



Evaluation of the implementation of NDIS Supports Lists, total funding amounts, funding component amounts and funding periods

Observations for the period October 2024 to June 2025

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This document

Building on the first report, this progress report provides further observations on implementation of Section 10 (NDIS Supports) and Section 33 (Total funding amounts, funding component amounts and funding periods) of the *National Disability Insurance Scheme Act 2013* – for the period from 3 October 2024 to 30 June 2025.

Contributors

The National Disability Insurance Agency's (NDIA) Participant Outcomes, Evidence and Evaluation Branch prepared this report.

Disclaimer

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Material in this report is available on the understanding that the future decision-making or changes to National Disability Insurance Scheme (NDIS) processes are subject to information additional to this report. Views and recommendations in this report do not necessarily indicate a commitment to a particular course of action.

Acknowledgements

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Abbreviations and terms

| Abbreviation | Explanation |
|---------------------|--|
| Amendment | A change to a parliamentary Bill (a proposed law) |
| DANA | Disability Advocacy Network Australia |
| DRO | Disability Representative Organisation |
| DRCO | Disability Representative and Carer Organisation |
| DHDA | Department of Health, Disability and Ageing |
| DSS | Department of Social Services |
| FAQs | Frequently Asked Questions |
| KEQ | Key Evaluation Question |
| NCC | National Contact Centre |
| NDIA | National Disability Insurance Agency |
| NDIS | National Disability Insurance Scheme |
| NDIS Supports Lists | Lists of supports that can and cannot be funded by the NDIS |
| Provider | Individuals or organisations that deliver a support or service to an NDIS participant |
| Rule | Legislative instruments under the NDIS Act. There is a Transitional Rule which relates to Section 10, and a determination which relates to Section 33. |
| s10 | Section 10 of the National Disability Insurance Scheme Act |
| s33 | Section 33 of the National Disability Insurance Scheme Act |
| STA | Short Term Accommodation |

1. Introduction and context

1.1 Amendments to the NDIS Act

Amendments to the *National Disability Insurance Scheme Act 2013* came into effect on 3 October 2024 and were designed to further improve outcomes for participants and move towards a more sustainable National Disability Insurance Scheme (NDIS, or Scheme).

The Amending Act introduced a number of changes, including changes to Section 10 (s10), which defines what is and is not an NDIS support, and Section 33 (s33), which introduces total funding amounts, funding components, and funding periods into participants' plans.

1.2 S10: Definition of NDIS supports and transitional rules

The changes to S10 are intended to provide greater certainty to participants about what they can and cannot spend their NDIS funds on. Key changes were implemented through a transitional rule, and include:

- Introduction of NDIS Supports Lists, which outline what is and is not an NDIS support.
- A process to seek approval to replace a support in a participant's plan with something that is not an NDIS support (replacement supports).
- Transitional arrangements with respect to debts incurred where NDIS funding was utilised for a non-NDIS support. A participant who makes a mistake and claims an item which is not an NDIS support will not have a debt raised for first or second mistakes made in claiming where the support is worth less than \$1,500. This arrangement applied for a 12-month period commencing from 3 October 2024. For NDIS providers, it applied for 30 days.

1.3 S33: Total funding amounts, funding component amounts and funding periods

Funding periods were introduced under the *National Disability Insurance Scheme Act 2013* as one way to ensure that supports are available when participants need them and to reduce the risk of running out of funds early. The first change was made on 9 October 2024 and saw all new plans being set at a maximum 12-month duration. In May 2025 system enhancements were rolled out which enabled the statement of participant supports to:

- specify a 'total funding amount' for all supports funded under the plan
- categorise participant supports into one or more groups of supports
- specify a 'funding component amount' for each group of supports
- specify 'funding periods' that funding will be available (up to 12 months).

1.4 Evaluating the impacts of the s10 and s33 changes

The NDIA is conducting this evaluation to:

- understand the impacts of the NDIS Supports Lists and Funding Period changes on participant experience and outcomes; and
- assess the extent to which the NDIA and its systems and processes are supporting implementation.

Findings of the evaluation will be used to identify opportunities to strengthen future implementation, including refinement of policy settings, guidelines, and participant communication and education.

The NDIA Participant Outcomes, Evidence and Evaluation Branch is conducting this evaluation, and is being supported by an Evaluation Advisory Group comprising eight Disability Representative and Carer Organisations (DRCOs) and the Disability Advocacy Network Australia (DANA).

The evaluation is being conducted over a 13-month period from October 2024. While this evaluation period allows for a thorough evaluation of the implementation of the changes, it should be noted that the impacts of the changes may not have been fully realised. This is particularly the case for s33 changes, which came into full effect in May 2025.

Appendix A provides an overview of the evaluation scope, questions, and methods.

1.5 Focus of this report

This report builds on the previous progress report on the implementation of the changes and provides further observations for the period January to June 2025.

It provides observations relating to three of the four key evaluation questions:

- Key evaluation question 1: To what extent are the new service rules being implemented as planned?
- Key evaluation question 2: What are the challenges and enablers to implementation?
- Key evaluation question 3: What are the immediate impacts of the changes on participant experience?

This report incorporates findings from a range of data sources including a Participant Experience Survey (6148 participants), a survey of NDIA frontline staff (580 NDIA planners and Partners) and interviews and focus groups with NDIA planners and partners. A full list of data sources is included in Appendix A.

2. Implementation of NDIS Supports Lists – further observations

Summary

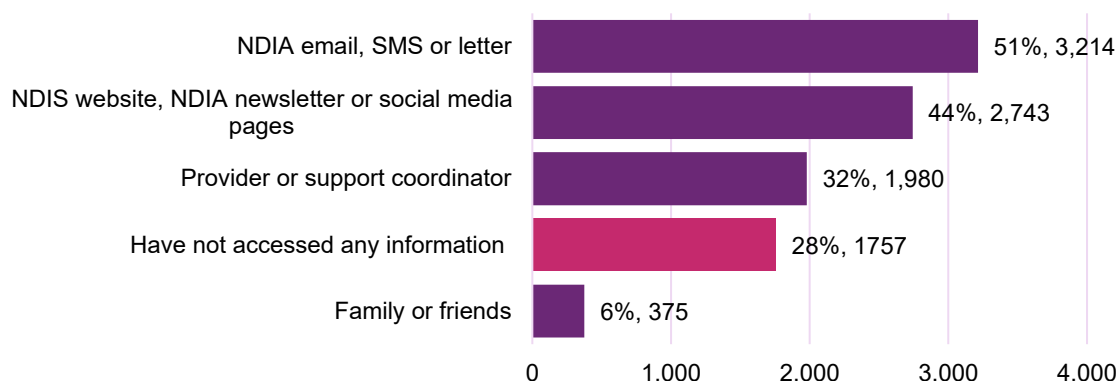
- Reliable and accessible information has helped participants to better understand the NDIS Supports Lists
- While clarity for participants is improving, there are opportunities to build greater awareness about the NDIS Supports Lists for some participants
- Some participants have experienced changes to their supports, and a small number of participants are utilising replacement supports, with requests and approvals increasing over time
- There have been no noticeable impacts on total payments for supports or average payments per participant.

2.1 Reliable and accessible information for participants has helped them to better understand the NDIS Supports Lists

Reliable and accessible information for participants and other stakeholders has increased their understanding of the NDIS Supports Lists and how decisions are made by the NDIA about what can be funded. These sources of information were developed by the NDIA in response to specific questions or requests for clarification and were disseminated via channels that participants would know were official NDIA sources.

Most respondents to the Participant Experience Survey (72%) had accessed at least one source of information to understand the changes. Figure 1 below illustrates that most participants had accessed an official NDIA source such as direct NDIA email, SMS or letter (51%) or the NDIS website, NDIA newsletter, or social media pages (44%). Approximately one-third of participants (32%) said they accessed information about the changes from a provider or support coordinator, and a small proportion (6%) learnt about the changes from family or friends.

Figure 1: Information participants have accessed to help them understand the legislation changes

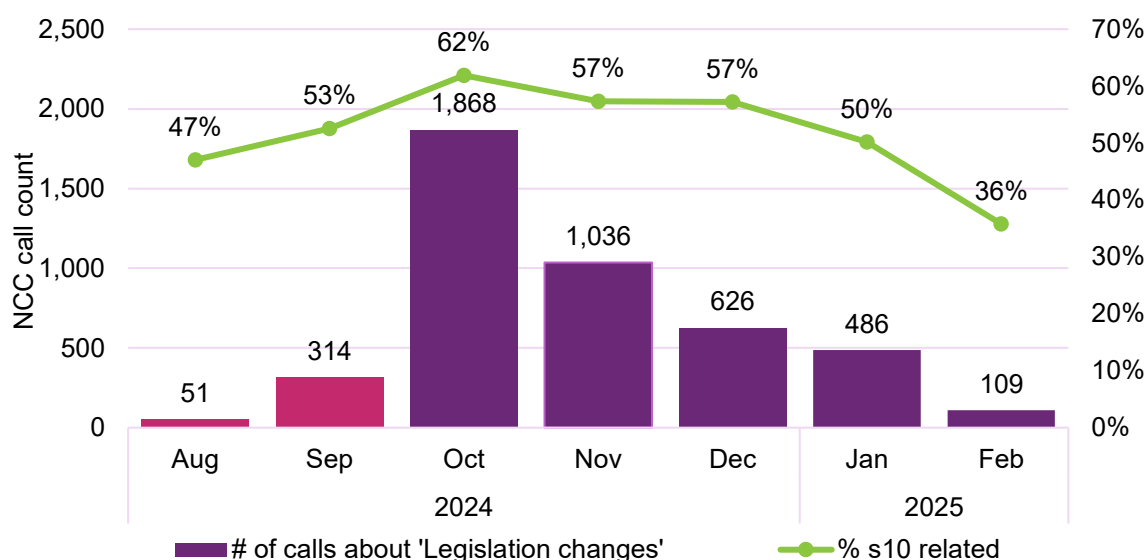


Source: Participant Experience Survey.

Being able to access this information likely led to the reduction in questions and complaints from participants about the NDIS Supports Lists over time. For example, in October 2024, there were 60-70 calls per day to the National Contact Centre (NCC) regarding the NDIS Supports Lists but by February 2025, the number of calls had fallen to an average of 3-4 per day, and by March they were low and the NCC stopped recording them.

Figure 2 outlines the number of NCC calls relating to legislative changes from 20 August 2024 to 8 February 2025.

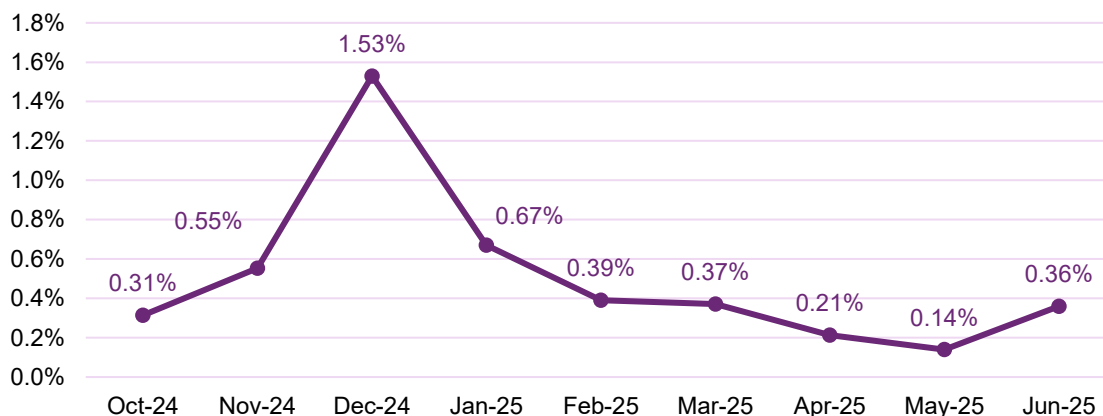
Figure 2: NCC calls regarding 'Legislation changes' and Section 10 changes



Source: Legislation Call Summary - NCC Branch, Integrity Transformation Division & Integrity Transformation and Fraud Fusion Taskforce Group.

Feedback and complaints about the NDIS Supports Lists has also decreased over time. Figure 3 shows a peak in feedback and complaints related to the introduction of the NDIS Supports Lists in December 2024 (1.53% of total feedback and complaints), which steadily declined until May 2025 (0.14% of total feedback and complaints).

Figure 3: Percent of daily NDIS feedback and complaints related to the introduction of the NDIS Supports Lists



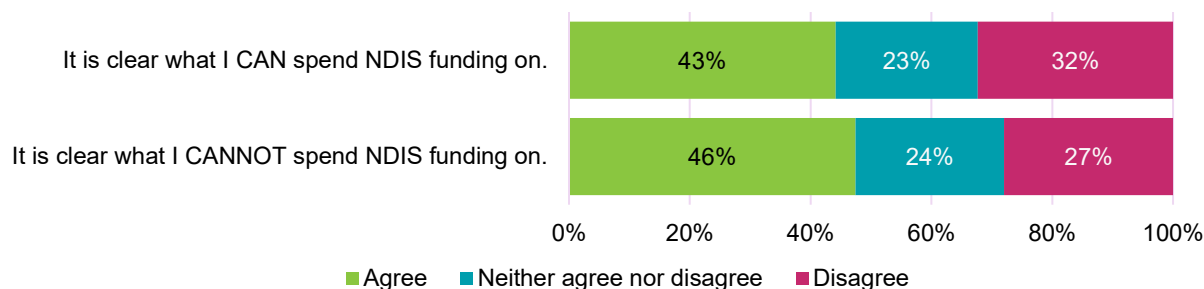
Source: EDW - NDIS Daily feedback and complaints data till 30th June 2025. Note: Complaints related to legislation changes are flagged via “hotcode” designations.

2.2 While clarity for participants is improving, there are opportunities to build greater awareness

The Participant Experience Survey showed that while many participants have clarity around the legislative changes, there are opportunities to build greater awareness for some participants.

Seventy-eight percent of participants who responded to the survey were aware of the legislative changes. Figure 4 below reveals 43% of participants agreed it was clear what they CAN spend their NDIS funding on while 46% agreed it was clear what they CANNOT spend NDIS funding on.

Figure 4: Confidence in spending on NDIS supports



Source: Participant Experience Survey

Some participants experienced greater challenges understanding what they can spend their funds on. For example, only 32% of respondents with a psychosocial disability reported they understood what they can spend their funds on, compared with 46% of those that identified as having other disabilities.

Stakeholders highlighted the variability of information and advice provided to participants, which may contribute to a lack of clarity for some participants. This included different information and advice from providers, support coordinators, from social media, and in some cases planners and partners.

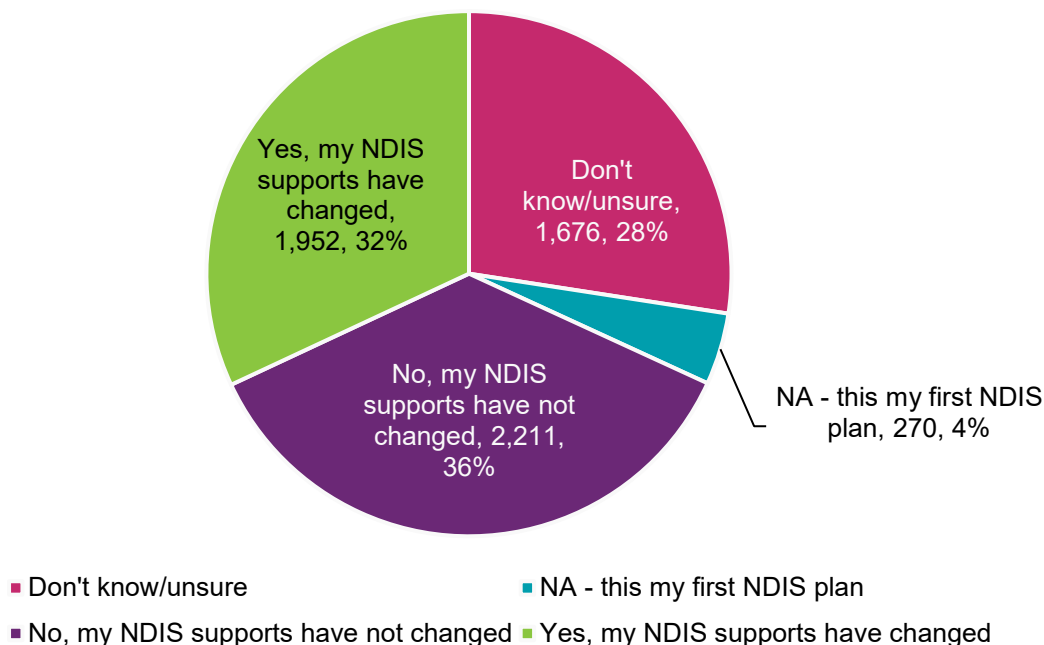
Collectively, these findings highlight an opportunity to provide further support for some participants to understand these changes through tailored communications and planning conversations.

2.3 Some participants have experienced changes to their supports, and some have not

Approximately one third (32%) of participants who responded to the Participant Experience Survey indicated that there had been a change to their NDIS supports as a result of these legislative changes, and 36% said there had been no change. This is illustrated in **Error! Reference source not found.** below.

In-depth qualitative research with participants and participant representatives will be undertaken in the final period of the evaluation. This engagement is expected to provide more detailed insights into how participant supports have changed, and the impact of these changes on participants' ongoing support arrangements.

Figure 5: Proportion of participant and nominee respondents to the Participant Experience Survey who indicated that their NDIS supports changed due to the recent changes to the NDIS.



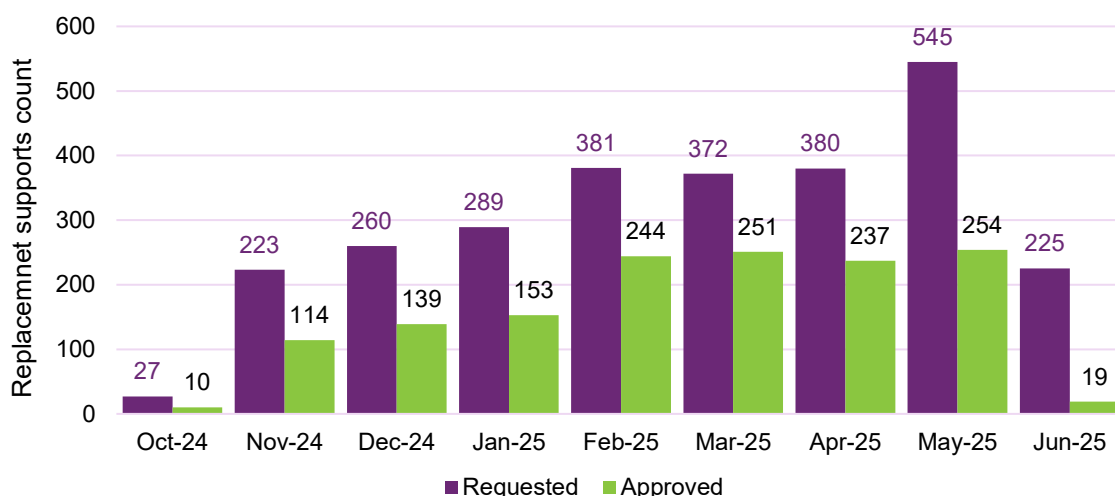
Source: Participant Experience Survey data (n = 6,109) collected in May-June 2025. Chart presents responses to the question “Has there been a change to your NDIS supports as a result of the recent changes to the NDIS?.”

2.4 A small number of participants are utilising replacement supports, and requests and approvals are increasing over time

While the number of requests for replacement supports has been increasing over time, processing time has decreased. Overall, there have been more than 2,700 requests for replacement supports from October 2024 to June 2025, with a very small proportion of participants (0.34%) requesting a replacement support.

Requests for replacement supports were initially low though have steadily increased over time – from 27 requests in October 2024, to 545 requests in May 2025. Figure 6 below illustrates the number of requests and approvals over time. Requests in June 2025 were low, and it is not yet clear whether this is a ‘one-off’ reduction or indicative of a declining trend.

Figure 6: Number of requests and approvals for replacement support over time, 3 October 2024 to 30th June 2025



Source: Technical Advice and Practice Improvement Branch (TAPIB) Replacement supports data monitoring data as of 30th June 2025. Note: Total N sums to 2,702.

Of the replacement support requests that were finalised, 1,421 (53%) were approved, 526 (19%) were refused, and 415 (15.4%) were invalid. As of 30 June 2025, 340 (13%) requests were pending.

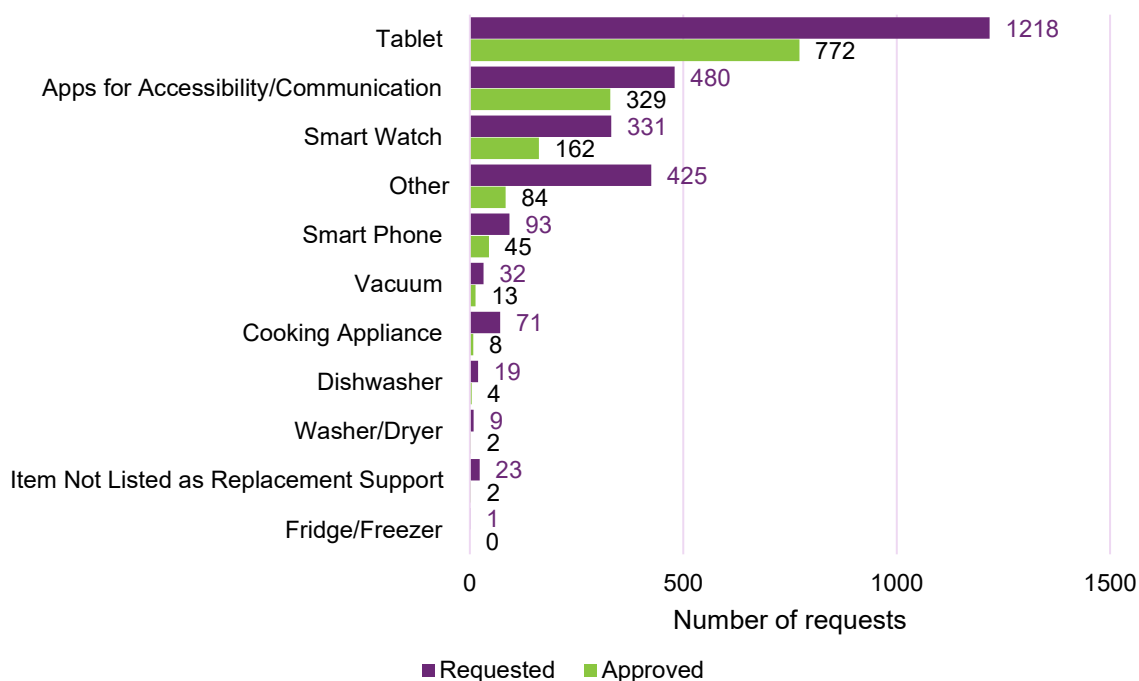
The average number of days for processing a replacement support request has decreased over time – from 36 days in January 2025 to 33 days in May 2025 and 9 days in June 2025.

Most replacement support requests were for tablets and apps for communication support. These collectively made up 63% of replacement support requests, and 77% of approvals in the period to June 2025.

Nearly one quarter of replacement support requests over the first nine months have come from participants in the 0-6 age group – predominantly for tablets and apps for communication/access. Requests were much lower for other age groups.

Figure 7 below provides the number of requests and approvals for different replacement support items.

Figure 7: Replacement support items requested and approved, 3 October 2024 to 30 June 2025



Source: TAPIB Replacement supports data monitoring data. Note: Other* includes any other item requested with less than ten total observations. Data as of 30th June 2025.

2.5 The NDIS Supports Lists are enabling consistent decision making, though information and resources can be improved

The NDIS Supports Lists are supporting planners and partners to make more consistent decisions about the supports they include in participant plans, and they provide a ‘single source of truth’ which they can refer to while making decisions. The lists are also a useful tool to help planners explain their decisions to participants. Ongoing consolidation of information and resources is underway to further improve consistent decision-making.

2.6 There are some opportunities to improve clarity of the NDIS Supports Lists

Frontline staff indicated that decisions about the NDIS supports that can be included in participant plans are relatively straightforward for common and uncomplicated situations and where the lists provide absolute clarity. However, there is still opportunity to strengthen clarity in some areas such as supports for social and community activities such as swimming lessons and school programs for children –

and the distinction between “general health, fitness, social or recreational activity costs or services” (which are not NDIS supports), and the supports a participant might need to take part in these activities (which may be funded).

Improving clarity does not necessarily require adding to or expanding the NDIS Supports Lists, though more contextual explanation and examples to help participants and other stakeholders interpret the lists – either within the lists themselves or in separate guidance – may be beneficial. Additional case studies and examples would enhance the richness of the information available to participants, planners, partners, and others and help them to better understand and work with the amendments.

2.7 The legislative changes have had no noticeable impact on total payments for supports or average payment per participant

There has been a gradual increase in *total payments* for NDIS supports over time, from \$3.5 billion in June 2024 to \$3.9 billion in June 2025, due to increases in the number of participants and growth in plans. This upward trend was observable prior to the legislative changes, and the trend has continued since the changes came into effect.

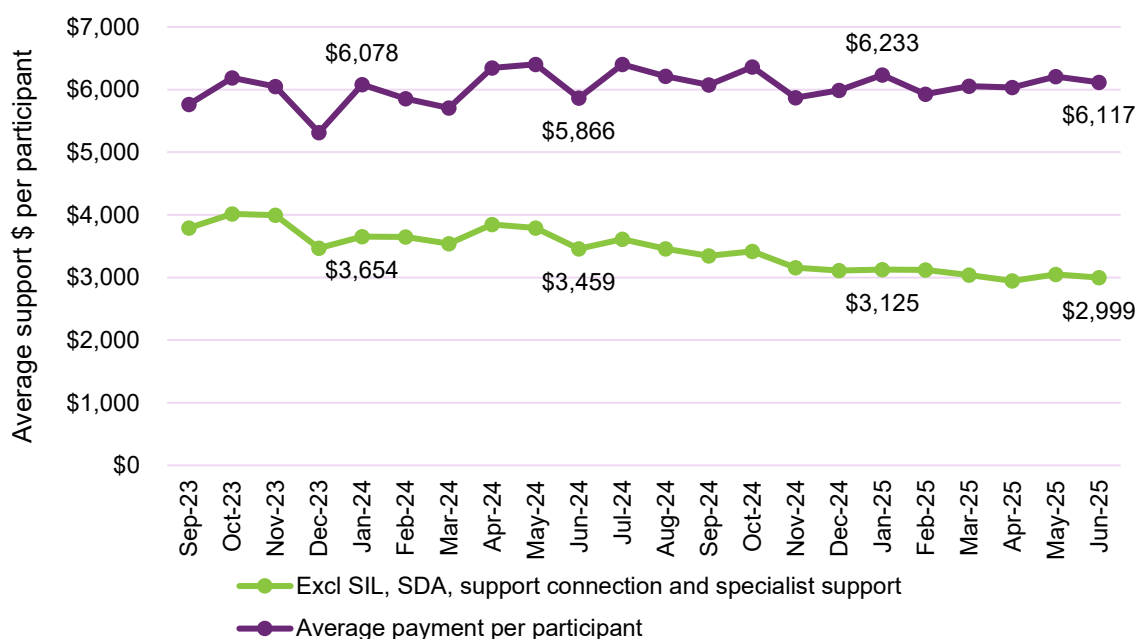
On the other hand, *average payment per participant* for supports excluding high-cost or specialist services has been trending downwards since early 2024. This trend continued after the changes came into effect, and the s10 and s33 changes did not appear to have any additional impact.

There was a one-off decline in average payment per participant of 7.6% in November 2024 (the month following the introduction of the legislation changes), which is consistent with participants’ uncertainty about the changes identified in the first evaluation report. The decline returned to trend in the following months.

This is illustrated in Figure 8 below.

There has been no noticeable change in payments for therapy, assistive technology, or social and community participation following the introduction of the NDIS supports lists. There was, however, a decrease in payments for short-term accommodation.

Figure 8: Average payments per participant, by month, Sept 2023 to June 2025



Source: NDIS enterprise Datawarehouse and PACE records.

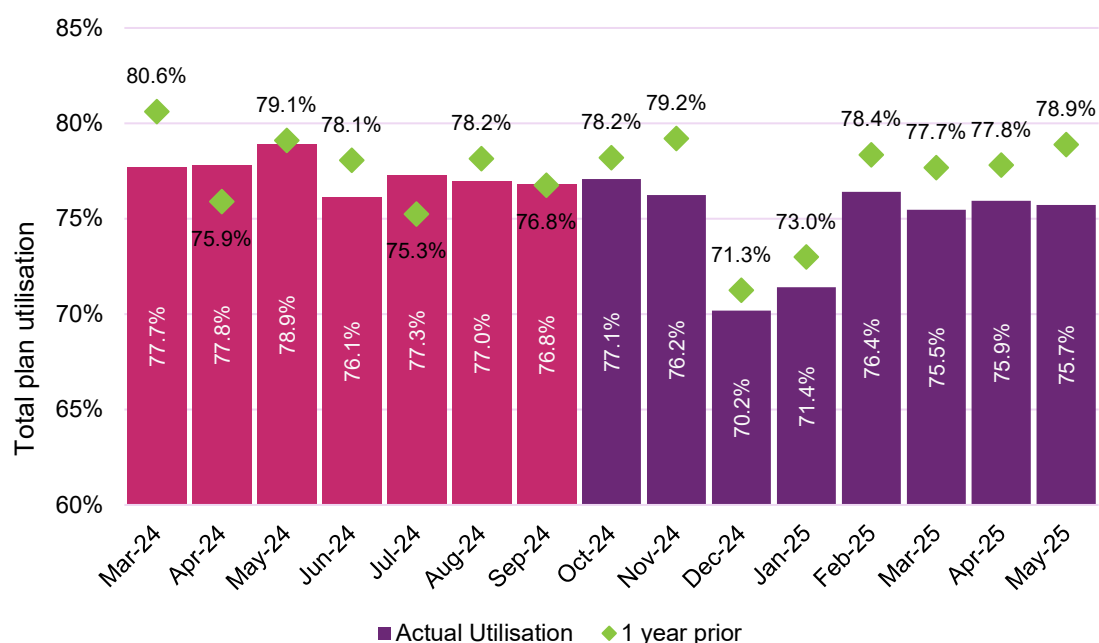
Notes: All payments collected in this data must be designated a “paid and cleared” status whilst also registering a strictly positive payment amount. Average payment per participant is calculated on a population level by summing the total dollars paid and cleared and then dividing by the number of unique participant IDs assigned to the payments. Dates relate to support posting dates.

2.8 More time is needed to understand whether the legislative changes have had an impact on plan utilisation

Plan utilisation was lower in the months following the legislative changes compared with the same month the previous year. For example, plan utilisation for January 2025 was 71.4% compared with 73.0% in January 2024 (a 1.6% difference); plan utilisation in May 2025 was 75.7% compared with 78.9% in May 2024 (a 3.2% difference).

For each month from October 2024, utilisation was 1.1% to 3.2% less than the same month in the previous year. This is illustrated in Figure 9 below.

Figure 9: Comparison of monthly plan utilisation by month – 2024 and 2025



Source: Actuarial Insights and Monitoring Division. This is a monthly measure of plan utilisation based on payments and plan values. Payments are based on total payments made for services received in each month. Participant plan budgets are apportioned across each month on an elapsed time basis.

Over-utilisation of plans remains low – less than 2 per cent of plans in each month. Taking the month of March as an example, over-utilisation is slightly lower in 2025: in March 2025, 1.0% of plans were over-utilised, compared with 2.9% in March 2024. Similarly, 1.5% of plans were over-utilised in May 2025, compared with 2.6% in May 2024

It is not clear at this stage why changes in utilisation have occurred nor the extent to which the legislative changes and other factors are contributing to the utilisation changes. It is also not clear whether the legislative changes are contributing to the lower numbers of over-utilised plans. This will be further explored in the next stages of the evaluation including through qualitative research with participants.

3. Implementation of total funding amounts, funding component amounts and funding periods – initial observations

Summary

- Funding periods were initially set at 12 months with shorter funding periods being applied from 19 May 2025, including one-month, three-month and six-month periods.
- The Agency acknowledges that there was a very short notification period for participants and the sector, with only a couple of days' notice between the announcement that shorter funding periods would be utilized and their commencement.
- As this progress report only includes data up to June 2025 it is too early to draw any firm conclusions about participant experiences of shorter funding periods.
- Planners are prioritising risk minimisation for participants when deciding on funding periods to protect against early exhaustion of funds.

3.1 Implementation of shorter funding periods

Total funding amounts, funding component amounts, and funding periods came into effect from 9 October 2024 for all new and reassessed plans. From this date, participants receiving a new or reassessed plan were provided funding for a maximum of 12 months. Previously all funds for the entire plan duration were available on the day a plan came into effect.

From 19 May 2025, shorter funding periods were implemented, including one-month, three-month and six-month periods. Twelve-month funding periods continue to be applied. A total funding amount or funding component amount may be divided into funding periods of no more than 12 months duration.

The implementation of funding periods should clarify for participants how long funds need to last to better support budgeting, provide continuity of support across the length of the plan, enable longer plan durations, and minimise the risk of early exhaustion of funds.

The Agency acknowledges that there was a very short notification period for participants and the sector, with only a couple of days' notice between the announcement that shorter funding periods would be utilized and their commencement. However, given shorter funding periods apply only to new or reassessed plans from 19 May 2025, relatively few participants had shorter funding periods included in their plan in the period following the announcement.

3.2 It is too early to draw any firm conclusions about participant experiences of shorter funding periods

At the time this report was developed relatively few participants had experienced shorter funding periods.

However, planners that were interviewed about the introduction of funding periods indicated that there were varying levels of understanding among participants of what funding periods were and what they meant for them.

Planners indicated that some participants who had been in the Scheme for a long time and were familiar with how plans are structured were unclear initially about what funding periods were and needed some help to understand the change. The final phases of the evaluation will seek to gather data on participant experience of these changes.

3.3 Planners are prioritising risk minimisation for participants when deciding on funding periods to protect against early exhaustion of funds

Qualitative research with planners indicated that they have a high level of understanding of the policy intent of the s33 changes.

Planners reported consistent utilisation of NDIA guidance documents to assist in their decision making about the length of funding periods for different supports. For example, planners were considering five main areas in line with the '*National Disability Insurance Scheme (Old Framework Plans) Determination 2024*', which include:

- Total plan value, e.g., a higher amount may require shorter funding periods
- Nature and cost of reasonable and necessary supports in plan, e.g., whether the support is to be provided as a once-off purchase, is a high-cost item, or a recurring support
- Participant preference as to the duration of funding periods.

- Participant history of overspending their plan or purchasing non-NDIS supports with their NDIS funding.¹
- Harm and financial risk to participant, e.g., if the participant is at risk of experiencing fraud or financial exploitation.

Interviews with planners indicated of these five factors, they tend to prioritise risk of harm to the participant (physical, mental, or financial) which may lead to early exhaustion of funds. In cases of higher risk, planners are selecting shorter funding periods (one-month or three-months generally).

¹ As recorded in NDIA systems.

4. Next steps for the evaluation

4.1 Areas of exploration in the final three months of the evaluation

This evaluation is iterative, gathering evidence and insights over time. The final period of the evaluation will continue to focus on understanding the implementation of the changes with an increased focus on the introduction of total funding amounts, funding component amounts and funding periods, as well as participant experience and impacts, and impacts on the Scheme.

Ongoing implementation of the changes

The evaluation will continue to monitor the implementation of the changes, including further work to strengthen the NDIS Supports lists, and changes resulting from the introduction of total funding amounts, funding component amounts, and funding periods.

The implementation of shorter funding periods will continue to be monitored as participants develop a new plan or plan reassessment, and further observations on implementation of this change will be explored through the final months of data collection.

Surveys and additional qualitative research with plan managers, support coordinators, providers, planners, and partners will provide further insights into implementation and will be used to identify opportunities to strengthen implementation and to refine policy settings and guidelines. This will include further examination of claiming behaviour and the role of plan managers, support coordinators, and providers in supporting participants to comply with the NDIS Supports Lists.

Further understanding participant experience and outcomes

The next stage of the evaluation will focus more closely on participant experience. This will be informed by:

- A second survey of participants (in October 2025) to understand the extent of participant awareness and understanding of the changes, and self-reported impacts of the changes
- In-depth qualitative research with participants and participant representatives using a range of engagement methods to explore participant experience of

the changes. An independent research organisation with suitable disability expertise has been engaged to undertake this qualitative research.

Based on the evaluation research conducted to date, there are specific aspects of the changes that will be explored with participants. These include:

- the extent to which participants' supports have/have not changed
- changes in claims and claiming behaviour and utilisation of their plans
- impacts of funding component amounts and funding periods on participants' plan utilisation and spending
- participant awareness and understanding of the changes
- utilisation of replacement supports process, participant experience with the process, and impacts for participants where requests are not successful.

Impacts on the Scheme

The evaluation will also analyse a range of data sources, including plan utilisation, claims, and payments data to understand impacts on Scheme sustainability.

4.2 Final evaluation report

The final evaluation summary report will be summative and encompass findings from the 12-month evaluation. This final evaluation report will be delivered in early 2026.

Appendix A: Evaluation context, aims, and methods

Evaluation context

The National Disability Insurance Scheme (NDIS) is undergoing a five-year program of reform, to strengthen participant outcomes and move towards a sustainable NDIS. The reforms commenced in 2024 with legislative amendment through *Getting the NDIS Back on Track No 1. Bill* (the Bill).

On 22 August 2024, the Bill was passed by the Parliament, and after receiving Royal Assent, the new laws came into effect on 3 October 2023. The Bill includes a range of provisions which define new rules for the NDIS. Two of these provisions – Section 10 (NDIS Supports Lists), and Section 33 (total funding amounts, funding component amounts, and funding periods) – are the focus of this evaluation.

An evaluation is required to understand impacts for participants of the NDIS Supports Lists and Funding period changes, and to identify learnings and opportunities to strengthen implementation and continuous improvement.

Section 10 changes

The NDIS Supports Lists provide greater certainty to participants about what they can and cannot spend their NDIS funds on and seek to ensure NDIS funding is used for identified NDIS supports. Key changes were implemented through a transitional rule, and include:

- Introduction of NDIS Supports Lists, which clearly outlines what can, and cannot, be funded as an NDIS support
- An application process for replacement supports for participants who could no longer access supports which were not NDIS supports
- Transitional arrangements with respect to debts incurred where NDIS funding was utilised for a non-NDIS support, which meant that providers would not incur a debt where they claimed for a non-NDIS support within 30 days of section 10 (s10) coming into effect, and participants would not incur a debt within the first 12 months.
- The new definition of NDIS supports aims to resolve the significant level of effort currently placed on participants to understand how to spend in accordance with their plan and identify items that the NDIS would never fund.

Section 33 changes

Funding periods were introduced under the National Disability Insurance Scheme Act 2013 as one way to ensure that supports are available when participants need them and to reduce the risk of running out of funds early. This is achieved by requiring a participant's statement of supports to:

- specify a 'total funding amount' for all supports funded under the plan,
- categorise the participant's reasonable and necessary supports into one or more 'groups' of supports,
- specify a 'funding component amount' for each group of reasonable and necessary supports, and
- specify 'funding periods' during which funding will be available.

These measures mean participants will know how much funding they have, for what supports (funding components) and how long the funds need to last.

Evaluation aims and scope

The evaluation is a formative and implementation evaluation that aims to assess the extent to which the NDIA and its systems and processes are supporting implementation, and the impact of the changes on participant experience and outcomes.

The scope of the evaluation is to:

- Understand whether the legislative changes and the transition rules are being implemented as intended (including replacement supports and transitional rules, plan budget management and transitional debt provisions).
- Enable early warning signs on areas for clarification including any unintended consequences and areas for improvement.
- Explore the needs, expectations, and experiences of participants through the implementation of the transition rules.
- Inform the progressive refinement of policy settings, guidelines, and participant communication and education (limited reporting at three monthly intervals).

Evaluation questions

KEQ 1: To what extent are the new service rules being implemented as planned?

- How consistently are the transition rules being applied compared to the intended process outcome (fidelity)?
- Are the rates of access, support inclusions, claims, rejections, and patterns of payments over time as would be anticipated by design?
- Are staff using the correct tools effectively to make consistent, accurate and timely decisions?
- Do reasons provided for approved substitutions and exemptions align with the new rules?
- How effectively are the compliance risk areas being identified and managed?

KEQ 2: What are the challenges and enablers to implementation?

- How well have communications, training and guidelines assisted in understanding changes for all groups (front line, claims/payments staff, providers, partners, participants)?
- Are the resources to support implementation and compliance in place and sufficient?
- How have the changes affected staff, partner, and provider confidence and capability in meeting participant needs and expectations?
- How have the implementation of the changes impacted staff workload and productivity?
- What has been done in an innovative way to manage implementation challenges?
- Are gaps and risks being identified, addressed, or mitigated in systems operations?
- Are the lessons from implementation experience being effectively communicated and used?

KEQ 3: What are the immediate impacts of the changes on participant experience?

- What is the participant experience of all aspects of the changes (NDIS supports, substitutions, exemptions, management of plan budgets and funding periods, transitional debt provisions)?
- How satisfied are participants with the experience of the implementation of the new rules?
- What do participants need to enable understanding, confidence and choice and control?
- Are participants, staff, and the disability community satisfied with the communication and feedback processes related to the new rules?

- Are emerging risks being identified and addressed in a timely manner?
- Are there effective strategies in place to mitigate disruptions and support participants who may be more affected?

KEQ 4: To what extent are there indicators of progress toward intended outcomes?

- What are the emerging impacts of the policies on participant outcomes?
- How have issues raised during co-design consultations been addressed?
- How has access, budget management, and claim behavior changed since the implementation of the new rules?
- To what extent are participants spending within their budgets and within the plan funding period?
- To what extent are the new rules improving the integrity of the scheme?
- To what extent are the new rules improving the sustainability of the scheme?
- Do participants and the disability community have increasing trust and confidence in the NDIA's implementation of the legislation?
- What unintended outcomes (positive and negative) were produced?

Evaluation approach and methods

The evaluation takes a formative approach involving a cyclical process that aims to improve implementation and outcomes while the implementation is ongoing. The evaluation has been designed to draw on existing NDIA data, to enable monitoring from day one, and reduce data collection burden on frontline staff and participants.

The evaluation will draw on a wide range of information and data relevant to understanding NDIS Supports and Funding Period changes and their implementation. The information sources for this second summary report are listed below.

Policy and legislation documents:

- NDIS policy and legislative documents
- Relevant NDIS Supports and Funding Period documents and webpages that are publicly available on Government websites including NDIS, DSS, and Federal register of legislation.

NDIA administrative data including:

- National Call Centre data including legislation queries and complaints
- NDIS data warehouse – e.g., volume and nature of replacement requests, patterns in claiming activities, plan, and budget metrics

NDIA processes:

- Consultation with NDIA staff across 11 Branches
- Online survey of frontline staff, including planners, partners, NCC and PSOs (580 complete responses)
- Interviews with partners and planners in March 2025 (n=20)
- Focus groups with planners in July 2025 (n=20)
- NDIA strategic communications legislation change reports
- Internal NDIA meetings minutes – including Reform Policy Forum, Practice Leadership Network
- Internal legislation change implementation learning materials for Service Delivery and NCC, including practice guidance, knowledge articles, and eLearning modules
- Communications materials and training for NDIA staff
- NDIS Operational Guidelines.

Participant, provider, and public engagement:

- Online survey emailed to approximately 58,000 participants in May-June 2025. The survey received 6,148 complete responses (response rate 10.8%)
- External communications including FAQs, media releases, direct mail, and website posts
- Summaries of participants' questions and feedback via NDIA public engagements (e.g., Town Halls)
- Participant feedback through existing feedback channels such as the Participant Satisfaction survey
- Summaries of provider questions and feedback via NDIA engagement channels
- NDIA Engagement and Inclusion (EI) Branch legislation change external engagements reports.

Sector engagement:

- Weekly meetings with the Disability Advocacy Network Australia (DANA)
- Priority issues raised by sector stakeholders via the Evaluation Advisory Group).

Appendix B: Figures to table conversions

Figure 100: Information participants have accessed to help them understand the legislation changes

| Information access type | Amount | Percentage |
|---|--------|------------|
| NDIA email, SMS or letter | 3,214 | 51% |
| NDIS website, NDIA newsletter or social media pages | 2,743 | 44% |
| Provider or support coordinator | 1,980 | 32% |
| Have not accessed any information | 1,757 | 28% |
| Family or friends | 375 | 6% |

Source: Participant Experience Survey.

Figure 11: NCC calls regarding 'Legislation changes' and Section 10 changes

| Month | Number of calls about legislation changes | Percentage related to section 10 changes |
|----------------|---|--|
| August 2024 | 51 | 47% |
| September 2024 | 314 | 53% |
| October 2024 | 1,868 | 62% |
| November 2024 | 1,036 | 57% |
| December 2024 | 626 | 57% |
| January 202 | 486 | 50% |
| February 202 | 109 | 36% |

Source: Legislation Call Summary - NCC Branch, Integrity Transformation Division & Integrity Transformation and Fraud Fusion Taskforce Group.

Figure 12: Percent of daily NDIS feedback and complaints related to the introduction of the NDIS Supports Lists

| Month | Percent of daily NDIS feedback and complaints related to the introduction of the NDIS Supports Lists |
|---------------|--|
| October 2024 | 0.31% |
| November 2024 | 0.55% |
| December 2024 | 1.53% |
| January 2025 | 0.67% |
| February 2025 | 0.39% |
| March 2025 | 0.37% |
| April 2025 | 0.21% |
| May 2025 | 0.14% |
| June 2025 | 0.36% |

Source: EDW - NDIS Daily feedback and complaints data till 30th June 2025. Note: Complaints related to legislation changes are flagged via “hotcode” designations.

Figure 13: Confidence in spending on NDIS supports

| Category | Agree | Neither agree nor disagree | Disagree |
|---|-------|----------------------------|----------|
| It is clear what I CAN spend my NDIS funding on | 43% | 23% | 32% |
| It is clear what I CANNOT spend my NDIS funding on | 46% | 24% | 27% |

Source: Participant Experience Survey

Figure 14: Proportion of participant and nominee respondents to the Participant Experience Survey who indicated that their NDIS supports changed due to the recent changes to the NDIS.

| Category | Amount | Percentage |
|---------------------------------------|--------|------------|
| No, my NDIS supports have not changed | 2,211 | 36% |
| Yes, my NDIS supports have changed | 1,952 | 32% |
| Don't know / unsure | 1,676 | 28% |
| NA – this is my first NDIS plan | 270 | 4% |

Source: Participant Experience Survey data (n = 6,109) collected in May-June 2025. Chart presents responses to the question “Has there been a change to your NDIS supports as a result of the recent changes to the NDIS?”

Figure 15: Number of requests and approvals for replacement support over time, 3 October 2024 to 30th June 2025

| Month | Requested | Approved |
|---------------|-----------|----------|
| October 2024 | 27 | 10 |
| November 2024 | 223 | 114 |
| December 2024 | 260 | 139 |
| January 2025 | 289 | 153 |
| February 2025 | 381 | 244 |
| March 2025 | 372 | 251 |
| April 2025 | 380 | 237 |
| May 2025 | 545 | 254 |
| June 2025 | 225 | 19 |

Source: Technical Advice and Practice Improvement Branch (TAPIB) Replacement supports data monitoring data as of 30th June 2025. Note: Total N sums to 2,702.

Figure 16: Replacement support items requested and approved, 3 October 2024 to 30 June 2025

| Item | Requested | Approved |
|--|-----------|----------|
| Tablet | 1218 | 772 |
| Apps for Accessibility / Communication | 480 | 329 |
| Smart watch | 331 | 162 |
| Other | 425 | 84 |
| Smart Phone | 93 | 45 |
| Vacuum | 32 | 13 |
| Cooking appliance | 71 | 8 |
| Dishwasher | 19 | 4 |
| Washer / dryer | 9 | 2 |
| Item not listed as replacement support | 23 | 2 |
| Fridge Freezer | 1 | 0 |

Source: TAPIB Replacement supports data monitoring data. Note: Other* includes any other item requested with less than ten total observations. Data as of 30th June 2025.

Figure 17: Average payments per participant, by month, Sept 2023 to June 2025

| Month | Average payment per participant | Excludes SIL, SDA support connection and specialist support |
|---------------|---------------------------------|---|
| December 2023 | \$6,078 | \$3,654 |
| June 2024 | \$5,866 | \$3,459 |
| January 2025 | \$6,233 | \$3,125 |
| June 2025 | \$6,117 | \$2,999 |

Source: NDIS enterprise Datawarehouse and PACE records.

Figure18: Comparison of monthly plan utilisation by month – 2024 and 2025

| Item | Actual utilisation | 1 year prior |
|----------------|--------------------|--------------|
| March 2024 | 77.7% | 80.6% |
| April 2024 | 77.8% | 75.9% |
| May 2024 | 78.9% | 79.1% |
| June 2024 | 76.1% | 78.1% |
| July 2024 | 77.3% | 75.3% |
| August 2024 | 77.0% | 78.2% |
| September 2024 | 76.8% | 76.8% |
| October 2024 | 77.1% | 78.2% |
| November 2024 | 76.2% | 79.2% |
| December 2024 | 70.2% | 71.3% |
| January 2025 | 71.4% | 73.0% |
| February 2025 | 76.4% | 78.4% |
| March 2025 | 75.5% | 77.7% |
| April 2025 | 75.9% | 77.8% |
| May 2025 | 75.7% | 78.9% |

Source: Actuarial Insights and Monitoring Division. This is a monthly measure of plan utilisation based on payments and plan values. Payments are based on total payments made for services received in each month. Participant plan budgets are apportioned across each month on an elapsed time basis.