7%	14.8%
$50,001-$100,000	17.1%	17.2%
$100,001-$150,000	6.9%	6.8%
$150,001-$200,000	3.5%	3.5%
$200,001-$250,000	2.0%	1.9%
$250,001+	3.5%	3.6%

Table J.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$27,800	n/a	n/a	$18,100	$27,800
9 to 14	$19,800	$29,900	n/a	n/a	$19,800	$29,900
15 to 18	$30,100	$45,800	$537,000	$644,900	$27,500	$43,000
19 to 24	$72,800	$95,800	$593,700	$636,200	$45,900	$70,600
25 to 34	$111,300	$133,600	$517,600	$570,300	$65,400	$87,600
35 to 44	$113,600	$137,000	$423,700	$469,200	$71,800	$93,700
45 to 54	$125,100	$152,300	$423,700	$465,400	$76,800	$103,900
55 to 64	$135,600	$167,200	$426,100	$462,600	$85,300	$116,100
65+	$137,200	$168,900	$427,900	$466,100	$90,900	$119,300
All	**$65,300**	**$83,500**	**$455,000**	**$497,100**	**$43,000**	**$60,500**

Table J.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$156,600	$195,600	$480,700	$531,800	$92,600	$126,600
Autism	$33,800	$46,500	$537,400	$566,100	$25,200	$38,300
Cerebral palsy	$161,600	$194,500	$482,500	$531,600	$102,300	$132,400
Developmental delay	$14,500	$23,500	$0	$0	$14,500	$23,500
Global developmental delay	$17,800	$27,600	$0	$0	$17,800	$27,600
Hearing impairment	$10,000	$18,600	n/a	n/a	$10,000	$18,600
Intellectual disability	$118,300	$144,200	$401,600	$439,700	$64,900	$89,400
Multiple sclerosis	$114,900	$150,100	$565,800	$636,800	$91,000	$125,600
Psychosocial disability	$100,100	$127,600	$458,000	$517,800	$74,600	$100,000
Spinal cord injury	$140,700	$187,600	$702,600	$786,100	$112,800	$158,600
Stroke	$152,600	$197,400	$513,300	$551,200	$110,800	$153,300
Visual impairment	$48,000	$67,400	n/a	n/a	$43,200	$61,700
Other neurological	$168,600	$208,200	$543,100	$572,300	$111,900	$149,000
Other physical	$70,400	$98,200	$471,800	$529,300	$61,600	$88,800
Other sensory/speech	$6,800	$16,000	$0	$0	$6,800	$16,000
Other	$108,600	$145,700	$539,000	$572,500	$76,500	$111,600
Down Syndrome	$150,500	$177,600	$344,300	$380,500	$86,800	$110,800
All	**$65,300**	**$83,500**	**$455,000**	**$497,100**	**$43,000**	**$60,500**

Table J.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$13,600	$22,600	n/a	n/a	$13,600	$22,500
2	$21,900	$39,900	$0	$0	$21,900	$39,900
3	$21,700	$33,400	$309,100	$349,400	$18,900	$30,300
4	$19,500	$31,600	n/a	n/a	$16,800	$28,700
5	$33,100	$46,500	$437,000	$479,000	$25,500	$38,700
6	$21,800	$35,200	$308,600	$356,300	$19,700	$32,900
7	$43,900	$61,900	$415,500	$472,100	$30,100	$46,900
8	$71,500	$98,400	$325,600	$372,100	$52,500	$78,300
9	$70,700	$110,000	n/a	n/a	$65,700	$104,600
10	$120,500	$153,200	$398,100	$444,500	$83,300	$113,400
11	$93,900	$121,600	$545,900	$573,100	$61,100	$88,000
12	$221,400	$257,800	$479,600	$518,200	$138,100	$174,900
13	$83,400	$102,400	$625,400	$655,400	$59,100	$78,600
14	$321,700	$379,000	$522,800	$580,000	$233,100	$287,500
15	n/a	n/a	n/a	n/a	n/a	n/a
All	**$65,300**	**$83,500**	**$455,000**	**$497,100**	**$43,000**	**$60,500**

Table J.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - South Australia [145]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	1,154.4	1,200.8
Core: Consumables	11.5	12.5
Core: Social and Civic	170.5	238.5
Core: Transport	5.3	7.5
Capacity Building: Choice and Control	4.3	4.6
Capacity Building: Daily Activities	29.7	43.6
Capacity Building: Employment	0.4	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	33.1	49.9
Capacity Building: Social and Civic	0.2	0.7
Capacity Building: Support Coordination	20.2	25.3
Capital: Assistive Technology	9.9	18.9
Capital: Home Modifications	23.3	36.0
All	**1,463.1**	**1,639.9**

[145] Total payments for home modifications were $23.3 million. Of which, $22.9 million (98.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.4 million (1.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $36.0 million. Of which, $35.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.3 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 30 June 2025 ($m) - South Australia [146]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	1,006.9	1,462.3
Core: Consumables	42.8	68.1
Core: Social and Civic	614.2	764.5
Core: Transport	43.5	35.6
Capacity Building: Choice and Control	56.7	65.9
Capacity Building: Daily Activities	440.1	757.3
Capacity Building: Employment	13.4	50.0
Capacity Building: Health and Wellbeing	1.3	3.1
Capacity Building: Home Living	0.0	0.3
Capacity Building: Lifelong learning	0.1	0.4
Capacity Building: Relationships	46.9	103.3
Capacity Building: Social and Civic	11.3	38.7
Capacity Building: Support Coordination	76.1	117.2
Capital: Assistive Technology	43.2	106.8
Capital: Home Modifications	15.3	26.8
All	**2,411.9**	**3,600.3**

Table J.40 Payments by financial year in which support was provided, compared to committed supports - South Australia [147]

Financial year	Total Committed ($m)	Total Paid ($m)	% utilised to date
2013-14	10.5	5.6	54%
2014-15	48.4	29.6	61%
2015-16	101.9	62.9	62%
2016-17	186.9	104.9	56%
2017-18	371.8	222.8	60%
2018-19	1,160.2	794.2	68%
2019-20	2,125.4	1,490.0	70%
2020-21	2,771.0	2,000.5	72%
2021-22	3,172.9	2,424.9	76%
2022-23	3,947.7	2,992.5	76%
2023-24	4,600.9	3,525.3	77%
2024-25	5,066.0	3,687.9	73%

[146] Total payments for home modifications were $15.3 million. Of which, $8.0 million (51.9%) has been paid for specialised disability accommodation (SDA) supports, and $7.4 million (48.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $26.8 million. Of which, $11.2 million (42%) has been allocated for specialised disability accommodation (SDA) supports, and $15.6 million (58%) has been allocated for non-SDA supports.

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

Table J.41 Percentage change in plan budgets for active participants per quarter - South Australia [148]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	9.6%	10.9%	8.2%	7.3%	9.1%	9.7%	8.2%	6.7%	6.3%
Interplan Inflation	9.7%	6.2%	3.1%	0.7%	1.9%	4.7%	5.7%	6.4%	4.5%
Total Inflation	**19.3%**	**17.1%**	**11.3%**	**7.9%**	**11.0%**	**14.4%**	**13.9%**	**13.1%**	**10.8%**

[148] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables K.9).

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

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**19,828**	**746**	**20,574**
Active Eligible - Total	**15,442**	**553**	**15,995**
Active Eligible - New	<11,180	<560	11,722
Active Eligible - State	2,836	0	2,836
Active Eligible - Commonwealth	<1,440	<11	1,437
Active Participant Plans - Total	**15,255**	**576**	**15,831**
Active Participant Plans - New	10,992	571	11,563
Active Participant Plans - State	<2,830	<11	2,832
Active Participant Plans - Commonwealth	<1,440	<11	1,436
Active Participant Plans - Total	**15,255**	**576**	**15,831**
Active Participant Plans - Early Intervention (s25)	4,468	296	4,764
Active Participant Plans - Permanent Disability (s24)	10,696	144	10,840
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	91	136	227

Table K.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 – Tasmania [149]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**1,408**	**99**	**1,507**

[149] 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	3,941	96%	1,817	96%	52	83%	5,810	96%
9 to 14	1,743	92%	896	90%	55	85%	2,694	91%
15 to 18	1,073	92%	692	90%	41	91%	1,806	91%
19 to 24	597	86%	402	81%	27	64%	1,026	83%
25 to 34	533	83%	475	75%	18	46%	1,026	78%
35 to 44	638	80%	<630	n/a	<11	n/a	1,275	77%
45 to 54	853	82%	846	72%	20	63%	1,719	77%
55 to 64	1,164	80%	<1,050	n/a	<20	n/a	2,223	75%
65+	45	60%	53	58%	0	0%	98	57%
Missing	0	n/a	0	n/a	0	n/a	0	
Total	**10,587**	**89%**	**6,852**	**82%**	**238**	**69%**	**17,677**	**86%**

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	392	91%	<190	n/a	<11	n/a	578	89%
Autism	4,192	97%	2,058	97%	136	83%	6,386	97%
Cerebral palsy	247	95%	<230	n/a	<11	n/a	484	96%
Developmental delay	1,096	97%	<490	n/a	<11	n/a	1,595	97%
Down syndrome	175	100%	<170	n/a	<11	n/a	340	100%
Global developmental delay	241	99%	<90	n/a	<11	n/a	332	99%
Hearing impairment	297	90%	<280	n/a	<11	n/a	578	88%
Intellectual disability	1,706	94%	1,301	93%	23	82%	3,030	93%
Multiple sclerosis	100	91%	<360	n/a	<11	n/a	454	92%
Psychosocial disability	703	69%	603	58%	14	29%	1,320	62%
Spinal cord injury	113	89%	<50	n/a	<11	n/a	157	90%
Stroke	149	88%	<120	n/a	<11	n/a	264	86%
Visual impairment	128	88%	<110	n/a	<11	n/a	241	86%
Other neurological	428	84%	<350	n/a	<11	n/a	786	83%
Other physical	278	58%	<260	n/a	<11	n/a	541	50%
Other sensory/speech	28	41%	<20	n/a	<11	n/a	44	44%
Other	314	61%	219	41%	14	40%	547	51%
Total	**10,587**	**89%**	**6,852**	**82%**	**238**	**69%**	**17,677**	**86%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,596	10%	81	14%	1,677	11%
Non-First Nations Participants	11,257	74%	421	73%	11,678	74%
Not Stated	2,402	16%	74	13%	2,476	16%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<390	n/a	<11	n/a	393	2%
Not culturally and linguistically diverse	11,161	73%	522	91%	11,683	74%
Not stated	<3,720	n/a	<50	n/a	3,755	24%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

Table K.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 – Tasmania [150]

Age group	Total number of active participants
Under 45	0
45 to 54	<11
55 to 64	<20
Total YPIRAC (under 65)	**14**

[150] There are a further 34 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 [151]

Quarter ending	Incremental	Cumulative
Jun-22	<11	59
Sep-22	<11	<60
Dec-22	<11	44
Mar-23	0	44
Jun-23	<11	<50
Sep-23	<11	35
Dec-23	<11	<40
Mar-24	<11	32
Jun-24	<11	<30
Sep-24	<11	26
Dec-24	<11	<30
Mar-25	<11	19
Jun-25	<11	<20

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	10,032	66%	350	61%	10,382	66%
Population between 15,000 and 50,000	2,732	18%	109	19%	2,841	18%
Population between 5,000 and 15,000	<70	n/a	<11	n/a	71	0%
Population less than 5,000	2,241	15%	104	18%	2,345	15%
Remote	<160	n/a	<11	n/a	158	1%
Very Remote	<40	n/a	<11	n/a	34	0%
Missing	0	0%	0	0%	0	0%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

[151] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	5,969	39%	231	40%	6,200	39%
Intellectual disability	2,761	18%	34	6%	2,795	18%
Developmental delay	1,048	7%	157	27%	1,205	8%
Psychosocial disability	1,190	8%	12	2%	1,202	8%
Hearing impairment	521	3%	19	3%	540	3%
Other neurological	532	3%	30	5%	562	4%
Global developmental delay	253	2%	22	4%	275	2%
Other physical	<410	n/a	<11	n/a	414	3%
Acquired brain injury	<490	n/a	<11	n/a	495	3%
Cerebral palsy	<440	n/a	<11	n/a	440	3%
Other	344	2%	20	3%	364	2%
Multiple sclerosis	411	3%	11	2%	422	3%
Down syndrome	<310	n/a	<11	n/a	310	2%
Visual impairment	<220	n/a	<11	n/a	216	1%
Stroke	<210	n/a	<11	n/a	215	1%
Spinal cord Injury	<140	n/a	<11	n/a	141	1%
Other sensory/speech	35	0%	0	0%	35	0%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

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	6,200	39%	181	16%	6,019	41%
Intellectual disability	2,795	18%	398	36%	2,397	16%
Developmental delay	1,205	8%	0	0%	1,205	8%
Psychosocial disability	1,202	8%	156	14%	1,046	7%
Hearing impairment	540	3%	<11	n/a	<540	n/a
Other neurological	562	4%	76	7%	486	3%
Other physical	275	2%	0	0%	275	2%
Acquired brain injury	414	3%	11	1%	403	3%
Cerebral palsy	495	3%	91	8%	404	3%
Global developmental delay	440	3%	72	6%	368	3%
Down syndrome	364	2%	13	1%	351	2%
Other	422	3%	12	1%	410	3%
Multiple sclerosis	310	2%	69	6%	241	2%
Visual impairment	216	1%	<11	n/a	<210	n/a
Stroke	215	1%	24	2%	191	1%
Spinal cord Injury	141	1%	<11	n/a	<140	n/a
Other sensory/speech	35	0%	0	0%	35	0%
Total	**15,831**	**100%**	**1,120**	**100%**	**14,711**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,744	11%	163	28%	1,907	12%
2 (High Function)	<40	n/a	<11	n/a	<40	n/a
3 (High Function)	750	5%	56	10%	806	5%
4 (High Function)	781	5%	12	2%	793	5%
5 (High Function)	1,077	7%	53	9%	1,130	7%
6 (Moderate Function)	3,318	22%	105	18%	3,423	22%
7 (Moderate Function)	957	6%	20	3%	977	6%
8 (Moderate Function)	857	6%	24	4%	881	6%
9 (Moderate Function)	<100	n/a	<11	n/a	95	1%
10 (Moderate Function)	1,372	9%	31	5%	1,403	9%
11 (Low Function)	<430	n/a	<11	n/a	430	3%
12 (Low Function)	2,042	13%	48	8%	2,090	13%
13 (Low Function)	<870	n/a	<11	n/a	874	6%
14 (Low Function)	<210	n/a	<11	n/a	211	1%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	723	5%	47	8%	770	5%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	2,657	17%	261	45%	2,918	18%
9 to 14	2,737	18%	92	16%	2,829	18%
15 to 18	1,601	10%	52	9%	1,653	10%
19 to 24	<1,580	n/a	<30	n/a	1,597	10%
25 to 34	1,787	12%	26	5%	1,813	11%
35 to 44	1,140	7%	30	5%	1,170	7%
45 to 54	1,294	8%	31	5%	1,325	8%
55 to 64	1,579	10%	53	9%	1,632	10%
65+	<890	n/a	<11	n/a	894	6%
Total	**15,255**	**100%**	**576**	**100%**	**15,831**	**100%**

Table K.14 Participation rates by age group and gender as at 30 June 2025 – Tasmania [152]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7%	4%	5%
9 to 14	9%	5%	7%
15 to 18	7%	4%	6%
19 to 24	5%	3%	4%
25 to 44	2%	2%	2%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**4%**	**3%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table K.15 Proportion of active participants with approved plans accessing mainstream supports – Tasmania [153]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	6%	5%	6%
Daily life	17%	20%	18%
Health and wellbeing	80%	79%	80%
Learning	35%	41%	36%
Relationships	3%	3%	3%
Social and community activities	9%	12%	9%
Where I live	2%	2%	2%
Work	4%	2%	4%
Unknown	2%	n/a	2%
Any mainstream service	**95%**	**94%**	**95%**

[152] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[153] 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 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables K.16 to K.20).

Table K.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=1,042), and ‘participant social and community engagement rate’ (n=1,064), and the metric for 'family and carer employment rate' (n=1,102) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=522) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	15%	26%
Participant employment rate - Aged 25 to 34 years	26%	22%	29%	26%
Participant employment rate - Aged 35 to 44 years	22%	18%	20%	26%
Participant employment rate - Aged 45 to 54 years	18%	12%	16%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	13%	26%
Participant employment rate - Aged 65+ years	16%	12%	14%	26%
Participant employment rate - Aged 25 to 64 years	19%	15%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	25%	46%
Participant social and community engagement rate - Aged 25 to 34 years	26%	31%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	26%	34%	32%	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	27%	32%	46%
Participant social and community engagement rate - Aged 55 to 64 years	31%	38%	36%	46%
Participant social and community engagement rate - Aged 65+ years	24%	31%	34%	46%
Participant social and community engagement rate - Aged 25+ years	29%	32%	33%	46%
Participant social and community engagement rate - Aged 15+ years	27%	31%	31%	46%
Family and carer employment rate - Aged 0 to 14 years	41%	42%	47%	n/a
Family and carer employment rate - Aged 15+ years	40%	39%	37%	n/a
Family and carer employment rate - All ages	41%	41%	44%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	51%	66%	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=774), and 'participant social and community engagement rate' (n=786), and the metric for 'family and carer employment rate' (n=781) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=453) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	5%	7%	13%	26%
Participant employment rate - Aged 25 to 34 years	18%	21%	11%	24%	26%
Participant employment rate - Aged 35 to 44 years	25%	30%	19%	25%	26%
Participant employment rate - Aged 45 to 54 years	23%	28%	23%	18%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	18%	14%	26%
Participant employment rate - Aged 65+ years	8%	0%	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	21%	24%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	16%	18%	14%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	26%	26%	30%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	20%	19%	21%	25%	46%
Participant social and community engagement rate - Aged 35 to 44 years	30%	37%	42%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	26%	34%	34%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	49%	37%	43%	46%
Participant social and community engagement rate - Aged 65+ years	20%	19%	n/a	32%	46%
Participant social and community engagement rate - Aged 25+ years	28%	36%	35%	37%	46%
Participant social and community engagement rate - Aged 15+ years	28%	32%	33%	36%	46%
Family and carer employment rate - Aged 0 to 14 years	40%	38%	43%	48%	n/a
Family and carer employment rate - Aged 15+ years	43%	44%	39%	45%	n/a
Family and carer employment rate - All ages	41%	40%	42%	47%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	62%	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=556), and 'participant social and community engagement rate' (n=558), and the metric for 'family and carer employment rate' (n=580) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=373) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	37%	34%	38%	n/a	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	28%	21%	43%	22%	26%
Participant employment rate - Aged 45 to 54 years	21%	20%	19%	n/a	15%	26%
Participant employment rate - Aged 55 to 64 years	24%	26%	24%	21%	17%	26%
Participant employment rate - Aged 65+ years	13%	15%	n/a	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	26%	27%	26%	27%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	19%	21%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	26%	29%	26%	21%	26%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	38%	36%	n/a	35%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	37%	31%	38%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	26%	27%	32%	n/a	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	36%	41%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	34%	41%	n/a	n/a	40%	46%
Participant social and community engagement rate - Aged 25+ years	33%	35%	34%	34%	37%	46%
Participant social and community engagement rate - Aged 15+ years	31%	33%	31%	29%	34%	46%
Family and carer employment rate - Aged 0 to 14 years	40%	43%	40%	48%	49%	n/a
Family and carer employment rate - Aged 15+ years	47%	44%	52%	47%	51%	n/a
Family and carer employment rate - All ages	42%	44%	44%	48%	49%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	64%	67%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	77%	75%	85%	86%	n/a
Participant Choice and Control - Aged 15+ years	n/a	69%	70%	75%	80%	n/a

Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=364), and 'participant social and community engagement rate' (n=360), and the metric for 'family and carer employment rate' (n=389) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=258) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	2%	4%	4%	15%	36%	25%	26%
Participant employment rate - Aged 25 to 34 years	39%	44%	38%	48%	n/a	41%	26%
Participant employment rate - Aged 35 to 44 years	24%	24%	17%	14%	n/a	18%	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	24%	27%	7%	n/a	n/a	16%	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	29%	32%	23%	26%	17%	25%	26%
Participant employment rate - Aged 15 to 64 years	21%	24%	16%	22%	27%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	33%	36%	35%	44%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	31%	28%	36%	n/a	35%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	38%	38%	57%	n/a	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	46%	44%	60%	n/a	n/a	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	34%	n/a	n/a	47%	46%
Participant social and community engagement rate - Aged 65+ years	41%	33%	n/a	n/a	n/a	53%	46%
Participant social and community engagement rate - Aged 25+ years	38%	38%	40%	55%	37%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	37%	39%	48%	40%	40%	46%
Family and carer employment rate - Aged 0 to 14 years	44%	45%	42%	42%	55%	57%	n/a
Family and carer employment rate - Aged 15+ years	46%	47%	52%	55%	n/a	52%	n/a
Family and carer employment rate - All ages	44%	46%	45%	47%	54%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	54%	54%	61%	71%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	73%	79%	87%	90%	n/a
Participant Choice and Control - Aged 15+ years	n/a	64%	64%	65%	68%	81%	n/a

Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=354), and 'participant social and community engagement rate' (n=360), and the metric for 'family and carer employment rate' (n=360) 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=296) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	5%	10%	15%	19%	23%	n/a	30%	26%
Participant employment rate - Aged 25 to 34 years	23%	28%	33%	25%	33%	42%	33%	26%
Participant employment rate - Aged 35 to 44 years	43%	51%	39%	46%	n/a	n/a	41%	26%
Participant employment rate - Aged 45 to 54 years	30%	31%	19%	n/a	n/a	n/a	21%	26%
Participant employment rate - Aged 55 to 64 years	24%	23%	36%	17%	n/a	n/a	22%	26%
Participant employment rate - Aged 65+ years	18%	n/a	n/a	n/a	n/a	n/a	11%	26%
Participant employment rate - Aged 25 to 64 years	30%	34%	32%	28%	31%	34%	30%	26%
Participant employment rate - Aged 15 to 64 years	23%	27%	26%	25%	28%	32%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	36%	34%	39%	54%	n/a	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	26%	29%	33%	23%	20%	26%	22%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	43%	57%	42%	n/a	n/a	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	45%	39%	n/a	n/a	n/a	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	43%	64%	50%	n/a	n/a	43%	46%
Participant social and community engagement rate - Aged 65+ years	32%	n/a	n/a	n/a	n/a	n/a	36%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	43%	37%	36%	31%	39%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	40%	38%	42%	32%	38%	46%
Family and carer employment rate - Aged 0 to 14 years	42%	41%	46%	38%	48%	57%	61%	n/a
Family and carer employment rate - Aged 15+ years	52%	56%	58%	66%	67%	54%	58%	n/a
Family and carer employment rate - All ages	48%	50%	53%	54%	59%	56%	59%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	59%	63%	67%	66%	82%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	85%	83%	81%	91%	88%	n/a
Participant Choice and Control - Aged 15+ years	n/a	65%	69%	70%	71%	73%	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 Q4. Table K.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table K.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables K.22 and K.24).

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 Q4), 'Community Connections' (n = 126 in Prior Quarters, n = 28 in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 192 in Prior Quarters, n = 48 in 2024-25 Q4), 'Plan Approval' (n = 1,286 in Prior Quarters, n = 196 in 2024-25 Q4), 'Plan Implementation' (n = 1,079 in Prior Quarters, n = 99 in 2024-25 Q4) and 'Plan Reassessment' (n = 2,435 in Prior Quarters, n = 600 in 2024-25 Q4) – Tasmania [154] [155]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	77%	93%
Community Connections - Was communication in your preferred format?	92%	93%
Community Connections - To what extent did the person you spoke with understand how your disability, developmental concern or delay affects your day-to-day life?	70%	71%
Community Connections - To what extent were your circumstances and needs considered?	75%	71%
Community Connections - To what extent were you included in decisions that were made?	65%	75%
Community Connections - How confident are you in reaching out to community supports and other government services?	44%	57%
Apply for NDIS (overall) - Were you treated with respect?	92%	96%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	73%
Apply for NDIS (overall) - Was information easy to understand?	64%	78%
Apply for NDIS (overall) - Was communication in your preferred format?	88%	87%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	49%	54%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	51%	52%
Plan Approval - Were you treated with respect?	94%	90%
Plan Approval - Were decisions and outcomes explained to you?	82%	81%
Plan Approval - Were your questions and concerns acknowledged?	83%	78%

[154] Initial changes to the Participant Satisfaction Survey were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards.
[155] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
Plan Approval - Do you know where to go for more help with using your plan?	86%	85%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	63%
Plan Approval - How well does your NDIS plan meet your needs?	70%	61%
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?	64%	68%
Plan Implementation - To what extent were your circumstances and needs considered?	66%	70%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	63%	65%
Plan Implementation - Do you feel confident in using your plan?	64%	72%
Plan Implementation - Do you feel confident in accessing supports?	63%	64%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	88%	92%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	68%	71%
Plan Reassessment - To what extent were your circumstances and needs considered?	71%	73%
Plan Reassessment - To what extent were you included in decisions that were made?	73%	76%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	64%	67%
Plan Reassessment - Do you feel confident in using your plan?	68%	65%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	68%	67%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	77%	76%

Table K.22 Complaints and Participant Critical Incidents (PCIs) by quarter – Tasmania [156] [157]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<20	<11	20	18
Participants: Complaints about Local Area Coordination (LAC) Partner	<110	<11	110	101
Participants: Complaints about service providers	<310	<11	313	255
Participants: Complaints about the Agency	4,478	199	4,677	2,480
Participants: Unclassified	40	0	40	36
Participants: Total	**4,942**	**218**	**5,160**	**2,680**
Percentage of the number of active participants	6.5%	5.6%	6.4%	n/a
New Participant Critical Incidents (PCIs)	**977**	**101**	**1,078**	**n/a**

[156] Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.
[157] 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	151	5%	2,148	6%
Sep-22	159	5%	2,307	6%
Dec-22	156	5%	2,463	5%
Mar-23	179	6%	2,642	5%
Jun-23	215	7%	2,857	6%
Sep-23	242	7%	3,099	6%
Dec-23	299	9%	3,398	6%
Mar-24	295	8%	3,693	6%
Jun-24	360	10%	4,053	6%
Sep-24	312	9%	4,365	6%
Dec-24	306	8%	4,671	6%
Mar-25	271	7%	4,942	6%
Jun-25	218	6%	5,160	6%

Table K.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Tasmania

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	78	2%	709	1%
Sep-24	77	2%	786	1%
Dec-24	69	2%	855	1%
Mar-25	122	3%	977	1%
Jun-25	101	3%	1,078	1%

Table K.25 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania [158]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - 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	<180	n/a	<11	n/a	178	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Finance	301	7%	16	8%	317	7%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	29	1%
Complaints about the Agency - NDIA Plan	1,074	24%	59	30%	1,133	24%
Complaints about the Agency - NDIA Process	377	8%	22	11%	399	9%
Complaints about the Agency - NDIA Resources	<80	n/a	<11	n/a	72	2%
Complaints about the Agency - NDIA Staff	340	8%	41	21%	381	8%
Complaints about the Agency - NDIA Timeliness	1,166	26%	52	26%	1,218	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	42	1%	0	0%	42	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	6%	0	0%	288	6%
Complaints about the Agency - Other	<330	n/a	<11	n/a	324	7%
Complaints about the Agency - Total	**4,478**	**100%**	**199**	**100%**	**4,677**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	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	<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	61%	0	0%	11	55%
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%
Complaints about Early Connections Partner - Total	**<20**	**n/a**	**<11**	**n/a**	**20**	**100%**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	11	11%	0	0%	11	10%
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	<80	n/a	<11	n/a	76	69%

[158] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<11	n/a	<11	n/a	11	10%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**<110**	**n/a**	**<11**	**n/a**	**110**	**100%**
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	14	4%
Complaints about service providers - Provider Fraud and Compliance	34	11%	0	0%	34	11%
Complaints about service providers - Provider Process	<20	n/a	0	0%	<20	n/a
Complaints about service providers - Provider Service	<110	n/a	<11	n/a	107	34%
Complaints about service providers - Provider Staff	<60	n/a	<11	n/a	62	20%
Complaints about service providers - Service Delivery	21	7%	0	0%	21	7%
Complaints about service providers - Staff Conduct	17	6%	0	0%	17	5%
Complaints about service providers - Supports being provided	16	5%	0	0%	16	5%
Complaints about service providers - Other	22	7%	0	0%	22	7%
Complaints about service providers - Total	**<310**	**n/a**	**<11**	**n/a**	**313**	**100%**
Unclassified	**40**	**n/a**	**0**	**n/a**	**40**	**n/a**
Participants total	**4,942**	**n/a**	**218**	**n/a**	**5,160**	**n/a**

Table K.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	<110	n/a	<11	n/a	109	20%
Planning	395	76%	25	74%	420	76%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	13	2%	0	0%	13	2%
Extension of Time	<11	n/a	0	0%	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	**521**	**100%**	**34**	**100%**	**555**	**100%**
Percentage of the number of active participants	**0.7%**	**n/a**	**0.9%**	**n/a**	**0.7%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	23	1%	195	1%
Sep-22	30	1%	225	1%
Dec-22	25	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	38	1%	521	1%
Jun-25	34	1%	555	1%

Table K.28 Administrative Review Tribunal (ART) cases by open/closed and decision – Tasmania [159]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**555**	**516**
Open ART Cases	**103**	**101**
Closed ART Cases	**452**	**422**
Resolved before hearing	440	<420
Gone to hearing and received a substantive decision	12	<11

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

Table K.29 Administrative Review Tribunal (ART) Supports in dispute – Tasmania [160] [161] [162]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	<11	0	<11
Core (excluding Consumables and Transport)	<90	<11	88
Capacity Building	<90	<11	96
General Support	24	0	24
Assistive Technology	<30	<11	32
Specialist Disability Accommodation	<11	0	<11
Home Modifications	<11	0	<11
Supported Independent Living	<40	<11	45
Everyday Living Costs	<11	<11	<11
Transport	<20	<11	20
Other	0	0	0
Total number of unique participants counted across disputed supports	**172**	**15**	**187**
Total number of instances of participants counted across disputed supports	**316**	**20**	**336**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<11**	**n/a**	**<11**	**n/a**	**12**	**3%**
Decided by Tribunal - Affirmed	<11	n/a	<11	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
Not Decided by Tribunal - Total	**<410**	**n/a**	**<40**	**n/a**	**440**	**97%**
Not Decided by Tribunal - Resolved by consent	266	65%	27	66%	293	65%
Not Decided by Tribunal - Withdrawn	<110	n/a	<11	n/a	112	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	28	6%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**411**	**100%**	**41**	**100%**	**452**	**100%**

[160] 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.
[161] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[162] 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 funds management types.

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants (Table K.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table K.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table K.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table K.32).

Table K.31 Number of active providers in 2024-25 Q4 by registration status and funds management type – Tasmania [163]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	325	0	325
Plan-managed	879	4,399	5,260
Self-managed	404	2,785	3,178
All funds management types	**1,032**	**6,036**	**7,046**

Table K.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) – Tasmania [164] [165]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	93	0	93
Plan-managed	99	70	169
Self-managed	6	12	22
All funds management types	**198**	**82**	**284**

[163] 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.
[164] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[165] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables K.33 to K.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables K.35 to K.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables K.38 to K.40).

Table K.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Tasmania

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	3.0%	2.8%
$5,001-$10,000	4.8%	4.8%
$10,001-$15,000	7.9%	7.9%
$15,001-$20,000	11.5%	11.9%
$20,001-$25,000	9.6%	10.1%
$25,001-$30,000	5.6%	5.6%
$30,001-$50,000	15.2%	15.0%
$50,001-$100,000	18.7%	18.5%
$100,001-$150,000	7.3%	7.1%
$150,001-$200,000	3.6%	3.7%
$200,001-$250,000	2.5%	2.4%
$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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	3.2%	3.0%
$5,001-$10,000	5.2%	5.1%
$10,001-$15,000	8.5%	8.5%
$15,001-$20,000	12.4%	12.8%
$20,001-$25,000	10.4%	10.8%
$25,001-$30,000	6.0%	6.0%
$30,001-$50,000	16.4%	16.2%
$50,001-$100,000	20.1%	19.9%
$100,001-$150,000	7.9%	7.6%
$150,001-$200,000	3.8%	3.9%
$200,001-$250,000	2.4%	2.3%
$250,001+	3.7%	3.8%

Table K.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$17,700	$27,000	n/a	n/a	$17,700	$27,000
9 to 14	$24,400	$34,800	n/a	n/a	$24,400	$34,800
15 to 18	$42,900	$58,400	n/a	n/a	$38,000	$53,800
19 to 24	$78,800	$107,300	$488,800	$566,800	$46,800	$75,900
25 to 34	$102,100	$127,100	$466,900	$511,100	$54,500	$79,000
35 to 44	$122,200	$155,200	$441,800	$486,800	$68,300	$98,400
45 to 54	$127,100	$156,900	$415,400	$463,700	$75,600	$104,600
55 to 64	$134,900	$168,000	$416,700	$464,900	$75,400	$107,000
65+	$141,700	$176,200	$430,500	$450,700	$79,100	$115,000
All	**$74,100**	**$94,500**	**$440,800**	**$486,300**	**$44,900**	**$64,700**

Table K.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$159,400	$198,300	$460,400	$514,000	$90,400	$127,300
Autism	$43,000	$57,100	$494,100	$541,500	$28,100	$42,500
Cerebral palsy	$179,300	$214,700	$488,700	$542,600	$118,900	$150,600
Developmental delay	$12,700	$21,700	$0	$0	$12,700	$21,700
Global developmental delay	$18,100	$27,000	$0	$0	$18,100	$27,000
Hearing impairment	$15,000	$23,900	n/a	n/a	$14,900	$23,300
Intellectual disability	$106,000	$129,500	$413,300	$447,800	$54,500	$76,600
Multiple sclerosis	$85,500	$119,200	n/a	n/a	$68,200	$104,000
Psychosocial disability	$102,200	$137,200	$358,100	$413,900	$64,500	$95,900
Spinal cord injury	$158,600	$218,200	n/a	n/a	$116,400	$174,300
Stroke	$141,600	$181,900	$496,100	$580,100	$93,200	$131,800
Visual impairment	$50,300	$71,400	n/a	n/a	$41,100	$61,700
Other neurological	$154,800	$196,900	$548,400	$580,700	$95,400	$136,800
Other physical	$69,600	$101,800	n/a	n/a	$58,100	$89,500
Other sensory/speech	$15,200	$24,600	$0	$0	$15,200	$24,600
Other	$69,700	$106,000	n/a	n/a	$55,500	$88,400
Down Syndrome	$137,900	$164,000	$376,200	$416,100	$67,800	$91,800
All	**$74,100**	**$94,500**	**$440,800**	**$486,300**	**$44,900**	**$64,700**

Table K.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$14,200	$23,400	n/a	n/a	$14,000	$23,100
2	$28,100	$49,400	$0	$0	$28,100	$49,400
3	$24,600	$36,500	n/a	n/a	$22,000	$34,000
4	$21,300	$36,700	n/a	n/a	$18,100	$32,500
5	$32,900	$46,600	n/a	n/a	$26,400	$40,400
6	$30,700	$47,100	$325,600	$387,300	$25,600	$40,900
7	$69,900	$87,700	$373,900	$422,200	$40,500	$56,600
8	$69,900	$97,500	$361,500	$421,100	$43,600	$68,700
9	$59,700	$98,400	n/a	n/a	$44,800	$82,200
10	$98,900	$131,600	$373,900	$408,300	$64,400	$97,200
11	$139,600	$161,100	$462,800	$501,700	$64,700	$90,300
12	$185,100	$220,700	$451,400	$494,700	$109,700	$144,900
13	$131,800	$158,700	$596,000	$635,200	$69,600	$96,500
14	$338,400	$391,900	$600,300	$633,200	$238,000	$296,000
15	n/a	n/a	n/a	n/a	n/a	n/a
All	**$74,100**	**$94,500**	**$440,800**	**$486,300**	**$44,900**	**$64,700**

Table K.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) – Tasmania [166]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	360.4	385.4
Core: Consumables	2.8	3.4
Core: Social and Civic	88.4	104.9
Core: Transport	2.1	2.7
Capacity Building: Choice and Control	1.4	1.5
Capacity Building: Daily Activities	7.9	13.6
Capacity Building: Employment	0.2	0.6
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	9.3	14.2
Capacity Building: Social and Civic	0.3	0.5
Capacity Building: Support Coordination	6.2	7.3
Capital: Assistive Technology	2.7	4.9
Capital: Home Modifications	2.8	5.5
All	**484.6**	**544.7**

[166] Total payments for home modifications were $2.8 million. Of which, $2.8 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and $0.02 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $5.5 million. Of which, $5.4 million (97%) has been allocated for specialised disability accommodation (SDA) supports, and $0.2 million (3%) 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 30 June 2025 ($m) – Tasmania [167]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	259.7	364.8
Core: Consumables	11.2	17.7
Core: Social and Civic	182.6	241.6
Core: Transport	11.7	10.9
Capacity Building: Choice and Control	13.8	16.2
Capacity Building: Daily Activities	78.1	174.5
Capacity Building: Employment	3.1	11.4
Capacity Building: Health and Wellbeing	0.7	1.6
Capacity Building: Home Living	0.0	0.1
Capacity Building: Lifelong learning	0.0	0.1
Capacity Building: Relationships	11.5	26.2
Capacity Building: Social and Civic	7.0	19.6
Capacity Building: Support Coordination	19.6	30.5
Capital: Assistive Technology	14.4	28.4
Capital: Home Modifications	4.7	8.4
All	**618.1**	**952.1**

Table K.40 Payments by financial year in which support was provided, compared to committed supports – Tasmania [168]

Financial year	Total Committed ($m)	Total Paid ($m)	% utilised to date
2013-14	17.0	9.5	56%
2014-15	49.5	35.3	71%
2015-16	64.4	47.4	74%
2016-17	99.4	76.9	77%
2017-18	188.5	152.6	81%
2018-19	398.8	295.4	74%
2019-20	659.0	475.7	72%
2020-21	843.8	631.3	75%
2021-22	969.5	756.6	78%
2022-23	1,174.7	883.4	75%
2023-24	1,349.7	999.0	74%
2024-25	1,468.0	1,044.7	71%

[167] Total payments for home modifications were $4.7 million. Of which, $0.8 million (17.1%) has been paid for specialised disability accommodation (SDA) supports, and $3.9 million (82.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $8.4 million. Of which, $1.1 million (13%) has been allocated for specialised disability accommodation (SDA) supports, and $7.3 million (87%) has been allocated for non-SDA supports.

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

Table K.41 Percentage change in plan budgets for active participants per quarter – Tasmania [169]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	5.2%	8.0%	6.8%	7.6%	7.2%	7.1%	5.4%	5.6%	4.2%
Interplan Inflation	7.3%	10.6%	6.4%	-1.1%	0.8%	5.5%	5.9%	5.7%	3.7%
Total Inflation	**12.4%**	**18.6%**	**13.3%**	**6.5%**	**8.0%**	**12.6%**	**11.4%**	**11.3%**	**7.8%**

[169] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables L.9).

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 Q4	Total
Access decisions	**16,578**	**532**	**17,110**
Active Eligible - Total	**11,715**	**420**	**12,135**
Active Eligible - New	9,073	420	9,493
Active Eligible - State	2,338	0	2,338
Active Eligible - Commonwealth	304	0	304
Active Participant Plans - Total	**11,612**	**423**	**12,035**
Active Participant Plans - New	<8,980	<430	9,395
Active Participant Plans - State	2,336	0	2,336
Active Participant Plans - Commonwealth	<310	<11	304
Active Participant Plans - Total	**11,612**	**423**	**12,035**
Active Participant Plans - Early Intervention (s25)	4,065	253	4,318
Active Participant Plans - Permanent Disability (s24)	7,484	69	7,553
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	63	101	164

Table L.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 - Australian Capital Territory [170]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**2,017**	**78**	**2,095**

[170] 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	4,166	94%	1,792	93%	30	79%	5,988	94%
9 to 14	1,210	88%	669	86%	44	88%	1,923	87%
15 to 18	481	90%	329	85%	23	92%	833	88%
19 to 24	332	88%	291	78%	32	82%	655	83%
25 to 34	487	84%	477	75%	22	61%	986	79%
35 to 44	549	78%	544	71%	15	52%	1,108	74%
45 to 54	613	80%	614	70%	13	52%	1,240	74%
55 to 64	713	75%	<850	n/a	<20	n/a	1,568	71%
65+	43	57%	<40	n/a	<11	n/a	80	52%
Missing	0	0%	0	n/a	0	n/a	0	0%
Total	**8,594**	**88%**	**5,595**	**79%**	**192**	**72%**	**14,381**	**84%**

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	209	94%	<100	n/a	<11	n/a	311	94%
Autism	3,228	98%	1,635	97%	120	93%	4,983	97%
Cerebral palsy	188	96%	151	95%	0	n/a	339	95%
Developmental delay	1,439	96%	<630	n/a	<11	n/a	2,076	95%
Down syndrome	132	99%	<110	n/a	<11	n/a	242	100%
Global developmental delay	261	99%	<110	n/a	<11	n/a	365	99%
Hearing impairment	248	86%	<290	n/a	<11	n/a	533	84%
Intellectual disability	862	96%	618	94%	12	80%	1,492	95%
Multiple sclerosis	65	92%	<210	n/a	<11	n/a	279	92%
Psychosocial disability	704	70%	626	59%	20	49%	1,350	64%
Spinal cord injury	74	94%	<30	n/a	<11	n/a	98	92%
Stroke	105	91%	<90	n/a	<11	n/a	192	89%
Visual impairment	110	88%	107	88%	0	n/a	217	88%
Other neurological	360	82%	<270	n/a	<11	n/a	630	80%
Other physical	267	54%	<440	n/a	<11	n/a	708	52%
Other sensory/speech	184	59%	68	54%	0	0%	252	57%
Other	158	50%	<160	n/a	<11	n/a	314	44%
Total	**8,594**	**88%**	**5,595**	**79%**	**192**	**72%**	**14,381**	**84%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	573	5%	33	8%	606	5%
Non-First Nations Participants	9,663	83%	344	81%	10,007	83%
Not Stated	1,376	12%	46	11%	1,422	12%
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status - Australian Capital Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	1,081	9%	35	8%	1,116	9%
Not culturally and linguistically diverse	10,026	86%	372	88%	10,398	86%
Not stated	505	4%	16	4%	521	4%
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 - Australian Capital Territory [171]

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

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

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.

[171] There are a further 19 active participants aged 65 years or over who are currently in residential aged care.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	<11,610	n/a	<430	n/a	12,023	100%
Population > 50,000	<20	n/a	<11	n/a	<20	n/a
Population between 15,000 and 50,000	0	0%	0	0%	0	0%
Population between 5,000 and 15,000	0	0%	0	0%	0	0%
Population less than 5,000	0	0%	0	0%	0	0%
Remote	0	0%	0	0%	0	0%
Very Remote	0	0%	0	0%	0	0%
Missing	<11	n/a	0	0%	<11	n/a
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	4,646	40%	168	40%	4,814	40%
Intellectual disability	1,344	12%	13	3%	1,357	11%
Developmental delay	1,098	9%	152	36%	1,250	10%
Psychosocial disability	<1,160	n/a	<11	n/a	1,160	10%
Hearing impairment	<480	n/a	<11	n/a	480	4%
Other neurological	427	4%	15	4%	442	4%
Global developmental delay	264	2%	28	7%	292	2%
Other physical	<520	n/a	<11	n/a	521	4%
Acquired brain injury	<240	n/a	<11	n/a	243	2%
Cerebral palsy	302	3%	0	0%	302	3%
Other	<220	n/a	<11	n/a	223	2%
Multiple sclerosis	<250	n/a	<11	n/a	248	2%
Down syndrome	225	2%	0	0%	225	2%
Visual impairment	<190	n/a	<11	n/a	190	2%
Stroke	<160	n/a	<11	n/a	157	1%
Spinal cord Injury	80	1%	0	0%	80	1%
Other sensory/speech	51	0%	0	0%	51	0%
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

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	4,814	40%	90	14%	4,724	41%
Intellectual disability	1,357	11%	189	29%	1,168	10%
Developmental delay	1,250	10%	0	0%	1,250	11%
Psychosocial disability	1,160	10%	113	18%	1,047	9%
Hearing impairment	480	4%	0	0%	480	4%
Other neurological	442	4%	51	8%	391	3%
Other physical	292	2%	0	0%	292	3%
Acquired brain injury	521	4%	<11	n/a	<520	n/a
Cerebral palsy	243	2%	52	8%	191	2%
Global developmental delay	302	3%	43	7%	259	2%
Down syndrome	223	2%	16	2%	207	2%
Other	248	2%	<11	n/a	<240	n/a
Multiple sclerosis	225	2%	44	7%	181	2%
Visual impairment	190	2%	<11	n/a	<190	n/a
Stroke	157	1%	20	3%	137	1%
Spinal cord Injury	80	1%	<11	n/a	<80	n/a
Other sensory/speech	51	0%	0	0%	51	0%
Total	**12,035**	**100%**	**642**	**100%**	**11,393**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,525	13%	160	38%	1,685	14%
2 (High Function)	33	0%	0	0%	33	0%
3 (High Function)	656	6%	43	10%	699	6%
4 (High Function)	<1,010	n/a	<11	n/a	1,013	8%
5 (High Function)	739	6%	30	7%	769	6%
6 (Moderate Function)	2,873	25%	83	20%	2,956	25%
7 (Moderate Function)	548	5%	13	3%	561	5%
8 (Moderate Function)	<680	n/a	<11	n/a	688	6%
9 (Moderate Function)	58	0%	0	0%	58	0%
10 (Moderate Function)	954	8%	16	4%	970	8%
11 (Low Function)	<310	n/a	<11	n/a	303	3%
12 (Low Function)	1,121	10%	21	5%	1,142	9%
13 (Low Function)	<700	n/a	<11	n/a	700	6%
14 (Low Function)	<150	n/a	<11	n/a	148	1%
15 (Low Function)	0	0%	0	0%	0	0%
Missing	279	2%	31	7%	310	3%
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	2,203	19%	239	57%	2,442	20%
9 to 14	2,251	19%	62	15%	2,313	19%
15 to 18	1,168	10%	25	6%	1,193	10%
19 to 24	<1,150	n/a	<20	n/a	1,163	10%
25 to 34	1,158	10%	21	5%	1,179	10%
35 to 44	883	8%	17	4%	900	7%
45 to 54	1,012	9%	21	5%	1,033	9%
55 to 64	1,011	9%	21	5%	1,032	9%
65+	<780	n/a	<11	n/a	780	6%
Total	**11,612**	**100%**	**423**	**100%**	**12,035**	**100%**

Table L.14 Participation rates by age group and gender as at 30 June 2025 - Australian Capital Territory [172]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7%	3%	5%
9 to 14	9%	4%	7%
15 to 18	6%	4%	5%
19 to 24	4%	2%	3%
25 to 44	1%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**3%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**3%**

Table L.15 Proportion of active participants with approved plans accessing mainstream supports - Australian Capital Territory [173]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	3%	3%	3%
Daily life	12%	11%	12%
Health and wellbeing	73%	79%	74%
Learning	40%	44%	40%
Relationships	4%	4%	4%
Social and community activities	9%	9%	9%
Where I live	3%	3%	3%
Work	7%	4%	7%
Unknown	4%	n/a	4%
Any mainstream service	**96%**	**96%**	**96%**

[172] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[173] 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 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables L.16 to L.20).

Table L.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=529), and ‘participant social and community engagement rate’ (n=530), and the metric for 'family and carer employment rate' (n=582) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=241) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	18%	11%	26%	26%
Participant employment rate - Aged 25 to 34 years	43%	41%	39%	26%
Participant employment rate - Aged 35 to 44 years	45%	33%	41%	26%
Participant employment rate - Aged 45 to 54 years	34%	35%	35%	26%
Participant employment rate - Aged 55 to 64 years	30%	22%	20%	26%
Participant employment rate - Aged 65+ years	26%	n/a	16%	26%
Participant employment rate - Aged 25 to 64 years	38%	33%	34%	26%
Participant employment rate - Aged 15 to 64 years	33%	28%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	36%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	41%	40%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	39%	33%	46%
Participant social and community engagement rate - Aged 45 to 54 years	26%	33%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	51%	48%	46%
Participant social and community engagement rate - Aged 65+ years	52%	n/a	65%	46%
Participant social and community engagement rate - Aged 25+ years	34%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	33%	40%	38%	46%
Family and carer employment rate - Aged 0 to 14 years	61%	65%	67%	n/a
Family and carer employment rate - Aged 15+ years	63%	65%	63%	n/a
Family and carer employment rate - All ages	61%	65%	66%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	70%	n/a
Participant Choice and Control - Aged 25+ years	n/a	72%	80%	n/a
Participant Choice and Control - Aged 15+ years	n/a	70%	78%	n/a

Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=469), and 'participant social and community engagement rate' (n=469), and the metric for 'family and carer employment rate' (n=371) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=317) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	18%	18%	28%	23%	26%
Participant employment rate - Aged 25 to 34 years	35%	33%	31%	39%	26%
Participant employment rate - Aged 35 to 44 years	40%	37%	21%	35%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	29%	30%	26%
Participant employment rate - Aged 55 to 64 years	22%	23%	19%	22%	26%
Participant employment rate - Aged 65+ years	16%	14%	n/a	6%	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	25%	32%	26%
Participant employment rate - Aged 15 to 64 years	30%	30%	26%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	32%	31%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	24%	29%	33%	36%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	43%	41%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	48%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	43%	54%	46%	46%
Participant social and community engagement rate - Aged 65+ years	56%	57%	n/a	53%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	39%	41%	46%
Family and carer employment rate - Aged 0 to 14 years	51%	54%	58%	57%	n/a
Family and carer employment rate - Aged 15+ years	60%	65%	73%	55%	n/a
Family and carer employment rate - All ages	53%	57%	62%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	75%	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	84%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	82%	n/a

Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=336), and 'participant social and community engagement rate' (n=339), and the metric for 'family and carer employment rate' (n=193) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=282) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	12%	25%	26%	n/a	43%	26%
Participant employment rate - Aged 25 to 34 years	30%	33%	36%	37%	42%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	35%	41%	31%	26%
Participant employment rate - Aged 45 to 54 years	31%	39%	37%	35%	32%	26%
Participant employment rate - Aged 55 to 64 years	33%	25%	29%	18%	24%	26%
Participant employment rate - Aged 65+ years	21%	21%	14%	n/a	10%	26%
Participant employment rate - Aged 25 to 64 years	30%	32%	35%	34%	33%	26%
Participant employment rate - Aged 15 to 64 years	27%	30%	33%	32%	35%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	43%	39%	27%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	40%	50%	57%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	37%	45%	47%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	50%	58%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	39%	38%	52%	48%	46%
Participant social and community engagement rate - Aged 65+ years	29%	26%	25%	n/a	32%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	44%	50%	46%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	43%	47%	46%	46%
Family and carer employment rate - Aged 0 to 14 years	54%	57%	59%	61%	64%	n/a
Family and carer employment rate - Aged 15+ years	59%	52%	n/a	n/a	65%	n/a
Family and carer employment rate - All ages	55%	56%	63%	63%	64%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	66%	52%	66%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	73%	80%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	71%	72%	78%	n/a

Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=266), and 'participant social and community engagement rate' (n=264), and the metric for 'family and carer employment rate' (n=120) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and the metric for 'participant choice and control' (n=213) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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%	21%	27%	26%	n/a	44%	26%
Participant employment rate - Aged 25 to 34 years	52%	49%	48%	52%	n/a	48%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	26%	33%	n/a	27%	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	23%	23%	25%	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	33%	31%	31%	31%	31%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	31%	30%	31%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	41%	41%	54%	n/a	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	52%	49%	52%	41%	n/a	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	28%	41%	41%	45%	n/a	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	29%	39%	33%	n/a	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	26%	34%	52%	38%	n/a	35%	46%
Participant social and community engagement rate - Aged 65+ years	44%	50%	n/a	n/a	n/a	44%	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	44%	41%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	44%	43%	44%	45%	46%
Family and carer employment rate - Aged 0 to 14 years	54%	56%	60%	n/a	n/a	77%	n/a
Family and carer employment rate - Aged 15+ years	56%	60%	n/a	n/a	n/a	67%	n/a
Family and carer employment rate - All ages	55%	57%	61%	58%	n/a	73%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	72%	66%	69%	78%	n/a
Participant Choice and Control - Aged 25+ years	n/a	76%	82%	79%	82%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	73%	79%	75%	78%	80%	n/a

Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=383), and 'participant social and community engagement rate' (n=383), and the metric for 'family and carer employment rate' (n=118) 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=335) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	3%	9%	10%	n/a	n/a	n/a	48%	26%
Participant employment rate - Aged 25 to 34 years	28%	34%	33%	37%	n/a	n/a	43%	26%
Participant employment rate - Aged 35 to 44 years	40%	46%	45%	43%	38%	n/a	44%	26%
Participant employment rate - Aged 45 to 54 years	38%	39%	31%	36%	41%	39%	30%	26%
Participant employment rate - Aged 55 to 64 years	29%	25%	25%	28%	22%	n/a	16%	26%
Participant employment rate - Aged 65+ years	14%	14%	4%	4%	n/a	n/a	9%	26%
Participant employment rate - Aged 25 to 64 years	34%	36%	34%	36%	34%	29%	33%	26%
Participant employment rate - Aged 15 to 64 years	31%	34%	31%	36%	32%	31%	34%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	30%	33%	n/a	n/a	n/a	28%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	42%	54%	41%	n/a	n/a	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	42%	52%	55%	55%	n/a	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	47%	41%	53%	57%	59%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	43%	48%	37%	39%	n/a	46%	46%
Participant social and community engagement rate - Aged 65+ years	37%	38%	50%	54%	n/a	n/a	47%	46%
Participant social and community engagement rate - Aged 25+ years	39%	43%	49%	48%	50%	49%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	42%	47%	47%	50%	48%	45%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	47%	49%	40%	n/a	n/a	63%	n/a
Family and carer employment rate - Aged 15+ years	68%	69%	67%	n/a	n/a	n/a	72%	n/a
Family and carer employment rate - All ages	54%	56%	56%	51%	48%	n/a	67%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	73%	67%	70%	85%	80%	n/a
Participant Choice and Control - Aged 25+ years	n/a	73%	73%	77%	79%	88%	87%	n/a
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	75%	77%	87%	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 Q4. Table L.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table L.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables L.22 and L.24).

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 Q4), 'Community Connections' (n = 172 in Prior Quarters, n = n/a in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 182 in Prior Quarters, n = 41 in 2024-25 Q4), 'Plan Approval' (n = 491 in Prior Quarters, n = 156 in 2024-25 Q4), 'Plan Implementation' (n = 271 in Prior Quarters, n = 61 in 2024-25 Q4) and 'Plan Reassessment' (n = 690 in Prior Quarters, n = 242 in 2024-25 Q4) - Australian Capital Territory [174] [175]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	75%	n/a
Community Connections - Was communication in your preferred format?	90%	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?	65%	n/a
Community Connections - To what extent were your circumstances and needs considered?	69%	n/a
Community Connections - To what extent were you included in decisions that were made?	63%	n/a
Community Connections - How confident are you in reaching out to community supports and other government services?	43%	n/a
Apply for NDIS (overall) - Were you treated with respect?	95%	95%
Apply for NDIS (overall) - Were decisions and outcomes explained to you?	72%	82%
Apply for NDIS (overall) - Was information easy to understand?	60%	68%
Apply for NDIS (overall) - Was communication in your preferred format?	78%	76%
Apply for NDIS (overall) - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	49%	51%
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	50%	54%
Plan Approval - Were you treated with respect?	91%	94%

[174] 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.
[175] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
Plan Approval - Were decisions and outcomes explained to you?	76%	82%
Plan Approval - Were your questions and concerns acknowledged?	82%	77%
Plan Approval - Do you know where to go for more help with using your plan?	85%	87%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	54%	51%
Plan Approval - How well does your NDIS plan meet your needs?	58%	57%
Plan Implementation - Do you know where to go for more help with using your plan?	86%	90%
Plan Implementation - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	58%	64%
Plan Implementation - To what extent were your circumstances and needs considered?	60%	66%
Plan Implementation - Did you feel prepared for your plan implementation meeting?	55%	64%
Plan Implementation - Do you feel confident in using your plan?	61%	61%
Plan Implementation - Do you feel confident in accessing supports?	59%	56%
Plan Reassessment - Were you able to connect with the NDIS in your preferred way?	79%	89%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	59%	61%
Plan Reassessment - To what extent were your circumstances and needs considered?	60%	65%
Plan Reassessment - To what extent were you included in decisions that were made?	62%	69%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	63%	66%
Plan Reassessment - Do you feel confident in using your plan?	67%	66%
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?	75%	79%

Table L.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Australian Capital Territory [176] [177]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	0	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<110	<20	<120	<110
Participants: Complaints about service providers	<200	<11	208	178
Participants: Complaints about the Agency	4,345	153	4,498	2,166
Participants: Unclassified	164	0	164	140
Participants: Total	**4,814**	**172**	**4,986**	**2,357**
Percentage of the number of active participants	6.8%	5.8%	6.8%	n/a
New Participant Critical Incidents (PCIs)	**618**	**59**	**677**	**n/a**

[176] 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.
[177] Note that 57% 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	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	153	7%	2,736	7%
Sep-22	161	7%	2,897	7%
Dec-22	147	6%	3,044	7%
Mar-23	131	5%	3,175	6%
Jun-23	113	4%	3,288	6%
Sep-23	142	5%	3,430	6%
Dec-23	160	6%	3,590	6%
Mar-24	226	8%	3,816	6%
Jun-24	235	9%	4,051	6%
Sep-24	246	9%	4,297	7%
Dec-24	261	9%	4,558	7%
Mar-25	256	9%	4,814	7%
Jun-25	172	6%	4,986	7%

Table L.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Australian Capital Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	36	1%	435	1%
Jun-24	33	1%	468	1%
Sep-24	34	1%	502	1%
Dec-24	56	2%	558	1%
Mar-25	60	2%	618	1%
Jun-25	59	2%	677	1%

Table L.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Australian Capital Territory [178]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	187	4%	0	0%	187	4%
Complaints about the Agency - Information unclear	45	1%	0	0%	45	1%
Complaints about the Agency - NDIA Access	<120	n/a	<11	n/a	125	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	<240	n/a	<11	n/a	239	5%
Complaints about the Agency - NDIA Fraud and Compliance	<30	n/a	<11	n/a	24	1%
Complaints about the Agency - NDIA Plan	891	21%	32	21%	923	21%
Complaints about the Agency - NDIA Process	416	10%	26	17%	442	10%
Complaints about the Agency - NDIA Resources	<60	n/a	<11	n/a	60	1%
Complaints about the Agency - NDIA Staff	256	6%	21	14%	277	6%
Complaints about the Agency - NDIA Timeliness	960	22%	55	36%	1,015	23%
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	134	3%	0	0%	134	3%
Complaints about the Agency - Staff conduct - Agency	28	1%	0	0%	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	73	2%	0	0%	73	2%
Complaints about the Agency - Timeliness	411	9%	0	0%	411	9%
Complaints about the Agency - Other	473	11%	0	0%	473	11%
Complaints about the Agency - Total	**4,345**	**100%**	**153**	**100%**	**4,498**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about Early Connections Partner - Early Connections Plan	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%
Complaints about Early Connections Partner - Total	**<11**	**n/a**	**0**	**0%**	**<11**	**n/a**
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	13%	0	0%	13	12%
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<20	n/a	<11	n/a	15	13%
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<60	n/a	<11	n/a	59	53%

[178] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Complaints about Local Area Coordination (LAC) Partner - LAC Timeliness	<20	n/a	<11	n/a	23	21%
Complaints about Local Area Coordination (LAC) Partner - Other	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - Total	**101**	**100%**	**11**	**100%**	**112**	**100%**
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	13	7%	0	0%	13	6%
Complaints about service providers - Provider Fraud and Compliance	<30	n/a	<11	n/a	24	12%
Complaints about service providers - Provider Process	15	8%	0	0%	15	7%
Complaints about service providers - Provider Service	<50	n/a	<11	n/a	48	23%
Complaints about service providers - Provider Staff	<40	n/a	<11	n/a	39	19%
Complaints about service providers - Service Delivery	20	10%	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	7%	0	0%	14	7%
Complaints about service providers - Other	20	10%	0	0%	20	10%
Complaints about service providers - Total	**<200**	**n/a**	**<11**	**n/a**	**208**	**100%**
Unclassified	**164**	**n/a**	**0**	**n/a**	**164**	**n/a**
Participants total	**4,814**	**n/a**	**172**	**n/a**	**4,986**	**n/a**

Table L.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	<320	n/a	<11	n/a	324	25%
Planning	890	69%	23	66%	913	69%
Compensation	<11	n/a	0	0%	<11	n/a
Jurisdiction	42	3%	0	0%	42	3%
Extension of Time	14	1%	0	0%	<20	n/a
Other	<20	n/a	<11	n/a	15	1%
Total cases	**1,283**	**100%**	**35**	**100%**	**1,318**	**100%**
Percentage of the number of active participants	**1.8%**	**n/a**	**1.2%**	**n/a**	**1.8%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	80	3%	1,283	2%
Jun-25	35	1%	1,318	2%

Table L.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Australian Capital Territory [179]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**1,318**	**1,186**
Open ART Cases	**169**	**163**
Closed ART Cases	**1,149**	**1,040**
Resolved before hearing	1,110	1,006
Gone to hearing and received a substantive decision	39	34

[179] 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 [180] [181] [182]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	<20	<11	16
Core (excluding Consumables and Transport)	<140	<11	144
Capacity Building	<170	<11	172
General Support	<50	<11	52
Assistive Technology	<70	<11	65
Specialist Disability Accommodation	<30	<11	26
Home Modifications	<20	0	<20
Supported Independent Living	<70	<11	68
Everyday Living Costs	<20	<11	16
Transport	<40	<11	35
Other	0	0	0
Total number of unique participants counted across disputed supports	**298**	**13**	**311**
Total number of instances of participants counted across disputed supports	**574**	**31**	**605**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<40**	**n/a**	**<11**	**n/a**	**39**	**3%**
Decided by Tribunal - Affirmed	<20	n/a	<11	n/a	22	2%
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	<20	n/a	<11	n/a	13	1%
Not Decided by Tribunal - Total	**<1,060**	**n/a**	**<60**	**n/a**	**1,110**	**97%**
Not Decided by Tribunal - Resolved by consent	<730	n/a	<40	n/a	759	66%
Not Decided by Tribunal - Withdrawn	<260	n/a	<20	n/a	268	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	63	6%	0	n/a	63	5%
Not Decided by Tribunal - Other	0	n/a	0	n/a	0	n/a
Total	**1,093**	**100%**	**56**	**100%**	**1,149**	**100%**

[180] 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.
[181] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[182] 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 funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table L.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table L.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table L.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table L.32).

Table L.31 Number of active providers in 2024-25 Q4 by registration status and funds management type - Australian Capital Territory [183]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	333	0	333
Plan-managed	862	2,484	3,330
Self-managed	476	2,845	3,316
All funds management types	**1,066**	**4,405**	**5,454**

Table L.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) - Australian Capital Territory [184] [185]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	52	0	52
Plan-managed	70	26	97
Self-managed	10	12	25
All funds management types	**132**	**38**	**174**

[183] 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.
[184] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[185] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables L.33 to L.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables L.35 to L.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables L.38 to L.40).

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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	3.1%	3.0%
$5,001-$10,000	6.8%	6.6%
$10,001-$15,000	12.0%	11.8%
$15,001-$20,000	16.2%	16.5%
$20,001-$25,000	11.0%	11.3%
$25,001-$30,000	5.5%	5.5%
$30,001-$50,000	14.2%	14.0%
$50,001-$100,000	13.8%	13.8%
$100,001-$150,000	5.3%	5.2%
$150,001-$200,000	2.5%	2.5%
$200,001-$250,000	1.7%	1.7%
$250,001+	8.1%	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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	3.3%	3.1%
$5,001-$10,000	7.2%	7.0%
$10,001-$15,000	12.7%	12.4%
$15,001-$20,000	17.1%	17.5%
$20,001-$25,000	11.6%	11.9%
$25,001-$30,000	5.8%	5.8%
$30,001-$50,000	15.0%	14.8%
$50,001-$100,000	14.6%	14.6%
$100,001-$150,000	5.5%	5.4%
$150,001-$200,000	2.6%	2.6%
$200,001-$250,000	1.6%	1.6%
$250,001+	3.1%	3.2%

Table L.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$18,600	$25,800	n/a	n/a	$18,600	$25,800
9 to 14	$21,300	$27,200	n/a	n/a	$21,200	$27,200
15 to 18	$26,600	$38,100	n/a	n/a	$23,900	$35,700
19 to 24	$53,300	$74,600	$438,200	$504,300	$36,600	$56,900
25 to 34	$78,800	$101,000	$434,300	$468,000	$45,700	$68,500
35 to 44	$108,600	$127,200	$442,500	$473,400	$62,800	$84,400
45 to 54	$105,500	$133,700	$381,500	$423,100	$59,500	$86,500
55 to 64	$122,400	$151,200	$404,300	$442,600	$71,200	$98,900
65+	$109,600	$139,100	$402,500	$447,200	$72,400	$96,900
All	**$58,800**	**$74,300**	**$412,600**	**$453,200**	**$37,900**	**$53,000**

Table L.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$170,200	$205,200	$432,100	$460,100	$104,900	$135,800
Autism	$32,300	$42,700	$462,400	$497,900	$23,500	$34,000
Cerebral palsy	$131,400	$154,700	$478,300	$523,000	$73,700	$93,600
Developmental delay	$13,500	$21,300	$0	$0	$13,500	$21,300
Global developmental delay	$17,700	$29,400	$0	$0	$17,700	$29,400
Hearing impairment	$5,800	$13,300	$0	$0	$5,800	$13,300
Intellectual disability	$101,700	$119,500	$407,600	$441,100	$50,100	$67,500
Multiple sclerosis	$98,200	$119,200	n/a	n/a	$77,500	$101,600
Psychosocial disability	$81,900	$105,800	$318,900	$362,000	$56,100	$78,100
Spinal cord injury	$171,300	$208,700	n/a	n/a	$144,700	$181,800
Stroke	$148,800	$190,800	$524,600	$623,100	$93,800	$127,700
Visual impairment	$28,000	$43,400	n/a	n/a	$25,500	$40,600
Other neurological	$127,000	$164,000	$456,500	$498,900	$83,700	$120,400
Other physical	$54,500	$80,500	n/a	n/a	$47,700	$73,700
Other sensory/speech	$5,400	$13,800	$0	$0	$5,400	$13,800
Other	$95,900	$134,600	n/a	n/a	$70,100	$108,300
Down Syndrome	$128,400	$158,900	$334,300	$379,200	$79,700	$105,300
All	**$58,800**	**$74,300**	**$412,600**	**$453,200**	**$37,900**	**$53,000**

Table L.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$12,100	$20,600	n/a	n/a	$11,900	$20,400
2	$15,900	$29,800	$0	$0	$15,900	$29,800
3	$17,600	$27,300	n/a	n/a	$15,600	$25,400
4	$12,800	$23,300	n/a	n/a	$11,200	$21,900
5	$21,200	$33,500	n/a	n/a	$19,200	$31,300
6	$19,500	$33,000	n/a	n/a	$18,500	$31,600
7	$55,500	$64,300	$335,400	$360,000	$40,000	$48,800
8	$52,000	$76,000	$331,500	$383,500	$41,800	$65,400
9	$64,700	$89,600	n/a	n/a	$48,500	$73,400
10	$87,600	$115,800	$322,300	$347,900	$66,500	$95,000
11	$135,800	$158,000	$380,500	$424,100	$69,500	$86,800
12	$195,400	$232,000	$423,200	$462,800	$125,000	$162,900
13	$132,700	$150,600	$494,000	$537,700	$75,600	$86,100
14	$314,600	$341,100	$495,400	$533,100	$213,600	$227,600
15	n/a	n/a	n/a	n/a	n/a	n/a
All	**$58,800**	**$74,300**	**$412,600**	**$453,200**	**$37,900**	**$53,000**

Table L.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Australian Capital Territory [186]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	207.3	214.4
Core: Consumables	2.0	2.2
Core: Social and Civic	34.5	44.0
Core: Transport	1.2	1.4
Capacity Building: Choice and Control	0.7	0.8
Capacity Building: Daily Activities	5.5	8.7
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	4.3	6.8
Capacity Building: Social and Civic	0.1	0.2
Capacity Building: Support Coordination	2.9	3.7
Capital: Assistive Technology	1.9	4.2
Capital: Home Modifications	1.8	3.8
All	**262.2**	**291.0**

Table L.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Australian Capital Territory [187]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	171.3	230.9
Core: Consumables	7.2	11.9
Core: Social and Civic	95.2	121.8
Core: Transport	12.7	7.3
Capacity Building: Choice and Control	7.5	9.0
Capacity Building: Daily Activities	74.0	137.5
Capacity Building: Employment	2.8	8.9
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	7.0	14.8
Capacity Building: Social and Civic	5.0	13.0
Capacity Building: Support Coordination	10.5	16.8
Capital: Assistive Technology	9.6	22.9

[186] Total payments for home modifications were $1.8 million. Of which, $1.8 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were $3.8 million. Of which, $3.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

[187] Total payments for home modifications were $3.7 million. Of which, $2.6 million (69.8%) has been paid for specialised disability accommodation (SDA) supports, and $1.1 million (30.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.3 million. Of which, $3.2 million (51%) has been allocated for specialised disability accommodation (SDA) supports, and $3.0 million (49%) has been allocated for non-SDA supports.

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Capital: Home Modifications	3.7	6.3
All	**407.9**	**603.4**

Table L.40 Payments by financial year in which support was provided, compared to committed supports - Australian Capital Territory [188]

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	126.1	109.7	87%
2016-17	263.9	179.6	68%
2017-18	304.1	220.3	72%
2018-19	366.0	275.5	75%
2019-20	460.1	337.4	73%
2020-21	554.3	415.5	75%
2021-22	606.2	474.0	78%
2022-23	713.6	541.7	76%
2023-24	810.3	615.7	76%
2024-25	880.3	636.9	72%

Table L.41 Percentage change in plan budgets for active participants per quarter - Australian Capital Territory [189]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	5.0%	7.6%	4.2%	3.0%	5.8%	7.0%	5.6%	3.7%	3.6%
Interplan Inflation	5.2%	4.9%	2.3%	2.9%	4.9%	5.9%	4.9%	3.5%	6.1%
Total Inflation	**10.2%**	**12.5%**	**6.5%**	**5.9%**	**10.7%**	**12.9%**	**10.5%**	**7.2%**	**9.8%**

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

[189] 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

Adapting to the new computer system and processes has impacted some data detailed in this supplement. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; ‘other’ gender; missing data about reported level of function, ‘access met’ and first planning decisions; and ‘other disability’ types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this supplement, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this supplement, 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.

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

There are five parts to this supplement.

Part One: Participants and their plans

The number of participants residing in remote and very remote areas is based on the Modified Monash Model measure of remoteness (Tables M.9).

Table M.1 Active participants by quarter of entry, by service previously received and entry type - Northern Territory

Participant breakdown	Prior Quarters	2024-25 Q4	Total
Access decisions	**8,616**	**281**	**8,897**
Active Eligible - Total	**6,455**	**224**	**6,679**
Active Eligible - New	<4,530	<230	4,750
Active Eligible - State	<1,540	<11	1,534
Active Eligible - Commonwealth	395	0	395
Active Participant Plans - Total	**6,325**	**212**	**6,537**
Active Participant Plans - New	<4,410	<210	4,616
Active Participant Plans - State	<1,530	<11	1,527
Active Participant Plans - Commonwealth	394	0	394
Active Participant Plans - Total	**6,325**	**212**	**6,537**
Active Participant Plans - Early Intervention (s25)	2,157	113	2,270
Active Participant Plans - Permanent Disability (s24)	4,123	55	4,178
Active Participant Plans - Both Early Intervention and Permanent Disability (s25 and s24)	45	44	89

Table M.2 People who have left the Scheme since 1 July 2013 as at 30 June 2025 - Northern Territory [190]

People leaving the Scheme	Prior Quarters	2024-25 Q4	Total
Number of people who have left the Scheme	**888**	**47**	**935**

[190] 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	2,124	96%	872	96%	11	92%	3,007	96%
9 to 14	682	88%	<320	n/a	<11	n/a	995	87%
15 to 18	289	87%	<160	n/a	<11	n/a	450	85%
19 to 24	227	85%	<110	n/a	<11	n/a	336	84%
25 to 34	359	87%	<220	n/a	<11	n/a	577	83%
35 to 44	408	85%	<300	n/a	<11	n/a	706	83%
45 to 54	440	82%	<350	n/a	<11	n/a	789	79%
55 to 64	460	80%	<370	n/a	<11	n/a	831	77%
65+	13	46%	16	53%	0	0%	29	49%
Missing	0	n/a	0	n/a	0	n/a	0	n/a
Total	**5,002**	**89%**	**2,678**	**84%**	**40**	**63%**	**7,720**	**87%**

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	285	93%	115	92%	0	n/a	400	92%
Autism	1,287	98%	509	98%	21	95%	1,817	98%
Cerebral palsy	117	98%	99	97%	0	0%	216	97%
Developmental delay	786	97%	<310	n/a	<11	n/a	1,098	97%
Down syndrome	57	100%	54	100%	0	n/a	111	100%
Global developmental delay	221	100%	83	97%	0	n/a	304	99%
Hearing impairment	127	87%	<130	n/a	<11	n/a	256	84%
Intellectual disability	785	94%	<480	n/a	<11	n/a	1,267	94%
Multiple sclerosis	<11	n/a	<30	n/a	0	n/a	28	90%
Psychosocial disability	510	77%	<190	n/a	<11	n/a	703	71%
Spinal cord injury	82	96%	31	97%	0	n/a	113	97%
Stroke	143	91%	<160	n/a	<11	n/a	298	89%
Visual impairment	47	82%	52	83%	0	n/a	99	83%
Other neurological	181	80%	143	78%	0	0%	324	79%
Other physical	153	57%	161	60%	0	0%	314	58%
Other sensory/speech	<30	n/a	<11	n/a	0	n/a	29	39%
Other	190	62%	<150	n/a	<11	n/a	343	60%
Total	**5,002**	**89%**	**2,678**	**84%**	**40**	**63%**	**7,720**	**87%**

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,279	52%	102	48%	3,381	52%
Non-First Nations Participants	2,590	41%	85	40%	2,675	41%
Not Stated	456	7%	25	12%	481	7%
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status - Northern Territory

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	<340	n/a	<11	n/a	341	5%
Not culturally and linguistically diverse	5,831	92%	196	92%	6,027	92%
Not stated	<160	n/a	<20	n/a	169	3%
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 30 June 2025 - Northern Territory [191]

Age group	Total number of active participants
Under 45	0
45 to 54	0
55 to 64	0
Total YPIRAC (under 65)	**0**

[191] 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 [192]

Quarter ending	Incremental	Cumulative
Jun-22	<11	25
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
Jun-25	0	0

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Major cities	0	0%	0	0%	0	0%
Population > 50,000	3,598	57%	121	57%	3,719	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	<80	n/a	<11	n/a	<90	n/a
Remote	<1,370	n/a	<40	n/a	1,400	21%
Very Remote	1,282	20%	50	24%	1,332	20%
Missing	<11	n/a	0	0%	<11	n/a
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

[192] 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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Autism	1,702	27%	56	26%	1,758	27%
Intellectual disability	1,133	18%	24	11%	1,157	18%
Developmental delay	719	11%	58	27%	777	12%
Psychosocial disability	622	10%	11	5%	633	10%
Hearing impairment	<240	n/a	<11	n/a	239	4%
Other neurological	<230	n/a	<11	n/a	228	3%
Global developmental delay	252	4%	14	7%	266	4%
Other physical	<190	n/a	<11	n/a	189	3%
Acquired brain injury	<330	n/a	<11	n/a	333	5%
Cerebral palsy	<200	n/a	<11	n/a	201	3%
Other	204	3%	15	7%	219	3%
Multiple sclerosis	<20	n/a	<11	n/a	19	0%
Down syndrome	<110	n/a	<11	n/a	107	2%
Visual impairment	<80	n/a	<11	n/a	75	1%
Stroke	210	3%	11	5%	221	3%
Spinal cord Injury	<90	n/a	<11	n/a	91	1%
Other sensory/speech	24	0%	0	0%	24	0%
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

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	1,758	27%	36	6%	1,722	29%
Intellectual disability	1,157	18%	165	26%	992	17%
Developmental delay	777	12%	0	0%	777	13%
Psychosocial disability	633	10%	97	16%	536	9%
Hearing impairment	239	4%	<11	n/a	<240	n/a
Other neurological	228	3%	37	6%	191	3%
Other physical	266	4%	0	0%	266	4%
Acquired brain injury	189	3%	<11	n/a	<180	n/a
Cerebral palsy	333	5%	98	16%	235	4%
Global developmental delay	201	3%	62	10%	139	2%
Down syndrome	219	3%	27	4%	192	3%
Other	19	0%	<11	n/a	<20	n/a
Multiple sclerosis	107	2%	15	2%	92	2%
Visual impairment	75	1%	<11	n/a	<70	n/a
Stroke	221	3%	49	8%	172	3%
Spinal cord Injury	91	1%	21	3%	70	1%
Other sensory/speech	24	0%	0	0%	24	0%
Total	**6,537**	**100%**	**623**	**100%**	**5,914**	**100%**

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 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
1 (High Function)	980	15%	26	12%	1,006	15%
2 (High Function)	<11	n/a	0	0%	<11	n/a
3 (High Function)	404	6%	17	8%	421	6%
4 (High Function)	<260	n/a	<11	n/a	263	4%
5 (High Function)	456	7%	11	5%	467	7%
6 (Moderate Function)	1,161	18%	29	14%	1,190	18%
7 (Moderate Function)	<330	n/a	<11	n/a	331	5%
8 (Moderate Function)	<480	n/a	<11	n/a	478	7%
9 (Moderate Function)	31	0%	0	0%	31	0%
10 (Moderate Function)	<660	n/a	<11	n/a	663	10%
11 (Low Function)	<130	n/a	<11	n/a	132	2%
12 (Low Function)	568	9%	12	6%	580	9%
13 (Low Function)	<380	n/a	<11	n/a	378	6%
14 (Low Function)	115	2%	0	0%	115	2%
15 (Low Function)	<11	n/a	0	0%	<11	n/a
Missing	392	6%	84	40%	476	7%
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

Table M.13 Participant profile per quarter by age group - Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
0 to 8	1,489	24%	101	48%	1,590	24%
9 to 14	1,197	19%	40	19%	1,237	19%
15 to 18	<600	n/a	<11	n/a	609	9%
19 to 24	<510	n/a	<11	n/a	513	8%
25 to 34	514	8%	13	6%	527	8%
35 to 44	<590	n/a	<11	n/a	595	9%
45 to 54	597	9%	11	5%	608	9%
55 to 64	599	9%	23	11%	622	10%
65+	236	4%	0	0%	236	4%
Total	**6,325**	**100%**	**212**	**100%**	**6,537**	**100%**

Table M.14 Participation rates by age group and gender as at 30 June 2025 - Northern Territory [193]

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 8	7%	3%	5%
9 to 14	8%	3%	6%
15 to 18	6%	3%	4%
19 to 24	3%	2%	3%
25 to 44	2%	1%	1%
45 to 64	2%	2%	2%
65+	1%	1%	1%
Total (0-64)	**3%**	**2%**	**3%**
Total (All ages)	**3%**	**2%**	**2%**

Table M.15 Proportion of active participants with approved plans accessing mainstream supports - Northern Territory [194]

Mainstream service	Prior Quarters	2024-25 Q4	Total
Choice and control over my life	5%	8%	6%
Daily life	20%	18%	20%
Health and wellbeing	69%	75%	70%
Learning	30%	32%	31%
Relationships	4%	3%	4%
Social and community activities	7%	4%	7%
Where I live	2%	3%	2%
Work	3%	2%	3%
Unknown	6%	n/a	5%
Any mainstream service	**95%**	**94%**	**95%**

[193] Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of 'Other'. The participation rates for this group are included within the total rates.
[194] 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 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. The results are based on responses provided to the outcomes framework questionnaires. For the June 2025 quarter, valid responses that were previously marked as missing are now included in the results.

Targets are not provided for ‘family and carer employment rate’ and ‘participant choice and control’, as the NDIA corporate plan no longer lists these as performance measures (Tables M.16 to M.20).

Table M.16 Progress against the NDIA’s corporate plan metrics for ‘participant employment rate’ (n=403), and ‘participant social and community engagement rate’ (n=404), and the metric for 'family and carer employment rate' (n=274) at entry, first (R1) and second (R2) plan reassessment, and the metric for 'participant choice and control' (n=171) at first (R1) and second (R2) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	11%	14%	18%	26%
Participant employment rate - Aged 25 to 34 years	16%	13%	15%	26%
Participant employment rate - Aged 35 to 44 years	11%	15%	8%	26%
Participant employment rate - Aged 45 to 54 years	20%	10%	23%	26%
Participant employment rate - Aged 55 to 64 years	4%	3%	7%	26%
Participant employment rate - Aged 65+ years	21%	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	13%	11%	13%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	47%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	53%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	44%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	48%	47%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	41%	48%	48%	46%
Participant social and community engagement rate - Aged 65+ years	21%	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	49%	44%	46%
Participant social and community engagement rate - Aged 15+ years	40%	49%	44%	46%
Family and carer employment rate - Aged 0 to 14 years	50%	59%	55%	n/a
Family and carer employment rate - Aged 15+ years	48%	60%	55%	n/a
Family and carer employment rate - All ages	49%	59%	55%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	56%	n/a
Participant Choice and Control - Aged 25+ years	n/a	52%	67%	n/a
Participant Choice and Control - Aged 15+ years	n/a	53%	64%	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=298), and the metric for 'family and carer employment rate' (n=208) at entry, first (R1), second (R2) and third (R3) plan reassessment, and the metric for 'participant choice and control' (n=133) at first (R1), second (R2) and third (R3) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	5%	7%	0%	11%	26%
Participant employment rate - Aged 25 to 34 years	17%	27%	n/a	17%	26%
Participant employment rate - Aged 35 to 44 years	15%	17%	n/a	17%	26%
Participant employment rate - Aged 45 to 54 years	13%	16%	8%	10%	26%
Participant employment rate - Aged 55 to 64 years	14%	9%	n/a	16%	26%
Participant employment rate - Aged 65+ years	17%	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	17%	8%	15%	26%
Participant employment rate - Aged 15 to 64 years	12%	15%	6%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	36%	33%	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	38%	52%	n/a	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	32%	25%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	28%	39%	n/a	40%	46%
Participant social and community engagement rate - Aged 65+ years	42%	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	34%	37%	31%	42%	46%
Participant social and community engagement rate - Aged 15+ years	34%	37%	32%	40%	46%
Family and carer employment rate - Aged 0 to 14 years	55%	64%	65%	55%	n/a
Family and carer employment rate - Aged 15+ years	57%	65%	n/a	61%	n/a
Family and carer employment rate - All ages	55%	64%	64%	57%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	66%	n/a
Participant Choice and Control - Aged 25+ years	n/a	69%	65%	77%	n/a
Participant Choice and Control - Aged 15+ years	n/a	68%	67%	74%	n/a

Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=276), and 'participant social and community engagement rate' (n=284), and the metric for 'family and carer employment rate' (n=126) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and the metric for 'participant choice and control' (n=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 30 June 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%	17%	n/a	n/a	13%	26%
Participant employment rate - Aged 25 to 34 years	16%	10%	19%	n/a	20%	26%
Participant employment rate - Aged 35 to 44 years	11%	10%	13%	n/a	17%	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%	9%	11%	4%	15%	26%
Participant employment rate - Aged 15 to 64 years	10%	10%	11%	5%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	43%	50%	n/a	n/a	49%	46%
Participant social and community engagement rate - Aged 25 to 34 years	51%	57%	71%	n/a	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	45%	42%	55%	n/a	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	39%	60%	n/a	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	35%	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	46%
Participant social and community engagement rate - Aged 25+ years	45%	42%	57%	42%	47%	46%
Participant social and community engagement rate - Aged 15+ years	45%	43%	55%	38%	48%	46%
Family and carer employment rate - Aged 0 to 14 years	45%	57%	n/a	n/a	57%	n/a
Family and carer employment rate - Aged 15+ years	58%	60%	n/a	n/a	50%	n/a
Family and carer employment rate - All ages	50%	58%	55%	44%	54%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	50%	67%	n/a	64%	n/a
Participant Choice and Control - Aged 25+ years	n/a	64%	74%	79%	82%	n/a
Participant Choice and Control - Aged 15+ years	n/a	60%	72%	74%	77%	n/a

Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=202), and 'participant social and community engagement rate' (n=209), and the metric for 'family 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=142) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	35%	26%
Participant employment rate - Aged 25 to 34 years	19%	25%	n/a	n/a	n/a	19%	26%
Participant employment rate - Aged 35 to 44 years	16%	3%	17%	n/a	n/a	18%	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%	11%	5%	15%	26%
Participant employment rate - Aged 15 to 64 years	14%	12%	14%	13%	7%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	46%	n/a	n/a	n/a	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	n/a	n/a	n/a	n/a	61%	46%
Participant social and community engagement rate - Aged 35 to 44 years	46%	44%	42%	n/a	n/a	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	41%	n/a	n/a	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	43%	n/a	n/a	n/a	49%	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	41%	45%	44%	50%	50%	50%	46%
Participant social and community engagement rate - Aged 15+ years	41%	45%	44%	48%	49%	49%	46%
Family and carer employment rate - Aged 0 to 14 years	47%	47%	n/a	n/a	n/a	56%	n/a
Family and carer employment rate - Aged 15+ years	60%	56%	n/a	n/a	n/a	48%	n/a
Family and carer employment rate - All ages	53%	51%	54%	62%	n/a	53%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	47%	n/a	n/a	n/a	75%	n/a
Participant Choice and Control - Aged 25+ years	n/a	56%	67%	62%	67%	81%	n/a
Participant Choice and Control - Aged 15+ years	n/a	54%	66%	63%	64%	79%	n/a

Table M.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=177), and 'participant social and community engagement rate' (n=176), and the metric for 'family and carer employment rate' (n=55) 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=126) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and latest (R6+) plan reassessment - participants who had their first plan approved between 1 July 2016 and 30 June 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	16%	17%	11%	n/a	n/a	n/a	20%	26%
Participant employment rate - Aged 35 to 44 years	15%	11%	13%	n/a	n/a	n/a	15%	26%
Participant employment rate - Aged 45 to 54 years	12%	6%	4%	n/a	n/a	n/a	20%	26%
Participant employment rate - Aged 55 to 64 years	21%	n/a	n/a	n/a	n/a	n/a	27%	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	16%	13%	13%	22%	20%	11%	20%	26%
Participant employment rate - Aged 15 to 64 years	15%	13%	13%	21%	18%	10%	20%	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	60%	53%	52%	n/a	n/a	n/a	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	59%	56%	48%	n/a	n/a	n/a	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	53%	59%	61%	n/a	n/a	n/a	60%	46%
Participant social and community engagement rate - Aged 55 to 64 years	45%	n/a	n/a	n/a	n/a	n/a	48%	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	55%	52%	48%	48%	55%	54%	54%	46%
Participant social and community engagement rate - Aged 15+ years	56%	52%	49%	50%	54%	55%	54%	46%
Family and carer employment rate - Aged 0 to 14 years	23%	39%	n/a	n/a	n/a	n/a	38%	n/a
Family and carer employment rate - Aged 15+ years	52%	n/a	n/a	n/a	n/a	n/a	52%	n/a
Family and carer employment rate - All ages	38%	40%	n/a	n/a	n/a	n/a	45%	n/a
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	63%	n/a	n/a	n/a	83%	n/a
Participant Choice and Control - Aged 25+ years	n/a	44%	63%	67%	65%	85%	85%	n/a
Participant Choice and Control - Aged 15+ years	n/a	47%	63%	64%	62%	80%	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 Q4. Table M.22 shows the number of complaints in 2024-25 Q4 compared with previous quarters by the source of complaint, by the complaint subject, and Participant Critical Incidents (PCIs) in 2024-25 Q4 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 improvement was seen in participants' experience (Table M.23) in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs (Tables M.22 and M.24).

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 Q4), 'Community Connections' (n = 42 in Prior Quarters, n = n/a in 2024-25 Q4), 'Apply for NDIS (overall)' (n = 35 in Prior Quarters, n = n/a in 2024-25 Q4), 'Plan Approval' (n = 251 in Prior Quarters, n = 68 in 2024-25 Q4), 'Plan Implementation' (n = 106 in Prior Quarters, n = n/a in 2024-25 Q4) and 'Plan Reassessment' (n = 415 in Prior Quarters, n = 161 in 2024-25 Q4) - Northern Territory [195] [196]

NDIA planning process	Prior Quarters	2024-25 Q4
Early Supports - Were you treated with respect?	n/a	n/a
Early Supports - Were decisions and outcomes explained to you?	n/a	n/a
Early Supports - Were your questions and concerns acknowledged?	n/a	n/a
Early Supports - How well does your early supports plan meet your child's needs?	n/a	n/a
Community Connections - Was information easy to understand?	88%	n/a
Community Connections - Was communication in your preferred format?	93%	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?	76%	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?	72%	n/a
Apply for NDIS (overall) - Was information easy to understand?	76%	n/a
Apply for NDIS (overall) - Was communication in your preferred format?	94%	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?	51%	n/a
Apply for NDIS (overall) - To what extent were your circumstances and needs considered?	57%	n/a
Plan Approval - Were you treated with respect?	95%	92%
Plan Approval - Were decisions and outcomes explained to you?	81%	88%
Plan Approval - Were your questions and concerns acknowledged?	82%	88%

[195] 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.
[196] Positively is defined as "Yes" for Yes/No questions, and "Mostly" or "Completely" for 5-point scale questions.

NDIA planning process	Prior Quarters	2024-25 Q4
Plan Approval - Do you know where to go for more help with using your plan?	84%	84%
Plan Approval - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	63%	66%
Plan Approval - How well does your NDIS plan meet your needs?	57%	61%
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?	65%	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?	62%	n/a
Plan Implementation - Do you feel confident in using your plan?	64%	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?	85%	92%
Plan Reassessment - To what extent did the person you spoke with understand how your disability affects your day-to-day life?	62%	66%
Plan Reassessment - To what extent were your circumstances and needs considered?	64%	73%
Plan Reassessment - To what extent were you included in decisions that were made?	68%	72%
Plan Reassessment - Did you feel prepared for your check-in or plan reassessment?	65%	66%
Plan Reassessment - Do you feel confident in using your plan?	65%	69%
Plan Reassessment - To what extent is your NDIS plan helping you to meet your goals?	60%	63%
Plan Reassessment - Are you happy with the providers of services and supports under your NDIS plan?	70%	79%

Table M.22 Complaints and Participant Critical Incidents (PCIs) by quarter - Northern Territory [197] [198]

Complaints made by or on behalf of:	Prior Quarters	2024-25 Q4	Total	Number of unique complainants
Participants: Complaints about Early Connections Partner	<11	0	<11	<11
Participants: Complaints about Local Area Coordination (LAC) Partner	<30	<11	31	29
Participants: Complaints about service providers	<110	<11	120	99
Participants: Complaints about the Agency	1,238	52	1,290	792
Participants: Unclassified	<20	0	<20	<20
Participants: Total	**1,395**	**63**	**1,458**	**867**
Percentage of the number of active participants	4.7%	3.9%	4.7%	n/a
New Participant Critical Incidents (PCIs)	**731**	**47**	**778**	**n/a**

[197] 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.
[198] Note that 67% of all complainants made only one complaint, 19% made two complaints, and 15% made three or more complaints.

Table M.23 Number and proportion of participant complaints over time, incrementally and cumulatively - Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
Jun-22	67	6%	651	5%
Sep-22	78	6%	729	5%
Dec-22	56	4%	785	5%
Mar-23	46	3%	831	5%
Jun-23	83	6%	914	5%
Sep-23	55	4%	969	5%
Dec-23	77	5%	1,046	5%
Mar-24	72	5%	1,118	5%
Jun-24	83	6%	1,201	5%
Sep-24	58	4%	1,259	5%
Dec-24	66	4%	1,325	5%
Mar-25	70	4%	1,395	5%
Jun-25	63	4%	1,458	5%

Table M.24 Number and proportion of Participant Critical Incidents (PCIs) over time, incrementally and cumulatively - Northern Territory

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	41	3%	546	2%
Jun-24	65	4%	611	2%
Sep-24	41	3%	652	2%
Dec-24	30	2%	682	2%
Mar-25	49	3%	731	2%
Jun-25	47	3%	778	3%

Table M.25 Participant complaints by type. Complaints with a related party who has submitted an access request - Northern Territory [199]

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - 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	14	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	179	14%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	0	0%	<11	n/a
Complaints about the Agency - NDIA Plan	319	26%	19	37%	338	26%
Complaints about the Agency - NDIA Process	<160	n/a	<11	n/a	163	13%
Complaints about the Agency - NDIA Resources	<30	n/a	<11	n/a	23	2%
Complaints about the Agency - NDIA Staff	<70	n/a	<11	n/a	78	6%
Complaints about the Agency - NDIA Timeliness	333	27%	12	23%	345	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	13	1%	0	0%	13	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	37	3%	0	0%	37	3%
Complaints about the Agency - Other	60	5%	0	0%	60	5%
Complaints about the Agency - Total	**1,238**	**100%**	**52**	**100%**	**1,290**	**100%**
Complaints about Early Connections Partner - Early Connections Engagement	0	0%	0	0%	0	0%
Complaints about Early Connections Partner - Early Connections Fraud and Compliance	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%
Complaints about Early Connections Partner - Total	**<11**	**n/a**	**0**	**0%**	**<11**	**n/a**
Complaints about Local Area Coordination (LAC) Partner - LAC Engagement	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Fraud and Compliance	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Plan	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Process	<11	n/a	0	0%	<11	n/a
Complaints about Local Area Coordination (LAC) Partner - LAC Resources	0	0%	0	0%	0	0%
Complaints about Local Area Coordination (LAC) Partner - LAC Staff	<20	n/a	<11	n/a	19	61%

[199] 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 Q4 - Count	2024-25 Q4 - 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%
Complaints about Local Area Coordination (LAC) Partner - Total	**<30**	**n/a**	**<11**	**n/a**	**31**	**100%**
Complaints about service providers - Provider Costs	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	0	0%	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<20	n/a	<11	n/a	15	13%
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	34	28%
Complaints about service providers - Provider Staff	<30	n/a	<11	n/a	32	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	15%	0	0%	16	13%
Complaints about service providers - Total	**<110**	**n/a**	**<11**	**n/a**	**120**	**100%**
Unclassified	**16**	**n/a**	**0**	**n/a**	**16**	**n/a**
Participants total	**1,395**	**n/a**	**63**	**n/a**	**1,458**	**n/a**

Table M.26 Administrative Review Tribunal (ART) Cases by category as at 30 June 2025 - Northern Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Planning	<11	n/a	<11	n/a	16	76%
Compensation	0	0%	0	0%	0	0%
Jurisdiction	0	0%	0	0%	0	0%
Extension of Time	0	0%	0	0%	0	0%
Other	0	0%	<11	n/a	<11	n/a
Total cases	**<20**	**n/a**	**<11**	**n/a**	**21**	**100%**
Percentage of the number of active participants	**0.0%**	**n/a**	**0.5%**	**n/a**	**0.1%**	**n/a**

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

Quarter ending	Incremental	Incremental as a percentage of active participants	Cumulative	Cumulative as a percentage of active participants
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	12	0%
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	13	0%
Dec-24	0	0%	13	0%
Mar-25	0	0%	13	0%
Jun-25	<11	n/a	21	0%

Table M.28 Administrative Review Tribunal (ART) cases by open/closed and decision - Northern Territory [200]

ART cases by open/closed and decision	Number of cases	Number of unique active participants
ART Cases	**21**	**19**
Open ART Cases	**<11**	**<11**
Closed ART Cases	**<20**	**<20**
Resolved before hearing	<20	<20
Gone to hearing and received a substantive decision	<11	<11

[200] 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 [201] [202] [203]

Type of support	Prior Quarters	2024-25 Q4	Total
Plan Management Decision	0	0	0
Core (excluding Consumables and Transport)	<11	0	<11
Capacity Building	<11	<11	<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	<11	<11
Other	0	0	0
Total number of unique participants counted across disputed supports	**<11**	**<11**	**<11**
Total number of instances of participants counted across disputed supports	**<11**	**<11**	**<11**

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

Outcome	Prior Quarters - Count	Prior Quarters - Percentage	2024-25 Q4 - Count	2024-25 Q4 - Percentage	Total - Count	Total - Percentage
Decided by Tribunal - Total	**<11**	**n/a**	**0**	**n/a**	**<11**	**n/a**
Decided by Tribunal - Affirmed	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Varied	<11	n/a	0	n/a	<11	n/a
Decided by Tribunal - Set Aside	0	n/a	0	n/a	0	n/a
Not Decided by Tribunal - Total	**<20**	**n/a**	**<11**	**n/a**	**14**	**88%**
Not Decided by Tribunal - Resolved by consent	<11	n/a	0	n/a	<11	n/a
Not Decided by Tribunal - Withdrawn	<11	n/a	<11	n/a	<11	n/a
Not Decided by Tribunal - No jurisdiction	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
Total	**<20**	**n/a**	**<11**	**n/a**	**16**	**100%**

[201] 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.
[202] Data is reported with one month lag; therefore results for last month of the current quarter are not included.
[203] 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 funds management types.

‘Active providers’ refers to those who have received payment in the quarter for supporting NDIS participants (Table M.31). The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments (Table M.32).

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn’t available. Prior to this date, providing the Australian Business Number (ABN) was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference (Table M.31).

Total active provider payments are on a cash and in-kind basis. In-kind payments are included in the total NDIA-managed payments to registered providers (Table M.32).

Table M.31 Number of active providers in 2024-25 Q4 by registration status and funds management type - Northern Territory [204]

Funds management type	Registered	Unregistered	Total providers
NDIA-managed	276	0	276
Plan-managed	667	1,362	2,015
Self-managed	154	617	769
All funds management types	**759**	**1,772**	**2,515**

Table M.32 Total active provider payments in 2024-25 Q4 by registration status and funds management type ($m) - Northern Territory [205] [206]

Funds management type	Registered	Unregistered	All registration statuses
NDIA-managed	72	0	72
Plan-managed	74	27	101
Self-managed	1	2	4
All funds management types	**147**	**29**	**177**

[204] 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.
[205] A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".
[206] Registration status is determined as at the posting date of payment.

Part Five: Financial sustainability

Average annualised committed supports (Tables M.33 to M.37) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (Tables M.35 to M.37) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports are those in the current plans of active participants as at 30 June 2025. 'Total payments' refers to those paid over the 12 months to 30 June 2025 (Tables M.38 to M.40).

Table M.33 Distribution of participants by average annualised committed support band (active participants by initial plan approval quarter) - Northern Territory

Average annualised committed support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	0.8%	0.7%
$5,001-$10,000	2.6%	2.5%
$10,001-$15,000	5.1%	5.0%
$15,001-$20,000	7.7%	7.6%
$20,001-$25,000	12.0%	11.7%
$25,001-$30,000	6.5%	6.3%
$30,001-$50,000	18.3%	18.6%
$50,001-$100,000	18.0%	18.2%
$100,001-$150,000	7.6%	7.6%
$150,001-$200,000	4.3%	4.3%
$200,001-$250,000	2.8%	2.6%
$250,001+	14.4%	14.8%

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 support band	As at 2024-25 Q3 distribution of participants	As at 2024-25 Q4 distribution of participants
$0-$5,000	0.8%	0.8%
$5,001-$10,000	2.8%	2.8%
$10,001-$15,000	5.7%	5.5%
$15,001-$20,000	8.5%	8.4%
$20,001-$25,000	13.2%	12.9%
$25,001-$30,000	7.1%	7.0%
$30,001-$50,000	20.3%	20.5%
$50,001-$100,000	19.9%	20.1%
$100,001-$150,000	8.4%	8.5%
$150,001-$200,000	4.8%	4.7%
$200,001-$250,000	3.0%	2.8%
$250,001+	5.4%	5.9%

Table M.35 Average annualised committed supports and average payments for the year ending 30 June 2025 by age group and participants' Supported Independent Living (SIL) status as at 30 June 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	$26,400	$32,200	n/a	n/a	$26,400	$32,200
9 to 14	$37,200	$39,900	n/a	n/a	$37,200	$39,900
15 to 18	$50,800	$70,200	n/a	n/a	$48,600	$67,000
19 to 24	$149,400	$197,400	$602,100	$706,200	$69,000	$111,600
25 to 34	$177,400	$220,800	$596,100	$657,600	$73,300	$121,000
35 to 44	$187,200	$236,200	$612,500	$645,500	$85,500	$132,800
45 to 54	$194,300	$238,600	$579,800	$661,900	$96,100	$130,100
55 to 64	$223,700	$266,400	$568,400	$612,400	$111,500	$157,400
65+	$232,300	$276,300	$665,600	$715,700	$110,100	$149,000
All	**$109,300**	**$134,200**	**$592,400**	**$654,400**	**$57,300**	**$79,400**

Table M.36 Average annualised committed supports and average payments for the year ending 30 June 2025 by primary disability group and participants' Supported Independent Living (SIL) status as at 30 June 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	$264,500	$320,400	$656,900	$717,500	$103,000	$154,800
Autism	$54,300	$60,300	$642,900	$702,700	$40,200	$46,800
Cerebral palsy	$299,400	$337,500	$685,300	$763,100	$124,200	$147,600
Developmental delay	$19,600	$27,400	$0	$0	$19,600	$27,400
Global developmental delay	$25,100	$32,500	$0	$0	$25,100	$32,500
Hearing impairment	$20,200	$36,400	n/a	n/a	$19,600	$33,900
Intellectual disability	$123,300	$156,700	$508,500	$597,100	$58,200	$83,400
Multiple sclerosis	n/a	n/a	n/a	n/a	n/a	n/a
Psychosocial disability	$146,700	$189,100	$560,300	$586,800	$74,200	$117,100
Spinal cord injury	$309,100	$353,000	$855,800	$842,100	$159,000	$206,200
Stroke	$261,300	$294,400	$603,500	$649,500	$145,900	$193,300
Visual impairment	$95,800	$131,800	n/a	n/a	$80,200	$107,100
Other neurological	$187,000	$243,800	$625,000	$687,100	$104,100	$157,900
Other physical	$101,200	$157,900	n/a	n/a	$86,600	$136,400
Other sensory/speech	$27,400	$38,100	$0	$0	$27,400	$38,100
Other	$159,800	$197,800	$560,300	$637,400	$94,500	$133,200
Down Syndrome	$155,300	$178,300	n/a	n/a	$97,300	$121,300
All	**$109,300**	**$134,200**	**$592,400**	**$654,400**	**$57,300**	**$79,400**

Table M.37 Average annualised committed supports and average payments for the year ending 30 June 2025 by reported level of function and participants' Supported Independent Living (SIL) status as at 30 June 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	$23,200	$29,500	n/a	n/a	$22,200	$27,300
2	n/a	n/a	$0	$0	n/a	n/a
3	$43,500	$56,000	n/a	n/a	$34,600	$44,300
4	$44,100	$67,500	n/a	n/a	$35,200	$57,100
5	$52,500	$72,600	n/a	n/a	$42,600	$57,100
6	$44,500	$64,700	$420,400	$478,400	$34,800	$53,600
7	$79,000	$101,600	$510,300	$598,000	$52,000	$64,500
8	$139,800	$181,900	$578,600	$617,200	$71,300	$114,600
9	$232,900	$280,700	n/a	n/a	$134,800	$146,400
10	$204,700	$244,500	$554,300	$594,400	$108,500	$151,600
11	$156,000	$174,100	$593,100	$612,000	$78,300	$95,900
12	$323,800	$390,500	$650,300	$714,800	$149,600	$217,100
13	$129,300	$144,000	$630,600	$719,300	$78,300	$89,000
14	$490,800	$571,300	$669,300	$760,700	$280,900	$341,800
15	n/a	n/a	n/a	n/a	n/a	n/a
All	**$109,300**	**$134,200**	**$592,400**	**$654,400**	**$57,300**	**$79,400**

Table M.38 Total annualised committed supports and total payments (participants in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Northern Territory [207]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	283.3	299.5
Core: Consumables	1.9	2.1
Core: Social and Civic	48.6	65.9
Core: Transport	0.4	1.3
Capacity Building: Choice and Control	0.9	1.0
Capacity Building: Daily Activities	6.7	10.1
Capacity Building: Employment	0.3	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	7.2	10.4
Capacity Building: Social and Civic	0.2	0.4
Capacity Building: Support Coordination	6.2	7.0

[207] Total payments for home modifications were $3.5 million. Of which, $3.4 million (98.8%) has been paid for specialised disability accommodation (SDA) supports, and $0.04 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $5.9 million. Of which, $5.8 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Capital: Assistive Technology	1.8	3.4
Capital: Home Modifications	3.5	5.9
All	**361.0**	**407.7**

Table M.39 Total annualised committed supports and total payments (participants not in Supported Independent Living (SIL)) by support category as at 30 June 2025 ($m) - Northern Territory [208]

Support Category	Total payments for the year ending 30 June 2025	Total annualised committed supports as at 30 June 2025
Core: Daily Activities	152.8	177.4
Core: Consumables	3.7	6.9
Core: Social and Civic	71.1	96.8
Core: Transport	7.3	3.7
Capacity Building: Choice and Control	7.6	9.0
Capacity Building: Daily Activities	45.4	98.4
Capacity Building: Employment	1.3	5.5
Capacity Building: Health and Wellbeing	0.0	0.2
Capacity Building: Home Living	0.0	0.0
Capacity Building: Lifelong learning	0.0	0.0
Capacity Building: Relationships	6.9	14.6
Capacity Building: Social and Civic	4.8	12.4
Capacity Building: Support Coordination	18.5	29.8
Capital: Assistive Technology	4.5	12.3
Capital: Home Modifications	1.2	2.7
All	**325.1**	**469.7**

Table M.40 Payments by financial year in which support was provided, compared to committed supports - Northern Territory [209]

Financial year	Total Committed ($m)	Total Paid ($m)	% utilised to date
2013-14	0.1	0.0	46%
2014-15	2.0	1.7	83%
2015-16	5.7	4.2	73%
2016-17	20.2	11.7	58%
2017-18	99.4	66.4	67%
2018-19	199.8	135.5	68%
2019-20	385.9	263.3	68%
2020-21	507.9	370.7	73%
2021-22	538.0	416.0	77%

[208] Total payments for home modifications were $1.2 million. Of which, $0.7 million (57.8%) has been paid for specialised disability accommodation (SDA) supports, and $0.5 million (42.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $2.7 million. Of which, $1.3 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and $1.4 million (51%) has been allocated for non-SDA supports.

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

Financial year	Total Committed ($m)	Total Paid ($m)	% utilised to date
2022-23	688.3	525.2	76%
2023-24	803.9	621.3	77%
2024-25	892.1	642.8	72%

Table M.41 Percentage change in plan budgets for active participants per quarter - Northern Territory [210]

Inflation type	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25
Intraplan Inflation	5.7%	8.4%	6.8%	7.2%	7.8%	9.0%	7.4%	8.2%	4.8%
Interplan Inflation	7.2%	7.7%	7.6%	4.6%	0.3%	3.9%	6.2%	4.7%	6.6%
Total Inflation	**12.9%**	**16.1%**	**14.4%**	**11.7%**	**8.1%**	**12.9%**	**13.6%**	**12.9%**	**11.4%**

[210] 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 and territory is available under Appendix D.

Supplement O:
Participants by service district and support type, and committed supports and payments by service district, and participation rates by gender, age group and service district

Tables O.1:

Core supports enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

Capacity building supports enable participants to build their independence and skills. Participant budgets are allocated at a support category level and must be used to achieve the goals set out in the participant's plan.

Capital supports are investments, such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan.

Tables O.1, O.2 and O.3:

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

Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Tables O.2 and O.3:

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2025.

Average payments are calculated as the average of the annualised monthly payments in the 12 months period to 30 June 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 28 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 30 June 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
NSW	**178,538**	**82%**	**215,382**	**99%**	**37,718**	**17%**	**217,918**
NSW - Hunter New England	28,925	81%	35,095	98%	6,186	17%	35,694
NSW - Central Coast	10,098	81%	12,429	99%	1,993	16%	12,536
NSW - Far West	861	87%	985	99%	<180	n/a	992
NSW - Illawarra Shoalhaven	10,740	85%	12,396	99%	2,455	20%	12,581
NSW - Mid North Coast	7,906	87%	9,035	99%	1,404	15%	9,092
NSW - Murrumbidgee	8,807	92%	9,554	100%	1,808	19%	9,586
NSW - Nepean Blue Mountains	10,087	77%	12,874	99%	2,056	16%	13,061
NSW - North Sydney	11,580	80%	14,266	99%	2,816	19%	14,460
NSW - Northern NSW	9,929	94%	10,534	100%	1,759	17%	10,583
NSW - South Eastern Sydney	12,661	85%	14,717	99%	2,592	17%	14,832
NSW - South Western Sydney	27,167	78%	34,323	99%	5,707	16%	34,722
NSW - Southern NSW	5,054	85%	5,860	99%	1,043	18%	5,946
NSW - Sydney	7,380	88%	8,254	99%	1,470	18%	8,344
NSW - Western NSW	7,405	84%	8,706	99%	1,759	20%	8,778
NSW - Western Sydney	19,902	75%	26,314	99%	4,490	17%	26,670
NSW - Other	36	88%	40	98%	<11	n/a	41
VIC	**188,981**	**95%**	**198,065**	**99%**	**30,978**	**16%**	**199,577**
VIC - Barwon	12,283	93%	13,039	99%	2,138	16%	13,177
VIC - Central Highlands	7,295	92%	7,887	99%	1,294	16%	7,971
VIC - Loddon	9,841	95%	10,334	99%	1,469	14%	10,407
VIC - North East Melbourne	17,827	94%	18,781	99%	3,086	16%	18,967
VIC - Inner Gippsland	7,177	96%	7,435	99%	1,195	16%	7,491
VIC - Ovens Murray	4,488	91%	4,887	99%	826	17%	4,928
VIC - Western District	4,847	94%	5,100	99%	924	18%	5,144
VIC - Inner East Melbourne	12,332	94%	13,009	99%	2,461	19%	13,158
VIC - Outer East Melbourne	13,175	95%	13,717	99%	2,264	16%	13,836
VIC - Hume Moreland	13,487	96%	13,961	99%	1,920	14%	14,074
VIC - Bayside Peninsula	23,311	96%	24,057	99%	4,014	17%	24,198
VIC - Southern Melbourne	18,500	95%	19,259	99%	3,082	16%	19,390
VIC - Brimbank Melton	13,158	95%	13,778	100%	1,679	12%	13,845
VIC - Western Melbourne	19,068	95%	19,922	99%	2,545	13%	20,045
VIC - Goulburn	5,813	93%	6,233	100%	994	16%	6,260
VIC - Mallee	3,333	96%	3,475	100%	551	16%	3,483
VIC - Outer Gippsland	3,034	95%	3,178	100%	<540	n/a	3,190
VIC - Other	12	92%	13	100%	<11	n/a	13
QLD	**149,906**	**94%**	**158,629**	**100%**	**26,974**	**17%**	**159,258**
QLD - Bundaberg	<3,900	n/a	<4,110	n/a	<810	n/a	<4,130
QLD - Ipswich	12,279	94%	13,081	100%	2,102	16%	13,122
QLD - Mackay	4,466	93%	4,754	99%	931	19%	4,778
QLD - Toowoomba	8,848	95%	9,277	100%	1,782	19%	9,313
QLD - Townsville	8,420	94%	8,928	100%	1,611	18%	8,962
QLD - Rockhampton	7,708	90%	8,507	99%	1,325	15%	8,568

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 - Beenleigh	17,886	95%	18,855	100%	2,869	15%	18,901
QLD - Brisbane	27,640	95%	28,995	100%	4,887	17%	29,123
QLD - Cairns	7,361	96%	7,647	100%	1,488	19%	7,681
QLD - Maryborough	5,657	94%	6,024	100%	1,100	18%	6,050
QLD - Robina	15,547	95%	16,288	99%	2,658	16%	16,371
QLD - Caboolture/Strathpine	16,792	92%	18,290	100%	2,866	16%	18,330
QLD - Maroochydore	13,401	96%	13,871	100%	2,547	18%	13,919
QLD - Other	<11	n/a	<11	n/a	<11	n/a	<11
WA	**58,165**	**89%**	**64,422**	**99%**	**13,759**	**21%**	**65,083**
WA - North East Metro	8,439	88%	9,446	99%	2,194	23%	9,551
WA - Wheat Belt	1,366	89%	1,522	100%	340	22%	1,529
WA - South Metro	9,425	87%	10,672	99%	2,155	20%	10,796
WA - Central South Metro	7,277	90%	8,013	99%	1,668	21%	8,124
WA - South West	4,637	91%	5,048	99%	1,013	20%	5,116
WA - Goldfields-Esperance	938	85%	1,101	100%	195	18%	1,104
WA - North Metro	8,088	89%	9,014	99%	1,916	21%	9,093
WA - Kimberley-Pilbara	1,719	87%	1,964	100%	368	19%	1,967
WA - South East Metro	6,828	93%	7,283	99%	1,786	24%	7,349
WA - Central North Metro	6,598	92%	7,119	99%	1,544	21%	7,183
WA - Great Southern	1,351	89%	1,493	99%	299	20%	1,514
WA - Midwest-Gascoyne	1,413	85%	1,657	99%	267	16%	1,667
WA - Other	86	96%	90	100%	14	16%	90
SA	**58,283**	**93%**	**62,339**	**99%**	**10,821**	**17%**	**62,763**
SA - Adelaide Hills	2,409	92%	2,597	99%	377	14%	2,632
SA - Barossa, Light and Lower North	2,957	91%	3,237	100%	438	13%	3,252
SA - Eastern Adelaide	4,750	91%	5,174	100%	954	18%	5,200
SA - Eyre and Western	1,742	92%	1,867	99%	352	19%	1,887
SA - Far North (SA)	617	95%	645	99%	<110	n/a	651
SA - Fleurieu and Kangaroo Island	1,768	93%	1,882	99%	353	19%	1,895
SA - Limestone Coast	1,905	93%	2,016	99%	369	18%	2,041
SA - Murray and Mallee	2,390	93%	2,541	99%	430	17%	2,578
SA - Northern Adelaide	19,690	93%	21,062	99%	3,589	17%	21,221
SA - Southern Adelaide	12,860	94%	13,650	100%	2,406	18%	13,700
SA - Western Adelaide	4,973	93%	5,305	99%	1,012	19%	5,332
SA - Yorke and Mid North	2,178	94%	2,316	100%	429	18%	2,326
SA - Other	44	92%	47	98%	<11	n/a	48
TAS	**14,658**	**93%**	**15,578**	**98%**	**2,845**	**18%**	**15,831**
TAS - North	4,263	95%	4,468	99%	853	19%	4,503
TAS - North West	3,167	91%	3,412	98%	669	19%	3,464
TAS - South East	3,266	90%	3,539	98%	625	17%	3,618
TAS - South West	3,962	93%	4,159	98%	698	16%	4,246
TAS - Other	0	0	0	0	0	0	0
ACT	**10,644**	**88%**	**11,909**	**99%**	**1,933**	**16%**	**12,035**
ACT	<10,650	n/a	<11,910	n/a	<1,940	n/a	<12,040
ACT - Other	<11	n/a	<11	n/a	<11	n/a	<11

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
NT	**6,215**	**95%**	**6,517**	**100%**	**1,198**	**18%**	**6,537**
NT - Barkly	126	84%	150	100%	43	29%	150
NT - Central Australia	1,018	95%	1,068	100%	241	23%	1,069
NT - Darwin Remote	584	98%	596	100%	91	15%	596
NT - Darwin Urban	3,597	95%	3,780	100%	641	17%	3,798
NT - East Arnhem	262	99%	264	100%	47	18%	264
NT - Katherine	370	94%	391	100%	94	24%	392
NT - Other	258	96%	268	100%	41	15%	268
OT	**76**	**96%**	**79**	**100%**	**11**	**14%**	**79**
Missing	**296**	**89%**	**329**	**99%**	**52**	**16%**	**333**
Total	**665,762**	**90%**	**733,249**	**99%**	**126,289**	**17%**	**739,414**

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 30 June 2025

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	**$83,200**	**$31,000**	**$68,600**	**$21,400**	**217,918**
NSW - Hunter New England	$82,100	$30,500	$65,500	$19,300	**35,694**
NSW - Central Coast	$75,800	$27,800	$62,100	$18,600	**12,536**
NSW - Far West	$94,600	$43,100	$61,900	$19,900	**992**
NSW - Illawarra Shoalhaven	$87,400	$38,000	$70,900	$24,500	**12,581**
NSW - Mid North Coast	$77,900	$27,700	$61,500	$17,500	**9,092**
NSW - Murrumbidgee	$77,800	$30,800	$59,500	$17,900	**9,586**
NSW - Nepean Blue Mountains	$79,400	$27,000	$66,100	$18,600	**13,061**
NSW - North Sydney	$90,500	$30,000	$75,900	$21,100	**14,460**
NSW - Northern NSW	$84,100	$37,000	$65,400	$21,600	**10,583**
NSW - South Eastern Sydney	$87,400	$31,600	$74,000	$22,100	**14,832**
NSW - South Western Sydney	$82,600	$30,000	$72,900	$23,800	**34,722**
NSW - Southern NSW	$69,800	$29,100	$51,500	$17,100	**5,946**
NSW - Sydney	$89,000	$43,100	$73,500	$26,700	**8,344**
NSW - Western NSW	$88,900	$35,900	$65,200	$18,400	**8,778**
NSW - Western Sydney	$84,800	$27,900	$73,700	$22,100	**26,670**
NSW - Other	$96,100	$51,300	$61,700	$9,800	**41**
VIC	**$76,000**	**$30,400**	**$61,200**	**$18,400**	**199,577**
VIC - Barwon	$78,700	$35,000	$61,300	$18,700	**13,177**
VIC - Central Highlands	$78,200	$29,700	$59,800	$15,300	**7,971**
VIC - Loddon	$66,700	$25,600	$49,500	$13,400	**10,407**
VIC - North East Melbourne	$80,400	$30,300	$66,700	$18,200	**18,967**
VIC - Inner Gippsland	$71,200	$32,600	$55,800	$18,600	**7,491**
VIC - Ovens Murray	$69,400	$30,300	$51,600	$16,200	**4,928**
VIC - Western District	$74,500	$32,500	$56,300	$17,400	**5,144**
VIC - Inner East Melbourne	$87,000	$34,300	$71,500	$19,900	**13,158**
VIC - Outer East Melbourne	$75,300	$30,900	$60,000	$18,200	**13,836**
VIC - Hume Moreland	$72,000	$28,100	$60,800	$18,500	**14,074**
VIC - Bayside Peninsula	$80,200	$35,300	$64,900	$19,800	**24,198**
VIC - Southern Melbourne	$78,000	$29,500	$65,500	$19,400	**19,390**
VIC - Brimbank Melton	$73,100	$25,700	$59,700	$16,600	**13,845**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
VIC - Western Melbourne	$72,200	$27,800	$59,200	$16,800	**20,045**
VIC - Goulburn	$67,800	$27,100	$52,600	$14,300	**6,260**
VIC - Mallee	$69,500	$28,800	$51,700	$15,700	**3,483**
VIC - Outer Gippsland	$78,800	$38,400	$60,200	$19,600	**3,190**
VIC - Other	n/a	n/a	n/a	n/a	**13**
QLD	**$84,400**	**$31,700**	**$65,600**	**$17,500**	**159,258**
QLD - Bundaberg	$85,200	n/a	$65,100	n/a	**<4,130**
QLD - Ipswich	$81,500	$31,800	$63,400	$17,200	**13,122**
QLD - Mackay	$77,800	$26,200	$55,500	$12,500	**4,778**
QLD - Toowoomba	$93,400	$36,900	$71,100	$17,800	**9,313**
QLD - Townsville	$85,400	$29,300	$65,300	$14,500	**8,962**
QLD - Rockhampton	$72,000	$27,100	$51,200	$12,600	**8,568**
QLD - Beenleigh	$81,100	$26,600	$64,600	$15,800	**18,901**
QLD - Brisbane	$85,800	$33,200	$66,800	$17,800	**29,123**
QLD - Cairns	$97,000	$40,800	$74,100	$20,300	**7,681**
QLD - Maryborough	$84,700	$37,500	$65,200	$18,800	**6,050**
QLD - Robina	$86,100	$32,900	$69,800	$18,700	**16,371**
QLD - Caboolture/Strathpine	$79,700	$27,600	$63,100	$15,300	**18,330**
QLD - Maroochydore	$88,300	$37,800	$68,700	$20,600	**13,919**
QLD - Other	n/a	n/a	n/a	n/a	**<11**
WA	**$88,000**	**$36,800**	**$66,700**	**$20,100**	**65,083**
WA - North East Metro	$93,000	$36,800	$72,200	$20,000	**9,551**
WA - Wheat Belt	$67,000	$38,600	$40,400	$15,200	**1,529**
WA - South Metro	$77,500	$30,700	$59,300	$17,500	**10,796**
WA - Central South Metro	$84,800	$35,100	$64,900	$19,100	**8,124**
WA - South West	$78,000	$36,000	$55,800	$17,100	**5,116**
WA - Goldfields-Esperance	$106,000	$41,400	$72,300	$18,200	**1,104**
WA - North Metro	$79,700	$32,500	$61,000	$17,700	**9,093**
WA - Kimberley-Pilbara	$110,000	$48,600	$76,600	$22,100	**1,967**
WA - South East Metro	$103,600	$42,200	$81,600	$23,200	**7,349**
WA - Central North Metro	$100,300	$43,900	$79,300	$24,300	**7,183**
WA - Great Southern	$80,100	$34,800	$54,700	$14,900	**1,514**
WA - Midwest-Gascoyne	$85,700	$39,200	$56,500	$19,200	**1,667**
WA - Other	$101,800	$58,400	$48,000	$13,900	**90**
SA	**$83,500**	**$30,700**	**$65,300**	**$16,900**	**62,763**
SA - Adelaide Hills	$64,100	$24,000	$49,500	$12,600	**2,632**
SA - Barossa, Light and Lower North	$61,300	$23,700	$45,800	$12,100	**3,252**
SA - Eastern Adelaide	$95,400	$34,900	$77,800	$18,100	**5,200**
SA - Eyre and Western	$85,200	$43,200	$55,500	$17,900	**1,887**
SA - Far North (SA)	$90,100	$43,800	$59,500	$13,200	**651**
SA - Fleurieu and Kangaroo Island	$81,100	$33,900	$58,600	$16,000	**1,895**
SA - Limestone Coast	$81,000	$26,400	$57,100	$11,400	**2,041**
SA - Murray and Mallee	$73,300	$30,800	$52,500	$13,800	**2,578**
SA - Northern Adelaide	$85,600	$29,400	$68,700	$16,800	**21,221**
SA - Southern Adelaide	$87,200	$32,200	$69,700	$17,700	**13,700**
SA - Western Adelaide	$87,400	$34,400	$69,700	$18,800	**5,332**
SA - Yorke and Mid North	$71,800	$31,100	$50,100	$15,000	**2,326**
SA - Other	$89,800	$45,800	$50,400	$8,300	**48**
TAS	**$94,500**	**$38,300**	**$74,100**	**$20,300**	**15,831**
TAS - North	$91,700	$39,000	$71,200	$20,300	**4,503**
TAS - North West	n/a	$41,400	n/a	$21,000	**3,464**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	$82,500	$32,500	$63,100	$16,800	**3,618**
TAS - South West	$102,800	$41,600	$81,000	$22,100	**4,246**
TAS - Other	n/a	n/a	n/a	n/a	**0**
ACT	**$74,300**	**$25,700**	**$58,800**	**$14,900**	**12,035**
ACT	n/a	n/a	n/a	n/a	**<12,040**
ACT - Other	n/a	n/a	n/a	n/a	**<11**
NT	**$134,200**	**$46,100**	**$109,300**	**$30,600**	**6,537**
NT - Barkly	$137,300	$46,300	$114,700	$22,700	**150**
NT - Central Australia	$208,400	$74,000	$175,300	$42,500	**1,069**
NT - Darwin Remote	$89,100	$58,200	$50,700	$30,300	**596**
NT - Darwin Urban	$119,600	$34,200	$100,800	$26,400	**3,798**
NT - East Arnhem	$121,800	$75,800	$66,500	$32,300	**264**
NT - Katherine	$163,600	$49,700	$142,200	$34,200	**392**
NT - Other	$113,100	$44,200	$78,800	$21,600	**268**
OT	**$112,200**	**$74,300**	**$62,700**	**$32,100**	**79**
Missing	**n/a**	**n/a**	**n/a**	**n/a**	**333**
Total	**$82,500**	**$31,700**	**$65,800**	**$19,400**	**739,414**

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 30 June 2025

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	**$61,400**	**$27,800**	**$47,200**	**$19,500**	**205,736**
NSW - Hunter New England	$58,800	$27,200	$42,500	$17,700	**33,572**
NSW - Central Coast	$55,200	$25,300	$41,600	$17,000	**11,873**
NSW - Far West	$75,400	$41,200	$45,500	$18,300	**954**
NSW - Illawarra Shoalhaven	$64,300	$33,900	$48,400	$21,900	**11,829**
NSW - Mid North Coast	$62,500	$25,700	$46,200	$16,400	**8,740**
NSW - Murrumbidgee	$58,600	$28,100	$40,300	$16,300	**9,089**
NSW - Nepean Blue Mountains	$56,400	$24,700	$42,900	$16,900	**12,297**
NSW - North Sydney	$62,100	$25,700	$48,000	$18,600	**13,382**
NSW - Northern NSW	$67,300	$34,300	$49,000	$20,300	**10,124**
NSW - South Eastern Sydney	$65,300	$28,600	$52,700	$20,000	**13,989**
NSW - South Western Sydney	$62,900	$27,300	$53,600	$21,900	**33,037**
NSW - Southern NSW	$54,700	$26,600	$37,600	$16,100	**5,687**
NSW - Sydney	$70,600	$39,100	$55,700	$24,100	**7,912**
NSW - Western NSW	$63,100	$31,400	$41,200	$16,600	**8,134**
NSW - Western Sydney	$60,300	$25,000	$49,700	$20,000	**25,076**
NSW - Other	$96,100	$51,300	$58,900	$9,300	**41**
VIC	**$59,500**	**$28,400**	**$45,000**	**$17,200**	**191,733**
VIC - Barwon	$60,700	$32,700	$43,600	$17,600	**12,629**
VIC - Central Highlands	$56,000	$27,100	$38,600	$13,900	**7,546**
VIC - Loddon	$52,700	$24,200	$36,100	$12,700	**10,052**
VIC - North East Melbourne	$60,500	$27,700	$47,000	$16,600	**18,072**
VIC - Inner Gippsland	$57,800	$30,900	$42,500	$17,500	**7,252**
VIC - Ovens Murray	$56,300	$28,400	$38,600	$15,100	**4,741**
VIC - Western District	$54,000	$29,700	$36,500	$15,500	**4,837**
VIC - Inner East Melbourne	$63,700	$30,300	$48,500	$17,800	**12,369**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
VIC - Outer East Melbourne	$59,700	$28,800	$44,200	$16,900	**13,306**
VIC - Hume Moreland	$60,700	$26,900	$50,000	$17,800	**13,708**
VIC - Bayside Peninsula	$63,800	$32,400	$48,300	$18,300	**23,160**
VIC - Southern Melbourne	$59,900	$27,400	$48,100	$18,300	**18,631**
VIC - Brimbank Melton	$57,900	$24,700	$45,200	$15,900	**13,433**
VIC - Western Melbourne	$58,400	$26,400	$45,500	$16,000	**19,478**
VIC - Goulburn	$54,500	$25,600	$39,800	$13,600	**6,060**
VIC - Mallee	$55,500	$27,400	$38,200	$14,600	**3,363**
VIC - Outer Gippsland	$66,900	$36,000	$48,100	$18,500	**3,083**
VIC - Other	n/a	n/a	n/a	n/a	**13**
QLD	**$64,800**	**$29,100**	**$46,500**	**$16,000**	**151,791**
QLD - Bundaberg	$67,100	n/a	$47,200	n/a	**<3,940**
QLD - Ipswich	$61,500	$29,200	$44,400	$15,900	**12,525**
QLD - Mackay	$58,500	$24,800	$39,100	$11,600	**4,564**
QLD - Toowoomba	$68,200	$32,500	$46,500	$15,800	**8,715**
QLD - Townsville	$63,300	$27,200	$43,100	$13,300	**8,478**
QLD - Rockhampton	$57,300	$25,800	$36,500	$11,800	**8,273**
QLD - Beenleigh	$61,300	$24,700	$45,100	$14,700	**18,061**
QLD - Brisbane	$67,200	$30,300	$49,400	$16,300	**27,797**
QLD - Cairns	$73,100	$36,700	$50,900	$18,100	**7,250**
QLD - Maryborough	$67,700	$34,700	$48,000	$17,000	**5,785**
QLD - Robina	$67,100	$30,100	$50,400	$17,200	**15,617**
QLD - Caboolture/Strathpine	$60,800	$25,300	$44,400	$14,200	**17,507**
QLD - Maroochydore	$69,700	$34,700	$50,300	$18,700	**13,278**
QLD - Other	n/a	n/a	n/a	n/a	**<11**
WA	**$66,400**	**$33,900**	**$46,000**	**$18,500**	**61,584**
WA - North East Metro	$65,300	$32,600	$46,000	$17,800	**8,847**
WA - Wheat Belt	$61,700	$37,700	$35,400	$14,700	**1,506**
WA - South Metro	$58,500	$28,300	$41,400	$16,200	**10,282**
WA - Central South Metro	$67,000	$32,700	$47,500	$17,700	**7,747**
WA - South West	$63,000	$34,000	$41,000	$16,000	**4,919**
WA - Goldfields-Esperance	$78,500	$38,700	$48,700	$17,100	**1,052**
WA - North Metro	$62,200	$30,500	$44,200	$16,700	**8,728**
WA - Kimberley-Pilbara	$84,100	$46,200	$53,100	$20,600	**1,878**
WA - South East Metro	$72,000	$37,100	$51,500	$20,200	**6,759**
WA - Central North Metro	$74,400	$39,400	$54,000	$21,200	**6,709**
WA - Great Southern	$63,100	$32,700	$38,700	$14,000	**1,448**
WA - Midwest-Gascoyne	$72,500	$38,000	$44,100	$18,700	**1,622**
WA - Other	$87,500	$53,500	$34,600	$13,500	**87**
SA	**$60,500**	**$28,200**	**$43,000**	**$15,600**	**59,464**
SA - Adelaide Hills	$50,000	$23,300	$34,400	$12,000	**2,541**
SA - Barossa, Light and Lower North	$48,100	$23,100	$33,100	$11,600	**3,171**
SA - Eastern Adelaide	$69,900	$31,200	$51,500	$16,300	**4,906**
SA - Eyre and Western	$69,200	$41,300	$42,300	$17,300	**1,821**
SA - Far North (SA)	$64,000	$40,700	$34,100	$11,600	**610**
SA - Fleurieu and Kangaroo Island	$66,100	$31,800	$44,500	$15,000	**1,828**
SA - Limestone Coast	$58,500	$24,800	$35,800	$10,400	**1,933**
SA - Murray and Mallee	$56,600	$28,300	$36,200	$12,700	**2,466**
SA - Northern Adelaide	$59,100	$26,800	$43,200	$15,400	**20,007**
SA - Southern Adelaide	$60,600	$28,600	$43,400	$15,900	**12,820**
SA - Western Adelaide	$67,100	$31,400	$50,700	$17,200	**5,068**

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
SA - Yorke and Mid North	$60,700	$29,500	$39,900	$14,300	**2,246**
SA - Other	$78,000	$45,600	$44,800	$8,300	**47**
TAS	**$64,700**	**$33,800**	**$44,900**	**$17,800**	**14,711**
TAS - North	$67,600	$35,300	$47,700	$17,900	**4,257**
TAS - North West	n/a	$35,600	n/a	$18,500	**3,204**
TAS - South East	$59,600	$30,200	$39,900	$15,400	**3,422**
TAS - South West	$64,800	$34,500	$44,800	$18,100	**3,828**
TAS - Other	n/a	n/a	n/a	n/a	**0**
ACT	**$53,000**	**$24,100**	**$37,900**	**$13,500**	**11,393**
ACT	n/a	n/a	n/a	n/a	**<11,400**
ACT - Other	n/a	n/a	n/a	n/a	**<11**
NT	**$79,400**	**$40,300**	**$57,300**	**$26,200**	**5,914**
NT - Barkly	$88,400	$41,800	$69,500	$20,500	**137**
NT - Central Australia	$109,000	$56,100	$78,600	$33,000	**904**
NT - Darwin Remote	$83,900	$56,700	$49,600	$30,000	**589**
NT - Darwin Urban	$68,000	$28,600	$52,000	$22,500	**3,434**
NT - East Arnhem	$111,900	$74,800	$60,800	$30,700	**258**
NT - Katherine	$83,400	$43,000	$65,900	$28,900	**340**
NT - Other	$74,600	$41,700	$48,300	$19,200	**252**
OT	**$112,200**	**$74,300**	**$62,300**	**$32,200**	**79**
Missing	**n/a**	**n/a**	**n/a**	**n/a**	**318**
Total	**$62,100**	**$29,000**	**$45,900**	**$17,800**	**702,723**

Table O.4 Participation rates for all participants by service district and age group as at 30 June 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	65+ years	Total excl. 65+ years	Total
NSW	**5.9%**	**6.5%**	**4.9%**	**2.8%**	**1.7%**	**1.2%**	**1.6%**	**2.1%**	**2.9%**	**0.8%**	**2.5%**
NSW - Hunter New England	7.8%	8.3%	7.2%	4.6%	2.8%	2.0%	2.2%	2.6%	4.2%	**1.0%**	**3.5%**
NSW - Central Coast	6.8%	10.2%	7.6%	4.9%	3.0%	1.8%	2.1%	2.5%	4.2%	**0.8%**	**3.4%**
NSW - Far West	5.6%	8.7%	6.7%	4.5%	3.0%	2.1%	2.6%	2.6%	4.0%	**0.9%**	**3.3%**
NSW - Illawarra Shoalhaven	5.1%	7.2%	5.8%	3.5%	2.6%	1.9%	2.1%	2.3%	3.4%	**0.8%**	**2.8%**
NSW - Mid North Coast	9.8%	10.5%	7.7%	5.7%	3.4%	2.2%	2.2%	2.5%	4.9%	**0.8%**	**3.7%**
NSW - Murrumbidgee	7.3%	6.8%	5.6%	3.7%	2.5%	1.7%	2.0%	2.3%	3.7%	**0.7%**	**3.0%**
NSW - Nepean Blue Mountains	7.0%	8.8%	6.5%	3.9%	2.2%	1.5%	1.8%	2.1%	3.7%	**0.9%**	**3.2%**
NSW - North Sydney	3.6%	3.6%	2.9%	1.7%	1.1%	0.7%	1.0%	1.5%	1.7%	**0.6%**	**1.5%**
NSW - Northern NSW	7.2%	8.5%	7.0%	5.7%	3.3%	1.9%	2.2%	2.2%	4.1%	**0.8%**	**3.2%**
NSW - South Eastern Sydney	4.4%	4.8%	3.2%	1.6%	0.9%	0.8%	1.2%	1.7%	1.9%	**0.6%**	**1.7%**
NSW - South Western Sydney	6.2%	6.3%	4.1%	2.7%	1.7%	1.2%	1.6%	2.1%	3.0%	**0.9%**	**2.7%**
NSW - Southern NSW	5.7%	6.8%	5.5%	4.2%	2.2%	1.5%	1.5%	1.8%	3.1%	**0.7%**	**2.6%**
NSW - Sydney	3.5%	4.8%	3.1%	0.9%	0.5%	0.7%	1.4%	2.1%	1.4%	**0.8%**	**1.4%**
NSW - Western NSW	5.5%	6.9%	5.2%	4.3%	2.4%	1.8%	2.1%	2.5%	3.5%	**0.8%**	**3.0%**
NSW - Western Sydney	5.7%	5.2%	3.6%	2.0%	1.2%	0.9%	1.4%	2.0%	2.5%	**0.8%**	**2.3%**
VIC	**7.0%**	**7.8%**	**5.5%**	**2.9%**	**1.6%**	**1.4%**	**1.9%**	**2.4%**	**3.3%**	**0.8%**	**2.8%**
VIC - Barwon	6.9%	10.3%	8.4%	5.1%	2.8%	2.1%	2.4%	2.7%	4.3%	**1.1%**	**3.7%**

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	65+ years	Total excl. 65+ years	Total
VIC - Central Highlands	6.8%	9.0%	6.9%	4.8%	2.8%	2.2%	2.2%	2.7%	4.2%	**1.0%**	**3.5%**
VIC - Loddon	8.9%	10.8%	8.6%	5.9%	3.1%	2.3%	2.3%	2.4%	4.8%	**0.9%**	**3.9%**
VIC - North East Melbourne	6.8%	7.0%	5.2%	2.5%	1.3%	1.3%	2.0%	2.6%	3.0%	**0.9%**	**2.7%**
VIC - Inner Gippsland	7.3%	9.7%	6.2%	4.7%	3.0%	2.3%	2.5%	2.6%	4.3%	**0.7%**	**3.4%**
VIC - Ovens Murray	7.8%	9.6%	7.1%	5.1%	2.7%	2.1%	2.3%	2.5%	4.3%	**0.8%**	**3.5%**
VIC - Western District	6.5%	8.1%	6.4%	5.1%	2.8%	2.4%	2.5%	2.4%	4.0%	**0.8%**	**3.2%**
VIC - Inner East Melbourne	4.7%	4.9%	3.2%	1.6%	1.2%	1.0%	1.4%	1.9%	2.2%	**0.6%**	**1.9%**
VIC - Outer East Melbourne	6.5%	8.8%	6.5%	3.5%	2.3%	1.6%	2.0%	2.3%	3.6%	**0.8%**	**3.1%**
VIC - Hume Moreland	7.9%	8.4%	5.7%	2.7%	1.3%	1.2%	2.0%	2.7%	3.4%	**1.1%**	**3.1%**
VIC - Bayside Peninsula	6.5%	7.0%	4.6%	2.4%	1.4%	1.4%	1.8%	2.3%	2.9%	**0.8%**	**2.4%**
VIC - Southern Melbourne	6.7%	6.6%	4.4%	2.6%	1.4%	1.2%	1.7%	2.3%	3.0%	**0.8%**	**2.8%**
VIC - Brimbank Melton	8.9%	8.9%	5.6%	3.2%	1.7%	1.3%	1.7%	2.2%	3.7%	**0.7%**	**3.3%**
VIC - Western Melbourne	6.6%	7.5%	5.0%	1.7%	1.0%	0.9%	1.7%	2.2%	2.6%	**0.8%**	**2.4%**
VIC - Goulburn	8.3%	8.8%	6.3%	4.5%	2.3%	1.8%	2.1%	2.4%	4.1%	**0.8%**	**3.3%**
VIC - Mallee	9.7%	9.5%	6.6%	4.4%	2.4%	1.9%	2.2%	2.4%	4.4%	**0.7%**	**3.5%**
VIC - Outer Gippsland	7.0%	8.5%	6.9%	5.0%	3.3%	2.7%	2.6%	2.6%	4.3%	**0.7%**	**3.2%**
QLD	**6.5%**	**7.5%**	**5.5%**	**3.2%**	**1.7%**	**1.4%**	**1.7%**	**2.2%**	**3.3%**	**0.8%**	**2.8%**
QLD - Bundaberg	8.6%	9.4%	8.1%	7.0%	3.7%	2.8%	2.4%	2.9%	4.9%	**0.9%**	**3.8%**
QLD - Ipswich	6.7%	8.6%	6.7%	4.3%	2.1%	1.6%	2.0%	2.6%	3.9%	**1.1%**	**3.5%**
QLD - Mackay	6.2%	6.3%	4.6%	3.1%	1.3%	0.9%	1.2%	1.7%	2.8%	**0.8%**	**2.4%**
QLD - Toowoomba	5.5%	6.9%	6.0%	4.5%	2.2%	2.0%	2.3%	2.9%	3.7%	**0.9%**	**3.1%**
QLD - Townsville	8.3%	7.5%	5.2%	2.9%	1.9%	1.6%	1.9%	2.3%	3.6%	**1.0%**	**3.2%**
QLD - Rockhampton	6.6%	9.8%	6.9%	4.5%	2.1%	1.4%	1.6%	2.0%	3.8%	**0.9%**	**3.3%**
QLD - Beenleigh	8.0%	8.6%	5.9%	3.5%	2.0%	1.6%	1.7%	2.2%	3.9%	**0.8%**	**3.4%**
QLD - Brisbane	5.2%	5.4%	3.9%	1.8%	1.2%	1.1%	1.6%	2.2%	2.4%	**0.8%**	**2.1%**
QLD - Cairns	5.0%	5.6%	4.5%	3.4%	1.7%	1.6%	1.8%	2.0%	2.9%	**0.8%**	**2.5%**
QLD - Maryborough	8.5%	9.3%	7.5%	6.8%	3.5%	2.6%	2.7%	2.8%	4.8%	**0.8%**	**3.6%**
QLD - Robina	5.5%	7.1%	5.3%	2.7%	1.4%	1.1%	1.4%	1.9%	2.8%	**0.6%**	**2.4%**
QLD - Caboolture/Strathpine	8.7%	9.3%	6.7%	4.1%	2.2%	1.7%	1.7%	2.3%	4.1%	**0.8%**	**3.5%**
QLD - Maroochydore	6.0%	8.2%	5.8%	4.2%	2.1%	1.7%	1.7%	2.1%	3.5%	**0.7%**	**2.8%**
WA	**4.2%**	**5.5%**	**4.6%**	**3.1%**	**1.6%**	**1.2%**	**1.4%**	**1.8%**	**2.5%**	**0.7%**	**2.2%**
WA - North East Metro	4.5%	6.1%	5.1%	3.7%	1.8%	1.4%	1.7%	2.2%	2.9%	**0.9%**	**2.6%**
WA - Wheat Belt	2.9%	5.2%	5.4%	3.6%	2.0%	1.5%	1.1%	1.4%	2.4%	**0.4%**	**1.9%**
WA - South Metro	5.0%	6.5%	5.3%	3.7%	1.9%	1.2%	1.4%	1.9%	3.0%	**0.7%**	**2.6%**
WA - Central South Metro	4.0%	5.5%	4.4%	2.9%	1.6%	1.1%	1.3%	1.7%	2.4%	**0.7%**	**2.1%**
WA - South West	3.7%	6.1%	5.2%	5.1%	2.6%	1.5%	1.6%	2.0%	3.0%	**0.7%**	**2.5%**
WA - Goldfields-Esperance	3.4%	4.9%	4.5%	2.6%	1.3%	1.2%	1.2%	1.2%	2.1%	**0.4%**	**1.9%**
WA - North Metro	4.6%	5.5%	4.7%	3.2%	1.8%	1.1%	1.0%	1.4%	2.6%	**0.5%**	**2.2%**
WA - Kimberley-Pilbara	3.4%	4.3%	4.0%	2.8%	1.0%	1.0%	1.4%	1.4%	2.1%	**0.8%**	**2.0%**
WA - South East Metro	4.4%	4.8%	4.3%	2.3%	1.5%	1.3%	1.7%	2.4%	2.5%	**0.8%**	**2.2%**
WA - Central North Metro	3.2%	4.1%	3.0%	1.8%	1.1%	1.0%	1.5%	2.0%	1.9%	**0.7%**	**1.7%**
WA - Great Southern	4.0%	5.1%	4.6%	4.3%	2.7%	1.6%	1.5%	1.7%	2.8%	**0.5%**	**2.3%**
WA - Midwest-Gascoyne	5.5%	6.7%	5.0%	3.8%	2.0%	1.1%	1.1%	1.4%	2.9%	**0.5%**	**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	65+ years	Total excl. 65+ years	Total
SA	**6.9%**	**9.9%**	**8.0%**	**4.4%**	**2.1%**	**1.8%**	**2.1%**	**2.6%**	**4.0%**	**0.9%**	**3.3%**
SA - Adelaide Hills	6.6%	9.5%	7.9%	4.6%	1.9%	1.3%	1.3%	1.4%	3.6%	**0.7%**	**3.1%**
SA - Barossa, Light and Lower North	9.4%	12.3%	10.3%	6.1%	2.2%	1.6%	1.5%	2.0%	4.8%	**0.8%**	**3.9%**
SA - Eastern Adelaide	4.1%	5.9%	4.4%	2.2%	1.3%	1.3%	1.7%	2.3%	2.4%	**0.7%**	**2.1%**
SA - Eyre and Western	6.4%	8.5%	6.4%	5.1%	2.5%	1.9%	1.9%	2.0%	3.8%	**0.8%**	**3.2%**
SA - Far North (SA)	4.7%	6.1%	4.6%	4.1%	1.5%	1.9%	2.0%	1.8%	2.9%	**0.9%**	**2.6%**
SA - Fleurieu and Kangaroo Island	7.6%	11.0%	9.6%	7.8%	3.1%	2.4%	2.2%	2.2%	4.6%	**0.5%**	**3.1%**
SA - Limestone Coast	6.0%	7.0%	6.6%	4.4%	2.8%	1.7%	1.9%	2.1%	3.6%	**0.6%**	**2.9%**
SA - Murray and Mallee	8.0%	10.2%	7.4%	5.4%	2.8%	2.2%	2.1%	2.4%	4.3%	**0.7%**	**3.4%**
SA - Northern Adelaide	8.4%	12.1%	9.5%	5.0%	2.3%	2.0%	2.5%	3.2%	4.8%	**1.1%**	**4.2%**
SA - Southern Adelaide	6.4%	10.1%	8.7%	5.0%	2.3%	2.0%	2.2%	2.7%	4.1%	**0.9%**	**3.4%**
SA - Western Adelaide	5.7%	8.8%	6.9%	2.8%	1.5%	1.5%	2.0%	2.8%	3.2%	**0.9%**	**2.7%**
SA - Yorke and Mid North	6.2%	8.6%	7.4%	6.0%	2.7%	1.9%	1.9%	2.0%	3.9%	**0.5%**	**2.9%**
TAS	**5.4%**	**7.0%**	**5.8%**	**4.1%**	**2.3%**	**1.6%**	**2.0%**	**2.2%**	**3.3%**	**0.7%**	**2.7%**
TAS - North	6.2%	7.1%	6.0%	3.9%	2.7%	1.6%	1.9%	2.2%	3.5%	**0.7%**	**2.8%**
TAS - North West	4.6%	7.5%	6.0%	5.3%	2.9%	1.7%	2.0%	2.3%	3.5%	**0.7%**	**2.8%**
TAS - South East	5.9%	7.6%	6.4%	4.2%	2.1%	1.3%	1.7%	1.8%	3.3%	**0.7%**	**2.7%**
TAS - South West	4.6%	6.2%	5.1%	3.4%	1.8%	1.6%	2.1%	2.3%	2.9%	**0.7%**	**2.5%**
ACT	**4.8%**	**6.5%**	**5.3%**	**3.0%**	**1.5%**	**1.2%**	**1.7%**	**2.1%**	**2.7%**	**1.1%**	**2.5%**
ACT	4.8%	6.5%	5.3%	3.0%	1.5%	1.2%	1.7%	2.1%	2.7%	**1.1%**	**2.5%**
NT	**4.8%**	**5.7%**	**4.5%**	**2.5%**	**1.2%**	**1.4%**	**1.9%**	**2.2%**	**2.6%**	**0.9%**	**2.5%**
NT - Barkly	2.0%	2.9%	3.0%	1.2%	1.3%	1.7%	2.4%	2.7%	2.0%	**1.7%**	**2.0%**
NT - Central Australia	3.7%	5.6%	4.9%	2.7%	1.2%	1.7%	2.3%	2.8%	2.7%	**1.2%**	**2.6%**
NT - Darwin Remote	4.6%	2.8%	2.9%	1.3%	1.5%	2.0%	3.0%	2.5%	2.5%	**0.5%**	**2.4%**
NT - Darwin Urban	5.2%	6.6%	4.8%	3.0%	1.0%	1.1%	1.4%	1.8%	2.6%	**0.8%**	**2.4%**
NT - East Arnhem	3.1%	2.3%	2.5%	1.7%	2.1%	2.8%	3.7%	3.7%	2.7%	**0.2%**	**2.6%**
NT - Katherine	8.5%	6.6%	6.1%	2.4%	0.9%	1.9%	2.7%	3.9%	3.7%	**1.8%**	**3.5%**
Total	**6.1%**	**7.1%**	**5.4%**	**3.1%**	**1.7%**	**1.4%**	**1.7%**	**2.2%**	**3.1%**	**0.8%**	**2.7%**

Table O.5 Participation rates for male participants by service district and age group as at 30 June 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	65+ years	Total excl. 65+ years	Total
NSW	**8.0%**	**8.6%**	**6.1%**	**3.5%**	**2.0%**	**1.4%**	**1.8%**	**2.3%**	**3.7%**	**0.9%**	**3.2%**
NSW - Hunter New England	10.4%	11.0%	9.4%	5.7%	3.3%	2.1%	2.4%	2.7%	5.3%	**1.1%**	**4.4%**
NSW - Central Coast	9.1%	13.3%	9.4%	5.7%	3.4%	1.9%	2.1%	2.5%	5.2%	**0.9%**	**4.3%**
NSW - Far West	7.3%	11.5%	9.1%	5.5%	4.0%	2.6%	2.8%	3.0%	5.1%	**1.1%**	**4.2%**
NSW - Illawarra Shoalhaven	6.9%	9.4%	7.1%	4.3%	2.9%	2.1%	2.2%	2.4%	4.2%	**0.8%**	**3.4%**
NSW - Mid North Coast	12.7%	13.4%	9.3%	7.0%	4.2%	2.6%	2.4%	2.8%	6.1%	**0.9%**	**4.7%**
NSW - Murrumbidgee	9.6%	8.7%	7.2%	4.4%	2.9%	1.8%	2.1%	2.3%	4.5%	**0.7%**	**3.7%**
NSW - Nepean Blue Mountains	9.8%	11.6%	8.0%	5.0%	2.5%	1.7%	1.8%	2.3%	4.8%	**0.9%**	**4.2%**
NSW - North Sydney	5.0%	4.9%	3.5%	1.9%	1.3%	0.8%	1.1%	1.7%	2.2%	**0.7%**	**2.0%**
NSW - Northern NSW	9.5%	11.3%	8.2%	6.7%	4.0%	2.0%	2.5%	2.4%	5.1%	**0.8%**	**4.0%**
NSW - South Eastern Sydney	6.1%	6.3%	3.9%	2.0%	1.1%	0.9%	1.4%	1.8%	2.4%	**0.7%**	**2.2%**
NSW - South Western Sydney	8.5%	8.7%	5.4%	3.4%	2.1%	1.4%	1.7%	2.3%	3.9%	**0.9%**	**3.5%**
NSW - Southern NSW	7.7%	8.5%	6.2%	5.1%	2.5%	1.6%	1.5%	2.0%	3.8%	**0.7%**	**3.1%**
NSW - Sydney	4.9%	6.3%	4.0%	1.1%	0.6%	0.7%	1.6%	2.5%	1.8%	**1.0%**	**1.7%**
NSW - Western NSW	7.2%	9.2%	6.6%	5.1%	2.8%	2.1%	2.4%	2.7%	4.4%	**0.9%**	**3.7%**
NSW - Western Sydney	7.9%	7.0%	4.4%	2.5%	1.5%	1.0%	1.5%	2.2%	3.1%	**1.0%**	**2.9%**
VIC	**9.2%**	**10.0%**	**6.5%**	**3.4%**	**1.8%**	**1.4%**	**1.9%**	**2.4%**	**3.9%**	**0.9%**	**3.4%**
VIC - Barwon	8.8%	12.7%	10.1%	6.1%	3.1%	2.3%	2.4%	2.7%	5.2%	**1.1%**	**4.4%**
VIC - Central Highlands	9.2%	11.5%	8.0%	5.5%	3.2%	2.2%	2.1%	2.7%	4.9%	**1.1%**	**4.2%**
VIC - Loddon	10.9%	13.3%	10.0%	6.4%	3.5%	2.4%	2.0%	2.6%	5.7%	**0.9%**	**4.6%**
VIC - North East Melbourne	8.8%	8.9%	6.1%	2.9%	1.4%	1.4%	2.2%	2.8%	3.6%	**1.0%**	**3.2%**
VIC - Inner Gippsland	9.4%	12.1%	7.1%	5.6%	3.3%	2.4%	2.3%	2.7%	5.1%	**0.7%**	**4.0%**
VIC - Ovens Murray	10.4%	12.0%	8.4%	6.3%	3.2%	2.5%	2.3%	2.6%	5.3%	**0.9%**	**4.2%**
VIC - Western District	8.7%	10.1%	8.1%	5.6%	3.2%	2.4%	2.6%	2.5%	4.8%	**0.8%**	**3.8%**
VIC - Inner East Melbourne	6.5%	6.3%	3.8%	1.9%	1.3%	1.1%	1.3%	1.9%	2.6%	**0.7%**	**2.2%**
VIC - Outer East Melbourne	8.6%	10.5%	7.5%	4.0%	2.5%	1.6%	1.8%	2.2%	4.2%	**0.8%**	**3.6%**
VIC - Hume Moreland	10.4%	10.9%	7.0%	3.1%	1.3%	1.3%	2.0%	2.7%	4.1%	**1.1%**	**3.7%**
VIC - Bayside Peninsula	8.6%	8.9%	5.1%	2.7%	1.5%	1.4%	1.7%	2.3%	3.4%	**0.8%**	**2.9%**
VIC - Southern Melbourne	9.1%	9.0%	5.1%	3.0%	1.5%	1.1%	1.7%	2.2%	3.7%	**0.9%**	**3.4%**
VIC - Brimbank Melton	11.8%	11.9%	7.0%	4.0%	2.0%	1.4%	1.8%	2.2%	4.7%	**0.8%**	**4.2%**
VIC - Western Melbourne	8.9%	9.9%	6.2%	2.1%	1.0%	0.9%	1.7%	2.3%	3.2%	**0.8%**	**3.0%**
VIC - Goulburn	10.3%	11.1%	7.2%	5.3%	2.7%	1.7%	2.0%	2.0%	4.8%	**0.8%**	**3.9%**
VIC - Mallee	12.8%	12.2%	8.1%	5.2%	2.8%	2.0%	2.2%	2.2%	5.3%	**0.8%**	**4.3%**
VIC - Outer Gippsland	9.3%	11.3%	8.5%	5.6%	3.4%	2.7%	2.6%	2.3%	5.0%	**0.6%**	**3.7%**
QLD	**8.6%**	**9.6%**	**6.7%**	**3.8%**	**2.0%**	**1.5%**	**1.8%**	**2.3%**	**4.0%**	**0.9%**	**3.5%**
QLD - Bundaberg	11.7%	11.9%	10.2%	8.5%	4.2%	3.0%	2.6%	3.3%	6.1%	**1.0%**	**4.7%**
QLD - Ipswich	8.8%	11.1%	8.3%	5.1%	2.5%	1.8%	2.1%	2.6%	4.8%	**1.2%**	**4.3%**
QLD - Mackay	8.5%	8.5%	5.7%	3.6%	1.4%	1.0%	1.3%	1.8%	3.4%	**0.8%**	**3.0%**
QLD - Toowoomba	7.3%	8.9%	7.2%	5.2%	2.5%	2.2%	2.6%	3.2%	4.5%	**1.0%**	**3.8%**
QLD - Townsville	10.7%	9.9%	6.7%	3.3%	2.1%	1.8%	2.1%	2.5%	4.4%	**1.1%**	**3.9%**
QLD - Rockhampton	8.8%	12.6%	8.3%	5.5%	2.6%	1.5%	1.5%	2.0%	4.7%	**1.0%**	**4.1%**

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	65+ years	Total excl. 65+ years	Total
QLD - Beenleigh	10.4%	11.2%	7.1%	4.2%	2.2%	1.7%	1.6%	2.2%	4.7%	**0.9%**	**4.1%**
QLD - Brisbane	6.9%	7.0%	4.6%	2.2%	1.3%	1.1%	1.7%	2.3%	2.8%	**0.9%**	**2.6%**
QLD - Cairns	6.8%	7.5%	5.9%	4.0%	2.1%	1.9%	2.1%	2.2%	3.7%	**0.9%**	**3.2%**
QLD - Maryborough	11.0%	12.0%	9.0%	8.0%	4.4%	2.9%	2.8%	3.1%	5.9%	**0.8%**	**4.3%**
QLD - Robina	7.3%	9.3%	6.4%	3.2%	1.6%	1.2%	1.6%	1.9%	3.4%	**0.7%**	**3.0%**
QLD - Caboolture/Strathpine	11.4%	11.7%	8.3%	4.8%	2.5%	1.7%	1.6%	2.3%	5.0%	**0.8%**	**4.3%**
QLD - Maroochydore	7.9%	10.4%	6.7%	5.0%	2.4%	1.7%	1.8%	2.2%	4.2%	**0.7%**	**3.4%**
WA	**5.6%**	**7.1%**	**5.7%**	**3.8%**	**1.9%**	**1.3%**	**1.4%**	**1.9%**	**3.1%**	**0.7%**	**2.7%**
WA - North East Metro	6.3%	8.1%	6.5%	4.8%	2.2%	1.4%	1.7%	2.3%	3.6%	**1.0%**	**3.2%**
WA - Wheat Belt	3.8%	6.7%	6.9%	3.9%	2.2%	1.7%	1.2%	1.5%	2.9%	**0.3%**	**2.2%**
WA - South Metro	6.6%	8.4%	6.7%	4.6%	2.3%	1.2%	1.4%	1.9%	3.7%	**0.7%**	**3.2%**
WA - Central South Metro	5.4%	7.0%	4.9%	3.4%	1.7%	1.1%	1.3%	1.8%	2.9%	**0.7%**	**2.5%**
WA - South West	4.9%	7.6%	6.3%	6.2%	3.1%	1.5%	1.6%	2.0%	3.6%	**0.6%**	**3.0%**
WA - Goldfields-Esperance	4.4%	6.8%	5.2%	3.3%	1.4%	1.3%	1.2%	1.3%	2.6%	**0.3%**	**2.3%**
WA - North Metro	6.1%	7.2%	6.0%	3.9%	2.1%	1.1%	1.0%	1.2%	3.2%	**0.5%**	**2.8%**
WA - Kimberley-Pilbara	4.7%	5.6%	5.2%	3.8%	1.2%	0.9%	1.5%	1.2%	2.5%	**0.8%**	**2.4%**
WA - South East Metro	6.0%	6.5%	5.5%	2.9%	1.8%	1.5%	1.8%	2.6%	3.1%	**0.9%**	**2.8%**
WA - Central North Metro	4.2%	5.4%	3.7%	2.2%	1.2%	1.1%	1.6%	2.1%	2.3%	**0.8%**	**2.0%**
WA - Great Southern	5.3%	6.4%	5.3%	5.3%	3.1%	1.8%	1.3%	1.9%	3.3%	**0.5%**	**2.7%**
WA - Midwest-Gascoyne	7.3%	9.1%	6.3%	4.6%	2.4%	1.3%	1.0%	1.3%	3.5%	**0.6%**	**2.9%**
SA	**9.1%**	**12.8%**	**9.9%**	**5.3%**	**2.3%**	**1.9%**	**2.2%**	**2.8%**	**4.9%**	**1.0%**	**4.1%**
SA - Adelaide Hills	8.8%	12.4%	9.6%	5.3%	2.1%	1.3%	1.4%	1.3%	4.5%	**0.7%**	**3.8%**
SA - Barossa, Light and Lower North	12.3%	15.2%	12.8%	7.3%	2.6%	1.8%	1.6%	1.8%	5.9%	**0.9%**	**4.9%**
SA - Eastern Adelaide	5.4%	7.8%	5.5%	2.6%	1.4%	1.4%	1.9%	2.7%	3.0%	**0.8%**	**2.6%**
SA - Eyre and Western	8.2%	11.6%	8.3%	5.6%	2.8%	1.9%	1.8%	2.2%	4.6%	**0.8%**	**3.8%**
SA - Far North (SA)	7.1%	7.5%	5.3%	5.6%	1.9%	2.4%	2.1%	1.9%	3.7%	**1.1%**	**3.3%**
SA - Fleurieu and Kangaroo Island	9.9%	13.2%	11.2%	9.7%	3.6%	2.3%	2.2%	2.4%	5.6%	**0.6%**	**3.8%**
SA - Limestone Coast	8.0%	9.2%	8.4%	5.1%	3.3%	2.1%	1.9%	2.4%	4.4%	**0.7%**	**3.6%**
SA - Murray and Mallee	10.5%	13.7%	8.9%	6.5%	2.9%	2.4%	2.3%	2.4%	5.2%	**0.8%**	**4.1%**
SA - Northern Adelaide	11.3%	15.8%	12.2%	6.0%	2.6%	2.1%	2.6%	3.6%	5.9%	**1.3%**	**5.2%**
SA - Southern Adelaide	8.3%	12.9%	10.6%	6.2%	2.5%	2.0%	2.3%	3.0%	5.0%	**1.0%**	**4.2%**
SA - Western Adelaide	7.4%	12.3%	8.7%	3.4%	1.7%	1.7%	2.2%	3.0%	3.9%	**1.1%**	**3.4%**
SA - Yorke and Mid North	7.9%	10.8%	9.8%	6.9%	3.0%	2.2%	2.1%	2.1%	4.7%	**0.6%**	**3.5%**
TAS	**6.9%**	**9.2%**	**7.0%**	**4.7%**	**2.8%**	**1.6%**	**2.0%**	**2.3%**	**3.9%**	**0.8%**	**3.2%**
TAS - North	7.8%	8.9%	7.2%	4.4%	3.2%	1.6%	1.8%	2.1%	4.0%	**0.7%**	**3.3%**
TAS - North West	6.0%	10.0%	7.4%	5.9%	3.4%	1.5%	2.3%	2.4%	4.2%	**0.9%**	**3.4%**
TAS - South East	7.7%	10.4%	7.7%	5.3%	2.8%	1.5%	1.7%	1.8%	4.1%	**0.7%**	**3.4%**
TAS - South West	6.0%	7.8%	6.0%	3.8%	2.1%	1.9%	2.1%	2.6%	3.5%	**0.8%**	**3.0%**
ACT	**6.5%**	**8.5%**	**6.5%**	**3.5%**	**1.7%**	**1.2%**	**1.7%**	**2.1%**	**3.3%**	**1.1%**	**3.0%**
ACT	6.5%	8.5%	6.5%	3.5%	1.7%	1.2%	1.7%	2.1%	3.3%	**1.1%**	**3.0%**
NT	**6.5%**	**7.7%**	**6.0%**	**3.3%**	**1.5%**	**1.6%**	**2.1%**	**2.5%**	**3.4%**	**1.0%**	**3.2%**
NT - Barkly	2.4%	4.2%	4.5%	1.1%	1.1%	1.0%	1.8%	4.8%	2.4%	**2.0%**	**2.4%**
NT - Central Australia	4.9%	7.8%	6.7%	4.3%	1.6%	1.8%	2.9%	3.0%	3.5%	**1.5%**	**3.4%**
NT - Darwin Remote	7.1%	4.1%	4.6%	1.7%	2.2%	3.0%	3.8%	3.0%	3.6%	**0.9%**	**3.4%**

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	65+ years	Total excl. 65+ years	Total
NT - Darwin Urban	7.0%	8.9%	6.3%	3.7%	1.3%	1.2%	1.6%	2.1%	3.3%	**0.9%**	**3.0%**
NT - East Arnhem	4.1%	3.8%	3.6%	2.1%	3.5%	4.3%	4.1%	4.9%	3.7%	**0.0%**	**3.6%**
NT - Katherine	11.5%	8.9%	7.2%	3.0%	1.0%	1.9%	2.3%	3.3%	4.5%	**1.8%**	**4.2%**
Total	**8.2%**	**9.3%**	**6.5%**	**3.7%**	**1.9%**	**1.5%**	**1.8%**	**2.3%**	**3.8%**	**0.9%**	**3.3%**

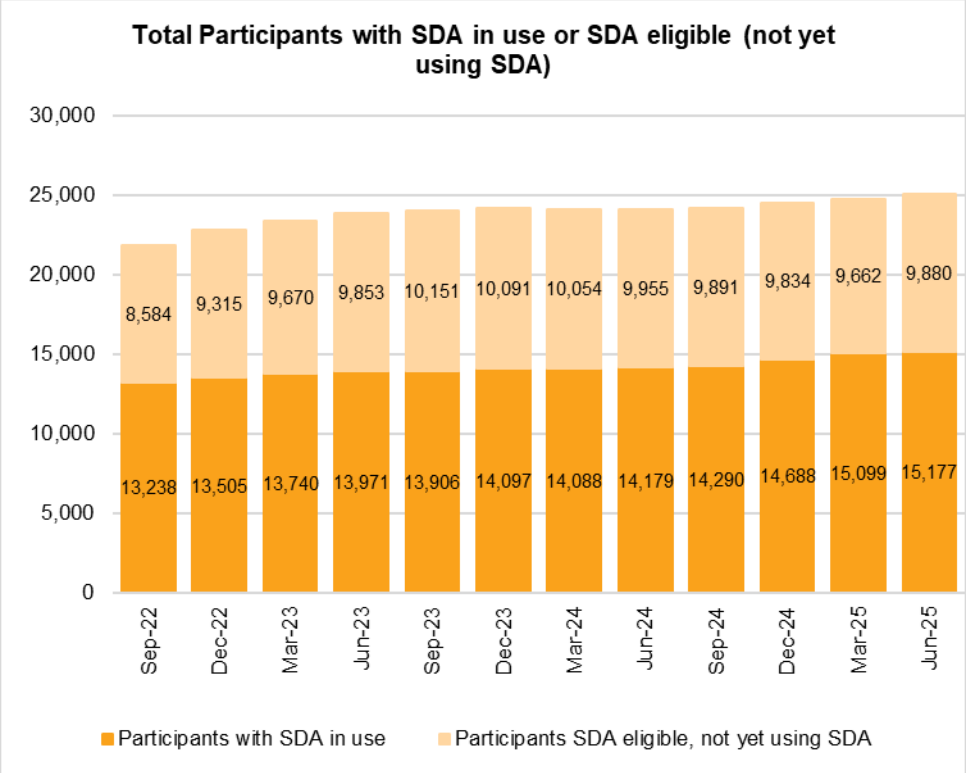
Table O.6 Participation rates for female participants by service district and age group as at 30 June 2025

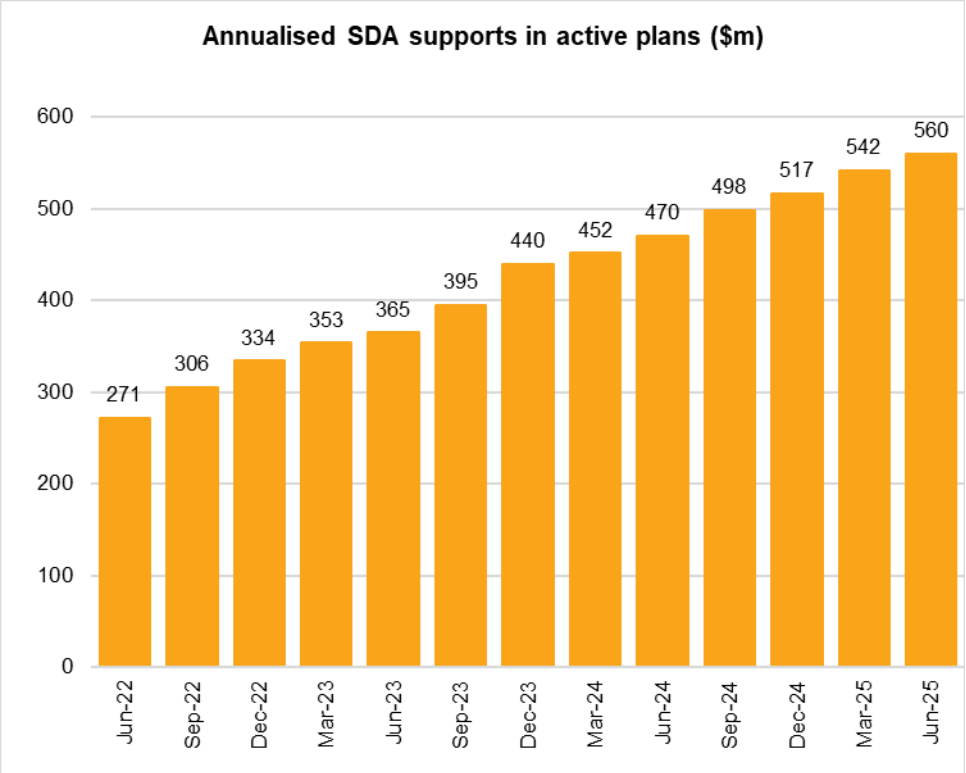
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+ years	Total excl. 65+ years	Total
NSW	**3.6%**	**4.1%**	**3.4%**	**2.0%**	**1.3%**	**1.1%**	**1.5%**	**1.9%**	**2.1%**	**0.7%**	**1.8%**
NSW - Hunter New England	5.0%	5.4%	4.7%	3.1%	2.2%	1.8%	2.1%	2.4%	3.1%	**0.9%**	**2.6%**
NSW - Central Coast	4.3%	6.7%	5.5%	3.6%	2.5%	1.6%	2.0%	2.4%	3.2%	**0.8%**	**2.6%**
NSW - Far West	3.8%	5.6%	3.9%	3.1%	2.0%	1.7%	2.4%	2.2%	2.8%	**0.7%**	**2.3%**
NSW - Illawarra Shoalhaven	3.1%	4.6%	4.1%	2.4%	2.2%	1.6%	2.0%	2.3%	2.6%	**0.8%**	**2.1%**
NSW - Mid North Coast	6.7%	7.1%	5.8%	4.0%	2.5%	1.8%	1.9%	2.3%	3.6%	**0.7%**	**2.7%**
NSW - Murrumbidgee	4.7%	4.5%	3.7%	2.9%	2.0%	1.6%	1.9%	2.3%	2.8%	**0.6%**	**2.3%**
NSW - Nepean Blue Mountains	4.2%	5.5%	4.5%	2.6%	1.7%	1.3%	1.7%	1.9%	2.6%	**0.8%**	**2.3%**
NSW - North Sydney	2.1%	2.1%	2.1%	1.3%	0.8%	0.6%	0.9%	1.3%	1.2%	**0.5%**	**1.1%**
NSW - Northern NSW	4.6%	5.4%	5.4%	4.4%	2.5%	1.7%	1.8%	2.0%	3.0%	**0.7%**	**2.4%**
NSW - South Eastern Sydney	2.6%	3.0%	2.4%	1.2%	0.7%	0.7%	1.1%	1.6%	1.4%	**0.5%**	**1.2%**
NSW - South Western Sydney	3.7%	3.7%	2.7%	1.9%	1.2%	1.0%	1.4%	1.9%	2.0%	**0.8%**	**1.8%**
NSW - Southern NSW	3.5%	4.6%	4.4%	3.0%	1.9%	1.4%	1.6%	1.6%	2.4%	**0.6%**	**2.0%**
NSW - Sydney	2.0%	3.0%	2.0%	0.6%	0.4%	0.7%	1.2%	1.7%	1.1%	**0.7%**	**1.0%**
NSW - Western NSW	3.5%	4.3%	3.6%	3.3%	1.9%	1.5%	1.9%	2.2%	2.6%	**0.7%**	**2.2%**
NSW - Western Sydney	3.4%	3.2%	2.6%	1.4%	0.9%	0.7%	1.3%	1.8%	1.7%	**0.7%**	**1.6%**
VIC	**4.5%**	**5.3%**	**4.1%**	**2.2%**	**1.4%**	**1.3%**	**1.9%**	**2.3%**	**2.5%**	0.8%	**2.2%**
VIC - Barwon	4.5%	7.4%	6.4%	3.8%	2.3%	2.0%	2.3%	2.7%	**3.4%**	1.2%	2.9%
VIC - Central Highlands	4.3%	6.1%	5.3%	3.8%	2.4%	2.0%	2.3%	2.8%	3.3%	**0.9%**	**2.8%**
VIC - Loddon	6.1%	7.8%	6.7%	4.9%	2.6%	2.1%	2.5%	2.2%	3.8%	**0.8%**	**3.1%**
VIC - North East Melbourne	4.4%	4.7%	3.9%	1.9%	1.1%	1.1%	1.8%	2.4%	2.2%	**0.9%**	**2.0%**
VIC - Inner Gippsland	5.1%	6.9%	4.8%	3.6%	2.6%	2.2%	2.6%	2.5%	3.5%	**0.7%**	**2.8%**
VIC - Ovens Murray	5.3%	6.7%	5.4%	3.6%	2.1%	1.7%	2.2%	2.5%	3.3%	**0.8%**	**2.7%**
VIC - Western District	4.2%	5.7%	4.4%	4.1%	2.4%	2.4%	2.4%	2.4%	3.2%	**0.9%**	**2.6%**
VIC - Inner East Melbourne	2.9%	3.1%	2.4%	1.2%	1.0%	0.9%	1.4%	1.9%	1.7%	**0.6%**	**1.4%**
VIC - Outer East Melbourne	4.3%	6.4%	5.0%	2.9%	1.9%	1.6%	2.1%	2.3%	2.9%	**0.8%**	**2.5%**
VIC - Hume Moreland	5.0%	5.6%	4.2%	2.1%	1.2%	1.1%	2.0%	2.7%	2.6%	**1.0%**	**2.3%**
VIC - Bayside Peninsula	4.2%	4.9%	3.7%	1.9%	1.2%	1.3%	1.8%	2.2%	2.3%	**0.7%**	**1.9%**
VIC - Southern Melbourne	4.2%	4.0%	3.4%	2.1%	1.2%	1.2%	1.7%	2.4%	2.3%	**0.8%**	**2.1%**
VIC - Brimbank Melton	5.7%	5.7%	3.9%	2.2%	1.4%	1.2%	1.5%	2.2%	2.7%	**0.7%**	**2.4%**
VIC - Western Melbourne	4.0%	4.9%	3.5%	1.2%	0.8%	0.9%	1.6%	2.1%	1.9%	**0.7%**	**1.8%**
VIC - Goulburn	5.4%	6.0%	5.1%	3.4%	1.8%	1.8%	2.1%	2.7%	3.2%	**0.7%**	**2.6%**
VIC - Mallee	6.3%	6.4%	4.9%	3.3%	2.0%	1.9%	2.2%	2.5%	3.4%	**0.6%**	**2.7%**
VIC - Outer Gippsland	4.6%	5.5%	5.1%	4.1%	3.1%	2.6%	2.6%	2.8%	3.5%	**0.7%**	**2.7%**
QLD	**4.2%**	**5.1%**	**4.1%**	**2.4%**	**1.4%**	**1.3%**	**1.6%**	**2.1%**	**2.5%**	0.7%	**2.1%**
QLD - Bundaberg	5.2%	6.7%	5.7%	5.3%	3.2%	2.6%	2.2%	2.6%	3.7%	**0.8%**	**2.9%**
QLD - Ipswich	4.3%	5.7%	4.8%	3.4%	1.7%	1.4%	2.0%	2.5%	2.9%	**1.0%**	**2.6%**
QLD - Mackay	3.7%	3.9%	3.3%	2.4%	1.1%	0.8%	1.1%	1.7%	2.0%	**0.7%**	**1.8%**
QLD - Toowoomba	3.5%	4.9%	4.7%	3.6%	1.9%	1.7%	2.0%	2.6%	2.8%	**0.9%**	**2.4%**
QLD - Townsville	5.6%	4.9%	3.5%	2.3%	1.6%	1.4%	1.6%	2.1%	2.6%	**0.9%**	**2.4%**

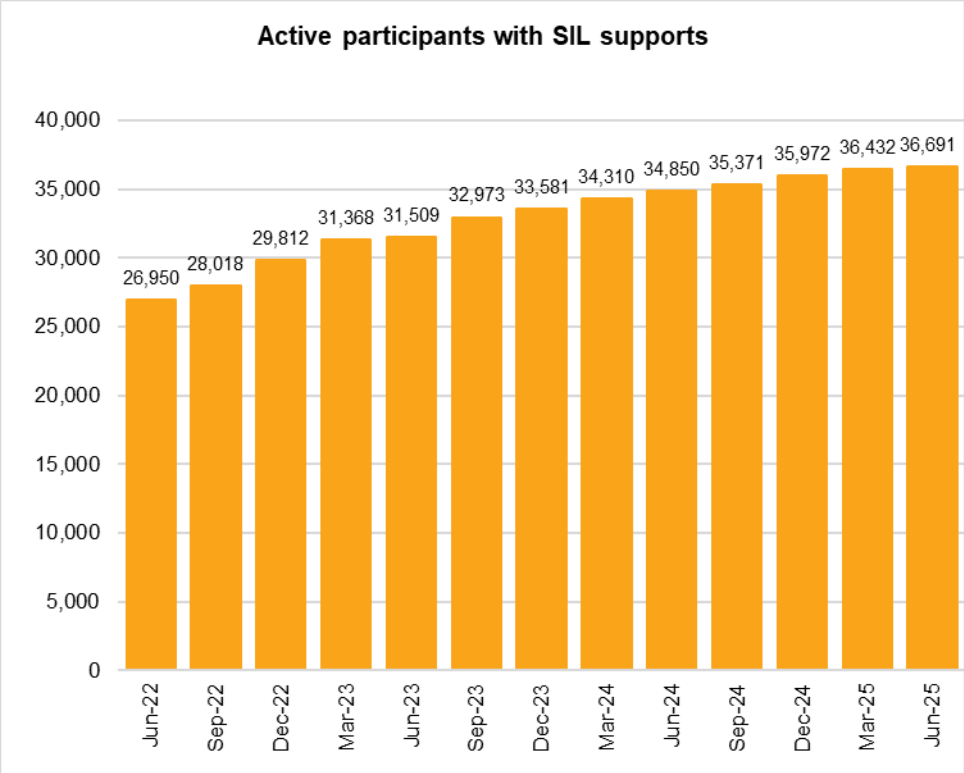
Service District	0 to 8 years	9 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65+ years	Total excl. 65+ years	Total
QLD - Rockhampton	4.3%	6.9%	5.1%	3.4%	1.5%	1.3%	1.7%	1.9%	2.9%	**0.8%**	**2.5%**
QLD - Beenleigh	5.4%	5.8%	4.5%	2.6%	1.7%	1.4%	1.7%	2.2%	2.9%	**0.7%**	**2.5%**
QLD - Brisbane	3.3%	3.7%	2.8%	1.4%	1.0%	1.0%	1.4%	2.1%	1.8%	**0.7%**	**1.6%**
QLD - Cairns	3.1%	3.5%	3.0%	2.7%	1.3%	1.2%	1.5%	1.8%	2.0%	**0.7%**	**1.8%**
QLD - Maryborough	5.8%	6.3%	5.7%	5.3%	2.4%	2.3%	2.6%	2.4%	3.6%	**0.7%**	**2.7%**
QLD - Robina	3.6%	4.7%	3.9%	2.1%	1.2%	1.1%	1.3%	1.8%	2.1%	**0.5%**	**1.8%**
QLD - Caboolture/Strathpine	5.8%	6.6%	4.8%	3.1%	1.8%	1.6%	1.8%	2.3%	3.1%	**0.7%**	**2.7%**
QLD - Maroochydore	4.0%	5.7%	4.7%	3.1%	1.8%	1.7%	1.7%	2.0%	2.7%	**0.7%**	**2.2%**
WA	**2.6%**	**3.6%**	**3.2%**	**2.2%**	**1.3%**	**1.1%**	**1.3%**	**1.8%**	**1.9%**	**0.6%**	**1.7%**
WA - North East Metro	2.6%	3.9%	3.5%	2.4%	1.4%	1.3%	1.6%	2.0%	2.1%	**0.9%**	**1.9%**
WA - Wheat Belt	1.8%	3.5%	3.4%	3.1%	1.8%	1.2%	1.1%	1.3%	1.8%	**0.5%**	**1.5%**
WA - South Metro	3.3%	4.4%	3.8%	2.6%	1.5%	1.2%	1.4%	2.0%	2.3%	**0.7%**	**2.0%**
WA - Central South Metro	2.5%	3.9%	3.7%	2.1%	1.3%	1.0%	1.3%	1.6%	1.9%	**0.6%**	**1.6%**
WA - South West	2.4%	4.3%	3.8%	3.7%	2.0%	1.5%	1.5%	2.0%	2.3%	**0.7%**	**2.0%**
WA - Goldfields-Esperance	2.2%	3.0%	3.5%	1.8%	1.1%	1.1%	1.1%	1.1%	1.6%	**0.4%**	**1.5%**
WA - North Metro	2.9%	3.6%	3.2%	2.4%	1.5%	1.0%	1.1%	1.5%	1.9%	**0.5%**	**1.7%**
WA - Kimberley-Pilbara	2.1%	2.8%	2.5%	1.8%	0.7%	1.0%	1.3%	1.7%	1.5%	**0.7%**	**1.5%**
WA - South East Metro	2.7%	3.0%	2.9%	1.7%	1.1%	1.1%	1.5%	2.1%	1.8%	**0.6%**	**1.6%**
WA - Central North Metro	2.0%	2.6%	2.1%	1.4%	0.9%	0.9%	1.3%	1.9%	1.4%	**0.6%**	**1.3%**
WA - Great Southern	2.7%	3.8%	3.5%	3.3%	2.3%	1.5%	1.6%	1.6%	2.3%	**0.6%**	**1.8%**
WA - Midwest-Gascoyne	3.7%	4.1%	3.5%	2.8%	1.6%	0.9%	1.2%	1.5%	2.1%	**0.4%**	**1.8%**
SA	**4.5%**	**6.6%**	**5.6%**	**3.2%**	**1.7%**	**1.6%**	**1.9%**	**2.3%**	**2.9%**	**0.7%**	**2.4%**
SA - Adelaide Hills	4.2%	6.4%	6.0%	3.8%	1.7%	1.4%	1.2%	1.5%	**2.7%**	0.6%	2.3%
SA - Barossa, Light and Lower North	5.8%	9.0%	6.9%	4.2%	1.7%	1.4%	1.3%	2.0%	3.4%	**0.7%**	**2.8%**
SA - Eastern Adelaide	2.8%	3.8%	3.2%	1.6%	1.1%	1.0%	1.4%	2.0%	1.8%	**0.6%**	**1.5%**
SA - Eyre and Western	4.3%	4.9%	4.6%	4.1%	2.2%	1.9%	1.9%	1.9%	2.9%	**0.9%**	**2.4%**
SA - Far North (SA)	2.3%	4.7%	3.6%	2.3%	0.9%	1.3%	1.9%	1.7%	2.0%	**0.8%**	**1.8%**
SA - Fleurieu and Kangaroo Island	5.0%	8.5%	7.3%	5.5%	2.4%	2.3%	2.1%	1.9%	3.6%	**0.5%**	**2.4%**
SA - Limestone Coast	3.9%	4.3%	4.2%	3.3%	2.2%	1.2%	1.9%	1.8%	2.6%	**0.5%**	**2.1%**
SA - Murray and Mallee	5.3%	6.5%	5.4%	3.7%	2.4%	1.8%	1.9%	2.2%	3.2%	**0.6%**	**2.5%**
SA - Northern Adelaide	5.3%	7.9%	6.5%	3.5%	1.8%	1.8%	2.4%	2.8%	3.4%	**0.9%**	**3.0%**
SA - Southern Adelaide	4.3%	7.1%	6.5%	3.5%	2.0%	1.9%	2.0%	2.5%	3.2%	**0.9%**	**2.7%**
SA - Western Adelaide	4.0%	5.1%	4.6%	2.1%	1.3%	1.2%	1.7%	2.5%	2.3%	**0.8%**	**2.0%**
SA - Yorke and Mid North	4.4%	6.0%	4.6%	4.5%	2.3%	1.7%	1.6%	1.9%	2.9%	**0.5%**	**2.2%**
TAS	**3.7%**	**4.6%**	**4.2%**	**3.1%**	**1.8%**	**1.4%**	**1.9%**	**2.1%**	**2.5%**	**0.6%**	**2.1%**
TAS - North	4.4%	4.9%	4.2%	3.1%	2.2%	1.6%	2.0%	2.3%	2.8%	**0.7%**	**2.3%**
TAS - North West	3.1%	4.8%	4.3%	4.3%	2.4%	1.9%	1.7%	2.2%	2.7%	**0.5%**	**2.2%**
TAS - South East	4.0%	4.6%	4.5%	2.9%	1.4%	1.1%	1.8%	1.8%	2.4%	**0.6%**	**2.0%**
TAS - South West	3.1%	4.3%	3.9%	2.6%	1.5%	1.4%	2.1%	2.0%	2.3%	**0.7%**	**1.9%**
ACT	**3.0%**	**4.3%**	**3.7%**	**2.2%**	**1.3%**	**1.1%**	**1.7%**	**2.2%**	**2.1%**	**1.2%**	**2.0%**
ACT	3.0%	4.3%	3.7%	2.2%	1.3%	1.1%	1.7%	2.2%	2.1%	**1.2%**	**2.0%**
NT	**2.9%**	**3.5%**	**2.8%**	**1.6%**	**0.8%**	**1.2%**	**1.6%**	**2.0%**	**1.8%**	**0.8%**	**1.7%**
NT - Barkly	1.4%	1.4%	1.0%	1.2%	1.5%	2.4%	2.9%	0.7%	1.7%	**1.4%**	**1.6%**
NT - Central Australia	2.5%	3.2%	3.1%	1.0%	0.8%	1.6%	1.8%	2.6%	1.9%	**1.0%**	**1.8%**
NT - Darwin Remote	1.9%	1.4%	1.0%	0.8%	0.9%	1.1%	2.2%	2.0%	1.4%	**0.3%**	**1.3%**
NT - Darwin Urban	3.2%	4.3%	3.2%	2.0%	0.7%	0.9%	1.2%	1.6%	1.8%	**0.7%**	**1.7%**
NT - East Arnhem	2.1%	0.8%	1.4%	1.3%	0.9%	1.4%	3.3%	2.6%	1.6%	**0.4%**	**1.6%**
NT - Katherine	4.9%	4.0%	4.6%	1.5%	0.9%	1.9%	3.1%	4.5%	2.8%	**1.8%**	**2.7%**
Total	**3.9%**	**4.7%**	**3.9%**	**2.3%**	**1.4%**	**1.2%**	**1.6%**	**2.1%**	**2.3%**	**0.7%**	**2.0%**

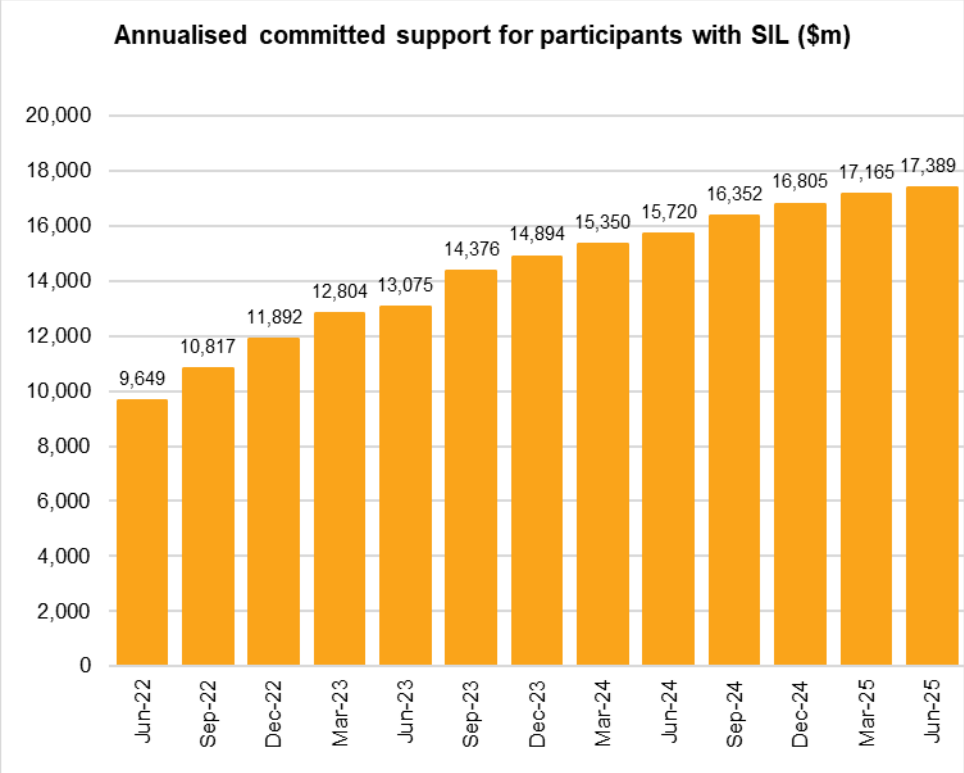
Supplement P:
Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National






Active participants with SIL supports
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
26,950
28,018
29,812
31,368
31,509
32,973
33,581
34,310
34,850
35,371
35,972
36,432
36,691
Jun-22
Sep-22
Dec-22
Mar-23
Jun-23
Sep-23
Dec-23
Mar-24
Jun-24
Sep-24
Dec-24
Mar-25
Jun-25


Annualised committed support for participants with SIL ($m)
20,000
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
9,649
10,817
11,892
12,804
13,075
14,376
14,894
15,350
15,720
16,352
16,805
17,165
17,389
Jun-22
Sep-22
Dec-22
Mar-23
Jun-23
Sep-23
Dec-23
Mar-24
Jun-24
Sep-24
Dec-24
Mar-25
Jun-25

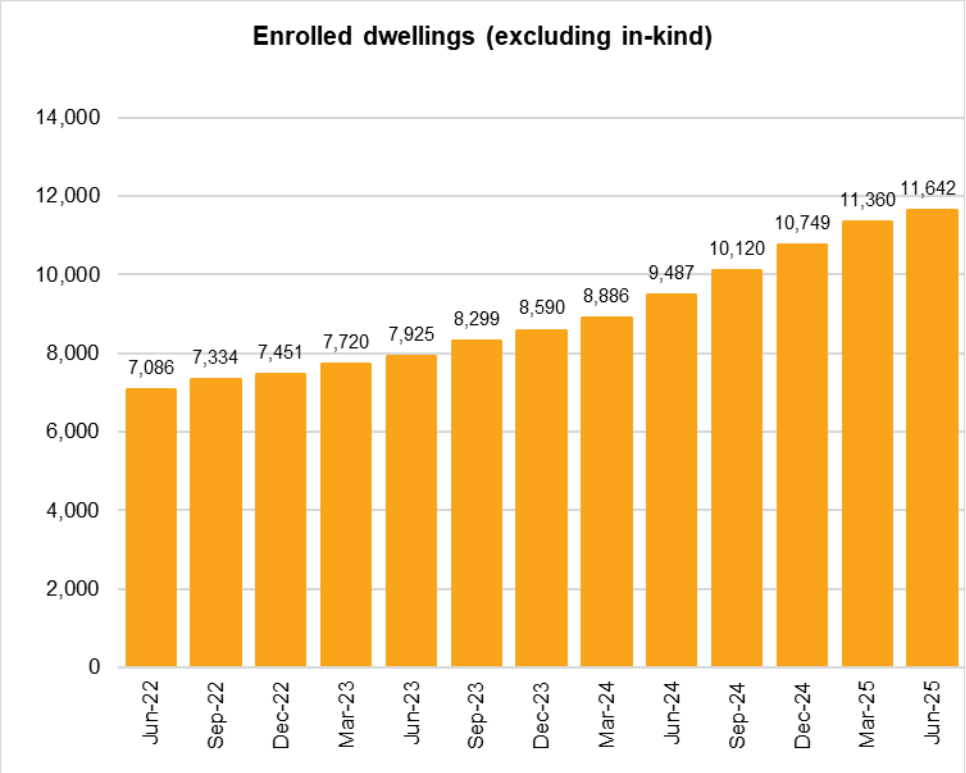


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 30 June 2025 [211] [212]

Service District	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Percentage of SDA using participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	**4,957**	**2,992**	**2.3%**	**12,182**	**5.6%**	**217,918**
NSW - Hunter New England	679	416	1.9%	2,122	5.9%	35,694
NSW - Central Coast	268	167	2.1%	663	5.3%	12,536
NSW - Far West	<11	15	n/a	38	3.8%	992
NSW - Illawarra Shoalhaven	297	197	2.4%	752	6.0%	12,581
NSW - Mid North Coast	116	113	1.3%	352	3.9%	9,092
NSW - Murrumbidgee	248	113	2.6%	497	5.2%	9,586
NSW - Nepean Blue Mountains	375	167	2.9%	764	5.8%	13,061
NSW - North Sydney	644	238	4.5%	1,078	7.5%	14,460
NSW - Northern NSW	190	137	1.8%	459	4.3%	10,583
NSW - South Eastern Sydney	407	219	2.7%	843	5.7%	14,832
NSW - South Western Sydney	470	517	1.4%	1,685	4.9%	34,722
NSW - Southern NSW	111	60	1.9%	259	4.4%	5,946
NSW - Sydney	121	127	1.5%	432	5.2%	8,344
NSW - Western NSW	272	141	3.1%	644	7.3%	8,778
NSW - Western Sydney	750	365	2.8%	1,594	6.0%	26,670
NSW - Other	<11	<11	n/a	<11	n/a	41
VIC	**5,193**	**2,078**	**2.6%**	**7,844**	**3.9%**	**199,577**

[211] Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.
[212] 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 - Barwon	383	117	2.9%	548	4.2%	13,177
VIC - Central Highlands	306	80	3.8%	425	5.3%	7,971
VIC - Loddon	191	109	1.8%	355	3.4%	10,407
VIC - North East Melbourne	632	203	3.3%	895	4.7%	18,967
VIC - Inner Gippsland	132	74	1.8%	239	3.2%	7,491
VIC - Ovens Murray	119	44	2.4%	187	3.8%	4,928
VIC - Western District	229	72	4.5%	307	6.0%	5,144
VIC - Inner East Melbourne	618	180	4.7%	789	6.0%	13,158
VIC - Outer East Melbourne	386	162	2.8%	530	3.8%	13,836
VIC - Hume Moreland	206	126	1.5%	366	2.6%	14,074
VIC - Bayside Peninsula	690	265	2.9%	1,038	4.3%	24,198
VIC - Southern Melbourne	392	220	2.0%	759	3.9%	19,390
VIC - Brimbank Melton	260	109	1.9%	412	3.0%	13,845
VIC - Western Melbourne	395	179	2.0%	567	2.8%	20,045
VIC - Goulburn	111	72	1.8%	200	3.2%	6,260
VIC - Mallee	80	28	2.3%	120	3.4%	3,483
VIC - Outer Gippsland	63	37	2.0%	107	3.4%	3,190
VIC - Other	<11	<11	n/a	<11	n/a	13
QLD	**2,502**	**1,860**	**1.6%**	**7,467**	**4.7%**	**159,258**
QLD - Bundaberg	83	34	2.0%	198	4.8%	4,130
QLD - Ipswich	205	169	1.6%	597	4.5%	13,122
QLD - Mackay	58	39	1.2%	214	4.5%	4,778
QLD - Toowoomba	173	164	1.9%	598	6.4%	9,313
QLD - Townsville	125	100	1.4%	484	5.4%	8,962
QLD - Rockhampton	86	98	1.0%	295	3.4%	8,568
QLD - Beenleigh	323	187	1.7%	840	4.4%	18,901
QLD - Brisbane	457	406	1.6%	1,326	4.6%	29,123
QLD - Cairns	118	92	1.5%	431	5.6%	7,681
QLD - Maryborough	109	59	1.8%	265	4.4%	6,050
QLD - Robina	265	198	1.6%	754	4.6%	16,371
QLD - Caboolture/Strathpine	313	175	1.7%	823	4.5%	18,330
QLD - Maroochydore	187	139	1.3%	641	4.6%	13,919
QLD - Other	<11	<11	n/a	<11	n/a	<11
WA	**620**	**1,213**	**1.0%**	**3,499**	**5.4%**	**65,083**
WA - North East Metro	108	245	1.1%	704	7.4%	9,551
WA - Wheat Belt	<11	<11	n/a	23	1.5%	1,529
WA - South Metro	103	135	1.0%	514	4.8%	10,796
WA - Central South Metro	78	123	1.0%	377	4.6%	8,124
WA - South West	15	71	0.3%	197	3.9%	5,116
WA - Goldfields-Esperance	<11	30	n/a	52	4.7%	1,104
WA - North Metro	94	127	1.0%	365	4.0%	9,093
WA - Kimberley-Pilbara	<11	33	n/a	89	4.5%	1,967
WA - South East Metro	142	194	1.9%	590	8.0%	7,349

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 - Central North Metro	58	208	0.8%	474	6.6%	7,183
WA - Great Southern	<11	30	n/a	66	4.4%	1,514
WA - Midwest-Gascoyne	19	11	1.1%	45	2.7%	1,667
WA - Other	<11	<11	n/a	<11	n/a	90
SA	**1,491**	**980**	**2.4%**	**3,299**	**5.3%**	**62,763**
SA - Adelaide Hills	34	22	1.3%	91	3.5%	2,632
SA - Barossa, Light and Lower North	30	30	0.9%	81	2.5%	3,252
SA - Eastern Adelaide	187	85	3.6%	294	5.7%	5,200
SA - Eyre and Western	<11	25	n/a	66	3.5%	1,887
SA - Far North (SA)	<11	16	n/a	41	6.3%	651
SA - Fleurieu and Kangaroo Island	26	28	1.4%	67	3.5%	1,895
SA - Limestone Coast	34	33	1.7%	108	5.3%	2,041
SA - Murray and Mallee	45	32	1.7%	112	4.3%	2,578
SA - Northern Adelaide	553	344	2.6%	1,214	5.7%	21,221
SA - Southern Adelaide	421	258	3.1%	880	6.4%	13,700
SA - Western Adelaide	129	82	2.4%	264	5.0%	5,332
SA - Yorke and Mid North	17	25	0.7%	80	3.4%	2,326
SA - Other	<11	<11	n/a	<11	n/a	48
TAS	**104**	**402**	**0.7%**	**1,120**	**7.1%**	**15,831**
TAS - North	54	96	1.2%	246	5.5%	4,503
TAS - North West	32	99	0.9%	260	7.5%	3,464
TAS - South East	12	78	0.3%	196	5.4%	3,618
TAS - South West	<11	129	n/a	418	9.8%	4,246
TAS - Other	<11	<11	n/a	<11	n/a	<11
ACT	**202**	**144**	**1.7%**	**642**	**5.3%**	12,035
ACT	202	144	1.7%	642	5.3%	12,034
ACT - Other	<11	<11	n/a	<11	n/a	<11
NT	**101**	**203**	**1.5%**	**623**	**9.5%**	6,537
NT - Barkly	<11	<11	n/a	13	8.7%	150
NT - Central Australia	11	63	1.0%	165	15.4%	1,069
NT - Darwin Remote	<11	<11	n/a	<11	n/a	596
NT - Darwin Urban	72	107	1.9%	364	9.6%	3,798
NT - East Arnhem	<11	<11	n/a	<11	n/a	264
NT - Katherine	14	17	3.6%	52	13.3%	392
NT - Other	<11	<11	n/a	16	6.0%	268
OT	**<11**	**<11**	**n/a**	**<11**	**n/a**	**79**
Missing	**<11**	**<11**	**n/a**	**15**	**4.5%**	**333**
Total	**15,177**	**9,880**	**2.1%**	**36,691**	**5.0%**	**739,414**

Table P.2 Annualised committed supports in current NDIS plans as at 30 June 2025 [213] [214] [215]

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	$159,991,973	0.88%	$5,499,599,981	30%	$18,137,218,103
VIC	$154,939,620	1.02%	$3,763,258,812	25%	$15,170,124,324
QLD	$132,207,987	0.98%	$3,593,056,319	27%	$13,434,256,549
WA	$44,575,923	0.78%	$1,642,164,359	29%	$5,728,562,760
SA	$46,936,779	0.90%	$1,639,896,469	31%	$5,240,191,168
TAS	$6,487,973	0.43%	$544,682,744	36%	$1,496,735,470
ACT	$6,978,484	0.78%	$290,953,109	33%	$894,311,628
NT	$7,099,192	0.81%	$407,668,981	46%	$877,362,666
Other Territories	n/a	n/a	n/a	n/a	$8,866,991
Missing	$624,232	2.00%	$7,248,124	23%	$31,149,096
Total	**$559,842,163**	**0.92%**	**$17,381,280,772**	**28%**	**$61,018,778,754**

Table P.3 Active SDA providers by State/Territory as at 30 June 2025 [216] [217] [218]

State/Territory	Providers of SDA supports active in 2024-25 Q4
NSW	197
VIC	152
QLD	103
WA	70
SA	71
TAS	15
ACT	10
NT	13
OT	<5
National	**514**

[213] State/Territory is defined by the current residing address of the participant.
[214] Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
[215] Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2025.
[216] Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to NDIA-managed participants residing in the given jurisdiction.
[217] Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
[218] Providers can be registered in more than one jurisdiction. Therefore, the National total of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

The SA3 and SA4 regions have been updated from the 2011 boundaries to 2016 boundaries in March 2023. The changes to the SA boundaries can be found on the Australian Bureau of Statistics website.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 30 June 2025 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	**110**	**0**	**84**	**0**	**194**
ACT - Australian Capital Territory	110	0	84	0	194
NSW	**1,211**	**53**	**1,849**	**37**	**3,150**
NSW - Capital Region	52	1	15	0	68
NSW - Central Coast	60	2	97	1	160
NSW - Central West	46	3	57	2	108
NSW - Coffs Harbour - Grafton	25	5	3	0	33
NSW - Far West and Orana	43	4	28	0	75
NSW - Hunter Valley exc Newcastle	35	1	46	2	84
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	29	0	59
NSW - Newcastle and Lake Macquarie	72	1	138	2	213
NSW - Richmond - Tweed	39	1	31	3	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	63	4	83	2	152
NSW - Sydney - City and Inner South	15	3	30	4	52
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	34	0	52
NSW - Sydney - North Sydney and Hornsby	20	1	55	3	79

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NSW - Sydney - Northern Beaches	28	1	41	0	70
NSW - Sydney - Outer South West	39	0	66	3	108
NSW - Sydney - Outer West and Blue Mountains	76	3	228	5	312
NSW - Sydney - Parramatta	97	0	239	2	338
NSW - Sydney - Ryde	66	1	84	0	151
NSW - Sydney - South West	38	1	156	2	197
NSW - Sydney - Sutherland	55	4	57	0	116
NT	**15**	**0**	**100**	**2**	**117**
NT - Darwin	10	0	84	2	96
NT - Northern Territory - Outback	5	0	16	0	21
QLD	**352**	**22**	**2,058**	**17**	**2,449**
QLD - Brisbane - East	11	0	113	1	125
QLD - Brisbane - North	21	0	71	1	93
QLD - Brisbane - South	13	2	84	0	99
QLD - Brisbane - West	43	2	7	0	52
QLD - Brisbane Inner City	5	0	71	1	77
QLD - Cairns	9	1	107	0	117
QLD - Central Queensland	25	2	24	1	52
QLD - Darling Downs - Maranoa	2	1	16	1	20
QLD - Gold Coast	23	2	224	2	251
QLD - Ipswich	38	1	263	1	303
QLD - Logan - Beaudesert	17	1	278	0	296
QLD - Mackay - Isaac - Whitsunday	5	0	70	0	75
QLD - Moreton Bay - North	19	1	160	2	182
QLD - Moreton Bay - South	14	0	83	0	97
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	1	105	2	124
QLD - Toowoomba	16	4	127	0	147
QLD - Townsville	26	2	121	2	151
QLD - Wide Bay	49	2	134	3	188
SA	**896**	**4**	**656**	**7**	**1,563**
SA - Adelaide - Central and Hills	74	1	122	2	199
SA - Adelaide - North	294	1	263	3	561
SA - Adelaide - South	273	1	139	2	415
SA - Adelaide - West	143	0	88	0	231
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	42	0	129
TAS	**13**	**3**	**96**	**4**	**116**
TAS - Hobart	4	0	37	0	41
TAS - Launceston and North East	5	2	28	4	39
TAS - South East	0	0	1	0	1
TAS - West and North West	4	1	30	0	35
VIC	**1,149**	**88**	**1,971**	**86**	**3,294**

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
VIC - Ballarat	40	5	159	5	209
VIC - Bendigo	27	3	47	0	77
VIC - Geelong	52	3	158	11	224
VIC - Hume	50	1	8	3	62
VIC - Latrobe - Gippsland	62	7	55	0	124
VIC - Melbourne - Inner	43	6	185	15	249
VIC - Melbourne - Inner East	81	9	40	0	130
VIC - Melbourne - Inner South	105	10	70	14	199
VIC - Melbourne - North East	147	5	169	6	327
VIC - Melbourne - North West	44	3	65	1	113
VIC - Melbourne - Outer East	122	4	57	6	189
VIC - Melbourne - South East	121	5	278	6	410
VIC - Melbourne - West	69	11	523	7	610
VIC - Mornington Peninsula	52	4	65	5	126
VIC - North West	68	7	38	6	119
VIC - Shepparton	30	3	20	0	53
VIC - Warrnambool and South West	36	2	34	1	73
WA	**9**	**1**	**749**	**0**	**759**
WA - Bunbury	0	0	15	0	15
WA - Mandurah	0	0	72	0	72
WA - Perth - Inner	5	0	29	0	34
WA - Perth - North East	1	1	80	0	82
WA - Perth - North West	1	0	134	0	135
WA - Perth - South East	2	0	214	0	216
WA - Perth - South West	0	0	184	0	184
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	15	0	15
WA - Western Australia - Wheat Belt	0	0	6	0	6
Total	**3,755**	**171**	**7,563**	**153**	**11,642**

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 30 June 2025 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**31**	**59**	**81**	**15**	**7**	**1**	**194**
ACT - Australian Capital Territory	31	59	81	15	7	1	194
NSW	**1,010**	**481**	**1,200**	**213**	**232**	**14**	**3,150**
NSW - Capital Region	48	3	9	3	5	0	68
NSW - Central Coast	54	13	75	5	13	0	160
NSW - Central West	35	9	31	22	10	1	108
NSW - Coffs Harbour - Grafton	19	4	6	2	2	0	33
NSW - Far West and Orana	40	7	12	9	4	3	75
NSW - Hunter Valley exc Newcastle	29	3	25	12	15	0	84

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Illawarra	42	20	50	0	0	0	112
NSW - Mid North Coast	39	11	7	9	7	0	73
NSW - Murray	34	17	21	15	7	3	97
NSW - New England and North West	18	12	14	2	13	0	59
NSW - Newcastle and Lake Macquarie	64	14	115	9	10	1	213
NSW - Richmond - Tweed	31	13	16	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	56	14	61	8	13	0	152
NSW - Sydney - City and Inner South	15	28	2	4	3	0	52
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	17	14	5	0	0	52
NSW - Sydney - North Sydney and Hornsby	19	9	35	9	5	2	79
NSW - Sydney - Northern Beaches	27	6	25	0	12	0	70
NSW - Sydney - Outer South West	33	9	54	10	1	1	108
NSW - Sydney - Outer West and Blue Mountains	56	90	120	18	28	0	312
NSW - Sydney - Parramatta	75	61	172	18	12	0	338
NSW - Sydney - Ryde	35	15	71	5	25	0	151
NSW - Sydney - South West	31	30	102	17	17	0	197
NSW - Sydney - Sutherland	51	22	32	7	2	2	116
NT	**5**	**4**	**61**	**24**	**17**	**6**	**117**
NT - Darwin	3	3	52	24	13	1	96
NT - Northern Territory - Outback	2	1	9	0	4	5	21
QLD	**99**	**292**	**1,393**	**412**	**247**	**6**	**2,449**
QLD - Brisbane - East	4	15	90	11	4	1	125
QLD - Brisbane - North	12	23	52	2	3	1	93
QLD - Brisbane - South	9	5	68	2	15	0	99
QLD - Brisbane - West	1	20	31	0	0	0	52
QLD - Brisbane Inner City	2	2	67	0	6	0	77
QLD - Cairns	1	1	72	23	20	0	117
QLD - Central Queensland	9	9	16	3	15	0	52
QLD - Darling Downs - Maranoa	1	3	11	2	3	0	20
QLD - Gold Coast	8	18	187	11	27	0	251
QLD - Ipswich	6	29	142	106	20	0	303
QLD - Logan - Beaudesert	5	35	174	62	20	0	296
QLD - Mackay - Isaac - Whitsunday	0	5	55	11	2	2	75
QLD - Moreton Bay - North	1	19	103	41	17	1	182
QLD - Moreton Bay - South	1	14	67	8	7	0	97
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	13	58	25	24	0	124
QLD - Toowoomba	14	23	62	37	11	0	147
QLD - Townsville	6	14	84	28	19	0	151

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Wide Bay	15	44	54	40	34	1	188
SA	**473**	**357**	**460**	**113**	**158**	**2**	**1,563**
SA - Adelaide - Central and Hills	51	23	106	8	11	0	199
SA - Adelaide - North	109	166	177	54	54	1	561
SA - Adelaide - South	158	57	117	25	57	1	415
SA - Adelaide - West	90	70	39	13	19	0	231
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	21	11	17	0	129
TAS	**4**	**34**	**51**	**12**	**14**	**1**	**116**
TAS - Hobart	3	0	33	4	1	0	41
TAS - Launceston and North East	1	13	12	5	8	0	39
TAS - South East	0	0	1	0	0	0	1
TAS - West and North West	0	21	5	3	5	1	35
VIC	**303**	**570**	**1,335**	**656**	**420**	**10**	**3,294**
VIC - Ballarat	9	82	63	43	10	2	209
VIC - Bendigo	3	17	34	20	3	0	77
VIC - Geelong	12	36	124	43	8	1	224
VIC - Hume	22	12	14	4	9	1	62
VIC - Latrobe - Gippsland	17	35	37	17	18	0	124
VIC - Melbourne - Inner	19	37	185	2	6	0	249
VIC - Melbourne - Inner East	15	22	44	15	34	0	130
VIC - Melbourne - Inner South	41	29	71	12	43	3	199
VIC - Melbourne - North East	27	55	109	74	62	0	327
VIC - Melbourne - North West	7	19	36	31	20	0	113
VIC - Melbourne - Outer East	29	33	37	23	66	1	189
VIC - Melbourne - South East	35	53	191	103	28	0	410
VIC - Melbourne - West	7	51	286	221	43	2	610
VIC - Mornington Peninsula	10	25	45	20	26	0	126
VIC - North West	20	34	21	10	34	0	119
VIC - Shepparton	9	19	10	10	5	0	53
VIC - Warrnambool and South West	21	11	28	8	5	0	73
WA	**2**	**52**	**588**	**20**	**85**	**12**	**759**
WA - Bunbury	0	0	13	0	2	0	15
WA - Mandurah	0	3	53	0	12	4	72
WA - Perth - Inner	0	0	29	0	4	1	34
WA - Perth - North East	1	5	67	0	8	1	82
WA - Perth - North West	1	11	111	6	6	0	135
WA - Perth - South East	0	22	151	7	34	2	216
WA - Perth - South West	0	11	153	4	14	2	184
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	2	5	2	15
WA - Western Australia - Wheat Belt	0	0	5	1	0	0	6
Total	**1,927**	**1,849**	**5,169**	**1,465**	**1,180**	**52**	**11,642**

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 30 June 2025 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	**78**	**52**	**31**	**25**	**8**	**0**	**194**
ACT - Australian Capital Territory	78	52	31	25	8	0	194
NSW	**1,475**	**431**	**281**	**302**	**608**	**53**	**3,150**
NSW - Capital Region	33	7	2	10	15	1	68
NSW - Central Coast	68	20	17	15	38	2	160
NSW - Central West	41	12	7	14	31	3	108
NSW - Coffs Harbour - Grafton	6	5	6	3	8	5	33
NSW - Far West and Orana	32	14	4	11	10	4	75
NSW - Hunter Valley exc Newcastle	21	15	16	13	18	1	84
NSW - Illawarra	53	3	17	10	28	1	112
NSW - Mid North Coast	20	19	15	1	16	2	73
NSW - Murray	48	15	10	7	16	1	97
NSW - New England and North West	16	14	5	2	20	2	59
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	64	7	17	19	41	4	152
NSW - Sydney - City and Inner South	21	13	1	5	9	3	52
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	30	2	5	4	10	1	52
NSW - Sydney - North Sydney and Hornsby	48	8	4	6	12	1	79
NSW - Sydney - Northern Beaches	16	8	5	12	28	1	70
NSW - Sydney - Outer South West	55	13	8	18	14	0	108
NSW - Sydney - Outer West and Blue Mountains	171	40	43	24	31	3	312
NSW - Sydney - Parramatta	242	31	10	16	39	0	338
NSW - Sydney - Ryde	77	31	4	14	24	1	151
NSW - Sydney - South West	101	45	13	16	21	1	197
NSW - Sydney - Sutherland	55	17	8	9	23	4	116
NT	**16**	**73**	**18**	**3**	**7**	**0**	**117**
NT - Darwin	13	64	11	2	6	0	96
NT - Northern Territory - Outback	3	9	7	1	1	0	21
QLD	**1,127**	**681**	**479**	**105**	**35**	**22**	**2,449**
QLD - Brisbane - East	66	38	19	1	1	0	125
QLD - Brisbane - North	55	12	20	2	4	0	93
QLD - Brisbane - South	63	12	18	2	2	2	99
QLD - Brisbane - West	29	14	3	3	1	2	52
QLD - Brisbane Inner City	72	1	2	1	1	0	77
QLD - Cairns	59	17	33	7	0	1	117
QLD - Central Queensland	15	15	9	10	1	2	52
QLD - Darling Downs - Maranoa	2	10	5	1	1	1	20

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Gold Coast	190	17	37	3	2	2	251
QLD - Ipswich	99	113	81	9	0	1	303
QLD - Logan - Beaudesert	132	92	59	11	1	1	296
QLD - Mackay - Isaac - Whitsunday	23	39	5	7	1	0	75
QLD - Moreton Bay - North	66	48	51	10	6	1	182
QLD - Moreton Bay - South	56	20	15	4	2	0	97
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	68	25	21	5	4	1	124
QLD - Toowoomba	39	68	23	11	2	4	147
QLD - Townsville	41	68	29	9	2	2	151
QLD - Wide Bay	52	72	49	9	4	2	188
SA	**471**	**616**	**279**	**119**	**74**	**4**	**1,563**
SA - Adelaide - Central and Hills	103	48	25	16	6	1	199
SA - Adelaide - North	127	239	125	45	24	1	561
SA - Adelaide - South	137	159	58	27	33	1	415
SA - Adelaide - West	83	87	38	14	9	0	231
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	29	12	1	0	129
TAS	**48**	**50**	**3**	**12**	**0**	**3**	**116**
TAS - Hobart	6	32	2	1	0	0	41
TAS - Launceston and North East	19	9	1	8	0	2	39
TAS - South East	0	1	0	0	0	0	1
TAS - West and North West	23	8	0	3	0	1	35
VIC	**1,140**	**801**	**485**	**187**	**593**	**88**	**3,294**
VIC - Ballarat	106	50	24	6	18	5	209
VIC - Bendigo	37	6	12	7	12	3	77
VIC - Geelong	90	71	26	7	27	3	224
VIC - Hume	8	23	10	4	16	1	62
VIC - Latrobe - Gippsland	57	23	11	3	23	7	124
VIC - Melbourne - Inner	184	30	8	5	16	6	249
VIC - Melbourne - Inner East	42	4	6	13	56	9	130
VIC - Melbourne - Inner South	87	22	22	10	48	10	199
VIC - Melbourne - North East	75	86	64	17	80	5	327
VIC - Melbourne - North West	13	41	22	6	28	3	113
VIC - Melbourne - Outer East	38	22	31	29	65	4	189
VIC - Melbourne - South East	124	114	79	26	62	5	410
VIC - Melbourne - West	175	246	118	19	41	11	610
VIC - Mornington Peninsula	42	18	20	12	30	4	126
VIC - North West	25	33	14	10	30	7	119
VIC - Shepparton	19	3	7	6	15	3	53
VIC - Warrnambool and South West	18	9	11	7	26	2	73
WA	**323**	**206**	**206**	**17**	**6**	**1**	**759**
WA - Bunbury	0	10	5	0	0	0	15

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
WA - Mandurah	26	23	22	1	0	0	72
WA - Perth - Inner	26	7	1	0	0	0	34
WA - Perth - North East	14	28	34	3	2	1	82
WA - Perth - North West	61	32	35	5	2	0	135
WA - Perth - South East	73	64	70	7	2	0	216
WA - Perth - South West	115	36	32	1	0	0	184
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	5	3	7	0	0	0	15
WA - Western Australia - Wheat Belt	3	3	0	0	0	0	6
Total	**4,678**	**2,910**	**1,782**	**770**	**1,331**	**171**	**11,642**

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 30 June 2025 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**22**	**86**	**8**	**2**	**4**	**122**
ACT - Australian Capital Territory	22	86	8	2	4	122
NSW	**745**	**1,816**	**290**	**394**	**42**	**3,287**
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	23	137	3	39	0	202
NSW - Central West	13	42	32	5	4	96
NSW - Coffs Harbour - Grafton	5	6	0	0	0	11
NSW - Far West and Orana	18	21	6	2	6	53
NSW - Hunter Valley exc Newcastle	6	71	24	21	0	122
NSW - Illawarra	40	86	0	0	0	126
NSW - Mid North Coast	16	18	12	20	0	66
NSW - Murray	10	37	12	5	8	72
NSW - New England and North West	4	18	2	26	0	50
NSW - Newcastle and Lake Macquarie	37	241	14	14	3	309
NSW - Richmond - Tweed	15	34	8	10	0	67
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	21	95	9	35	0	160
NSW - Sydney - City and Inner South	43	6	4	3	0	56
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	27	88	0	12	0	127
NSW - Sydney - Inner West	18	21	4	0	0	43
NSW - Sydney - North Sydney and Hornsby	7	49	14	5	4	79
NSW - Sydney - Northern Beaches	15	63	0	37	0	115
NSW - Sydney - Outer South West	14	75	17	0	4	110
NSW - Sydney - Outer West and Blue Mountains	154	136	30	43	0	363
NSW - Sydney - Parramatta	87	191	20	9	0	307

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Ryde	42	48	6	38	0	134
NSW - Sydney - South West	41	167	27	30	0	265
NSW - Sydney - Sutherland	27	46	7	5	10	95
NT	**3**	**120**	**45**	**19**	**18**	**205**
NT - Darwin	3	104	45	15	3	170
NT - Northern Territory - Outback	0	16	0	4	15	35
QLD	**314**	**2,415**	**561**	**329**	**20**	**3,639**
QLD - Brisbane - East	23	137	9	7	3	179
QLD - Brisbane - North	22	72	3	4	2	103
QLD - Brisbane - South	0	106	4	22	0	132
QLD - Brisbane - West	2	18	0	0	0	20
QLD - Brisbane Inner City	0	69	0	12	0	81
QLD - Cairns	0	148	24	20	0	192
QLD - Central Queensland	0	36	4	13	0	53
QLD - Darling Downs - Maranoa	5	26	4	4	0	39
QLD - Gold Coast	19	248	11	36	0	314
QLD - Ipswich	34	286	163	34	0	517
QLD - Logan - Beaudesert	55	319	94	22	0	490
QLD - Mackay - Isaac - Whitsunday	0	98	16	8	6	128
QLD - Moreton Bay - North	27	216	46	21	4	314
QLD - Moreton Bay - South	9	101	11	6	0	127
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	14	112	23	32	0	181
QLD - Toowoomba	37	122	59	34	0	252
QLD - Townsville	14	175	31	19	0	239
QLD - Wide Bay	53	126	59	35	5	278
SA	**293**	**712**	**222**	**64**	**6**	**1,297**
SA - Adelaide - Central and Hills	42	126	19	2	0	189
SA - Adelaide - North	135	332	94	12	4	577
SA - Adelaide - South	38	162	51	28	2	281
SA - Adelaide - West	66	41	31	12	0	150
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	51	21	10	0	94
TAS	**32**	**92**	**13**	**30**	**2**	**169**
TAS - Hobart	0	67	4	0	0	71
TAS - Launceston and North East	12	16	5	22	0	55
TAS - South East	0	2	0	0	0	2
TAS - West and North West	20	7	4	8	2	41
VIC	**439**	**2,091**	**929**	**174**	**24**	**3,657**
VIC - Ballarat	111	103	38	7	6	265
VIC - Bendigo	15	52	16	0	0	83
VIC - Geelong	27	211	62	6	2	308
VIC - Hume	7	14	1	0	3	25

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Latrobe - Gippsland	10	64	7	13	0	94
VIC - Melbourne - Inner	24	200	0	4	0	228
VIC - Melbourne - Inner East	2	32	6	2	0	42
VIC - Melbourne - Inner South	13	83	17	0	6	119
VIC - Melbourne - North East	26	183	118	19	0	346
VIC - Melbourne - North West	14	78	46	4	0	142
VIC - Melbourne - Outer East	16	61	14	15	3	109
VIC - Melbourne - South East	48	338	135	16	0	537
VIC - Melbourne - West	72	489	420	26	4	1,011
VIC - Mornington Peninsula	7	86	25	20	0	138
VIC - North West	30	27	5	29	0	91
VIC - Shepparton	11	14	7	0	0	32
VIC - Warrnambool and South West	6	56	12	13	0	87
WA	**97**	**1,059**	**38**	**201**	**27**	**1,422**
WA - Bunbury	0	29	0	6	0	35
WA - Mandurah	8	92	0	34	8	142
WA - Perth - Inner	0	28	0	4	2	34
WA - Perth - North East	15	150	0	22	2	189
WA - Perth - North West	18	211	11	15	0	255
WA - Perth - South East	44	295	15	81	4	439
WA - Perth - South West	12	237	7	26	5	287
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	10	3	13	6	32
WA - Western Australia - Wheat Belt	0	7	2	0	0	9
Total	**1,945**	**8,391**	**2,106**	**1,213**	**143**	**13,798**

SDA in-kind arrangements for Tasmania have phased out as at 30 June 2023 in line with the rest of Australia. Reporting on enrolled in-kind dwellings has been removed as States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.8 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 30 June 2025 [219]

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	**0**	**1**	**71**	**5**	**0**	**2**	**79**
ACT - Australian Capital Territory	0	1	71	5	0	2	79
NSW	**0**	**167**	**1,133**	**287**	**72**	**61**	**1,720**
NSW - Capital Region	0	0	2	0	2	0	4
NSW - Central Coast	0	1	87	9	1	16	114
NSW - Central West	0	6	18	20	5	0	49
NSW - Coffs Harbour - Grafton	0	0	2	0	0	0	2
NSW - Far West and Orana	0	2	20	4	2	2	30
NSW - Hunter Valley exc Newcastle	0	8	18	42	11	1	80
NSW - Illawarra	0	9	46	6	0	0	61
NSW - Mid North Coast	0	1	13	1	4	1	20
NSW - Murray	0	3	24	8	0	0	35
NSW - New England and North West	0	7	14	4	3	1	29
NSW - Newcastle and Lake Macquarie	0	3	57	14	8	5	87
NSW - Richmond - Tweed	0	1	16	2	3	0	22
NSW - Riverina	0	1	7	8	2	0	18
NSW - Southern Highlands and Shoalhaven	0	0	14	2	0	1	17
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	26	6	2	3	42
NSW - Sydney - Blacktown	0	6	146	27	0	1	180
NSW - Sydney - City and Inner South	0	6	18	9	0	3	36
NSW - Sydney - Eastern Suburbs	0	0	0	1	0	0	1
NSW - Sydney - Inner South West	0	2	74	4	1	0	81
NSW - Sydney - Inner West	0	29	2	0	1	0	32
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	14	60	8	1	3	86
NSW - Sydney - Outer West and Blue Mountains	0	30	107	12	0	7	156
NSW - Sydney - Parramatta	0	7	176	50	6	8	247
NSW - Sydney - Ryde	0	2	33	8	0	0	43
NSW - Sydney - South West	0	22	86	24	19	7	158
NSW - Sydney - Sutherland	0	1	30	10	0	0	41
NT	**0**	**7**	**88**	**20**	**12**	**0**	**127**
NT - Darwin	0	7	70	20	7	0	104

[219] 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	18	0	5	0	23
QLD	**0**	**193**	**1,251**	**378**	**58**	**82**	**1,962**
QLD - Brisbane - East	0	20	79	2	3	16	120
QLD - Brisbane - North	0	25	42	8	1	4	80
QLD - Brisbane - South	0	2	61	0	16	6	85
QLD - Brisbane - West	0	0	9	0	0	2	11
QLD - Brisbane Inner City	0	4	40	1	0	0	45
QLD - Cairns	0	6	56	50	2	6	120
QLD - Central Queensland	0	1	58	25	2	4	90
QLD - Darling Downs - Maranoa	0	4	4	1	0	0	9
QLD - Gold Coast	0	6	108	2	0	6	122
QLD - Ipswich	0	14	91	78	6	7	196
QLD - Logan - Beaudesert	0	27	124	60	10	5	226
QLD - Mackay - Isaac - Whitsunday	0	1	81	19	0	1	102
QLD - Moreton Bay - North	0	17	76	19	5	7	124
QLD - Moreton Bay - South	0	3	43	4	1	4	55
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	5	51	7	6	6	75
QLD - Toowoomba	0	11	89	40	2	1	143
QLD - Townsville	0	4	145	25	1	0	175
QLD - Wide Bay	0	43	88	37	3	7	178
SA	**0**	**124**	**518**	**124**	**46**	**86**	**898**
SA - Adelaide - Central and Hills	0	16	66	5	1	16	104
SA - Adelaide - North	0	55	214	60	28	28	385
SA - Adelaide - South	0	28	110	33	5	26	202
SA - Adelaide - West	0	19	22	0	7	16	64
SA - Barossa - Yorke - Mid North	0	0	19	1	0	0	20
SA - South Australia - Outback	0	4	14	5	0	0	23
SA - South Australia - South East	0	2	73	20	5	0	100
TAS	**0**	**17**	**126**	**16**	**4**	**19**	**182**
TAS - Hobart	0	0	102	10	0	0	112
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
VIC	**0**	**265**	**1,849**	**779**	**53**	**68**	**3,014**
VIC - Ballarat	0	21	58	55	0	7	141
VIC - Bendigo	0	7	40	32	1	0	80
VIC - Geelong	0	15	180	44	0	2	241
VIC - Hume	0	1	8	3	1	1	14
VIC - Latrobe - Gippsland	0	10	60	11	10	6	97
VIC - Melbourne - Inner	0	9	138	0	1	0	148
VIC - Melbourne - Inner East	0	14	40	4	10	0	68
VIC - Melbourne - Inner South	0	8	130	1	0	4	143
VIC - Melbourne - North East	0	13	145	73	5	22	258

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - North West	0	4	65	41	0	1	111
VIC - Melbourne - Outer East	0	3	36	7	5	0	51
VIC - Melbourne - South East	0	60	329	119	5	2	515
VIC - Melbourne - West	0	47	491	332	13	8	891
VIC - Mornington Peninsula	0	4	53	28	0	8	93
VIC - North West	0	17	30	11	1	5	64
VIC - Shepparton	0	31	18	6	0	1	56
VIC - Warrnambool and South West	0	1	28	12	1	1	43
WA	**0**	**54**	**714**	**86**	**87**	**23**	**964**
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	116	24	6	0	152
WA - Perth - South East	0	20	186	18	29	1	254
WA - Perth - South West	0	8	152	20	22	2	204
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
Total	**0**	**828**	**5,750**	**1,695**	**332**	**341**	**8,946**

Table P.9 Number of Participants with identified SDA needs by status and SA4 Region as at 30 June 2025 [220]

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
ACT	**202**	**144**	**346**
ACT - Australian Capital Territory	202	144	346
ACT - Other	0	0	0
NSW	**4,957**	**2,992**	**7,949**
NSW - Capital Region	117	66	183
NSW - Central Coast	268	167	435
NSW - Central West	178	102	280
NSW - Coffs Harbour - Grafton	76	64	140
NSW - Far West and Orana	112	62	174
NSW - Hunter Valley exc Newcastle	146	111	257

[220] 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 - Illawarra	224	139	363
NSW - Mid North Coast	130	116	246
NSW - Murray	128	50	178
NSW - New England and North West	101	64	165
NSW - Newcastle and Lake Macquarie	375	194	569
NSW - Richmond - Tweed	157	117	274
NSW - Riverina	112	58	170
NSW - Southern Highlands and Shoalhaven	82	82	164
NSW - Sydney - Baulkham Hills and Hawkesbury	209	48	257
NSW - Sydney – Blacktown	291	157	448
NSW - Sydney - City and Inner South	73	69	142
NSW - Sydney - Eastern Suburbs	44	59	103
NSW - Sydney - Inner South West	254	187	441
NSW - Sydney - Inner West	89	82	171
NSW - Sydney - North Sydney and Hornsby	129	103	232
NSW - Sydney - Northern Beaches	188	65	253
NSW - Sydney - Outer South West	148	135	283
NSW - Sydney - Outer West and Blue Mountains	356	151	507
NSW - Sydney - Parramatta	345	195	540
NSW - Sydney - Ryde	266	64	330
NSW - Sydney - South West	165	215	380
NSW - Sydney - Sutherland	194	70	264
NSW - Other	0	0	0
NT	**101**	**203**	**304**
NT - Darwin	75	107	182
NT - Northern Territory - Outback	26	96	122
NT - Other	0	0	0
QLD	**2,502**	**1,860**	**4,362**
QLD - Brisbane - East	118	102	220
QLD - Brisbane - North	105	97	202
QLD - Brisbane - South	100	118	218
QLD - Brisbane - West	89	39	128
QLD - Brisbane Inner City	71	44	115
QLD - Cairns	117	86	203
QLD - Central Queensland	86	96	182
QLD - Darling Downs - Maranoa	26	32	58
QLD - Gold Coast	265	200	465
QLD - Ipswich	248	229	477
QLD - Logan - Beaudesert	251	121	372
QLD - Mackay - Isaac - Whitsunday	58	39	97
QLD - Moreton Bay - North	234	126	360
QLD - Moreton Bay - South	79	50	129
QLD - Queensland - Outback	1	19	20

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 - Sunshine Coast	165	120	285
QLD - Toowoomba	150	139	289
QLD - Townsville	125	91	216
QLD - Wide Bay	214	112	326
QLD - Other	0	0	0
SA	**1,491**	**980**	**2,471**
SA - Adelaide - Central and Hills	221	107	328
SA - Adelaide - North	533	312	845
SA - Adelaide - South	421	257	678
SA - Adelaide - West	178	130	308
SA - Barossa - Yorke - Mid North	18	40	58
SA - South Australia - Outback	15	41	56
SA - South Australia - South East	105	93	198
SA - Other	0	0	0
TAS	**104**	**402**	**506**
TAS - Hobart	18	202	220
TAS - Launceston and North East	54	96	150
TAS - South East	0	5	5
TAS - West and North West	32	99	131
TAS - Other	0	0	0
VIC	**5,193**	**2,078**	**7,271**
VIC - Ballarat	252	69	321
VIC - Bendigo	137	77	214
VIC - Geelong	320	112	432
VIC - Hume	128	55	183
VIC - Latrobe - Gippsland	195	111	306
VIC - Melbourne - Inner	235	136	371
VIC - Melbourne - Inner East	350	96	446
VIC - Melbourne - Inner South	369	101	470
VIC - Melbourne - North East	583	187	770
VIC - Melbourne - North West	197	120	317
VIC - Melbourne - Outer East	473	188	661
VIC - Melbourne - South East	611	288	899
VIC - Melbourne - West	556	224	780
VIC - Mornington Peninsula	247	128	375
VIC - North West	233	51	284
VIC - Shepparton	121	71	192
VIC - Warrnambool and South West	186	63	249
VIC - Other	0	1	1
WA	**620**	**1,213**	**1,833**
WA - Bunbury	15	71	86
WA - Mandurah	40	42	82
WA - Perth - Inner	28	64	92

SA4 Region	Participants with SDA in use	Participants SDA eligible, not yet using SDA	Total Participants with SDA in use or SDA eligible (not yet using SDA)
WA - Perth - North East	83	213	296
WA - Perth - North West	124	272	396
WA - Perth - South East	203	281	484
WA - Perth - South West	105	160	265
WA - Western Australia - Outback (North)	0	33	33
WA - Western Australia - Outback (South)	19	41	60
WA - Western Australia - Wheat Belt	3	36	39
WA - Other	0	0	0
Missing	**7**	**8**	**15**
Total	**15,177**	**9,880**	**25,057**

Endnotes:

Supplement E:

1 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

2 There are a further 1,588 active participants aged 65 years or over who are currently in residential aged care.

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

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

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

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

7 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.

8 ECA stands for early childhood approach.

9 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).

10 ECA stands for early childhood approach.

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

12 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.

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

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

15 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.

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

17 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

18 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.

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

20 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.

21 Note that 65% of all complainants made only one complaint, 17% made two complaints, and 18% made three or more complaints.

22 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

23 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.

24 Complaints made by or on behalf of Providers refer to those submitted by registered providers. Complaints made by or on behalf of unregistered providers are not included.

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

26 The Tribunal will affirm the decision under review if it finds that the NDIA has made the correct decision, or vary the decision under review if it finds the NDIA’s decision should

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

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

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

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

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

31 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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 $3.3 million in total payments for the year ending 30 June 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 $336.1 million. Of which, $333.6 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $2.5 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $415.4 million. Of which, $411.3 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $4.1 million (1%) has been allocated for non-SDA supports.

38 There were $3.6 million in total payments for the year ending 30 June 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 $221.4 million. Of which, $114.5 million (51.7%) has been paid for specialised disability accommodation (SDA) supports, and $107.0 million (48.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $384.5 million. Of which, $148.6 million (39%) has been allocated for specialised disability accommodation (SDA) supports, and $235.9 million (61%) has been allocated for non-SDA supports.

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

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 568 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 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 exceeds 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 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

59 Total payments for home modifications were $103.1 million. Of which, $102.6 million (99.5%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.5%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $122.1 million. Of which, $121.1 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.0 million (1%) has been allocated for non-SDA supports.

60 Total payments for home modifications were $58.8 million. Of which, $30.6 million (52.1%) has been paid for specialised disability accommodation (SDA) supports, and $28.1 million (47.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $106.4 million. Of which, $38.9 million (37%) has

been allocated for specialised disability accommodation (SDA) supports, and $67.6 million (63%) has been allocated for non-SDA supports.

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

62 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:

63 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

64 There are a further 477 active participants aged 65 years or over who are currently in residential aged care.

65 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.

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

67 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.

68 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.

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

70 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.

71 Note that 58% of all complainants made only one complaint, 20% made two complaints, and 22% made three or more complaints.

72 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.

73 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.

74 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.

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

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

77 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.

78 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

80 Total payments for home modifications were $102.8 million. Of which, $102.1 million (99.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.7 million (0.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $120.8 million. Of which, $119.9 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.9 million (1%) has been allocated for non-SDA supports.

81 Total payments for home modifications were $56.1 million. Of which, $26.2 million (46.7%) has been paid for specialised disability accommodation (SDA) supports, and $29.9 million (53.3%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $96.8 million. Of which, $35.0 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and $61.8 million (64%) has been allocated for non-SDA supports.

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

83 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:

84 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

85 There are a further 280 active participants aged 65 years or over who are currently in residential aged care.

86 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.

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

88 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.

89 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.

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

91 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.

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

93 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.

94 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.

95 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.

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

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

98 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.

99 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

101 Total payments for home modifications were $76.4 million. Of which, $75.8 million (99.2%) has been paid for specialised disability accommodation (SDA) supports, and $0.6 million (0.8%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $88.4 million. Of which, $87.5 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $1.0 million (1%) has been allocated for non-SDA supports.

102 Total payments for home modifications were $62.5 million. Of which, $36.8 million (58.9%) has been paid for specialised disability accommodation (SDA) supports, and $25.7 million (41.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $101.5 million. Of which, $44.7 million (44%) has been allocated for specialised disability accommodation (SDA) supports, and $56.7 million (56%) has been allocated for non-SDA supports.

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

104 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:

105 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

106 There are a further 116 active participants aged 65 years or over who are currently in residential aged care.

107 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.

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

109 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.

110 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.

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

112 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.

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

114 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.

115 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.

116 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.

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

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

119 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.

120 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

122 There were $3.3 million in total payments for the year ending 30 June 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

123 Total payments for home modifications were $22.5 million. Of which, $22.2 million (98.9%) has been paid for specialised disability accommodation (SDA) supports, and $0.3 million (1.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $32.6 million. Of which, $32.0 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.6 million (2%) has been allocated for non-SDA supports.

124 There were $3.6 million in total payments for the year ending 30 June 2025, with support category information missing. These payments are not shown separately but are included in the total payments for all support categories.

125 Total payments for home modifications were $19.2 million. Of which, $8.8 million (45.9%) has been paid for specialised disability accommodation (SDA) supports, and $10.4 million (54.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $35.0 million. Of which, $12.6 million (36%) has been allocated for specialised disability accommodation (SDA) supports, and $22.4 million (64%) has been allocated for non-SDA supports.

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

127 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:

128 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

129 There are a further 93 active participants aged 65 years or over who are currently in residential aged care.

130 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.

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

132 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.

133 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.

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

135 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.

136 Note that 57% of all complainants made only one complaint, 21% made two complaints, and 22% made three or more complaints.

137 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.

138 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.

139 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.

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

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

142 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.

143 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

145 Total payments for home modifications were $23.3 million. Of which, $22.9 million (98.3%) has been paid for specialised disability accommodation (SDA) supports, and $0.4 million (1.7%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $36.0 million. Of which, $35.7 million (99%) has been allocated for specialised disability accommodation (SDA) supports, and $0.3 million (1%) has been allocated for non-SDA supports.

146 Total payments for home modifications were $15.3 million. Of which, $8.0 million (51.9%) has been paid for specialised disability accommodation (SDA) supports, and $7.4 million (48.1%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $26.8 million. Of which, $11.2 million (42%) has been allocated for specialised disability accommodation (SDA) supports, and $15.6 million (58%) has been allocated for non-SDA supports.

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

148 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:

149 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

150 There are a further 34 active participants aged 65 years or over who are currently in residential aged care.

151 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.

152 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of ‘Other’. The participation rates for this group are included within the total rates.

153 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.

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

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

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

157 Note that 60% of all complainants made only one complaint, 21% made two complaints, and 19% made three or more complaints.

158 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.

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

160 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.

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

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

163 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.

164 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

166 Total payments for home modifications were $2.8 million. Of which, $2.8 million (99.4%) has been paid for specialised disability accommodation (SDA) supports, and $0.02 million (0.6%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $5.5 million. Of which, $5.4 million (97%) has been allocated for specialised disability accommodation (SDA) supports, and $0.2 million (3%) has been allocated for non-SDA supports.

167 Total payments for home modifications were $4.7 million. Of which, $0.8 million (17.1%) has been paid for specialised disability accommodation (SDA) supports, and $3.9 million (82.9%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $8.4 million. Of which, $1.1 million (13%) has been allocated for specialised disability accommodation (SDA) supports, and $7.3 million (87%) has been allocated for non-SDA supports.

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

169 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:

170 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

171 There are a further 19 active participants aged 65 years or over who are currently in residential aged care.

172 Participation rate refers to the proportion of the general population that are NDIS participants. A small proportion of participants have a gender of ‘Other’. The participation rates for this group are included within the total rates.

173 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.

174 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.

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

176 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.

177 Note that 57% of all complainants made only one complaint, 21% made two complaints, and 21% made three or more complaints.

178 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.

179 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.

180 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.

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

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

183 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.

184 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

186 Total payments for home modifications were $1.8 million. Of which, $1.8 million (100%) has been paid for specialised disability accommodation (SDA) supports. Total annualised committed supports for home modifications were $3.8 million. Of which, $3.7 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

187 Total payments for home modifications were $3.7 million. Of which, $2.6 million (69.8%) has been paid for specialised disability accommodation (SDA) supports, and $1.1 million (30.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $6.3 million. Of which, $3.2 million (51%) has been allocated for specialised disability accommodation (SDA) supports, and $3.0 million (49%) has been allocated for non-SDA supports.

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

189 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:

190 The number of people who have left the Scheme is people leaving net of people returning to the Scheme.

191 There are no people younger than 65 living in residential aged care in the Northern Territory

192 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.

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

194 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.

195 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.

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

197 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.

198 Note that 67% of all complainants made only one complaint, 19% made two complaints, and 15% made three or more complaints.

199 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.

200 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.

201 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.

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

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

204 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.

205 A small number of providers have a missing Australian Business Number (ABN). Payments associated with these providers are not shown separately but are included in the "All registration statuses".

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

207 Total payments for home modifications were $3.5 million. Of which, $3.4 million (98.8%) has been paid for specialised disability accommodation (SDA) supports, and $0.04 million (1.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $5.9 million. Of which, $5.8 million (98%) has been allocated for specialised disability accommodation (SDA) supports, and $0.1 million (2%) has been allocated for non-SDA supports.

208 Total payments for home modifications were $1.2 million. Of which, $0.7 million (57.8%) has been paid for specialised disability accommodation (SDA) supports, and $0.5 million (42.2%) has been paid for non-SDA supports. Total annualised committed supports for home modifications were $2.7 million. Of which, $1.3 million (49%) has been allocated for specialised disability accommodation (SDA) supports, and $1.4 million (51%) has been allocated for non-SDA supports.

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

210 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:

211 Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

212 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

213 State/Territory is defined by the current residing address of the participant.

214 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

215 Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 30 June 2025.

216 Active providers of SDA supports in this table refer to any provider that has received a payment for providing SDA supports to NDIA-managed participants residing in the given jurisdiction.

217 Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

218 Providers can be registered in more than one jurisdiction. Therefore, the National total of active providers is not equal to the respective sums across all states and territories.

219 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.

220 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.