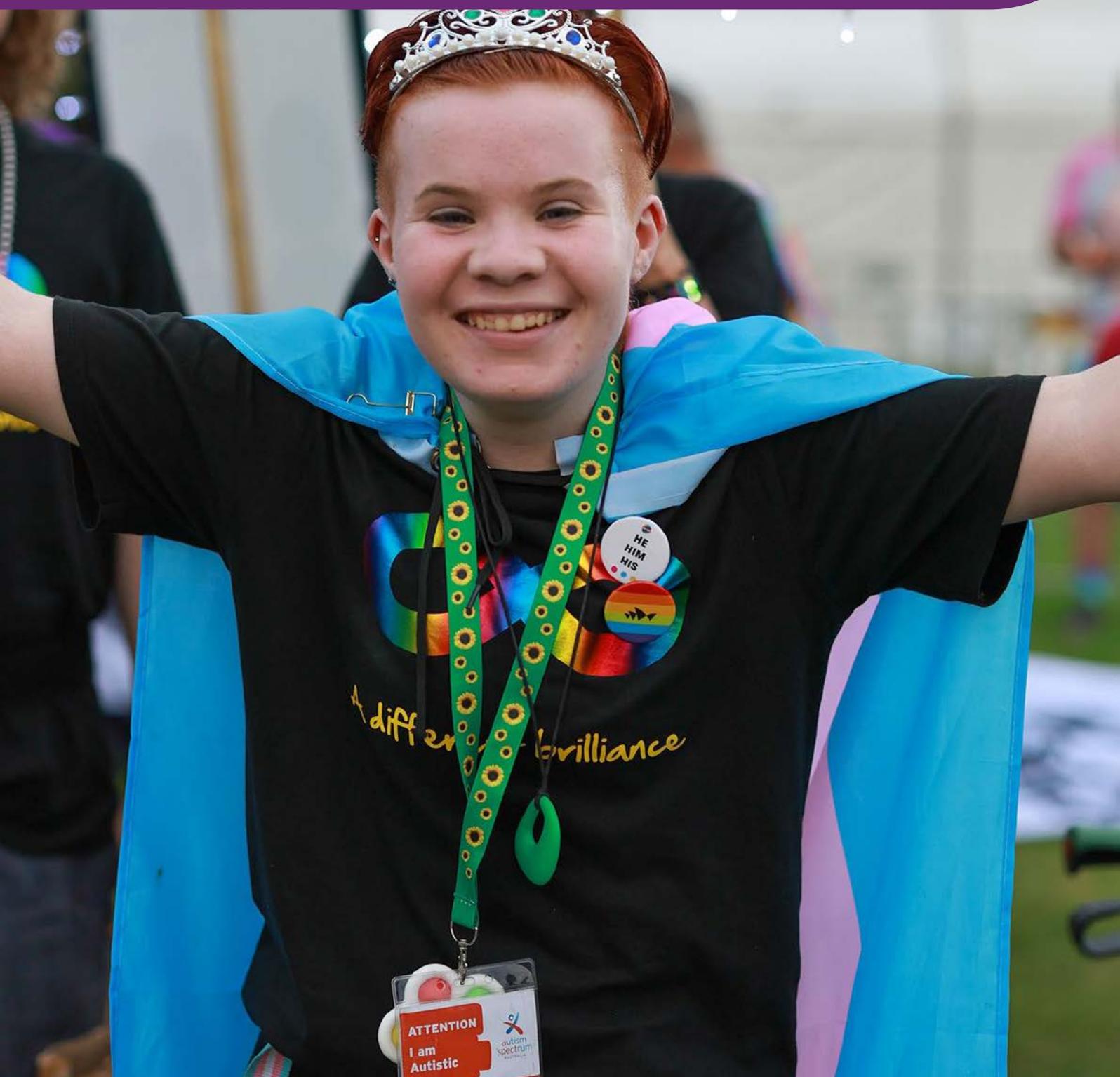


NDIS Quarterly report to disability ministers

31 March 2023





Copyright and use of the material in this document

Copyright in the material in this document, with the exception of third party material, is owned and protected by the National Disability Insurance Agency.

The material in this document, with the exception of logos, trademarks, third party material and other content as specified is licensed under Creative Commons Attribution Non-Commercial No Derivatives (CC BY NC ND) licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the National Disability Insurance Agency as the owner of all intellectual property rights in the reproduced material by using '© National Disability Insurance Agency' and you must not use the material for commercial purposes.

Reproduction of any material contained in this document is subject to the CC BY NC ND licence conditions available on the Creative Commons Australia site, as is the full legal code for this material.

The National Disability Insurance Agency expects that you will only use the information in this document to benefit people with disability.

Contents

	Introduction	5
1.	Participants and their plans	14
	1.1 Number of participants in the Scheme	15
	1.2 Children in the NDIS (younger than 7)	16
	1.3 Participant rates	17
	1.4 Participant characteristics	18
2.	Participant and family/carer outcomes	26
	2.1 Participant outcomes summary	27
	2.2 Measuring outcomes	30
	2.3 Participation in work and community and social activities	31
	2.4 Perceptions of whether the NDIS has helped	43
3.	Participant experience	49
	3.1 Participant Service Improvement Plan	51
	3.2 Participant Service Guarantee	59
	3.3 Key trends in complaints, RoRDs, and Administrative Appeals Tribunal cases	68
	3.4 Participant satisfaction	76
	3.5 The NDIS National Contact Centre	80
4.	Providers and the growing market	83
	4.1 Support categories	84
	4.2 Plan management types	87
	4.3 Providers supporting Agency-managed participants	91
	4.4 Plan managers	92
	4.5 Supported Independent Living	96
	4.6 Specialist Disability Accommodation	98
	4.7 Choice and control, utilisation and market concentration	101
	4.8 COVID-19 assistance	106
	4.9 Market Stewardship activities	107
	4.10 Thin markets	108
	4.11 NDIS pricing	108
5.	Financial sustainability	110
	5.1 Participants and cost projections	111
	5.2 Total payments	113
	5.3 Average and median payment trends	114
	5.4 Average plan budget trends	119
	5.5 Operating expenses	128
6.	Staff, advisory groups and the NDIS community	130
	6.1 A high performing NDIA	131
	6.2 Co-design and engagement	132
	6.3 Valued input from the Independent Advisory Council	137
	6.4 Public data sharing and the latest release of information	137
	6.5 Cyber Security	139
	6.6 Fraud and Compliance	140
	6.7 NDIA's new Information and Communication Technology system	141
	6.8 Independent Expert Review model for dispute resolution	143

Contents

Appendix A: Key definitions	148
Appendix B: Scheme roll-out: Timing and locations	150
Appendix C: Approved plans and children accessing early connections	152
Appendix D: Outcomes Framework Questionnaires	154
Appendix E: National	155
Appendix F: New South Wales	194
Appendix G: Victoria	220
Appendix H: Queensland	246
Appendix I: Western Australia	272
Appendix J: South Australia	298
Appendix K: Tasmania	323
Appendix L: Australian Capital Territory	348
Appendix M: Northern Territory	375
Appendix N: State/Territory – comparison of key metrics	399
Appendix O: Participants by service district and support type, and committed supports and payments by service district	410
Appendix P: Specialist Disability Accommodation	428

Introduction

Key highlights for Quarter 3 2022/23

The National Disability Insurance Scheme (NDIS) continued to make a positive difference to participants, their families and carers in the quarter ending 31 March 2023 (Q3 2022–23).

The most recent participant outcome data¹ clearly demonstrates the positive impacts being delivered by the Scheme:

- **Participation in community and social activities** has **increased by seven percentage points** from **35%** to **42%** for all Scheme participants aged 15 years and older.
- **Participation in work (percentage in a paid job)** has **increased by twelve percentage points** from **9%** to **21%** for participants aged 15 to 24 with autism.
- **Participation in work (percentage in a paid job)** has **increased by nine percentage points** from **11%** to **20%** for those aged 15 to 24 for participants with an intellectual disability
- **The percentage of parents and carers in a paid job** for participants who have been in the Scheme for at least two years has **increased by six percentage points**² from **46%** to **51%** for parents/carers of participants aged 0 to 14 years.
- **Positive perceptions of whether the NDIS has helped with choice and control** has **increased ten percentage points** from **67%** to **77%** for participants aged 15 years and older.

¹ <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

² The difference is calculated from unrounded metrics.

Scheme financial experience

Since 30 June 2022, payments for participant supports, plan budgets and the number of participants entering the Scheme are above AFSR expectations.

Scheme financial experience is monitored against expectations outlined in the 2021–22 Annual Financial Sustainability Report (AFSR)³. The ASFR was published by the NDIA in November 2022. Since 30 June 2022, payments for participant supports, plan budgets and participant numbers have continued to increase and are above AFSR expectations in the three quarters to date for 2022–23.

Total Scheme expenses for the 9 months to 31 March 2023 were \$25.7bn (on an accrual basis) or 2.8 per cent higher than the estimate from the 2021–22 AFSR of \$25.0bn. There are several drivers of this experience:

More participants in the Scheme

- **More participants in the Scheme** – the total number of Scheme participants at 31 March 2023 was 592,059, which is approximately 13,800 (2.4 per cent) higher than the AFSR expectations.
- **Higher participant plan budgets** – for the 9 months to 31 March 2023, total growth in plan budgets for participants already in the Scheme was 19.5% per annum. Around 6.4% per annum of the total can be attributed to the combined effects of indexation, following the 2021–22 Annual Pricing Review⁴. The remaining 13.1% per annum growth is over and above indexation and pricing impacts.
- **More participants accessing Supported Independent Living (SIL) support** – since June 2022, the number of participants with SIL supports has increased from 26,950 to 31,368 or by 4,418, higher than the expected. On average, participants with SIL supports have higher plan budgets and payments compared with other participants.

The NDIA continues to examine available data to understand the drivers behind the variance from the ASFR. Key insights include:

- Additional children with developmental delay and autism entering the Scheme since June 2022 than expected.
- Plan budgets have increased across most participant cohorts when considering age, primary disability, geography, and whether or not the participant is receiving Supported Independent Living supports. This level of increase exceeds the allowance for additional growth in the AFSR.

³ <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

⁴ This increase reflects changes in the NDIS Disability Support Worker Cost Model including changes the minimum wages specified in the SCHADS Industry Award following the Fair Work Commission's Annual Wage Review and the change in the Superannuation Guarantee Charge.

Co-design and engagement

The NDIA wants to listen and learn from participants and the disability community to improve the NDIS.

People with disability are the experts in their own lives, including how the NDIS benefits them. That is why the NDIA is committed to listening and learning from participants across all backgrounds, and the broader disability community to improve the NDIS through a best practice co-design approach.

Co-design Advisory Group

The Co-design Advisory Group provides strategic oversight and guidance for the NDIA co-design approach. This group comprises of the Independent Advisory Council (IAC), Disability Representative and Carer Organisations (DRCO) and Government representatives.

This quarter, the Co-design Advisory Group has continued to provide valuable input into the NDIA's co-design approach, including meeting with NDIA DCEO Corri McKenzie to advise how the NDIA can further elevate the role of co-design across the NDIA as well as providing input into the NDIA's guiding principles for co-design policy.

In January 2023, the Minister for the NDIS, the Hon Bill Shorten MP announced \$1.4m in funding to be provided to DRCOs to support co-design activities – further reinforcing the commitment to engage with the disability community.

DRCO Forum

In the February 2023 DRCO Forum, both the NDIA's CEO Rebecca Falkingham and DCEO Corri McKenzie facilitated the discussion and expectation around improving how the NDIA works with the disability community to promote improved outcomes for participants. The DRCO and the NDIA have agreed to work together on a revised structure and governance approach to the forum for discussion at the next meeting.

Priority co-design projects

The NDIA continues to work closely with people with disability and the broader disability community on these six priority co-design projects:

- Information Gathering for Access and Planning
- Home and Living
- Participant Safeguarding
- Supported Decision Making
- CALD Strategy
- First Nations Strategy

Further information on the NDIA's co-design approach, including details on each of the priority co-design projects is included in Section 6.2.

Improving the participant experience

The NDIA continues to improve processes to empower participants and their experience.

In this quarter, the NDIA has been improving the experience of participants across the external review process, home and living supports, developing a strategy for First Nations people with disability and promoting continuity of supports.

NDIS appeals

The NDIA has reduced the number of participants waiting for an external review of an NDIA decision at the Administrative Appeals Tribunal (AAT).

Since June 2022, the NDIA has implemented an alternative resolution process that has reduced the number of legacy cases and also reduced the number of new cases heading to the AAT. Since implementing these improvements:

- **4,401** NDIS cases have been resolved at the AAT
- Overall caseload has reduced **27%** since May 2022 (to 3,280)
- **70%** of the 4,501 legacy cases waiting to be heard by the AAT by May 2022 have now been resolved⁵.

Independent Expert Review (IER)

To reduce the number of cases being referred to the AAT, the NDIA has introduced a pilot IER program. This involves a disability expert independent of the NDIA to review an individual case and provide a recommendation to the NDIA.

The IER is a free, voluntary and confidential process that will be conducted within the current legislative requirements of the NDIS legislation.

An Oversight Committee, led by Graeme Innes AM and comprising a range of disability and advocacy sectors who bring their own lived experience, is monitoring the IER trial.

Home and Living demonstration project grants

The NDIA has invited organisations to apply for grants to deliver innovative projects that empower participants to explore and understand home and living opportunities through:

- Testing and evaluating different models for providing participants with high quality information, assistance and connections.
- Support participants to exercise improved choice and control and achieve greater independence.
- Provide accessible information and assistance to participants.

⁵ <https://www.ndis.gov.au/news/8935-media-release-minister-ndis-case-numbers-slashed>

First Peoples Disability Network and NDIA partnership

The NDIA is partnering with the First Peoples Disability Network (FPDN) to co-design a new First Nations Strategy and action plan⁶. FPDN is a national organisation representing and includes First Nations Australians with disability, their families and communities. The NDIA will partner with the FPDN to ensure the First Nations strategy and action plan is:

- culturally appropriate
- promotes self advocacy
- provides value and can be measured
- reflects the goals and hopes of First Nations people with disability.

Together with FPDN, the NDIA has established a First Nations Advisory Council (FNAC) to provide information and strategic direction to improving the NDIS. FNAC members are First Nations people who have lived experience of disability and understand the issues and unique challenges their communities face.

Improved Hospital Discharge

The Australian Government and the NDIA are committed to improving the safe and timely discharge of NDIS participants from hospital. It is our firm commitment that once medically ready, NDIS participants should be supported to discharge safely as soon as possible. The NDIA has already implemented a range of operational improvements to reduce discharge delays and is looking to further develop our Hospital Discharge Case Management System with notable developments including:

- Improving data quality controls and monitoring, and further integrating Hospital Discharge processes into the core Access and Planning workflow of the NDIA.
- More data and digital integration with Hospitals allowing more timely collaboration on cases and removing reliance on manual check-ins.

During the quarter, the performance on two key performance metrics was as follows:

- The NDIA Target of contacting NDIS participants within 4 days of the NDIA being notified remains high at **89%** for the March 2023 quarter, this compares to **87%** in the December 2022 quarter.
- The average days between a NDIS participant being medically ready for discharge and being discharged was **30 days** for the March 2023 quarter, this has reduced from **33 days** in the December 2022 quarter⁷.

Improving plan approval timelines is a key focus moving forward and requires cooperation between State and Territory health systems and the NDIA to ensure the best outcomes for participants. The NDIA is also working with hospitals to hear first-hand the issues impacting hospital discharge, so we can work together with hospitals to resolve these issues.

⁶ <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy>

⁷ As at 31 March 2023 there were 931 participants (excluding long term mental health admissions) in hospital who were medically ready and awaiting discharge according to records held by the NDIA.

Scheme Governance

New Board Appointments

In March 2023, the Minister for the NDIS, The Hon. Bill Shorten announced the appointment of two new members to the NDIA Board, including a First Nations appointee. The new Board members are Ms Joan McKenna Kerr from Western Australia and Dr Richard Fejo from the Northern Territory.

Ms McKenna Kerr has devoted more than 25 years working in the disability sector. She was a member of the NDIS Independent Advisory Council and was a member of the Commonwealth NDIS Advisory Group reporting to the Council of Australian Governments (COAG) Select Council of Ministers and Treasurers.

Dr Fejo is from the Larrakia nation in the Northern Territory and is a person with a disability. He holds an Honorary Doctorate from Flinders University and currently serves as the Chair of the Darwin Waterfront Corporation and Chair of the Australia Day Council NT, is a Senior Elder at Flinders University and sits on the International Relations Committee for the City of Darwin.

Dr Fejo's appointment takes takes the number of people with a disability on the board to six out of 12 – the highest representation in the agency's history. The Board appointments were made with close consultation and unanimous support of the state and territory Disability Ministers, ensuring the nominees met the requisite skills, experience and knowledge. The new Board members will serve a term of three years.

Ministerial Announcements

In April 2023, the Minister for the NDIS outlined a range of challenges facing the NDIS and the opportunity to work with the disability community to deliver better outcomes for people with disability and in the process, help secure the ongoing sustainability of the Scheme.

While the Independent Review of the NDIS (NDIS Review) is continuing, he outlined six-policy directions for immediate action, which the NDIA has already commenced:

1. Investment in the NDIA workforce
2. Long-term planning
3. Addressing spiralling expenses
4. Better outcomes from Supported Independent Living (SIL)
5. Eliminating unethical practices
6. Increasing community and mainstream supports

To support the delivery of the Minister's priorities, the Commonwealth Government will invest more than \$720 million over 4 years from 2023-24 to lift the NDIA's capability, capacity and systems to better support participants.

This investment will go towards 10 key measures developed with the NDIA Board, in consultation with the NDIS Review co-chairs. These include:

1. Investing in improved planner capability for participants with specialised needs.
2. Reducing the frequency of plan reviews where appropriate.
3. Improving the lifetime planning approach to ensure plans are transparent and flexible.
4. Better supporting participants to manage their plan.
5. Partner with communities to improve access to supports in remote and First Nations communities.
6. Work with participants and providers to increase incentives to innovate service delivery.
7. Establish an expert advisory panel to make it easier for participants to access proven evidence-based assistive technology and other supports.
8. Implement preferred provider arrangements.
9. Strengthen guidelines for planners and providing clear minimum standards of evidence for assistance with daily living.
10. Cracking down on fraud and non-compliance, as well as developing a business case for a new system to detect, prevent and reduce non-compliant payments.

National Cabinet has also agreed to an 8 per cent NDIS growth target by 2026 to moderate the growth of the Scheme.

The NDIA is committed to increasing the predictability of NDIS costs and to ensure the best outcomes for people with disability.

This will be done in partnership with the disability community through the development of a comprehensive co-design program, with work already progressing with the Independent Advisory Council (IAC), the Co-design Advisory Group (CAG) and Disability Representatives and Carers Organisations (DRCO).

The co-design program will be centred on amplifying the voice of people with disability – to ensure we get reforms right.

The NDIA welcomes the ongoing investment by Government and the ongoing collaboration with key stakeholders, especially the disability community. The NDIA remains committed to empowering participants to achieve greater outcomes.

This report

This report is an overview of the performance and operations of the NDIA for the three months from 1 January 2023 to 31 March 2023.

The NDIA is committed to ensuring all data around NDIA performance and participant outcomes remains accessible and easy to understand by different audiences.

Analysis and key insights are presented in this report, with detailed supplementary tables included in the appendices. The national results are contained in Appendix E, followed by individual appendices for each State and Territory (Appendices F–M).



WorldPride a parade of inclusion and solidarity for Aspen



For Sydney teenager **Aspen**, two paths connecting to share a message of solidarity and pride with the world is a march worth making.

Aspen – who identifies as queer, is autistic and has 22.q13.32 duplication – will proudly be on Autism Spectrum Australia’s (Aspect) float at Sydney’s WorldPride and Mardi Gras parade.

As a neurodiversity, disability, and LGBTQIA+ advocate, Aspen said helping to shine a spotlight on disability and pride would be an opportunity not to be missed. “Being autistic and queer, there’s a lot of intersections between our communities. A lot of autistic people identify as queer or trans, so, being in the float, really sends a message of inclusion,” Aspen said.

This year marks a third parade for the NDIS participant, who used his funding for a mobility aid last year to help him take part.

After making the decision to leave school, Aspen has been doing advocacy work within the autistic and queer communities for the last two years. “It really picked up last year. I write lots of articles and also work with Aspect Australia and with Twenty10, which is the queer youth service of New South Wales. I’m part of their queer leadership team,” Aspen said.

Aspen uses sensory aids such as noise cancelling headphones and fidget toys to support his sensory needs and emotional regulation.

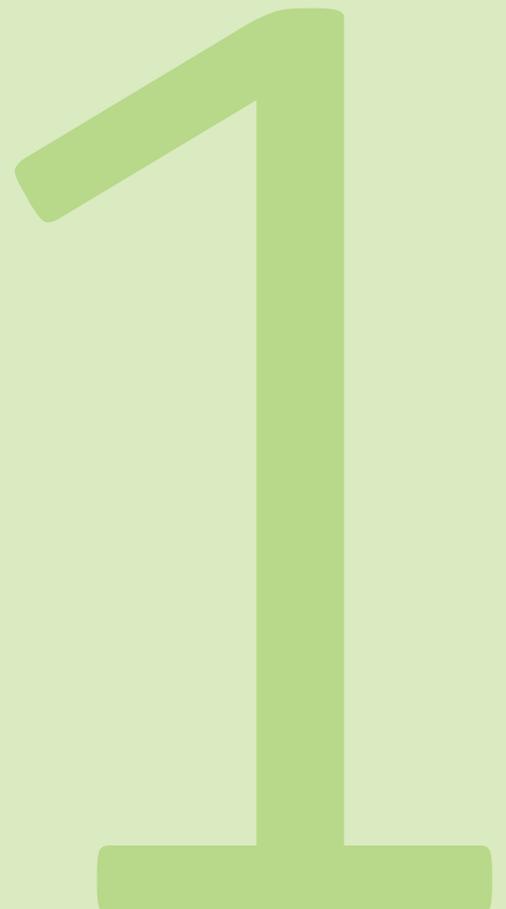
Living with chronic illnesses and 22.q13.32 duplication, which causes a range of issues including persistent pain and an unstable heart rate, Aspen uses a wheelchair part time, as well as other mobility aids.

Aspen said becoming an NDIS participant in 2021 had allowed him to thrive in work and beyond.

“You don’t have to fit into any set label or group, you can be or do whatever you want to be,” Aspen said.

Section one:

Participants and their plans





More than 590,000 participants are receiving support from the NDIS.

1.1 Number of participants in the Scheme

At 31 March 2023, 592,059 participants had an NDIS plan, and 21,179 participants entered the Scheme during the quarter.

At March 2023, 592,059 participants had approved plans.⁸ This represents a four per cent increase from last quarter (an increase of 21,179 participants since December).

Figure 1: Active participants with approved plans and percentage increase over time

	2013 -14	2014 -15	2015 -16	2016 -17	2017 -18	2018 -19	2019 -20	2020 -21	2021 -22	2022-23 to date
Active participants	7,285	17,155	29,719	89,610	172,333	286,015	391,999	466,619	534,655	592,059
Yearly increase ⁹		9,870	12,564	59,891	82,723	113,682	105,984	74,620	68,036	57,404
% increase in active participants		135%	73%	202%	92%	66%	37%	19%	15%	11%

⁸ 38,364 participants with approved plans have left the NDIS in the period between 1 July 2013 and 31 March 2023.

⁹ This is the net increase in the number of active participants in the NDIS each period noting some participants have left the NDIS.

1.2 Children in the NDIS (younger than 7)

At 31 March 2023, there were 95,773 children younger than 7 with an NDIS plan, and a further 13,081 accessing early connections.

Of the 592,059 participants with an approved plan at 31 March 2023, 95,773 were children younger than 7 (16 per cent), and of the 21,179 new participants with an approved plan this quarter, 9,983 were children younger than 7 (47 per cent). The number of children entering the Scheme aged less than 18 years is also high.

In addition to the 95,773 children younger than 7 with an approved plan:

- **4,077** children had met the access criteria under Section 24 of the NDIS Act (Permanent Disability) or Section 25 of the NDIS Act (Early Intervention) and were waiting for an approved plan.
- **4,370** were awaiting an access decision from the NDIA (of which **2,932 (67%)** were accessing early connections from the early childhood approach).
- **13,573** children were supported by the early childhood approach (of which **13,081 (96%)** were accessing early connections). Not all children need to make an access request to the NDIA because some will receive early connections, along with support from mainstream and community services.

Throughout the quarter, the Agency continued to focus on improving access to supports for children and families in remote and very remote areas. This effort contributed to 151 children meeting access criteria to join the NDIS, of which 88 identified as First Nations families. Of the 95,773 children aged younger than 7 with an approved plan as at 31 March 2023, 1,319 were children in remote and very remote areas.

The NDIA is making progress on implementing the Early Childhood Early Intervention (ECEI) Reset recommendations. This program of work is scheduled to be completed by the end of 2023. The NDIA has recently established a Children's Taskforce to accelerate improvements to the early childhood approach working in coordinated progression with the NDIS Review.

1.3 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately eleven per cent of 5 to 7 year old males and five per cent of 5 to 7 year old females being NDIS participants.

Participation rate refers to the proportion of the Australian population who are NDIS participants. The rate varies by age and gender, reflecting the prevalence of different disability types.

Overall, the rate of participation in the NDIS rises steeply from birth, peaking at roughly eight per cent between the ages of 5 and 7.

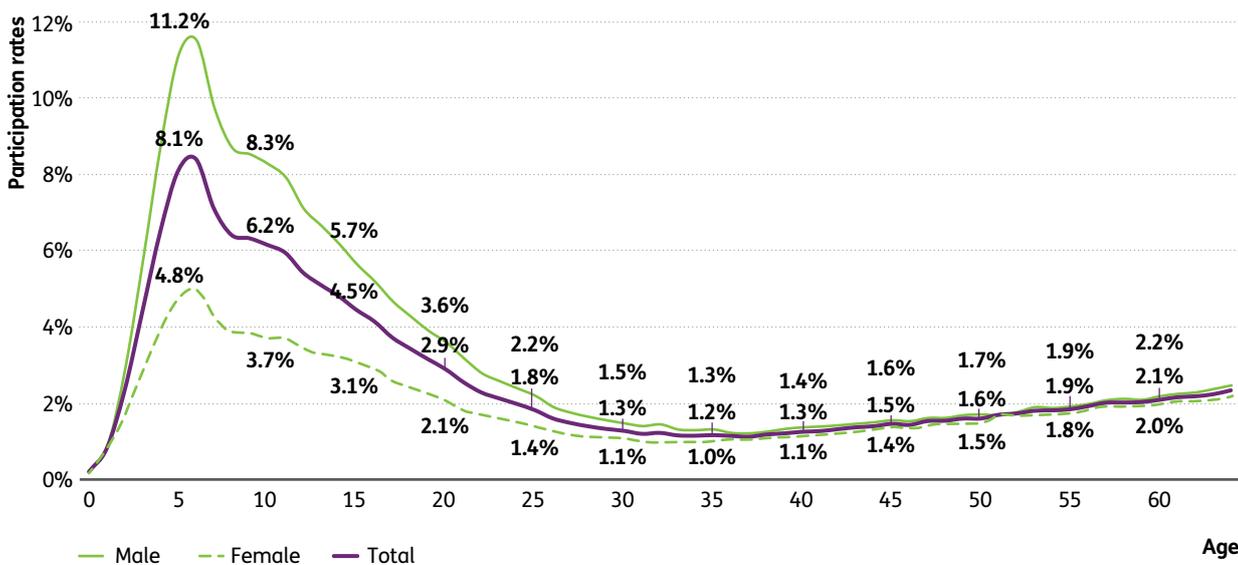
The rate then declines steadily to around one per cent at age 35, before rising gradually to two per cent by age 64. The shape of these participation rates reflects the age and disability profile of participants in the Scheme, with over half of all NDIS participants aged 18 or under.

Participation rates for males and females differ considerably at younger ages. At the peak, between the ages of 5 and 7, the participation rate for males (eleven per cent) is more than double that of females (five per cent). Between ages 3 and 14, participation rates average eight per cent for males and four per cent for females.

Much of the difference in participation rates by gender can be explained by disability type. For NDIS participants aged 18 or under, the most prevalent disability types are autism (54 per cent) and developmental delay (21 per cent). Both disability types have higher prevalence in males than females. Psychosocial disability and Intellectual disability are a high proportion of the remaining disability types.

In this quarter, population estimates were adjusted to reflect updated views of Australia’s current and future population growth.¹⁰ This population update resulted in an increase to participation rates, with the greatest change seen between the ages of 0 and 6, where participation rates increased by 0.3 percentage points. Excluding the effects of the population update, participation rates are slightly higher than last quarter’s results, increasing by between 0.1 to 0.3 percentage points for each age shown.

Figure 2: Participation rates¹¹



The participation rates by age and gender in each service district are shown in Appendix O.

¹⁰ Based on 'Regional population by age and sex' (reference period 2021) from the Australian Bureau of Statistics, and the '2022 Population Statement' from the Centre for Population.

¹¹ There were 7,164 participants aged 0 to 64 years with a gender of 'Other' at 31 March 2023. The participation rates for this group are included within the total rates.

1.4 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Australians, CALD, and participants who are from remote and very remote areas.

Of the 21,179 participants entering and receiving a plan in the quarter:

- **9.9%** were **First Nations people**¹²
- **9.2%** were **CALD**¹³
- **1.6%** were from **remote and very remote areas**¹⁴

The NDIA is continuing to co-design and develop the CALD Strategy refresh and a new First Nations Strategy.¹⁵ An update on each of these co-design projects is included in section 6.2 of this report.

Remote and Very Remote

The NDIA is undertaking a review of the Remote and Very Remote Strategy to better understand the existing activities, priorities and challenges, and the NDIA will focus on improvements to address the gaps and challenges identified. The NDIS Review is examining service delivery, and this will inform the long-term strategy.

¹² This compares to 8 per cent of the Australian population identifying as First Nations Peoples who have a need for assistance.

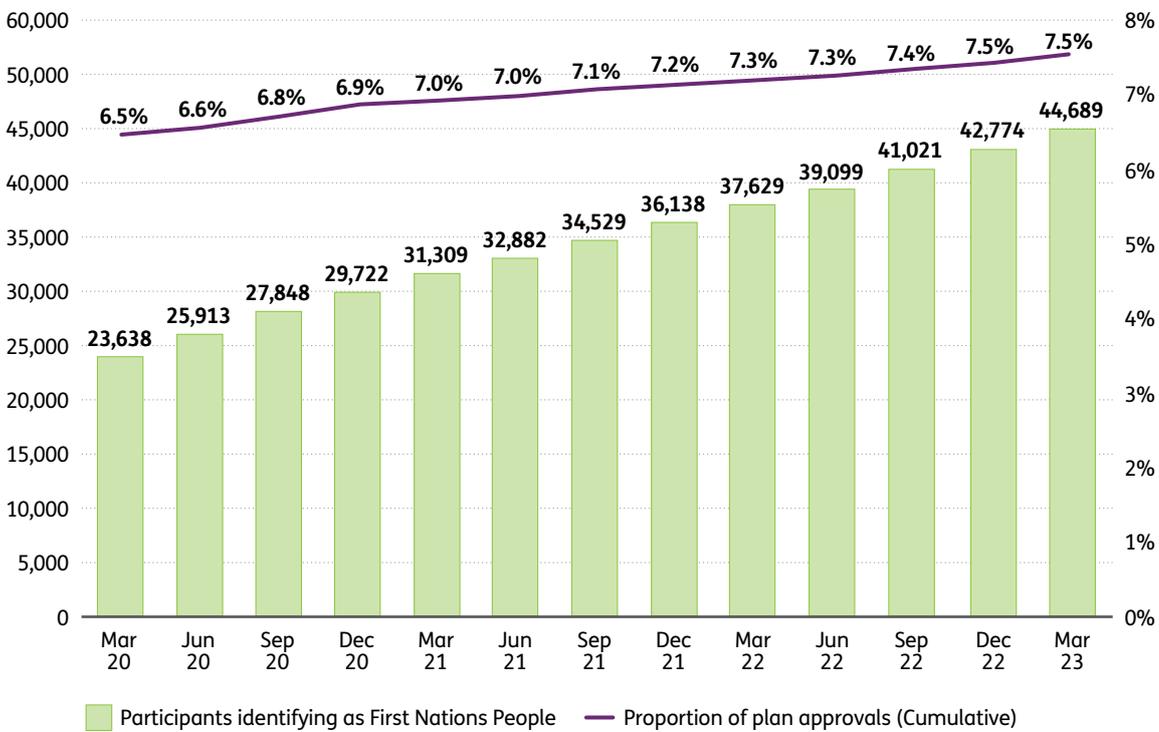
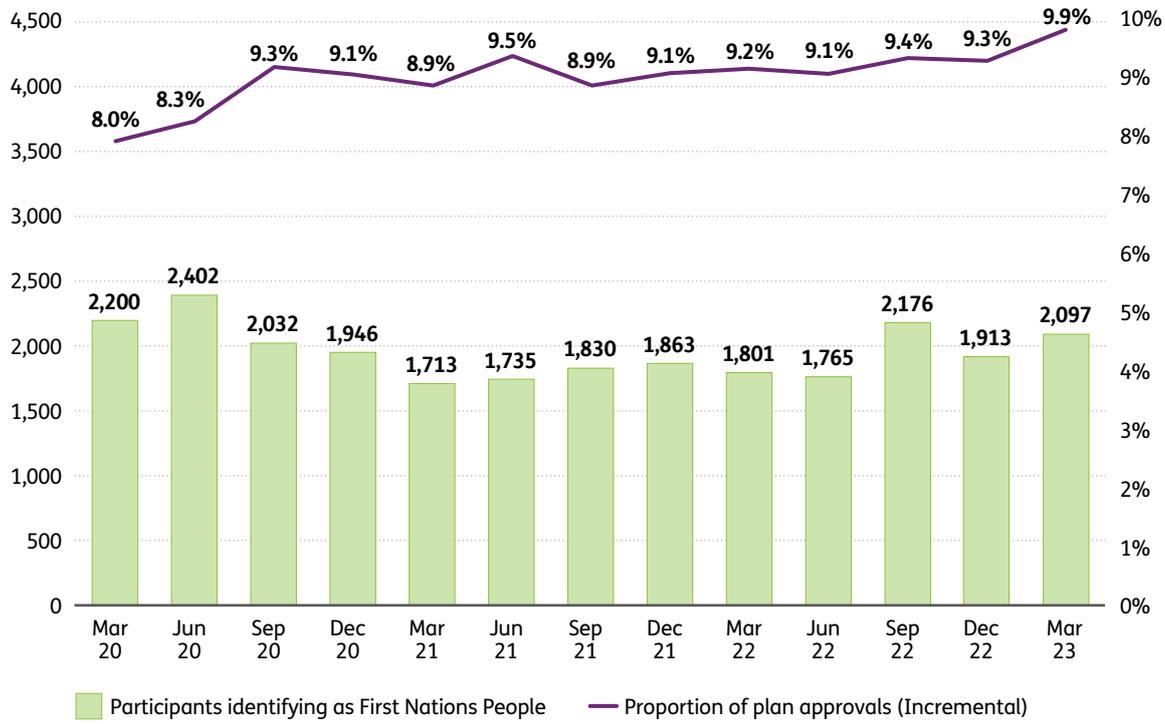
Source: Census of Population and Housing 2021 ("Need for Assistance" variable), Persons Place of Usual Residence, by Indigenous Status.

¹³ The percentage of CALD participants excludes participants who identify as First Nations Peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. With the introduction of the new ICT system, the opportunity to collect improved data on participants should allow better identification of CALD participants.

¹⁴ This compares to 2 per cent of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

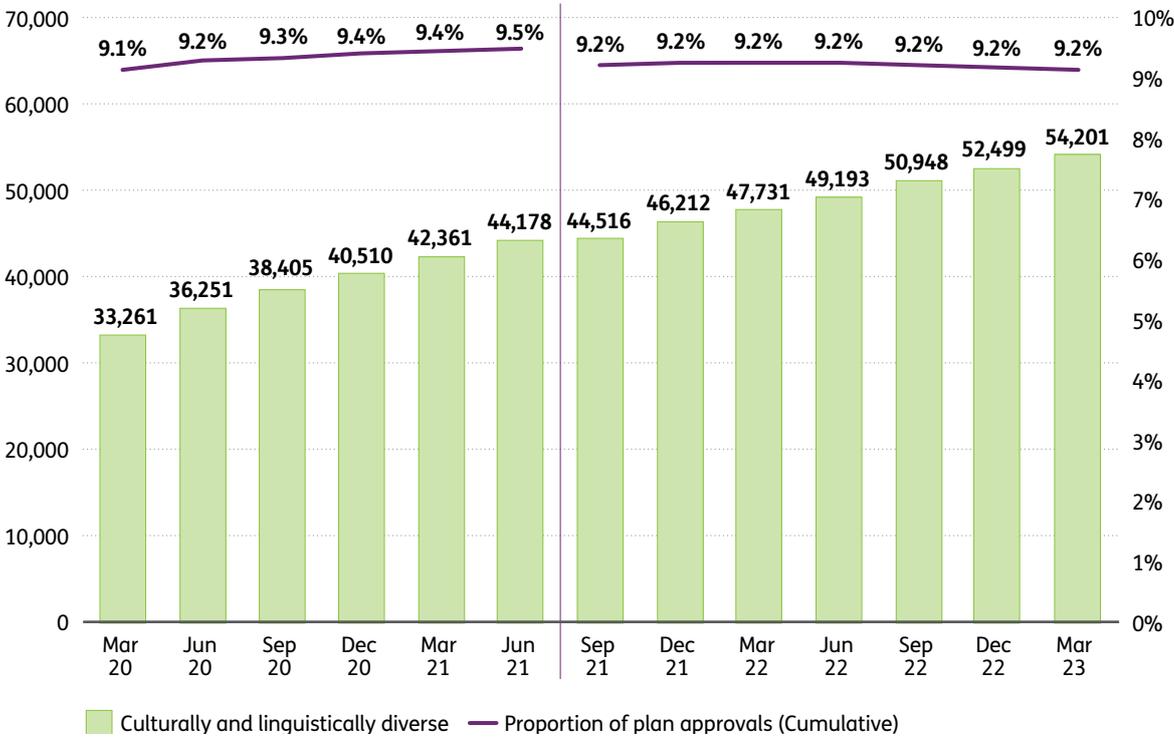
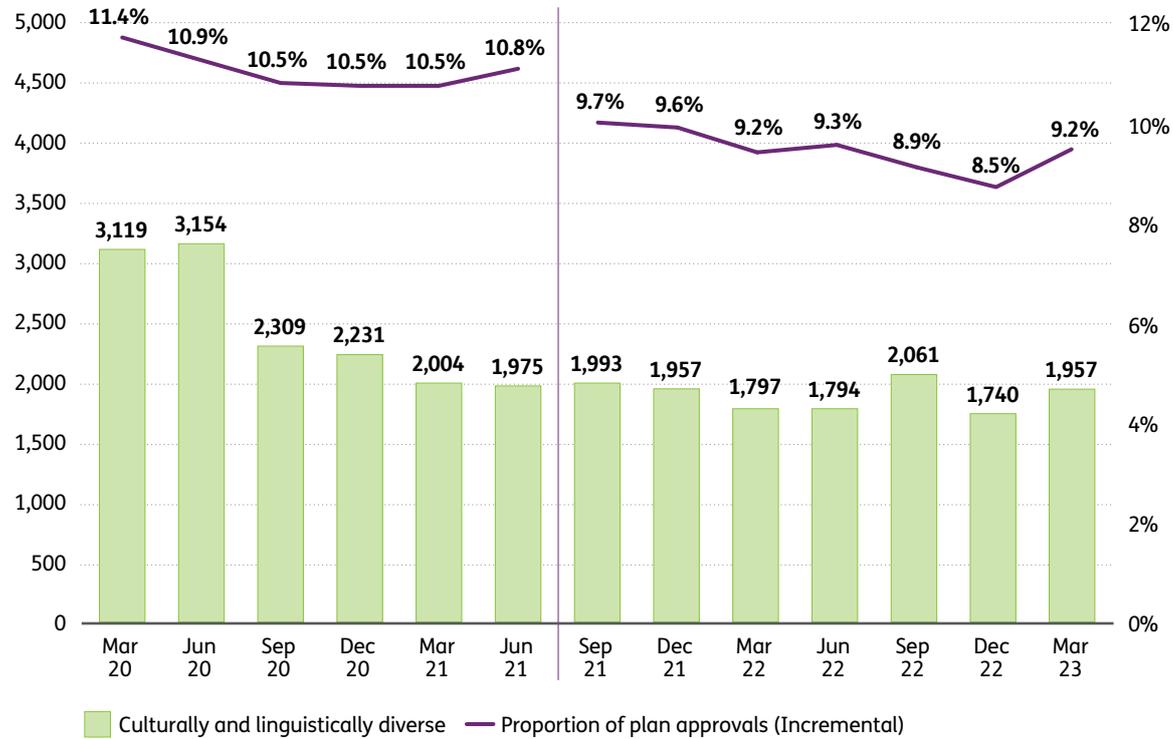
¹⁵ Further information on these strategies can be found here: <https://www.ndis.gov.au/about-us/strategies/first-nations-strategy> and <https://www.ndis.gov.au/about-us/strategies/cultural-and-linguistic-diversity-strategy>

Figure 3: Number and proportion of First Nations participants entering quarterly over time incrementally (top) and cumulatively (bottom)¹⁶



¹⁶ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.

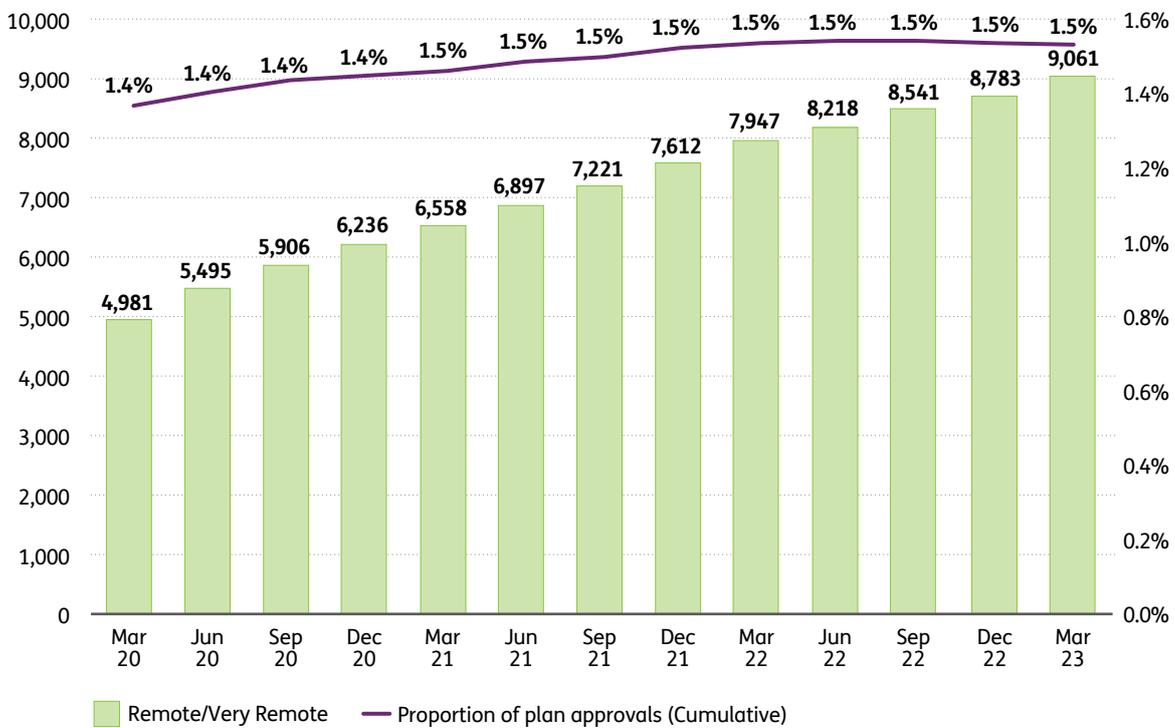
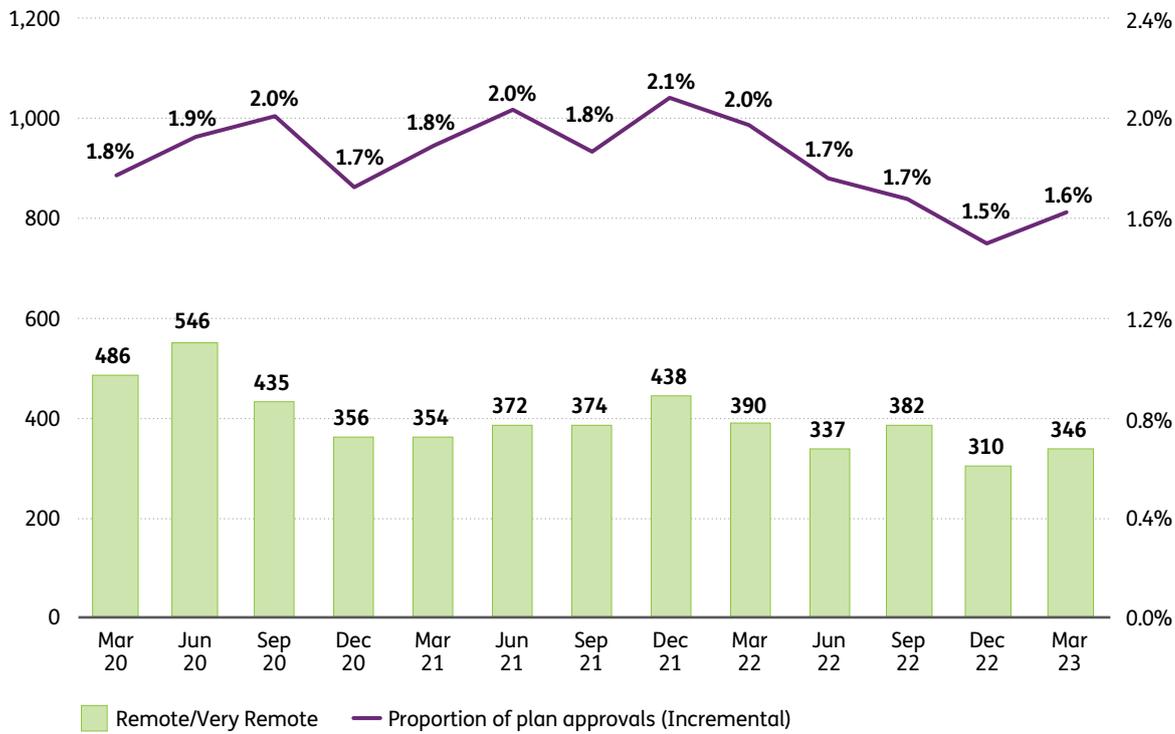
Figure 4: Number and proportion of CALD participants entering quarterly over time incrementally (top) and cumulatively (bottom)^{17,18}



17 The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.

18 The number of CALD participants from the September 2021 quarter onwards excludes participants who identify as First Nations Peoples. In previous reports, First Nations Peoples participants were included if their main language spoken at home was not English. This has resulted in a “break” in the time series, meaning the results prior to the September 2021 quarter are not directly comparable to the results since.

Figure 5: Number and proportion of remote/very remote participants entering quarterly over time incrementally (top) and cumulatively (bottom)¹⁹



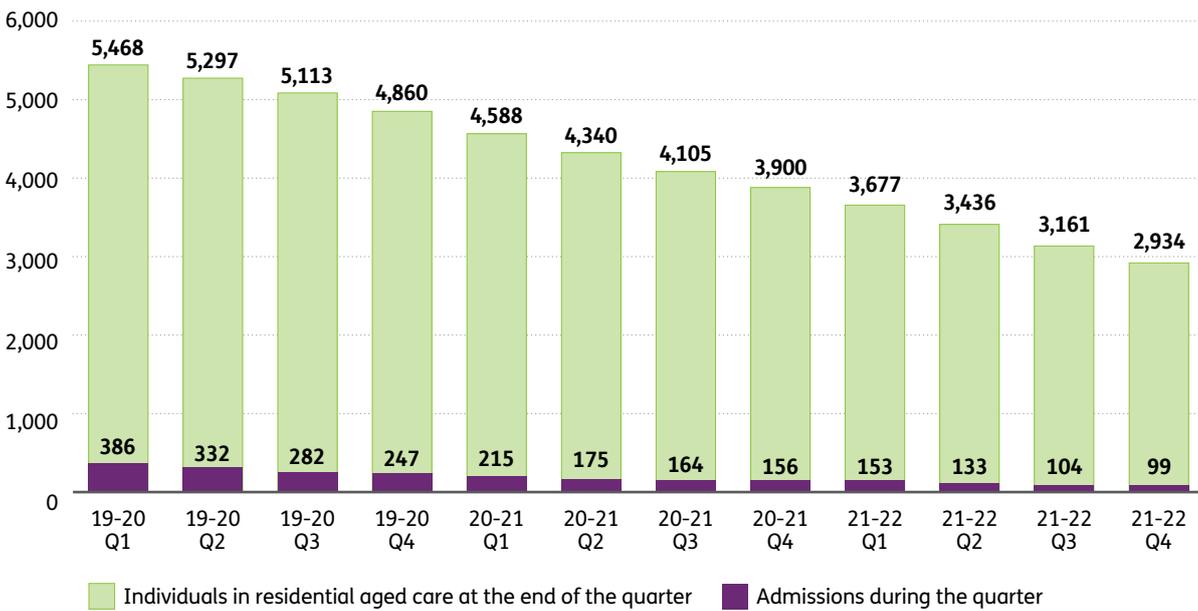
¹⁹ The incremental chart shows the distribution of new participants that have entered in each quarter. The cumulative chart shows the distribution of active participants as at each quarter over time.

Younger People in Residential Aged Care (YPIRAC)

The number of people in residential aged care under the age of 65 years, including those who are not participants of the Scheme, has decreased in recent quarters from 5,468 at 30 September 2019 to 2,934 at 30 June 2022 (a 46 per cent decrease).

Also, fewer people under the age of 65 years are entering residential aged care – 386 people under the age of 65 years entered in the September 2019 quarter, compared with 99 in the June 2022 quarter (a 74 per cent decrease).

Figure 6: Number of individuals in residential aged care and admissions to residential aged care (aged under 65 years), by quarter²⁰



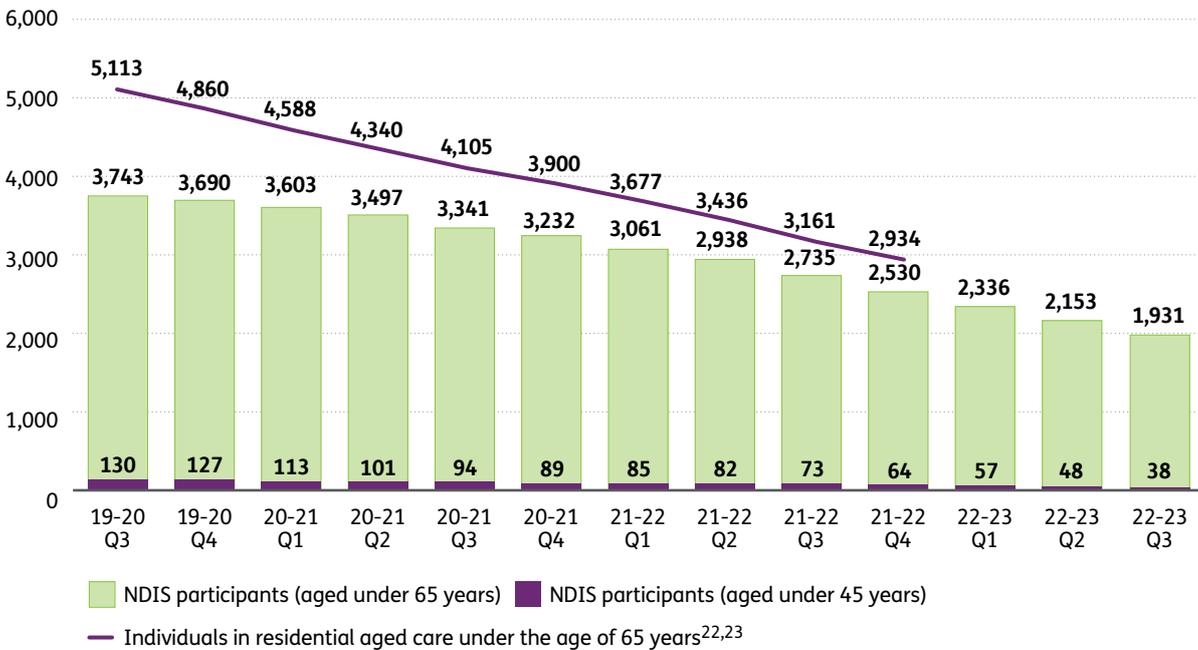
²⁰ This data is current as at 30 June 2022. As at the time of writing, currency updates were delayed following the release of a new residential aged care payment system and this is anticipated to be available from 1 July 2023.

Section one: Participants and their plans

At 31 March 2023, there were 1,931 participants aged under 65 years in residential aged care with an NDIS approved plan, including 38 who were aged under 45 years (2.0 per cent).

In addition to fewer participants entering residential aged care, since 1 July 2016, 1,001 participants have left residential aged care and are now in a more appropriate accommodation setting.

Figure 7: Number of NDIS participants in residential aged care (under 65 and under 45), and total number of individuals under age 65 in residential aged care²¹



²¹ Represents the number of NDIS participants in residential aged care as per data available on respective quarter-ends.

²² Data provided by the Department of Health and Aged Care as at 30 June 2022.

²³ The data is current as at 30 June 2022. As at the time of writing, currency updates were delayed following the release of a new residential aged care payment system but this is anticipated to be available from 1 July 2023.

The YPIRAC Targets

The Australian Government is committed to achieving the YPIRAC targets which seek to ensure that, apart from where there are exceptional circumstances, there are no people under the age of 65 living in residential aged care by 2025.

The Joint Agency Taskforce (JATF) between the Department of Social Services (DSS), Department of Health and Aged Care (DoHAC) and the NDIA, focuses on younger people under the age of 65 living in, or at risk of entering residential aged care.

Younger participants are supported to move into age-appropriate accommodation where they have a goal to do so.

From 1 April 2022 to 31 March 2023, 232 participants have transitioned from residential aged care into age-appropriate settings. This includes 19 who have left to their own home (rented or owned), 72 who have exited to SDA, three who have left to medium term accommodation, one who moved into an Individualised Living Option (ILO), and 131 who have left to other shared living arrangements using SIL funding or to other group residential settings.²⁴

Supporting younger people living in residential aged care

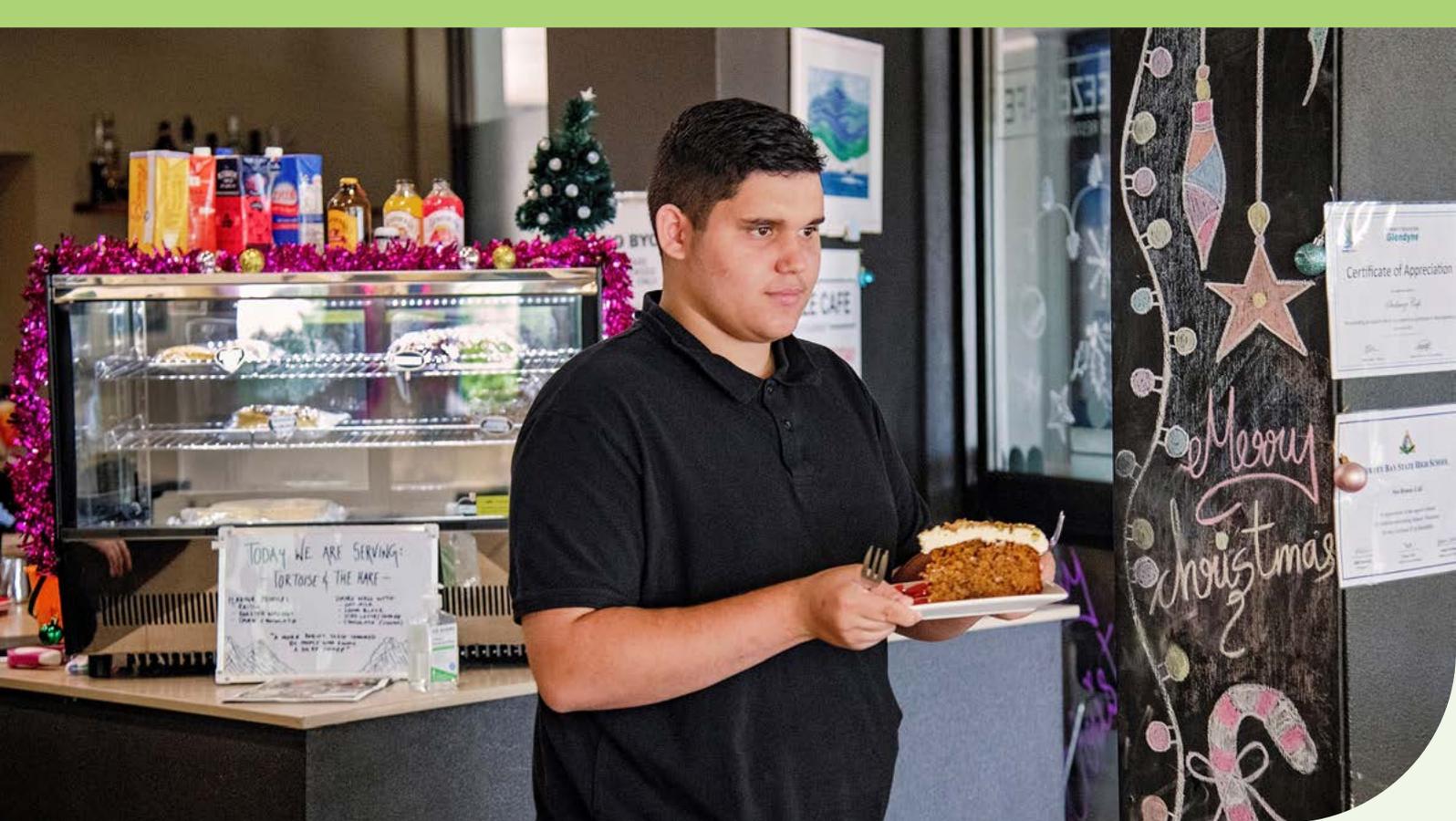
The NDIA's specialist YPIRAC Planners and Accommodation teams continue to provide intensive, proactive, and individualised support to source age-appropriate accommodation and services for NDIS participants under the age of 65 who are currently living in, or at risk of entering, residential aged care.

As at 31 March 2023, 513 younger people in residential aged care have a goal to leave residential aged care, including 17 under the age of 45.

A younger person may choose to remain in residential care for various reasons, including its location, their personal relationships and that the person is happy and secure in their environment. The NDIA also continues to engage with NDIS participants who do not have a current goal to leave residential aged care to make sure they are aware of the home and living options available to them. The NDIA is collaborating with DoHAC-funded System Coordinators to prioritise discussions about alternative accommodation options with NDIS participants under the age of 45.

As at 31 March 2023, there were 1,418 NDIS participants under the age of 65 without a current goal to leave residential aged care. The NDIA is working to gain better understanding about the barriers to exit for participants and their supporters that do not have a current goal to move from residential aged care.

²⁴ There are a further 6 participants in other accommodation settings.



Isaiah proves disability is no barrier to securing work



After volunteering to work at a local café, **Isaiah** has proven how competent, dedicated, and charismatic he is, landing himself two paid four-hour shifts a week.

Excited with the outcome, the 18-year-old, who has an intellectual disability and autism, said he loves working at Hervey Bay's Sea Breeze Café and he's never missed a shift.

One of his highlights is when his employers, Shami Sivan and Sneha Patil, let him experiment with milkshake flavours.

"I'm good at making milkshakes," he said proudly. "I always have new ideas for flavours, and I like getting to name them. I like combining two flavours to make one".

Mum Katrina said her son did have some hospitality skills prior to securing his job. "Isaiah worked at his school's café on Fridays. He learnt how to make coffees, milkshakes, and how to serve customers. That's where it all started and he really enjoyed it," she said.

"When Isaiah left school, his NDIS support coordinator, Matthew Breen from Fraser Coast Support Coordination, linked us with Kelsey Deans, a Busy At Work employment support planner here in Hervey Bay.

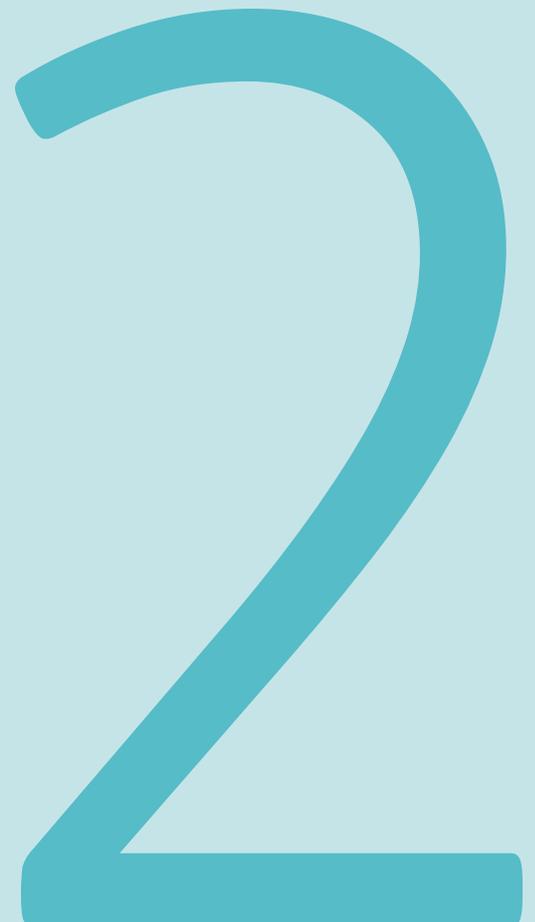
"Kelsey has just been wonderful. She worked with us to learn all about Isaiah – his skills, likes and dislikes and what work environment we thought would suit him best."

"When I checked in with Shami and Sneha they were really impressed with Isaiah and how hard he was working," said Kelsey.

As for advice to other employers about hiring people with disability, Shami said, "We all have to start somewhere, so why not give people a chance. This opportunity has enabled Isaiah to become more independent, explore his abilities and contribute to his community socially and economically just like anyone else."

Section two:

Participant and family/carer outcomes





The NDIS is having a positive impact on the lives of participants, and their families and carers.

2.1 Participant outcomes summary

The 31 December 2022 disability dashboards highlighted differences between the outcomes of participants with different primary disability types. This section discusses these differences with respect to participants' participation in work and community and social activities.

The NDIA recently released the 31 December 2022 [participant disability dashboards](#)²⁵. From these dashboards, some common themes have emerged on areas where outcomes differ by participant disability type and age group.

This section compares employment as well as community and social participation outcomes for participants with a primary disability of autism, intellectual disability (not including Down syndrome) or a psychosocial disability, the three largest disability groups in the Scheme, with the Scheme as a whole. It should be noted that these one-way analyses do not control for other participant or plan characteristics.

A brief overview of these findings is provided below.

Participation in community and social activities

For participants with autism, intellectual disability or a psychosocial disability who have been in the Scheme for at least two years, their community and social participation has increased since they first entered. Specifically, comparing responses at the most recent plan reassessment (between two and six years after entry) with responses at Scheme entry^{26,27}:

- **six percentage point increase** from **33%** to **39%** for participants aged 15 years and older with autism.
- **eleven percentage point increase** from **39%** to **50%** for participants aged 15 years and older with intellectual disability.
- **four percentage point increase** from **28%** to **32%** for participants aged 15 years and older with psychosocial disability.
- **seven percentage point increase** from **35%** to **42%** for all Scheme participants aged 15 years and older.

²⁵ <https://data.ndis.gov.au/reports-and-analyses/participant-dashboards>

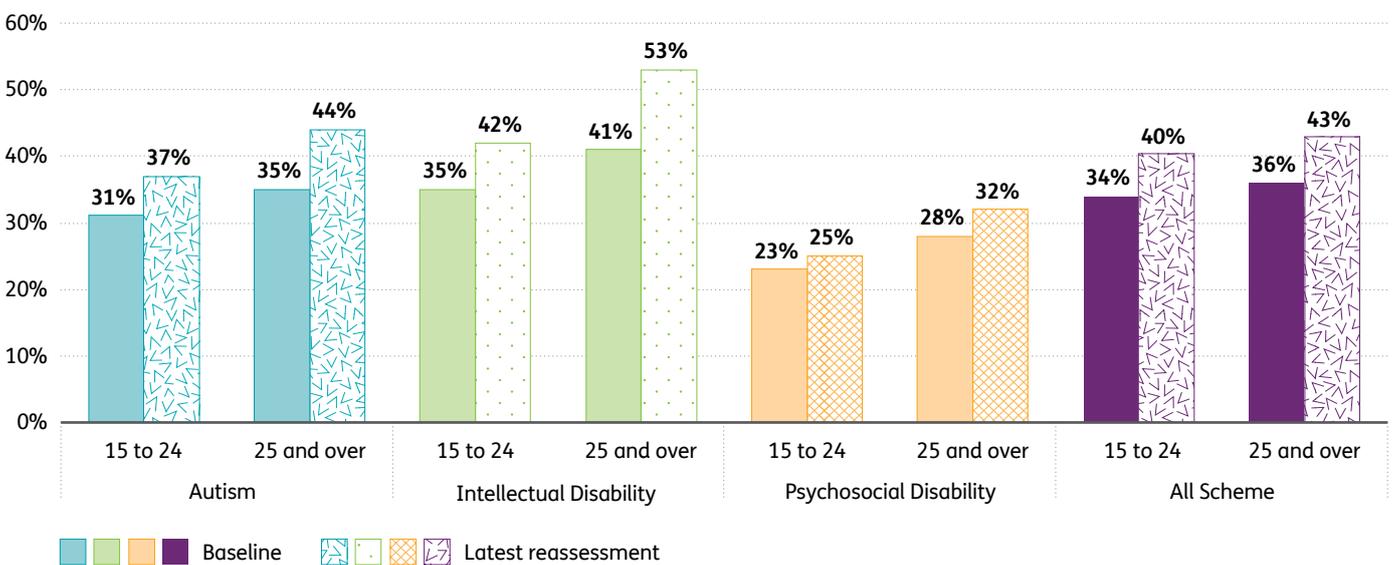
²⁶ Figures have been rounded to the nearest whole percentage.

²⁷ For the individual disability types, the difference is calculated from the rounded metrics. For the Scheme, the difference is calculated from unrounded metrics.

Participants in each of these three primary disability groups saw improvements in the percentage participating in social and community activities from baseline to latest reassessment especially for those aged 25 and over (Figure 8). For example, 53% of participants with intellectual disability aged 25 and over participated in social and community activities at the latest reassessment, compared to 41% at baseline, a 12 percentage point increase.

Participants with psychosocial disability have a lower starting point for this metric compared to the Scheme as a whole. They also show smaller improvements between baseline and latest reassessment than the Scheme overall.

Figure 8: Percentage change in the participation rate in social activities for participants with a primary disability of autism, intellectual disability or psychosocial disability, split by age groups 15 to 24 and 25+, data as at 31 December 2022



Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. For the three disability types and the Scheme overall, the changes from baseline to latest reassessment are²⁸:

- **eight percentage point increase** from 15% to 23% for participants aged 15 to 64 with autism.
- **one percentage point increase** from 26% to 27% for participants aged 15 to 64 with intellectual disability.
- **one percentage point decrease** from 12% to 11% for participants aged 15 to 64 with psychosocial disability.
- **one percentage point increase** from 21% to 23% for all Scheme participants aged 15 to 64.

²⁸ For the Scheme, the difference is calculated from the unrounded metrics.

The larger improvement for participants with autism likely reflects their younger age distribution. In general and across the three disability types autism, intellectual disability and psychosocial disability:

- The percentage of participants aged 15 to 24 in paid employment has improved to a large degree from baseline to latest reassessment
- The percentage of participants aged 25 to 64 in paid employment has remained the same or decreased slightly from baseline to latest reassessment.

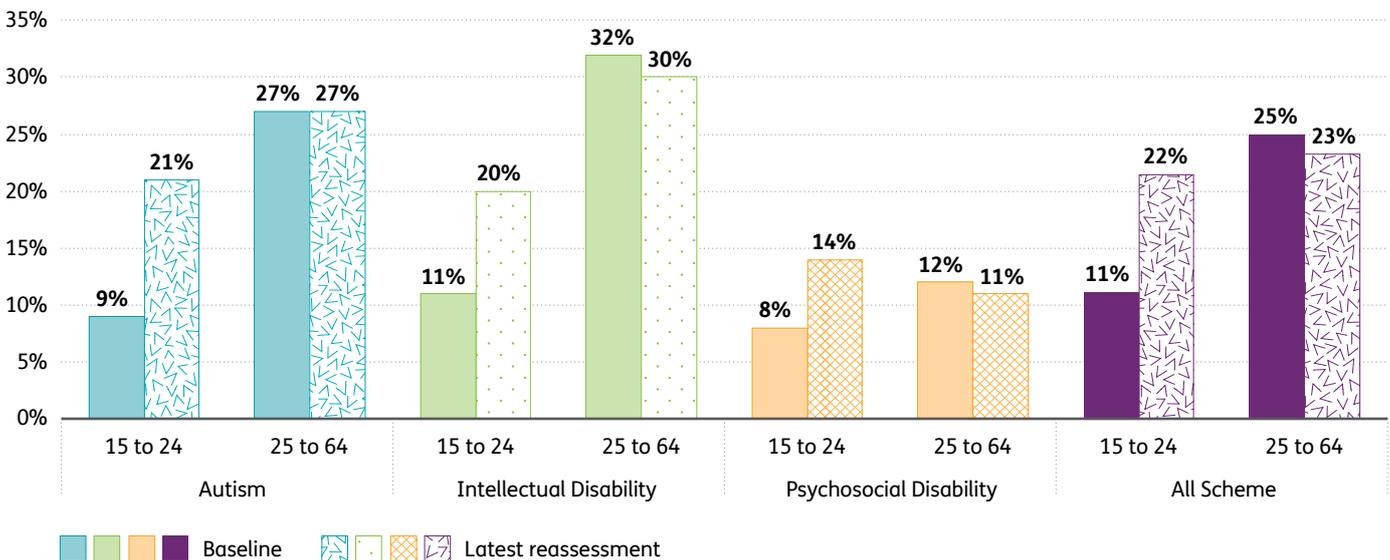
Figure 9 illustrates these results.

For example, the percentage of participants with intellectual disability in paid work:

- **Increased by nine percentage points** from **11%** to **20%** for those aged 15 to 24
- **Decreased by two percentage points** from **32%** to **30%** for those aged 25 to 64.

Also of note is the much lower starting point (compared to the whole Scheme as well as the other two disability types shown) for participants with psychosocial disability aged 25 to 64. Participants with psychosocial disability aged 15 to 24 also experienced a lower increase from baseline to latest reassessment.

Figure 9: Change in the percentage of participants in work who have a primary disability of autism, intellectual disability or psychosocial disability, split by age groups 15 to 24 and 25 to 64, data as at 31 December 2022



2.2 Measuring outcomes

Reports on annual outcomes and specific outcome areas such as employment are publicly available.

Outcomes framework questionnaires

The results shown in this section are based on responses provided by participants and their families and carers to the outcomes framework questionnaires. These questionnaires collect information on how participants and their families and carers are progressing in different areas (domains) of their lives. Responses are collected at Scheme entry (“baseline”) and at subsequent plan reassessments, allowing progress to be tracked over a participant’s time in the Scheme. Responses are also used to monitor Scheme progress, and to compare outcomes for participants with those for the wider population.

In developing the questionnaires, the NDIA talked to many people, including participants and their families and carers, the IAC, disability groups and researchers. Using research done for the IAC about reasonable and necessary supports across the lifespan, four different participant questionnaires, and three different family/carer questionnaires were developed, depending on the age of the participant.

Reporting on outcomes

Information collected from the current outcomes framework questionnaires is used to contribute to a range of publicly available reports, in addition to these Quarterly Reports to Disability Ministers. These reports include:

- Annual outcomes reports ([Participant outcomes report | NDIS²⁹](#), [Family and carer outcomes report | NDIS³⁰](#)) and dashboards by geographical area ([Participant, families and carer outcomes reports | NDIS³¹](#))
- Analysis focussing on specific outcome areas, such as employment ([Employment outcomes – participants, their families and carers | NDIS³²](#)) and health and wellbeing ([Health and wellbeing of NDIS participants and their families and carers | NDIS³³](#)).

In addition, quarterly data cubes are produced containing baseline and longitudinal results for key indicators ([Data downloads | NDIS³⁴](#)).

29 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/participant-families-and-carer-outcomes-reports>.

30 Ibid.

31 Ibid.

32 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/employment-outcomes-participants-their-families-and-carers>.

33 <https://data.ndis.gov.au/reports-and-analyses/outcomes-and-goals/health-and-wellbeing-ndis-participants-and-their-families-and-carers>.

34 <https://data.ndis.gov.au/data-downloads>.

2.3 Participation in work and community and social activities^{35,36}

Despite COVID-19, participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

For participants who have been in the Scheme for at least two years, their community and social participation has increased since they first entered. Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry³⁷:

- **six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years.
- **ten** percentage point increase from **36%** to **45%** for participants aged 25 to 34 years.
- **seven** percentage point increase from **36%** to **44%** for participants aged 35 to 44 years.
- **seven** percentage point increase from **35%** to **42%** for participants aged 45 to 54 years.
- **five** percentage point increase from **35%** to **41%** for participants aged 55 to 64 years.
- **six** percentage point increase from **36%** to **42%** for participants aged 65 years and older.
- **seven percentage point increase from 35% to 42% for participants aged 15 years and older.**

The overall result of 42 per cent compares to a 2022–23 target of 46 per cent.

In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

35 This section compares Baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

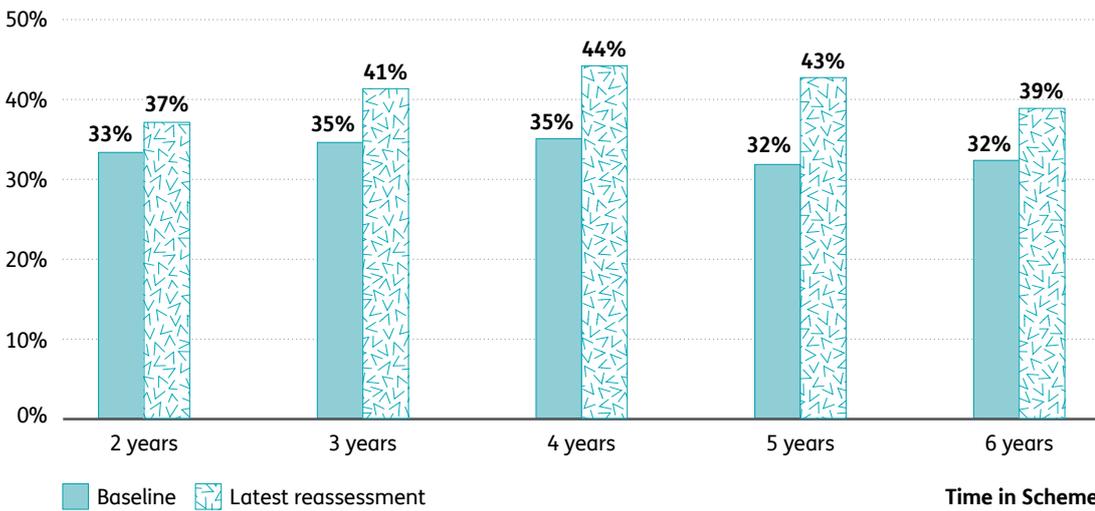
36 The participant age reported in this section is as per their latest plan reassessment.

37 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

For participants aged 15 to 24, the increase was 33 per cent to 37 per cent for those who have been in the Scheme for two years, compared with 32 per cent to 43 per cent for those who have been in the Scheme for five years, and 32 per cent to 39 per cent for those who have been in the Scheme for six years, noting that the number of participants in the 6-year group is lower and the observed participation rate can be volatile.

Figure 10: Percentage change in the participation rate in social activities

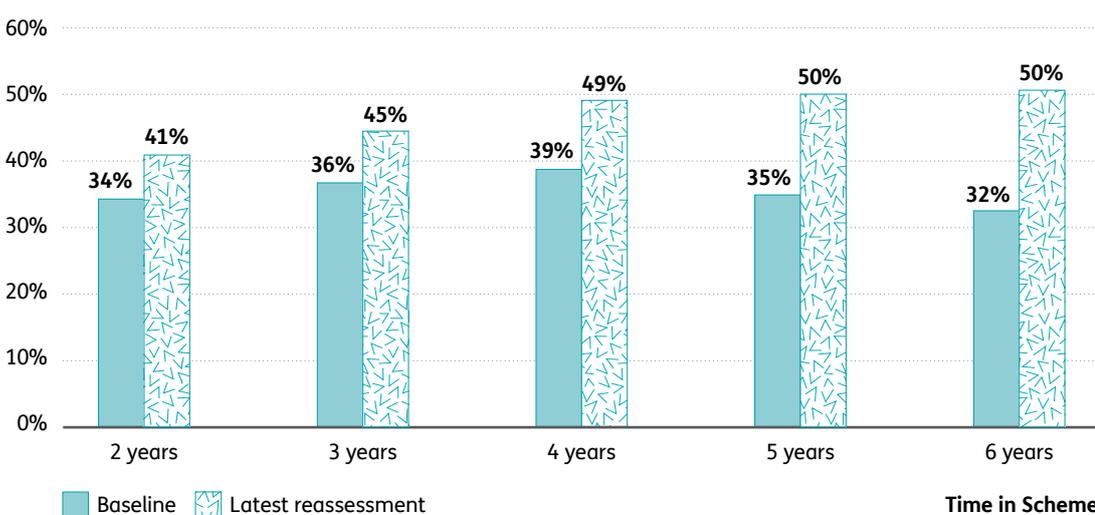
Participants aged 15 to 24 years



For participants aged 25 to 34, the increase was 34 per cent to 41 per cent for those who have been in the Scheme for two years, compared with 32 per cent to 50 per cent for those who have been in the Scheme for six years.

Figure 11: Percentage change in the participation rate in social activities

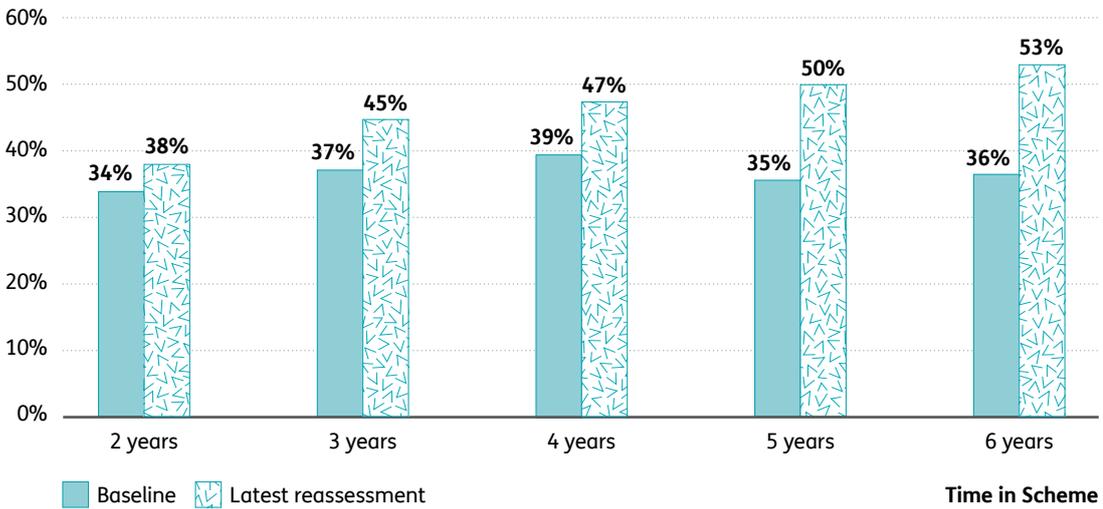
Participants aged 25 to 34 years



For participants aged 35 to 44, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 36 per cent to 53 per cent for those who have been in the Scheme for six years.

Figure 12: Percentage change in the participation rate in social activities

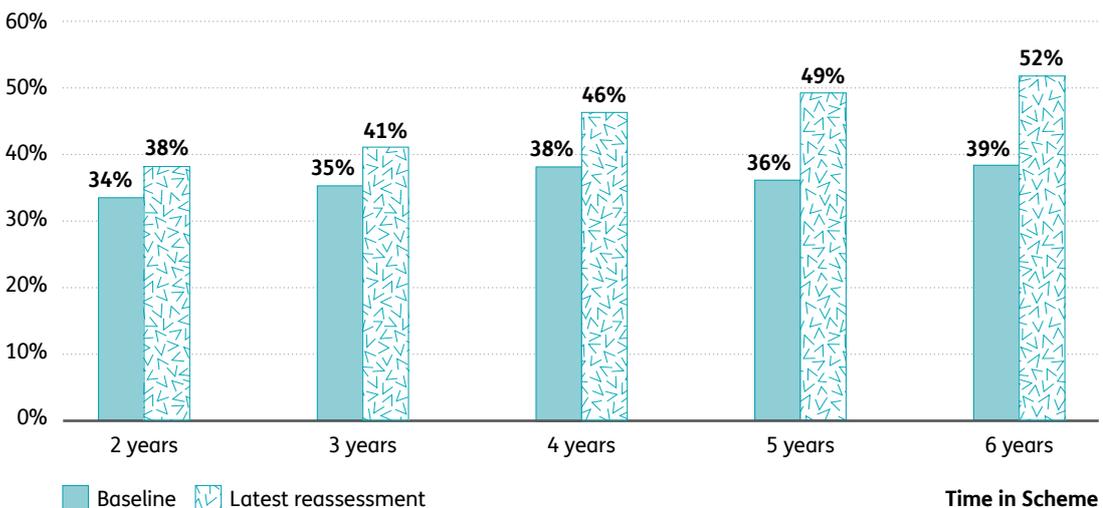
Participants aged 35 to 44 years



For participants aged 45 to 54, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 39 per cent to 52 per cent for those who have been in the Scheme for six years.

Figure 13: Percentage change in the participation rate in social activities

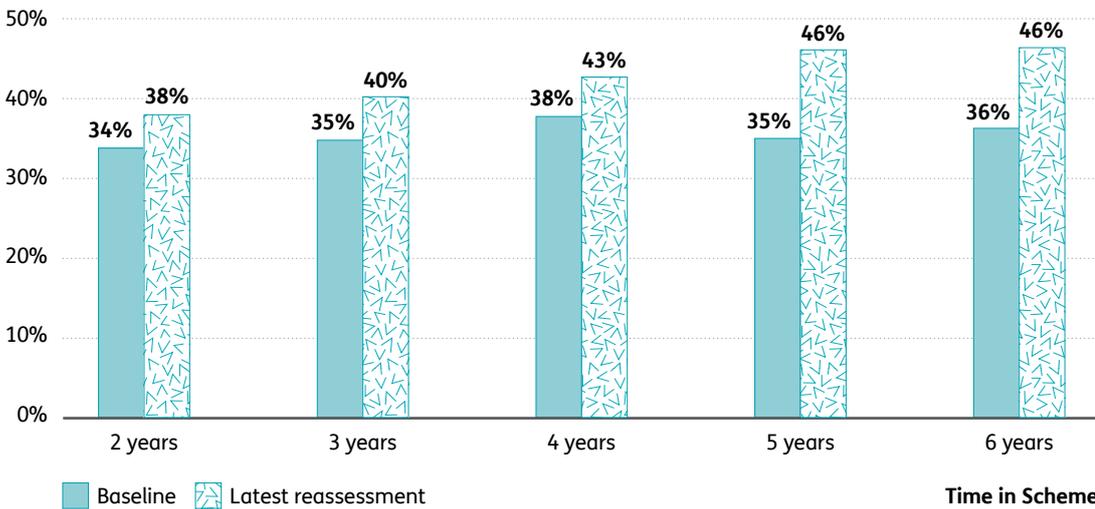
Participants aged 45 to 54 years



For participants aged 55 to 64, the increase was 34 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 36 per cent to 46 per cent for those who have been in the Scheme for six years.

Figure 14: Percentage change in the participation rate in social activities

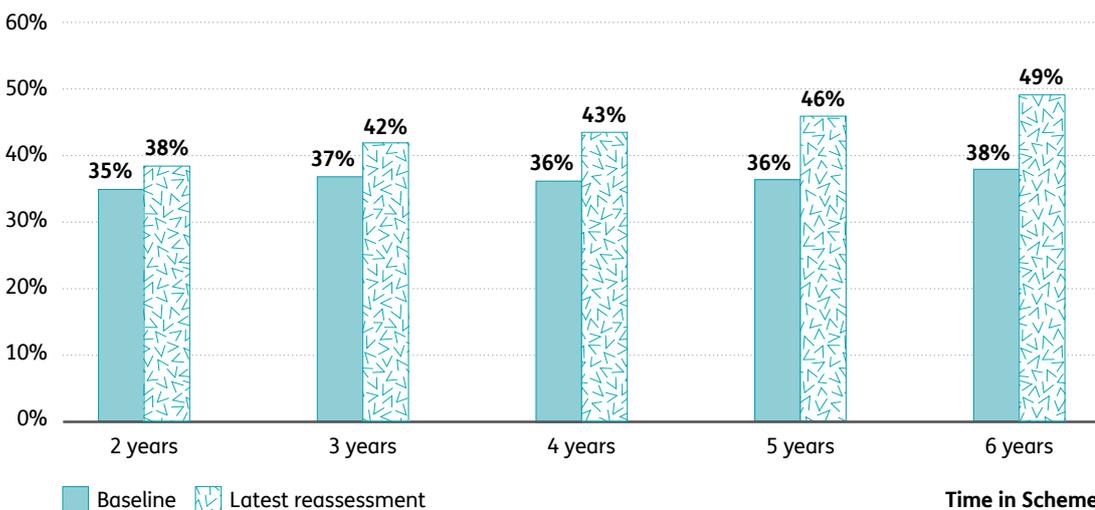
Participants aged 55 to 64 years



For participants aged 65 and over, the increase was 35 per cent to 38 per cent for those who have been in the Scheme for two years, compared with 38 per cent to 49 per cent for those who have been in the Scheme for six years.

Figure 15: Percentage change in the participation rate in social activities

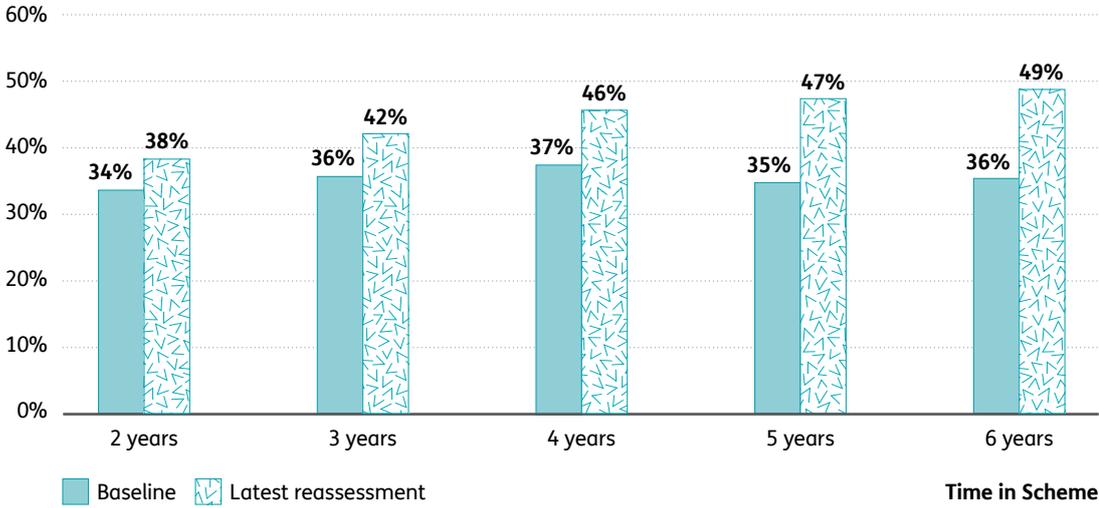
Participants aged 65 years and over



Combining all age groups, the increase for participants who have been in the Scheme for two years was five percentage points (from 34 per cent to 38 per cent), and the increase for participants who have been in the Scheme for six years is 13 percentage points (from 36 per cent to 49 per cent).

Figure 16: Percentage change in the participation rate in social activities

Participants aged 15 years and over



Participation in work (percentage in a paid job)

The percentage in a paid job for those in the Scheme for at least two years continues to be relatively stable overall. However, the percentage and the change over time in the Scheme differs by age group. For instance, the largest percentage increase was for participants in the 15 to 24 age group, consistent with participants entering the workforce for the first time. The percentage in a paid job remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan reassessment (between two to six years after entry) with responses at Scheme entry³⁸:

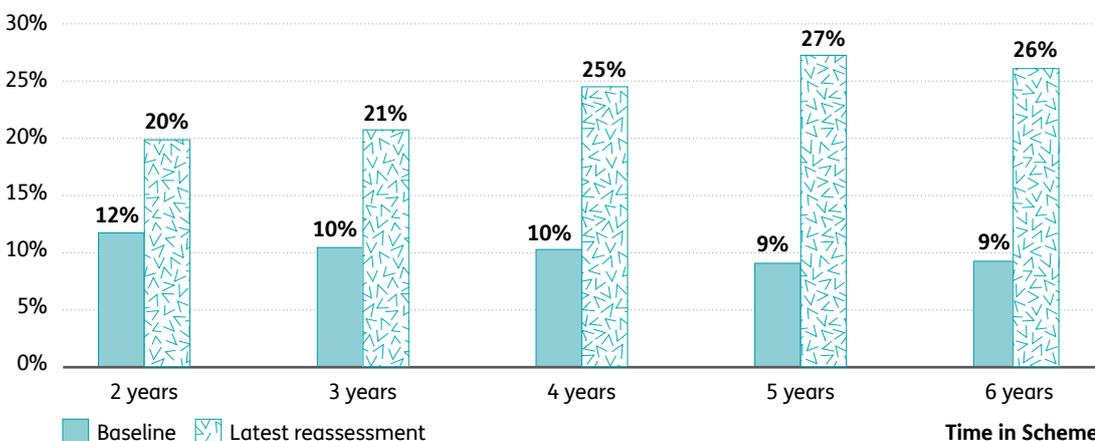
- **eleven** percentage point increase from **11%** to **22%** for participants aged 15 to 24 years.³⁹
- **one** percentage point increase from **28%** to **29%** for participants aged 25 to 34 years.
- **one** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years.
- **two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years.
- **four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years.⁴⁰
- **four** percentage point decrease from **13%** to **9%** for participants aged 65 years and older.⁴¹
- **one** percentage point increase from **21%** to **23%** for participants aged 15–64 years.

The overall result of 23 per cent compares to a 2022–23 target of 26 per cent.

The increase in participation in work for participants aged 15 to 24 years and who have been in the Scheme for two to five years has improved the longer participants have been in the Scheme. For participants in the Scheme for two years, the increase was from 12 per cent to 20 per cent, compared with participants who have been in the Scheme for five years, where the increase was from nine per cent to 27 per cent. There was also a large increase for those in the Scheme for six years, from nine per cent to 26 per cent.

Figure 17: Change in the percentage of participants in work

Participants aged 15 to 24 years



³⁸ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

³⁹ Some of the increase is due to participants leaving school and starting work. As the Scheme matures it will be possible to analyse the extent to which the percentage gap increases.

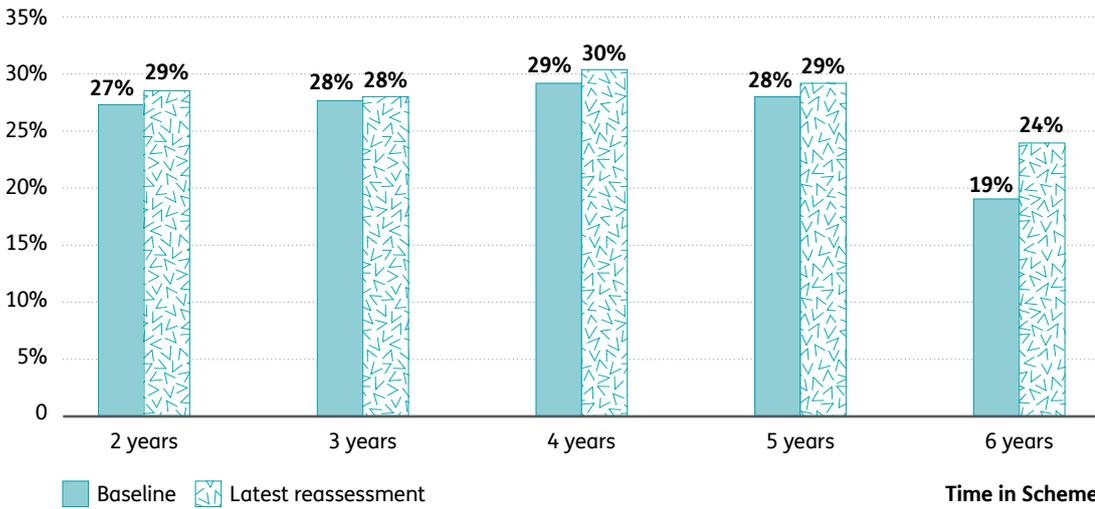
⁴⁰ Some of the decrease for older age groups is due to participants retiring from the workforce.

⁴¹ Ibid.

The percentage in work for participants aged 25 to 34 has not changed materially for participants who have been in the Scheme for two to five years. For those in the Scheme for two years, the percentage increased from 27 per cent to 29 per cent. However, for participants who have been in the Scheme for six years, the percentage increased from 19 per cent to 24 per cent, noting that the number of observations in this group is low relative to other cohorts and the observations may be volatile as a result.

Figure 18: Change in the percentage of participants in work

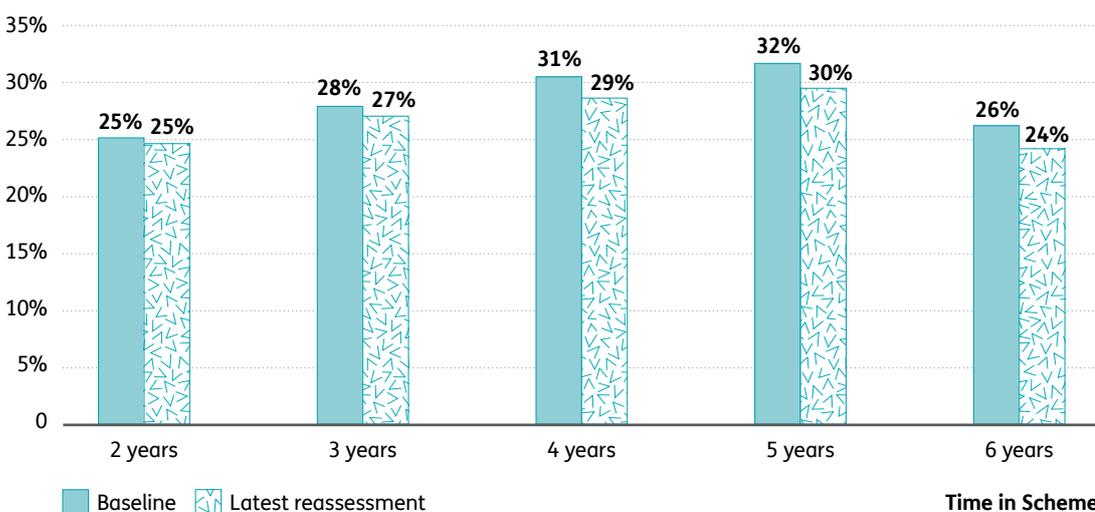
Participants aged 25 to 34 years



For participants aged 35 to 44, the percentage in work has decreased for all durations by up to two percentage points. For participants in the Scheme for two years, the percentage remained at 25 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 26 per cent to 24 per cent.

Figure 19: Change in the percentage of participants in work

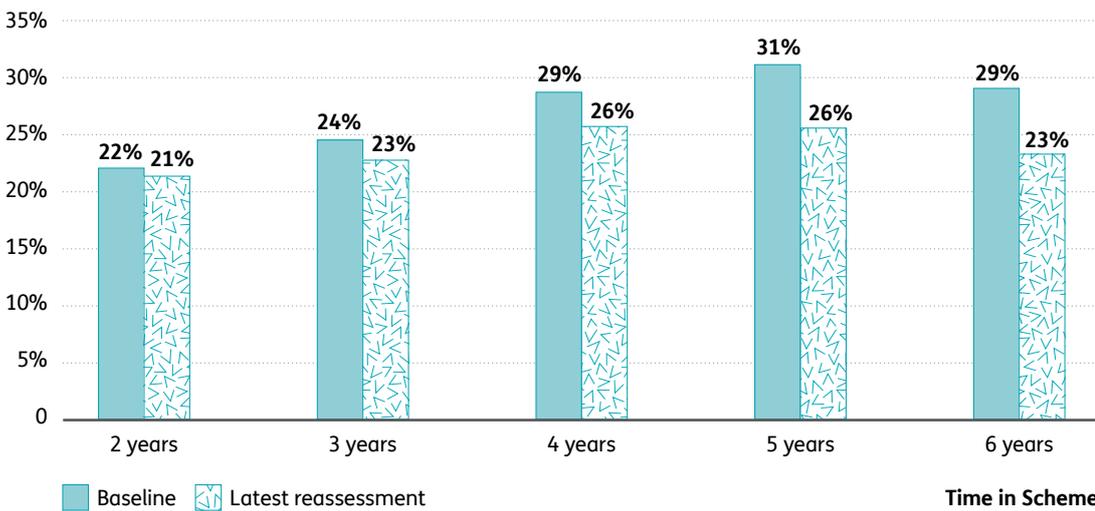
Participants aged 35 to 44 years



For participants aged 45 to 54, the percentage in work has decreased for all durations by one to six percentage points. For participants in the Scheme for two years, the decrease was 22 per cent to 21 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 29 per cent to 23 per cent.

Figure 20: Change in the percentage of participants in work

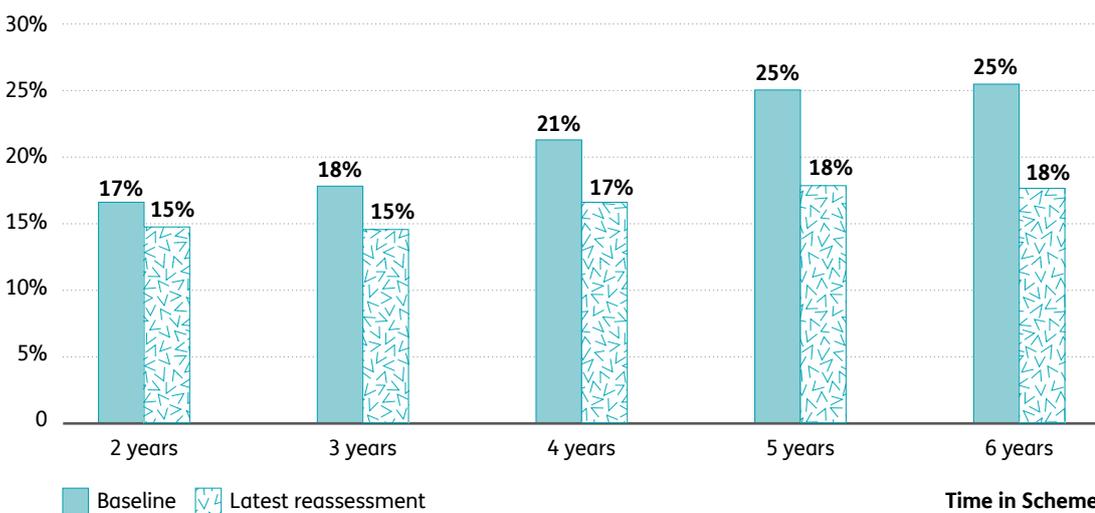
Participants aged 45 to 54 years



For participants aged 55 to 64, some of whom may have retired, the percentage in work has decreased for all durations by two to eight percentage points. For participants in the Scheme for two years, the decrease was 17 per cent to 15 per cent, compared with participants who have been in the Scheme for six years, where the decrease was 25 per cent to 18 per cent.

Figure 21: Change in the percentage of participants in work

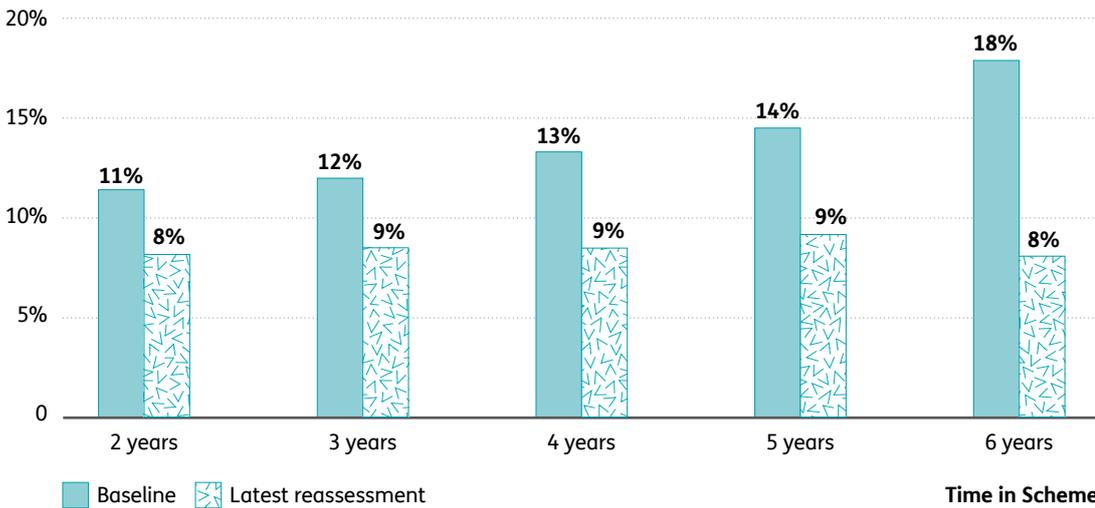
Participants aged 55 to 64 years



For participants aged 65 and over, many of whom may have retired, the percentage in work has decreased for all durations by three to ten percentage points. For participants in the Scheme for two years, the decrease was 11 per cent to eight per cent, compared with participants who have been in the Scheme for six years, where the decrease was 18 per cent to eight per cent.

Figure 22: Change in the percentage of participants in work

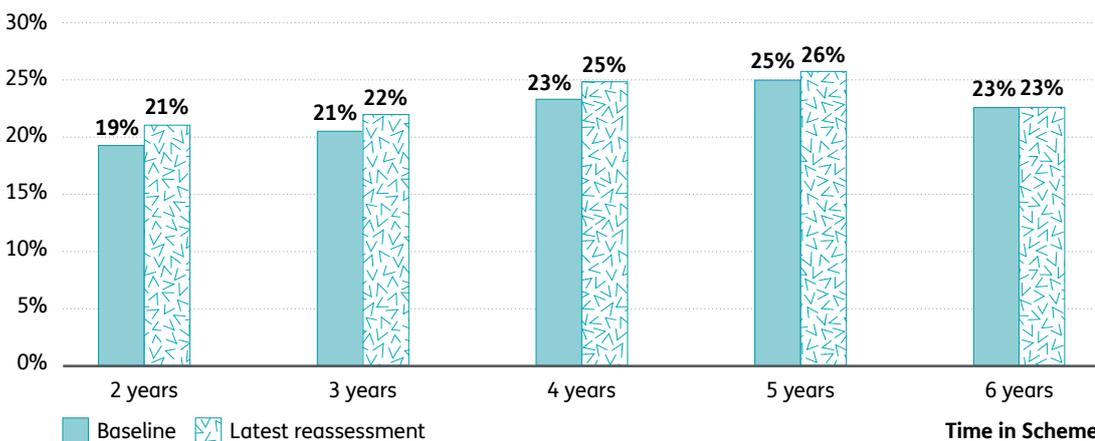
Participants aged 65 years and over



Looking at all participants who are of working age (15 to 64), the percentage of participants in work has increased slightly from 19 per cent to 21 per cent for those who have been in the Scheme for two years. For participants who have been in the Scheme for six years, the percentage of participants in work has been stable, remaining at 23 per cent.

Figure 23: Change in the percentage of participants in work

Participants aged 15 to 64 years



Family/carer employment rate

As for participants, it should be noted that the global COVID-19 pandemic that took hold from early 2020 has had an impact on family/carer employment (and other indicators).

The percentage of parents/carers in a paid job for participants who have been in the Scheme for at least two years has improved over time. Specifically, comparing responses at the most recent plan reassessment (between two and six years after entry) with responses at Scheme entry, there has been a⁴²:

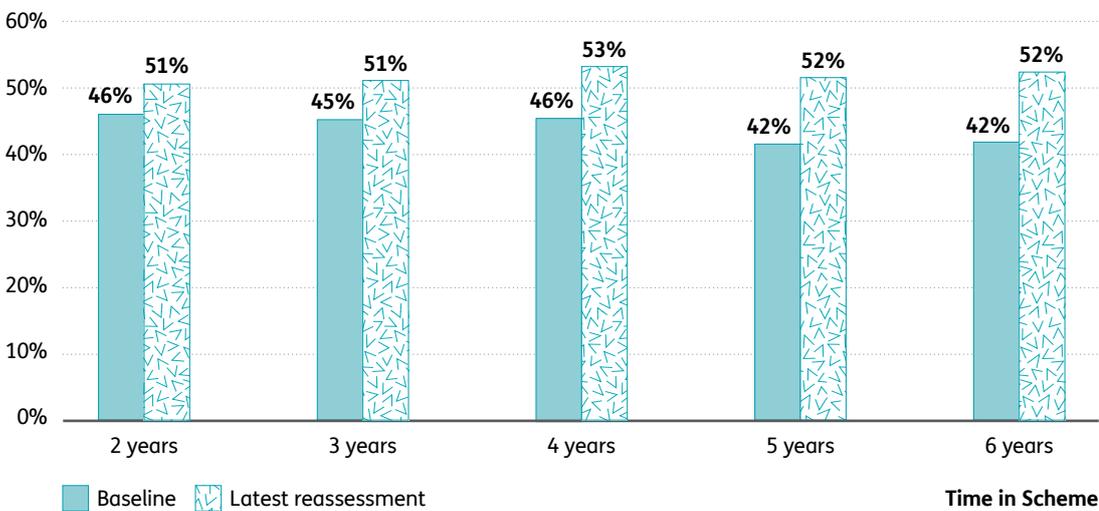
- **six** percentage point increase from **46%** to **51%** for parents/carers of participants aged 0 to 14 years
- **two** percentage point increase from **47%** to **48%** for parents/carers of participants aged 15 years and over.

Overall, for parents/carers of all participants, there has been a four percentage point increase, from 46 per cent to 50 per cent, reaching the 2022–23 target of 50 per cent.

For families and carers of participants aged 0 to 14, the percentage in work tends to improve more the longer the participant has been in the Scheme. For those in the Scheme for two years, the families and carers employment rate increased from 46 per cent to 51 per cent, compared to 42 per cent to 52 per cent for those who have been in the Scheme for both five and six years.

Figure 24: Change in the percentage of families and carers of participants in work

Families and carers of participants aged 0 to 14

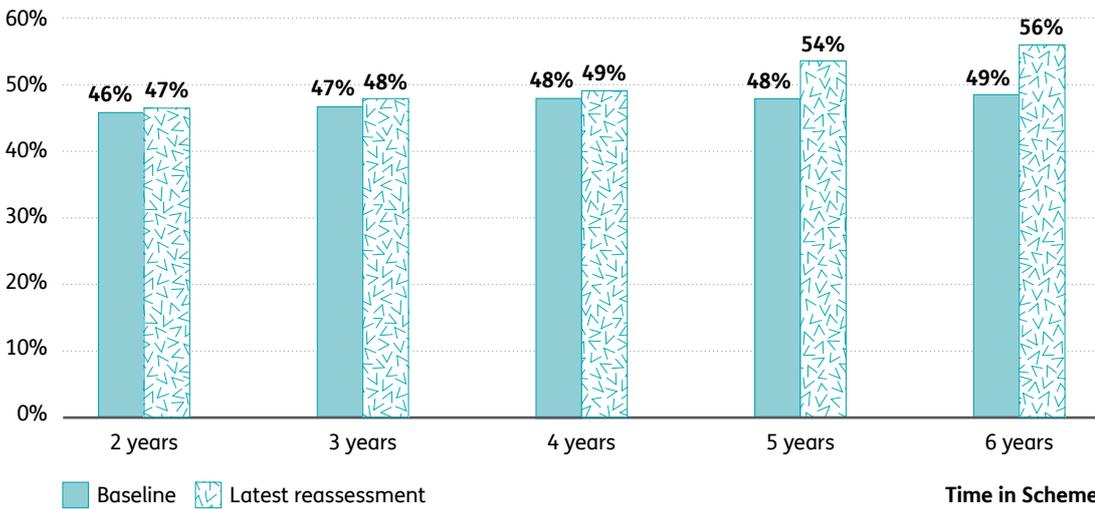


⁴² Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

For families and carers of participants aged 15 and over who have been in the Scheme for two to four years, the percentage in work increased marginally (all by one percentage point) from baseline to latest reassessment. Improvements for those in the Scheme for five or six years were larger, at six and seven percentage points, respectively.

Figure 25: Change in the percentage of families and carers of participants in work

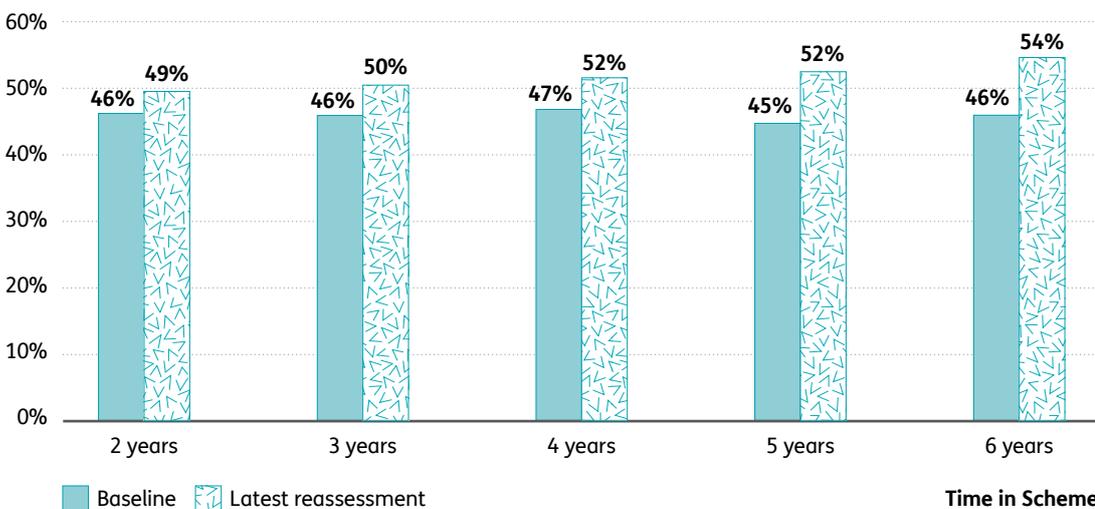
Families and carers of participants aged 15 and over



Considering all families and carers of participants of all ages in the Scheme for at least two years, larger improvements in the percentage in work are seen where the participant has been in the Scheme for longer. For instance, 46 per cent of those who have been in the Scheme for two years were in work at baseline, compared to 49 per cent at second reassessment. Those in the Scheme for six years improved from 46 per cent to 54 per cent.

Figure 26: Change in the percentage of families and carers of participants in work

Families and carers of participants of all ages



NDIS Participant Employment Strategy

Progress against the NDIS Participant Employment Strategy (the Strategy) and 2021–22 Participant Employment Action Plan is being prepared for publication. The Agency intends building on achievements in the last three years in preparation of a new strategy and annual action plans.

We continue to see stability in participant employment with 23 per cent of participants aged 15 and over reporting they are in a paid job. The level increases for younger participants with 27 per cent of the 15–24 age group reporting being in paid work after their 5th plan reassessment. The emphasis in the Scheme on capacity building for young participants is undoubtedly contributing to this better result for young adults.

For those in work, the majority (over 65 per cent) report working in open employment. In addition, participants who are employed in supported employment are being encouraged to consider other employment options. NDIS funding for these participants allows them to receive ongoing support in any type of employment or work location. The Australian Disability Enterprise (ADE) sector is responding to these challenges and looking to assist participants to take advantage of the increasingly diverse employment options now available to them.

Improvements to capacity building supports for young people

The outcomes of the review of school leaver employment supports conducted by the Agency during 2021 and 2022 have been provided to the NDIS Review Panel for consideration. Recommendations from the panel are expected in 2023.

In the meantime, the Agency continues to focus on improvements to capacity building and employment preparation for participants from the time they reach working age.

In accordance with the Minister's direction, guidance for participants, planners, Local Area Coordinators (LACs) and providers is being re-developed to build explicit discussion about employment as a goal into the NDIS planning process. This is intended to facilitate quality planning processes and ensure participants who want to work are supported to do so through their plans and other government services.

The Agency also continues ongoing monitoring of provider performance and participant outcomes by analysis of the quarterly provider reports. In the latest edition available from the NDIS website, the most important factors associated with employment outcomes for participants continue to be providers training employers, helping the participant to develop work skills through on-the-job work experience, customising a job for the individual and assisting them to get a job.

Better connection to DES services for NDIS participants

NDIA is an active contributor to the review of the Disability Employment Service (DES) Program led by DSS. NDIA representation in these initiatives enhances our ability to influence expanded employment opportunities for NDIS participants.

One such initiative is the DES Pathways Pilot, a joint initiative between DSS and NDIA, which aims to improve the way the DES system works with the NDIS and other systems to construct stronger pathways for NDIS participants into sustainable employment.

The pilot which is expected to commence in May 2023 will allow DSS and NDIA to better understand what NDIS supports help a person become job ready and the right time for NDIS participants to commence engaging with a DES provider. The pilot will contribute to a stronger understanding of 'what works' in the context of the DES reform and deepen the understanding of the two agencies and the DES and NDIS providers of the systems changes that will achieve higher employment rates for NDIS participants.

2.4 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and for the different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least two years.

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question “Has the NDIS helped you have more choices and more control over your life?”

Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction. Specifically, the percentage who think that the NDIS has helped them have more choices and more control over their life showed⁴³:

- **nine** percentage point increase from **61%** to **70%** for participants aged 15 to 24 years
- **eleven** percentage point increase from **66%** to **77%** for participants aged 25 to 34 years
- **ten** percentage point increase from **69%** to **79%** for participants aged 35 to 44 years
- **ten** percentage point increase from **69%** to **80%** for participants aged 45 to 54 years
- **ten** percentage point increase from **71%** to **81%** for participants aged 55 to 64 years
- **twelve** percentage point increase from **71%** to **82%** for participants aged 65 years and older
- **ten** percentage point increase from **67%** to **77%** for participants aged 15 years and older.

Overall, for participants aged 15 and over, there has been a ten percentage point increase, from 67 per cent to 77 per cent. This compares to a 2022–23 target of 75 per cent.

⁴³ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

Other “Has the NDIS helped?” questions

For children aged from birth to before starting school, results have improved across all domains.

Figure 27 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

Figure 27: “Has the NDIS helped?” – participants aged from birth to before starting school⁴⁴

Domain	First review %	Latest review %	Percentage point change
Daily living: child’s development	91	94	+3
Daily living: access to specialist services	91	95	+3
Choice and control (child’s ability to communicate what they want)	83	86	+4
Relationships (fitting into family life)	77	83	+6
Social, community and civic participation (fitting into community life)	63	70	+6

Improvements were slightly stronger for fitting into family and community life (although results for these domains started off at a lower level and hence had more scope to improve).

For children aged from starting school to age 14, results are generally less positive than for the younger age group but show stronger improvement over time.

Figure 28 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

Figure 28: “Has the NDIS helped?” – participants from starting school to age 14⁴⁵

Domain	First assessment %	Latest assessment %	Percentage point change
Daily living (independence)	61	73	+12
Lifelong learning (access to education)	41	50	+9
Relationships (with family and friends)	50	60	+10
Social, community and civic participation (social and recreational life)	45	53	+7

For young adults aged 15 to 24 years, Figure 29 shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the two time points.

⁴⁴ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

⁴⁵ Ibid.

Figure 29: “Has the NDIS helped?” – participants aged 15 to 24⁴⁶

Domain	First assessment %	Latest assessment %	Percentage point change
Choice and control	61	70	+9
Daily living	61	72	+11
Relationships	50	54	+5
Home	22	21	-2
Health and wellbeing	43	50	+7
Lifelong learning	36	37	+1
Work	18	17	-1
Social, community and civic participation	55	62	+7

From Figure 29, the largest improvement over time in the Scheme has been observed for the daily living domain (+11 percentage point change). Strong improvements have also been observed for choice and control (+9), relationships (+5), health and wellbeing (+7) and social, community and civic participation (+7). Lifelong learning showed a marginal increase (+1), and there were slight declines for home and work.

For participants aged 25 years and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time. Figure 30 shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the two time points.

Figure 30: “Has the NDIS helped?” – participants aged 25 and over⁴⁷

Domain	First assessment %	Latest assessment %	Percentage point change
Choice and control	69	80	+11
Daily living	72	84	+11
Relationships	52	62	+9
Home	30	35	+4
Health and wellbeing	51	61	+9
Lifelong learning	30	32	+2
Work	19	19	0
Social, community and civic participation	59	69	+10

From Figure 30, the largest improvements over time in the Scheme have been observed for daily living (+11 percentage point change), and choice and control (+11). Strong improvements have also been observed for relationships (+9), health and wellbeing (+9) and social, community and civic participation (+10). By contrast with the younger adult group, there was an improvement for the home domain (+4).

Similar to the younger adult group, lifelong learning showed a marginal increase (+2), and there was no material change for work.⁴⁸

⁴⁶ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

⁴⁷ Ibid.

⁴⁸ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Results continue to improve with time in Scheme

Responses tend to become more positive the longer a participant has been in the Scheme. Highlights, for participants who have been in the Scheme for at least two years, include:

Figure 31: Has the NDIS improved how your child fits into community life?⁴⁹

For children from birth to before starting school

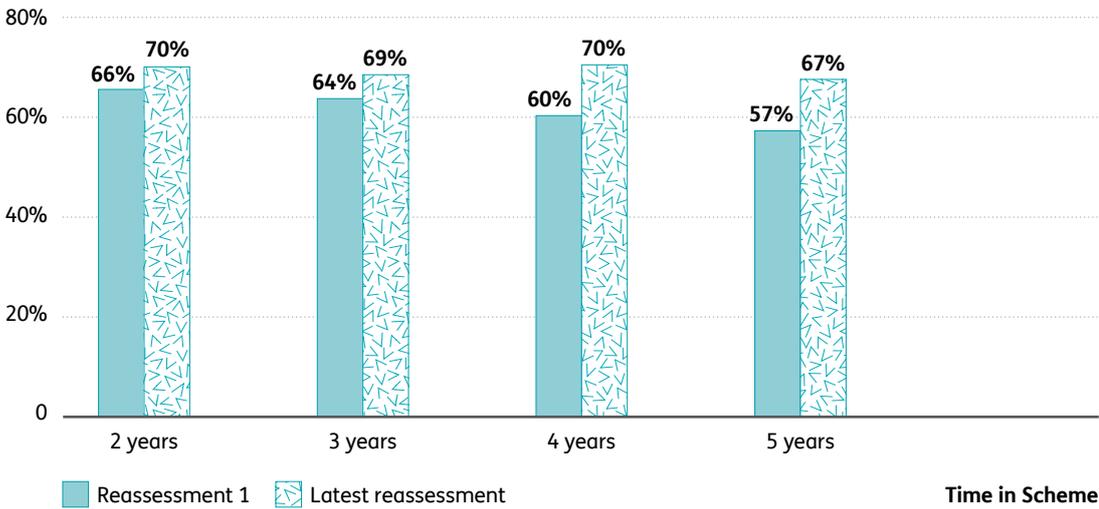
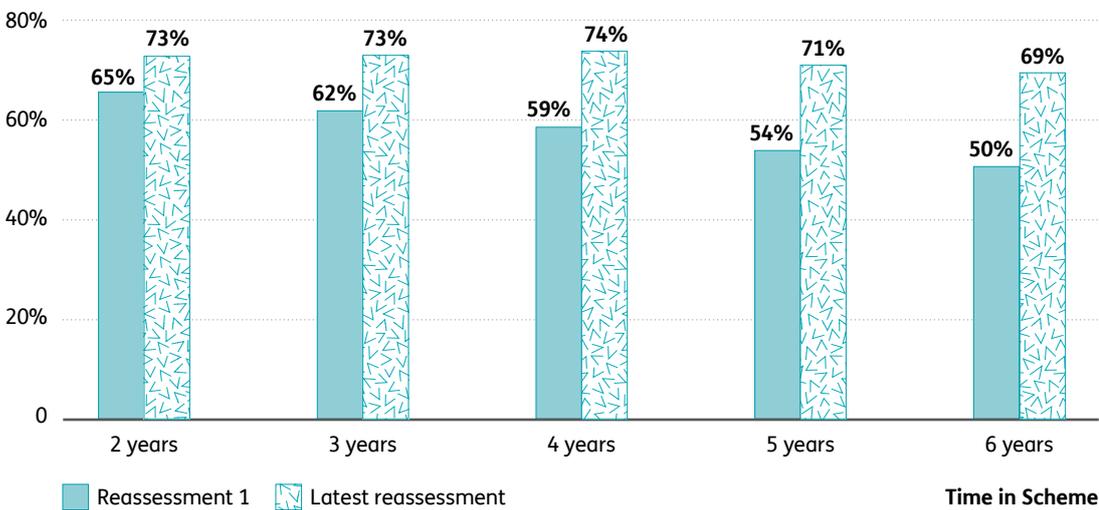


Figure 32: Has the NDIS helped your child to become more independent?

For children starting school to 14 years



⁴⁹ There were not enough participants in the Scheme for 6 years for the result to be shown.

Figure 33: Has the NDIS helped you with daily living activities?

For young adults aged 15 to 24 years

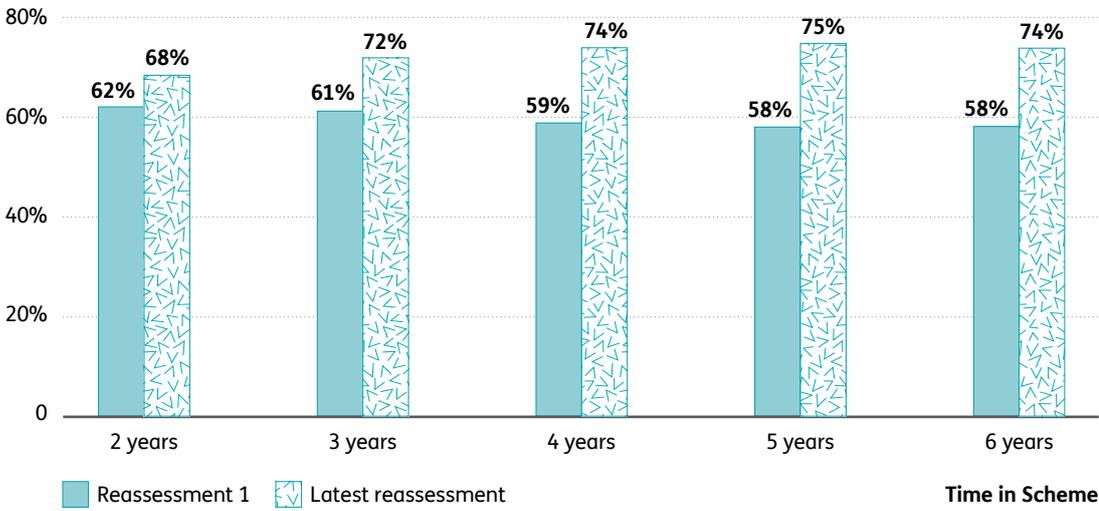
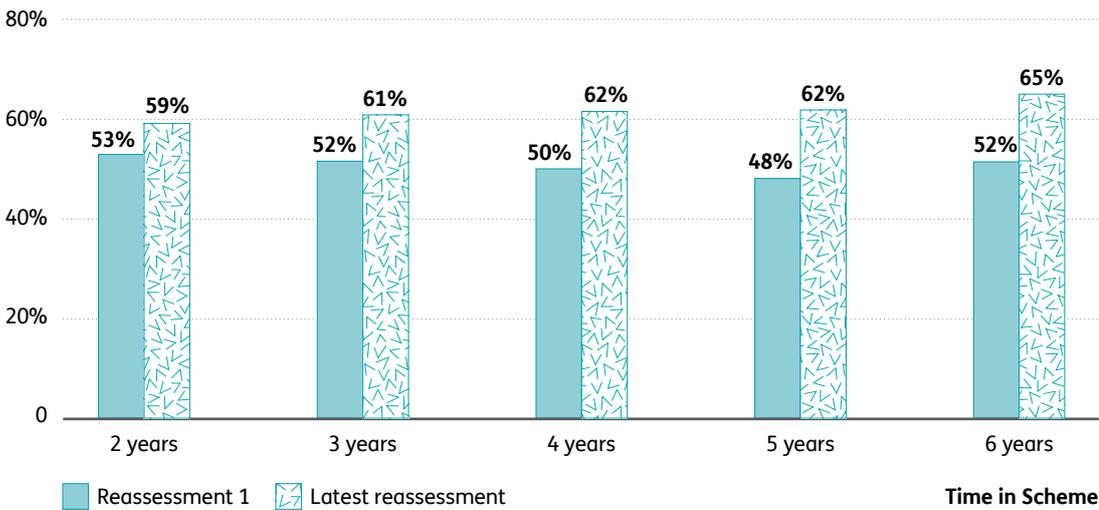


Figure 34: Has your involvement with the NDIS improved your health and wellbeing?

For adults aged 25 years and over



While the above results are encouraging, the analysis also indicates that there are areas where outcomes could be improved. For example, after at least two years in the Scheme, only 17 per cent of participants aged 15 to 24 at their most recent plan reassessment agreed that being in the NDIS had helped them find a suitable job, compared to 18 per cent at their first plan reassessment. Similarly, for participants aged 25 and over, after at least two years in the Scheme, only 19 per cent agreed that being in the NDIS had helped them find a suitable job, almost unchanged from their first plan reassessment.

The NDIA is actively working to improve participation in work, as discussed earlier in this section.



Pharmacist, model, and disability advocate, Sara can now safely pursue her goals



Only a few years ago, 33-year-old pharmacist, model, diversity disability advocate, speaker and bilateral amputee, **Sara**, was struggling to live her best life.

She was falling over two or three times a week as her prosthetic legs didn't give her the stability she needed to walk safely or confidently. It made it hard to leave her house, go to work, or be active.

"My previous legs weren't stable, which led to a lot of falls, it was hard to get around," says Sara.

Sara's physical vulnerability also affected her confidence and self-esteem. For most of her teenage and adult years, she concealed her prosthetic limbs under cosmetic covers, hiding her disability. "I was always somewhat ashamed of my disability, and I felt unworthy.

Today, with support from the NDIS and Partner in the Community, Carers Queensland, Sara is feeling confident to safely pursue her goals including studying a Master of Public Health while advocating for inclusion and diversity in the workforce and media.

Sara now uses more stable, above-knee microprocessor-controlled prostheses, funded through her NDIS plan. "My quality of life has improved substantially since having access to safer legs," Sara says. "Thanks to the NDIS, I can set goals that were previously out of my reach.

Sara now embraces her disability – and her legs. She proudly struts her stuff on runways and steps onto stages to share her personal journey.

On International Women's Day, she addressed the Women's Network Australia in Brisbane.

"I spent many years wishing away my disability and I hope sharing my experience of self-acceptance will encourage others to learn to embrace themselves a little more," she says.

Section three:

Participant experience





The NDIA is committed to improving service for NDIS participants. That is why the NDIA introduced a **Participant Service Charter** to explain what participants can expect when they deal with the NDIA, and the **Participant Service Improvement Plan** that outlines all the improvements the NDIA will make.

The NDIA Participant Service Charter sets out what participants can expect from the NDIA and Partners in the Community (PiTC) organisations. It provides overall principles for interactions with participants, and clear service standards and timeframes. These are included in the **Participant Service Guarantee (PSG)**.

The Participant Service Charter is also underpinned by the specific tangible actions listed in the Participant Service Improvement Plan.

This section provides an update on progress against the Participant Service Improvement Plan and the Participant Service Guarantee.

3.1 Participant Service Improvement Plan

Progress is being made against the Participant Service Improvement Plan deliverables.

The NDIA’s Service Improvement Plan is the key to making real the promises in the Participant Service Charter and Participant Service Guarantee. It sets out what the NDIA and partners are going to do to deliver a NDIS that meets expectations.⁵⁰ The NDIA updated the Service Improvement Plan in 2022 to better reflect the activities underway to deliver on the Participant Service Guarantee.

The **Participant Service Charter** is based on five principles for engagement with participants.

Engagement principle	What you can expect
Transparent	We will make it easy to access and understand our information and decisions.
Responsive	We will respond to individual needs and circumstances.
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life.
Empowering	We will make it easy to access information and be supported by the NDIS to lead your life.
Connected	We will support you to access the services and supports you need.

The tables in this section outline the activities underway as part of the Service Improvement Plan. These activities are aligned to each of the ‘what you can expect’ statements in the Participant Service Charter. Whilst the list is not exhaustive, the NDIA is continually looking for opportunities to improve our participant service in line with the engagement principles.

Highlights for this quarter include:

Participant Service Improvement Plan Commitment	What have we delivered?
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	The NDIA have enhanced controls and processes as part of the claims and payments build of the new ICT system. This quarter, the controls for core budget claims are in place, and the payment issues associated with service bookings have been removed. The NDIA will continue to provide ongoing enhancements to ensure support is uninterrupted for participants.

⁵⁰ Work is currently underway to develop a qualitative measurement framework and dashboard to report on the NDIA’s performance against the engagement principles (and associated ‘we will’ commitments), as set out in the Participant Service Charter.

Participant Service Improvement Plan – commitments and progress

The NDIA introduced a refreshed Participant Service Improvement Plan 2022–23 to ensure the Service Improvement Plan closely reflected improvements that participants want to see. The Service Improvement Plan sets out what the NDIA will do over the next two years to deliver a Scheme that meets participant expectations.

The NDIA and partners will work to deliver on 51 commitments over the next two years. The refreshed Service Improvement Plan includes new and refined commitments, representing the NDIA’s ongoing commitment to participants, their families and carers and the disability community. The NDIA remains committed to making improvements that are important to participants.

Communicating with us

The NDIA remains committed to an improved digital experience by delivering more options for participants to access forms and services that support decision making and access to disability supports. The commitments to enable participants to use online forms and to track applications online will be progressed alongside the national roll-out commencing in the second half of 2023.

The NDIA is working with participants to improve the online experience of using the myNDIS participant portal. The new participant portal pilot is due for delivery commencing in the second half of 2023. The valuable feedback received will be used to guide the direction of building a more accessible and user-friendly portal.

Participant Service Improvement Plan Commitment	Expected completion
We will put the name of a real person on our letters to you	✓
You will have a current contact name for all your interactions with us	✓
The National Contact Centre (NCC) will give the right information the first time where possible	✓
You will be able to use online forms and services where you want to	March 2025 ⁵¹
You will be able to track where your application or inquiry is up to online	March 2025 ⁵¹
The website and portal will be clearer and easier to use	March 2025 ⁵¹

⁵¹ Commitments will progressively become available to participants as the ICT national roll-out commences in the second half of 2023.

Getting information from us

The NDIA is committed to ensuring transparency and clarity when making decisions about participant access and plans. Therefore, decision letters have been updated to plain English, and the new letter system is currently undergoing testing in the new ICT system test in Tasmania to improve the ability for staff to communicate reasons for these decisions. Feedback from the Tasmanian test will improve the decision letters and the participant experience overall. Once the national roll-out of the new ICT system commences, all decision letters will have an explanation of decisions made.

Participant booklets and web content have been reviewed and updated to reflect the changes to the National Disability Insurance Scheme Act 2013 (NDIS Act) in July 2022. Improved letters, booklets and fact sheets with clear information and next steps are being evaluated from November 2022 as part of the Tasmania test of our new ICT system. Feedback received from this test will be considered as part of any updates in time for a national roll-out commencing in the second half of 2023.

Participant Service Improvement Plan Commitment	Expected completion
You will be able to access your personal data and plan details without having to ask through a Freedom of Information (FOI) request	✓
Our documents will use consistent terms and definitions with less jargon	✓
Our guidelines will come with plain English descriptions and more examples	✓
We will be clearer on what reasonable and necessary supports means, with case studies and examples	✓
Our decision letters will have reasons for why we have decided something in plain English	March 2025 ⁵²
We will improve access to information about how our processes work, what to expect and what participants need to do at any stage	March 2025 ⁵²
We will have better guidelines and procedures so there is consistency in how we make decisions; and we will make more of these public	March 2025 ⁵²

Gaining access to the NDIS

Work to design new online access request forms continues apace and is due to be released in conjunction with NDIA's new ICT system PACE. This is part of a broader program of work due for delivery commencing in the second half of 2023.

The NDIA is committed to improving ways to connect people with a disability to the supports they require, including mainstream and community supports. This quarter, the NDIA continues to improve and implement the new Community Connectors process using the new ICT system. This system will be rolled out to the broader population outside the test commencing in the second half of 2023, connecting children with a disability to an early connections plan and adults with a disability to a community connections plan in the pre access to NDIA phase. These plans will drive discussions on opportunities for greater connections to local community and mainstream services.

⁵² Commitments will progressively become available to participants as the ICT national roll-out commences in the second half of 2023.

People with disability, who are not yet scheme participants (or will not pursue access) will have the option to develop a community connections plan which supports linkage to community and mainstream services. PACE implementation will provide this functionality. The new PACE system continues to roll out as part of the test in Tasmania.

This includes early connections plans for children and community connections plans for adults with disability who approach or are referred to a partner prior to requesting NDIS access. This is supporting community and mainstream linkages regardless of an access request and/or prior to any access decision.

This functionality is planned for national roll-out commencing in the second half of 2023 and is included in Partners in the Community (PiTC) agreement variations (including forecast activity volumes being negotiated with Partners).

The current process of supporting adults to apply for access will remain in place (i.e., via verbal access request through the contact centre) until the enhanced functionality is rolled out.

Participant Service Improvement Plan Commitment	Expected completion
You will be able to apply to the NDIS in the way you want, including using an online access request form	March 2025 ⁵³
We will make sure you are connected to other mainstream, and community supports and services as well, even if you do not gain access to the NDIS	March 2025 ⁵³

Making your plan

The NDIA is on track to delivering improvements to the way participants' statements and goals are recorded, including a Revised Goal Attainment Framework and ITC system enhancements rolled out across the network.

In addition, the NDIA has designed and built a process for participants to meet face-to-face with the person who makes decisions about their plan supports and funding. Participants will have planning meetings with NDIA delegates rather than Local Area Coordinators as part of the proposed changes. These enhancements are currently being tested and will roll out with other broader system changes commencing in the second half of 2023.

The NDIA is building more do-it-yourself online plan tools, including developing a webpage (in the form of an index, with links to relevant information on the NDIS website) and new resources, tools and calculators available for participants to use.

Work is also underway to support videoconferencing as an option for planning meetings, and options for requirements are being explored with the Office of Chief Information Officer (OCIO), People and Culture, Agency Consultative Network and Community and Public Sector Union.

⁵³ Commitments will progressively become available to participants as the ICT national roll-out commences in the second half of 2023.

Participant Service Improvement Plan Commitment	Expected completion
We will support more video-conference planning meetings	March 2025 ⁵⁴
If you want, you will be able to have a face-to-face meeting with the person who makes a decision about your plan supports and funding ⁵⁵	March 2025 ⁵⁴
We will support you, if you want, to build goals in your plan that are clearly defined, realistic and attainable	March 2025 ⁵⁴
We're working to build more do-it-yourself online plan tools	March 2025 ⁵⁴

Using your plan

The NDIA aims to provide clarity around the roles and responsibilities of support coordination services and other service providers. As part of the Annual Price Review (APR) 2021–22 recommendations and government’s planned review of the design, operations and sustainability of the NDIS, an in-depth review of the roles, functions, responsibilities, and accountabilities of support coordinators has begun.

The NDIA is committed to providing accessible information for self-managed participants with ongoing work to create resources, guides, and training materials. PACE roll-out of the Funds Management Decision Making Framework has been delayed, which poses a significant risk to completing this commitment within the financial year. Work is ongoing to update staff, partner and participant resources, which are on track for publishing in FY23 Q4. This will include updated versions of:

- NDIS Guide to Self-Management
- Guide to directly engaging staff
- Self-Management animation and website content
- ‘Creating Your Plan’ Guideline
- Supports for self-management capacity building and training Standard Operating Procedure

The Agency has partnered with The Growing Space to deliver 4 training packages on self-management for participants and nominees, all expected to be completed by the end of FY23 Q4.

This stemmed from a directive from the then Disability Reform Council, now the Disability Reform Ministerial Council (DRMC). To date, 85 market coordination activities have been initiated in collaboration with stakeholders across 45 locations (formerly described as placed-based market interventions) throughout Australia. This includes locations in metropolitan, regional, and remote communities to address market challenges and build more connected markets.

Market coordination activities are continuing in all jurisdictions including remote and very remote locations of Queensland, New South Wales, South Australia, and Western Australia. A preliminary draft of the Thin Markets Evaluation report has been developed; the NDIA expects to release the report on the NDIS website in mid-2023.

⁵⁴ Commitments will progressively become available to participants as the ICT national roll-out commences in the second half of 2023.

⁵⁵ Noting face-to-face meetings with LACs can already be requested.

In the 2022–2023 financial year, the NDIA will establish a dedicated National Remote Services Branch to support the delivery of improved end-to-end pathway options for participants living in remote and very remote areas. In the delivery of thin market projects, the Agency will continue to drive a place-based approach, collaborating with key stakeholders in the community to achieve better integration and availability of disability support services.

Participant Service Improvement Plan Commitment	Expected completion
Your plan will be longer and ongoing . It will be reviewed when you or we request it – for example, if your circumstances change or something significant happens in your life	✓
There will be a simple and quick process when you need to make minor changes to your plan – it won't require a full "review"	✓
We will give you more support for using your plan , for finding both disability services and mainstream supports	✓
We will check-in with you on how the plan is going, and whether an update or review is needed	✓
You will be able to manage your plan more easily, using a new NDIS mobile app	✓
We will work with communities in remote and very remote areas , and other areas lacking services, to trial new ways of organising services so you can more easily use your support funding	June 2023
We will be clearer on what support coordination services we fund, and how it should be separate from other service providers	March 2024
We will make it easier to self-manage your plan, with appropriate data sharing, support and controls in place; and to move easily between self-managing your plan and using a plan manager	September 2024

Payments from your plan

The NDIA is on track to deliver enhancements to the NDIA payment system by implementing a Claims at Point of Support (C-POS) solution to enhance efficiency and ensure a quality experience for participants. The NDIA continues to test the C-POS in consultation with a small number of participants and providers. This test will ensure we get the most out of our consultation with the Australian community. The consultation work has the aim of allowing participants to claim directly from their plan.

Furthermore, the NDIA have enhanced controls and processes as part of the claims and payments build of the new system. This quarter, the controls for core budget claims have been implemented, and there have been some improvements to payment issues associated with service bookings in the new ICT system. The NDIA will continue to provide ongoing enhancements to ensure support is uninterrupted for participants.

The NDIA released PACE capabilities for the my NDIS mobile app in February 2023 as part of the Tasmanian test, in line with previous improvements made to the portal. We continue to release updates to the my NDIS participant portal and mobile app in response to feedback from participants, child representatives and nominees.

Participant Service Improvement Plan Commitment	Expected completion
We will have new systems to make sure providers are paid promptly and accurately, so your support is not interrupted	✓
Payments will be able to be made simply and directly for registered and non-registered providers of services – no more paying first from your own cash and claiming it back	June 2024
We will make it easier for you to understand how you make a successful claim from your plan	March 2025 ⁵⁶

Parts of your plan

The NDIA has provided clearer information on ILOs to support participants choose where and how they live, and support participants to access the reasonable and necessary supports they need to meet their home and living goals. The ILO product continues to be refined through incremental changes and releases within the ILO improvement pathway, promoting uptake and growth of individualised living options for participants as an alternative to less contemporary shared living environments.

Participant Service Improvement Plan Commitment	Expected completion
We will increase the flexibility in living options if you are eligible for SDA	✓
There will be a national SDA-matching website showing all available properties	✓
We will issue new easy-to-understand guidelines for complex home modifications	✓
There will be a standard form and application process for SDA	✓
We will process applications for all supports associated with housing and accommodation issues together and more quickly	✓
You will be able to quickly access AT and home modifications with less red tape. This includes a simpler process for requesting complex and non-standard AT or home modifications	✓
We will encourage ILOs as an alternative to traditional group homes	✓
We will focus on your plan and goals supporting you to gain employment if that is what you want	✓

Support for engaging with us

The NDIS aims to improve how support is provided for participants with complex support needs and require critical supports. Furthermore, the NDIS is committed to ensuring all participants in aged care are informed about their options to find age-appropriate accommodation through planning conversation and regular check-ins. The NDIA has established new processes focusing on ensuring participants who enter aged care have exhausted all available options to identify suitable housing options before proceeding to aged care accommodation. A new Accommodation Project Team has been established to support the diversion of pathways from aged care.

Supported Decision Making Policy was endorsed by the Board on 31 January 2023 with an Endorsed Communications Plan and further activities being underway to publicly release the policy. We have drafted a Project Management & Change Plan to initiate implementation of the policy. This is expected to be completed by the end of 2023.

⁵⁶ Commitments will progressively become available to participants as the ICT national roll-out commences in the second half of 2023.

Participant Service Improvement Plan Commitment	Expected completion
We will fund specialist community connectors (in First Nations, CALD, and remote communities) to deeply understand how you want to engage with us	✓
Liaison Officers , for Health and Justice especially, will help participants interact with the NDIS in each State and Territory	✓
We will have an NDIS carer connect network for ageing parents of people with a disability	✓
We will pro-actively check-in with you, especially if you may be in a vulnerable situation	✓
Our front-line teams will have improved cultural and disability awareness	✓
We want to support and promote children and young people’s voice in their own plans; while also working closely with parents and carers	✓
We will fund early intervention supports for children more flexibly (including before they enter the Scheme)	✓
We will improve the way we provide you support for independent decision-making	June 2023
We will support you if you are a Young Person in Residential Aged Care to live elsewhere	June 2024
We will improve our direct support for you if you have complex needs and require critical supports , or are otherwise potentially vulnerable	December 2024
Where possible, your household will have the same NDIS contact	End of ICT System

3.2 Participant Service Guarantee

The latest quarter shows notable improvements in the service standard experience across a number of the measurable Participant Service Guarantee metrics.

Performance against the service standards – March 2023

The NDIA commenced measuring performance against the Participant Service Guarantee metrics prior to passing the Participant Service Charter and Guarantee legislation, and these results have been published in prior quarterly reports. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament and received Royal Assent on 1 April 2022. The legislation focuses on improving participant experience and builds on the recommendations of the 2019 Tune Review. It legislates the Participant Service Guarantee (from 1 July 2022) and introduces changes that provide greater flexibility for participants and the NDIA to vary plans.

It is recognised that there is ongoing work to do to ensure that targets are met across the planning, plan reassessments and reviewable decisions pathways. Initial mapping of principles to PSS questions and other data sources has been undertaken and is underway. This work overlaps with the Office of Commonwealth Ombudsman PSG project. Work is progressing and the project is on track for FY24.

In the March 2023 quarter, 10 out of the 17 (59%) PSG timeframes were met in 95% of cases, compared to 12 out of 17 (71%) in the December quarter and 10 out of 17 (59%) in the September quarter.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the March 2023 quarter	Comparison to target of 95%	Change from last quarter
1	General	Explain a previous decision, after a request for explanation is received	28 days	99%	●	↔
2	Access	Make an access decision, or request for more information, after an access request has been received	21 days	96%	●	↓
3	Access	Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	96%	●	↔
4	Access	Make an access decision, after more information has been provided.	14 days	96%	●	↔
5	Planning	Commence facilitating the preparation of a plan, after an access decision has been made	21 days	94%	▲	↔
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those Early Childhood Approach that have received initial supports)	56 days	93%	▲	↔
7	Planning	Approve a plan for ECA participants, after an access decision has been made	90 days	98%	●	↔

Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

Section three: Participant experience

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the March 2023 quarter	Comparison to target of 95%	Change from last quarter
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved	As soon as reasonably practical ⁵⁷	Reporting will commence in the second half of 2023		
9	Implementation	If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	●	↔
10	Implementation	Provide a copy of the plan to a participant, after the plan is approved	7 days	Reporting will commence in the second half of 2023		
11	Plan reassessment	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	68%*	■	↓
12	Plan reassessment	Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	79%	■	↔
13	Plan reassessment	Complete a reassessment, after the decision to accept the request was made	28 days	67%	■	↓
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	▲	↔
15	Plan variations	Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	97%	●	↑
16	Plan variations	Provide a copy of the plan to a participant, after the plan is amended	7 days	Reporting will commence in the second half of 2023		
17	Reviewable decisions	Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	▲	↔
18	Reviewable decisions	Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	98%	●	↔
19	Nominee	Cancel participant requested nominee	14 days	100%	●	↔
20	Nominee	Cancel CEO initiated nominee	14 days	100%	●	↔

* Note: The NDIA's new participant check-in process ensures that every scheduled reassessment begins with a contact from the planner or partner to discuss reassessment options well before any scheduled reassessment date. Plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support. That is, participants do not stop receiving supports.

Comparison to target of 95% ● 95% and over ▲ 85%-95% ■ Less than 85%

Change from last quarter ↑ More than 3 percentage points higher ↔ Within 3 percentage points ↓ More than 3 percentage points lower

⁵⁷ The average (mean) timeframe for this Participant Service Guarantee metric is 17 days and the median is 3 days.

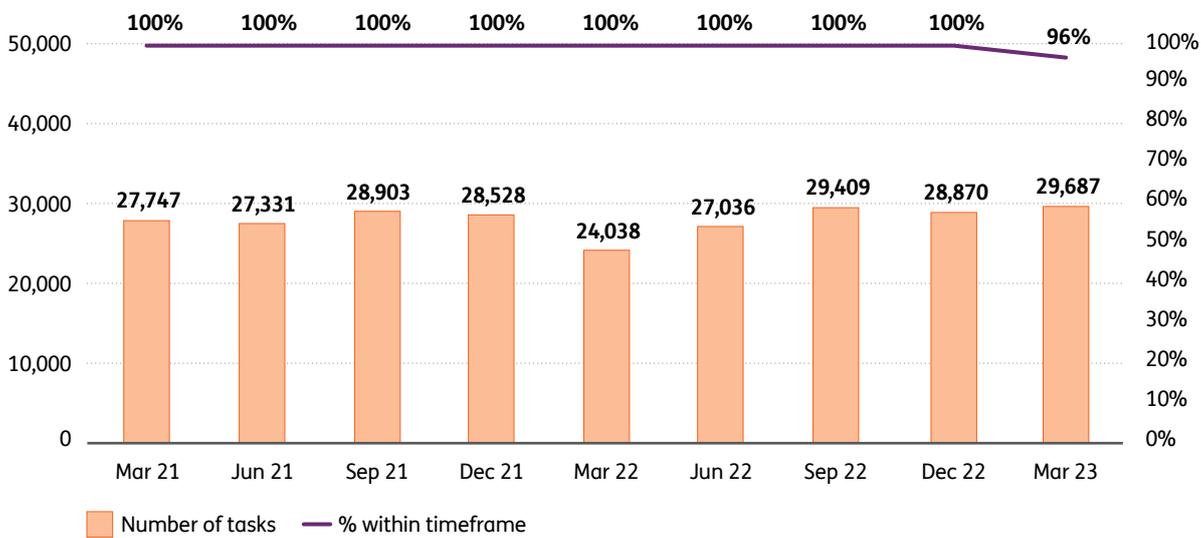
Key trends in Participant Service Guarantee metrics

The NDIA has consistently been meeting Participant Service Guarantee timeframes for access decisions and first plan approvals (for those aged 0–6 years) over the last few quarters, and there has been marked improvement compared to 2020.

Access decisions

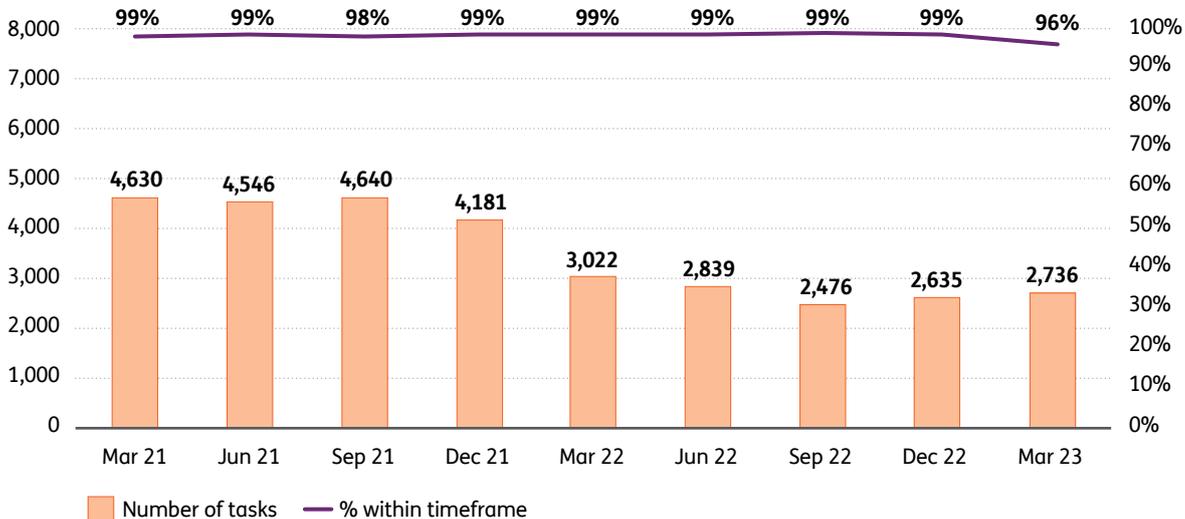
The NDIA has consistently met the 21-day timeframe in respect of access decisions over the last nine quarters. For the March 2023 quarter, there has been a slight reduction across the access PSG metrics due to resourcing constraints impacting the National Access and Review Branch (NARB) in January 2023. These metrics have since recovered post January.

Figure 35: PSG 2 – Access decision made, or further information requested, after receiving access request



The NDIA has also consistently met the 14-day timeframe in respect to making an access decision after the final information has been provided.

Figure 36: PSG 4 – Make an access decision, after the final information has been provided



Planning

Plan approval timeframes for participants aged 0–6 have improved over the last year, with 98 per cent approved within the timeframe of 90 days in the March 2023 quarter (PSG 7). The target timeframe for plan approvals for those aged 7 and above (PSG 6) was reduced from 70 days to 56 days from the March 2021 quarter and there was a consequent reduction in service level met. However, service levels have improved notably since the March 2022 quarter reaching levels prior to the change in target timeframe. The March 2023 quarter has 93 per cent of plans for those aged 7 and above approved in 56 days.

Figure 37: PSG 5 – Commence facilitating the preparation of a plan, after an access decision has been made⁵⁸

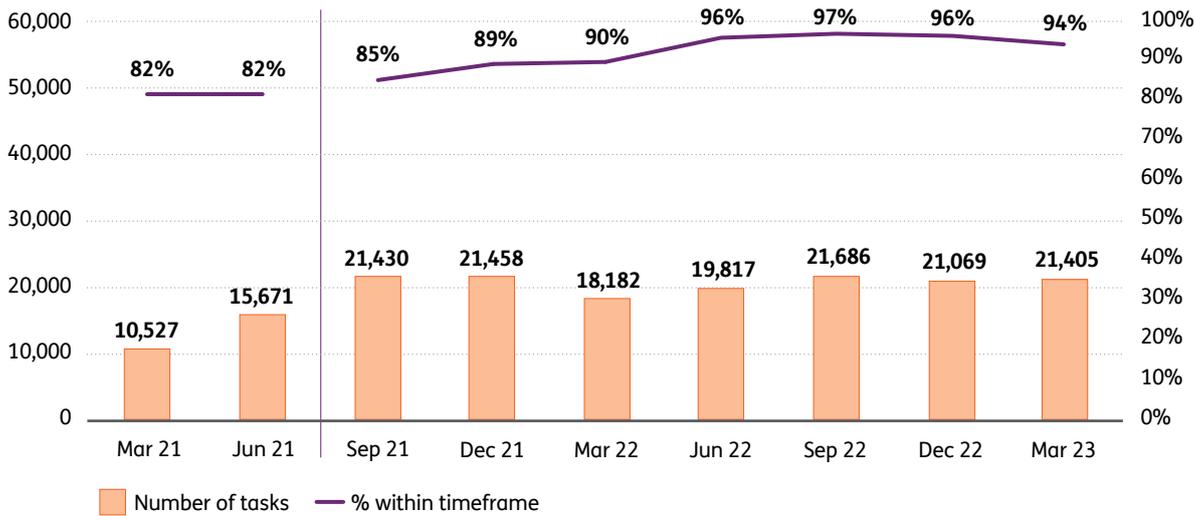
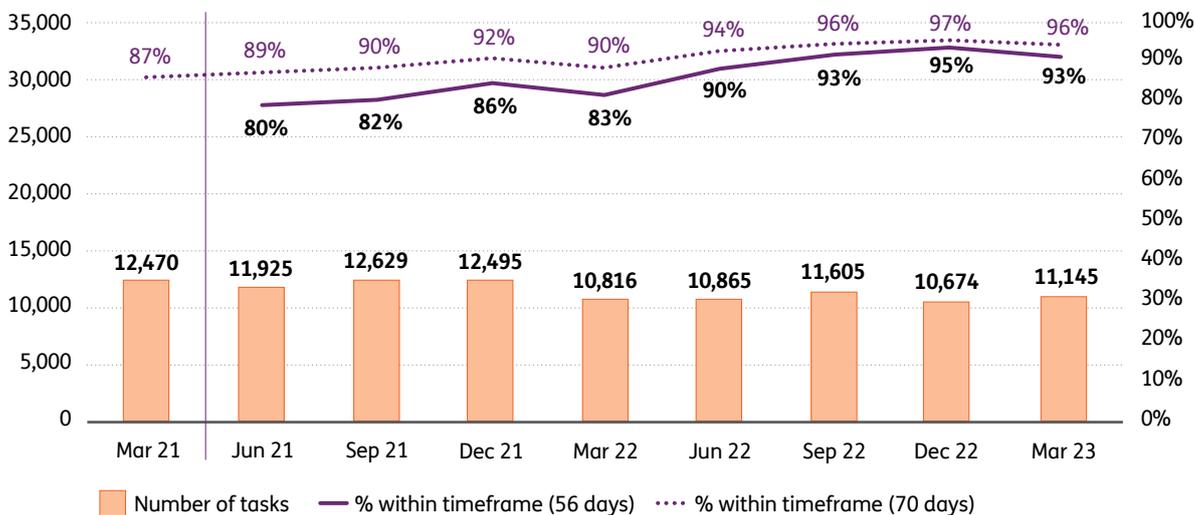


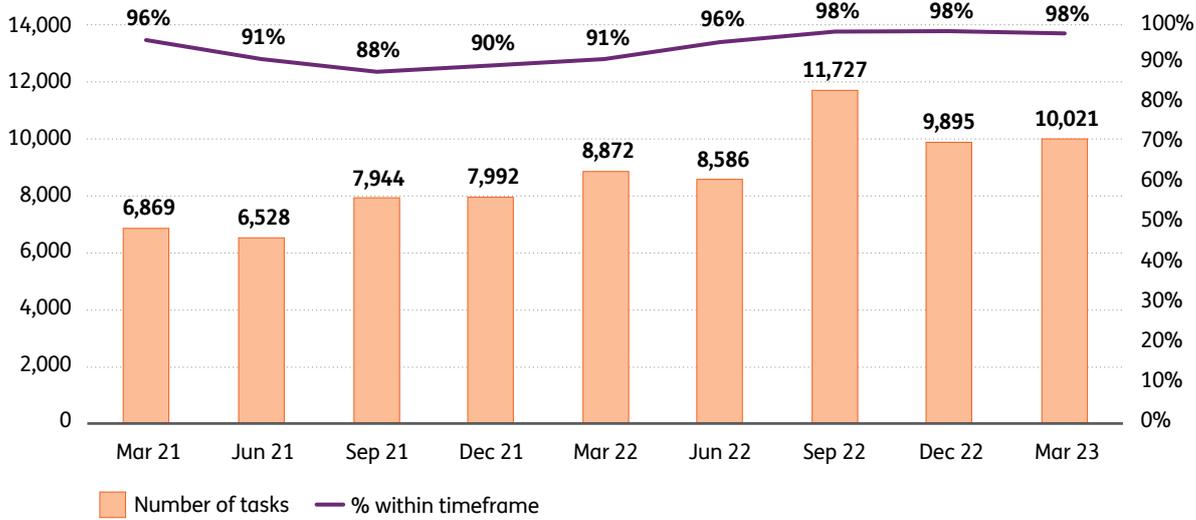
Figure 38: PSG 6 – First plan approved after access decision has been made, 7+ years⁵⁹



58 New business processes have been implemented from July 2021.

59 The target timeframe for this metric has been reduced from 70 to 56 days in early 2021.

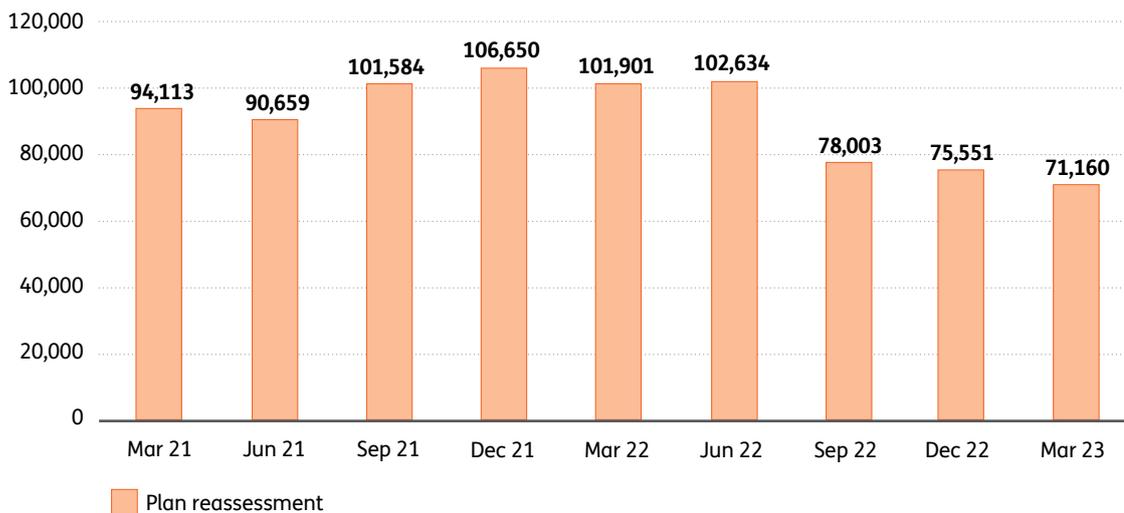
Figure 39: PSG 7 – First plan approved after access decision has been made, 0–6 years



Plan reassessment⁶⁰

There were 71,160 plan reassessments conducted in the March 2023 quarter. There has been a reduction of plan reassessments from the September 2022 quarter compared to the preceding four quarters due to a plan continuation strategy which involves communicating with the participant to ensure there have been no significant changes in circumstance and that the participant is in agreement with this approach. This has led to a lower volume of plan reassessments in the quarter. Of the 71,160 plan reassessments conducted in the March 2023 quarter, 47,142 (66 per cent) were initiated by the Agency and 24,018 (34 per cent) were requested by participants. Agency Initiated Plan Reviews occur as plans are due to expire, and a new plan is required.

Figure 40: Number of plan reassessments by quarter⁶¹

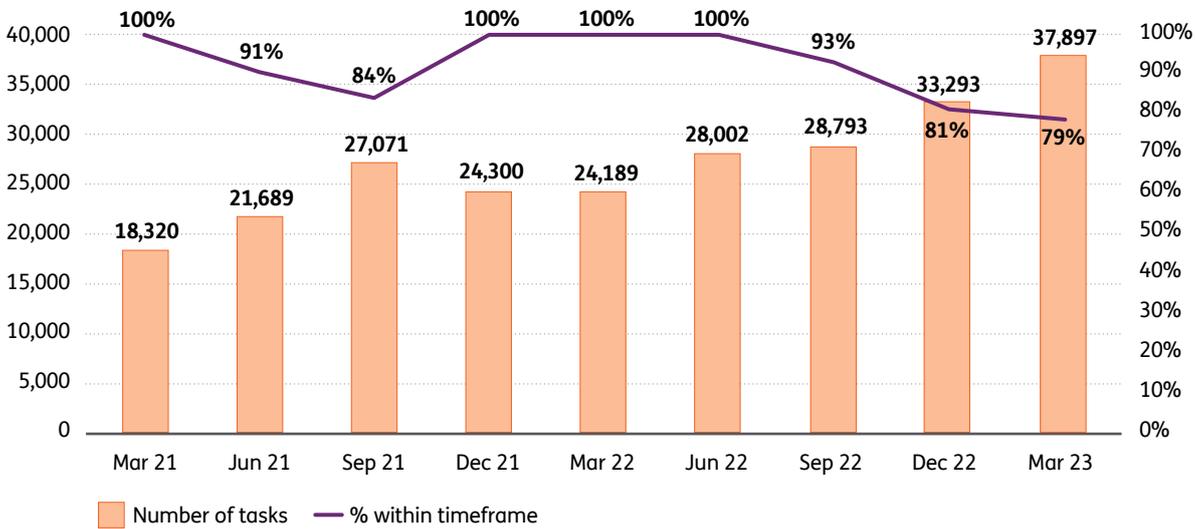


⁶⁰ Plan Reviews are now referred to as Plan Reassessments in line with the amendments to the NDIA legislation which came into effect on 1 July 2022.

⁶¹ Short plans (plans with duration less than or equal 30 days) have been excluded. The number of plan reassessments in historical periods have been updated with retrospective data changes.

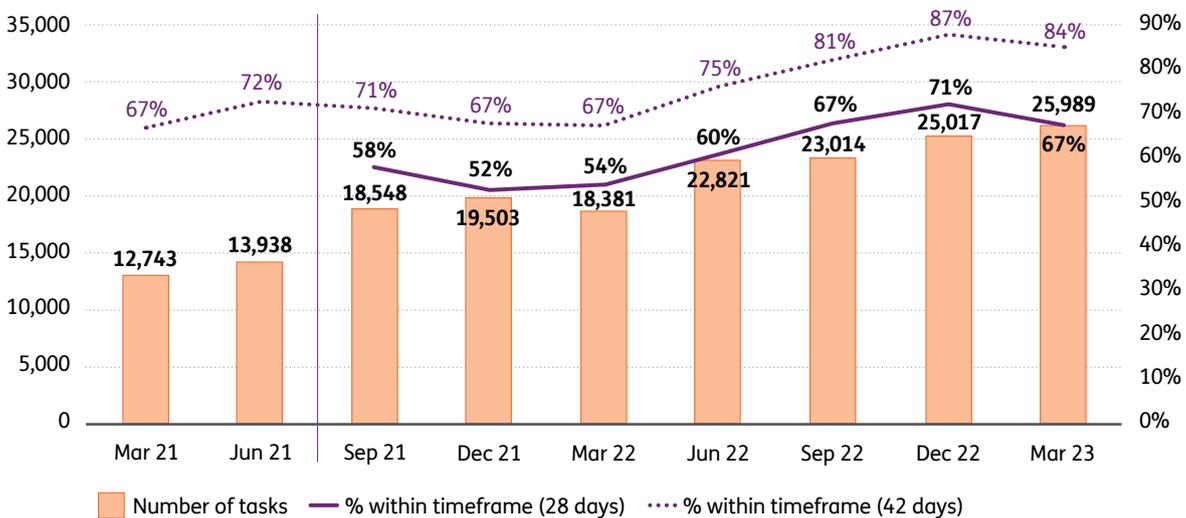
Decisions about whether or not to conduct a Participant Reassessment Request (PRR) were made within 21 days, 79 per cent of the time in the March 2023 quarter.

Figure 41: PSG 12 – Decision made to undertake PRR after request is received



The target PRR timeframe was reduced from 42 days to 28 days from the September 2021 quarter and there has been a consequent reduction in service level met. The PRR timeframes have increased since the March 2022 quarter and have reached 67 per cent as at March 2023 based on the 28-day target timeframe.

Figure 42: PSG 13 – PRR completed after decision made to undertake reassessment²

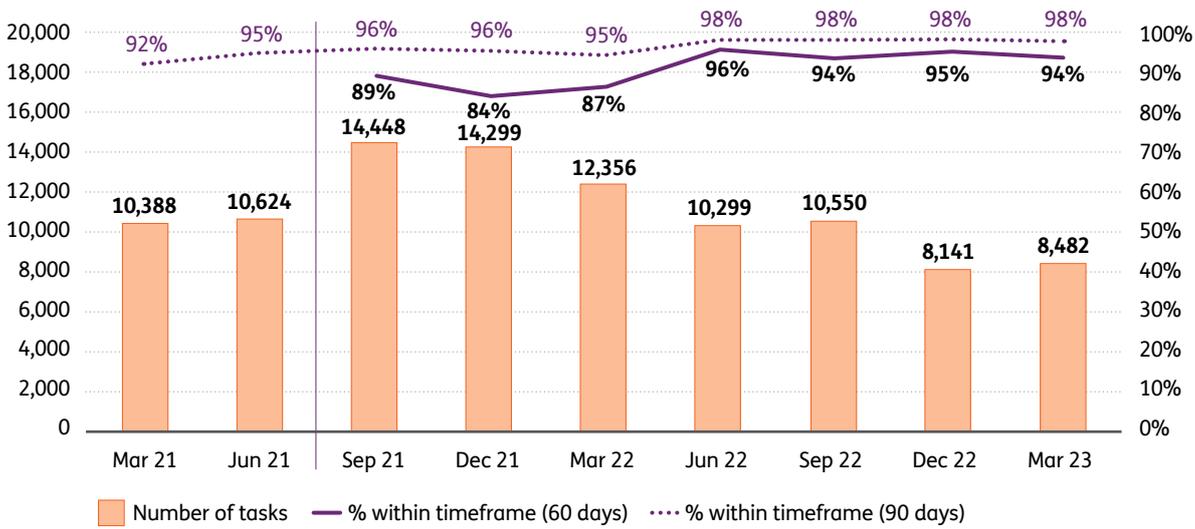


⁶² In most cases, the results from September 2021 onwards are based on a 28-day timeframe but the results prior to September 2021 are based on a 42-day timeframe.

Reviewable decisions

The target timeframe for completing a Review of a Reviewable Decision (RoRD) was reduced from 90 days to 60 days from the September 2021 quarter and there has been a consequent reduction in service level met. However, there has been a notable improvement since the December 2021 quarter. The March 2023 quarter has 94 per cent of RoRDs within the target timeframe of 60 days, on par with levels based on the 90-day timeframe.

Figure 43: PSG 17 – Complete RoRDs after request is received⁶³



⁶³ In most cases, the results from September 2021 onwards are based on a 60-day timeframe but the results prior to September 2021 are based on a 90-day timeframe.

Home and Living decisions

The end-to-end process duration for Home and Living applications tracks the time taken from receipt of Home and Living application form through to plan implementation.⁶⁴

- In the March 2023 quarter, **7,086** Home and Living applications were closed or implemented⁶⁵ and **71%** were finalised within 90 days. This compares with 7,512 applications closed or implemented in the December 2022 quarter.
- At 31 March 2023, **3,724** applications remained in-progress, a net increase of **536** applications compared with December 2022. **3,040** in progress applications were waiting for a decision from a Home and Living delegate,⁶⁶ while a further **684**⁶⁷ were waiting for supports to be implemented in a plan.
- Approximately **8%** of the open applications have been in progress for 90 days or more, an increase from 4% as at 31 December 2022. The number of in-progress applications awaiting plan implementation for 90 days or more has increased from 141 applications in December 2022 to **290** applications as at 31 March 2023.
- At 31 March 2023, **59%** or **2,206** open applications have been flagged as relating to PRR or RoRD requests.
- In the March 2023 quarter, there were **7,725** new requests for Home and Living applications. This compares with a quarterly average of **6,669** new requests over the previous 12 months.

Figure 44: Number of Home and Living Applications by stage in the Plan Implementation process

Cohort	Last period number	New requests in period	Closed in period	On-hold end of period ⁶⁸	Open end of period number			Total
					Awaiting delegate decision	Awaiting Plan Implementation		
H&L Applications	3,134	7,725	7,086	49	3,040	684		3,724 ⁶⁹

Figure 45: Number of Home and Living applications by time taken from application to Plan Implementation

Days	Duration of closed applications in period							Duration of open applications in period						
	no data ⁷⁰	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	no data	<14 days	15 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
H&L Applications	1,765	1,165	1,222	2,131	489	314	7,086	-	1,400	770	927	337	290	3,724
%	25%	16%	17%	30%	7%	4%	100%	0%	38%	21%	25%	9%	8%	100%

64 The time taken for Participants to respond to requests for further information (RFI) has been removed from the duration.

65 An application is considered closed if an application is cancelled or rejected, a Participant is declined all Home and Living supports, or an application won't progress to implementation (e.g. deceased, Participant chooses not to proceed etc.). An application is considered implemented once a Participant has a new approved Plan.

66 506 out of the 3,040 applications the NDIA is waiting on additional information from participants.

67 The Operations and Support Division are continuing to investigate open applications to ensure next steps are underway for Participants as part of an ongoing process.

68 Applications where implementation will only occur at a later date or may not occur. Includes Participants in the CSN / Complex pathway, Participants awaiting a Hospital Discharge, YPIRAC / Aged Care, Voluntary Out of Home Care (VOOHC), Justice Involvement, AAT cases and unresolved s100 / s48 cases.

69 There are 3,724 open home and living applications relating to 3,710 unique participants.

70 Due to system limitations it is not possible to accurately capture timeframes for all closed applications. This limitation predominantly affects timeframes of cancelled applications.

Figure 46: Number of open Home and Living applications by source and time taken from application to Plan Implementation

Application source	Duration of open applications in period					Total	%
	<14 days	<30 days	<60 days	<90 days	90+ days		
PRR	553	480	502	112	70	1,717	46%
RoRD	206	99	112	49	23	489	13%
AIPR	499	74	84	31	22	710	19%
Scheduled Plan Review (SPR)	142	117	226	143	172	800	21%
Missing	0	0	3	2	3	8	0%
Total	1,400	770	927	337	290	3,724	100%

The NDIS is committed to improving this metric, including reducing the number of outstanding 90+ day Home and Living requests to be in line with the performance target of all other Participant Service Guarantee metrics. This includes increasing the number of delegates to make Home and Living decisions and the number of staff to process the requests. The NDIA is also continuing to streamline the end-to-end process with the intent of minimising the number of hand-offs which will result in an improvement in the overall timeframe.

3.3 Key trends in complaints, RoRDs, and Administrative Appeals Tribunal (AAT) cases

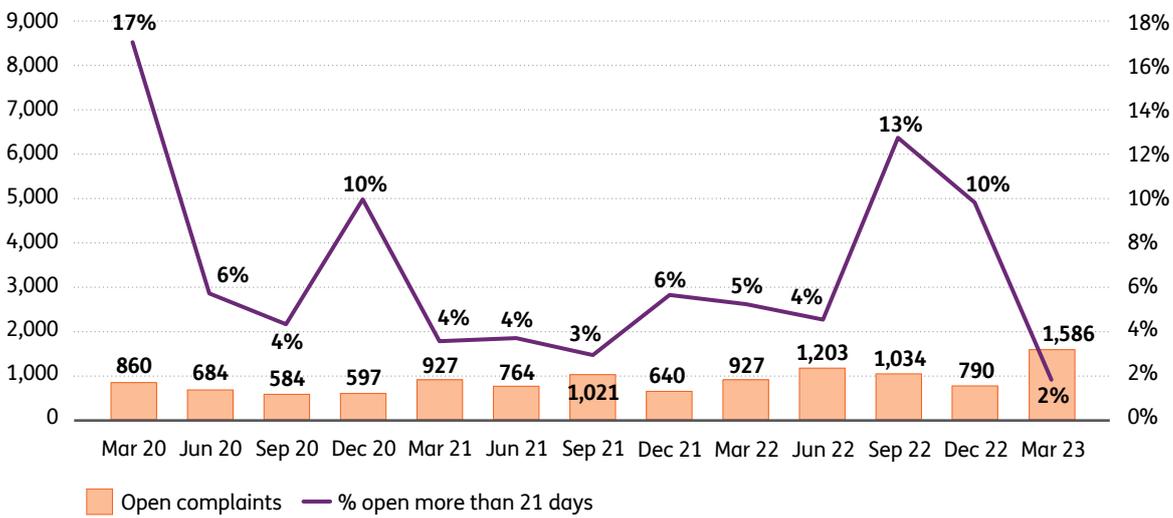
The Agency is seeing an increase in complaints but a decrease in RoRD and AAT cases in recent quarters.

Complaints

The agency maintains a service standard under which it aims to resolve 90 per cent of complaints within 21 days after they are received. In the March quarter this service standard was met at 94 per cent.

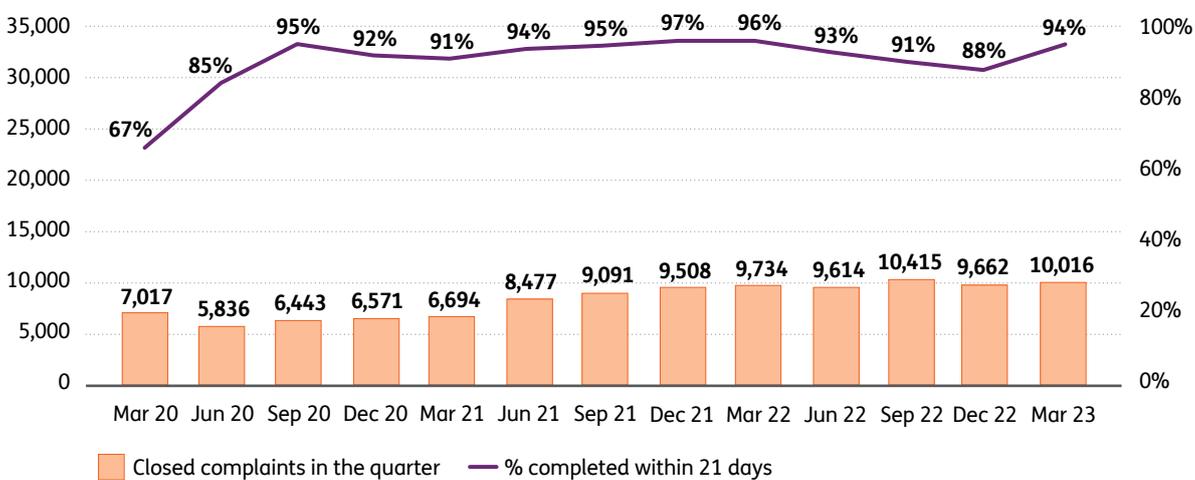
There has been an increase in the total volume of complaints received in the March 2023 quarter, which consequently resulted in a higher volume of open complaints at the end of the quarter. Notwithstanding this increase, the percentage of complaints open for more than 21 days is 2 per cent.

Figure 47: Open complaints and percentage that have been open for more than 21 days⁷¹



Around 91 per cent of complaints have been closed within 21 days in the past four quarters, this proportion has slightly declined from levels seen in 2021.

Figure 48: Closed complaints and percentage completed within 21-day timeframe



⁷¹ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

Section three: Participant experience

In the March 2023 quarter, the number of complaints as a proportion of active participants (7.1%) has now normalised to the previous five quarter number prior to the December 2022 quarter. It is noted that there is a moderate decrease in complaints in the December 2022 quarter.

Further, 241 complaints were received from providers over the quarter, which is equivalent to 2.4 per cent of registered providers making a complaint.

Figure 49: Number and proportion of participant complaints over time⁷²

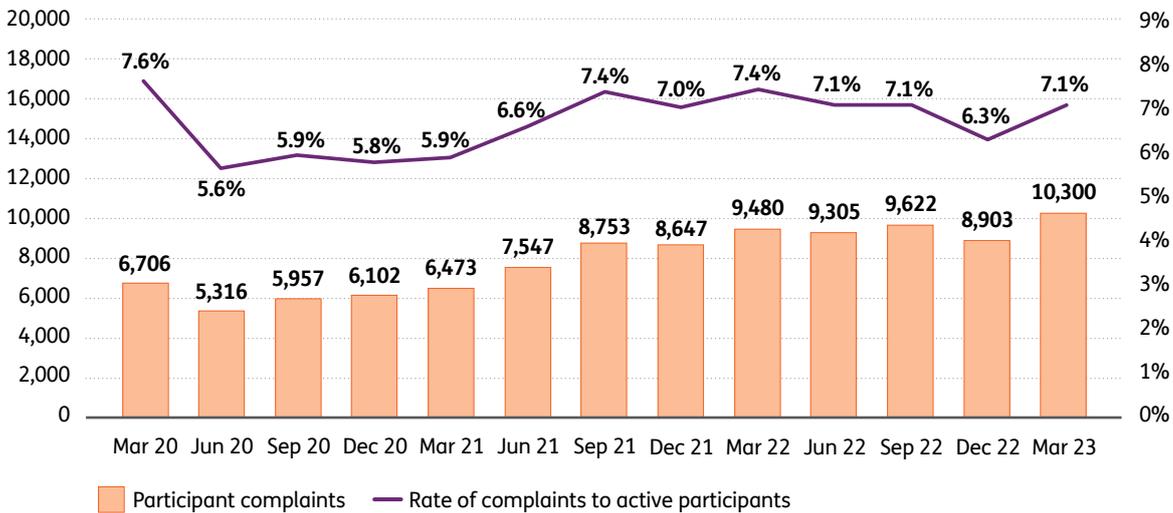
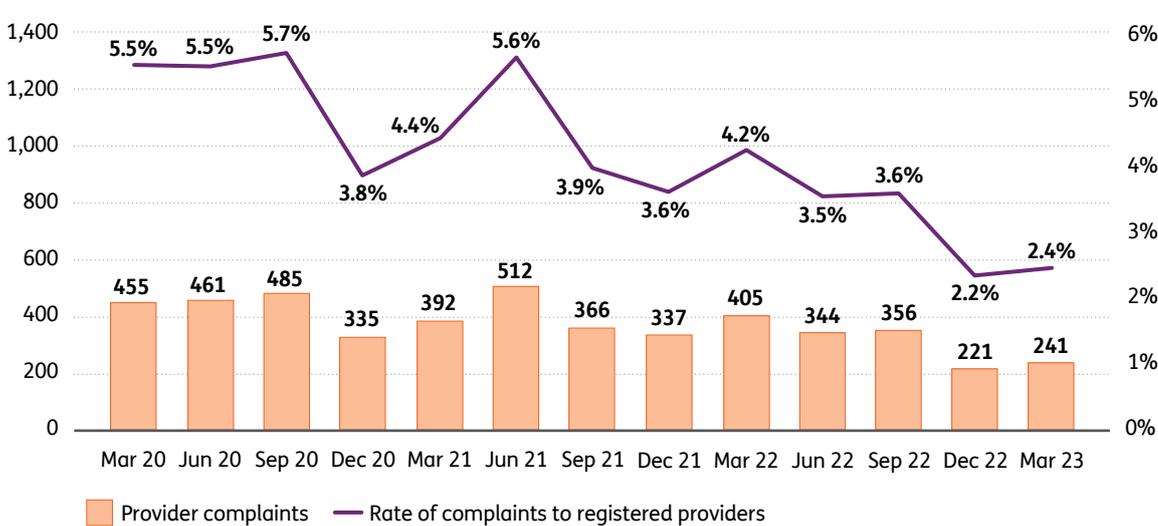


Figure 50: Number and proportion of provider complaints over time⁷³



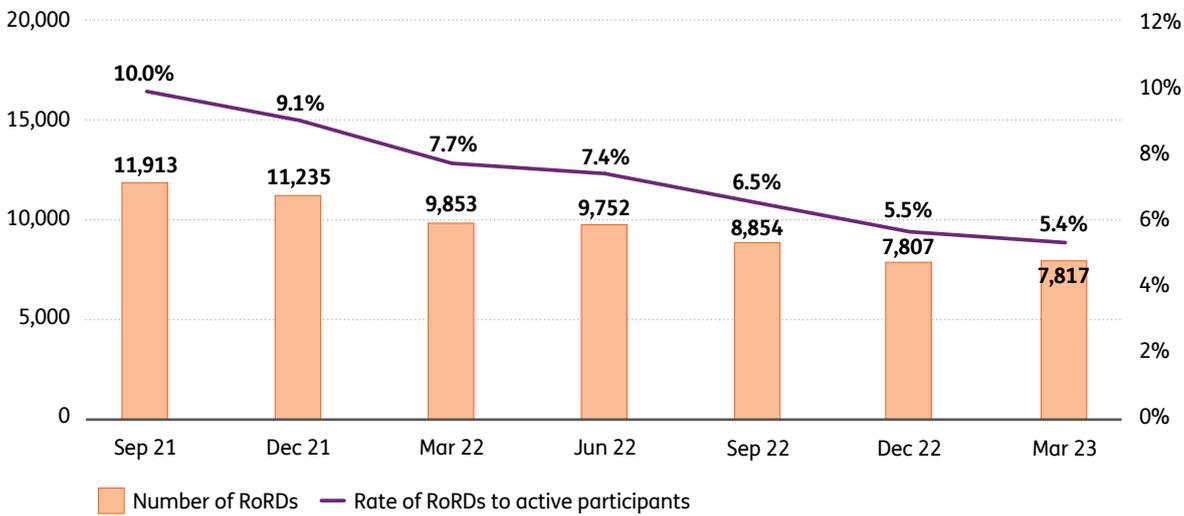
⁷² In the 'My Customer Requests' tile launched in October 2019, it is possible to record multiple related parties as the source of a complaint and in some cases both participants and providers or other parties are linked to a single case. Previously, the single source was often recorded as a participant regardless of whether a provider was associated with the complaint.

⁷³ Ibid

Review of a Reviewable Decision (RoRD)

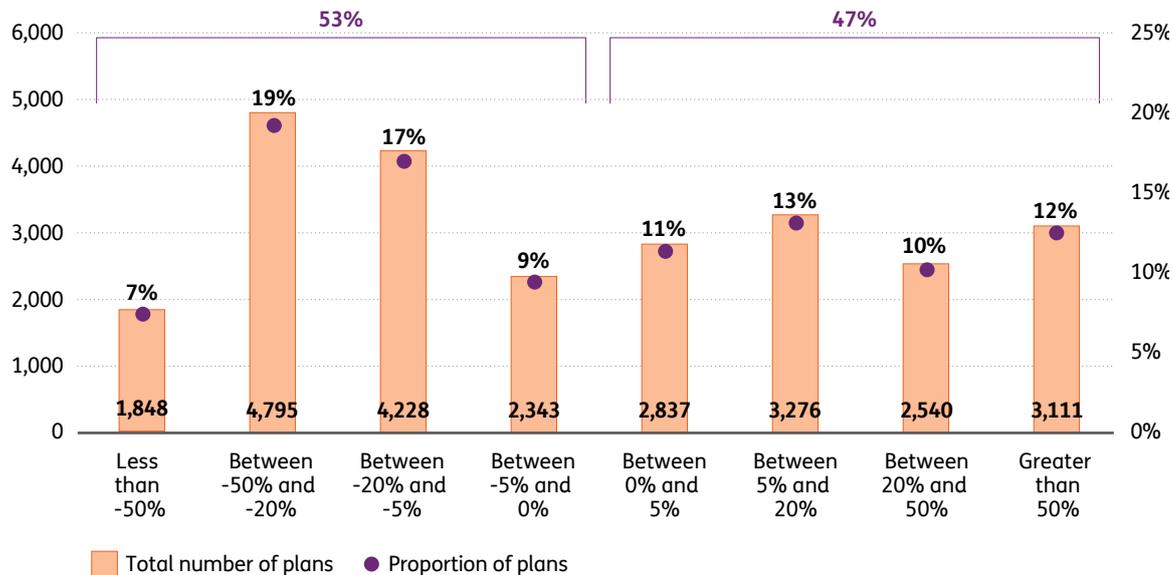
The number of RoRDs as a percentage of active participants has decreased from 10.0 per cent in the September 2021 quarter to 5.4 per cent in the March 2023 quarter.

Figure 51: Requests for a RoRD – quarterly trend⁷⁴



Of the 34,230 RoRDs received over the last year, 24,978 (73 per cent) related to plan reassessment decisions, with the remaining relating to first plan approvals and access decisions. In considering changes in the plan budgets for these plans resulting in a RoRD, 53 per cent had a decrease in plan budgets and 47 per cent had an increase prior to the RoRD request.

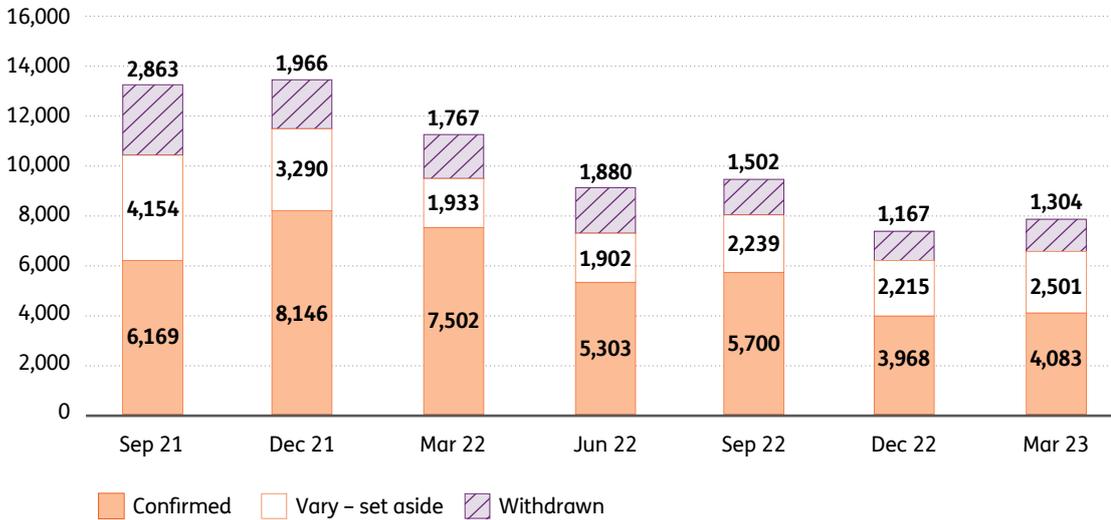
Figure 52: Change in plan budgets for plans resulting in RoRDs received (1 April 2022 to 31 March 2023)



⁷⁴ The number of RoRDs have changed compared with the previous report. This is due to additional records which have been retrospectively added/removed from the underlying data. Work to include records entered in the off-system database as well as requests that have been recorded in the ICT system continues.

There were 7,888 RoRDs closed in the March 2023 quarter with 1,304 requests withdrawn. Of the remaining closed RoRDs, 4,083 confirmed the Agency’s decision, meaning there was no change from the Agency’s decision. Further, there were 2,501 decisions to amend or set aside the decision of the original decision maker. Decisions are often varied or set aside as further evidence is obtained during the review process.

Figure 53: Closed RoRDs by outcome – quarterly trend



Administrative Appeals Tribunal (AAT)

If a person is not satisfied with the outcome of their review, they may apply to the AAT for review of a decision made by a reviewer. The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017, and in doing so works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.^{75,76}

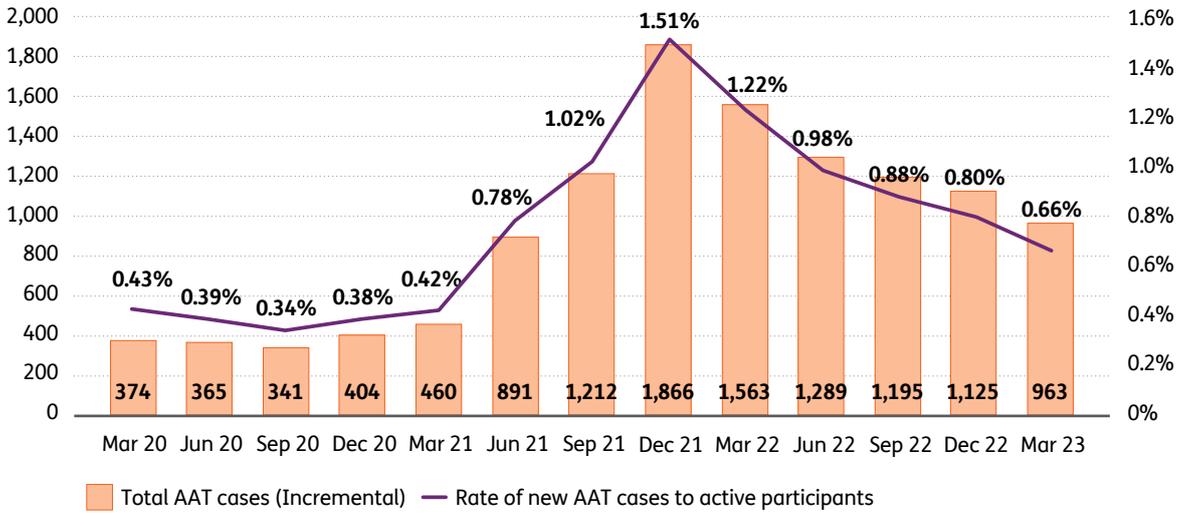
There were 963 new AAT cases in the March 2023 quarter, relating to 944 participants. The number of new AAT cases (as a proportion of active participants) has decreased steadily over the last five quarters after a significant increase in the year to 31 December 2021. The rate has decreased since the December 2021 peak of 1.51 per cent and in the March 2023 quarter the rate decreased further to 0.66 per cent.

While taking into consideration that each decision made in the AAT is merit-based (i.e. specific to the individual facts and circumstances of the particular case leading to a decision before the Tribunal), and thus not a legal precedent, the NDIA is constantly monitoring the issues emerging from its AAT decisions to further develop its policies in supporting a consistent and equitable approach to its funding packages under s34 of the Act and reasonable and necessary supports.

⁷⁵ As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

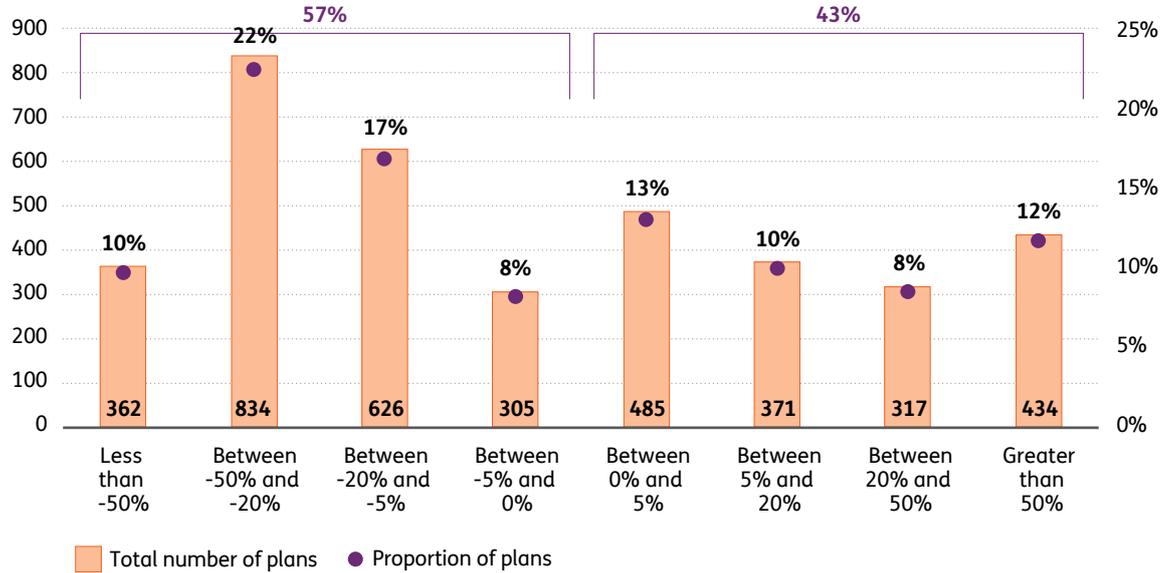
⁷⁶ Further information about the AAT process can be found on the AAT website: <https://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis/can-we-help>

Figure 54: Number and proportion of new AAT cases over time



There were 3,734 plan reassessments that led to an AAT case in the last year. In considering changes in the plan budgets for these plans resulting in an AAT case, 57 per cent had a decrease in plan budgets prior to applying to the AAT and 43 per cent had an increase.

Figure 55: Change in plan budgets for plans resulting in an AAT case received in the past 12 months (1 April 2022 to 31 March 2023)



There have been 12,138 AAT cases closed since the commencement of the NDIS. Of those cases, 11,860 were resolved before a hearing, with the remaining 278 progressing to a substantive hearing and receiving a decision on a substantive legal issue.

Figure 56: AAT cases by open/closed and decision

	Number of cases	Number of unique active participants ⁷⁷
AAT Cases	15,278	13,932
Open AAT Cases	3,140	3,105
Closed AAT Cases	12,138	11,122
Resolved before hearing	11,860	10,878
Gone to hearing and received a substantive decision	278	244

Of the cases no longer before the AAT, approximately 66 per cent were resolved by agreement, 29 per cent were withdrawn by the applicant or dismissed by the AAT and two per cent proceeded to a (substantive) hearing.⁷⁸

Of the cases that went to (substantive) hearing, the NDIA's original decision was:

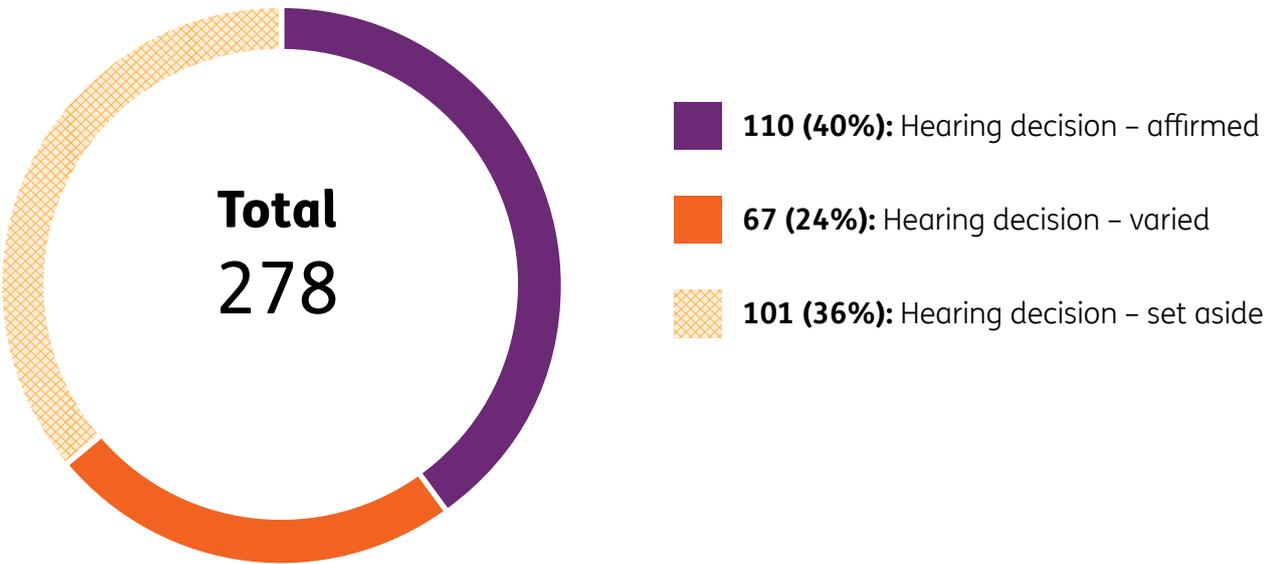
- **Affirmed in 110 cases (40%).** This means the NDIA's original decision was not changed.
- **Varied in 67 cases (24%).** This means the original decision was changed or altered in some way. As above, where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.
- **Set aside in 101 cases (36%).** This means the AAT agreed or partially agreed that the original decision was incorrect. The AAT either replaced the NDIA's original decision to some extent or sent the matter back to the Agency to make a new decision in accordance with specific instructions or recommendations. Where changes to the plan were made by the AAT, this did not necessarily relate to the whole plan. In many cases it was only part of the plan.

The NDIA is seeing an increasing number of cases proceeding to a (substantive) hearing in most recent quarters, which is consistent with the rising complexity in the multitude of supports being requested for review by applicants.

⁷⁷ As participants may have both open and closed cases, the unique active participants will not sum to the total.

⁷⁸ Less than 3 per cent of cases were related to applications for an extension of time which were declined by AAT or were not opposed by the Agency, matters over which AAT has no jurisdiction and reasons that were unspecified

Figure 57: AAT cases that have gone to hearing and received a substantive decision⁷⁹



Pathway from plan reassessments and first or short plans to RoRDs and AATs

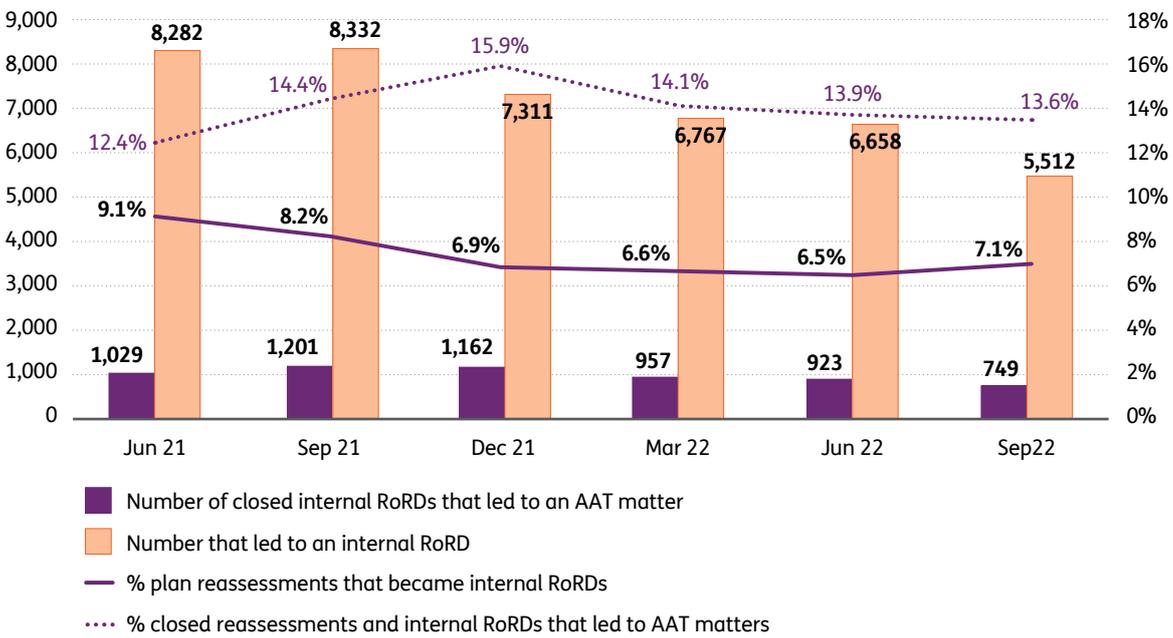
A participant may request a RoRD and then further appeal to the AAT. The following two figures show the pathway from plan reassessments to RoRDs and AAT cases between 1 April 2021 and 30 September 2022.

The proportion of RoRDs, arising from plan re-assessments as well as the proportion of AATs arising from RoRDs has been reducing in recent quarters:

- Plan reassessment related RoRDs have declined from a peak of **9.1%** (**8,282** RoRDs) in the June 2021 quarter to **7.1%** (**5,512** RoRDs) in the September 2022 quarter.
- Plan reassessment related AATs have declined from a peak of **15.9%** (**1,161** AATs) in the December 2021 quarter to **13.6%** (**749** AATs) in the September 2022 quarter.

⁷⁹ 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.

Figure 58: Pathway from plan reassessment to RoRDs and AAT between 1 July 2021 and 30 September 2022 at 31 March 2023



3.4 Participant satisfaction

Participant satisfaction has remained in line with previous quarters.

This quarter, 87 per cent of participants rated the Planning process as either good or very good, with a further eight per cent rating the experience as neutral. Eighty-one per cent of the participants in the quarter rated the Access process as either good or very good, 82 per cent rated the Pre-Planning process as either good or very good, and 69 per cent of participants rated the Plan Reassessment process as either good or very good. These results are based on 1,133 surveys at Access, 893 at Pre-Planning, 4,497 at Planning and 10,526 at Reassessment, which is 17,049 in total.

Satisfaction with the Plan Reassessment process has increased slightly, by one percentage point in the most recent quarter, following one percentage point decreases in the two prior quarters.

Figure 59: Rating of experience with the NDIS (1 October 2022 to 31 December 2022)

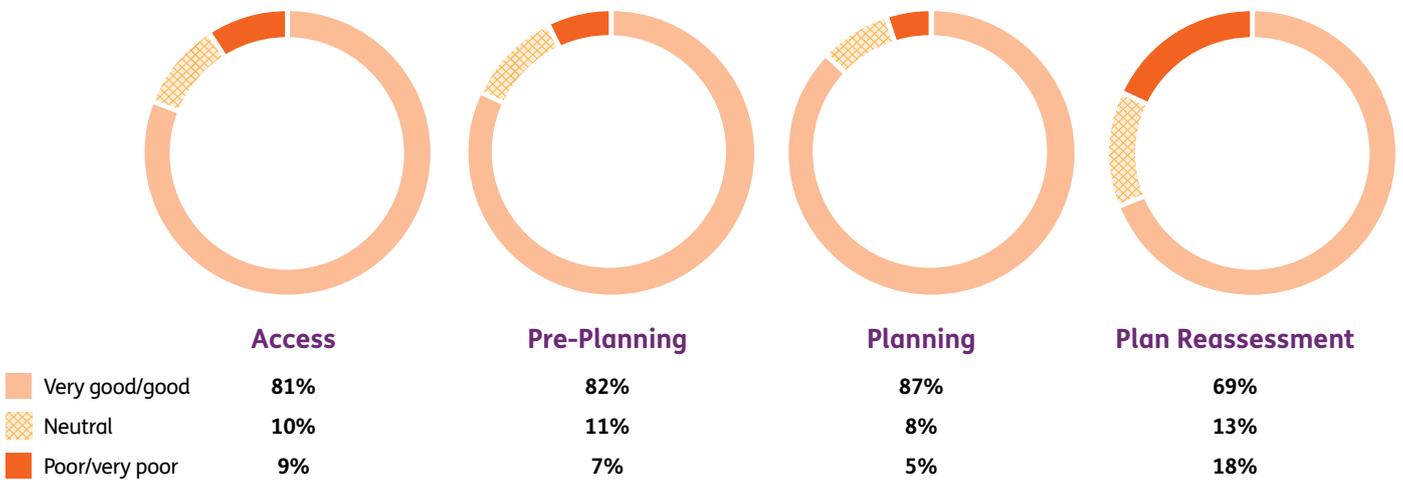
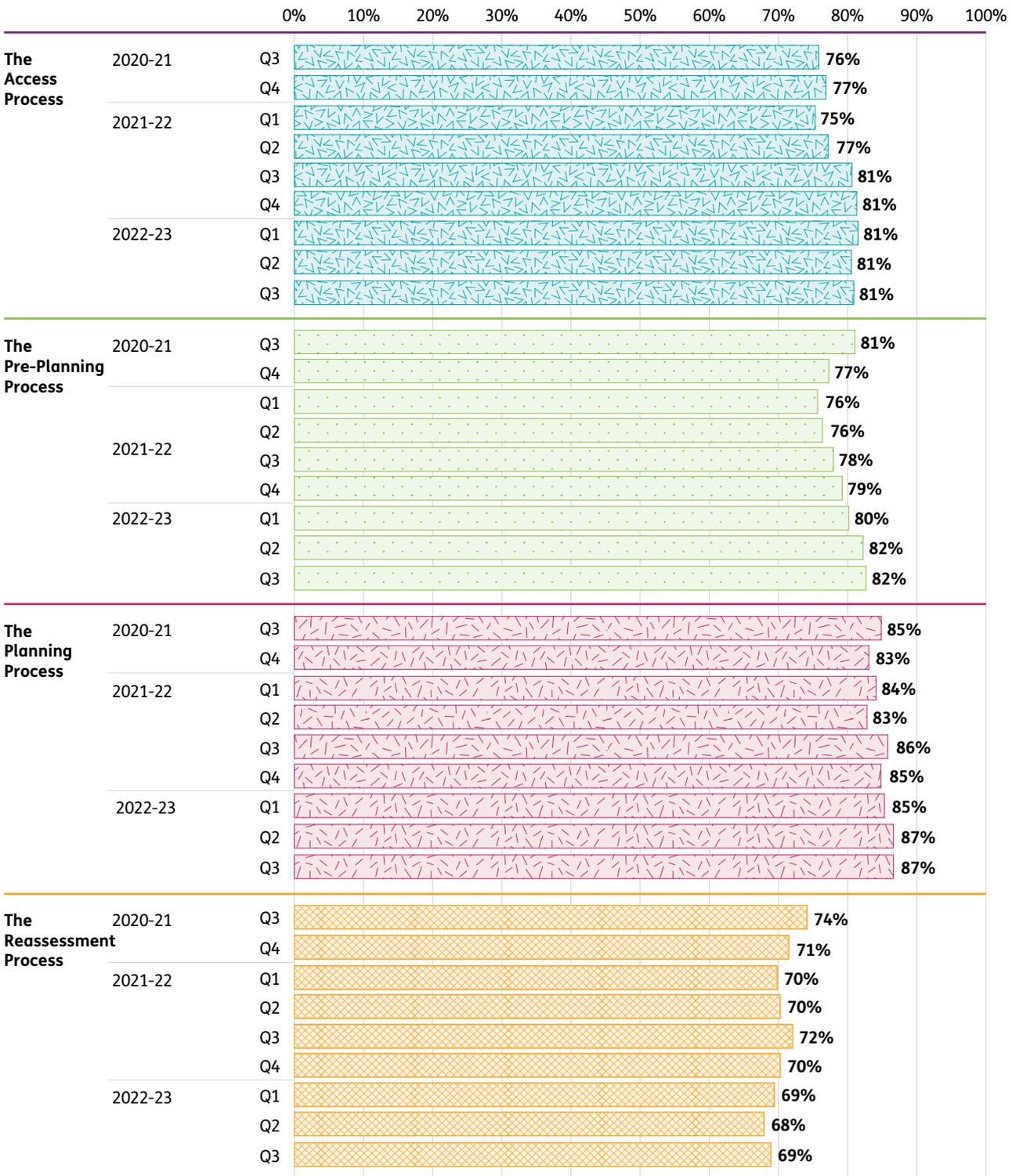


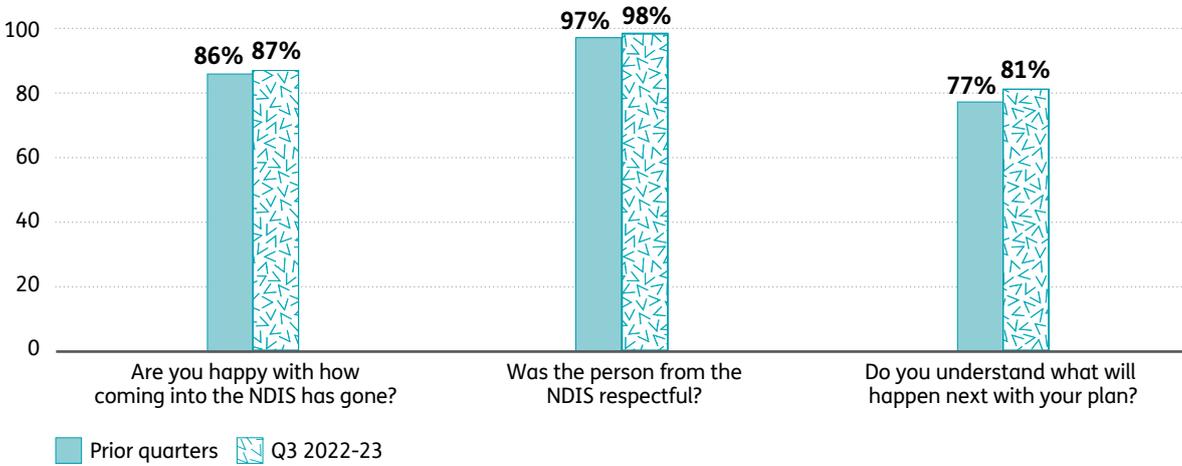
Figure 60: Trend of satisfaction across the pathway (% very good/good)⁸⁰



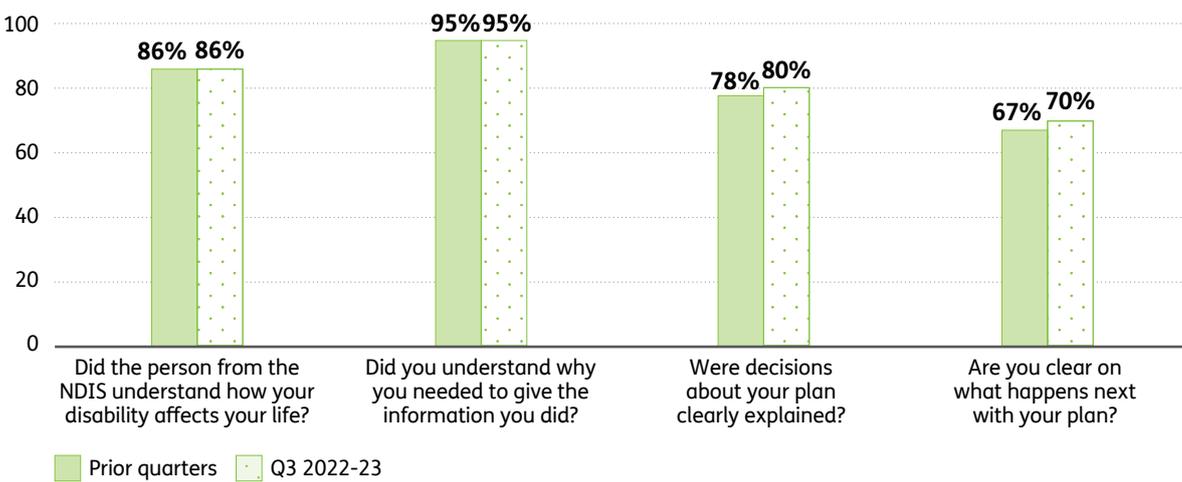
⁸⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Figure 61: Satisfaction across the four stages of the pathway⁸¹

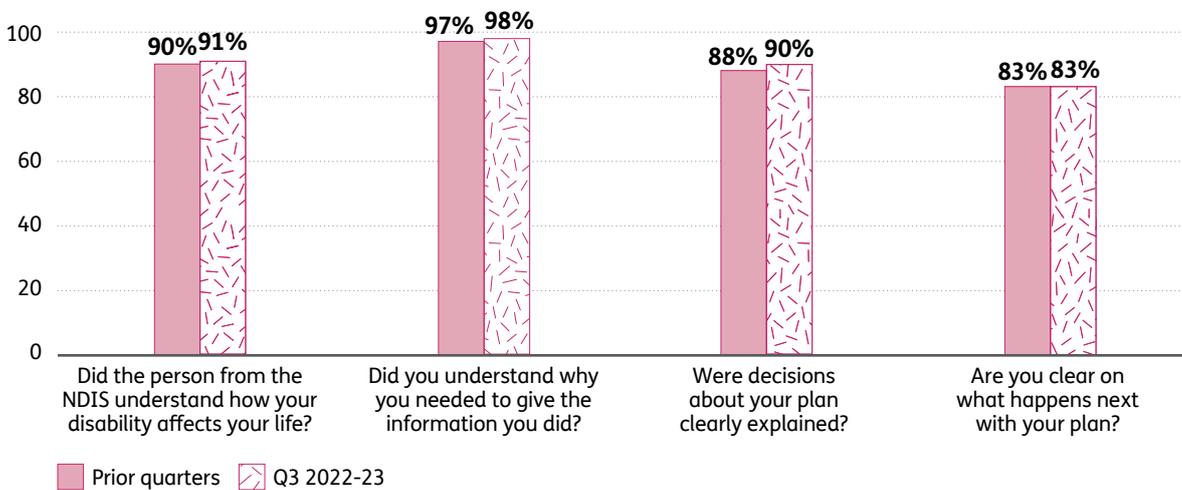
Stage One: Access



Stage Two: Pre-Planning



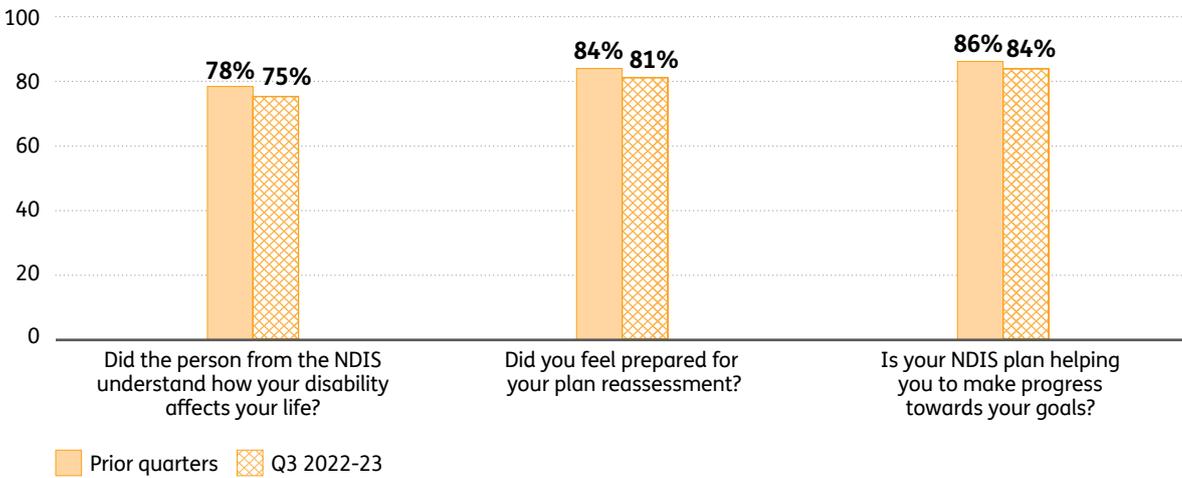
Stage Three: Planning



⁸¹ Prior quarters include responses from 1 October 2020.

Figure 61: Satisfaction across the four stages of the pathway⁸² cont.

Stage Four: Plan Reassessment



The surveys also include questions that provide further insights at each stage of the pathway.

The results (Figure 61) indicate that satisfaction for the March 2023 quarter is slightly more favourable than for prior quarters for most questions about the first three pathway stages, although satisfaction declined slightly in relation to Plan Reassessment.

For this quarter and historically, the percentage who have a clear understanding of what happens next with their plan in the first three steps of the participant pathway has been lower than the positive response rate for other questions. For example, at planning, 83 per cent were clear on what happens next with their plan (same as for prior quarters), lower than the 90–98 per cent responding positively to other questions about planning.

Participants surveyed responded very positively to questions on whether the person from the NDIS was respectful, and to understanding why they needed to provide the information they did.

⁸² Prior quarters include responses from 1 October 2020.

3.5 The NDIS National Contact Centre (NCC)

This quarter the NCC commenced implementation of a transformation to its contact centre operation. This includes the partial insourcing of contact centre staff, significant upgrading and retraining of staff skills and process reengineering. In Quarter 3, customer satisfaction and first contact resolution results remain high.

The agency maintains a service standard where our NCC will answer 80% of calls within 60 seconds. In the March quarter this service standard was at 45 per cent.

The NDIS NCC provides personal and high-quality services and information about the NDIS for people with disability, their family and carers, and service providers. Serco Citizen Services (Serco) have been delivering the NCC service since June 2018, operating from Dandenong and Newborough in Victoria.

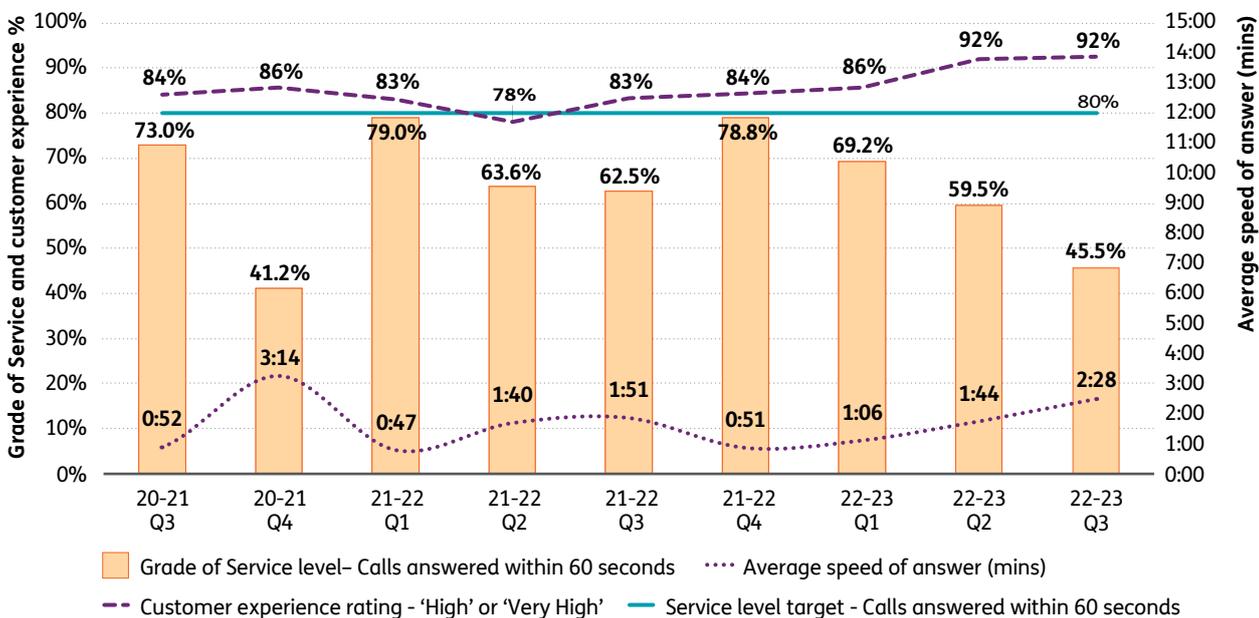
In Quarter 3 the NCC commenced implementation of the transformation strategy. The transformation is creating specialist teams to respond to service requests, supported by improved training and redesigned processes to improve first contact resolution. As part of the transformation, the most complex enquiries will be answered by NDIA staff. A partial insourcing of contact centre staffing is underway to support this, with roles commencing in Dandenong, Victoria in March 2023.

As part of the transformation the NDIA is also implementing a new contact centre technology platform which will enable integration with NDIA’s customer relationship management (CRM) system. The NDIA introduced a streamlined Interactive Voice Response (IVR) design in February 2023 to simplify and fast-track the caller experience.

In this quarter, first contact resolution improved to 86.2 per cent from the prior quarter’s result of 79.4 per cent based on post call survey responses. Customer experience remained consistently strong, with 92 per cent of post call survey respondents scoring their experience with the NCC as ‘High’ or ‘Very High’.

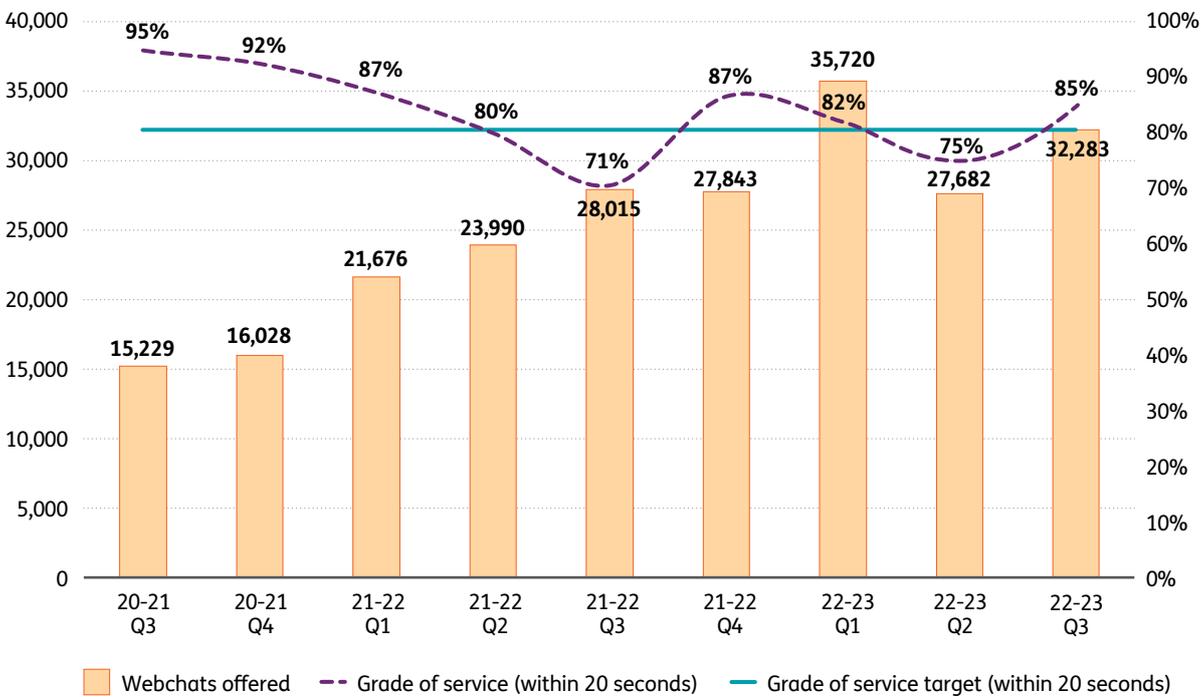
During the quarter call answering performance was impacted by higher-than-expected call demand and staff recruitment challenges at its outsourced partner. This resulted in lower telephony grade of service performance with 45.5 per cent of calls being answered within 60 seconds. The average speed of answer for the quarter was 2 minutes and 28 seconds and the NCC utilised “virtual hold” automatic call back functionality through this period thus removing the need to wait in queue sustaining strong customer satisfaction results. The outsourced contact centre has onboarded 37 additional staff with more recruitment underway.

Figure 62: Quarterly telephony grade of service, average speed of answer and customer experience results



The NCC’s webchat channel continues to see significant growth across the financial year to date, with 32,283 webchats offered for the quarter, increasing from 27,682 in Q2. Of the webchats received during the quarter, 85 per cent were answered within 20 seconds, above the target of 80 per cent.

Figure 63: Quarterly webchat grade of service and offered chat volume



Strong performance continues across email enquiries with 90.4 per cent of emails answered within two business days, email volumes have continued to grow, up nine per cent from Q2.



Surf's up for Hudson thanks to wave of support



There is nothing more precious to a parent than to watch their child grow up, be happy and live their best life.

So it is with Petrea, whose son, **Hudson**, 10, loves to surf with his mates at the Disabled Surfers Association (DSA) on the Gold Coast.

Hudson, who lives with cerebral palsy, has been surfing with the DSA since the age of 3, and while it is his favourite activity, Petrea says it was a challenging time before the NDIS entered their lives.

“I was acting more as a carer than a parent,” Petrea said. “It was exhausting. Being able to watch him in the surf now is just wonderful.”

Petrea is part of the three-fold increase in families and carers who say the NDIS has helped them to better care for their family member (over 5 years in the Scheme).

Apart from his support workers, Hudson also has other help including physiotherapy, occupational therapy and speech pathology sessions.

“All these supports help to make him feel like a regular kid who can more easily participate and access community activities,” Petrea said.

The DSA is a volunteer organisation that hosts several surfing meets a year and has 19 branches across Australia. National and Gold Coast DSA president Ian Gay says the aim of the group is to “put smiles on dials” by taking people of all disabilities out for a surf.

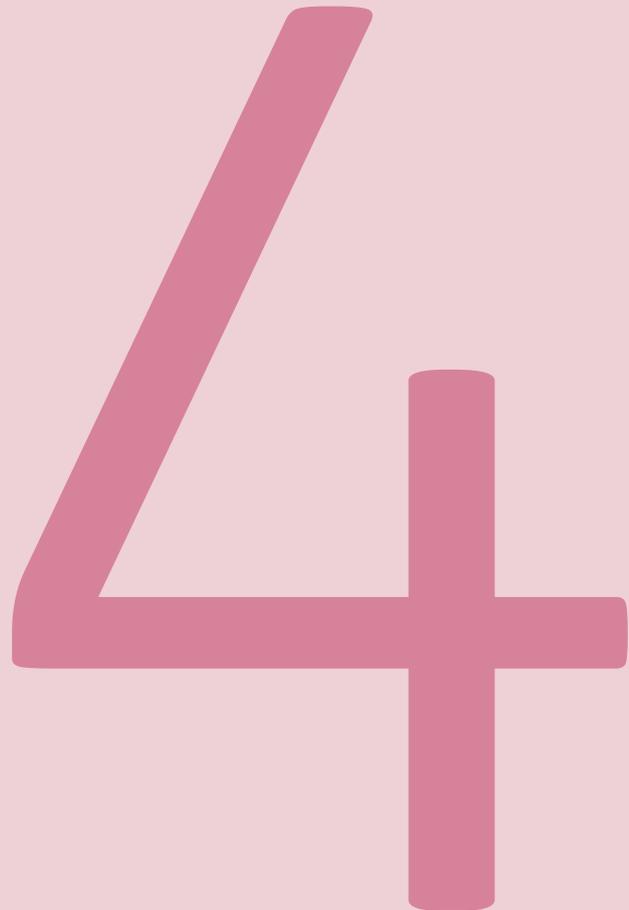
“It gives people like Hudson a chance to feel a part of society, a part of something bigger,” Ian said.

“When he first came surfing with us, Hudson was a shy little boy, but he’s now a big part of our surfing family, as are all the parents, carers and volunteers.”

“I always love a good sausage sizzle after a surf,” Hudson said. “Tomato sauce, hold the onions.”

Section four:

Providers and the growing market





The provider market continues to grow.

4.1 Support categories

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

\$32.9bn in support has been provided in the 12 months to 31 March 2023.⁸³ The largest support categories are core daily activities (53 per cent of total payments), core social and community participation (21 per cent of total payments), and capacity building daily activities (therapy services) (13 per cent of total payments). Core daily activities includes participants in SIL. \$8.3bn of the \$17.5bn payments on core daily activities in the 12 months to 31 March 2023 was for payments for participants in SIL.

Figure 64: Total payments from 1 April 2022 to 31 March 2023

Support Category	Total payments (in \$m)	% of total payments
Core – daily activities	17,525	53.2%
Core – community	6,818	20.7%
Core – consumables & transport	1,369	4.2%
Capacity building – daily activities ⁸⁴	4,122	12.5%
Capacity building – other	2,091	6.4%
Capital	992	3.0%
Total⁸⁵	32,923	100.0%

⁸³ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$34.0 billion.

⁸⁴ Includes therapy services.

⁸⁵ Total includes \$7m of payments with no support category.

Over the last two years, payments have grown by 52 per cent (from \$5.8bn in the March 2021 quarter to \$8.9bn in the March 2023 quarter). Payments have grown substantially across the support categories, most notably for core social and community participation (growing by 89 per cent over the period).

This is consistent with one of the main goals of the Scheme to increase social and community participation. The percentage breakdown by support category has remained relatively stable, noting that core daily activities has decreased from 56 per cent to 53 per cent, while core social and community participation has increased from 18 per cent to 22 per cent.

Figure 65: Total payments (in \$m and %) per quarter – all participants

Support category	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23
Core – daily activities	3,267	3,733	3,506	3,627	3,884	4,066	4,285	4,455	4,718
Core – community	1,028	1,177	1,163	1,246	1,266	1,447	1,639	1,792	1,939
Core – consumables & transport	291	293	319	304	309	331	343	338	357
Capacity building – daily activities	678	829	854	873	805	968	1,050	1,065	1,040
Capacity building – other	368	418	443	447	434	490	523	528	549
Capital	186	183	200	208	190	238	256	249	249
Total	5,818	6,634	6,488	6,707	6,890	7,542	8,097	8,430	8,855

Support category	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23
Core – daily activities	56%	56%	54%	54%	56%	54%	53%	53%	53%
Core – community	18%	18%	18%	19%	18%	19%	20%	21%	22%
Core – consumables & transport	5%	4%	5%	5%	4%	4%	4%	4%	4%
Capacity building – daily activities	12%	12%	13%	13%	12%	13%	13%	13%	12%
Capacity building – other	6%	6%	7%	7%	6%	7%	6%	6%	6%
Capital	3%	3%	3%	3%	3%	3%	3%	3%	3%
Total	100%								

Payments for participants receiving SIL supports have also grown over the last two years from \$2.0bn in the March 2021 quarter to \$3.1bn in the March 2023 quarter. The SIL component (core daily activities) of the plan represents approximately 77 per cent of total payments.

Figure 66: Total payments (in \$m and %) per quarter – participants in SIL

Support Category	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23
Core – daily activities	1,633	1,632	1,649	1,634	1,813	1,824	1,944	2,107	2,382
Core – community	222	257	245	262	264	304	341	378	427
Core – consumables & transport	24	24	27	26	27	28	32	33	38
Capacity building – daily activities	37	43	44	47	43	51	56	61	65
Capacity building – other	55	64	67	67	66	78	85	91	98
Capital	45	45	45	53	50	56	65	64	71
Total	2,017	2,066	2,080	2,090	2,264	2,342	2,526	2,737	3,082

Support Category	Mar 21	Jun 21	Sep 21	Dec 21	Mar 22	Jun 22	Sep 22	Dec 22	Mar 23
Core – daily activities	81%	79%	79%	78%	80%	78%	77%	77%	77%
Core – community	11%	12%	12%	13%	12%	13%	14%	14%	14%
Core – consumables & transport	1%	1%	1%	1%	1%	1%	1%	1%	1%
Capacity building – daily activities	2%	2%	2%	2%	2%	2%	2%	2%	2%
Capacity building – other	3%	3%	3%	3%	3%	3%	3%	3%	3%
Capital	2%	2%	2%	3%	2%	2%	3%	2%	2%
Total	100%								

4.2 Plan management types

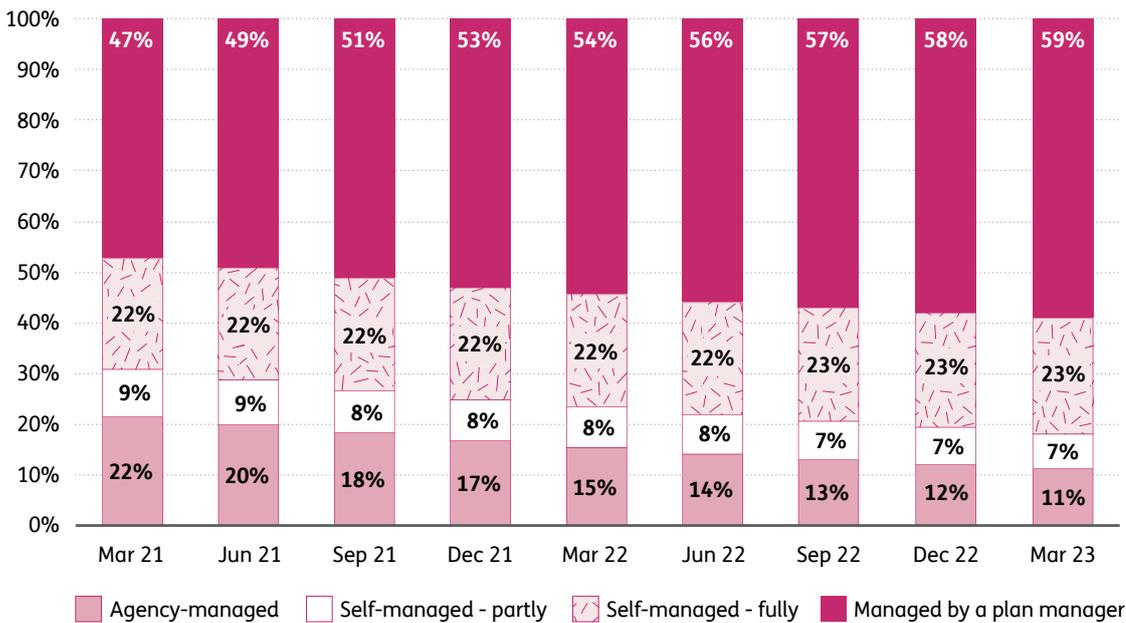
There has been a significant shift in plan management, with an increasing number of participants choosing to use a plan manager rather than have the Agency manage their plan.

Over the past two years, the proportion of participants who:

- **Self-manage all or part of** their plan has been stable at about **30%**
- Use a **plan manager** has increased from **47%** to **59%**
- Have an **Agency-managed** plan has decreased from **22%** to **11%**.

Many participants who have entered the Scheme in more recent years have chosen to use a plan manager for most or some of their supports compared with participants who joined the Scheme earlier. This is a key driver of the increase in the number of participants with plan managers.

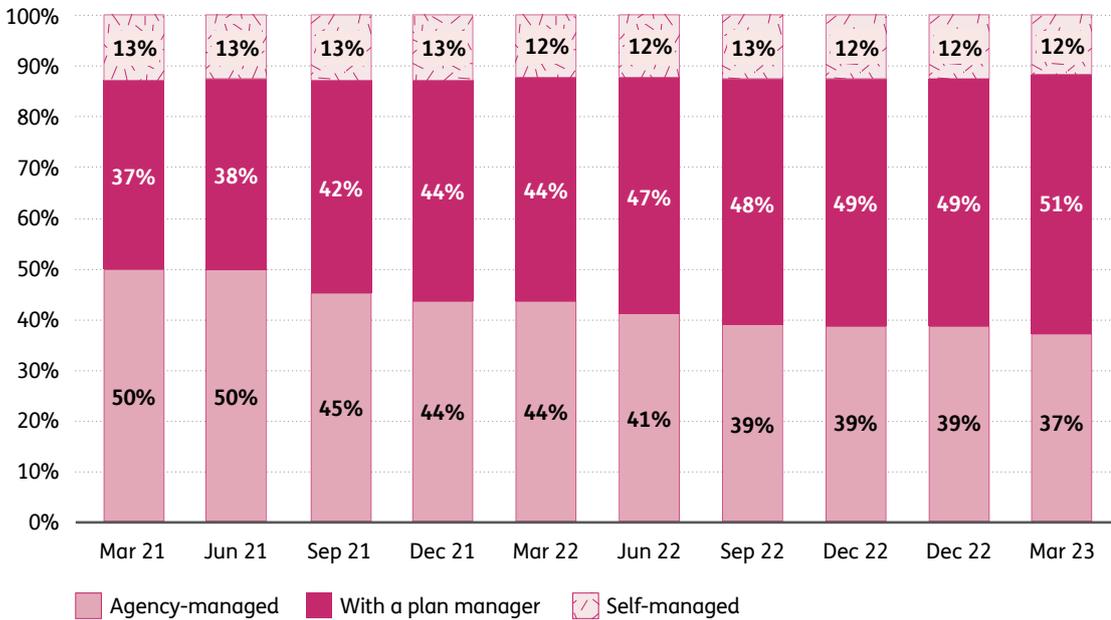
Figure 67: Distribution of active participants by method of financial plan management over time cumulatively – all participants



Out of 160,210 active providers in the third quarter of 2022–23, 8,970⁸⁶ providers provided support to Agency-managed participants and 159,442⁸⁷ providers provided support to plan-managed participants.⁸⁸ There have also been changes in payments over the past two years across these three plan management types:

- **Self-management** has remained between **12%** and **13%**
- Payments managed by a **plan manager** have increased from **37%** to **51%**
- **Agency-managed** payments decreased from **50%** to **37%**.

Figure 68: Distribution of incremental payments by method of financial plan management over time – all participants



⁸⁶ The number does not include plan managers who received only payment for plan management fees.

⁸⁷ The number includes plan managers who are providing Agency-managed supports.

⁸⁸ A plan manager may provide support to both Agency-managed and plan-managed participants. There is an overlap of 8,202 providers between these categories and the number of active providers by plan management type add up to more than 100 per cent.

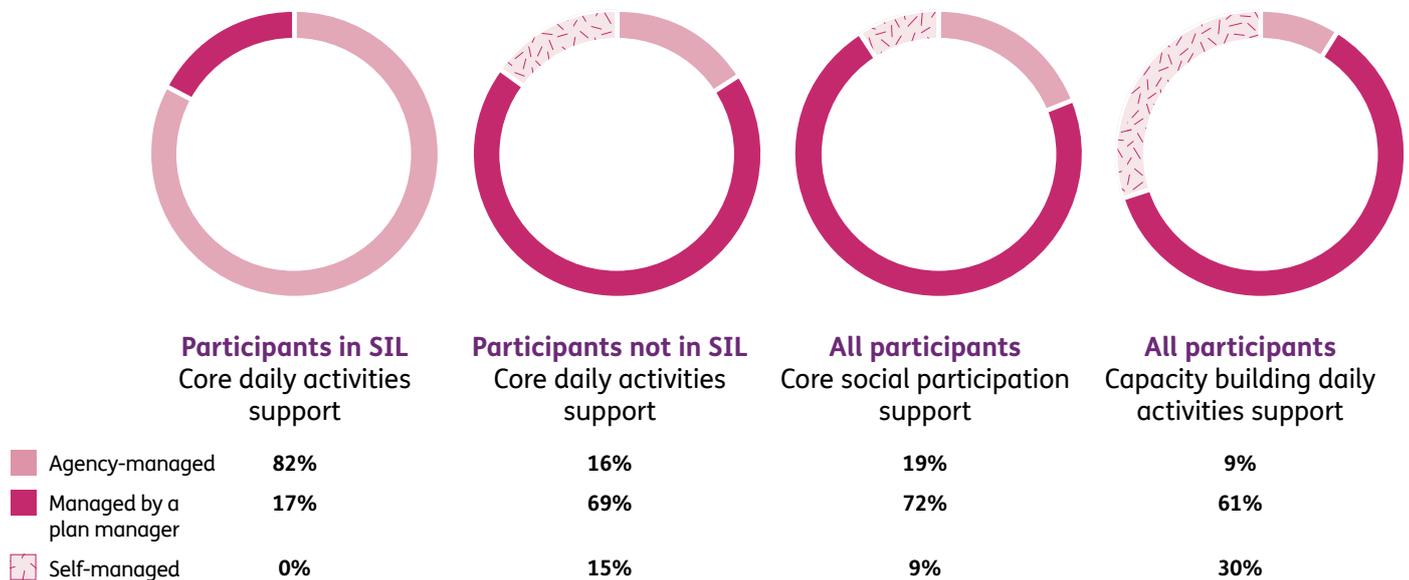
Section four: Providers and the growing market

In the third quarter of 2022–23, of the \$8.9bn in payments, \$1.0bn was self-managed (12 per cent), \$4.5bn was managed by a plan manager (51 per cent), and \$3.3bn was Agency-managed (37 per cent).⁸⁹

The proportion of payments self-managed, managed by a plan manager, and Agency-managed differs by support category. In the third quarter of 2022–23:

- Payments for **participants in SIL receiving core daily activities support** were **\$2.4bn**. Of this, \$2m was self-managed (**less than 1%**), \$415m was managed by a plan manager (**17%**), and \$2.0bn was Agency-managed (**82%**).
- Payments for **participants not in SIL receiving core daily activities support** were **\$2.3bn**. Of this, \$342m was self-managed (**15%**), \$1.6bn was managed by a plan manager (**69%**), and \$376m was Agency-managed (**16%**).
- Payments for **participants receiving core social participation support** were **\$1.9bn**. Of this, \$176m was self-managed (**9%**), \$1.4bn was managed by a plan manager (**72%**), and \$373m was Agency-managed (**19%**).
- Payments for **participants receiving capacity building daily activities support (therapy supports)** were **\$1.0bn**. Of this, \$315m was self-managed (**30%**), \$632m was managed by a plan manager (**61%**), and \$93m was Agency-managed (**9%**).

Figure 69: Payments for the largest support categories by plan management type for Q3 2022–23



⁸⁹ Includes cash and in-kind payments.

Figure 70: Total payments in Q3 2022–23 by plan management type (\$m)

	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities – SIL	1,965	415	2	2,382
Daily activities – non-SIL	376	1,619	342	2,336
Social & community participation	373	1,391	176	1,939
Consumables	12	98	45	155
Transport	89	6	106	201
Total core support	2,815	3,529	671	7,015
Capacity building				
Daily activities	93	632	315	1,040
Support coordination	150	80	4	234
Other capacity building support	109	182	24	315
Total capacity building support	352	894	343	1,589
Capital				
Specialist disability accommodation	58	1	0	59
Assistive technology	42	89	30	161
Home modifications	7	17	5	30
Total capital	108	106	35	249
Total	3,277	4,529	1,049	8,855

Figure 71: Total payments in Q3 2022–23 by plan management type (%)

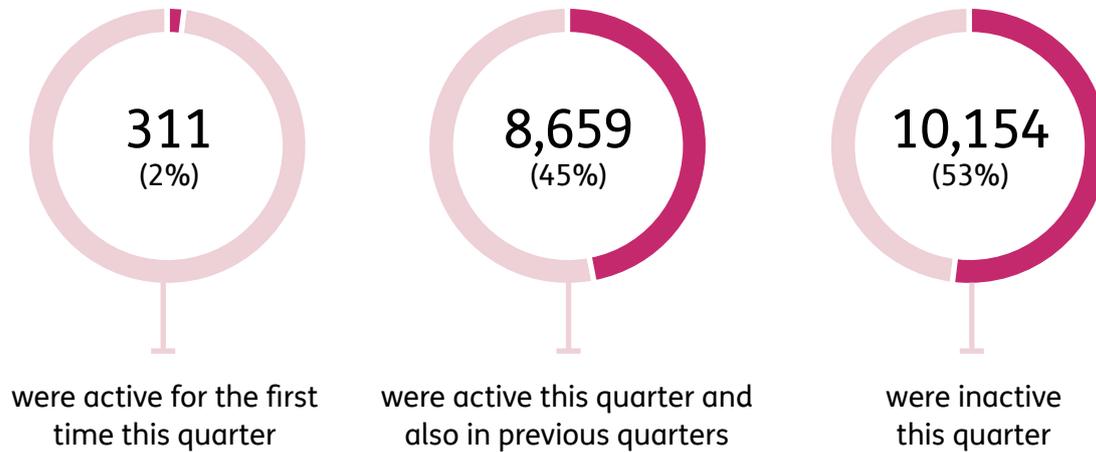
	Agency-managed	With a plan manager	Self-managed	Total
Core support				
Daily activities – SIL	82%	17%	0%	100%
Daily activities – non-SIL	16%	69%	15%	100%
Social & community participation	19%	72%	9%	100%
Consumables	8%	63%	29%	100%
Transport ⁹⁰	44%	3%	53%	100%
Total core support	40%	50%	10%	100%
Capacity building				
Daily activities	9%	61%	30%	100%
Support coordination	64%	34%	2%	100%
Other capacity building support	35%	58%	8%	100%
Total capacity building support	22%	56%	22%	100%
Capital				
Specialist disability accommodation	99%	1%	0%	100%
Assistive technology	26%	55%	18%	100%
Home modifications	25%	57%	18%	100%
Total capital	43%	43%	14%	100%
Total	37%	51%	12%	100%

⁹⁰ The proportion of plan-managed Transport payments of 3% is lower than other support categories because the fortnightly cash transport payments are paid directly to participants' bank accounts, irrespective of their management type, and are therefore considered a self-managed payment.

4.3 Providers supporting Agency-managed participants

While there has been a shift to participants using plan managers, there has also been an increase in the number of providers supporting Agency-managed participants.

Since the start of the Scheme, 19,124 providers have supported Agency-managed participants.^{91,92} Of these:



The largest ten providers supporting Agency-managed participants received \$432m in the March 2023 quarter, which was 13 per cent of the total payments to providers supporting Agency-managed participants. These providers also received \$103m in the March 2023 quarter from plan managers (for participants with a plan manager). Additional payments may have also been received by these providers from self-managed participants.

Figure 72: Largest ten providers by total payments in Q3 2022–23 (Agency-managed)

ABN	Legal name	Total payment amount (\$m)	Total payments received from Plan Managers for plan managed supports (\$m)	Total payments (\$m)
73628264460 ⁹³	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	88	16	104
15101252171	Life Without Barriers	84	17	101
31001813403 ⁹⁴	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	70	13	84
45000062288	Cerebral Palsy Alliance	35	6	42
87302064152	The Northcott Society	33	8	41
80009670704	Endeavour Foundation	29	11	40
27009942269	CPL – Choice, Passion, Life	25	12	38
49133306902	Achieve Australia Limited	23	3	26
29001260153	The Disability Trust	22	8	30
40120240686	Multicap Limited	21	7	28
Total for largest 10 providers		432	103	535

91 Self-managed participants and participants with a plan manager can use unregistered providers, and hence the total number of providers supporting participants will be higher than 19,124. Further, some of the 10,154 inactive providers in the quarter will be supporting participants with a plan manager or who self-manage.
 92 The total excludes 509 providers who received only plan management fees. These 509 providers are included in the tables in appendices as they received payments directly from the Agency.
 93 In addition, the following additional ABN for this provider are also included in this analysis – 63004280871 and 35002507655.
 94 In addition, the following additional ABNs for this provider are also included in this analysis – 59032986751 and 86628265387.

4.4 Plan managers

The number of plan managers in the Scheme continues to grow as more participants choose to use plan managers.

Provider types

Participants supported by plan managers can use registered or unregistered providers. Unregistered providers are used for more "general" support items which are not necessarily disability specific and can be considered more readily available. For the 12 months to 31 March 2023:

- An unregistered provider was used less frequently and has a higher proportion of one-off payments (i.e. the unregistered provider is only used once). On average the frequency of one-off payments was approximately five times lower for registered providers.
- An unregistered provider has a lower average payment amount where the average amount received was approximately 27% of that of a registered provider.

Payment characteristics

In the third quarter of 2022–23, 159,442 providers have supported plan-managed participants out of which 13,585 were registered at some point during the quarter.⁹⁵

Payments to plan managers were \$4.5bn in the March 2023 quarter. Of this \$4.5bn, \$127m was for the plan management services, and the remainder of \$4.4bn was for plan managers to pay service providers on behalf of participants.

Participants supported by plan managers can use registered or unregistered providers. Across all plan managers, 58 per cent of the \$4.4bn total plan managed payments in the March 2023 quarter (not including plan management fees) were paid to registered providers, 41 per cent of plan-managed payments were paid to unregistered providers and one per cent of plan-managed payments were paid to providers with unknown registration. The percentages differ by support category:

- Of the **\$415 million** in payments for **daily activities for participants in SIL**, **74%** went to registered providers, **26%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$1.6 billion** in payments for **daily activities for participants not in SIL**, **48%** went to registered providers, **51%** went to unregistered providers and **1%** went to providers with unknown registration.
- Of the **\$1.4 billion** in payments for **social and community participation**, **61%** went to registered providers, **39%** went to unregistered providers and **less than 1%** went to providers with unknown registration.
- Of the **\$632 million** in payments for **capacity building daily activities (therapy services)**, **58%** went to registered providers, **41%** went to unregistered providers and **1%** went to providers with unknown registration.

⁹⁵ Registration status of a provider may move between registered and unregistered over the quarter.

Figure 73: Split of payments by support category and provider registration in Q3 2022–23 – plan managers (\$m)⁹⁶

	Payments to registered providers (\$m)	Payments to unregistered providers (\$m)	Payments to providers with unknown registration (\$m)	Total (\$m)
Core support				
Daily activities – SIL	307	107	1	415
Daily activities – non-SIL	781	821	17	1,619
Social and community participation	842	544	5	1,391
Consumables and transport	70	25	10	104
Total core support	2,000	1,496	33	3,529
Capacity building				
Daily activities	368	258	6	632
Support coordination	48	32	0	80
Other capacity building support	34	20	1	55
Total capacity building support	450	311	6	767
Capacity supports				
Specialist disability accommodation	1	0	0	1
Assistive technology	80	8	1	89
Home modifications	9	8	0	17
Total capital supports	89	16	1	106
Total	2,539	1,823	40	4,402

Figure 74: Split of payments by support category and provider registration in Q3 2022–23 – plan managers (%)

	Payments to registered providers (%)	Payments to unregistered providers (%)	Payments to providers with unknown registration (%)	Total (%)
Core support				
Daily activities – SIL	74%	26%	0%	100%
Daily activities – non-SIL	48%	51%	1%	100%
Social and community participation	61%	39%	0%	100%
Consumables and transport	67%	24%	9%	100%
Total core support	57%	42%	1%	100%
Capacity building				
Daily activities	58%	41%	1%	100%
Support coordination	60%	40%	0%	100%
Other capacity building support	62%	37%	1%	100%
Total capacity building support	59%	40%	1%	100%
Capacity supports				
Specialist disability accommodation	100%	0%	0%	100%
Assistive technology	90%	9%	1%	100%
Home modifications	52%	47%	1%	100%
Total capital supports	84%	15%	1%	100%
Total	58%	41%	1%	100%

⁹⁶ Excludes \$127m paid to plan managers for plan management services.

Although only 42 per cent of plan-managed payments went to unregistered providers, the market of unregistered providers is large, which means there are many providers receiving smaller total payments. Although only eight per cent of providers paid through plan managers are NDIS registered providers, they represent 58 per cent of total payments in the quarter. Further, 29 per cent of NDIS registered providers received over \$100k in NDIS funding for the quarter, compared to only two per cent of unregistered providers receiving over \$100k in funding.

Figure 75: Number of providers servicing participants through a plan manager in Q3 2022–23

Payment band in quarter	Number of providers – plan-managed		Proportion of total payments in quarter	
	NDIS registered ⁹⁷	Unregistered ⁹⁸	NDIS registered ⁹⁷	Not registered ⁹⁸
1. Less than \$1k	1,025	46,268	0%	1%
2. \$1k to \$10k	3,371	64,128	1%	13%
3. \$10k to \$100k	5,188	33,388	8%	47%
4. \$100k to \$1m	3,472	2,414	44%	32%
5. More than \$1m	529	63	48%	7%
Total	13,585	146,261	\$2,539m	\$1,823m
Percentage	8%	92%	58%	42%

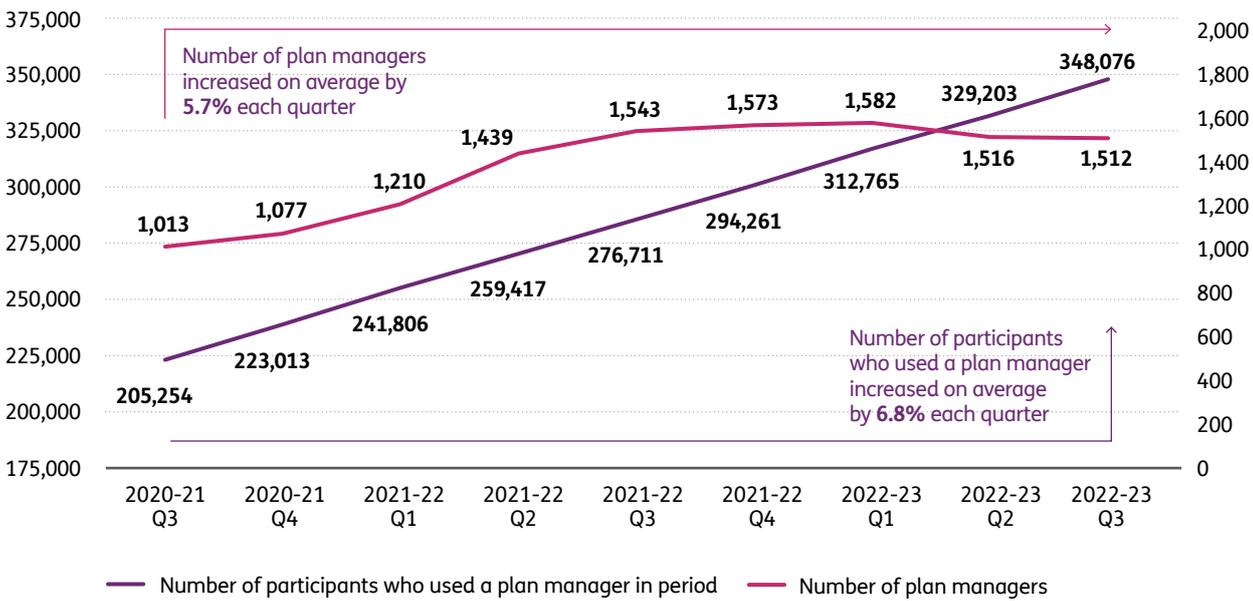
Over the past nine quarters, the number of plan managers has increased from 1,013 at 2020–21 Q3 to 1,516⁹⁹ at 2022–23 Q2 before reducing over the last quarter to 1,512, an overall quarterly average increase of 5.1 per cent. Over the same time period, the number of participants being supported by plan managers has increased from 205,254 to 348,076 – a quarterly average increase of 6.8 per cent. This indicates that while new plan managers are entering the market, increasing the number of plan managers from which participants can choose from, many plan managers are also expanding as the ratio of participants to providers has increased.

97 Registration status is determined as at posting date of payment. Some providers may be counted more than once if they changed registration status during the quarter.

98 \$40m of payments made to providers with “unknown” registration status have not been included in this table.

99 The historical number of plan managers takes into account any revisions in their registration status.

Figure 76: Participants and providers with a plan manager by quarter – all participants¹⁰⁰



The largest ten plan managers received \$1.7bn payments in the March 2023 quarter, which is 38 per cent of total plan managed payments in the quarter. The split between registered and unregistered providers is largely consistent between the largest providers.

Figure 77: Payments by provider registration for the largest ten plan managers by payments in Q3 2022–23 (% and \$m)

ABN	Provider name	Payments to registered providers	Payments to unregistered providers	Payments to providers with unknown registration	Payments to plan managers	Total Payment amount (\$m)
52617963676	My Plan Manager.com.au Pty Ltd	56%	40%	1%	3%	407
54609868993	Plan Management Partners Pty Ltd	57%	39%	1%	3%	336
24619787692	National Disability Support Partners Pty	61%	36%	0%	3%	214
62149233634	Integrated Care Pty Ltd	56%	40%	1%	3%	131
16621969337	Peak Plan Management Pty Ltd	60%	37%	0%	3%	131
92622499898	Leap In! Australia Ltd	48%	49%	0%	3%	115
69624874219	Maple Plan Pty Ltd	54%	43%	0%	3%	106
22729829472	Moira Limited	60%	37%	1%	2%	98
69615948019	Plan Tracker Pty Ltd	57%	38%	2%	4%	94
18620281209	Instacare Pty Ltd	51%	44%	2%	3%	91
Total largest 10 plan managers						1,722

¹⁰⁰ The historical number of plan managers takes into account any revisions in their registration status.

4.5 Supported Independent Living (SIL)

\$3.1 billion of SIL supports was provided in the third quarter of 2022–23.

Total payments to participants in SIL have increased by 21 per cent annually over the last three years, from \$6.1bn to \$10.7bn. The number of participants has also increased from 22,842 at 31 March 2020 to 31,368 at 31 March 2023.

The average payment per participant for SIL supports has also increased, and comprises a large component of the total average payment for participants in SIL (noting that participants in SIL also receive other supports, such as core support for community participation, employment, and capacity building). The average payment per participant for SIL supports (core daily activities) has increased by seven per cent annually over the last three years.

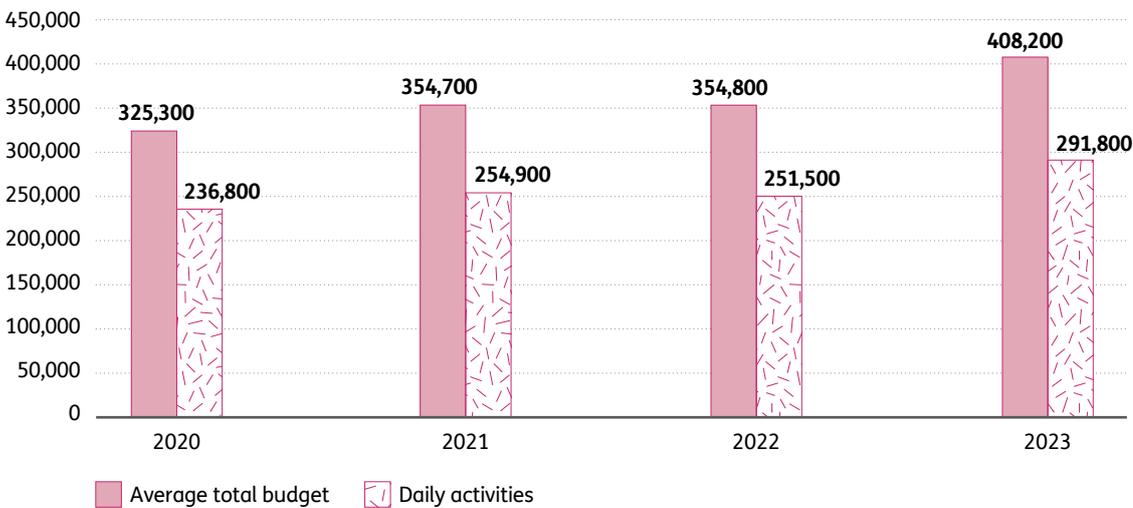
Figure 78: Number of participants and payments for years ending 31 March – participants in SIL¹⁰¹

Year	2019	2020	2021	2022	2023	% increase (per annum)
Active participants	19,329	22,842	24,201	26,122	31,368	11%
Total payments (\$m)		6,094	7,730	8,500	10,687	21%
Average payment (\$)		289,000	328,700	337,800	371,800	9%
Total payments – core daily activities (\$m)		4,922	6,286	6,728	8,257	19%
Average payment – core daily activities (\$)		233,400	267,200	267,400	287,300	7%

In addition to payments, average plan budgets for participants in SIL have also increased over time, including the component of the plan budget for SIL supports (core support for daily activities). Specifically, there was an 8 per cent per annum (or 25 per cent overall) increase in average plan budgets, and a 7 per cent per annum (or 23 per cent overall) increase in the average daily activities component of the plan budgets over the three years to 31 March 2023.

¹⁰¹ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying participants in SIL leading to a restatement in the number of participants in SIL from July 2020 to April 2022. Given the basis for identifying participants in SIL has changed since July 2020, the comparison between 2020 and 2019 is not entirely on a like for like basis.

Figure 79: Average plan budgets over time for years ending 31 March – participants in SIL (\$)



The top ten providers of participants identified as receiving SIL (by payment volumes) are listed in the table below along with the total payments received for SIL supports in the last three years¹⁰², noting that these providers receive payments for other supports in addition to SIL.

Figure 80: Largest ten providers and core daily activities payments in years ending 31 March – participants in SIL¹⁰³

Provider ABN*	Provider name	Core daily activities payments (\$m)		
		2021	2022	2023
73628264460 ¹⁰⁴	Home@Scope Pty Ltd / Scope (Aust) Ltd / Disability Services Australia Limited	119	274	325
15101252171	Life Without Barriers	220	280	288
31001813403 ¹⁰⁵	Aruma Services / Aruma Services Victoria / Aruma Foundation / House With No Steps	231	259	267
45000062288	Cerebral Palsy Alliance	112	113	115
87302064152	The Northcott Society	120	127	115
80009670704	Endeavour Foundation	100	90	91
27009942269	CPL – Choice, Passion, Life	72	72	78
49133306902	Achieve Australia Limited	79	70	77
29001260153	The Disability Trust	73	72	74
37020000711 ¹⁰⁶	Minda Incorporated / Minda Housing Limited	74	72	74
Total largest 10 providers		1,201	1,429	1,504

*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The top three providers listed in particular have had growth in participants that relate to former Victorian in-kind participants. These arrangements were “cashed out” in 2020–21 and hence these transferred to non-government providers.

¹⁰² Includes plan-managed participants where the data is available identifying the support provider rather than payee (i.e. the plan manager for plan-managed payments). This data is complete for the 2022 and 2023 years, but is not complete for earlier years. This may mean payments to these providers are understated in earlier years where payments received via another payee are not traced to this provider.

¹⁰³ This analysis does not include in-kind payments. However, analysis of in-kind shows that two State governments have received in-kind offsets in the 2021–22 year that are comparable to the top 10 cash providers as follows: (1) Queensland \$146m and (2) South Australia \$128m.

¹⁰⁴ In addition, the following additional ABN for this provider is included in this analysis – 63004280871 and 35002507655.

¹⁰⁵ In addition, the following additional ABNs for this provider are also included in this analysis – 59032986751 and 86628265387.

¹⁰⁶ In addition, the following additional ABN for this provider is included in this analysis – 49622248908.

4.6 Specialist Disability Accommodation (SDA)

The total number of enrolled SDA dwellings continues to increase.

The number of active participants with SDA supports has increased by 18 per cent annually over the last three years, reaching 22,680 as at 31 March 2023. The average plan budgets for SDA supports have also increased by around 12 per cent per annum, leading to an increase in total SDA supports in participant plans by around 31 per cent per annum, from \$156 million as at 31 March 2020 to \$353 million as at 31 March 2023.

Total SDA payments have increased by 36 per cent annually over the last three years, from \$90 million to \$228 million.¹⁰⁷ The average SDA payments per participant have also increased, by 14 per cent per annum.

Figure 81: Number of participants, plan budgets and payments for years ending 31 March – participants with SDA supports¹⁰⁸

Year	2020	2021	2022	2023	% increase (per annum)
Active participants with SDA funding	13,944	15,842	17,693	22,680	18%
Total SDA supports (\$m)	156	197	248	353	31%
Average SDA supports (\$)	11,182	12,466	14,040	15,583	12%
Total SDA payments (\$m)	90	133	166	228	36%
Average SDA payments (\$)	7,689	8,955	9,872	11,282	14%

¹⁰⁷ SDA provider payments have not been handled in a timely fashion due to issues with service bookings. This has resulted in a large backlog of payments. To address the problem, the NDIA has introduced a new SDA line item from 1 July 2022 to ensure providers have an easier way to claim for services delivered to participants. The NDIA has also addressed historic outstanding SDA payments by making off-system payments to providers directly. The \$228m total SDA payments made in the year ending on 31 March 2023 includes off-system payments of \$10.5 million made in June 2022.

¹⁰⁸ A proportion of Participants with SDA funding may never use their SDA funding or only utilise it at a future date and work is underway to better understand this split.

The top 10 providers of participants identified as receiving SDA (by payment volumes) are listed in the table below along with the total payments received for SDA supports in the last three years.

Figure 82: Largest ten providers and SDA payments for SDA support item claiming in year ending 31 March – participants in SDA^{109,110}

Provider ABN*	Provider name	2021 (\$m)	2022 (\$m)	2023 (\$m)
64617052383 ¹¹¹	Home4life Limited / Compass Housing Services Co Ltd	11	13	15
97824335975 ¹¹²	The Trustee for Summer Housing SDA Trust / The Trustee for Summer Housing Pavilions SDA Trust / The Trustee for Summer Housing Impact SDA Trust / Summer Housing Ltd	6	13	17
85236978396	The Trustee for The Disability Housing Trust of South Australia	3	6	5
65152013913	Ability SDA Pty Ltd	3	4	5
33931811019	Julia Farr Housing Association Inc	3	4	5
70630278527	Enliven Housing Pty Ltd	1	2	4
49616736059	Disability Housing Solutions Pty Ltd	1	2	3
69118571547	Disability Housing Limited	2	4	3
66647041988	Hume Community Housing Association Co Ltd	3	3	3
12130704648	Unity Housing Company Ltd	1	1	3
Total largest 10 providers		34	52	64

*Although these large providers have been identified based on an individual ABN, where it is known that they form part of a related group of entities, the statistics have been modified to include the entirety of those entities.

The total number of enrolled SDA dwellings at 31 March 2023 was 7,720¹¹³, up by 23 per cent annually over the last three years, and by 862 dwellings (13 per cent), compared to a year ago at 31 March 2022. This increase was observed across most design categories. The largest relative increase was for dwellings of the Robust category (42 per cent, 187 dwellings) and the High Physical Support design category (37 per cent, 674 dwellings). All states and territories saw increases in enrolled dwellings.

109 The analysis does not include in-kind payments, but does account for \$10.5m in off-system SDA payments made in June 2022.

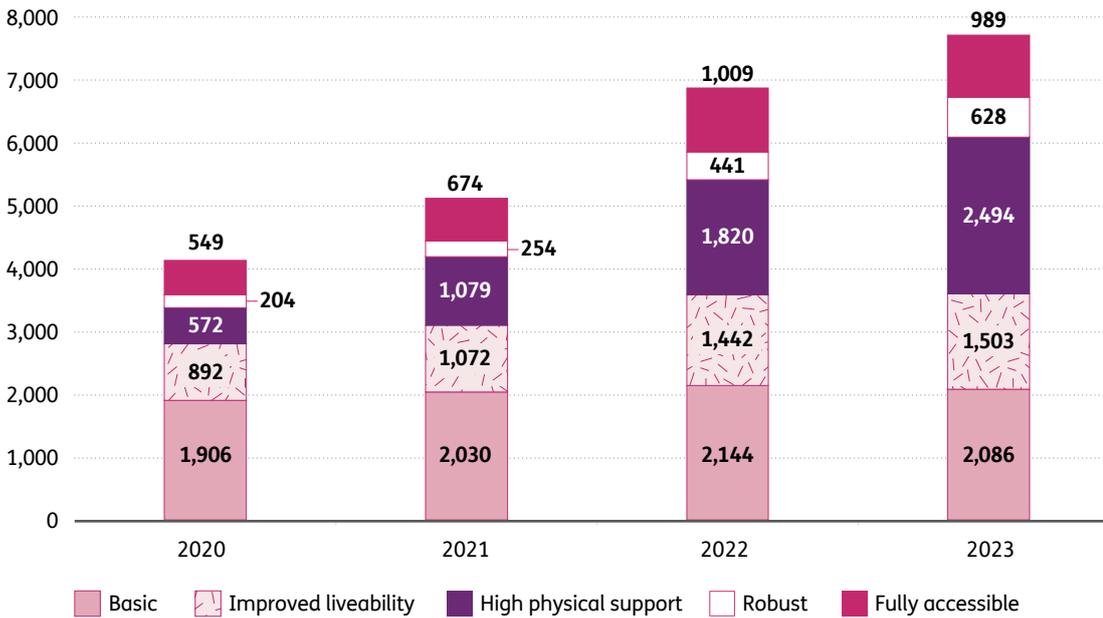
110 The analysis excludes government owned providers. In particular, the Department of Health and Human Services (Victoria) claimed \$24m in cash in the 2021–22 year.

111 In addition, the following additional ABN for this provider is included in this analysis – 84002862213.

112 In addition, the following additional ABNs for this provider are also included in this analysis – 21684858548, 75699253279 and 61617404789.

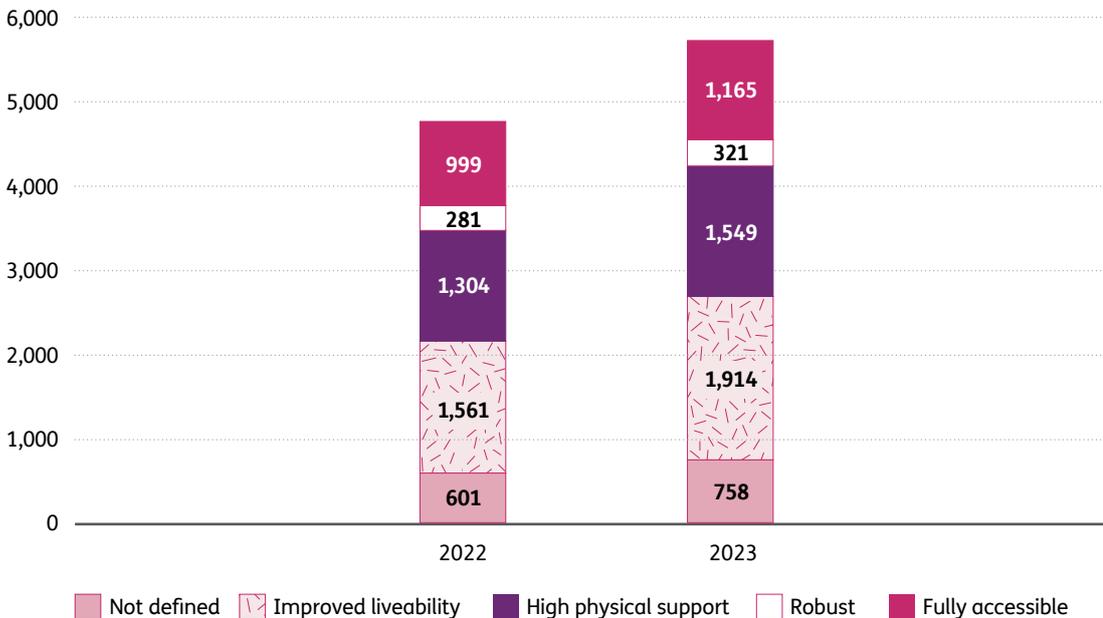
113 This includes dwellings funded via “cash” arrangements only. An additional 203 dwellings are funded under in-kind arrangements, bringing the total number of SDA dwellings to 7,923 at 31 March 2023.

Figure 83: Enrolled SDA dwellings (excluding in-kind) by design category for years ending 31 March¹¹⁴



As at 31 March 2023, there were 4,378 participants in an SDA dwelling seeking an alternative dwelling and an additional 1,329 participants who were not in an SDA dwelling seeking a vacancy. Of the combined 5,707 participants seeking SDA dwellings, 1,914 (34 per cent) were for the Improved Liveability design category and 1,549 (27 per cent) were for High Physical Support.

Figure 84: Number of participants seeking SDA dwelling by design category for years ending 31 March



¹¹⁴ Due to low volumes, 'Multiple Design Category' (16 in 2022, 0 in prior years) has not been shown.

4.7 Choice and control, utilisation and market concentration

Comprehensive data on market effectiveness is being used to improve participant outcomes across all regions through identifying thin markets.

Three key indicators outlined in the NDIA Corporate Plan aspiration of a “Competitive market with innovative supports” are:

- **Choice and control**
- **Utilisation**
- **Market concentration**

Understanding the extent of variation in performance in these indicators across geographical regions assists with identifying “hot spots”.

Between March 2022 and March 2023, the choice and control and market concentration performance metric have improved.

Choice and control

The NDIS outcomes framework questionnaires ask participants “Do you choose who supports you?”. The percentage who indicated that they choose who supports them was compared across geographical regions to identify the regions comparatively better and worse than others.

The ‘benchmark’ in this analysis is the national average after adjusting for the proportion of participants in SIL in each service district and the length of time participants have been in the Scheme.

Overall, 56 of the 80 service districts (70 per cent) in the analysis were within five percentage points of the national average, two service districts (three per cent) were more than ten percentage points above the national average, and two service districts (three per cent) were more than ten percentage points below the national average.

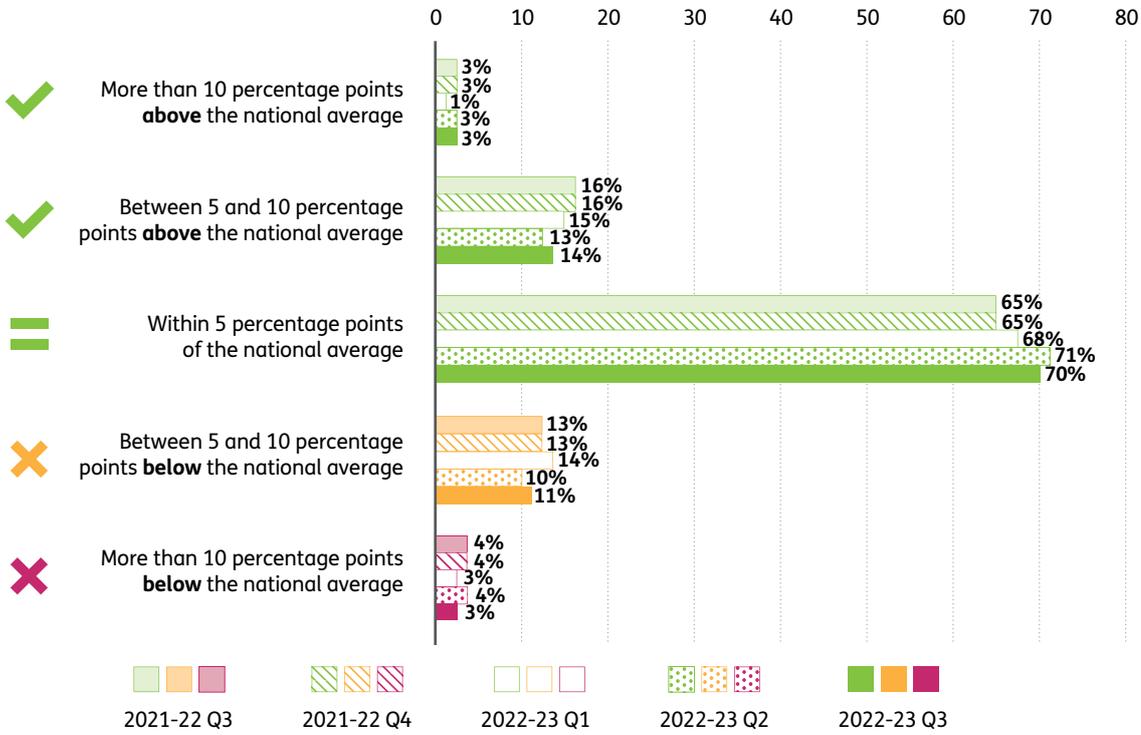
The two service districts more than ten percentage points above the national average were Fleurieu and Kangaroo Island in South Australia and Barkly in the Northern Territory. The two service districts more than ten percentage points below the national average were Darwin Remote and East Arnhem in the Northern Territory.

At 31 March 2023:

- **Darwin Remote** had **490** active participants and plan budgets totalling **\$33 million**
- **East Arnhem** had **222** active participants and plan budgets totalling **\$22 million**

Over the last year the percentage of service districts more than ten percentage points below the national average has stayed consistently between three and four per cent. The number of service districts within five per cent of the national average has increased from 65 per cent to 70 per cent.

Figure 85: Choice and control – number of service districts – gap to benchmark – trend



Utilisation

The average payment per participant has increased by 6.4 per cent per annum over the three years from 31 March 2020 to 31 March 2023, and the average plan budget has increased by 6.0 per cent per annum over the same three years. Participants are getting more support over time so understanding differences between plan budgets and payments (utilisation) across geographical regions is important in identifying “hot spots” where participants are getting relatively less support compared with other geographical regions.

Overall, 61 of the 80 service districts (76 per cent) in the analysis are within five percentage points of the national average¹¹⁵, no service districts were more than ten percentage points above the national average, and five service districts (six per cent) were more than ten percentage points below the national average.

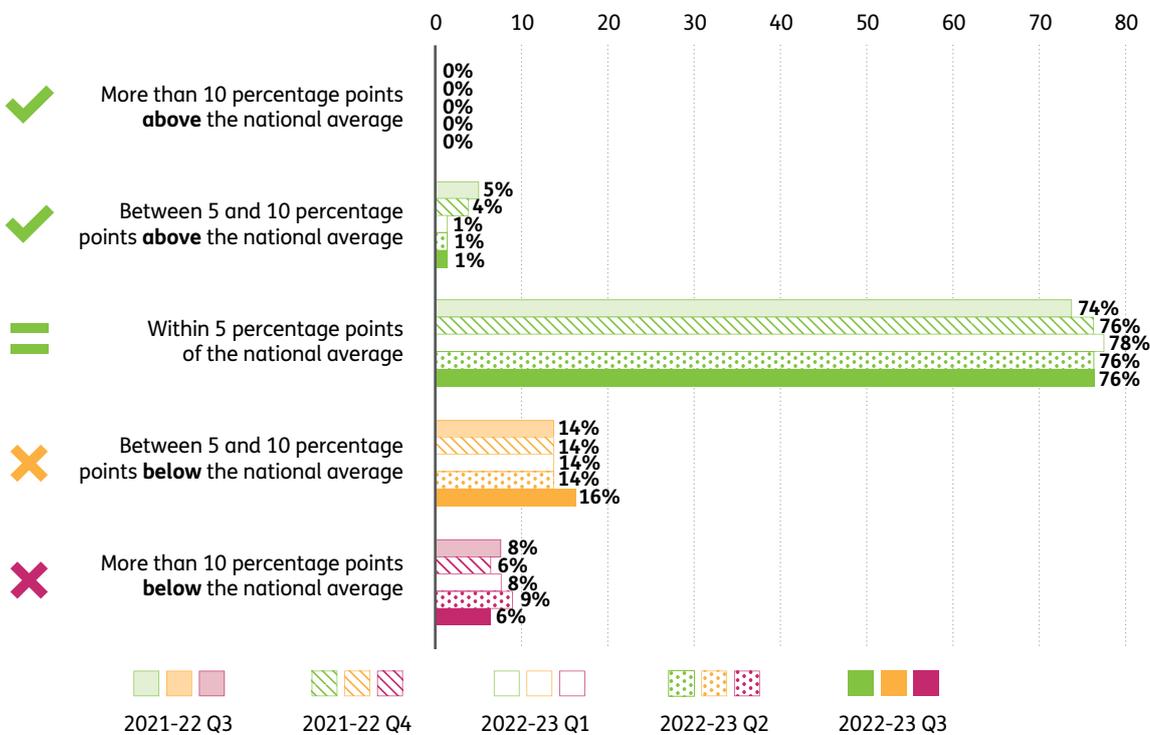
The number of service districts more than ten percentage points below the national average has decreased from seven at 31 December 2022 to five this quarter. The five service districts this quarter are Eyre and Western and Far North (SA) in South Australia, East Arnhem in the Northern Territory and Kimberly-Pilbara and Wheat Belt in Western Australia.

There are 13 service districts between five and ten percentage points below the national average – these are also mainly in regional and remote areas.

Over the last year, the number of service districts more than ten percentage points below the national average has decreased from six (eight per cent) to five (six per cent). The number of service districts within five percentage points of the national average has increased from 59 (74 per cent) to 61 (76 per cent).

The number of service districts between five and ten percentage points below the national average has increased from 11 (14 per cent) to 13 (16 per cent) over the last year.

Figure 86: Utilisation – number of service districts – gap to benchmark – trend



¹¹⁵ Utilisation has been adjusted to account for the differences in the proportion of participants in each service district receiving SIL, along with the time participants have been in the Scheme.

Market concentration

Understanding the distribution of payments to service providers in a service district can indicate whether a small number of providers receive most of the payments from the NDIA, or whether a large number of providers are receiving the payments. Where only a small number of providers are receiving a large amount of the payments, the market is considered to be more concentrated and this could mean that there is less competition in the area.

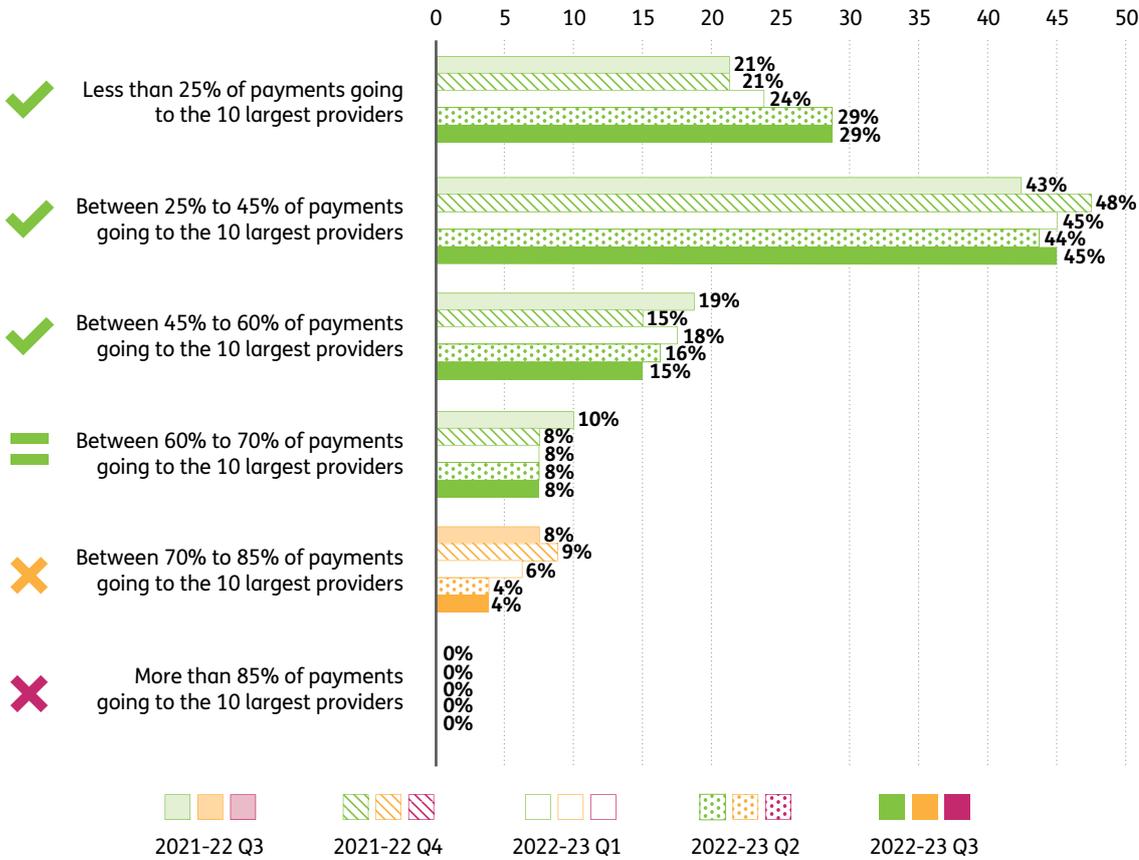
Over the past two years the proportion of participants using plan managers has increased. In many service districts plan managers are some of the largest NDIS providers when measured by the value of payments received. Since the September 2022 quarterly report, the market concentration metric has been updated to reflect the proportion of payments going to the ten largest service providers, with plan managers not included. Payments made to plan managers are reflected in the revenues of the providers ultimately receiving the funds.

As at 31 March 2023, for the six month period to 31 December 2022, six per cent of NDIS payments across Australia were paid to the largest ten service providers, excluding providers paid through self- managed payments.

The analysis below considers payments to providers in the six month period to 31 December 2022. There are three service districts where 70 per cent or more of payments go to the largest ten providers (four per cent) and 59 service districts where less than 45 per cent of payments went to the ten largest providers (74 per cent).

The number of service districts where 60 per cent or more of payments go to the largest ten service providers has decreased and where less than 45 per cent of payments went to the ten largest providers has increased over the past year. This reflects the shift away from Agency management towards plan management which allows participants to access both registered and unregistered providers. The number of service districts where between 60 to 85 per cent of payments go to the ten largest providers has decreased from 14 (18 per cent) to nine (11 per cent). Further, in the March 2023 quarter, there were no service districts where the ten largest providers received more than 85 per cent of payments. This is the sixth quarter where this has been the case.

Figure 87: Market concentration – number of service districts by percentage of payments going to the 10 largest providers – trend



4.8 COVID-19 Assistance

COVID-19 support for providers continues.

The COVID-19 pandemic remains a priority focus for the NDIA to support continuity of and safe access to services for people with disability. The NDIA, with other Commonwealth departments, works with state and territory governments to monitor health advice, vaccination rates and any ongoing impacts of COVID-19 to ensure NDIA support measures are appropriate and respond to the current and evolving pandemic environment. As part of the COVID-19 Portfolio Taskforce, the NDIA has data sharing agreements with Services Australia and the Australian Bureau of Statistics to report on vaccination data and strengthen the portfolio's response to increasing vaccination rates for people with disability.

Participants are encouraged to use their plans flexibly when they are impacted by COVID-19 to optimise access to usual supports and services and achieve positive disability related health outcomes. The NDIA's COVID-19 support measures will continue to be available to eligible participants and providers as we approach the colder months. The NDIA, in collaboration with the Department of Social Services (DSS), will work to amplify messaging to assist people with disability to prepare for and stay COVID-19 safe during winter.

The NDIA reviews COVID-19 measures regularly and offers a range of flexible options for eligible participants, including:

- Purchase of Rapid Antigen Tests (RATs) and Personal Protective Equipment (PPE) with existing NDIS CORE plan funding.
- Low-cost Assistive Technology for support continuity, including enabling eligible participants to elect to purchase a personal, portable air purifier as one way to assist in reducing the risk of transmission of COVID-19.
- Meal preparation and delivery support.
- Vaccination payments of \$75 per participant per vaccination can be claimed directly from the NDIA by providers to improve participant health outcomes and assist in reducing the barriers to participants accessing vaccinations. Participants can use their plan funding to access vaccination outlets, such as transport and community participation funding. These supports can be used for any dose, including initial vaccinations and boosters.

The NDIA makes information available to participants and providers on a range of issues related to COVID-19, including links to the latest vaccination and health advice prepared by the Commonwealth Department of Health and Aged Care (DoHAC). The NDIA shares information with participants and providers through the NDIS website, social media and through participant and provider newsletters. The NDIA also works with First Nations Organisations to reach participants in remote and very remote areas.

Since the declaration of the pandemic, disability service providers have worked to build capability to manage COVID-19 outbreaks while continuing to provide essential services.

The NDIA maintains regular communication with providers including exchanging information about NDIS supports, and disability and health related advice from DoHAC, DSS, NDIS Quality and Safeguards Commission and National Disability Services (NDS). In addition, the NDIA continues to undertake regular reviews of provider measures, policies, and processes to ensure NDIA support measures are appropriate and respond to the current and evolving pandemic environment. The NDIS website¹¹⁶ provides links to a range of useful resources to help participants, their informal and formal supports, and providers to continue managing the impacts of COVID-19.

4.9 Market Stewardship activities

The NDIA continues to support the developing NDIS market such as developing home and living options and partnering with the sector to improve quality and outcomes of support coordination.¹¹⁷

SDA Pricing Review

The Specialist Disability Accommodation (SDA) Pricing Review 2022–23 that examines the way the Agency sets limits for pricing SDA is progressing with a target completion date to have new prices finalised by 1 July 2023. Further SDA sector engagement for this Pricing Review commenced in March 2023 involving stakeholders who submitted responses to the SDA Pricing Review consultation paper. In total, 47 submissions were received from individuals and groups providing valuable insights regarding SDA costs from a market perspective. The purpose of this second round of engagement is to test and validate a number of the ideas and concepts raised during the consultation process and in the submissions.

The SDA Pricing Review Panel of independent experts met on 20 February 2023 with a follow up meeting to be held in April 2023. The SDA Pricing Review Government Reference Group comprised of nominated representatives across jurisdictions is scheduled to hold their second meeting in April 2023.

Home and Living demonstration projects

The NDIA is testing and evaluating alternative models of contemporary home and living (H&L) supports through the establishment of H&L Demonstration Projects. Selected Round 1 Demonstration Projects are identifying and developing new ways of delivering and funding Supported Independent Living supports to support improved outcomes for participants. These projects focus on trialling bundled funding; service model changes and family/participant governance models. Round 1 Projects are being progressively implemented. The NDIA's Research and Evaluation Branch are evaluating the projects over a two-year period.

Round 2 of the H&L Demonstration Projects is currently being delivered through the Empowering Participants: Information, Assistance and Connections Grant Round. The grant round opened on 9 March 2023 and closed on 20 April 2023, with up to \$1.5 million of grant funding available over 2023–24 and 2024–25.

The round will test and evaluate different models of delivering high quality information, assistance and connections support to participants looking to explore their H&L options. It is anticipated that the results of the round will be announced in June, with project delivery to commence around July. Projects will be one-two years in duration.

In 2023, we are also working on a mechanism to enable participant-led innovation to occur. It is envisaged the mechanism will empower and support participants to co-design their H&L supports that best meet their needs.

¹¹⁶ <https://www.ndis.gov.au/coronavirus>

¹¹⁷ <https://data.ndis.gov.au/reports-and-analyses/market-monitoring#specialist-disability-accommodation-sda-quarterly-report>

4.10 Thin markets

Market development projects continue to support participants across Australia.

In December 2019, the Disability Reform Council (DRC), now the Disability Reform Ministers Council (DRMC), agreed that each State and Territory would host a thin market trial in agreed locations. The National Disability Insurance Agency (NDIA) identified other thin markets to implement projects. Since 2020, 86 market coordination activities have been initiated in 46 locations across Australia to enable participant access to timely and quality supports.

Fifty-three market coordination activities have been completed. This includes 35 activities completed in remote or very remote locations of Queensland, New South Wales, Northern Territory, South Australia, Tasmania, and Western Australia. There are 33 ongoing market coordination activities underway in metropolitan, regional, and remote communities.

This includes market activities in 4 remote locations across Central West Queensland, Anangu Pitjantjatjara Yankunytjatjara Lands (South Australia), the Kimberley (Western Australia) and Western NSW. Learnings from the completed Disability Reform Council 2019 Market Trials have been compiled in the Thin Markets Evaluation report, the NDIA expects to release the report on the NDIS website in mid-2023.

At the end of Q2 2022–23, the NDIA delivered targeted information sessions to build support coordinators' knowledge and understanding of their role, specifically in NDIS home and living supports and working in remote communities. Feedback from attendees was that the sessions were helpful. The NDIA will continue to deliver information sessions to improve support coordination capability and awareness throughout 2023.

Throughout Q3 2022–23 the NDIA delivered 17 Coordinated Funding Proposal (CFP) information sessions to a total of 290 internal staff, NDIS providers and support coordinators. These sessions provided detailed guidance on using the CFP toolkit which was publicly released in Q2 2022–23. Targeted place-based CFP sessions for support coordinators to support market coordination activities are planned for Q4 2022–23.

4.11 NDIS pricing

The NDIA has continued to implement the Annual Pricing Review recommendations.

The 2022–23 Annual Pricing Review is currently underway. The NDIA released the Terms of Reference and Consultation Paper in March 2023.

Due to the NDIS Review running concurrently with the 2022–23 APR, this year's APR will be more targeted and focus on the price limits of the following supports:

- supports delivered by disability support workers
- therapy supports
- support coordination
- plan management

This year's annual price review will concentrate on those issues that require attention prior to the conclusion of the broader NDIS Review.

A summary of the findings from the consultations will be published in the APR Report along with the final pricing recommendations in June 2023 for a 1 July 2023 implementation.



Golf star on course to secure her goals



In just 5 years, Brisbane teenager **Natascha** has gone from knowing “absolutely nothing” about golf, to being Australia’s top ranked female golfer with disability.

Holding a club for the first time aged 10, the now 15-year-old and NDIS participant, has secured a list of accomplishments at home and abroad, including a gold medal at the Special Olympics (SO) National Games in Launceston in October last year.

“I did my first lesson and just fell in love with it, and the rest is pretty much history,” Natascha said.

Diagnosed with Autism spectrum disorder (ASD), Tourette syndrome, and a genetic heart condition, which affects her ankles and knees, at 8, Natascha’s mother Kathleen said she was concerned about her daughter’s future when she failed to meet walking and talking milestones and became overly anxious in noisy areas.

“It was very daunting when Tash got first diagnosed, I was anxious and had no idea what her future would be like,” Kathleen said.

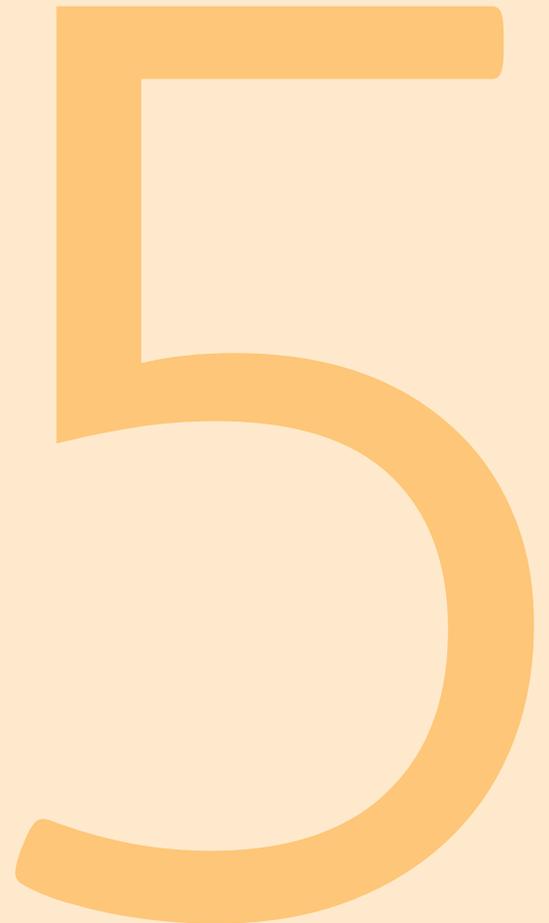
When the NDIS arrived in Queensland in 2018, Natascha’s paediatrician advised Kathleen to apply for it, which she did with help from NDIS partner in the community, Carers Queensland.

The NDIS funds Natascha’s psychologist, support workers and occupational therapist (OT). The Scheme also funds physiotherapy to help with her ligamentous laxity, with a focus on strengthening her ankles and her knee joints.

With all her success, Natascha hopes to encourage other young women with disabilities to take part in the sport, particularly since golf is still more male dominated. “Having a disability doesn’t hold you back, if you try hard enough, it can’t hold you back”, she says.

Section five:

Financial sustainability





A financially sustainable Scheme achieves outcomes for participants across their lifetimes, and is affordable now and into the future.

5.1 Participants and cost projections

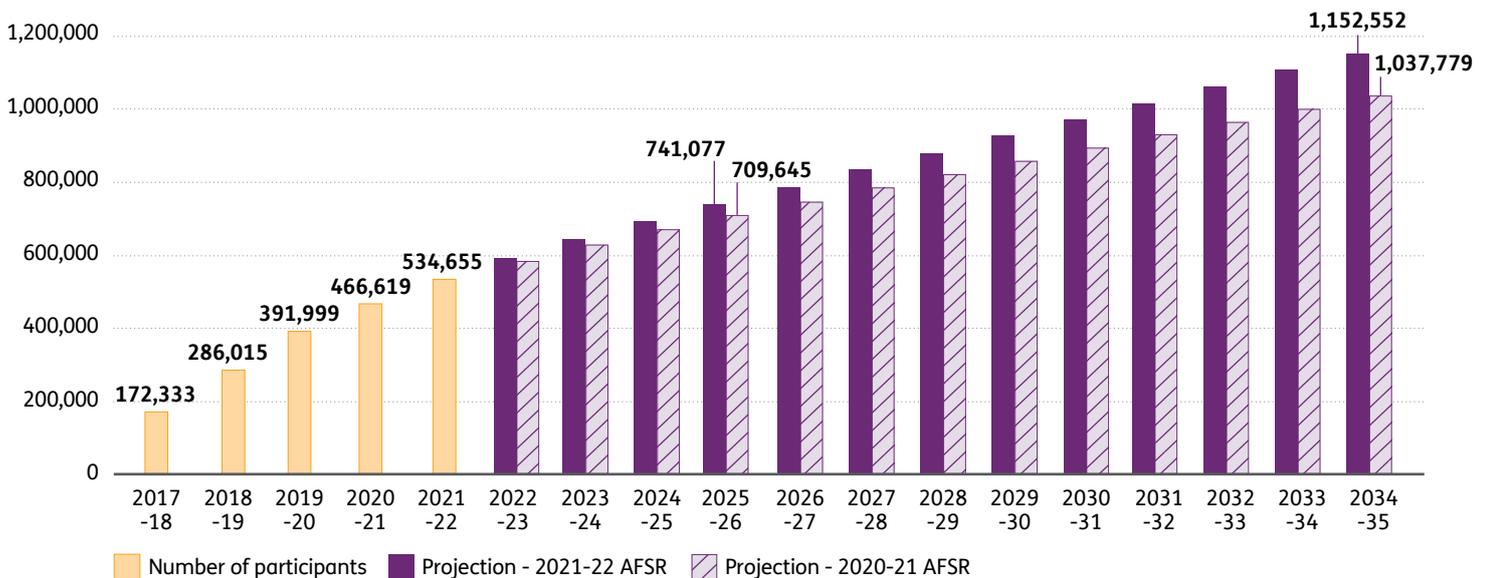
On 4 November 2022, the NDIA Board released both the AFSR, and the Peer Review Report.

The NDIA Board released the 30 June 2022 AFSR on 4 November 2022. The AFSR is prepared by the Scheme Actuary, and provides an assessment of the financial sustainability of the NDIS, as is required under the NDIS Act (Section 180B). It is produced using data at 30 June each year and a summary of each year’s AFSR is included in the NDIA Annual Report. The AFSR was independently peer reviewed by the Australian Government Actuary.¹¹⁸ A copy of this report was also released on 4 November 2022.

The AFSR projects that:

- There will be 741,077 participants in the Scheme at the end of June 2026 (of which 697,469 are under the age of 65 years), and 1,017,522 at the end of June 2032 (of which 942,226 are under the age of 65 years). The current projections indicate a higher rate of growth in projected participant numbers, compared to the 2020–2021 AFSR projections.

Figure 88: Actual and projected participants (2021–22 AFSR and 2020–2021 AFSR)



118 The Australian Government Actuary currently is the Peer Review Actuary as per the NDIS Act (Section 180D).

- Total Scheme expenses are estimated to be \$34.0 billion in 2022–23, growing to \$50.3 billion in 2025–26, and \$89.4 billion in 2031–32 (on an accrual basis).

Figure 89: Projected Scheme expenses

Scheme expenses (\$m)	2022–23	2023–24	2024–25	2025–26	2031–32
Scheme expenses (aged 0 to 64 years)	31,394	34,874	39,955	45,187	77,843
Scheme expenses (aged 65 years and over)	2,582	3,259	4,160	5,157	11,559
Total Scheme expenses	33,976	38,133	44,116	50,344	89,403
Total Scheme expenses (% of GDP)	1.48%	1.61%	1.77%	1.93%	2.55%

More detail is available in the reports located on the NDIS website:

[Annual Financial Sustainability Report¹¹⁹](#) – published 4 November 2022

[Independent Actuary Peer Review Report¹²⁰](#) – published 4 November 2022

It is important to recognise that the projected Scheme expenses are shown in nominal terms, i.e. that future dollars of estimated Scheme expenses include the effects of inflation over time. This impact of inflation increases over the longer term and so is particularly significant for the result in 2031–32. Expressing Scheme expenses as a proportion of GDP is a way of removing the impacts of economic inflation. Scheme expenses are estimated to be 1.48 per cent of GDP in 2022–23, increasing to 2.55 per cent in 2031–32. In considering longer-term projections of Scheme costs it is recommended that users refer to costs as a percentage of GDP rather than nominal dollar figures as these provide a more meaningful measure of Scheme expenses.

119 <https://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports>

120 Ibid.

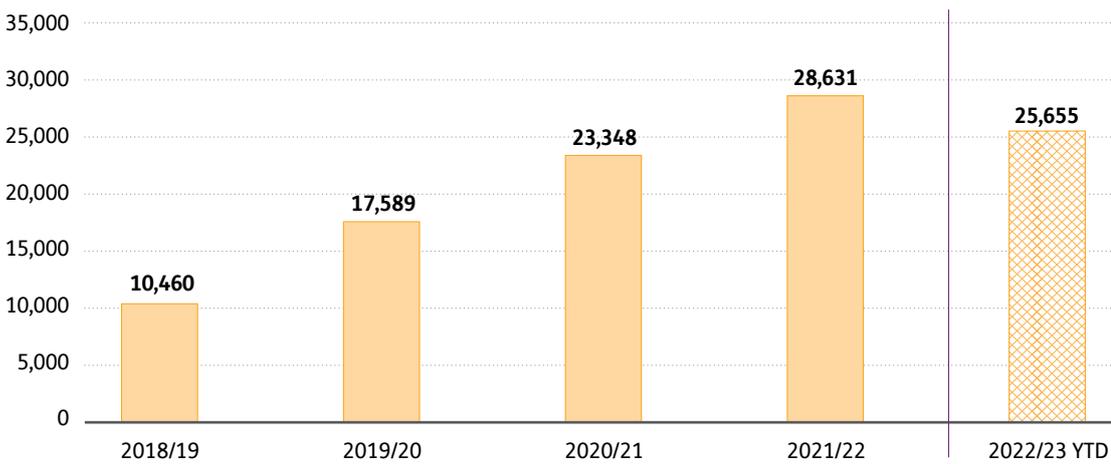
5.2 Total payments

Total payments have grown significantly over the last three years in line with a growing Scheme.

Total payments have increased over the last three years, from \$10.5 billion in the year to 30 June 2019 to \$28.6 billion in the year to 30 June 2022. The payments in the 9 months to 31 March 2023 were \$25.7 billion.¹²¹

This is in line with a growing Scheme, with an increasing number of participants benefitting from the Scheme.

Figure 90: Total payments (\$m) for financial years ending 30 June and the nine months to 31 March 2023¹²²



¹²¹ This compares to \$20.4 billion in the 9 months to 31 March 2022.

¹²² Total payments are based on an accrual basis, sourced from the NDIA Annual Reports.

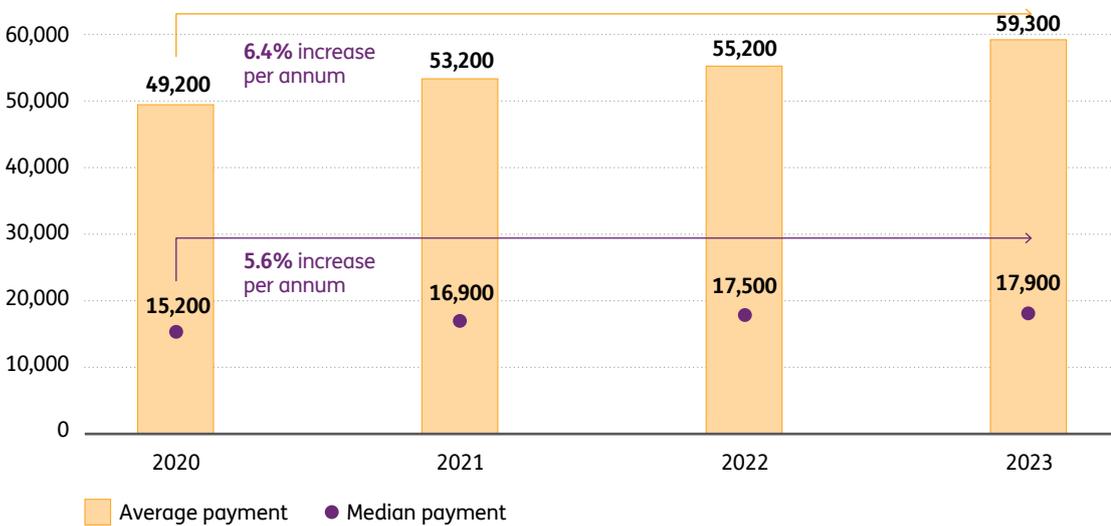
5.3 Average and median payment trends

Average and median payments per participant have increased by 6.4 per cent and 5.6 per cent per annum respectively over the last three years.

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high cost supports, and a large number receiving low cost supports.

Trends in average and median payments per participant between 1 April 2019 and 31 March 2023 indicate that average payments have increased by 6.4 per cent per annum, and median payments have increased by 5.6 per cent per annum.

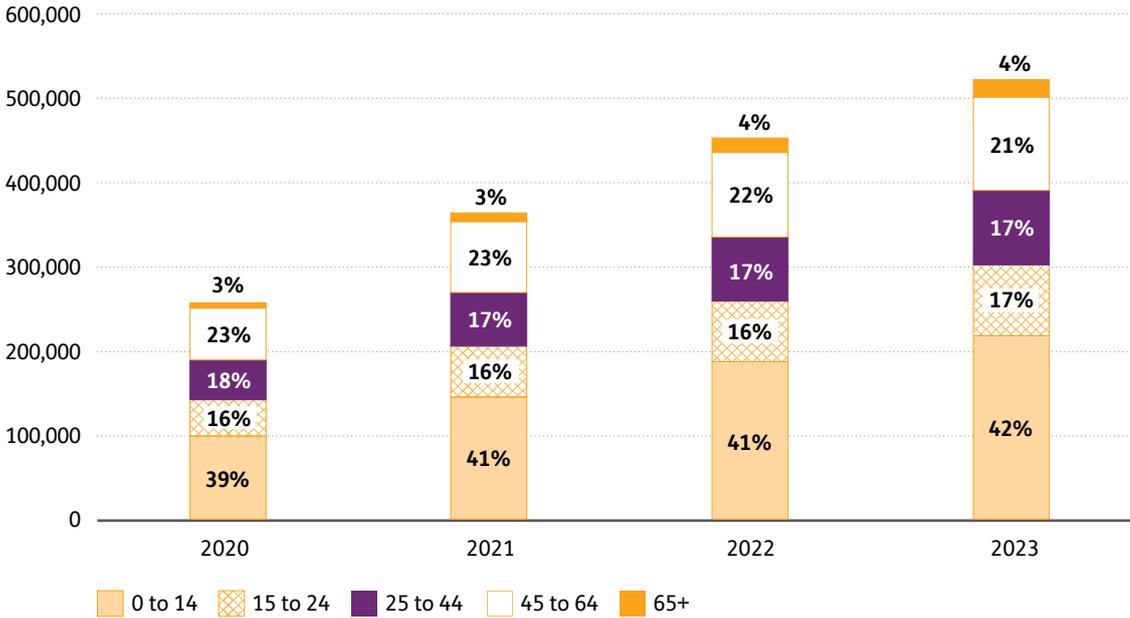
Figure 91: Average and median payments for years ending 31 March – all participants



Trends in average and median payments are affected by changes in the profile of participants in the Scheme over time. Specifically, average payments are much higher for participants in SIL than those not in SIL (\$371,800 versus \$42,000 respectively, in the year to 31 March 2023). Average payments are also higher for adults compared with children (\$66,600 for participants not in SIL aged 25 to 64 versus \$19,300 for those aged 0 to 14 years, in the year to 31 March 2023). Over the past four years, as the Scheme has rolled out across the country, the proportion of children in the Scheme has increased, and the proportion of participants in SIL in the Scheme has decreased.

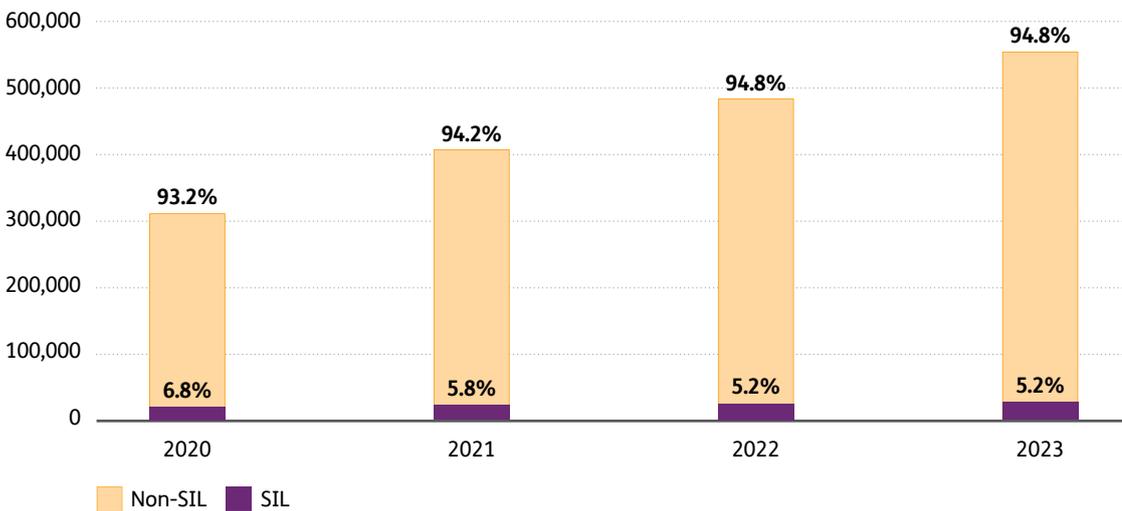
Specifically, the proportion of children in the Scheme aged 0 to 14 years has increased from 39 per cent at 31 March 2020 to 42 per cent at 31 March 2023. As mentioned above, older participants on average have higher average plan budgets and higher average payments so the impact of this changing mix is to reduce the average and median payment, all else being equal.

Figure 92: Average proportion of participants by age band for years ending 31 March (%) – all participants¹²³



Additionally, average plan budgets and average payments for participants in SIL are significantly higher than those not living in SIL. The changing mix of participants living in SIL has changed in the three years to 31 March 2023, reducing from seven per cent of participants at 31 March 2020 to five per cent of participants at 31 March 2023, so the impact of this changing mix is also significant.

Figure 93: Average proportion of participants in and not in SIL for years ending 31 March (%) – all participants



This report presents both average payments trends and average plan budget trends split by participants in SIL and participants not in SIL, and also by age group.

¹²³ Figure contains the average number of participants at 1 April and 31 March of each year.

Participants in SIL and not in SIL

Analysing the change in average and median payment over time by whether or not participants are in SIL, indicates that the average annual increase in average and median payments has been consistently high across both participant groups. Specifically, the average payment has increased for participants in SIL by 8.8 per cent, and the average payment has increased for participants not in SIL by 9.7 per cent per year. These averages are higher than the overall average (of 6.4 per cent), as the proportion of participants in SIL has decreased over the period (as discussed earlier).

Also, the median payment has increased for participants in SIL by 4.0 per cent, and the median payment has increased for participants not in SIL by 7.1 per cent per year.

Figure 94: Average and median payments for years ending 31 March – participants in SIL

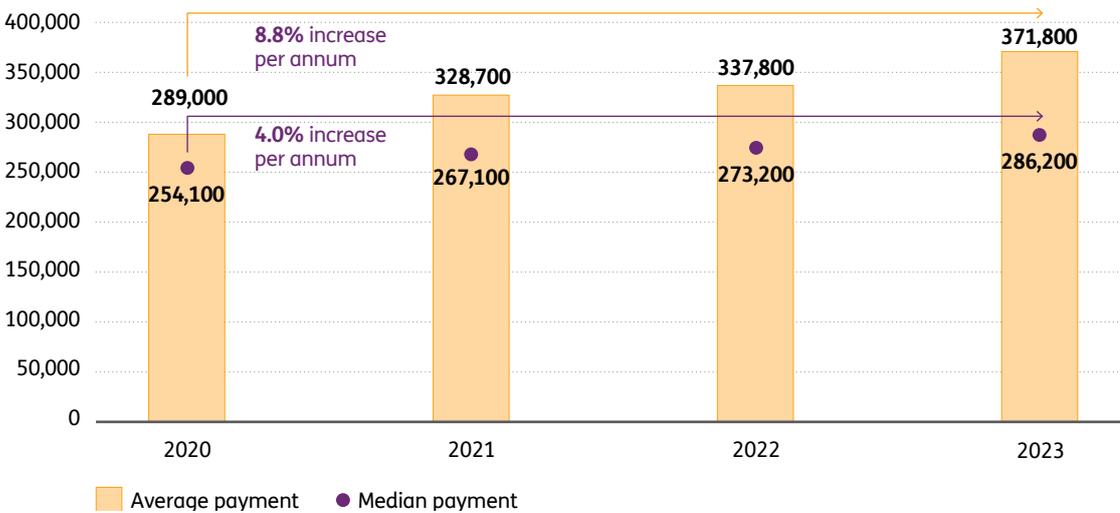


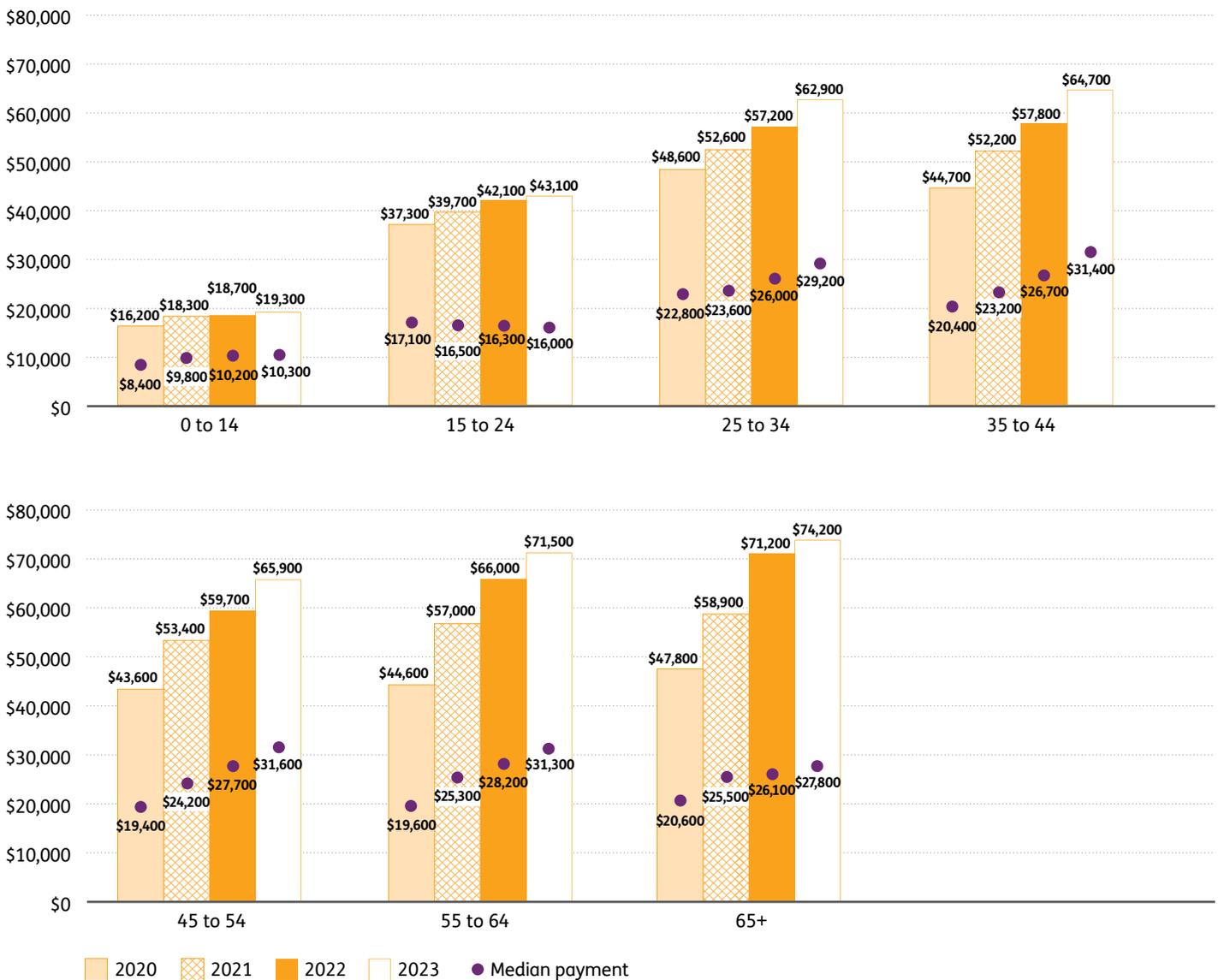
Figure 95: Average and median payments for years ending 31 March – participants not in SIL



For participants not in SIL, average payments have increased at a faster rate for adults (particularly those aged over 35) and reflects a material increase in the hours of attendant care support these participants are receiving over time. Large increases are also evident in the median payment.

Notably, although average and median payments have increased for all age groups, younger participants have significantly lower payments compared to older participants. For example, for participants not in SIL, those aged 0 to 14 years had average payments of \$19,300 in the year to 31 March 2023, compared to \$43,100 for those aged 15 to 24 years and \$65,900 for those aged 45 to 54 years. With more younger participants entering the Scheme over time, the overall average and median payment will reduce or will increase by a lower amount, partly offsetting the increases otherwise observed.

Figure 96: Average and median payments for years ending 31 March by age group – participants not in SIL

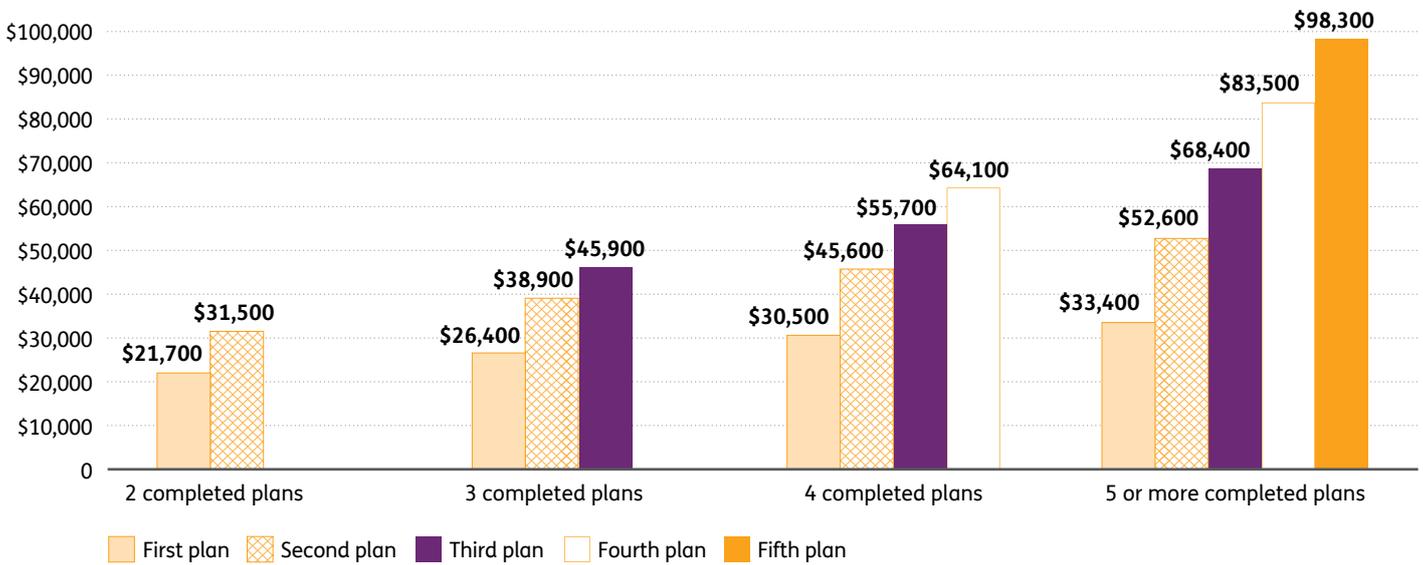


As previously noted, the mix of participants in the Scheme has changed, with proportionally more children in the Scheme, and proportionally less participants in SIL. It is therefore important to understand trends in average payments for the same cohort of participants over time.

Figure 103 shows average payments per participant over time for participants who have had two completed plans, three completed plans, four completed plans and five or more completed plans, since joining the Scheme.

Notably, average payments per participant have increased over time for all participant cohorts having different number of plans since joining the Scheme. For example, for participants who have had three completed plans, average payments increased from \$26,400 for the first plan to \$45,900 for the third plan (32 per cent per plan). Noting however, the rate of increase in average payments to participants is the greatest between the first and second plans, with the rate decreasing over time. For example, for participants with five or more completed plans, the rate of increase between the first and second plans is 57 per cent, compared to 18 per cent between the fourth and fifth plans.

Figure 97: Average payments per participant over time



5.4 Average plan budget trends

Average plan budgets have also increased over time for the same cohort of participants.

In addition to average payments increasing over time, average plan budgets have also increased over time, for both participants in SIL and not in SIL.

Specifically, over the three year period to 31 March 2023:

- Average plan budgets have increased by **3.6%** per annum for all participants
- Average plan budgets have increased by **7.9%** per annum for participants in SIL
- Average plan budgets have increased by **3.9%** per annum for participants not in SIL.

The slight decreases in the year ending 31 March 2022 is due to new participants that entered the Scheme between 1 April 2021 and 31 March 2022 having, on average, lower plan budgets. This was driven by high proportions of participants entering the Scheme who were under the age of 18 (as children have lower plan budgets on average than adults), and participants having lower support needs on average, as participants from the State/Territory disability systems with higher support needs (such as those in SIL) transferred into the Scheme earlier.

Importantly, there was no reduction in the average plan budgets of participants continuing in the Scheme. For example, for these existing participants who were in the Scheme at 31 March 2021 and at 31 March 2022, the average plan budget **increased** from \$70,200 to \$74,000 (5.4 per cent). Similarly, for participants who were in the Scheme at 31 March 2022 and at 31 March 2023, the average plan budget **increased** from \$68,300 to \$80,300 (17.6 per cent).

Figure 98: Average annualised plan budgets for years ending 31 March – all participants

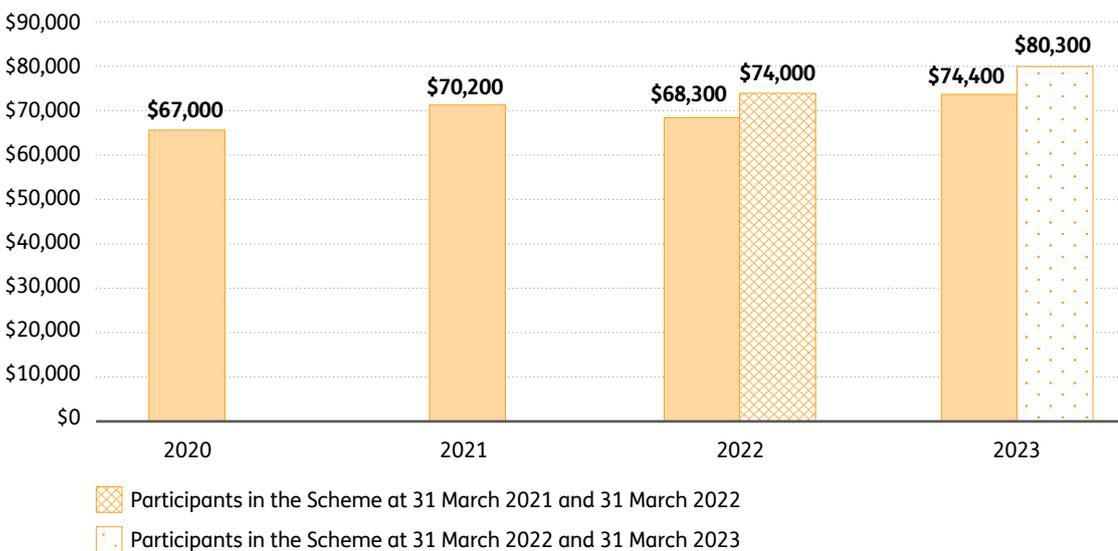


Figure 99: Average annualised plan budgets for years ending 31 March – participants in SIL

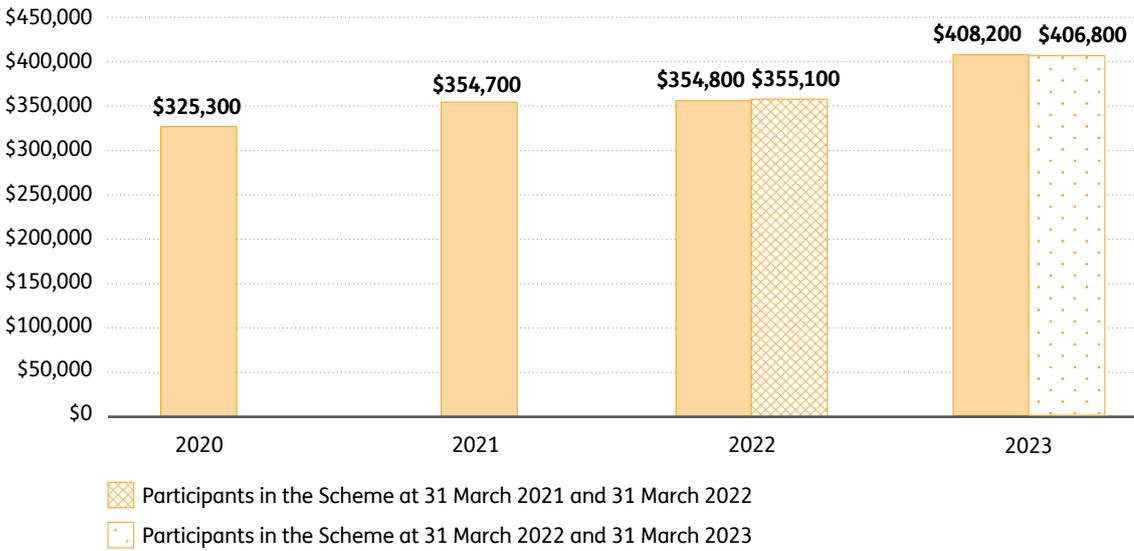
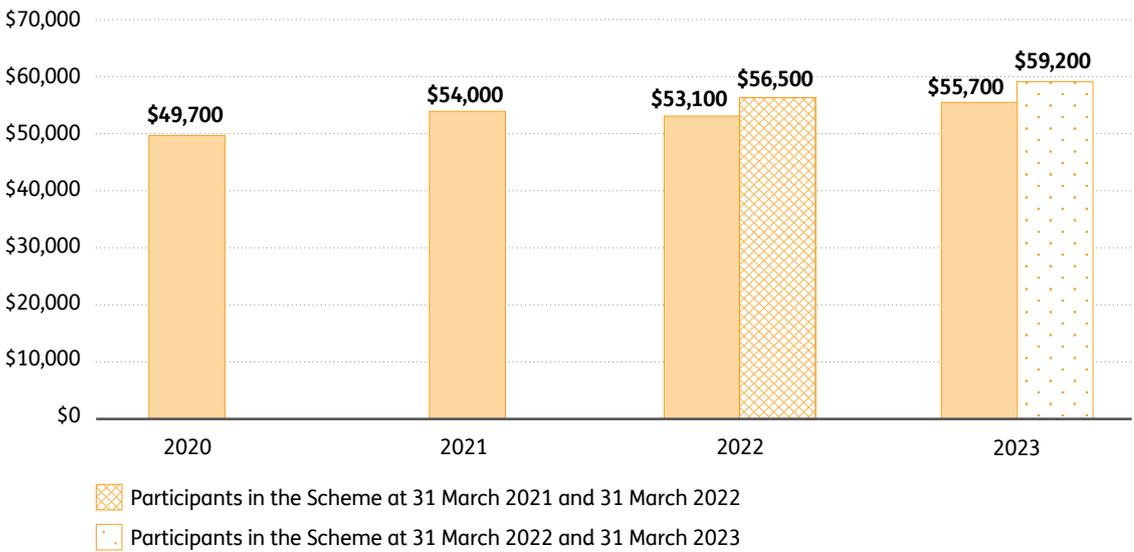
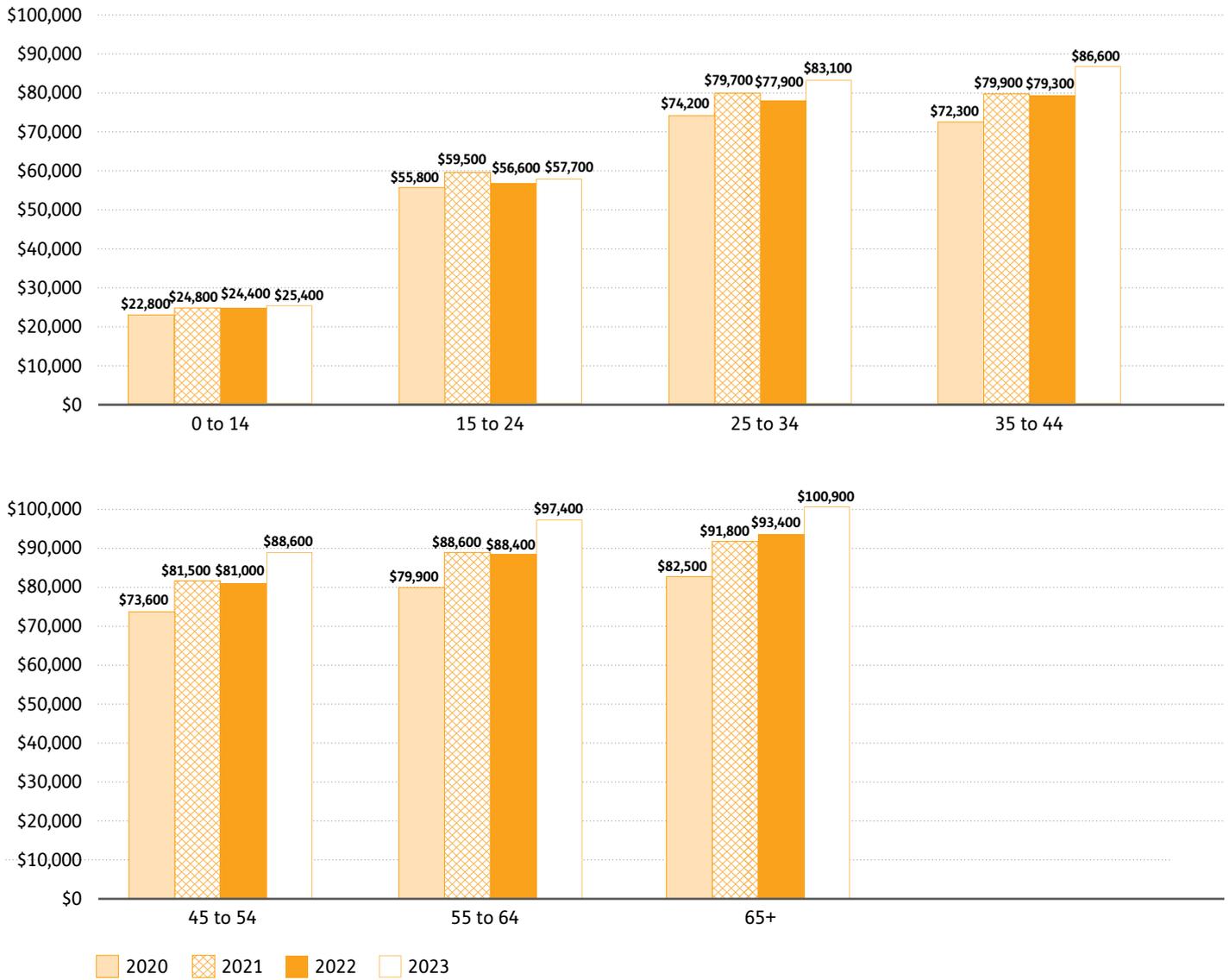


Figure 100: Average annualised plan budgets for years ending 31 March – participants not in SIL



For participants not in SIL, average plan budgets have increased over time for all age groups. The rates of increase were highest for participants aged 65 years and older at seven per cent per annum, and lowest for participants aged 15 to 34 years at around one to four per cent per annum, with the rates of increase for the remaining age groups being around six to seven per cent per annum.

Figure 101: Average annualised plan budgets for years ending 31 March by age group – participants not in SIL



As the mix of participants has changed over time, understanding trends in average plan budgets for the same group of participants over time is important.

In considering participants by the number of plans they have had since joining the Scheme, and tracking the average plan budgets for the same cohort of participants over time, it is evident that the average plan budgets have increased for all participant cohorts per plan. For example, for participants who have had three plans, average plan budgets increased from \$40,700 for the first plan to \$53,800 for the third plan (15 per cent per plan). Noting however, the rate of increase over the latest plan is lower compared to the rates seen for the earlier plans for all participant cohorts. For example, for participants with six or more plans, the rate of increase between the first and second plans is 21 per cent, compared to 11 per cent between the fifth and sixth plans.

On the other hand, the average plan budgets for new participants joining the Scheme have decreased over time, with participants who have had two plans having an average plan budget of \$37,700 for the first plan, compared to \$40,700 for participants who have had three plans. This reflects the change in the profile of participants in the Scheme over time, with a higher proportion of lower cost participants, especially children and fewer new participants in SIL.

Figure 102: Average annualised plan budgets for participants over time



Plan reassessments and plan budgets variations

Plan reassessments result in plan budgets varying from plan to plan for a variety of reasons – for example, one-off capital items in one plan and not the next. Another example is investment in capacity building (such as behavioural supports) resulting in less need for core support over time. The NDIA has published an [Operational Guideline on Plan Reassessments](#)¹²⁴ which details the reasons why a new plan could be different to a current plan.

When a plan reassessment is conducted, information about a participant's goals, situation and support needs are considered. A participant's needs and situation may change over time, which means their NDIS funding is likely to change over that time. Some supports may no longer be required, while for others, disability support needs might increase and the NDIA might consider funding more supports.

Access to capacity building supports early in a participants' journey is considered an early investment, and is intended to increase independence, and reduce reliance on NDIS funding over time. If overall funding goes down from one plan to the next, it may be because the same amount of supports are no longer required. Also, if the capacity building investment has been successful at building independence, support needs may also decrease, for example core supports.

As mentioned above, plan budgets can change at plan reassessment for a number of reasons. Many of the reasons discussed above can also occur before a plan is due to be renewed, and often the plan may be ended early and a new plan put in place because of these reasons – both of these factors contribute to the percentage changes in plan budgets in a quarter.

Plan inflation

In the March 2023 quarter, total plan inflation was 3.1 per cent (12.9 per cent per annum). Of the 12.9 per cent per annum total plan inflation in the quarter, 5.3 per cent was due to changes at plan reassessment, and 7.7 per cent was due to changes occurring within a plan between reassessments.

The plan inflation of 12.9 per cent per annum in March 2023 compares with plan inflation of 15.9 per cent per annum in December 2022, and 20.6¹²⁵ per cent per annum (15.9% per cent excluding indexation) in September 2022¹²⁶.

Inflation occurring at plan reassessment was 5.3 per cent per annum which compares with 8.7 per cent per annum in December 2022, and 9.1 per cent per annum in September 2022. Inflation occurring within a plan, between reassessments was 7.7 per cent per annum which compares with inflation of 7.2 per cent per annum in December 2022 and 11.4 per cent per annum in September 2022. The 11.4 per cent is inclusive of a 4.6 per cent one-off impact of the indexation of plans in July following the Annual Pricing Review¹²⁷.

When considering the year to date inflation, (i.e. for the 9 months to 31 March 2023), the total annualised plan inflation for the period is 19.5 per cent (including indexation) per annum. Of this, 7.6 per cent per annum was due to growth in plan budgets at reassessment and 11.9 per cent (including indexation) was due to growth in plan budgets between reassessments.

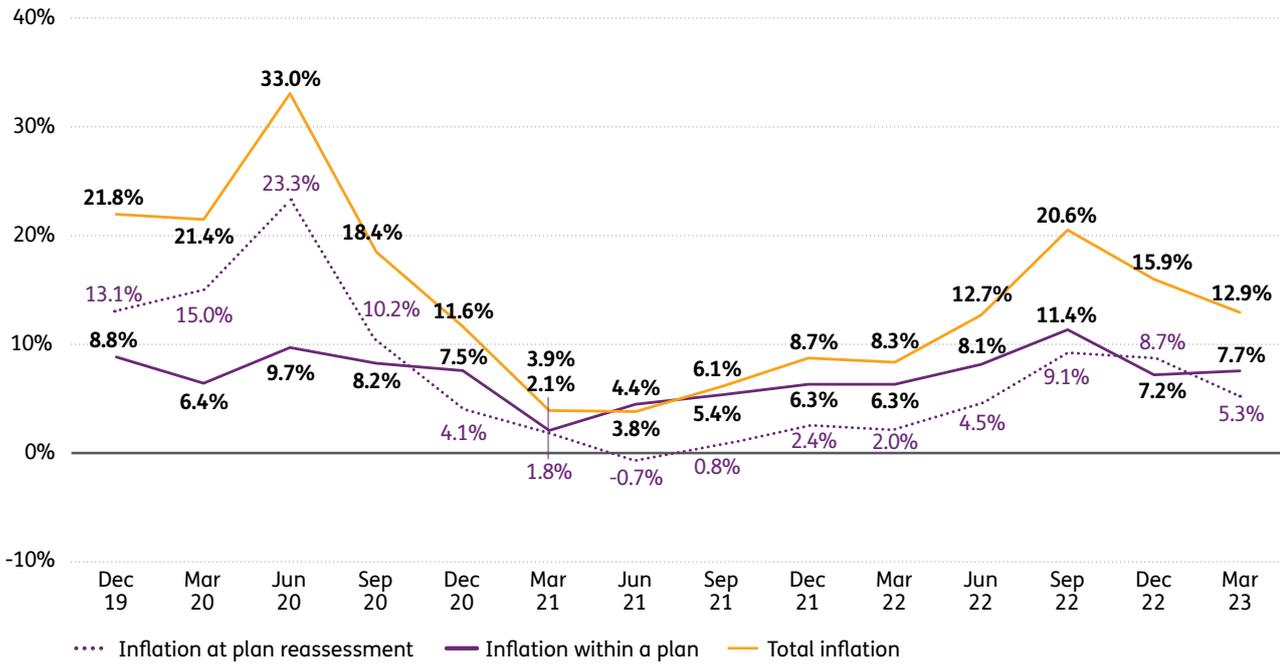
124 <https://ourguidelines.ndis.gov.au/your-plan-menu/changing-your-plan>

125 The annualisation calculation of inflation excludes the impact of plan indexation in July following the Annual Pricing Review. The impact of this indexation is then explicitly added to the annualised calculation being a 4.6% one-off increase.

126 The September 2022 plan inflation has had a minor restatement from 20.5 per cent from the previous report.

127 The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July 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 of 4.6% each.

Figure 103: Annualised percentage change in plan budgets for active participants



At the individual level, plan budgets can vary significantly. When looking at experience in this financial year (from 1 July 2022 to 31 March 2023), taking account of total plan inflation, plans were more likely to increase rather than decrease.

Specifically:

- **52%** of plans increased at reassessment by more than 5%
- **19%** decreased by more than 5%
- **29%** remained within 5%

For participants in SIL:

- **58%** increased by more than 5%
- **7%** decreased by more than 5%
- **35%** remained within 5%

For participants not in SIL:

- **51%** increased by more than 5%
- **20%** decreased by more than 5%
- **29%** remained within 5%

Figure 104: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) – all participants¹²⁸

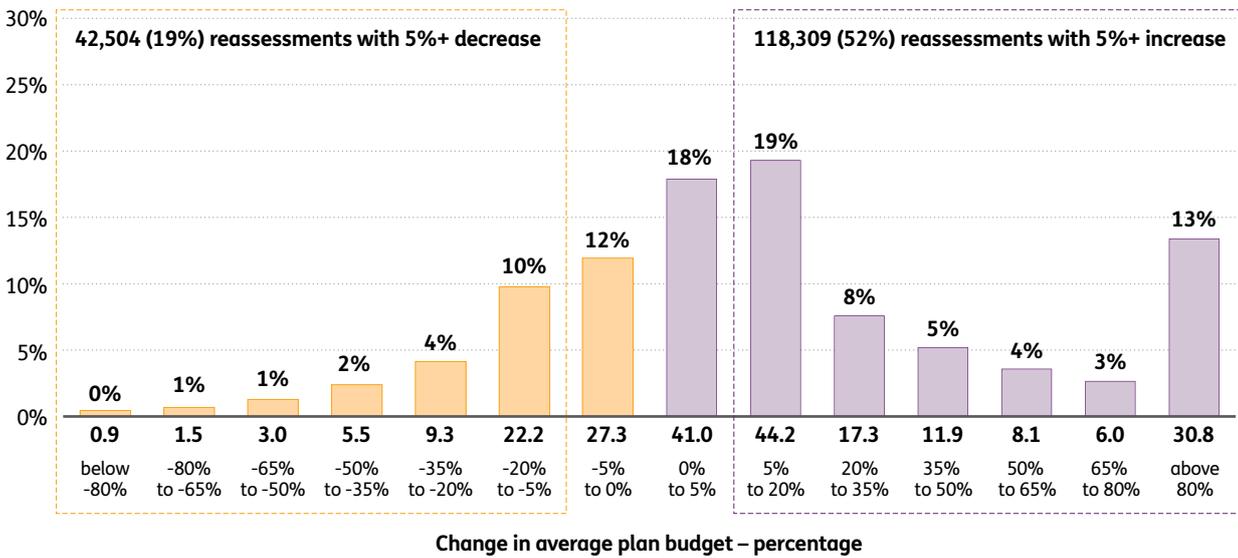
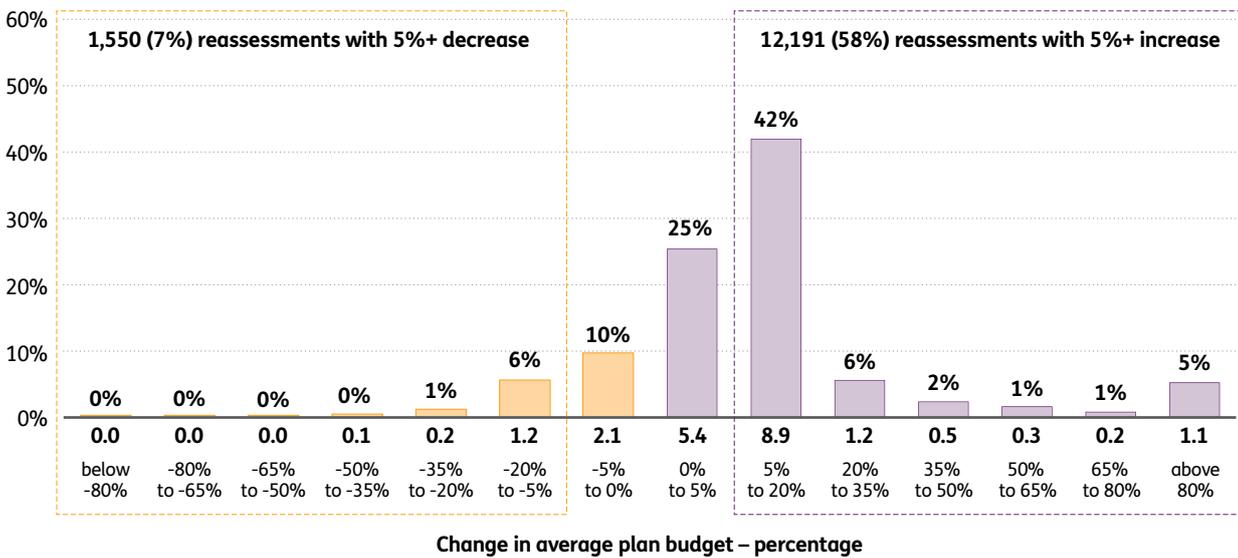


Figure 105: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) – participants in SIL^{129,130}

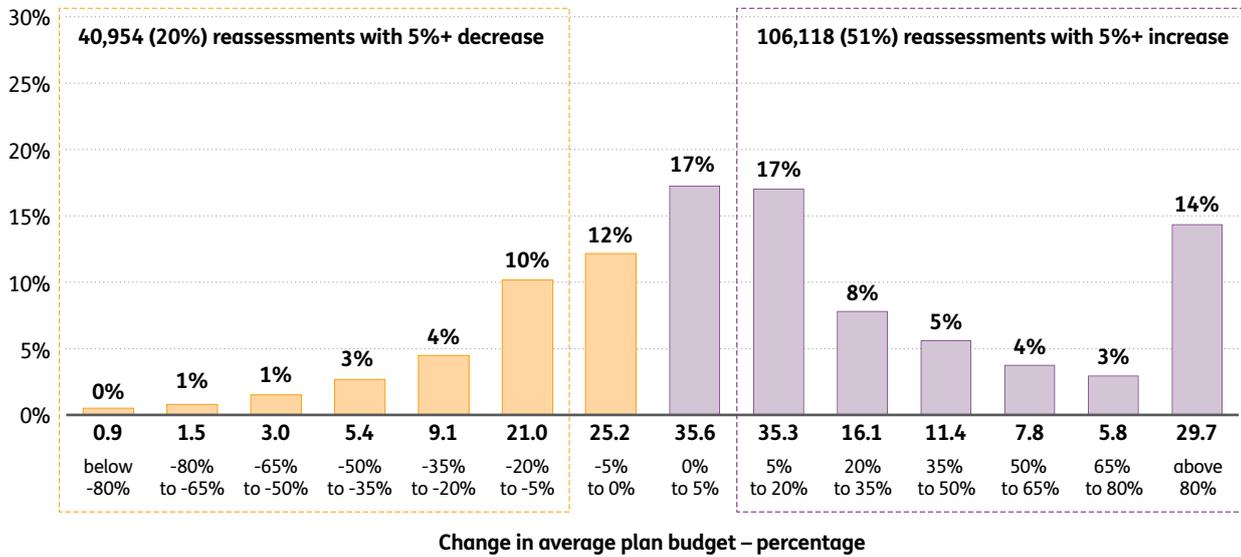


128 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

129 Ibid.

130 Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants from July 2020 to April 2022. This has resulted in a one-off change in the historical SIL and non-SIL inflation rates.

Figure 106: Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) – participants not in SIL¹³¹



In the financial years 2019–20, 2020–21 and 2021–22, plans were also more likely to increase rather than decrease.

In 2021–22:

- 39% of plans increased at reassessment by more than 5%
- 25% decreased by more than 5%
- 36% remained within 5%

In 2020–21:

- 42% of plans increased at reassessment by more than 5%
- 29% decreased by more than 5%
- 29% remained within 5%

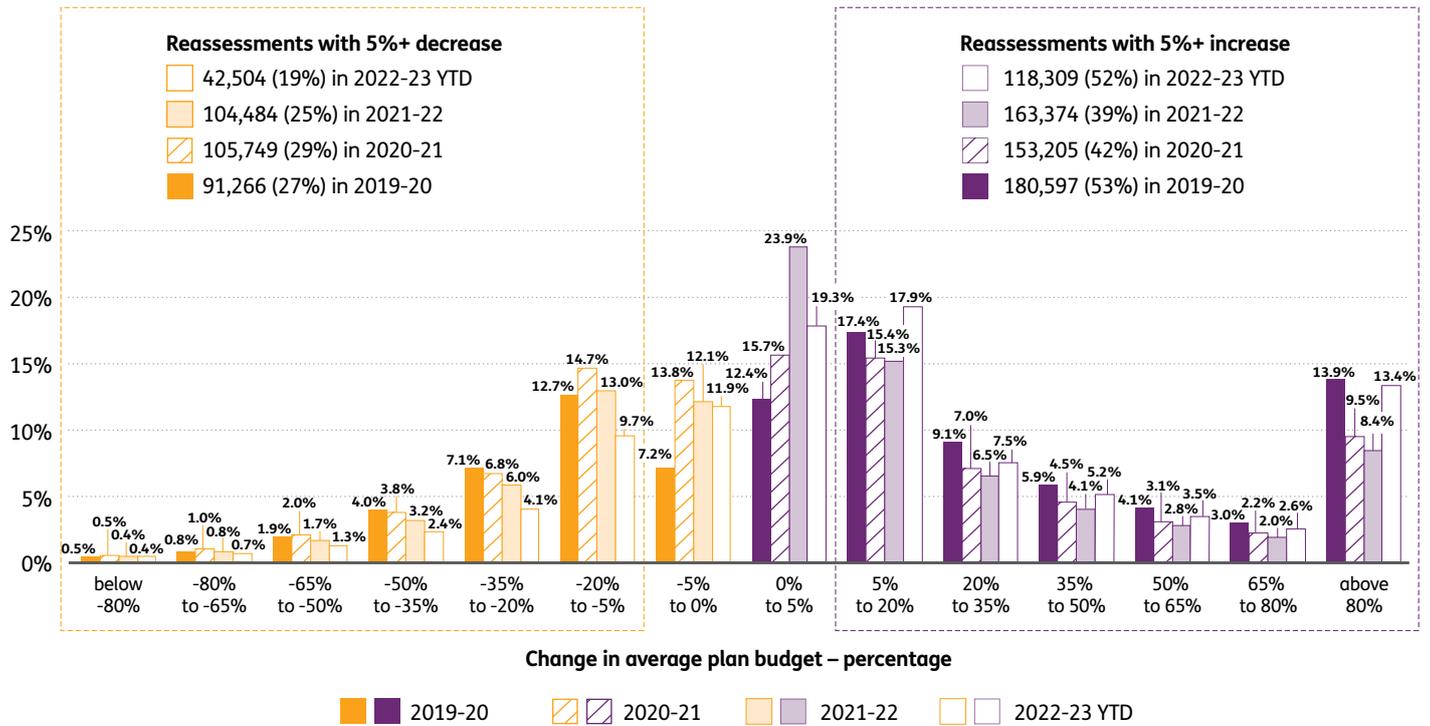
In 2019–20:

- 53% of plans increased at reassessment by more than 5%
- 27% decreased by more than 5%
- 20% remained within 5%

¹³¹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

The following chart shows the distribution of the percentage change in plan budgets for plans reassessed over the three years and three quarters to 31 March 2023, taking account of total plan inflation.

Figure 107: Distribution of the percentage change in plan budgets for plans reassessed over the three years and three quarters to 31 March 2023 – all participants



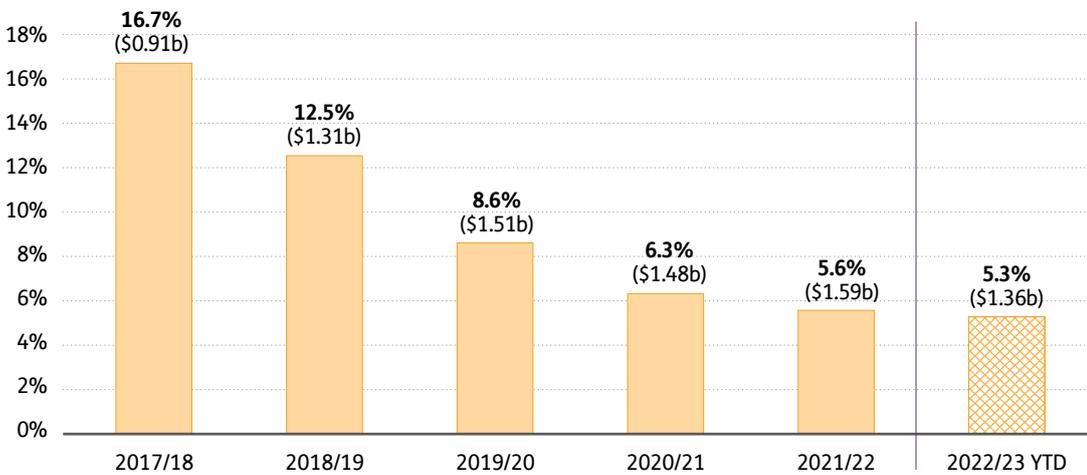
5.5 Operating expenses

Operating expenses per participant have reduced over the last four years.

In addition to the money spent through participant plans on supports for participants, the NDIA receives money to run the NDIA, including paying staff wages. This is referred to as the NDIA’s operating expenses. NDIA operating expenses have increased from \$906 million in 2017–18 to \$1,590 million in 2021–22.

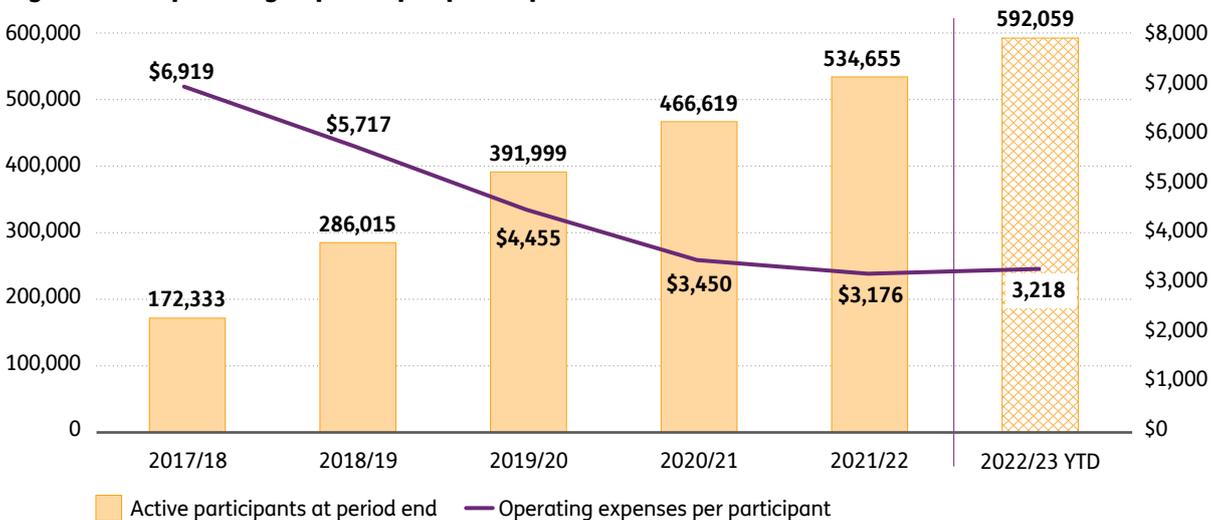
As a percentage of the dollars spent on participants, operating expenses have decreased from 16.7 per cent in 2017–18 to 5.6 per cent in 2021–22. For the nine months to 31 March 2023 the expense percentage has further decreased to 5.3 per cent. The Productivity Commission in their 2017 Study report¹³² suggests a range of seven to ten per cent as an appropriate benchmark for NDIA operating costs.

Figure 108: Operating expenses as a percentage of participant costs



Over time, the NDIA has increased efficiency. The annualised operating cost per participant has reduced by 52 per cent since 2017–18, from \$6,919 to \$3,176 in 2021–22. There is a small increase in annualised operating cost per participant to \$3,218 for the nine months to 31 March 2023, however this is expected to drop over 2022–23 as there exists some seasonality in operating expenses.¹³³

Figure 109: Operating expense per participant¹³⁴



¹³² <https://www.pc.gov.au/inquiries/completed/ndis-costs#report>

¹³³ The annualised operating cost per participant is expected to drop given the seasonality in operating expenses.

¹³⁴ Average number of participants is taking a simple average of the two periods (opening and closing) on active participants. Cost per participant uses these average participant numbers divided by Total Operating Expenses for the 2022–23 Budget.



Tamina walks tall in life and business, thanks to NDIS supports



Mildura cafe owner and business manager Tamina has an important message for other women with disability – it’s okay to ask for help.

“I have always been quite a strong, independent person, and I think you grow up with something like this, you feel you’ve always got to be okay, because it’s easier for others around you,” Tamina said. “But being able to learn to be vulnerable, to then become stronger, has actually been empowering.”

Tamina, 39, was born with spina bifida, a condition that affects the spine and spinal cord. With reduced feeling and nerve function in her feet and legs, Tamina walks with a limp and has problems with balance.

Until she joined the NDIS, Tamina also lived with chronic and debilitating pain. “There’d be days at a time where I would be stuck on the couch and in bed,” she said.

“For a lot of my adult life, I was quite complacent with my own care,” Tamina said. “So, for me, it was a process of having to accept that yes, I have a disability, and that disability is not a bad word. I’m still a mother, I’m still who I am and having a disability doesn’t change that.”

Tamina reached out to the NDIS – and the decision changed her life. “Because of the NDIS, and the supports I now have, I’ve been able to maintain a regular routine of exercise, physio and hydrotherapy, and I’ve been able to build up my strength to keep fit and healthy, so that my body can hold itself up,” Tamina said.

With her increased strength and fitness, Tamina’s pain has all but disappeared. “Now I’m lucky if I have a pain day once a month. It’s incredible,” she said.

“I thought I was an empowered woman before, but I really am now. These extra things I wouldn’t have thought I would be able to do, I can do them because of the NDIS.

Section six:

Staff advisory groups and the NDIS community





Participant and sector engagement activities continue to be a focus.

Section 6.2 of this report highlights the engagement activities being undertaken by the NDIA, including the Information Gathering for Access and Planning (IGAP) project, Home and Living, Participant Safeguarding, Supported Decision Making, CALD Strategy and First Nations Strategy.

On 18 October 2022, the Minister for the NDIS announced the Independent Review into the NDIS (NDIS Review). An overarching goal of the NDIS Review is to put people with disability back at the centre of the NDIS. It aims to help restore trust, confidence and pride in the NDIS.

The NDIS Review involves two parts:

- Part 1 examines the design, operations and sustainability of the NDIS.
- Part 2 examines ways to build a more responsive, supportive and sustainable market and workforce.

The NDIS Review continues to the present and a final report is to be provided by the Independent Review Panel to Disability Reform Ministers by October 2023. More information can be found on the [NDIS Review website](#)¹³⁵.

It is expected that the NDIS Review will lead to changes in the NDIA's work plan. Initiatives and activities described in this report, many of which commenced prior to the announcement of the NDIS Review, should be viewed in that context.

6.1 A high performing NDIA

Workforce diversity, inclusion and engagement.

As at 31 March 2023, the total NDIA workforce was 13,316 including 5,374 APS employees, 2,094 labour hire workers and contractors, and 5,848 people employed by the NDIS PiTC and Contact Centre partners.

During this quarter, the Agency has completed further bulk APS5 and APS4 Planner recruitment processes. These, along with an ongoing strategy to utilise existing Order of Merit pool from the previously completed bulk rounds, has resulted in offers to 383 APS5 roles with start dates throughout Q4. The Agency has implemented several process improvements to drive a better candidate experience and process efficiencies. Due to this, there has been a marked reduction in Time to Fill (TTF) reducing from 17.5 weeks in Nov 2022 to 12.8 weeks in April 2023.

The NDIA continues to progress actions in the Disability Inclusion Plan (DIP), with a key highlight being the findings of the Employees with Disability Workplace Experience Deep Dive being shared with the senior leadership team. The Deep Dive findings will inform prioritisation of further actions under the DIP and other employee experience improvement projects. The Agency has established a dedicated team that will drive transformation and activities to increase levels of inclusion, employment, engagement and the overall experience of People with Disability in the Agency.

¹³⁵ <https://www.ndisreview.gov.au/about/terms-of-reference>

The NDIA First Nation Employment and Inclusion Plan 2022–25 contains 22 actions. As at March 2023, 10 actions are in progress, with the remaining actions listed as future deliverables. One significant deliverable in progress is refreshing and rebuilding the learning and development approaches and solutions to building Cultural Capability.

The NDIA is currently in the final stages of developing its third Reconciliation Action Plan (RAP), a second Innovate level RAP following feedback from Reconciliation Australia (RA). The development of this RAP is a continuation of the Agency’s commitment to realising its reconciliation vision.

The NDIA LGBTIQ+ Inclusion Plan 2021–23 contains 16 actions. As at March 2023, nine of those actions have been delivered, with the remaining actions still in progress. The LGBTIQ+ Champions will soon launch the NDIA Rainbow Statement, a commitment to providing all LGBTIQ+ staff with a safe and supportive workplace. A significant piece of work currently under development is Gender Affirmation Guidelines.

Work on the first NDIA Culturally and Linguistically Diverse (CALD) Inclusion Plan is underway. The CALD Inclusion Group working group has been finalised with focus groups planned for March/April 2023. The four areas of focus include Cultural Competence and Leadership, Inclusive Culture, Inclusive Policy and Practice, and Career Development and Advancement.

6.2 Co-design and engagement

Co-design projects which are strengthening the NDIA’s engagement process.

Refining and embedding our approach to co-design

The NDIA understands the best way to improve the NDIS is to listen to people with lived experience of disability and first-hand experience of the NDIS.

This quarter, the NDIA continued to work together with the disability community to build co-design and engagement capability. The NDIA is also taking a collaborative approach to aligning cross government engagement priorities and initiatives.

The NDIA acknowledges and thanks the members of the Co-design Advisory Group for their ongoing contribution, advice and leadership as we ‘learn by doing’ with co-design.

Co-design Advisory Group

This quarter, the Co-design Advisory Group has continued to provide valuable input into the NDIA’s co-design process, including:

- meeting with NDIA DCEO Corri McKenzie to advise how the NDIA can further elevate the role of co-design across the Agency
- providing input into the NDIA’s guiding principles for co-designing policy in 2023.

After each meeting a communique from the meeting is published on the NDIS website.

More information about the Co-design Advisory Group, including regular updates on their discussions, can be found here: <https://www.ndis.gov.au/co-design-advisory-group>.

DRCO Forum

The DRCO Forum met on 24 February 2023. In this meeting, NDIA CEO Rebecca Falkingham and NDIA DCEO Corri McKenzie led a discussion with attendees about the issues of importance to the disability community and how the NDIA and DRCOs can work closer together in 2023 to deliver better outcomes for NDIS participants.

Members were also provided an update on the Agency's new Information and Communication Technology (ICT) system, including details of the trial being undertaken in Tasmania and how the NDIA will evaluate the trial in Quarter 4.

The membership of the DRCO Forum comprises:

Agency Representatives:

- The CEO or delegate
- Deputy CEO, Service Design and Improvement
- General Manager, Communications and Engagement
- Branch Manager Co-design and Engagement

External Members are invited from key national disability organisations at the request of the Chair. These organisations currently include:

- A4 Autism Aspergers Advocacy Australia
- Australian Autism Alliance
- Australian Federation of Disability Organisations
- Blind Citizens Australia
- Brain Injury Australia
- Carers Australia
- Children and Young People with Disability Australia
- Community Mental Health Australia
- Deaf Australia
- Deafblind Australia
- Deafness Forum of Australia
- Disability Advocacy Network Australia
- Down Syndrome Australia
- First Peoples Disability Network
- Inclusion Australia
- JFA Purple Orange
- Mental Health Australia
- National Ethnic Disability Alliance
- National Mental Health Consumer Carer Forum
- People with Disability Australia

- Physical Disability Australia
- ReImagine Australia
- Self Advocacy Resource Unit
- Women with Disabilities Australia
- Young People in Nursing Homes National Alliance

Membership is at the CEO level only.

Information Gathering for Access and Planning

The Information Gathering for Access and Planning (IGAP) project was established in 2021 following the direction from Disability Ministers to “co-design a new person-centred model that delivers consistency and equity in access and planning outcomes, consistent with legislative requirements for assessments as set out under the NDIS Act.” The project aims to address a range of longstanding issues with Scheme implementation, such as the need to improve the participant experience of NDIS access and planning decisions, and the need for a more robust and structured information gathering process to support more equitable and consistent decisions.

In 2022, the IGAP project engaged in an intensive engagement process, hearing from the disability community including participants, families and carers. This included six NDIA-led focus groups reaching 69 participants, 30 focus groups with six Disability Representative and Carer Organisations reaching more than 200 participants including diverse cohorts such as First Nations and CALD communities, and an online survey receiving 1,112 responses.

Since January 2023, the NDIA has worked with the IGAP Steering Committee to develop a workplan consisting of short/medium and long term improvements to access and planning processes. Short term actions may include incremental improvements such as revising forms and templates. The NDIA is awaiting guidance from the NDIS Review regarding longer-term changes to access and planning processes.

Home and Living

The NDIA is committed to improving the NDIS experience and outcomes for participants who need NDIS funded home and living supports. Our vision is for participants to have an ordinary life at home, where they feel a sense of belonging, safety, and security.

The NDIA is co-designing a Home and Living Framework to inform the way the Scheme supports participants to pursue their home and living goals.

The co-designed framework will deliver:

- A new way to support participants, their families and carers with information, assistance and connections to understand home and living options.
- A new way of gathering information to determine reasonable and necessary home and living funding.
- Flexible budgets that give more choice and control to participants.
- A new home and living approach for participants who need a high level of home and living support.

Since January 2023, the NDIA has been working on an implementation plan to support the framework.

Participant Safeguarding

The NDIA has been co-designing a policy and implementation plan on participant safeguarding. The policy outlines our commitment to support people with disability who engage with the NDIS to create or expand safeguards to improve their safety. It represents a shift to a stronger focus on proactive identification, assessment, and management of risk to minimise the likelihood of violence, abuse, neglect and exploitation.

The policy and implementation plan were endorsed by the NDIA Board in March 2023 and will be publicly released in Quarter 4.

Supported Decision Making

The NDIA has co-designed a policy and implementation plan on supported decision making. Supported decision making is the process of providing support to people to make decisions to remain in control of their lives. We want to show leadership, stewardship and improve how the NDIS supports people with disability in their everyday lives.

The policy and implementation plan were endorsed by the NDIA Board in January 2023 and will be publicly released in Quarter 4.

Culturally and Linguistically Diverse Strategy

The NDIA is co-designing a new Cultural and Linguistic Diversity (CALD) Strategy for 2023–2027, along with a corresponding action plan, in collaboration with CALD participants, nominees, families, carers, providers, and sector stakeholders. The new CALD Strategy aims to provide the NDIA with a clear strategic approach to support CALD participants, families, and carers. The NDIA is committed to a broad national engagement approach to co-design the new CALD Strategy, enabling deep engagement with key CALD stakeholders at the national, state and territory, and local levels.

The NDIA has been partnering with the National Ethnic Disability Alliance (NEDA) and has also established a CALD External Advisory Group to provide strategic advice, governance, and oversight for the co-design and development of the new CALD Strategy. The CALD External Advisory Group and NEDA are responsible for ensuring that the voices of CALD people with disabilities are heard through the co-design process and for reviewing and endorsing the new CALD Strategy.

Since January 2023, the NDIA has:

- Coordinated community conversations with stakeholders at a local level to identify issues, specific cultural needs, and test solutions with CALD communities and individuals with whom the NDIA has not traditionally engaged in an effective manner. These conversations will help articulate and build into the strategy the needs of CALD communities.
- Delivered a series of public online information sessions encouraging members of the public to contribute their ideas on potential solutions and actions that will support the strategy to meet the needs of all people with disabilities from all cultures and communities. Translated information was available to support this process. Individuals were encouraged to submit their ideas by online survey, email or post, in their preferred language.

- Completed consultations with approximately 20 organisations that work with or represent the interests of people with a disability from a CALD background. The purpose of these consultations was to better understand the challenges faced by the communities they work with and represent and to discuss actions and solutions to improve the experience of those from CALD backgrounds when accessing or using the NDIS.
- Hosted a NDIS Cultural and Linguistic Diversity (CALD) Strategy Summit event in February 2023. This event brought together members of our CALD Expert Advisory Group and other NDIA stakeholders, as well as Minister for the NDIS, the Hon Bill Shorten MP. The purpose of the CALD Strategy Summit was to share what the NDIA has learned and heard from CALD communities about the issues that are important to them, and to test proposed actions and solutions in response to these issues. Feedback from the CALD Expert Advisory Group received through the Summit event has been incorporated as the team develop the new CALD Strategy.

First Nations Strategy

The NDIA is progressing the development of a new First Nations Strategy, to replace the 2017 Aboriginal and Torres Strait Islander Strategy. The NDIA has publicly committed to working with First Nations people with disability, participants, the broader First Nations disability community, families, carers, and sector stakeholders to co-design a new First Nations Strategy.

Since January 2023, the NDIA has:

- Signed a partnership agreement with First Peoples Disability Network (FPDN), to work together to co-design the First Nations Strategy, as well as short-term priorities and opportunity areas for the NDIA to support First Nations people with disability.
 - The partnership agreement was announced by the Hon Bill Shorten MP on 28 February 2023.
- Established the First Nations Advisory Council (FNAC), to be co-chaired by the CEO's of the NDIA, Rebecca Falkingham, and FPDN, Damian Griffis.
 - The FNAC will provide strategic advice and ensure development of the First Nations Strategy is governed by First Nations people with disability at the highest level.
 - The inaugural FNAC meeting was held on 10th March 2023.
- Undertaken a series of four internal focus groups with key Agency stakeholders spanning four themes: Access, planning and engagement; Community-controlled sector strengthening; Mainstream interfaces and collaboration, and; Outcomes, research and continuous improvement.
- Recruited a First Nations Cultural Facilitator, to ensure culturally safe and inclusive facilitation of external stakeholder engagement and key governance.

6.3 Valued input from the Independent Advisory Council

The IAC continues to provide valued advice to the NDIA Board and management.

Independent Advisory Council

The Independent Advisory Council to the NDIS continues to provide valued advice to the NDIA Board and management. This quarter, the Scheme Actuary attended Council's February meeting and presented on measurement of adherence to the Participant Service Guarantee recommendations. At this meeting Council also received an update on progress against their advice promoting best practice in early childhood intervention the NDIS and progressed discussion on providing a submission to the NDIS Review Panel.

Council progressed their work on 'Improving Equity in the NDIS' to the Board and continued work on advice related to 'Improving the NDIS for children and young people: the importance of being guided by their voice'. Council continues to actively collaborate with the NDIA on a variety of NDIA's Corporate Plan and co-design priorities and the Council's own plan of work. Council's [Annual Report 2021–2022](#)¹³⁶ provides further information

6.4 Public data sharing and the latest release of information

The NDIA continues to release timely data and analysis to stakeholders.

After experiencing technical issues, the [explore data](#)¹³⁷ tool, an online interactive tool that allows the public to download open access Agency data was reinstated to the data and insights website on 4 January 2023. The latest version of this interactive tool contains more datasets for analysis and download, including being able to compare multiple financial quarters of data.

On 6 January 2023, the latest Participant, families and carer's outcomes reports to 30 June 2022 were publicly released, sharing key results from survey responses gathered from participants, their families and carers about how their lives are changing since becoming involved with the Scheme.

On 2 March 2023, the Agency released second quarter NDIS data, refreshing the [downloadable data](#)¹³⁸ followed by further updates to the [explore data](#)¹³⁹ interactive tool with information to the end of 31 December 2022 quarter.

Building on the December 2022 release of the new Participant dashboards series, a quarterly data only update was released on 21 February 2023, for each of the 13 primary disability types in the Scheme, providing updated data to 31 December 2022.

¹³⁶ <https://www.ndis-iac.com.au/news>

¹³⁷ <https://data.ndis.gov.au/explore-data>

¹³⁸ <https://data.ndis.gov.au/data-downloads>

¹³⁹ <https://data.ndis.gov.au/explore-data>

Several deep dive reports and analyses have been released in previous quarters:

Figure 110: List of reports and analyses released and available at data.ndis.gov.au

Participant dashboards	Data 'as at' date
Acquired Brain Injury	31 December 2022 ¹⁴⁰
Autism	30 September 2022
Cerebral Palsy	
Developmental Delay	
Down Syndrome	
Global Developmental Delay	
Hearing	
Intellectual disability	
Multiple sclerosis	
Psychosocial	
Spinal Cord Injury	
Stroke	
Visual impairment	
Participant reports and analyses	Data 'as at' date
Participants with autism spectrum disorder (ASD)	31 March 2018
Participants with a psychosocial disability in the NDIS	30 June 2019
Participants with an intellectual disability in the NDIS	31 December 2019
Participants with acquired brain injury, cerebral palsy or spinal cord injury in the NDIS	31 December 2020
Participants with a neurodegenerative condition in the NDIS	31 March 2021
Participants with sensory disabilities in the NDIS	31 March 2021
Aboriginal and Torres Strait Islander participants	30 June 2019
CALD participants	30 June 2019
Analysis of participants by gender	31 December 2019
Young adults in the NDIS aged 15–24 years	30 June 2021
Young people in the NDIS aged 0–14 years old	30 June 2020
Participants by remoteness classification	30 June 2020
Outcomes and goals	Data 'as at' date
Outcomes report: dashboards and datasets for LGAs and NDIS service districts for participant and an outcomes report for families/carers	30 June 2022, 30 June 2021, 30 June 2020, 30 June 2019, 30 June 2018
Health and wellbeing of NDIS participants and their families and carers	30 June 2021
Employment outcomes for NDIS participants	31 December 2021
Employment outcomes for families and carers of NDIS participants	31 December 2020
Employment outcomes	30 June 2018
People with disability and their NDIS goals	31 December 2019
COVID-19 impact on participants and family/carer outcomes	30 June 2020

¹⁴⁰ A data-only release of information

The NDIS Market Reports	Data 'as at' date
The NDIS Market (Market Monitoring)	31 December 2021, 30 June 2021
Dashboards with market summaries, datasets for LGAs and NDIS service districts ^{141,142}	31 December 2020, 30 June 2020
	31 December 2019, 30 June 2019

6.5 Cyber Security

NDIA Cyber Security continues to proactively identify the most likely and significant threats to enable the informed implementation of risk mitigation.

NDIA Cyber Security is committed to taking a proactive approach to identifying and addressing the most likely and significant threats facing the Agency, allowing for informed risk mitigation measures to be put in place. As a participant in a wider ecosystem that includes Partners in the Community, digital partners, service providers, and government departments, the NDIA faces cyber risks from both internal and external sources.

To manage these risks, the NDIA collaborates with other cyber security conscious partner organisations to manage risks posed by social activists, criminal enterprises, state actors and other parties with various motivations. These threats often take the form of malware, ransomware, phishing, and social engineering which seek to extort funds, expose personally identifiable information, and deny people of online services. NDIA internal threats present themselves through the misuse of access and information with the intent of causing political and social embarrassment or supporting criminal enterprise.

The NDIA's Insider Threat Team is continuing its uplift with a roadmap to augment the Agency's ability to detect, deter, respond, and disrupt adverse activity from trusted insiders.

The NDIA has embarked on a multi-year technology change agenda which incorporates a significant uplift of cyber threat detection, response, and prevention capabilities, as well as improving the understanding and management of ICT Risk in the NDIA. The NDIA is improving its ability to detect and respond to threats to NDIA ICT systems and data through the Security Operations Centre utilising sophisticated tool sets.

The NDIA Cyber Risk management program is designed to maintain the accessibility of services required for staff, participants, and the disability sector, while reducing the risk of ICT platforms within the Agency. This is achieved through security risk assessments of the Agency's ICT systems in line with the Australian Government Information and Communications Technology Security Manual (ISM) and the Protective Security Policy Framework (PSPF), development of ICT Risk and Compliance Frameworks, strategies, policies, and a regular self-assessment against the Australian Cyber Security Centre's Essential Eight mitigation strategies and the identification and mitigation of supply chain risk.

Furthermore, the NDIA continues to invest in regular internal communication and training with staff and partners. The Agency is conducting phishing campaigns to educate staff to maintain awareness of cyber threats and to detect and respond to cyber threats effectively. The program is reviewed annually to ensure its effectiveness. The Agency remains committed to its ongoing efforts to enhance its cyber security posture and ensure the protection of its ICT systems, data and users.

¹⁴¹ <https://data.ndis.gov.au/data-downloads>

¹⁴² <https://data.ndis.gov.au/explore-data>

6.6 Fraud and Compliance

The NDIA continues to identify and respond to compliance risks.

The National Disability Insurance Agency (NDIA) continues to identify and respond to fraud and compliance risks. The October 2022 Budget set aside \$126 million over four years to establish a Fraud Fusion Taskforce (FFT) to target fraud and serious non-compliance. The FFT brings together the NDIA, Services Australia, law enforcement agencies and regulators, to better enable intelligence sharing, identification and response to fraud perpetrated by serious organised crime entities and others seeking to exploit the Government's system of social supports. The NDIA is working closely with partner agencies to work through the arrangements to establish the FFT.

The NDIA continues to identify and respond to compliance risks and has significantly increased its targeted compliance activity by regularly monitoring and responding to incorrect or unusual claims made by registered providers.

A key element of the NDIA's compliance approach is to collaborate with registered providers to raise awareness of their responsibilities and to educate them on how to be compliant when claiming. During Quarter 3, the proactive compliance cases continued to be progressed, however there was a shift in focus to reactive compliance cases within the Agency that have been raised via the Report a Fraud function.

Quarter 3 continued to see an increase in the number of tip-offs received by the NDIA via the Fraud Reporting and Scams Helpline. The NDIA received 4,633 tip-offs in this quarter as compared to 2,185 for the same period in 2021–22. A total of 11,610 tip offs have been received this financial year, when compared with 6,927 from the same period last financial year.

As of 31 March 2023, there were 38 fraud matters under investigation and an additional 14 matters under preliminary evaluation for investigation. Of these, 14 matters are before the courts under prosecution, with a total alleged fraud value of \$12.9 million. Three matters are scheduled for trial in the forthcoming quarter.

A key investigation outcome for the quarter was the execution of three search warrants across Western Sydney in February 2023, resulting in the charging of three men with fraud offences totalling \$3.3 million.

Other key activities centered on analysis and compilation of evidence to support new and ongoing prosecutions, field work to gather new evidence to support future prosecution action, and recruitment for the FFT.

A new Serious & Complex Non-Compliance team was established in February 2023 to investigate material and intentional non-compliant behaviour that does not meet the threshold for criminal prosecution. Alternate treatments actions apply where fraudulent or non-compliant activity is verified.

6.7 NDIA's new Information and Communication Technology (ICT) system

Real-time testing of the new ICT system in Tasmania.

NDIA is developing a fit-for-purpose ICT system

The NDIA is designing and building a new ICT business system, PACE. PACE is a fit-for-purpose business system and will be ready to replace the NDIA's current CRM, portals and payment systems.

PACE is being designed to be more user-friendly and make it easier for NDIA staff and partners to do their job, giving them more time to deliver a quality experience for participants and providers. The design and build of PACE have been strongly influenced through our ongoing consultation with participants, staff, partners and providers. It has also been influenced by the outcomes of prior consultation with participants.

Real-time testing of the new ICT system and processes in Tasmania.

NDIA real-time testing of improved processes and our new ICT system in Tasmania is progressing, since starting in November 2022.

As at 10 March 2023, more than:

- **1,080** Tasmanian participants now have approved plans in our new ICT system.
- **100** new participants have had their access requests and plans developed in our new ICT system.
- **16,000** payments have been made in our new ICT system, equating to more than \$6 million in payments.

The test in Tasmania is an opportunity to learn from participants, staff, partners, providers and the disability community, to make sure our processes and systems deliver the participant experience we expect.

Through the real-time test, we continue to gradually release new features into the system, which are prioritised based on the experience and feedback received from participants, providers, NDIA staff and NDIS partners in Tasmania.

New system features support NDIA staff and NDIS partners to record, track and progress participant enquiries and requests, helping to keep participants updated and reducing the time it takes to resolve and complete the requests.

Additional functionality has been released in the my NDIS participant portal, and the my NDIS app has been updated to connect to our new ICT system. The my NDIS portal and app improve the information available to participants and their representatives. We will continue to build and deliver more features in the my NDIS portal and app.

The new my NDIS provider portal also continues to be upgraded throughout the real-time test.

Test evaluation and feedback

The NDIA began evaluating the test in Tasmania when it started in November 2022.

We have spent time listening to everyone involved in the Tasmania test to understand their experience, including:

- What worked well?
- What could be improved?
- What we need to do to help the rest of Australia prepare for the introduction of our new computer system and improved processes?

All internal and external feedback from the test is being rolled into our evaluation process. Specific data and insights are being captured from internal and external stakeholders, including:

- Surveys of participants and people interacting with the NDIA in Tasmania from January 2023. From 30 January 2023 to 17 March 2023, we have had 405 responses with 155 responses directly from participants.
- Tasmanian based Disability Representative and Carer Organisation ran 43 focus groups and 26 surveys with a total of 143 participants, families and carers of people with disability during February 2023.
- Provider satisfaction surveys were carried out in February 2023, with more than 140 responses.
- Ongoing NDIA staff and NDIS partners surveys.
- 25 focus groups with providers, NDIA staff and NDIS partners.

In February 2023, we invited Tasmanian NDIS participants, families, carers, and people from the disability community to attend face-to-face ‘open house’ community engagement events and online information sessions. The sessions gave attendees the opportunity to speak with NDIS representatives about the topics that interested them. We received a strong response to the sessions, over 87% of attendees indicated they found the information provided to be useful.

We will share the findings from our evaluation of the Tasmania test and be clear about where we need to make improvements, based on the experience of everyone involved in the Tasmania test. We expect to release the evaluation report in late May 2023.

Insights from the evaluation will help us and the wider disability community consider the design priorities and implementation effort needed to get Tasmania to be fully operational and prepare for national use of our improved processes and new ICT system.

The [NDIS website](https://www.ndis.gov.au/improvements)¹⁴³ has further information about the Tasmania test, including animations and easy read materials explaining how the new ICT system will help us deliver a better participant experience.

¹⁴³ <https://www.ndis.gov.au/improvements>

6.8 Independent Expert Review model for dispute resolution

Independent Expert Review trial.

The National Disability Insurance Agency (NDIA) commenced a trial Independent Expert Review (IER) program as an Alternative Dispute Resolution (ADR) mechanism. The trial is intended to help resolve disputes about NDIA decisions and inform potential broader ADR change to address disputes before they progress to hearing in the Administrative Appeals Tribunal (AAT).

The IER trial is one of a number of NDIA initiatives introduced to address the AAT caseload, and has resolved over 4,800 cases and reduced the overall caseload by approximately 30 per cent since May 2022.

The IER trial has been developed in close consultation with the disability sector to ensure perspectives of people with lived experience of disability are central to the process and outcomes for NDIA decisions including resolution of disputes about NDIA decisions.

Broader stakeholder engagement with the Department of Social Services (DSS), the AAT, the Attorney-General's Department, as well as advocacy groups and legal aid commissions ensures alignment with the government and legislative objectives.

The IER trial is overseen by an Oversight Committee (OC) chaired by Graeme Innes AM with 9 independent members representing the disability sector. The OC provides a forum for stakeholder engagement as well as transparency and accountability of the IER.

The IER trial will be evaluated based on informal and formal feedback, including surveys distributed to participants, disability advocates and Independent Experts. The surveys were developed by the NDIA with input provided by OC members, and will inform the formal evaluation reports in due in May and June 2023.

In addition, DSS is funding an advice, intake and triage phone line operated by the Legal Aid Commissions which has been operating since 16 January 2023 to inform people about how to access the IER and to manage referrals for advocacy or legal advice on the outcome of recommendations.

Background

The IER trial operates together with other NDIA initiatives to help reduce the number of cases going through the AAT appeals process.

Key features of the IER model are:

- IER is a free, voluntary, non-binding and confidential process
- An Independent Expert is appointed to review the information before the AAT for matters referred to the program, and may discuss the matter with the participant and the NDIA to better understand the supports in dispute
- The Independent Expert provides a non-binding recommendation about the outcome to assist the parties to resolve the matter
- If the parties both accept the recommendation, terms of agreement are filed in the AAT and a new plan implemented where appropriate
- The participant's existing AAT rights and application are not deferred or delayed by the IER process

- The IER provides a quicker, fairer, and easier mechanism for resolution of disputes, with reviews usually conducted within a 6-to-8-week timeframe, and recommendations of 10+ pages (on average) provided to the parties
- The NDIA publicly committed to act in good faith and accept Independent Expert recommendations unless it has substantial reasons for not doing so.

All Independent Experts receive induction training on the IER, National Disability Insurance Scheme (NDIS) Act, NDIS Rules, NDIA Operational Guidelines and disability awareness.

Commencement of the trial

The IER trial commenced on 4 October 2022 with over 30 participants invited to take part, and achieved the following objectives:

- Providing a proof of concept for expansion of the IER and reducing the caseload in the AAT
- Providing alternative pathways to resolve disputes
- Improving public trust and confidence in the NDIA with the disability community and broader stakeholders
- Informing longer term reform for resolution of disputes involving NDIA decisions.

Approximately 20 matters were referred to the IER trial by disability advocates who they represented through the process, and 10 participants directly contacted the NDIA requesting to take part, the majority of which were self-represented.

All recommendations received to date have been accepted by the NDIA.

Broadening implementation of the IER trial

The IER trial was broadened in December 2022 supported by an additional 13 Independent Experts and increasing resources within the IER project team.

As at 31 March 2023, over 40 matters have been referred to Independent Experts and over 25 recommendations have been received.

IER numbers through the trial are lower than originally estimated for a variety of reasons including the success of other Agency resolution activities such as case review processes and the introduction of an early resolution team to reduce matters before the AAT.

Many matters that would otherwise have been in the IER trial are resolving prior to referral to an Independent Expert being required. This is considered a positive outcome. As at 31 March 2023, 4,941 NDIS cases have been resolved at the AAT since 1 June 2022.

Although there have been fewer matters through the IER trial than anticipated, there are sufficient numbers progressing through.

IER trial evaluation and learnings

The IER trial is funded to 30 June 2023 and the Agency is conducting an extensive evaluation of all aspects of the IER trial including through surveys, key stakeholder interviews, data analysis and outcomes analysis.

Learnings from the IER trial are being used to inform the Agency’s improvements in its people-centric approach to dispute resolution, use of co-design principles and engagement with the disability community, suggestions to the NDIS Review for legislative reform to assist Agency decision making, and suggestions for reform to the external review process which will replace the AAT.

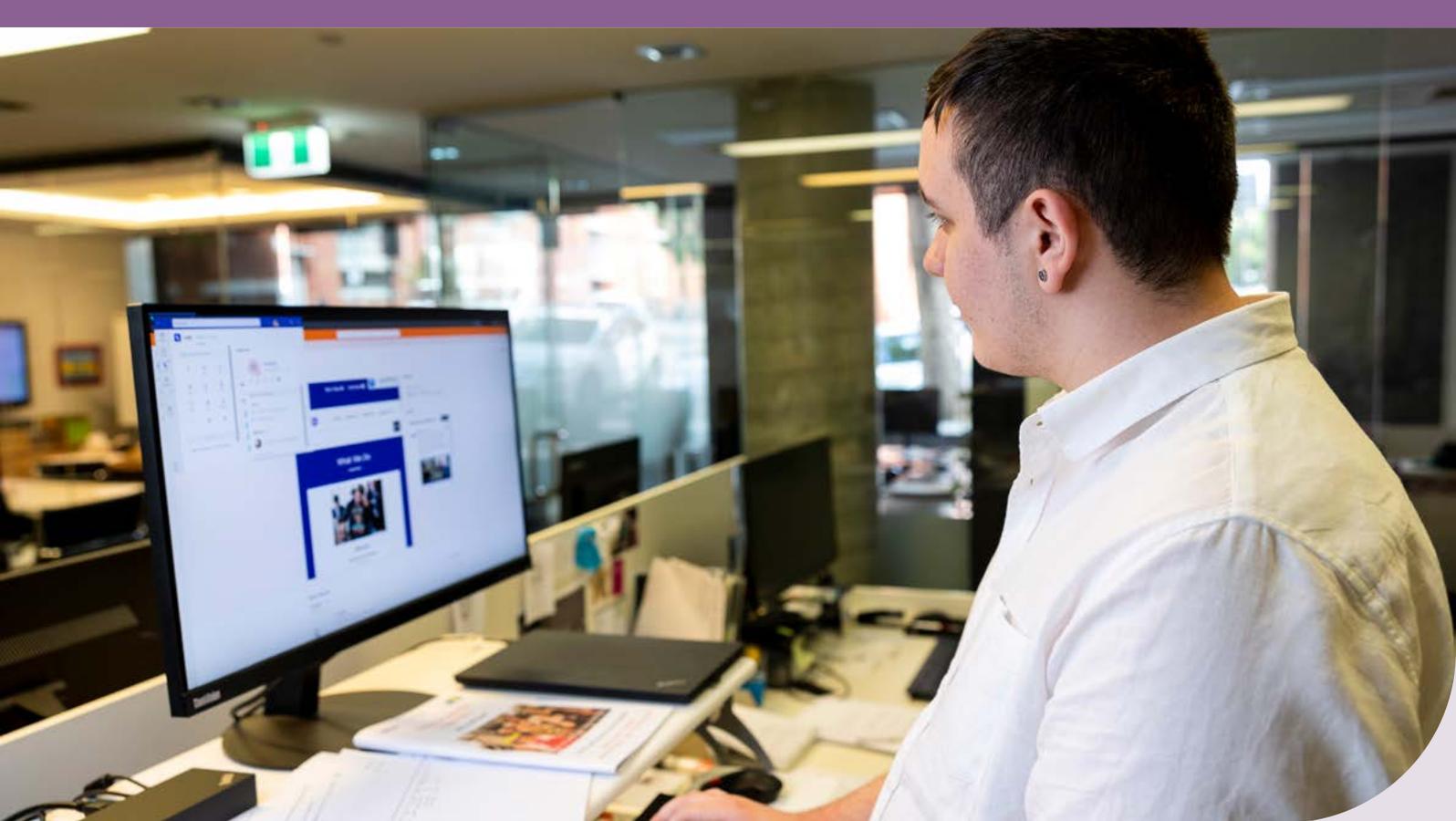
The IER trial also provides important learnings to incorporate into the Agency’s ADR initiatives alongside other dispute resolution options available.

Key data and figures

Figure 111: IER data – Phase 1 & Phase 2 as at 3 April 2023¹⁴³

Independent Expert Review	Invitations sent	Invitations accepted	Referrals to IER	Recommendations received
Phase 2 Total	99	56	44	28
Phase 1 Total	34	20	20	19
Total	133	76	64	47

144 Key data of Independent Expert Review trial. Data Sources: IER matter tracker v7. Data extraction date: 3 April 2023.



Tobias secures his dream job helping others with disability



Greenvale's **Tobias** said he couldn't wipe the smile off his face when he received a call to say he'd landed a job with the Victorian Advocacy League for Individuals with Disability (VALID).

The 21-year-old said his NDIS funding and his new role at VALID have been life changing and so far, "life is pretty good".

"At VALID my role is to empower self-advocacy for people with disability, develop training tools, information/resources and help plan the annual Having a Say (HaS) conference. As a person with autism I want to use my lived experience to help support others," he said.

Working one day a week at VALID's Collingwood office, Tobias is sent out to visit several people with lived experience of intellectual disability at their homes to capture data and improve self-advocacy and empowerment practices within their accommodation service.

"It's great to be able to visit people with disabilities in their homes and ask them questions about their supports and whether they are working for them or not," he said, "I feel like I'm helping to make a positive difference in people with disability's lives".

VALID Self Advocacy Programs manager, Rick Ruiu said Tobias has settled in quickly and taken on an active role in the team.

"Tobias is a quick learner, always approachable; he joins in and is a really nice person in terms of how he conducts himself in and out of the office," he said.

"Tobias is also a natural when it comes to conducting interviews. He's doing really well and is someone we are thrilled to have on our team," Rick said.

Recent NDIS Annual Participant and Family and Carer Outcomes reports show Tobias is one of many NDIS participants who say their life has improved with NDIS supports.

ndis

[ndis.gov.au](https://www.ndis.gov.au)

National Disability Insurance Agency

 Telephone 1800 800 110

 Webchat [ndis.gov.au](https://www.ndis.gov.au)

Follow us on our social channels



For people who need help with English

 TIS: 131 450

For people who are deaf or hard of hearing

 TTY: 1800 555 677

 Speak and Listen: 1800 555 727

Appendix A:

Key Definitions

Access request: A formal request by an individual for a determination of eligibility to access the Scheme.

Access requirements: The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

Active participant: Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants.)

Active provider: An approved person or provider of supports who has received payment for supporting Agency-managed participants.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

Assistive Technology (AT): The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

Average annualised committed supports: Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

Average payments: Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the period.

Bilateral Agreement: An agreement between the Commonwealth and a State or Territory that formalises the commitments of each government in relation to NDIS.

Bilateral estimates: Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

Carer: Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

Claiming provider: A provider that has directly claimed payments for supports. For plan managed payments, this will be passed on to the support provider.

Committed support: The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Culturally and Linguistically Diverse (CALD): Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English. From September 2021, it excludes participants identifying as being part of First Nations Peoples.

Early Childhood Approach (ECA): An approach which supports children younger than 7 who have developmental delay or disability and their families/carers. Depending on individual circumstances a child may move through the ECA program to become an NDIS participant on either an s.24 Permanent Disability (PD) or s.25 Early Intervention (EI) participant.

First Nations Peoples: Identified as Aboriginal but not Torres Strait Islander; or Australian Aboriginal; or Torres Strait Islander.

Individualised Living Options (ILO): Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to live where they choose, increase their independence and maximise their social and economic participation.

In-kind: Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Internal Review of Decision request: An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

Mainstream services: The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market: Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS. In this report the NDIA is also referred to as 'the Agency'.

National Disability Insurance Scheme (NDIS): Provides support for Australians with disability, their families and carers. In this report the NDIS is also referred to as 'the Scheme'.

Outcomes framework questionnaires: One way in which the Agency is measuring success for people with disability across eight different life domains.

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Participant Reassessment Request: A review of a participant's plan requested by the participant under the NDIS Act (s.48).

Participant: An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

Payment: Made to participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

Plan: A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Pricing: Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the Agency will pay for that support.

Provider: A provider of services and/or supports (registered or unregistered) to participants.

Registered provider: An approved person or provider of supports that has registered as a provider with the NDIS Quality and Safeguard Commission.

Revenue: The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

Specialist Disability Accommodation (SDA): Accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

Supported Independent Living (SIL): Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

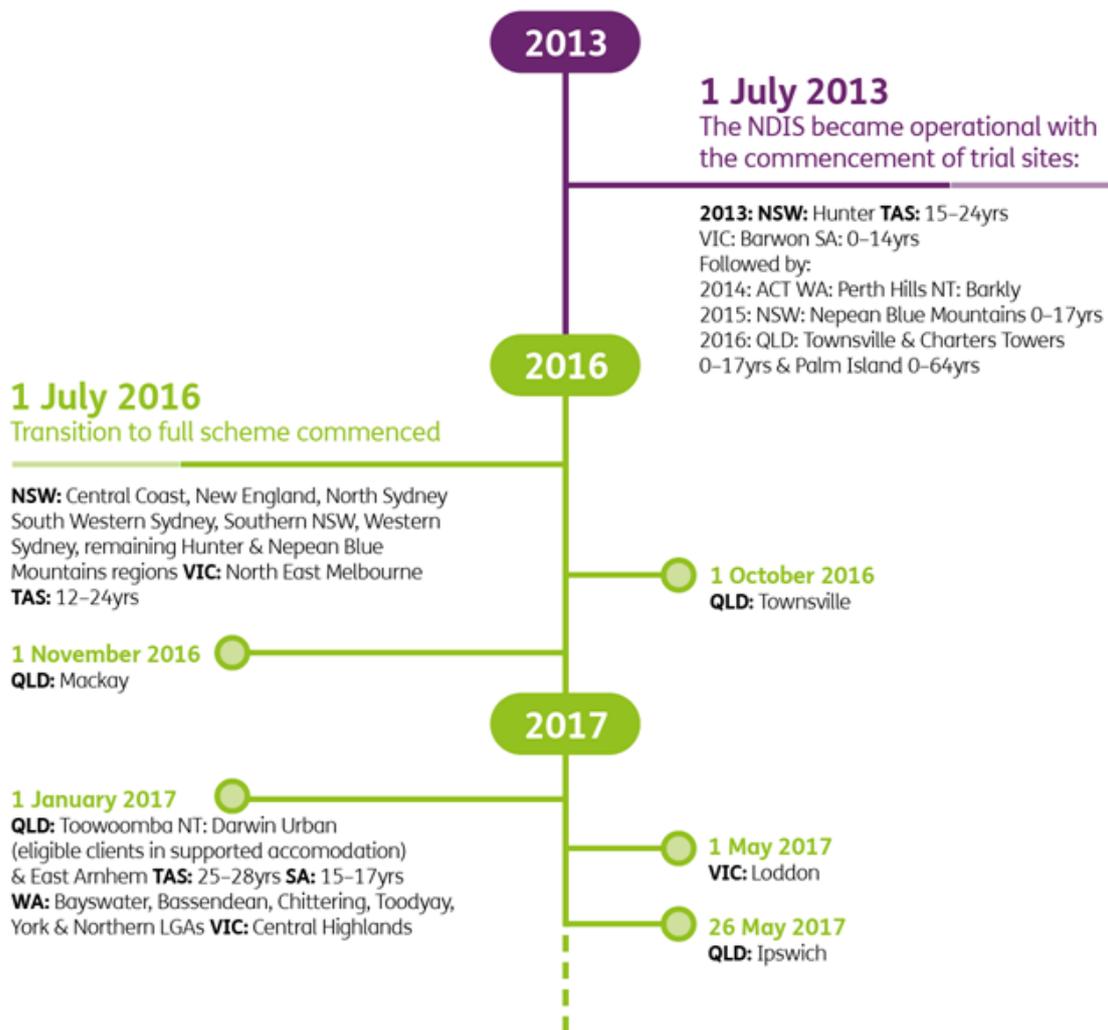
Unregistered provider: A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan managed or self managed.

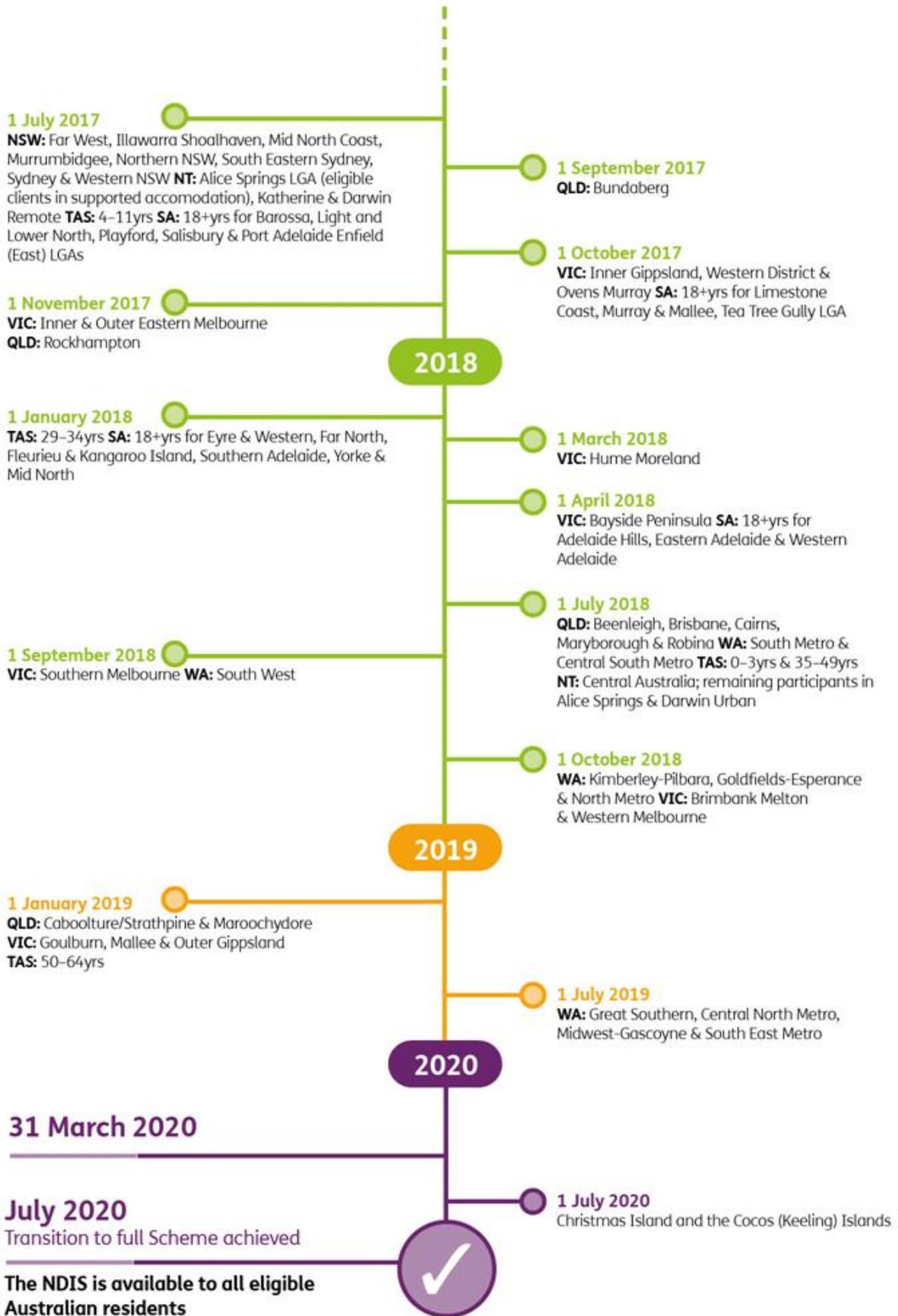
Appendix B:

Scheme roll-out: Timing and locations

Figure B.1 outlines the timeline and roll-out of the NDIS.

Figure B.1 NDIS roll-out schedule





Appendix C:

Approved plans and children accessing early connections

Table C.1 compares plan approvals (including children accessing early connections) with bilateral estimates.

The scheme to date bilateral estimates for WA are as at 31 March 2023, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates^{1 2 3 4 5}

State/Territory	All plans approved (excl. children accessing early connections)	Children accessing early connections	All plans approved (incl. children accessing early connections)	Total bilateral estimates	Comparison for all plan approvals (incl. children accessing early connections) with bilateral estimates
NSW	192,762	5,538	198,300	141,957	140%
VIC	169,526	3,175	172,701	105,324	164%
QLD	128,997	4,629	133,626	91,217	146%
WA	52,624	1,173	53,797	44,688	120%
SA	54,885	1,071	55,956	32,284	173%
TAS	13,591	151	13,742	10,587	130%
ACT	12,013	165	12,178	5,075	240%
NT	6,024	111	6,135	6,545	94%
Total	630,423	16,013	646,436	437,677	148%

¹ All plans approved includes participants who have left the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

² State/Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. These include any early childhood therapy supports and/or mainstream referrals.

⁴ These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

⁵ There are no children accessing early connections at 31 March 2023 with Missing jurisdiction information.

Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status^{6,7}

State/ Territory	Active approved plans (children younger than 7 as at 31 March 2023)	Access met but yet to have an approved plan (Children younger than 7 as at 31 March 2023)	Access request (no decision) - Children accessing early connections	Access request (no decision) - Children waiting for early connections	Access request (no decision) - Neither accessing nor waiting for connections	Others accessing or waiting on early connections - Accessing early connections	Others accessing or waiting on early connections - Waiting for early connections	Total
NSW	29,436	1,070	989	<11	406	4,549	41	36,495
VIC	27,968	953	770	26	298	2,405	316	32,736
QLD	21,024	1,305	652	<11	364	3,977	41	27,373
SA	7,140	239	193	<11	94	878	61	8,606
WA	6,178	404	223	<11	59	950	27	7,846
TAS	1,697	14	32	<11	117	119	<11	1,985
ACT	1,300	44	40	<11	13	125	<11	1,523
NT	1,028	48	33	<11	39	78	<11	1,227
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	95,773	4,077	2,932	48	1,390	13,081	492	117,793

⁶ This table includes 289 children aged over 6 accessing early connections as at 31 March 2023, and a further 22 children aged over 6 who are waiting for early connections.

⁷ Early connections include any early childhood therapy supports and/or mainstream referrals.

Appendix D:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants and their families and carers (for participants aged 14 or under) tracks how participants are progressing across eight life domains:

Choice and Control: Includes independence, decision-making and whether the participant would like to have more choice and control in their life.

Relationships: Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.

Health and Wellbeing: Relates to health, lifestyle and access to health services.

Work: Explores participants' experiences in the workforce and goals for employment.

Daily Living Activities: Explores how independent participants are in nine areas of daily living, for example shopping and home cleaning.

Home: Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.

Lifelong Learning: Includes educational, training and learning experiences.

Social, Community and Civic Participation: Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the Agency can track the type of supports that lead to the best outcomes.

Appendix E:

National

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. Data from the new ICT system is not available for all tables shown. Where this is materially incomplete, the underlying data for Tasmania is not shown. However, at a National level the data is less impacted and continues to be included. This may lead to restatements of information in future reports.

In this quarter, there was an overall increase in participation rates due to adjustment to population estimates. The adjustment reflects updated views of Australia's current and future population growth, based on 'Regional population by age and sex' (reference period 2021) from the Australian Bureau of Statistics and the '2022 Population Statement' from the Centre of Population. The greatest changes are seen in ages 0 to 18 for most states. These changes may be observed in appendices F to N also.

Part One: Participants and their plans

Table E.1 Active participants by quarter of entry, plan and entry type – National ⁸

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	734,110	28,380	762,490
Active Eligible - Total	581,198	21,686	602,884
<i>Active Eligible - New</i>	360,119	21,161	381,280
<i>Active Eligible - State</i>	179,495	349	179,844
<i>Active Eligible - Commonwealth</i>	41,584	176	41,760
Active Participant Plans (excl ECA) - Total	570,880	21,179	592,059
<i>Active Participant Plans (excl ECA) - New</i>	351,525	20,639	372,164
<i>Active Participant Plans (excl ECA) - State</i>	178,009	346	178,355
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,346	194	41,540
Active Participant Plans - Total	585,794	37,192	608,072
<i>Active Participant Plans - Early Intervention (s25)</i>	166,338	11,825	178,163
<i>Active Participant Plans - Permanent Disability (s24)</i>	404,542	9,354	413,896
<i>Active Participant Plans - ECA</i>	14,914	16,013	16,013

Table E.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – National

People leaving the Scheme	Total
Number of people who have left the Scheme	38,364
<i>Early Intervention participants</i>	10,691
<i>Permanent disability participants</i>	27,673

⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table E.3 Assessment of access by age group and gender – National⁹

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	140,046	98%	58,495	98%	1,897	96%	200,438	98%
7 to 14	81,617	89%	39,840	89%	1,871	84%	123,328	89%
15 to 18	25,368	92%	15,064	89%	841	88%	41,273	91%
19 to 24	20,901	91%	13,539	86%	596	82%	35,036	89%
25 to 34	26,336	89%	20,575	82%	708	78%	47,619	86%
35 to 44	26,804	86%	23,462	77%	562	70%	50,828	81%
45 to 54	33,212	82%	30,971	73%	705	65%	64,888	77%
55 to 64	41,091	76%	37,569	65%	787	55%	79,447	70%
65+	1,437	53%	1,301	46%	32	42%	2,770	49%
Missing	3,009	49%	2,354	35%	114	52%	5,477	41%
Total	399,821	89%	243,170	80%	8,113	78%	651,104	85%

Table E.4 Assessment of access by primary disability group and gender – National¹⁰

Primary disability group	Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	13,464	93%	6,789	91%	170	84%	20,423	92%
Autism	149,217	97%	59,730	97%	3,757	95%	212,704	97%
Cerebral palsy	10,145	97%	8,173	96%	144	91%	18,462	97%
Developmental delay	52,092	98%	21,733	98%	669	97%	74,494	98%
Global developmental delay	11,011	99%	4,563	99%	120	97%	15,694	99%
Hearing impairment	13,128	90%	13,867	87%	363	85%	27,358	88%
Intellectual disability	59,945	96%	45,409	95%	813	90%	106,167	95%
Multiple sclerosis	2,748	90%	8,006	89%	102	76%	10,856	90%
Psychosocial disability	33,802	75%	31,792	66%	846	58%	66,440	70%
Spinal cord injury	4,543	95%	1,863	92%	84	89%	6,490	94%
Stroke	5,820	86%	4,308	84%	100	79%	10,228	85%
Visual impairment	5,605	88%	5,286	86%	105	75%	10,996	87%
Other neurological	15,388	81%	12,548	79%	273	71%	28,209	80%
Other physical	12,140	51%	12,116	38%	291	31%	24,547	43%
Other sensory/speech	2,665	50%	1,035	44%	28	26%	3,728	48%
Other	5,520	46%	3,850	31%	136	32%	9,506	38%
Missing	2,588	94%	2,102	94%	112	98%	4,802	94%
Total	399,821	89%	243,170	80%	8,113	78%	651,104	85%

⁹ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 5,475 records that have a missing access decision date.

¹⁰ Down syndrome is included in intellectual disability.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	42,592	7%	2,097	10%	44,689	8%
Non-First Nations Participants	434,475	76%	17,989	85%	452,464	76%
Not Stated	93,813	16%	1,093	5%	94,906	16%
Total	570,880	100%	21,179	100%	592,059	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹¹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	52,244	9%	1,957	9%	54,201	9%
Not culturally and linguistically diverse	512,102	90%	19,070	90%	531,172	90%
Not stated	6,534	1%	152	1%	6,686	1%
Total	570,880	100%	21,179	100%	592,059	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 31 March 2023 – National ¹²

Age group	Total number of active participants
Under 45	38
45 to 54	268
55 to 64	1,625
Total YPIRAC (under 65)	1,931

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ¹³

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	35	3,743
Jun-20	-53	3,690
Sep-20	-87	3,603
Dec-20	-106	3,497
Mar-21	-156	3,341
Jun-21	-109	3,232
Sep-21	-171	3,061
Dec-21	-123	2,938
Mar-22	-203	2,735
Jun-22	-205	2,530
Sep-22	-194	2,336
Dec-22	-183	2,153
Mar-23	-222	1,931

¹¹ The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

¹² There are a further 1,981 active participants aged 65 years or over who are currently in residential aged care.

¹³ 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 E.9 Participant profile per quarter by remoteness – National ¹⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	389,423	68%	14,913	70%	404,336	68%
Population > 50,000	61,993	11%	2,168	10%	64,161	11%
Population between 15,000 and 50,000	47,640	8%	1,605	8%	49,245	8%
Population between 5,000 and 15,000	26,133	5%	903	4%	27,036	5%
Population less than 5,000	36,940	6%	1,243	6%	38,183	6%
Remote	5,247	1%	210	1%	5,457	1%
Very Remote	3,468	1%	136	1%	3,604	1%
Missing	36	0%	<11	n/a	37	0%
Total	570,880	100%	21,179	100%	592,059	100%

Table E.10 Participant profile per quarter by primary disability group – National ^{15 16}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	201,004	35%	6,381	30%	207,385	35%
Intellectual disability	98,625	17%	1,109	5%	99,734	17%
Psychosocial disability	59,236	10%	1,628	8%	60,864	10%
Developmental delay	54,623	10%	7,376	35%	61,999	10%
Hearing impairment	25,484	4%	579	3%	26,063	4%
Other neurological	21,460	4%	662	3%	22,122	4%
Other physical	19,397	3%	413	2%	19,810	3%
Cerebral palsy	17,459	3%	116	1%	17,575	3%
Acquired brain injury	17,264	3%	486	2%	17,750	3%
Global developmental delay	12,995	2%	1,034	5%	14,029	2%
Visual impairment	9,816	2%	198	1%	10,014	2%
Multiple sclerosis	9,896	2%	225	1%	10,121	2%
Stroke	8,509	1%	310	1%	8,819	1%
Spinal cord injury	5,676	1%	130	1%	5,806	1%
Other	7,327	1%	524	2%	7,851	1%
Other sensory/speech	2,109	0%	<11	n/a	2,117	0%
Total	570,880	100%	21,179	100%	592,059	100%

¹⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁶ Down syndrome is included in intellectual disability, representing 2% (11,602) of all Scheme participants.

Table E.11 Participant profile per quarter (participants in SIL) by primary disability group – National ^{17 18}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,619	12%	<11	n/a	3,619	12%
Intellectual disability	14,765	47%	<11	n/a	14,768	47%
Psychosocial disability	3,551	11%	<11	n/a	3,556	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	13	0%	<11	n/a	13	0%
Other neurological	1,884	6%	12	23%	1,896	6%
Other physical	320	1%	<11	n/a	321	1%
Cerebral palsy	2,613	8%	<11	n/a	2,614	8%
Acquired brain injury	2,563	8%	12	23%	2,575	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	110	0%	<11	n/a	110	0%
Multiple sclerosis	401	1%	<11	n/a	403	1%
Stroke	809	3%	12	23%	821	3%
Spinal cord injury	255	1%	<11	n/a	255	1%
Other	408	1%	<11	n/a	413	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	31,315	100%	53	100%	31,368	100%

Table E.12 Participant profile per quarter (participants not in SIL) by primary disability group – National ¹⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	197,385	37%	6,381	30%	203,766	36%
Intellectual disability	83,860	16%	1,106	5%	84,966	15%
Psychosocial disability	55,685	10%	1,623	8%	57,308	10%
Developmental delay	54,623	10%	7,376	35%	61,999	11%
Hearing impairment	25,471	5%	579	3%	26,050	5%
Other neurological	19,576	4%	650	3%	20,226	4%
Other physical	19,077	4%	412	2%	19,489	3%
Cerebral palsy	14,846	3%	115	1%	14,961	3%
Acquired brain injury	14,701	3%	474	2%	15,175	3%
Global developmental delay	12,994	2%	1,034	5%	14,028	3%
Visual impairment	9,706	2%	198	1%	9,904	2%
Multiple sclerosis	9,495	2%	223	1%	9,718	2%
Stroke	7,700	1%	298	1%	7,998	1%
Spinal cord injury	5,421	1%	130	1%	5,551	1%
Other	6,919	1%	519	2%	7,438	1%
Other sensory/speech	2,106	0%	<11	n/a	2,114	0%
Total	539,565	100%	21,126	100%	560,691	100%

¹⁷ The results for the current quarter only include participants with Supported Independent Living (SIL) supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into Supported Independent Living (SIL) during the latest quarter are included in the prior quarters results.

¹⁸ Down syndrome is included in intellectual disability, representing 7% (2,139) of participants in SIL.

¹⁹ Down syndrome is included in intellectual disability, representing 2% (9,463) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	61,210	11%	6,151	29%	67,361	11%
2 (High Function)	1,158	0%	46	0%	1,204	0%
3 (High Function)	28,522	5%	1,604	8%	30,126	5%
4 (High Function)	35,658	6%	1,026	5%	36,684	6%
5 (High Function)	38,656	7%	1,718	8%	40,374	7%
6 (Moderate Function)	135,714	24%	5,216	25%	140,930	24%
7 (Moderate Function)	30,686	5%	797	4%	31,483	5%
8 (Moderate Function)	34,058	6%	787	4%	34,845	6%
9 (Moderate Function)	3,001	1%	86	0%	3,087	1%
10 (Moderate Function)	58,049	10%	1,267	6%	59,316	10%
11 (Low Function)	17,414	3%	174	1%	17,588	3%
12 (Low Function)	76,621	13%	1,471	7%	78,092	13%
13 (Low Function)	39,102	7%	550	3%	39,652	7%
14 (Low Function)	9,366	2%	49	0%	9,415	2%
15 (Low Function)	161	0%	<11	n/a	166	0%
Missing	1,504	0%	232	1%	1,736	0%
Total	570,880	100%	21,179	100%	592,059	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	85,790	15%	9,983	47%	95,773	16%
7 to 14	151,913	27%	3,738	18%	155,651	26%
15 to 18	49,245	9%	1,164	5%	50,409	9%
19 to 24	47,755	8%	689	3%	48,444	8%
25 to 34	50,439	9%	1,056	5%	51,495	9%
35 to 44	44,935	8%	1,135	5%	46,070	8%
45 to 54	52,666	9%	1,368	6%	54,034	9%
55 to 64	62,079	11%	1,909	9%	63,988	11%
65+	26,058	5%	137	1%	26,195	4%
Total	570,880	100%	21,179	100%	592,059	100%

Table E.15 Number and proportion of active participants by gender and age group at 31 March 2023 – National

Age Group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
0 to 6	65,953	11%	28,999	5%	821	0%	95,773	16%	2.3
7 to 14	106,597	18%	46,877	8%	2,177	0%	155,651	26%	2.3
15 to 18	32,547	5%	16,969	3%	893	0%	50,409	9%	1.9
19 to 24	30,547	5%	17,110	3%	787	0%	48,444	8%	1.8
25 to 34	29,981	5%	20,788	4%	726	0%	51,495	9%	1.4
35 to 44	24,525	4%	20,998	4%	547	0%	46,070	8%	1.2
45 to 54	27,662	5%	25,797	4%	575	0%	54,034	9%	1.1
55 to 64	32,491	5%	30,859	5%	638	0%	63,988	11%	1.1
65+	13,296	2%	12,665	2%	234	0%	26,195	4%	1.0
Total	363,599	61%	221,062	37%	7,398	1%	592,059	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group at 31 March 2023 – National

Primary disability group	Male - Count	Male - Percentage of Total	Female - Count	Female - Percentage of Total	Other - Count	Other - Percentage of Total	Total - Count	Total - Percentage of Total	Male to Female ratio
Autism	145,649	25%	58,125	10%	3,611	1%	207,385	35%	2.5
Intellectual disability	56,294	10%	42,691	7%	749	0%	99,734	17%	1.3
Psychosocial disability	30,585	5%	29,481	5%	798	0%	60,864	10%	1.0
Developmental delay	43,252	7%	18,169	3%	578	0%	61,999	10%	2.4
Hearing impairment	12,475	2%	13,238	2%	350	0%	26,063	4%	0.9
Other neurological	11,924	2%	9,988	2%	210	0%	22,122	4%	1.2
Other physical	9,619	2%	9,958	2%	233	0%	19,810	3%	1.0
Cerebral palsy	9,646	2%	7,793	1%	136	0%	17,575	3%	1.2
Acquired brain injury	11,665	2%	5,948	1%	137	0%	17,750	3%	2.0
Global developmental delay	9,805	2%	4,111	1%	113	0%	14,029	2%	2.4
Visual impairment	5,056	1%	4,861	1%	97	0%	10,014	2%	1.0
Multiple sclerosis	2,519	0%	7,508	1%	94	0%	10,121	2%	0.3
Stroke	4,966	1%	3,772	1%	81	0%	8,819	1%	1.3
Spinal cord injury	4,058	1%	1,675	0%	73	0%	5,806	1%	2.4
Other	4,582	1%	3,154	1%	115	0%	7,851	1%	1.5
Other sensory/speech	1,504	0%	590	0%	23	0%	2,117	0%	2.5
Total	363,599	61%	221,062	37%	7,398	1%	592,059	100%	1.6

Table E.17 Participation rates by age group and gender at 31 March 2023 – National ²⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.0%	2.8%	4.5%
7 to 14	7.9%	3.7%	5.9%
15 to 18	5.0%	2.8%	4.0%
19 to 24	3.1%	1.8%	2.5%
25 to 44	1.5%	1.1%	1.3%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	3.2%	1.9%	2.6%

²⁰ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables E.18 to E.22 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table E.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=49,769), 'participant social and community engagement rate' (n=50,055), 'parent and carer employment rate' (n=47,234) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=33,454) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - National ²¹

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	27%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	25%	25%	25%	26%
Participant employment rate - Aged 45 to 54 years	22%	22%	21%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	26%
Participant employment rate - Aged 65+ years	11%	9%	8%	26%
Participant employment rate - Aged 25 to 64 years	22%	22%	22%	26%
Participant employment rate - Aged 15 to 64 years	19%	20%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	38%	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	35%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	38%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	46%	47%	47%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	75%	75%

²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table E.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=40,427), 'participant social and community engagement rate' (n=40,733), 'parent and carer employment rate' (n=28,250) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=30,830) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - National ²²

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	28%	28%	24%	28%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	25%	27%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	17%	14%	15%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	21%	23%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	42%	44%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	41%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	37%	40%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	36%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	42%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	77%	75%

²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table E.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=26,918), 'participant social and community engagement rate' (n=27,099), 'parent and carer employment rate' (n=14,544) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=22,454) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - National ²³

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	18%	20%	25%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	30%	26%	30%	26%
Participant employment rate - Aged 35 to 44 years	31%	31%	31%	27%	29%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	28%	24%	26%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	16%	17%	26%
Participant employment rate - Aged 65+ years	13%	13%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	24%	22%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	45%	49%	50%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	44%	46%	47%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	45%	47%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	43%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	45%	46%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	49%	49%	52%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	52%	52%	49%	50%
Parent and carer employment rate - All ages	47%	49%	50%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	68%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	77%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	72%	74%	78%	75%

²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table E.21 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,314), 'participant social and community engagement rate' (n=13,529), 'parent and carer employment rate' (n=5,442) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=11,247) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - National²⁴

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	22%	24%	27%	26%
Participant employment rate - Aged 25 to 34 years	28%	30%	30%	31%	26%	29%	26%
Participant employment rate - Aged 35 to 44 years	32%	32%	30%	30%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	31%	28%	31%	26%	26%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	20%	19%	17%	18%	26%
Participant employment rate - Aged 65+ years	14%	14%	11%	12%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	27%	28%	24%	25%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	27%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	42%	44%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	42%	48%	51%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	43%	48%	48%	48%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	46%	49%	49%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	45%	44%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	45%	46%	43%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	46%	48%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	35%	41%	45%	47%	47%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	44%	47%	49%	48%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	52%	54%	57%	55%	54%	50%
Parent and carer employment rate - All ages	45%	47%	50%	52%	51%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	67%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	73%	74%	78%	75%

²⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table E.22 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,773), 'participant social and community engagement rate' (n=3,902), 'parent and carer employment rate' (n=1,233) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=3,083) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - National ²⁵

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	22%	20%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	19%	21%	21%	20%	23%	23%	24%	26%
Participant employment rate - Aged 35 to 44 years	26%	27%	27%	27%	26%	26%	24%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	29%	28%	25%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	24%	21%	20%	16%	19%	18%	26%
Participant employment rate - Aged 65+ years	18%	18%	13%	11%	6%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	24%	23%	23%	23%	22%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	23%	22%	23%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	40%	45%	43%	44%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	49%	51%	56%	54%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	39%	49%	49%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	41%	48%	52%	49%	55%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	38%	43%	42%	39%	51%	46%	46%
Participant social and community engagement rate - Aged 65+ years	38%	42%	49%	48%	44%	47%	49%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	47%	49%	49%	52%	50%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	46%	48%	48%	51%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	47%	48%	50%	53%	51%	52%	50%
Parent and carer employment rate - Aged 15+ years	49%	51%	52%	56%	58%	56%	56%	50%
Parent and carer employment rate - All ages	46%	49%	50%	53%	56%	54%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	57%	62%	63%	65%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	71%	73%	74%	77%	75%

²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table E.23 PSG 1: Explanation of a previous decision, after a request for explanation is received, and proportion achieved within 28 day timeframe by quarter – National

PSG 1	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	249	315	199	252	250	354	314	350	352
Within timeframe	216	220	197	250	246	352	311	347	350
Percentage within timeframe	87%	70%	99%	99%	98%	99%	99%	99%	99%

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 day timeframe by quarter – National²⁶

PSG 2	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	27,744	27,331	28,903	28,528	24,038	27,036	29,409	28,870	29,687
Within timeframe	27,742	27,329	28,900	28,522	24,030	26,996	29,392	28,854	28,564
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	96%

Table E.25 PSG 3: Allow sufficient time for prospective participants to provide information, after NDIA has requested further information, and proportion achieved within 90 day timeframe by quarter – National²⁷

PSG 3	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	1,910	1,307	38	1,471	3,136	691	336	205	24
Within timeframe	1,907	1,304	38	1,467	3,113	684	336	202	23
Percentage within timeframe	100%	100%	100%	100%	99%	99%	100%	99%	96%

Table E.26 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National²⁸

PSG 4	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	4,630	4,546	4,640	4,181	3,022	2,839	2,476	2,635	2,736
Within timeframe	4,564	4,492	4,563	4,131	2,988	2,808	2,456	2,599	2,629
Percentage within timeframe	99%	99%	98%	99%	99%	99%	99%	99%	96%

Table E.27 PSG 5: Commence facilitating the preparation of a plan, after an access decision has been made within 21 day timeframe by quarter – National²⁹

PSG 5	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	10,527	15,671	21,430	21,458	18,182	19,817	21,686	21,069	21,405
Within timeframe	8,588	12,818	18,288	19,128	16,304	18,992	21,040	20,323	20,073
Percentage within timeframe	82%	82%	85%	89%	90%	96%	97%	96%	94%

Table E.28 PSG 6: Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports), and proportion achieved within timeframe by quarter – National³⁰

PSG 6	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	12,470	11,925	12,629	12,495	10,816	10,865	11,605	10,674	11,145
Within timeframe	10,868	9,599	10,364	10,750	8,986	9,783	10,811	10,102	10,329
Percentage within timeframe (70 days)	87%	89%	90%	92%	90%	94%	96%	97%	96%
Percentage within timeframe (56 days)	n/a	80%	82%	86%	83%	90%	93%	95%	93%

²⁶ The results for prior quarters have been restated using data as at 31 March 2023.

²⁷ Ibid.

²⁸ Ibid.

²⁹ A new business process was used to measure this metric from July 2021.

³⁰ The target timeframe for this metric was reduced from 70 to 56 days in early 2021.

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

PSG 7	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	6,869	6,528	7,944	7,992	8,872	8,586	11,727	9,895	10,021
Within timeframe	6,612	5,969	7,003	7,199	8,095	8,233	11,506	9,701	9,783
Percentage within timeframe	96%	91%	88%	90%	91%	96%	98%	98%	98%

Table E.30 PSG 9: If the participant accepts the offer, hold a plan implementation meeting, and proportion achieved within 28 day timeframe by quarter – National

PSG 9	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	63,040	60,358	69,844	69,005	70,298	70,428	60,914	57,982	55,184
Within timeframe	63,006	60,316	69,790	68,944	70,191	70,284	60,822	57,882	55,067
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table E.31 PSG 11: Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date, and proportion achieved within 56 day timeframe by quarter – National³¹

PSG 11	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	100,041	86,471	85,935	80,856	74,607	63,093	65,015	40,646	45,512
Within timeframe	3,103	8,676	27,380	28,554	20,806	36,775	54,941	29,676	31,143
Percentage within timeframe	3%	10%	32%	35%	28%	58%	85%	73%	68%

Table E.32 PSG 12: Decide whether to undertake a Participant Requested Plan reassessment, after the request is received, and proportion achieved within 21 day timeframe by quarter – National³²

PSG 12	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	18,320	21,689	27,071	24,300	24,189	28,002	28,793	33,293	37,897
Within timeframe	18,283	19,673	22,849	24,300	24,185	28,002	26,825	27,111	29,797
Percentage within timeframe	100%	91%	84%	100%	100%	100%	93%	81%	79%

Table E.33 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National³³

PSG 13	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	12,743	13,938	18,548	19,503	18,381	22,821	23,014	25,017	25,989
Within timeframe	8,493	10,094	10,673	10,224	9,880	13,771	15,527	17,859	17,375
Percentage within timeframe (42 days)	67%	72%	71%	67%	67%	75%	81%	87%	84%
Percentage within timeframe (28 days)	n/a	n/a	58%	52%	54%	60%	67%	71%	67%

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

PSG 14	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	15,386	15,162	15,573	16,092	15,691	20,852	19,941	18,173	19,309
Within timeframe	14,344	14,178	14,536	14,768	14,627	19,178	18,607	17,058	17,908
Percentage within timeframe	93%	94%	93%	92%	93%	92%	93%	94%	93%

Table E.35 PSG 15: Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process, and proportion achieved within 50 day timeframe by quarter – National

PSG 15	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	22	34	43	47	40	28	26	29	31
Within timeframe	20	32	40	43	37	27	24	28	30
Percentage within timeframe	91%	94%	93%	91%	93%	96%	92%	97%	97%

³¹ Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

³² Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

³³ The target timeframe for this metric was reduced from 42 to 28 days from 1 July 2021.

Table E.36 PSG 17: Complete an internal Review of a Reviewable Decision, after a request is received, and proportion achieved by quarter – National ³⁴

PSG 17	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	10,388	10,624	14,448	14,299	12,356	10,299	10,550	8,141	8,482
Within timeframe	9,576	10,068	12,925	11,997	10,693	9,888	9,917	7,767	7,964
Percentage within timeframe (90 days)	92%	95%	96%	96%	95%	98%	98%	98%	98%
Percentage within timeframe (60 days)	n/a	n/a	89%	84%	87%	96%	94%	95%	94%

Table E.37 PSG 18: Implement an AAT decision to amend a plan, after the AAT decision is made, and proportion achieved within 28 day timeframe by quarter – National

PSG 18	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	83	162	377	592	685	1,042	1,469	1,430	1,325
Within timeframe	80	156	365	574	661	1,004	1,444	1,407	1,304
Percentage within timeframe	96%	96%	97%	97%	96%	96%	98%	98%	98%

Table E.38 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 19	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	135	147	172	121	193	266	216	232	289
Within timeframe	113	127	168	121	186	264	216	232	289
Percentage within timeframe	84%	86%	98%	100%	96%	99%	100%	100%	100%

Table E.39 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Number of tasks	26	21	18	12	8	23	22	25	30
Within timeframe	24	21	17	12	8	21	22	25	30
Percentage within timeframe	92%	100%	94%	100%	100%	91%	100%	100%	100%

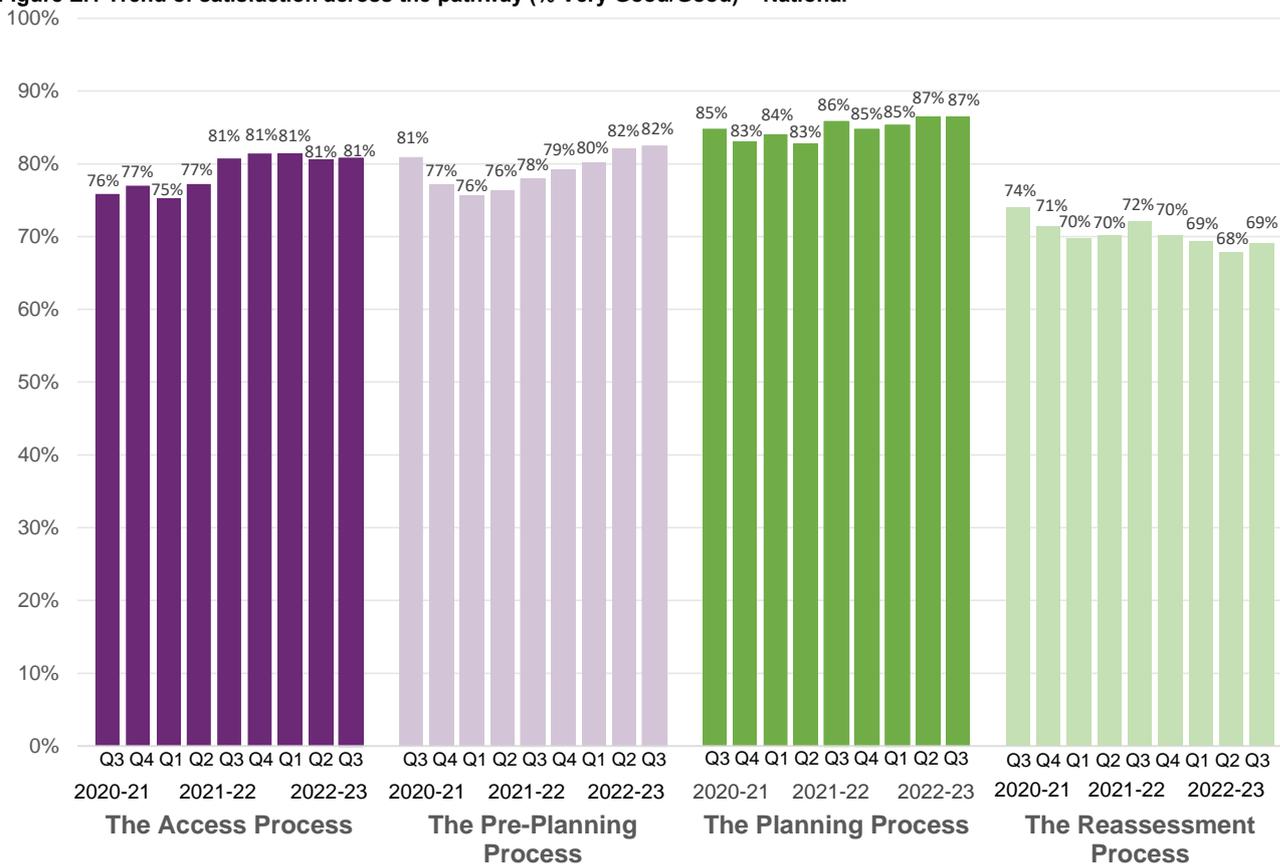
³⁴ The target timeframe for this metric was reduced from 90 to 60 days from 1 July 2021.

Table E.40 Proportion of participants who agreed with statements about 'Access' (n = 9,943 in Prior Quarters, n = 1,133 in 2022-23 Q3), 'Pre-planning' (n = 8,531 in Prior Quarters, n = 893 in 2022-23 Q3), 'Planning' (n = 40,559 in Prior Quarters, n = 4,497 in 2022-23 Q3) and 'Plan reassessment' (n = 102,707 in Prior Quarters, n = 10,526 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National³⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	77%	81%
Access - Percentage of participants rating their overall experience as Very Good or Good.	79%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	95%
Pre-planning - Were decisions about your plan clearly explained?	78%	80%
Pre-planning - Are you clear on what happens next with your plan?	67%	70%
Pre-planning - Do you know where to go for more help with your plan?	72%	76%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	79%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	83%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - Percentage of participants rating their overall experience as Very Good or Good.	85%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	78%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	84%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	71%	69%

³⁵ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure E.1 Trend of satisfaction across the pathway (% Very Good/Good) – National ³⁶



³⁶ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table E.41 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables E.42 to E.45 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter. Complaints and participant critical incidents have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system.

Figure E.2 Open (left) and closed (right) complaints over time – National

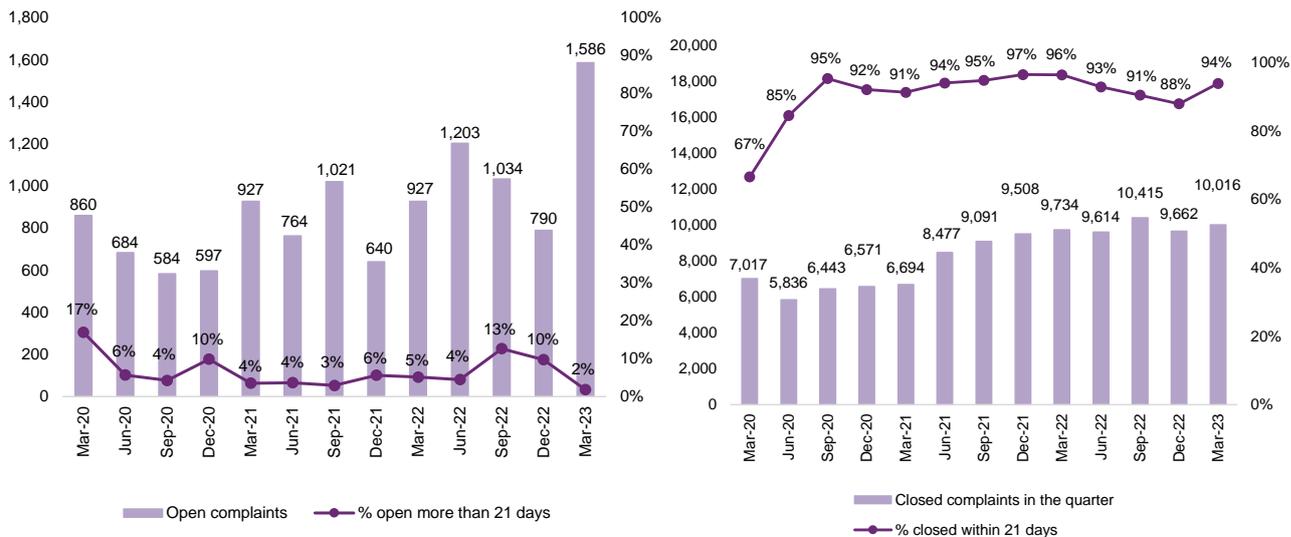
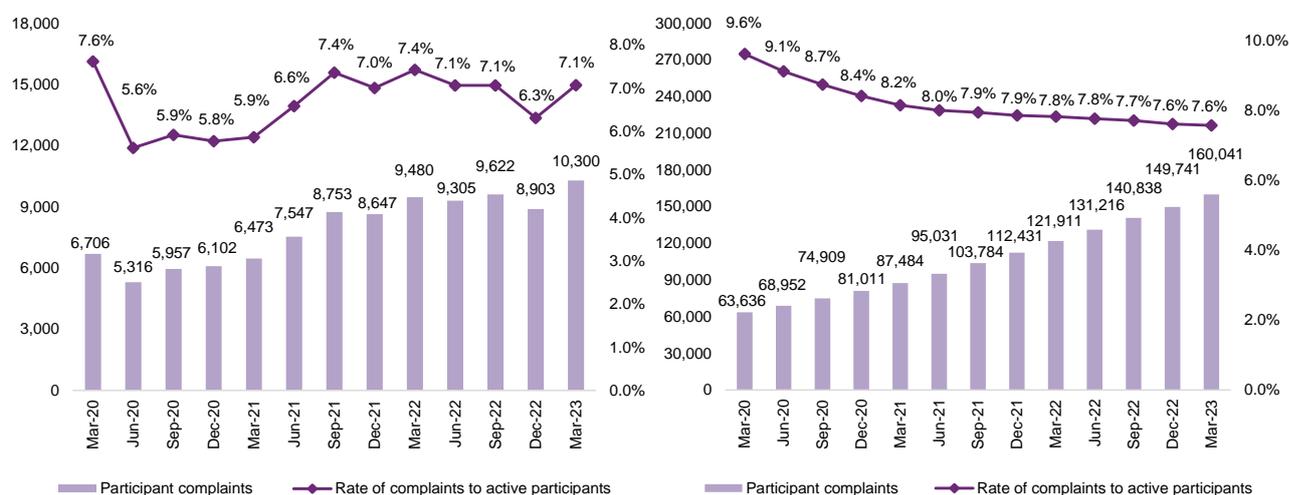


Table E.41 Complaints by quarter – National ^{37 38 39}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	587	33	620	576
People who have submitted an access request: Complaints about LAC Partner	2,995	245	3,240	2,958
People who have submitted an access request: Complaints about service providers	9,259	624	9,883	8,107
People who have submitted an access request: Complaints about the Agency	116,092	5,972	122,064	67,760
People who have submitted an access request: Critical/ Reportable Incident	17,489	3,426	20,915	15,388
People who have submitted an access request: Unclassified	3,319	<11	3,319	2,985
People who have submitted an access request: Total	149,741	10,300	160,041	86,303
<i>Percentage of the number of active participants</i>	7.6%	7.1%	7.6%	n/a
Providers who have submitted a registration request: Complaints about ECA Partner	<5	<5	5	5
Providers who have submitted a registration request: Complaints about LAC Partner	71	<5	73	68
Providers who have submitted a registration request: Complaints about service providers	844	36	880	758
Providers who have submitted a registration request: Complaints about the Agency	7,205	197	7,402	5,562
Providers who have submitted a registration request: Critical/ Reportable Incident	48	<5	51	50
Providers who have submitted a registration request: Unclassified	240	<5	241	223
Providers who have submitted a registration request: Total	8,411	241	8,652	6,294
<i>Percentage of all registration requests</i>	4.6%	2.4%	4.5%	n/a
Other: Complaints about ECA Partner	24	<11	24	24
Other: Complaints about LAC Partner	75	<11	85	84
Other: Complaints about service providers	1,067	86	1,153	1,153
Other: Complaints about the Agency	4,619	276	4,895	4,892
Other: Critical/ Reportable Incident	157	<11	159	159
Other: Unclassified	116	<11	116	116
Other: Total	6,058	374	6,432	6,425
Total	160,603	10,812	171,415	99,022

Figure E.3 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National



³⁷ Note that 69% of all complainants made only one complaint, 16% made two complaints and 16% made three or more complaints.

³⁸ 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.

³⁹ % 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.

Figure E.4 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National

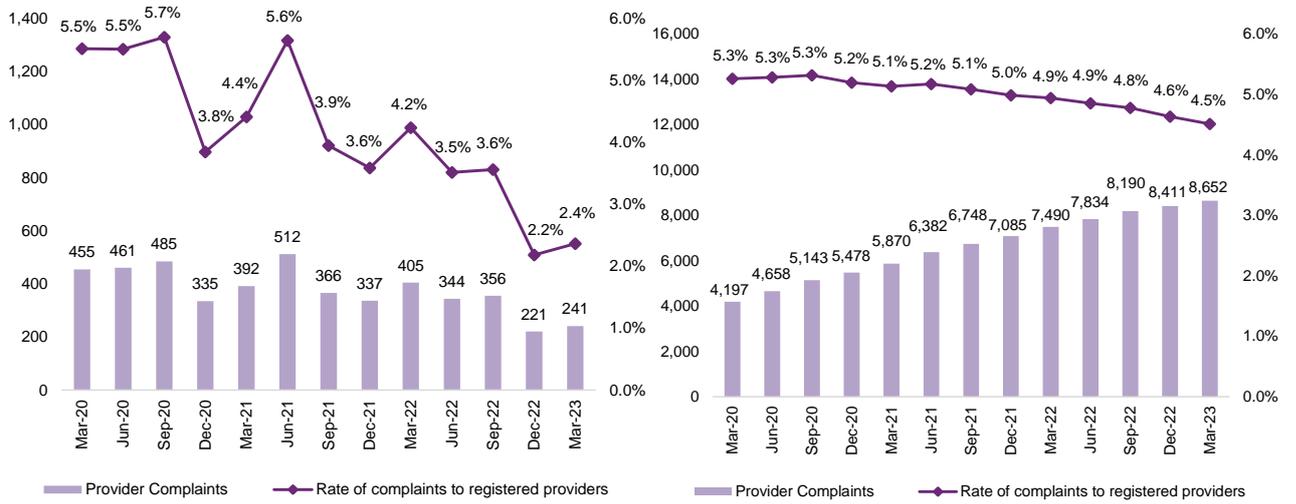


Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National ^{40 41}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,366	5%	<11	n/a	5,371	4%
Complaints about the Agency - Information unclear	2,038	2%	<11	n/a	2,043	2%
Complaints about the Agency - NDIA Access	2,748	2%	297	5%	3,045	2%
Complaints about the Agency - NDIA Engagement	117	0%	18	0%	135	0%
Complaints about the Agency - NDIA Finance	6,861	6%	582	10%	7,443	6%
Complaints about the Agency - NDIA Fraud and Compliance	448	0%	67	1%	515	0%
Complaints about the Agency - NDIA Plan	23,931	21%	2,183	37%	26,114	21%
Complaints about the Agency - NDIA Process	8,395	7%	777	13%	9,172	8%
Complaints about the Agency - NDIA Resources	875	1%	69	1%	944	1%
Complaints about the Agency - NDIA Staff	6,131	5%	659	11%	6,790	6%
Complaints about the Agency - NDIA Timeliness	17,767	15%	1,193	20%	18,960	16%
Complaints about the Agency - Participation, engagement and inclusion	466	0%	<11	n/a	467	0%
Complaints about the Agency - Provider Portal	156	0%	<11	n/a	156	0%
Complaints about the Agency - Quality & Safeguards Commission	72	0%	<11	n/a	80	0%
Complaints about the Agency - Reasonable and necessary supports	6,264	5%	<11	n/a	6,266	5%
Complaints about the Agency - Staff conduct - Agency	1,741	1%	<11	n/a	1,745	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,150	3%	35	1%	3,185	3%
Complaints about the Agency - Timeliness	16,644	14%	12	0%	16,656	14%
Complaints about the Agency - Other	12,922	11%	55	1%	12,977	11%
Complaints about the Agency - Total	116,092	100%	5,972	100%	122,064	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	71	12%	<11	n/a	79	13%
Complaints about ECA Partner - ECA Process	70	12%	<11	n/a	71	11%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	255	43%	18	55%	273	44%
Complaints about ECA Partner - ECA Timeliness	184	31%	<11	n/a	187	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	587	100%	33	100%	620	100%
Complaints about LAC Partner - LAC Engagement	11	0%	<11	n/a	11	0%
Complaints about LAC Partner - LAC Fraud and Compliance	30	1%	<11	n/a	33	1%
Complaints about LAC Partner - LAC Plan	515	17%	36	15%	551	17%
Complaints about LAC Partner - LAC Process	347	12%	23	9%	370	11%
Complaints about LAC Partner - LAC Resources	18	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,716	57%	164	67%	1,880	58%
Complaints about LAC Partner - LAC Timeliness	358	12%	19	8%	377	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,995	100%	245	100%	3,240	100%
Complaints about service providers - Provider costs	338	4%	<11	n/a	340	3%
Complaints about service providers - Provider Finance	463	5%	49	8%	512	5%

⁴⁰ 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.

⁴¹ There are 149,741 total participant complaints in Prior Quarters, 10,300 total participant complaints in Total, and 160,041 total participant complaints as at 31 March 2023 (which includes 3,319 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	746	8%	84	13%	830	8%
Complaints about service providers - Provider Process	387	4%	<11	n/a	391	4%
Complaints about service providers - Provider Service	3,022	33%	315	50%	3,337	34%
Complaints about service providers - Provider Staff	1,530	17%	147	24%	1,677	17%
Complaints about service providers - Service Delivery	575	6%	<11	n/a	577	6%
Complaints about service providers - Staff conduct	555	6%	<11	n/a	564	6%
Complaints about service providers - Supports being provided	624	7%	<11	n/a	628	6%
Complaints about service providers - Other	1,019	11%	<11	n/a	1,027	10%
Complaints about service providers - Total	9,259	100%	624	100%	9,883	100%
Critical/ Reportable Incident - Allegations against a provider	4,838	28%	1,134	33%	5,972	29%
Critical/ Reportable Incident - Allegations against Informal Supports	2,205	13%	915	27%	3,120	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	19	0%	<11	n/a	21	0%
Critical/ Reportable Incident - Participant threat	3,080	18%	569	17%	3,649	17%
Critical/ Reportable Incident - Provider reporting	7,347	42%	806	24%	8,153	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	17,489	100%	3,426	100%	20,915	100%

Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ⁴²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	348	5%	<11	n/a	348	5%
Complaints about the Agency - Information unclear	227	3%	<11	n/a	227	3%
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	11	0%	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	1,688	23%	95	48%	1,783	24%
Complaints about the Agency - NDIA Fraud and Compliance	38	1%	<11	n/a	39	1%
Complaints about the Agency - NDIA Plan	494	7%	<11	n/a	502	7%
Complaints about the Agency - NDIA Process	463	6%	18	9%	481	6%
Complaints about the Agency - NDIA Resources	533	7%	39	20%	572	8%
Complaints about the Agency - NDIA Staff	278	4%	18	9%	296	4%
Complaints about the Agency - NDIA Timeliness	451	6%	<11	n/a	461	6%
Complaints about the Agency - Participation, engagement and inclusion	49	1%	<11	n/a	49	1%
Complaints about the Agency - Provider Portal	424	6%	<11	n/a	424	6%
Complaints about the Agency - Quality & Safeguards Commission	50	1%	<11	n/a	56	1%
Complaints about the Agency - Reasonable and necessary supports	117	2%	<11	n/a	117	2%
Complaints about the Agency - Staff conduct - Agency	125	2%	<11	n/a	125	2%
Complaints about the Agency - The way the NDIA carried out its decision making	73	1%	<11	n/a	73	1%
Complaints about the Agency - Timeliness	818	11%	<11	n/a	818	11%
Complaints about the Agency - Other	1,012	14%	<11	n/a	1,014	14%
Complaints about the Agency - Total	7,205	100%	197	100%	7,402	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	12	17%	<11	n/a	12	16%
Complaints about LAC Partner - LAC Process	11	15%	<11	n/a	11	15%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	39	55%	<11	n/a	40	55%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	71	100%	<11	n/a	73	100%
Complaints about service providers - Provider costs	15	2%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	67	8%	<11	n/a	69	8%
Complaints about service providers - Provider Fraud and Compliance	108	13%	<11	n/a	110	13%
Complaints about service providers - Provider Process	30	4%	<11	n/a	31	4%

⁴² There are 8,411 total provider complaints in Prior Quarters, 241 total provider complaints in Total, and 8,652 total provider complaints as at 31 March 2023 (which includes 241 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	231	27%	14	39%	245	28%
Complaints about service providers - Provider Staff	183	22%	15	42%	198	23%
Complaints about service providers - Service Delivery	34	4%	<11	n/a	34	4%
Complaints about service providers - Staff conduct	27	3%	<11	n/a	28	3%
Complaints about service providers - Supports being provided	32	4%	<11	n/a	32	4%
Complaints about service providers - Other	117	14%	<11	n/a	118	13%
Complaints about service providers - Total	844	100%	36	100%	880	100%
Critical/ Reportable Incident - Allegations against a provider	15	31%	<11	n/a	16	31%
Critical/ Reportable Incident - Allegations against Informal Supports	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	11	23%	<11	n/a	13	25%
Critical/ Reportable Incident - Provider reporting	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	48	100%	<11	n/a	51	100%

Table E.44 Other complaints by type – National ⁴³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	378	8%	<11	n/a	378	8%
Complaints about the Agency - Information unclear	170	4%	<11	n/a	170	3%
Complaints about the Agency - NDIA Access	177	4%	24	9%	201	4%
Complaints about the Agency - NDIA Engagement	44	1%	<11	n/a	47	1%
Complaints about the Agency - NDIA Finance	229	5%	14	5%	243	5%
Complaints about the Agency - NDIA Fraud and Compliance	129	3%	15	5%	144	3%
Complaints about the Agency - NDIA Plan	650	14%	47	17%	697	14%
Complaints about the Agency - NDIA Process	584	13%	40	14%	624	13%
Complaints about the Agency - NDIA Resources	292	6%	19	7%	311	6%
Complaints about the Agency - NDIA Staff	335	7%	43	16%	378	8%
Complaints about the Agency - NDIA Timeliness	414	9%	67	24%	481	10%
Complaints about the Agency - Participation, engagement and inclusion	76	2%	<11	n/a	76	2%
Complaints about the Agency - Provider Portal	14	0%	<11	n/a	14	0%
Complaints about the Agency - Quality & Safeguards Commission	68	1%	<11	n/a	72	1%
Complaints about the Agency - Reasonable and necessary supports	87	2%	<11	n/a	87	2%
Complaints about the Agency - Staff conduct - Agency	68	1%	<11	n/a	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	47	1%	<11	n/a	47	1%
Complaints about the Agency - Timeliness	324	7%	<11	n/a	324	7%
Complaints about the Agency - Other	533	12%	<11	n/a	533	11%
Complaints about the Agency - Total	4,619	100%	276	100%	4,895	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	24	100%	<11	n/a	24	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	51	68%	<11	n/a	57	67%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	75	100%	<11	n/a	85	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	50	5%	12	14%	62	5%
Complaints about service providers - Provider Fraud and Compliance	149	14%	13	15%	162	14%
Complaints about service providers - Provider Process	11	1%	<11	n/a	11	1%

⁴³ There are 6,058 total other complaints in Prior Quarters, 374 total other complaints in Total, and 6,432 total other complaints as at 31 March 2023 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	407	38%	40	47%	447	39%
Complaints about service providers - Provider Staff	263	25%	20	23%	283	25%
Complaints about service providers - Service Delivery	29	3%	<11	n/a	29	3%
Complaints about service providers - Staff conduct	41	4%	<11	n/a	42	4%
Complaints about service providers - Supports being provided	27	3%	<11	n/a	27	2%
Complaints about service providers - Other	81	8%	<11	n/a	81	7%
Complaints about service providers - Total	1,067	100%	86	100%	1,153	100%
Critical/ Reportable Incident - Allegations against a provider	47	30%	<11	n/a	48	30%
Critical/ Reportable Incident - Allegations against Informal Supports	53	34%	<11	n/a	53	33%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	28	18%	<11	n/a	29	18%
Critical/ Reportable Incident - Provider reporting	22	14%	<11	n/a	22	14%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	157	100%	<11	n/a	159	100%

Table E.45 Unique complaints by type – National ^{44 45 46}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,092	5%	<11	n/a	6,097	5%
Complaints about the Agency - Information unclear	2,435	2%	<11	n/a	2,440	2%
Complaints about the Agency - NDIA Access	2,877	2%	319	5%	3,196	2%
Complaints about the Agency - NDIA Engagement	167	0%	21	0%	188	0%
Complaints about the Agency - NDIA Finance	8,067	6%	666	10%	8,733	7%
Complaints about the Agency - NDIA Fraud and Compliance	595	0%	82	1%	677	1%
Complaints about the Agency - NDIA Plan	24,389	20%	2,231	35%	26,620	20%
Complaints about the Agency - NDIA Process	9,124	7%	825	13%	9,949	8%
Complaints about the Agency - NDIA Resources	1,660	1%	125	2%	1,785	1%
Complaints about the Agency - NDIA Staff	6,463	5%	705	11%	7,168	5%
Complaints about the Agency - NDIA Timeliness	17,852	14%	1,261	20%	19,113	15%
Complaints about the Agency - Participation, engagement and inclusion	591	0%	<11	n/a	592	0%
Complaints about the Agency - Provider Portal	594	0%	<11	n/a	594	0%
Complaints about the Agency - Quality & Safeguards Commission	188	0%	17	0%	205	0%
Complaints about the Agency - Reasonable and necessary supports	6,468	5%	<11	n/a	6,470	5%
Complaints about the Agency - Staff conduct - Agency	1,934	2%	<11	n/a	1,938	1%
Complaints about the Agency - The way the NDIA carried out its decision making	3,270	3%	35	1%	3,305	3%
Complaints about the Agency - Timeliness	17,786	14%	12	0%	17,798	14%
Complaints about the Agency - Other	14,467	12%	57	1%	14,524	11%
Complaints about the Agency - Total	125,019	100%	6,373	100%	131,392	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	69	12%	<11	n/a	74	12%
Complaints about ECA Partner - ECA Process	70	12%	<11	n/a	71	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	244	43%	17	59%	261	43%
Complaints about ECA Partner - ECA Timeliness	180	31%	<11	n/a	183	30%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	572	100%	29	100%	601	100%
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	12	0%
Complaints about LAC Partner - LAC Fraud and Compliance	34	1%	<11	n/a	38	1%
Complaints about LAC Partner - LAC Plan	505	17%	37	15%	542	17%
Complaints about LAC Partner - LAC Process	342	12%	23	9%	365	11%
Complaints about LAC Partner - LAC Resources	18	1%	<11	n/a	19	1%
Complaints about LAC Partner - LAC Staff	1,697	58%	166	66%	1,863	58%
Complaints about LAC Partner - LAC Timeliness	338	11%	19	8%	357	11%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,946	100%	250	100%	3,196	100%
Complaints about service providers - Provider costs	362	3%	<11	n/a	364	3%
Complaints about service providers - Provider Finance	537	5%	63	9%	600	5%

⁴⁴ 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.

⁴⁵ The results shown in this table are the numbers of unique complaints. This is a change from the June 2021 quarterly report where unique complainants numbers were reported. Therefore, the results in this table are not comparable with those in Table E.57 in June 2021 quarterly report.

⁴⁶ There are 160,603 total unique complaints in Prior Quarters, 10,812 total unique complaints in Total, and 171,415 total unique complaints as at 31 March 2023 (which includes 3,676 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	934	9%	97	13%	1,031	9%
Complaints about service providers - Provider Process	428	4%	<11	n/a	433	4%
Complaints about service providers - Provider Service	3,462	32%	358	49%	3,820	33%
Complaints about service providers - Provider Staff	1,852	17%	177	24%	2,029	18%
Complaints about service providers - Service Delivery	638	6%	<11	n/a	640	6%
Complaints about service providers - Staff conduct	623	6%	11	2%	634	6%
Complaints about service providers - Supports being provided	683	6%	<11	n/a	687	6%
Complaints about service providers - Other	1,217	11%	<11	n/a	1,226	11%
Complaints about service providers - Total	10,736	100%	728	100%	11,464	100%
Critical/ Reportable Incident - Allegations against a provider	4,893	28%	1,136	33%	6,029	29%
Critical/ Reportable Incident - Allegations against Informal Supports	2,257	13%	915	27%	3,172	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	27	0%	<11	n/a	29	0%
Critical/ Reportable Incident - Participant threat	3,109	18%	572	17%	3,681	17%
Critical/ Reportable Incident - Provider reporting	7,369	42%	806	23%	8,175	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	17,655	100%	3,431	100%	21,086	100%

Table E.46 AAT Cases by category at 31 March 2023 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	2,860	20%	151	16%	3,011	20%
Plan	10,219	71%	693	72%	10,912	71%
Plan Reassessment	453	3%	16	2%	469	3%
Other	783	5%	103	11%	886	6%
Total cases	14,315	100%	963	100%	15,278	100%
Percentage of the number of active participants	n/a	0.73%	n/a	0.66%	n/a	0.72%

Figure E.5 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

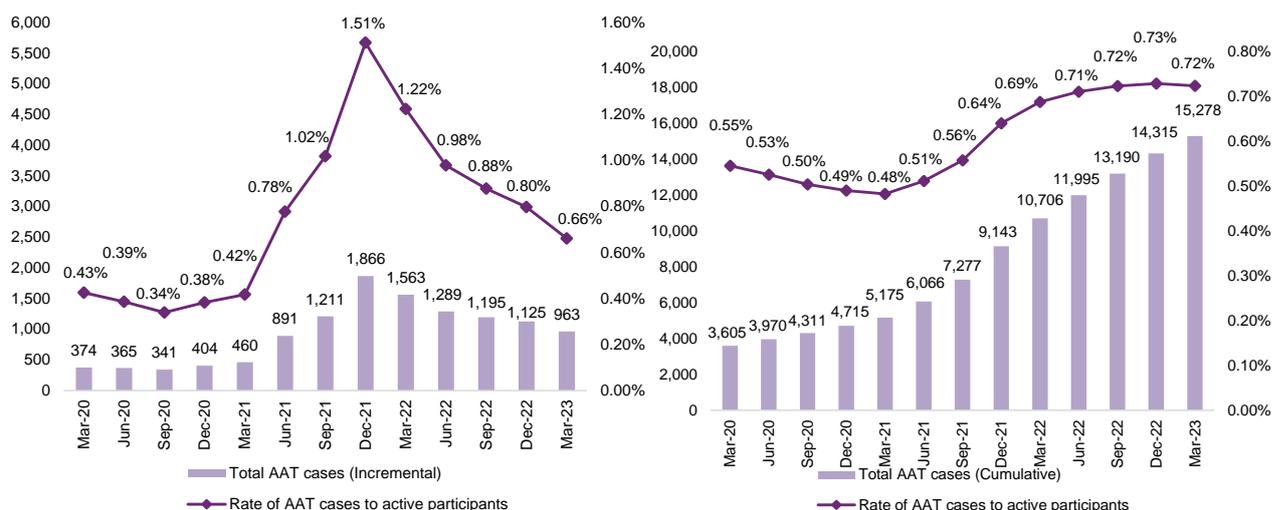


Table E.47 AAT cases by open/closed and decision – National ^{47 48}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	15,278	13,932
Open AAT Cases	3,140	3,105
Closed AAT Cases	12,138	11,122
<i>Resolved before hearing</i>	11,860	10,878
<i>Gone to hearing and received a substantive decision</i>	278	244

⁴⁷ Of the 278 cases which went to hearing and received a substantive decision: 110 affirmed the Agency's decision, 67 varied the Agency's decision and 101 set aside the Agency's decision.

⁴⁸ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table E.48 Key markets indicators by quarter – National ^{49 50}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.15	1.13
Number of providers delivering new types of supports	1,470	1,352
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	87%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	93%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table E.49 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – National ⁵¹

Activity	Number of providers
Active for the first time in 2022-23 Q3	333
Active in 2022-23 Q3 and also in previous quarters	9,210
Active in 2022-23 Q3	9,543
Inactive in 2022-23 Q3	10,090
Active ever	19,633

Table E.50 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – National ⁵²

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	1,110	180	107	1,397
\$2,001-\$10,000	1,642	107	101	1,850
\$10,001-\$100,000	2,912	45	99	3,056
\$100,001-\$250,000	1,062	5	15	1,082
\$250,000+	2,147	<5	11	2,158
Total	8,873	337	333	9,543

Table E.51 Proportion of active participants with approved plans accessing mainstream supports – National ⁵³

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	14%	14%	14%
Health & Wellbeing	67%	69%	67%
Lifelong Learning	28%	26%	28%
Other	21%	23%	22%
Non-categorised	15%	11%	14%
Any mainstream service	96%	94%	95%

⁴⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁵² Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁵³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table E.52 and Figures E.6 to E.14, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total includes participants with missing characteristics, where applicable.

Table E.52 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q3 - National

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.1%	2.2%
\$5,001-\$10,000	6.2%	6.6%
\$10,001-\$15,000	11.3%	11.9%
\$15,001-\$20,000	13.5%	14.3%
\$20,001-\$25,000	11.0%	11.6%
\$25,001-\$30,000	5.3%	5.6%
\$30,001-\$50,000	14.3%	15.1%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.2%	3.3%
\$200,001-\$250,000	2.0%	1.7%
\$250,001+	7.1%	2.6%

Figure E.6 Average annualised committed supports and average payments by age group as at 31 March 2023 – National

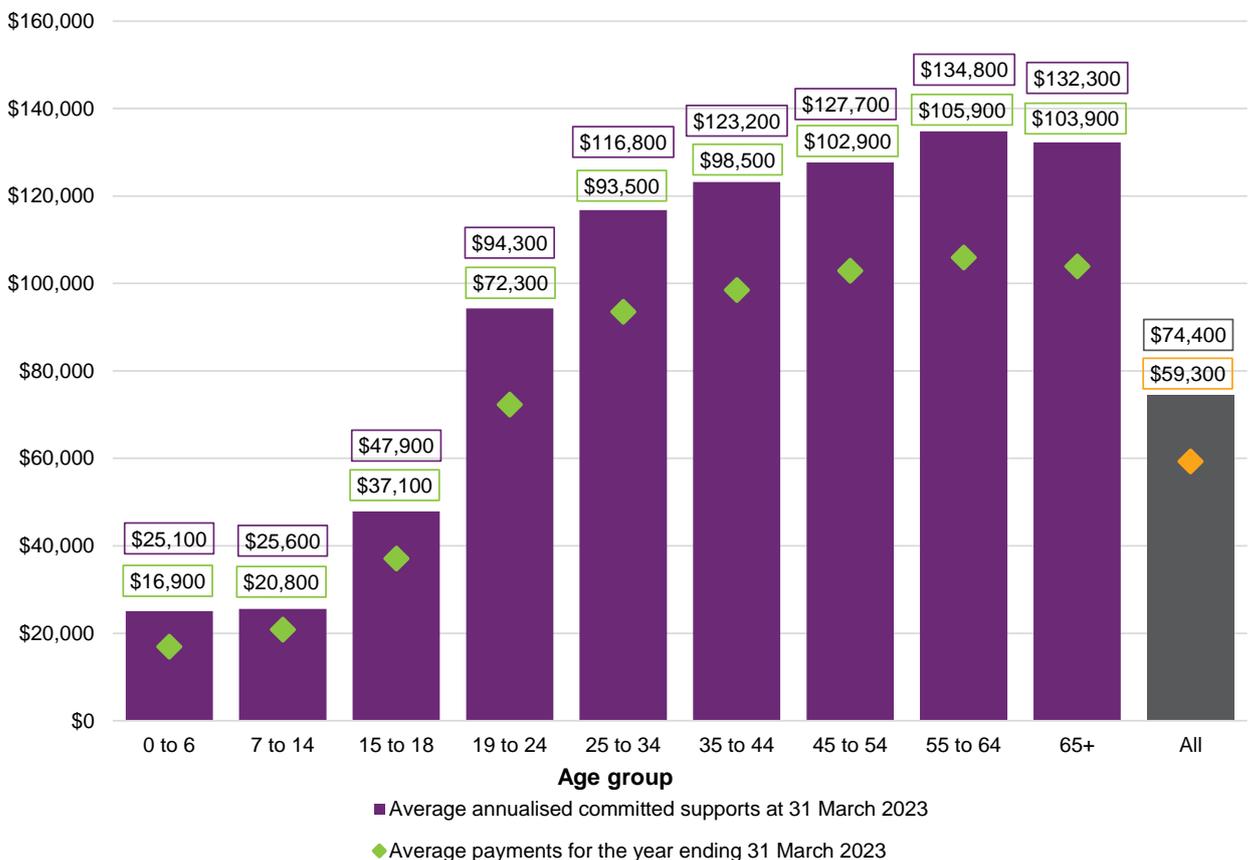


Figure E.7 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – National

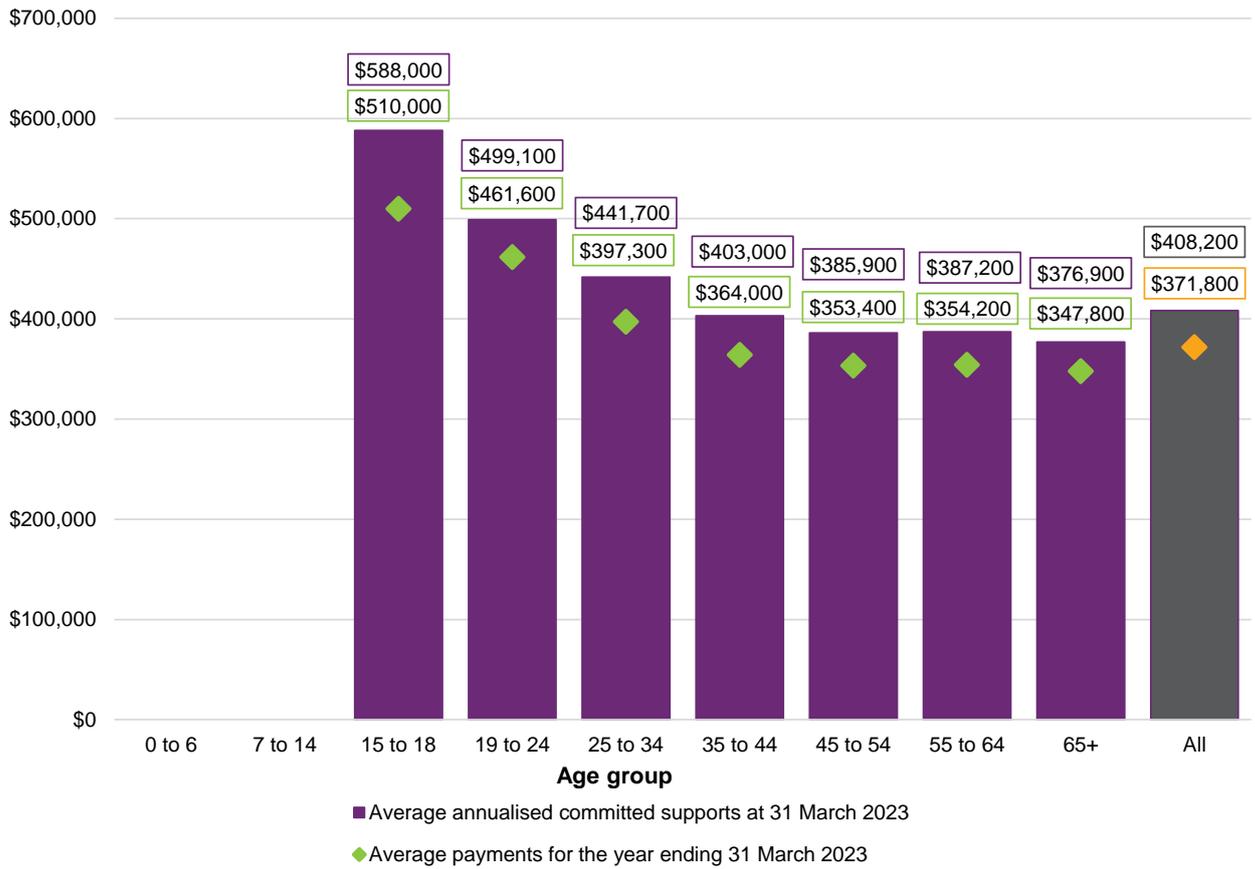


Figure E.8 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – National

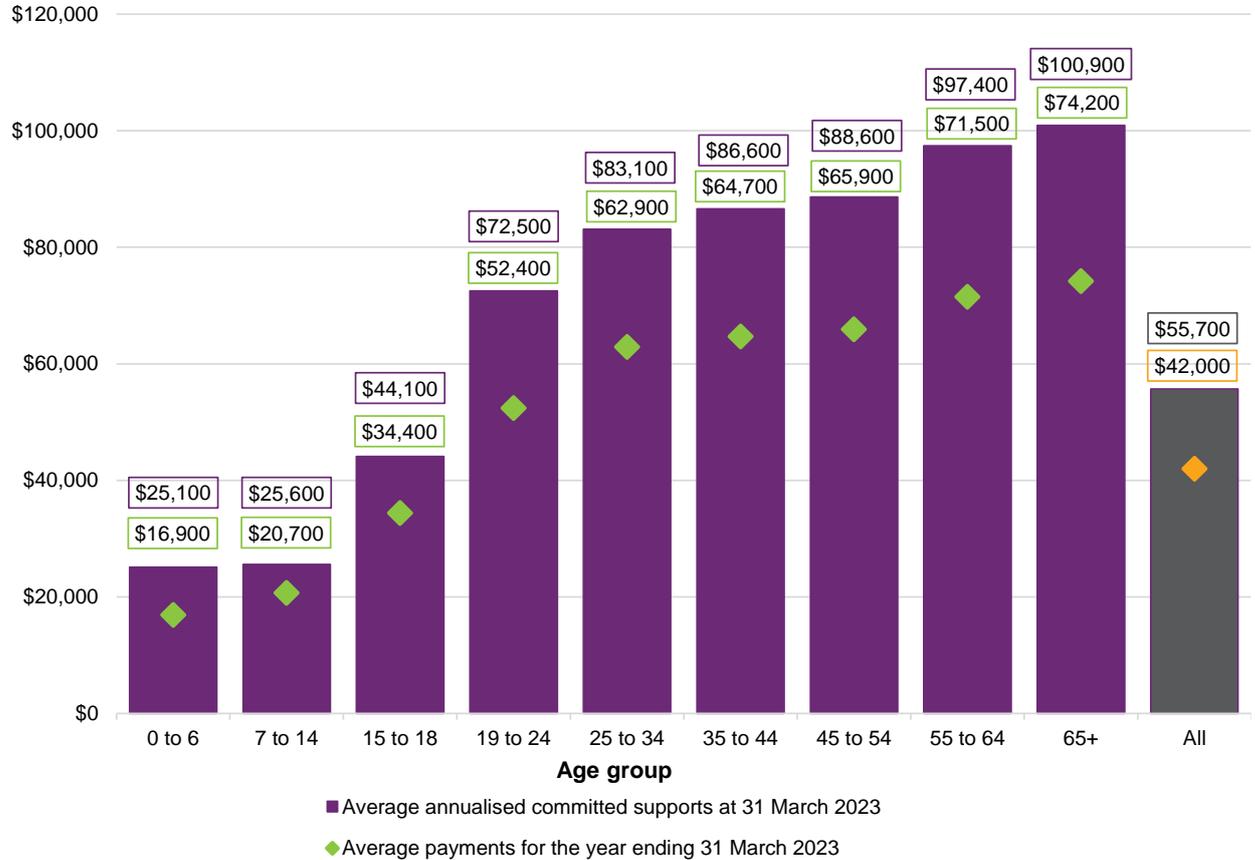


Figure E.9 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – National

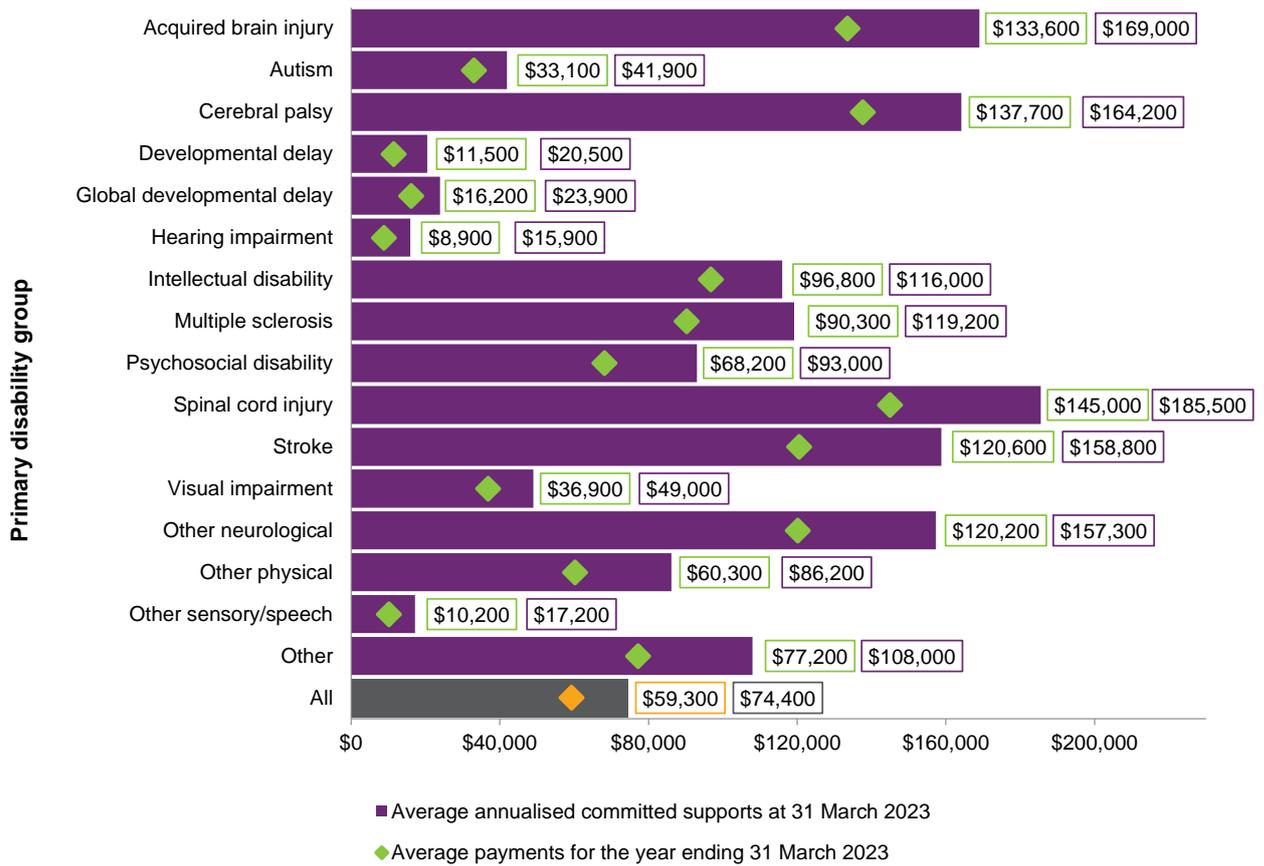


Figure E.10 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – National

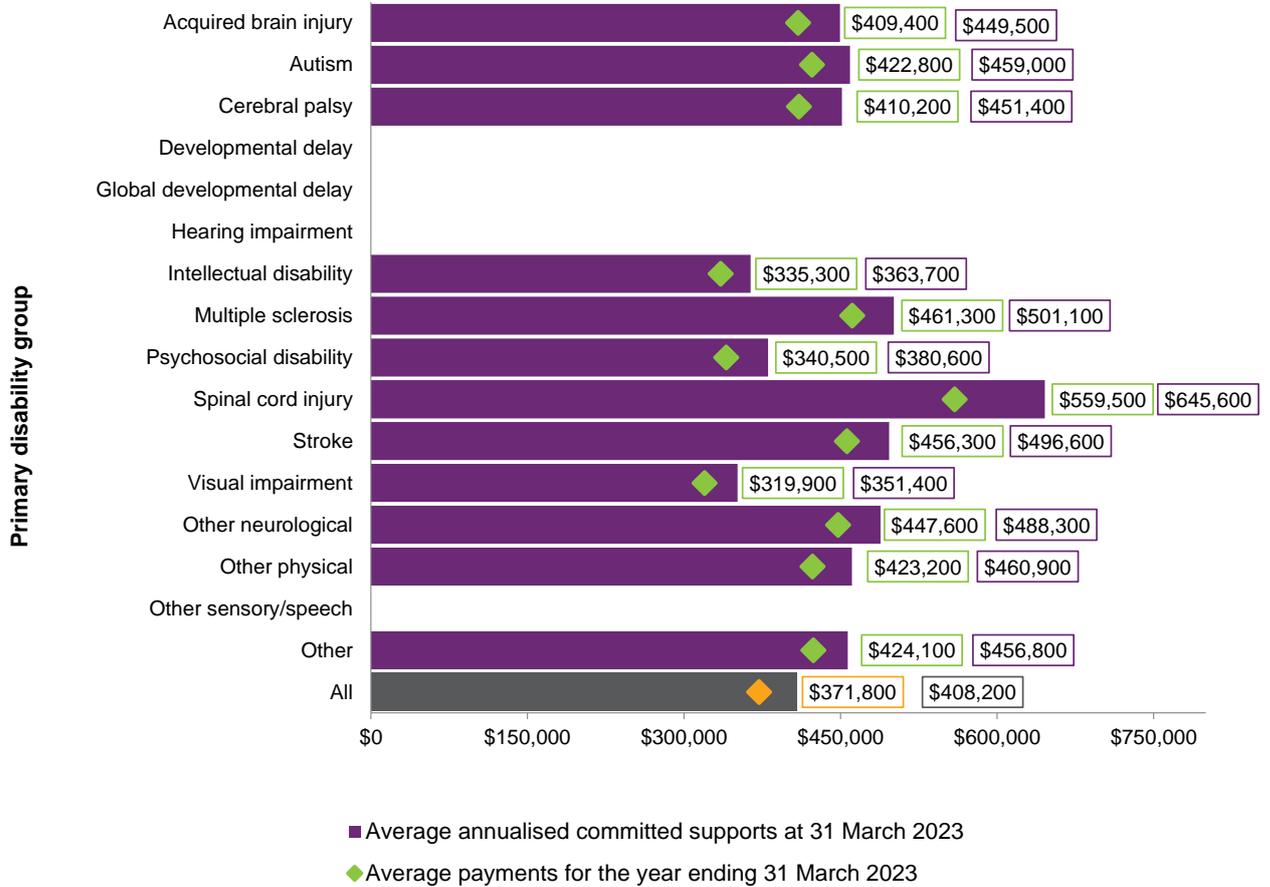


Figure E.11 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – National

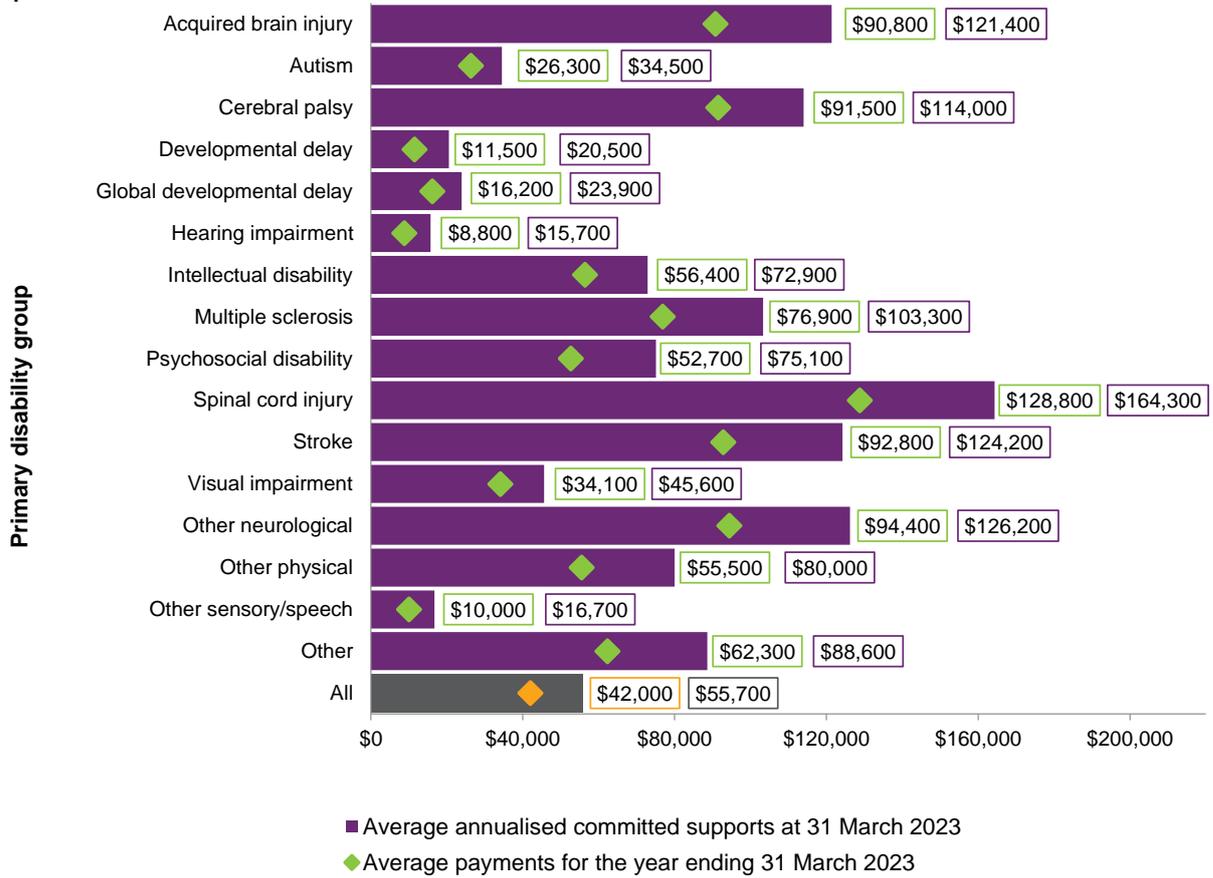


Figure E.12 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – National

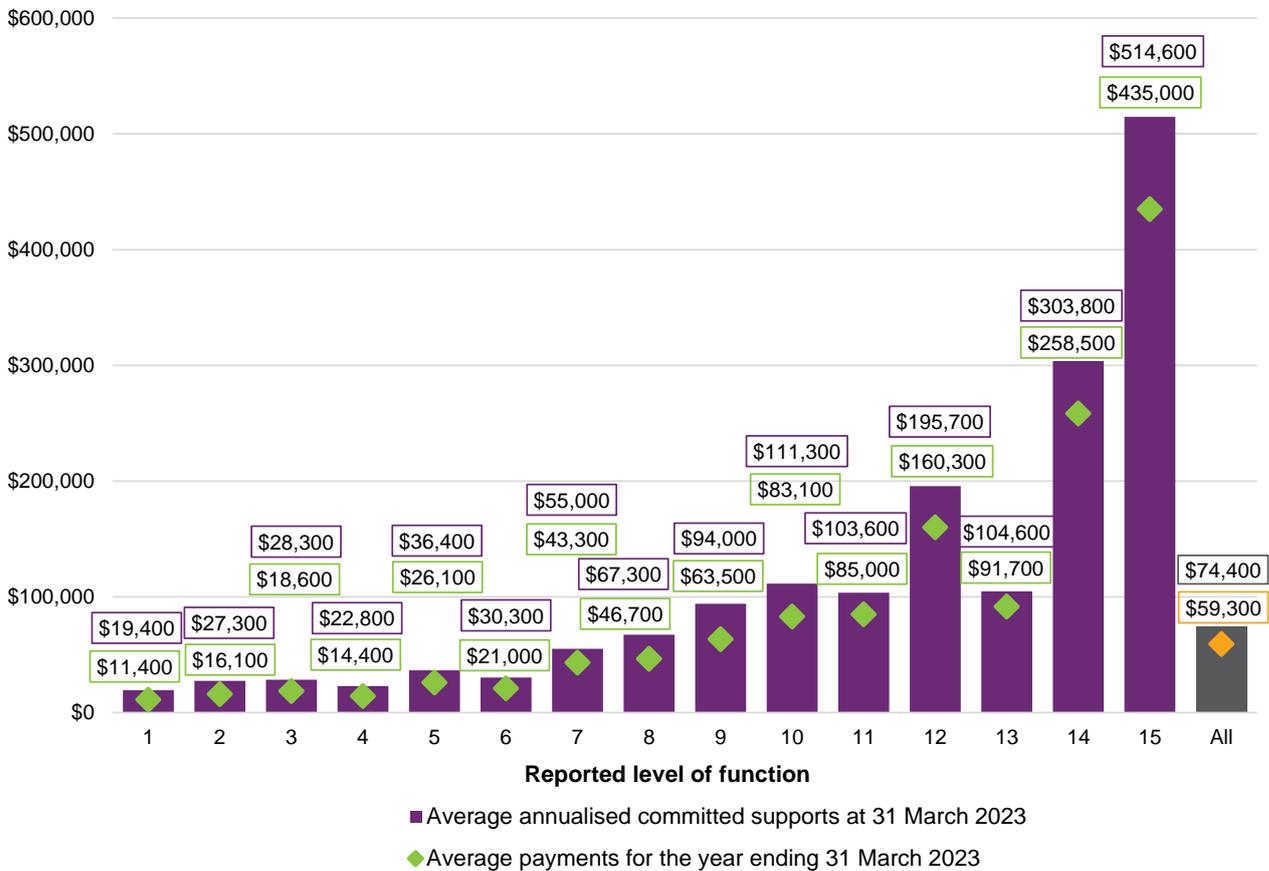


Figure E.13 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – National

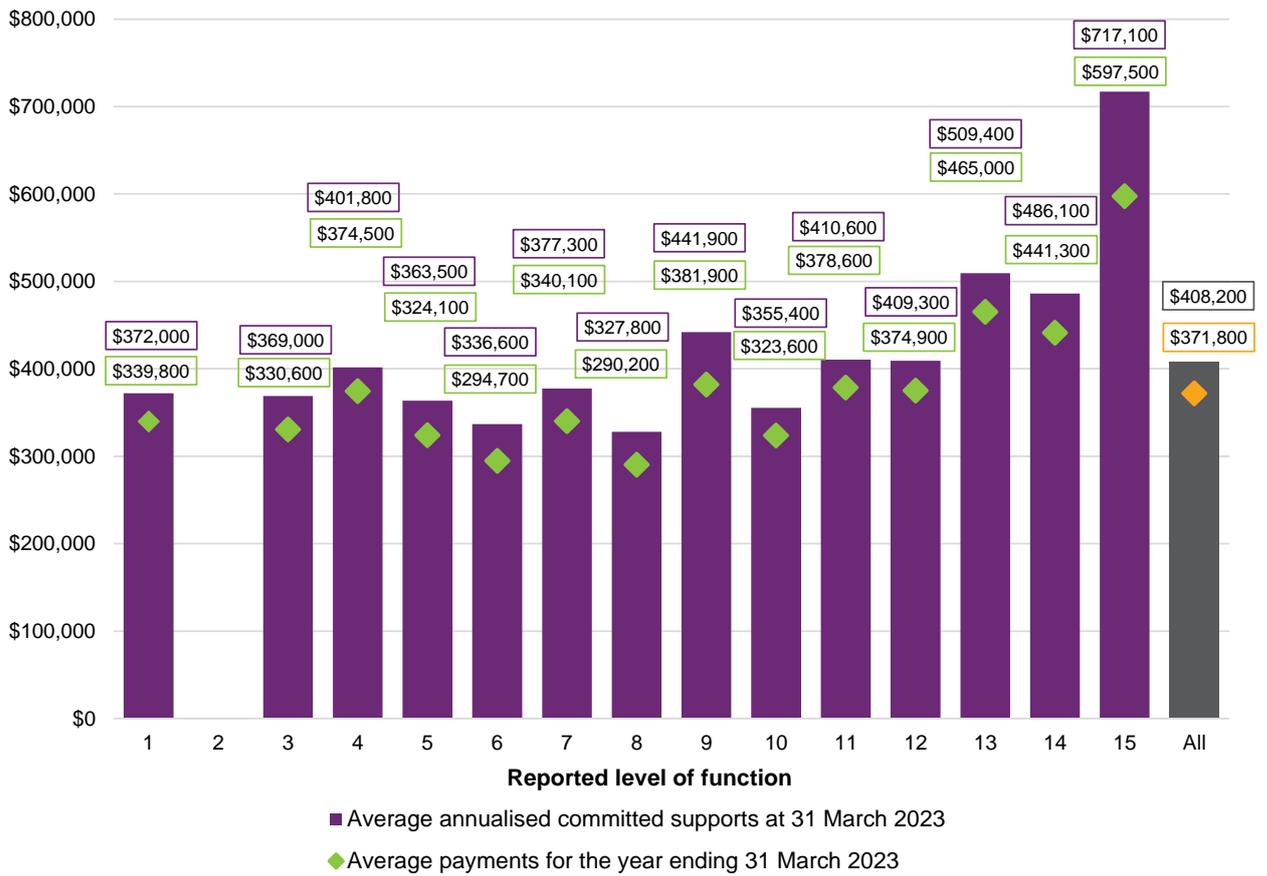


Figure E.14 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – National

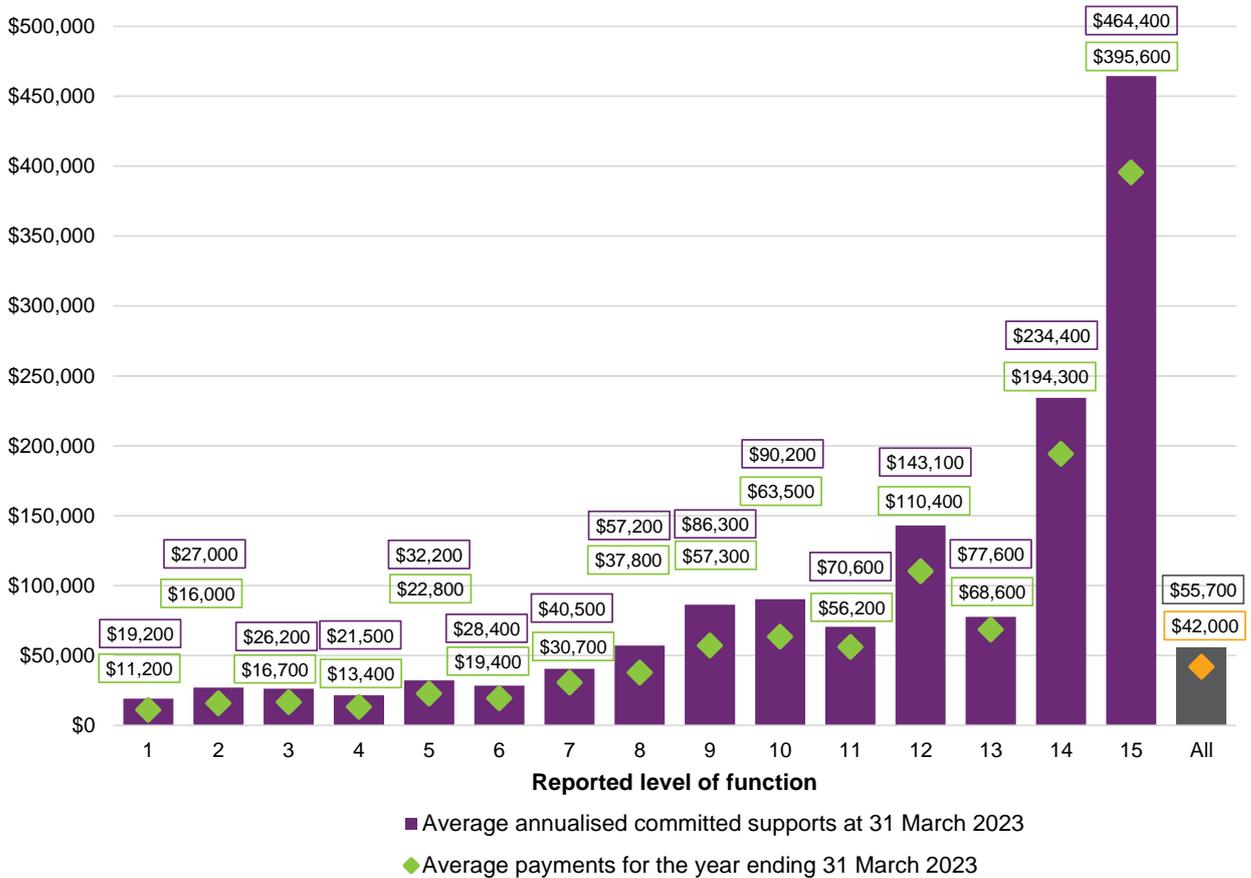


Table E.53 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – National ⁵⁴

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$17,524.6	\$20,718.8
Core: Consumables	\$585.7	\$831.1
Core: Social and Civic	\$6,817.8	\$9,515.8
Core: Transport	\$783.4	\$498.7
Capacity Building: Choice and Control	\$467.5	\$529.8
Capacity Building: Daily Activities	\$4,122.4	\$7,175.3
Capacity Building: Employment	\$102.8	\$288.7
Capacity Building: Health and Wellbeing	\$39.5	\$78.1
Capacity Building: Home Living	\$0.9	\$4.4
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$430.2	\$877.4
Capacity Building: Social and Civic	\$144.1	\$381.6
Capacity Building: Support Coordination	\$905.6	\$1,233.4
Capital: Assistive Technology	\$662.9	\$1,387.9
Capital: Home Modifications	\$329.0	\$540.2
All	\$32,923.2	\$44,061.7

Table E.54 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – National ^{56 57}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$8,257.3	\$9,153.6
Core: Consumables	\$73.6	\$103.4
Core: Social and Civic	\$1,450.7	\$2,097.0
Core: Transport	\$56.6	\$78.0
Capacity Building: Choice and Control	\$28.2	\$31.9
Capacity Building: Daily Activities	\$233.2	\$380.6
Capacity Building: Employment	\$2.4	\$8.5
Capacity Building: Health and Wellbeing	\$4.2	\$8.3
Capacity Building: Home Living	\$0.002	\$0.03
Capacity Building: Lifelong learning	\$0	\$0.07
Capacity Building: Relationships	\$168.5	\$304.5
Capacity Building: Social and Civic	\$3.0	\$7.2
Capacity Building: Support Coordination	\$145.7	\$187.8
Capital: Assistive Technology	\$83.6	\$174.4
Capital: Home Modifications	\$173.3	\$269.2
All	\$10,686.5	\$12,804.5

⁵⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

⁵⁵ Total payments for home modifications were \$329.0m. Of which, \$217.2m (66%) has been paid for specialised disability accommodation (SDA) supports, and \$111.7m (34%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$10.5m processed off-system in June 2022. Total annualised committed supports for home modifications were \$540.2m. Of which, \$353.4m (65%) has been allocated for specialised disability accommodation (SDA) supports, and \$186.8m (35%) has been allocated for non-SDA supports.

⁵⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

⁵⁷ Total payments for home modifications were \$173.3m. Of which, \$171.9m (99.2%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (0.8%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$9.6m processed off-system in June 2022. Total annualised committed supports for home modifications were \$269.2m. Of which, \$264.6m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.6m (2%) has been allocated for non-SDA supports.

Table E.55 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – National ^{58 59}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$9,130.2	\$11,565.3
Core: Consumables	\$512.2	\$727.7
Core: Social and Civic	\$5,367.4	\$7,418.8
Core: Transport	\$726.9	\$420.6
Capacity Building: Choice and Control	\$439.3	\$498.0
Capacity Building: Daily Activities	\$3,889.2	\$6,794.7
Capacity Building: Employment	\$100.4	\$280.1
Capacity Building: Health and Wellbeing	\$35.3	\$69.8
Capacity Building: Home Living	\$0.9	\$4.4
Capacity Building: Lifelong learning	\$0.1	\$0.4
Capacity Building: Relationships	\$261.7	\$572.8
Capacity Building: Social and Civic	\$141.1	\$374.4
Capacity Building: Support Coordination	\$759.9	\$1,045.6
Capital: Assistive Technology	\$579.3	\$1,213.5
Capital: Home Modifications	\$155.7	\$271.0
All	\$22,099.9	\$31,257.2

Table E.56 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁶⁰

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	134.0	497.2	940.6	3,243.6	7,773.3	14,565.5	24,375.2	32,356.1	37,034.2	32,792.1
Total Paid	85.8	370.9	704.3	2,186.9	5,443.5	10,405.9	17,316.6	23,535.5	28,402.5	23,924.0
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	73%

Table E.57 Percentage change in plan budgets for active participants - National ^{61 62}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.1%	4.4%	5.4%	6.3%	6.3%	8.1%	11.4%	7.2%	7.7%
Interplan Inflation	1.8%	-0.7%	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%	5.3%
Total Inflation	3.9%	3.8%	6.1%	8.7%	8.3%	12.7%	20.6%	15.9%	12.9%

⁵⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

⁵⁹ Total payments for home modifications were \$155.7m. Of which, \$45.3m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$110.4m (71%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.9m processed off-system in June 2022. Total annualised committed supports for home modifications were \$271.0m. Of which, \$88.9m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$182.2m (67%) has been allocated for non-SDA supports.

⁶⁰ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

⁶¹ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation of 4.6% during the month of July 2022, which impacts the September 2022 quarter.

⁶² The September 2022 inflation number has had minor restatement from 20.5 per cent from the previous report.

Figure E.15 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – National ⁶³

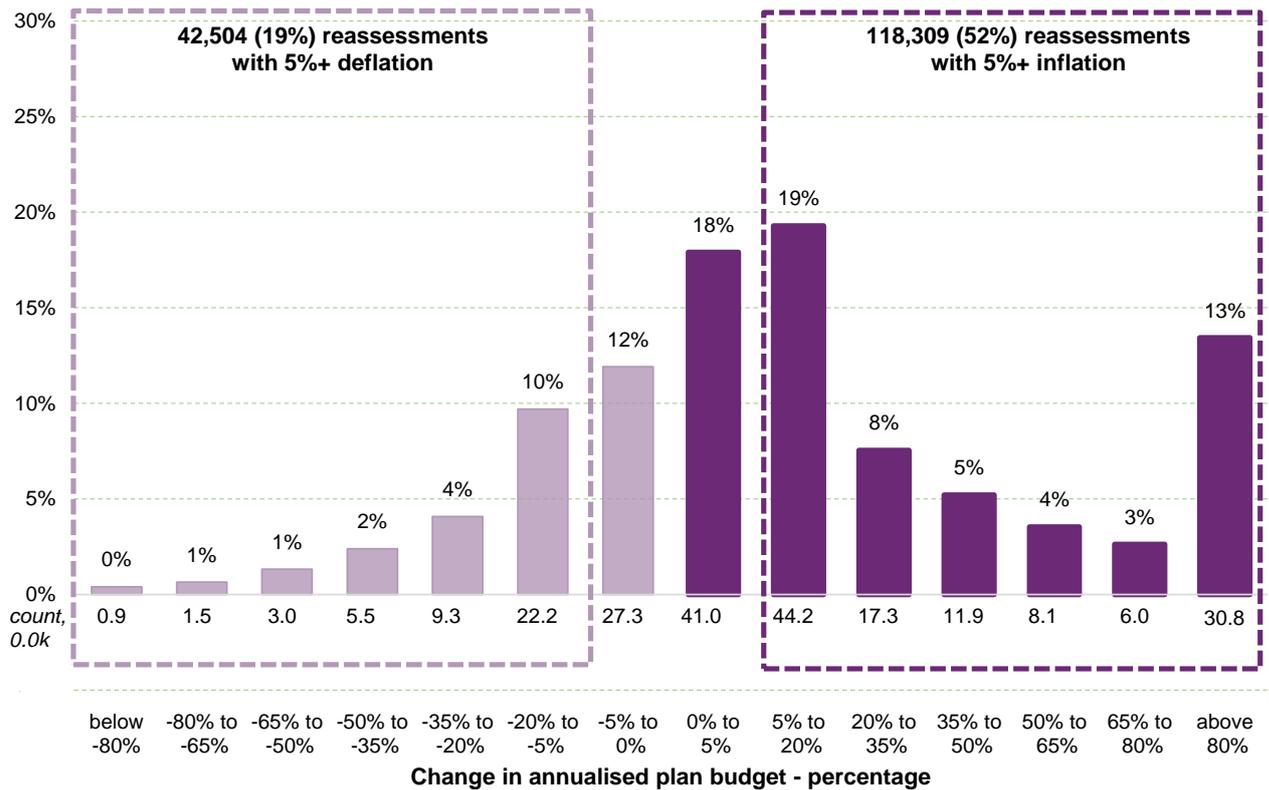
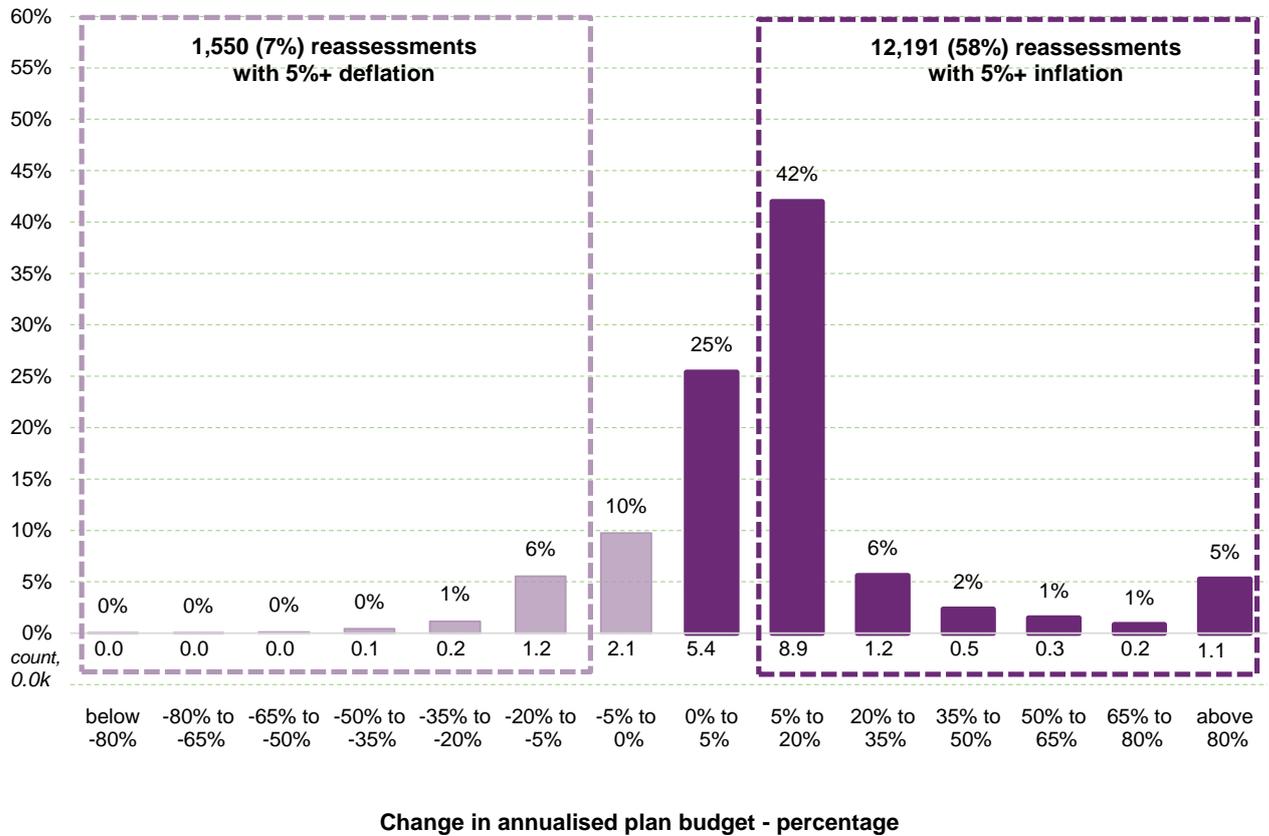


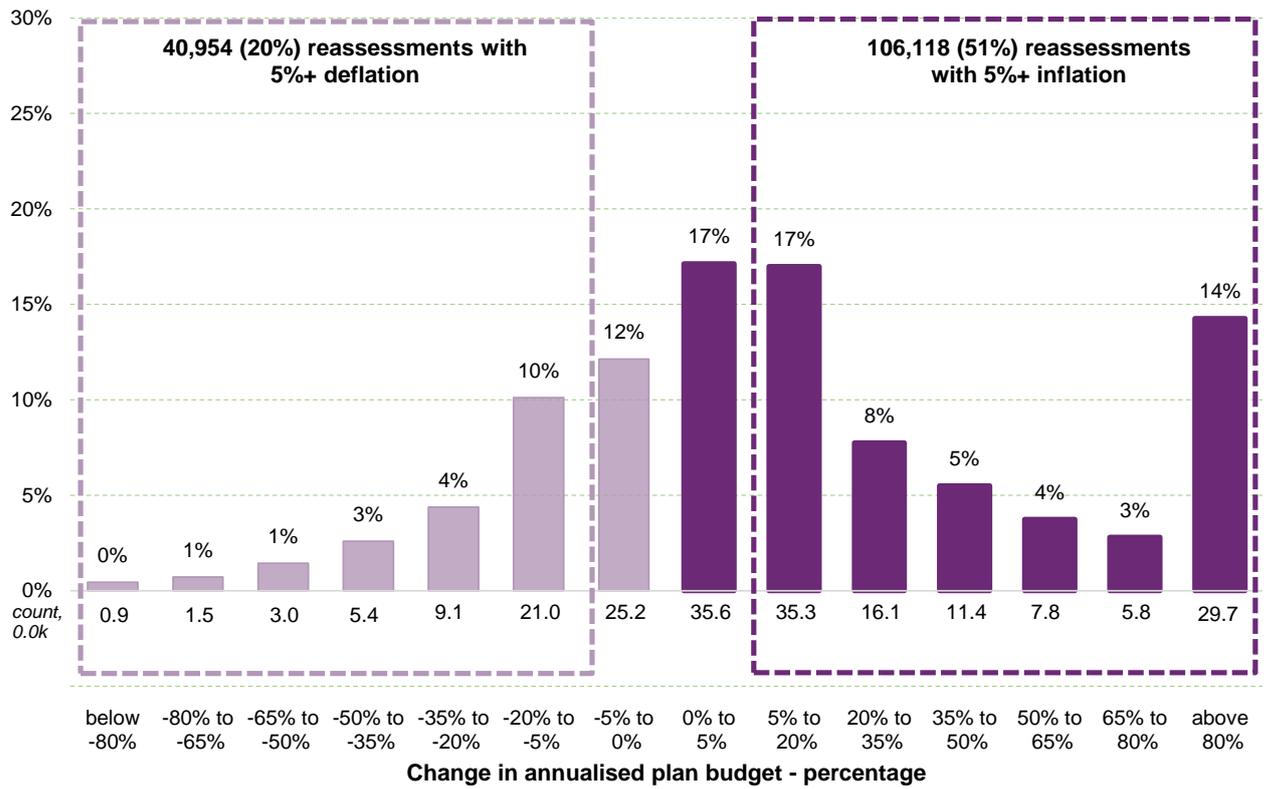
Figure E.16 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - participants in SIL – National ⁶⁴



⁶³ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

⁶⁴ Ibid.

Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - participants not in SIL– National⁶⁵



⁶⁵ Ibid.

Appendix F:

New South Wales

Part One: Participants and their plans

Table F.1 Active participants by quarter of entry, plan and entry type – New South Wales⁶⁶

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	225,083	8,386	233,469
Active Eligible - Total	173,841	6,325	180,166
<i>Active Eligible - New</i>	109,003	6,198	115,201
<i>Active Eligible - State</i>	51,193	77	51,270
<i>Active Eligible - Commonwealth</i>	13,645	50	13,695
Active Participant Plans (excl ECA) - Total	171,305	5,972	177,277
<i>Active Participant Plans (excl ECA) - New</i>	106,995	5,845	112,840
<i>Active Participant Plans (excl ECA) - State</i>	50,737	75	50,812
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	13,573	52	13,625
Active Participant Plans - Total	176,352	11,510	182,815
<i>Active Participant Plans - Early Intervention (s25)</i>	51,391	3,407	54,798
<i>Active Participant Plans - Permanent Disability (s24)</i>	119,914	2,565	122,479
<i>Active Participant Plans - ECA</i>	5,047	5,538	5,538

Table F.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – New South Wales

People leaving the Scheme	Total
Number of people who have left the Scheme	12,926
<i>Early Intervention participants</i>	3,141
<i>Permanent disability participants</i>	9,785

⁶⁶ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table F.3 Assessment of access by age group and gender – New South Wales ⁶⁷

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	44,436	98%	17,937	97%	552	96%	62,925	97%
7 to 14	22,883	86%	10,507	86%	527	79%	33,917	86%
15 to 18	8,212	90%	4,704	88%	211	82%	13,127	89%
19 to 24	6,451	91%	4,004	86%	129	79%	10,584	89%
25 to 34	7,773	88%	5,771	81%	151	73%	13,695	85%
35 to 44	8,188	85%	6,654	76%	168	65%	15,010	81%
45 to 54	10,287	82%	8,839	71%	199	58%	19,325	76%
55 to 64	13,389	76%	11,557	63%	233	54%	25,179	69%
65+	436	48%	336	38%	<11	n/a	780	43%
Missing	981	48%	785	35%	35	48%	1,801	41%
Total	123,036	88%	71,094	78%	2,213	74%	196,343	84%

Table F.4 Assessment of access by primary disability group and gender – New South Wales ⁶⁸

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,767	93%	1,845	91%	35	71%	5,647	92%
Autism	45,358	97%	15,950	97%	1,026	94%	62,334	97%
Cerebral palsy	3,274	97%	2,614	97%	34	97%	5,922	97%
Developmental delay	14,017	97%	5,925	97%	102	94%	20,044	97%
Global developmental delay	4,041	99%	1,575	99%	41	98%	5,657	99%
Hearing impairment	4,138	89%	4,225	85%	126	85%	8,489	87%
Intellectual disability	19,123	95%	14,410	95%	222	86%	33,755	95%
Multiple sclerosis	819	90%	2,149	88%	27	63%	2,995	88%
Psychosocial disability	10,668	73%	8,815	62%	247	53%	19,730	68%
Spinal cord injury	1,481	94%	570	91%	24	86%	2,075	93%
Stroke	2,090	88%	1,469	84%	31	84%	3,590	86%
Visual impairment	1,814	87%	1,669	86%	38	70%	3,521	86%
Other neurological	5,073	79%	3,987	77%	92	70%	9,152	78%
Other physical	3,840	50%	3,605	35%	89	28%	7,534	41%
Other sensory/speech	945	49%	390	46%	12	25%	1,347	48%
Other	1,772	45%	1,193	32%	34	29%	2,999	38%
Missing	816	91%	703	93%	33	97%	1,552	92%
Total	123,036	88%	71,094	78%	2,213	74%	196,343	84%

⁶⁷ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,800 records that have a missing access decision date.

⁶⁸ Down syndrome is included in intellectual disability.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	14,284	8%	732	12%	15,016	8%
Non-First Nations Participants	118,570	69%	4,996	84%	123,566	70%
Not Stated	38,451	22%	244	4%	38,695	22%
Total	171,305	100%	5,972	100%	177,277	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales ⁶⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	18,681	11%	665	11%	19,346	11%
Not culturally and linguistically diverse	152,413	89%	5,307	89%	157,720	89%
Not stated	211	0%	<11	n/a	211	0%
Total	171,305	100%	5,972	100%	177,277	100%

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – New South Wales ⁷⁰

Age group	Total number of active participants
Under 45	11
45 to 54	90
55 to 64	522
Total YPIRAC (under 65)	623

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 ⁷¹

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-45	1,421
Jun-20	-70	1,351
Sep-20	-74	1,277
Dec-20	-68	1,209
Mar-21	-88	1,121
Jun-21	-53	1,068
Sep-21	-66	1,002
Dec-21	-48	954
Mar-22	-69	885
Jun-22	-68	817
Sep-22	-70	747
Dec-22	-60	687
Mar-23	-64	623

⁶⁹ The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

⁷⁰ There are a further 721 active participants aged 65 years or over who are currently in residential aged care.

⁷¹ 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.9 Participant profile per quarter by remoteness – New South Wales ⁷²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	120,009	70%	4,206	70%	124,215	70%
Population > 50,000	5,034	3%	181	3%	5,215	3%
Population between 15,000 and 50,000	23,208	14%	791	13%	23,999	14%
Population between 5,000 and 15,000	10,367	6%	356	6%	10,723	6%
Population less than 5,000	11,972	7%	414	7%	12,386	7%
Remote	623	0%	23	0%	646	0%
Very Remote	88	0%	<11	n/a	89	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	171,305	100%	5,972	100%	177,277	100%

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{73 74 75}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	59,031	34%	1,635	27%	60,666	34%
Intellectual disability	31,037	18%	343	6%	31,380	18%
Psychosocial disability	17,510	10%	525	9%	18,035	10%
Developmental delay	14,669	9%	1,944	33%	16,613	9%
Hearing impairment	7,927	5%	150	3%	8,077	5%
Other neurological	6,764	4%	218	4%	6,982	4%
Other physical	5,642	3%	141	2%	5,783	3%
Cerebral palsy	5,590	3%	40	1%	5,630	3%
Acquired brain injury	4,773	3%	109	2%	4,882	3%
Global developmental delay	4,705	3%	445	7%	5,150	3%
Visual impairment	3,102	2%	79	1%	3,181	2%
Multiple sclerosis	2,712	2%	52	1%	2,764	2%
Stroke	2,971	2%	97	2%	3,068	2%
Spinal cord injury	1,802	1%	32	1%	1,834	1%
Other	2,265	1%	161	3%	2,426	1%
Other sensory/speech	805	0%	<11	n/a	806	0%
Total	171,305	100%	5,972	100%	177,277	100%

⁷² The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

⁷³ Table order based on national proportions in Table E.10 (highest to lowest).

⁷⁴ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁷⁵ Down syndrome is included in intellectual disability, representing 2% (3,762) of all Scheme participants in New South Wales.

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{76 77}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,170	11%	<11	n/a	1,170	11%
Intellectual disability	4,989	47%	<11	n/a	4,989	47%
Psychosocial disability	1,665	16%	<11	n/a	1,667	16%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	591	6%	<11	n/a	594	6%
Other physical	88	1%	<11	n/a	89	1%
Cerebral palsy	824	8%	<11	n/a	824	8%
Acquired brain injury	733	7%	<11	n/a	737	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	31	0%	<11	n/a	31	0%
Multiple sclerosis	93	1%	<11	n/a	93	1%
Stroke	288	3%	<11	n/a	291	3%
Spinal cord injury	68	1%	<11	n/a	68	1%
Other	146	1%	<11	n/a	147	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	10,690	100%	14	100%	10,704	100%

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ⁷⁸

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	57,861	36%	1,635	27%	59,496	36%
Intellectual disability	26,048	16%	343	6%	26,391	16%
Psychosocial disability	15,845	10%	523	9%	16,368	10%
Developmental delay	14,669	9%	1,944	33%	16,613	10%
Hearing impairment	7,924	5%	150	3%	8,074	5%
Other neurological	6,173	4%	215	4%	6,388	4%
Other physical	5,554	3%	140	2%	5,694	3%
Cerebral palsy	4,766	3%	40	1%	4,806	3%
Acquired brain injury	4,040	3%	105	2%	4,145	2%
Global developmental delay	4,705	3%	445	7%	5,150	3%
Visual impairment	3,071	2%	79	1%	3,150	2%
Multiple sclerosis	2,619	2%	52	1%	2,671	2%
Stroke	2,683	2%	94	2%	2,777	2%
Spinal cord injury	1,734	1%	32	1%	1,766	1%
Other	2,119	1%	160	3%	2,279	1%
Other sensory/speech	804	1%	<11	n/a	805	0%
Total	160,615	100%	5,958	100%	166,573	100%

⁷⁶ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

⁷⁷ Down syndrome is included in intellectual disability, representing 6% (665) of participants in SIL.

⁷⁸ Down syndrome is included in intellectual disability, representing 2% (3,097) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	17,933	10%	1,749	29%	19,682	11%
2 (High Function)	300	0%	<11	n/a	308	0%
3 (High Function)	8,358	5%	487	8%	8,845	5%
4 (High Function)	13,065	8%	351	6%	13,416	8%
5 (High Function)	12,050	7%	511	9%	12,561	7%
6 (Moderate Function)	38,637	23%	1,255	21%	39,892	23%
7 (Moderate Function)	10,446	6%	275	5%	10,721	6%
8 (Moderate Function)	9,213	5%	252	4%	9,465	5%
9 (Moderate Function)	894	1%	17	0%	911	1%
10 (Moderate Function)	16,503	10%	379	6%	16,882	10%
11 (Low Function)	5,452	3%	50	1%	5,502	3%
12 (Low Function)	23,621	14%	450	8%	24,071	14%
13 (Low Function)	11,688	7%	173	3%	11,861	7%
14 (Low Function)	3,047	2%	14	0%	3,061	2%
15 (Low Function)	49	0%	<11	n/a	50	0%
Missing	49	0%	<11	n/a	49	0%
Total	171,305	100%	5,972	100%	177,277	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	26,463	15%	2,973	50%	29,436	17%
7 to 14	44,380	26%	935	16%	45,315	26%
15 to 18	14,022	8%	295	5%	14,317	8%
19 to 24	15,085	9%	165	3%	15,250	9%
25 to 34	15,460	9%	270	5%	15,730	9%
35 to 44	12,937	8%	307	5%	13,244	7%
45 to 54	15,485	9%	407	7%	15,892	9%
55 to 64	18,812	11%	578	10%	19,390	11%
65+	8,661	5%	42	1%	8,703	5%
Total	171,305	100%	5,972	100%	177,277	100%

Table F.15 Participation rates by age group and gender at 31 March 2023 – New South Wales ⁷⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.9%	2.7%	4.4%
7 to 14	7.5%	3.3%	5.5%
15 to 18	4.7%	2.4%	3.6%
19 to 24	3.2%	1.8%	2.5%
25 to 44	1.5%	1.0%	1.3%
45 to 64	1.9%	1.6%	1.8%
Total (aged 0 to 64)	3.1%	1.8%	2.5%

⁷⁹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,411), 'participant social and community engagement rate' (n=13,543), 'parent and carer employment rate' (n=15,284) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=9,526) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - New South Wales⁸⁰

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	29%	30%	31%	26%
Participant employment rate - Aged 35 to 44 years	28%	29%	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	14%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	40%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	36%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	46%
Participant social and community engagement rate - Aged 65+ years	33%	36%	38%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	38%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	51%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	49%	50%
Parent and carer employment rate - All ages	49%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	74%	75%

⁸⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table F.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=12,507), 'participant social and community engagement rate' (n=12,653), 'parent and carer employment rate' (n=10,156) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,687) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - New South Wales⁸¹

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	20%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	27%	31%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	29%	31%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	23%	26%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	14%	13%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	21%	23%	20%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	33%	43%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	46%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	39%	44%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	43%	43%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	34%	40%	43%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	53%	52%	50%
Parent and carer employment rate - All ages	48%	50%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	66%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	72%	76%	75%

⁸¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table F.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,023), 'participant social and community engagement rate' (n=11,140), 'parent and carer employment rate' (n=6,179) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=9,359) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - New South Wales

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	18%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	32%	30%	33%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	32%	30%	31%	26%
Participant employment rate - Aged 45 to 54 years	34%	34%	34%	28%	31%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	21%	19%	20%	26%
Participant employment rate - Aged 65+ years	15%	15%	12%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	29%	26%
Participant employment rate - Aged 15 to 64 years	25%	27%	27%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	46%	53%	52%	53%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	47%	49%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	42%	47%	52%	50%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	40%	44%	43%	45%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	41%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	47%	48%	49%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	47%	48%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	52%	53%	56%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	55%	56%	53%	50%
Parent and carer employment rate - All ages	50%	52%	53%	54%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	69%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	74%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	73%	77%	75%

⁸² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table F.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=7,790), 'participant social and community engagement rate' (n=7,955), 'parent and carer employment rate' (n=2,833) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,612) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - New South Wales⁸³

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	17%	23%	25%	29%	26%
Participant employment rate - Aged 25 to 34 years	29%	32%	31%	32%	28%	31%	26%
Participant employment rate - Aged 35 to 44 years	36%	37%	34%	33%	31%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	34%	30%	33%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	27%	27%	23%	22%	19%	19%	26%
Participant employment rate - Aged 65+ years	17%	16%	13%	14%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	32%	29%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	27%	29%	27%	29%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	44%	46%	47%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	43%	49%	52%	51%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	42%	48%	50%	47%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	43%	47%	49%	49%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	44%	47%	46%	48%	46%
Participant social and community engagement rate - Aged 65+ years	35%	38%	43%	45%	45%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	46%	49%	48%	51%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	46%	48%	48%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	45%	48%	48%	51%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	54%	57%	60%	56%	50%
Parent and carer employment rate - All ages	46%	49%	51%	52%	55%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	64%	68%	70%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	70%	74%	74%	78%	75%

⁸³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table F.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,464), 'participant social and community engagement rate' (n=2,555), 'parent and carer employment rate' (n=646) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,927) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - New South Wales ⁸⁴

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	18%	25%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	19%	20%	18%	19%	24%	24%	23%	26%
Participant employment rate - Aged 35 to 44 years	28%	28%	28%	26%	28%	26%	25%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	31%	30%	26%	29%	26%	26%
Participant employment rate - Aged 55 to 64 years	27%	24%	21%	19%	15%	21%	18%	26%
Participant employment rate - Aged 65+ years	20%	22%	14%	12%	8%	8%	9%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	23%	23%	25%	23%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	23%	22%	23%	24%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	36%	41%	47%	46%	48%	44%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	37%	49%	53%	57%	55%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	40%	49%	48%	53%	58%	55%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	39%	47%	55%	53%	58%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	34%	42%	41%	38%	52%	48%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	51%	51%	47%	49%	51%	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	48%	50%	51%	55%	53%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	47%	50%	50%	54%	52%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	49%	54%	53%	56%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	55%	56%	55%	55%	50%
Parent and carer employment rate - All ages	46%	49%	50%	55%	55%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	62%	63%	66%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	78%	80%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	70%	72%	74%	74%	77%	75%

⁸⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

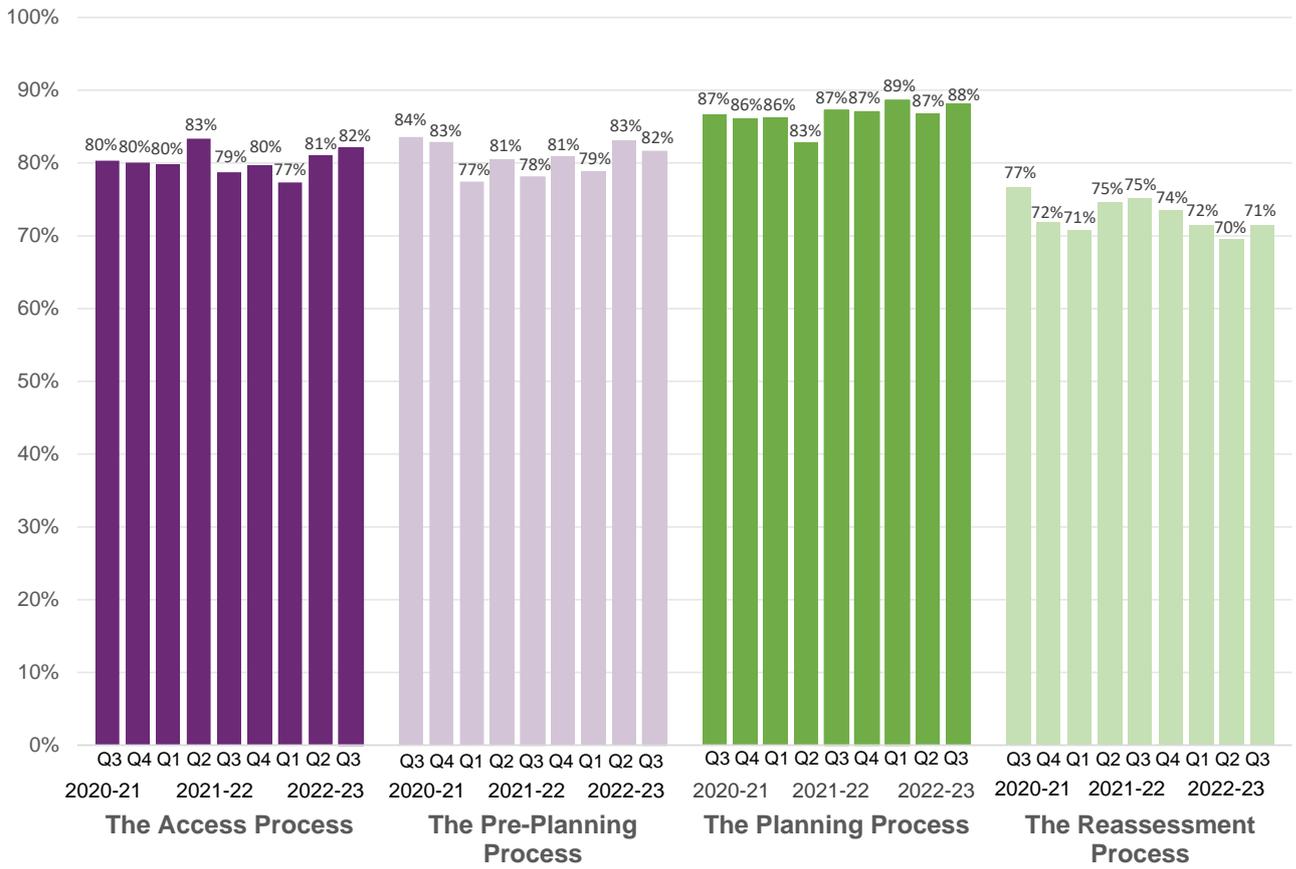
Part Three: Participant experience

Table F.21 Proportion of participants who agreed with statements about 'Access' (n = 2,410 in Prior Quarters, n = 273 in 2022-23 Q3), 'Pre-planning' (n = 2,212 in Prior Quarters, n = 228 in 2022-23 Q3), 'Planning' (n = 11,141 in Prior Quarters, n = 1,332 in 2022-23 Q3) and 'Plan reassessment' (n = 31,304 in Prior Quarters, n = 2,721 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales⁸⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	98%	99%
Access - Do you understand what will happen next with your plan?	80%	83%
Access - % of participants rating their overall experience as Very Good or Good.	80%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	86%
Pre-planning - Did you understand why you needed to give the information you did?	96%	96%
Pre-planning - Were decisions about your plan clearly explained?	82%	78%
Pre-planning - Are you clear on what happens next with your plan?	70%	66%
Pre-planning - Do you know where to go for more help with your plan?	75%	76%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	92%
Planning - Are you clear on what happens next with your plan?	85%	84%
Planning - Do you know where to go for more help with your plan?	89%	92%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	88%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	79%	78%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	87%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	71%

⁸⁵ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure F.1 Trend of satisfaction across the pathway (% Very Good/Good) – New South Wales ⁸⁶



⁸⁶ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table F.22 shows the number of complaints in 2022-23 Q2 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table F.23 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.

Table F.22 Complaints by quarter – New South Wales ^{87 88}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	77	<11	86	77
People who have submitted an access request: Complaints about LAC Partner	578	50	628	565
People who have submitted an access request: Complaints about service providers	2,600	169	2,769	2,176
People who have submitted an access request: Complaints about the Agency	35,488	1,543	37,031	19,522
People who have submitted an access request: Critical/ Reportable Incident	4,328	888	5,216	3,943
People who have submitted an access request: Unclassified	1,521	<11	1,521	1,330
People who have submitted an access request: Total	44,592	2,659	47,251	24,082
<i>Percentage of the number of active participants</i>	<i>6.7%</i>	<i>6.1%</i>	<i>6.6%</i>	<i>n/a</i>

⁸⁷ Note that 61% of all complainants made only one complaint, 20% made two complaints and 20% made three or more complaints.

⁸⁸ 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.

Figure F.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

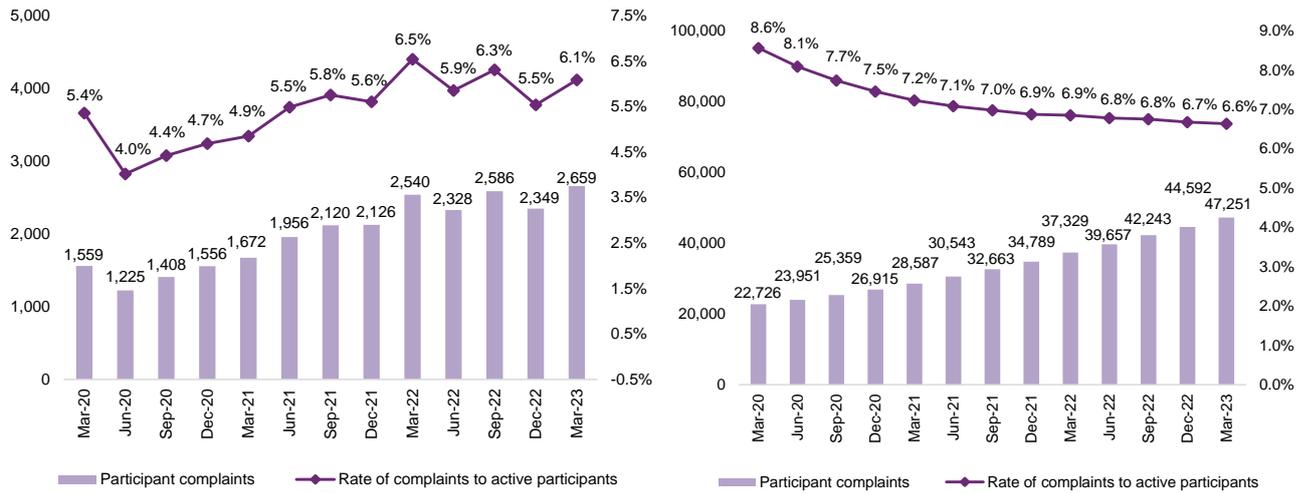


Figure F.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales

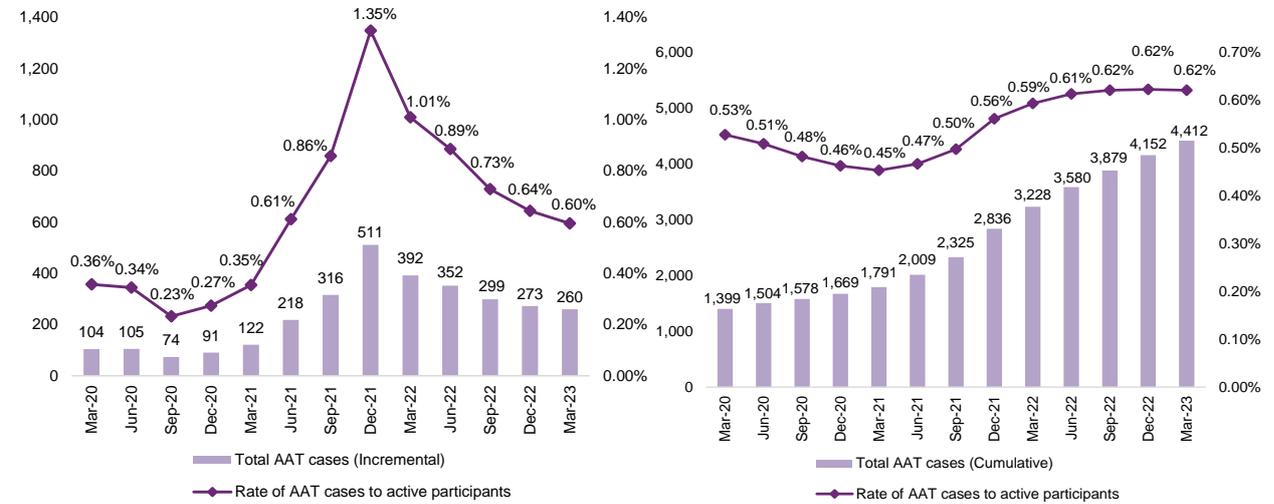


Table F.23 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales⁸⁹

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	2,379	7%	<11	n/a	2,380	6%
Complaints about the Agency - Information unclear	744	2%	<11	n/a	745	2%
Complaints about the Agency - NDIA Access	658	2%	72	5%	730	2%
Complaints about the Agency - NDIA Engagement	33	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Finance	1,808	5%	151	10%	1,959	5%
Complaints about the Agency - NDIA Fraud and Compliance	111	0%	14	1%	125	0%
Complaints about the Agency - NDIA Plan	6,561	18%	583	38%	7,144	19%
Complaints about the Agency - NDIA Process	2,049	6%	209	14%	2,258	6%
Complaints about the Agency - NDIA Resources	200	1%	16	1%	216	1%
Complaints about the Agency - NDIA Staff	1,386	4%	149	10%	1,535	4%
Complaints about the Agency - NDIA Timeliness	4,486	13%	321	21%	4,807	13%
Complaints about the Agency - Participation, engagement and inclusion	179	1%	<11	n/a	180	0%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	15	0%	<11	n/a	16	0%
Complaints about the Agency - Reasonable and necessary supports	2,272	6%	<11	n/a	2,274	6%
Complaints about the Agency - Staff conduct - Agency	681	2%	<11	n/a	681	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,265	4%	<11	n/a	1,271	3%
Complaints about the Agency - Timeliness	5,956	17%	<11	n/a	5,957	16%
Complaints about the Agency - Other	4,661	13%	11	1%	4,672	13%
Complaints about the Agency - Total	35,488	100%	1,543	100%	37,031	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	11	13%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	44	57%	<11	n/a	50	58%
Complaints about ECA Partner - ECA Timeliness	15	19%	<11	n/a	16	19%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	77	100%	<11	n/a	86	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	109	19%	<11	n/a	115	18%
Complaints about LAC Partner - LAC Process	65	11%	<11	n/a	72	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	345	60%	33	66%	378	60%
Complaints about LAC Partner - LAC Timeliness	49	8%	<11	n/a	53	8%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	578	100%	50	100%	628	100%
Complaints about service providers - Provider costs	145	6%	<11	n/a	145	5%
Complaints about service providers - Provider Finance	130	5%	13	8%	143	5%

⁸⁹ There are 44,592 total participant complaints in Prior Quarters, 2,659 total participant complaints in 2022-23 Q3, and 47,251 total participant complaints as at 31 March 2023, including 1,521 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	158	6%	27	16%	185	7%
Complaints about service providers - Provider Process	137	5%	<11	n/a	138	5%
Complaints about service providers - Provider Service	655	25%	85	50%	740	27%
Complaints about service providers - Provider Staff	291	11%	40	24%	331	12%
Complaints about service providers - Service Delivery	232	9%	<11	n/a	233	8%
Complaints about service providers - Staff conduct	213	8%	<11	n/a	214	8%
Complaints about service providers - Supports being provided	253	10%	<11	n/a	253	9%
Complaints about service providers - Other	386	15%	<11	n/a	387	14%
Complaints about service providers - Total	2,600	100%	169	100%	2,769	100%
Critical/ Reportable Incident - Allegations against a provider	1,316	30%	297	33%	1,613	31%
Critical/ Reportable Incident - Allegations against Informal Supports	596	14%	238	27%	834	16%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	673	16%	149	17%	822	16%
Critical/ Reportable Incident - Provider reporting	1,741	40%	204	23%	1,945	37%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	4,328	100%	888	100%	5,216	100%

Table F.24 AAT Cases by category at 31 March 2023 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	932	22%	36	14%	968	22%
Plan	2,830	68%	188	72%	3,018	68%
Plan Reassessment	184	4%	<11	n/a	190	4%
Other	206	5%	30	12%	236	5%
Total cases	4,152	100%	260	100%	4,412	100%
Percentage of the number of active participants	n/a	0.62%	n/a	0.60%	n/a	0.62%

Table F.25 AAT cases by open/closed and decision – New South Wales^{90 91}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,412	3,989
Open AAT Cases	737	724
Closed AAT Cases	3,675	3,340
<i>Resolved before hearing</i>	<i>3,571</i>	<i>3,245</i>
<i>Gone to hearing and received a substantive decision</i>	<i>104</i>	<i>95</i>

⁹⁰ Of the 104 cases which went to hearing and received a substantive decision: 44 affirmed the Agency's decision, 24 varied the Agency's decision and 36 set aside the Agency's decision.

⁹¹ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table F.26 Key markets indicators by quarter – New South Wales ^{92 93}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.26	1.24
Number of providers delivering new types of supports	707	649
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	89%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	90%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	89%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	91%

Table F.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – New South Wales ⁹⁴

Activity	Number of providers
Active for the first time in 2022-23 Q3	158
Active in 2022-23 Q3 and also in previous quarters	4,199
Active in 2022-23 Q3	4,357
Inactive in 2022-23 Q3	5,806
Active ever	10,163

Table F.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – New South Wales ⁹⁵

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	581	98	55	734
\$2,001-\$10,000	813	61	49	923
\$10,001-\$100,000	1,333	24	42	1,399
\$100,001-\$250,000	435	<5	9	446
\$250,000+	852	<5	<5	855
Total	4,014	185	158	4,357

Table F.29 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ⁹⁶

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	12%	13%	12%
Health & Wellbeing	74%	76%	75%
Lifelong Learning	31%	28%	31%
Other	23%	26%	23%
Non-categorised	10%	9%	10%
Any mainstream service	97%	96%	97%

⁹² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁹³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁹⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁹⁵ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

⁹⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table F.30 and Figures F.4 to F.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table F.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – New South Wales

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.5%	2.7%
\$5,001-\$10,000	6.7%	7.1%
\$10,001-\$15,000	11.5%	12.3%
\$15,001-\$20,000	14.3%	15.2%
\$20,001-\$25,000	10.5%	11.2%
\$25,001-\$30,000	4.5%	4.8%
\$30,001-\$50,000	13.1%	13.9%
\$50,001-\$100,000	16.7%	17.8%
\$100,001-\$150,000	6.4%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	1.8%
\$250,001+	7.8%	2.5%

Figure F.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – New South Wales



Figure F.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – New South Wales



Figure F.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – New South Wales

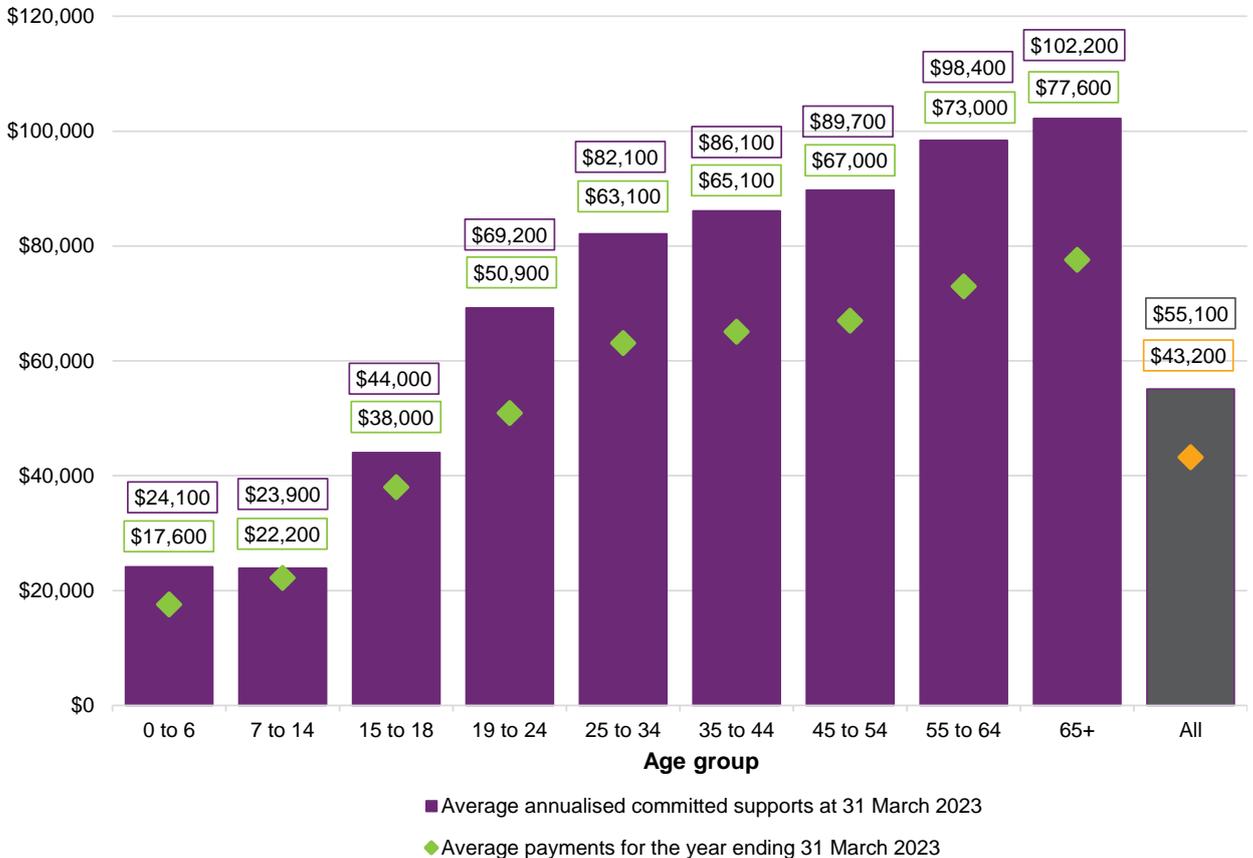


Figure F.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – New South Wales

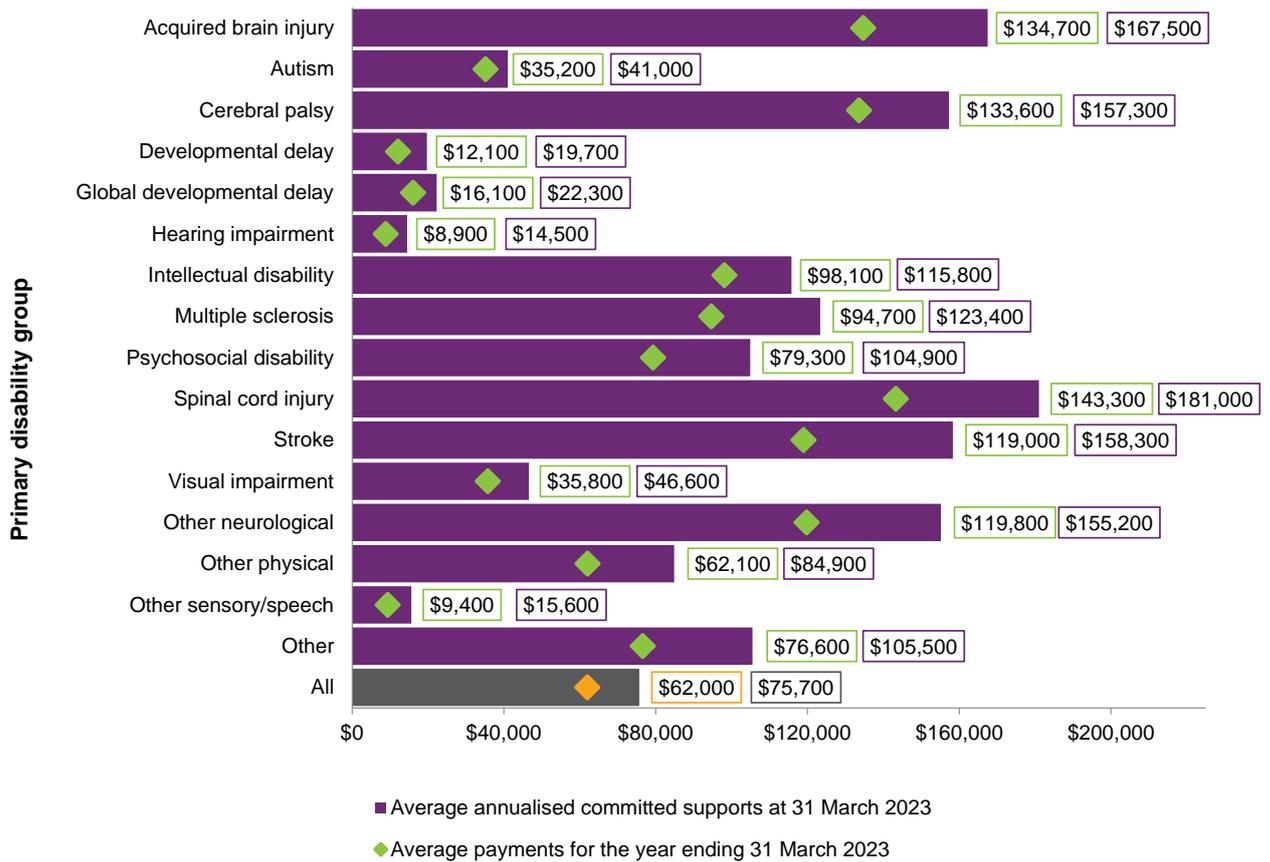


Figure F.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – New South Wales

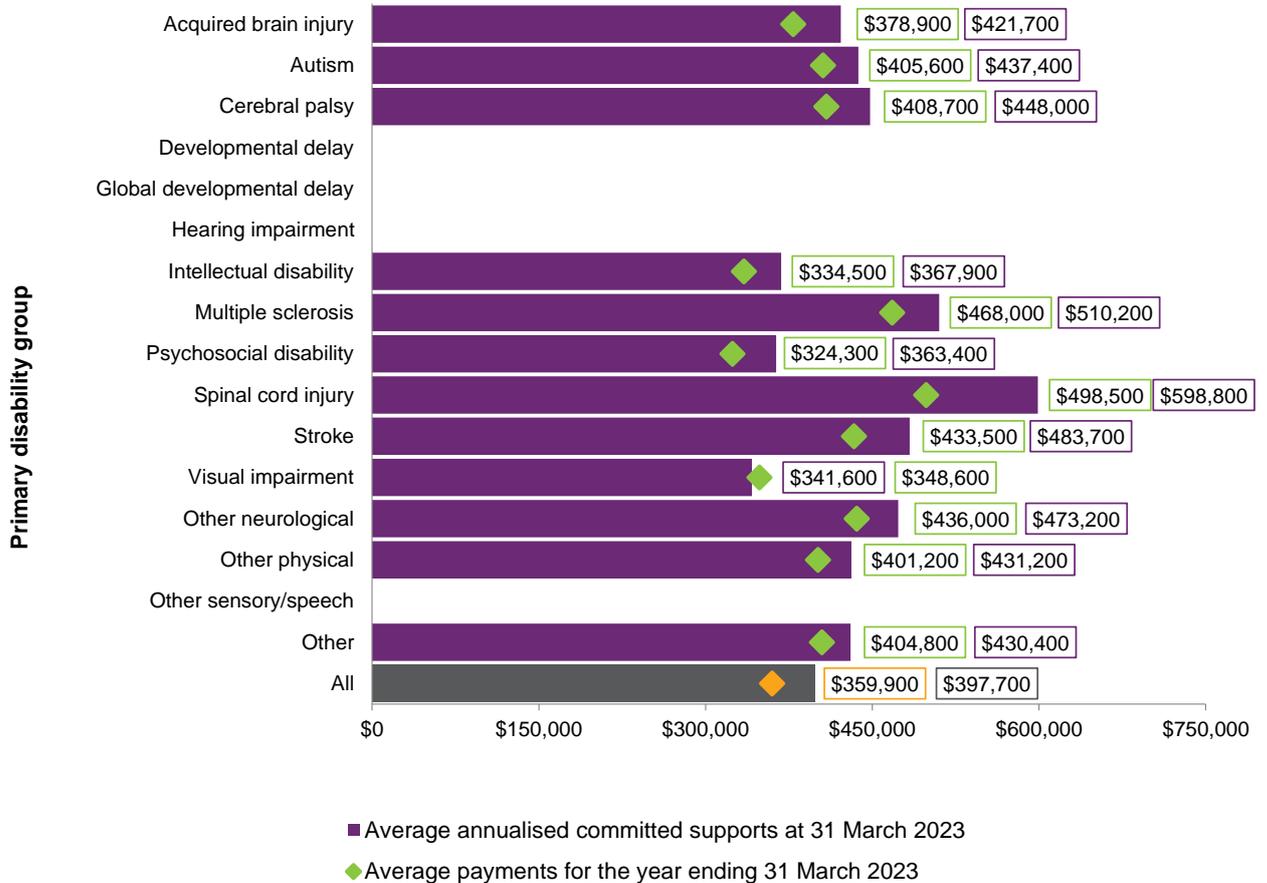


Figure F.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – New South Wales

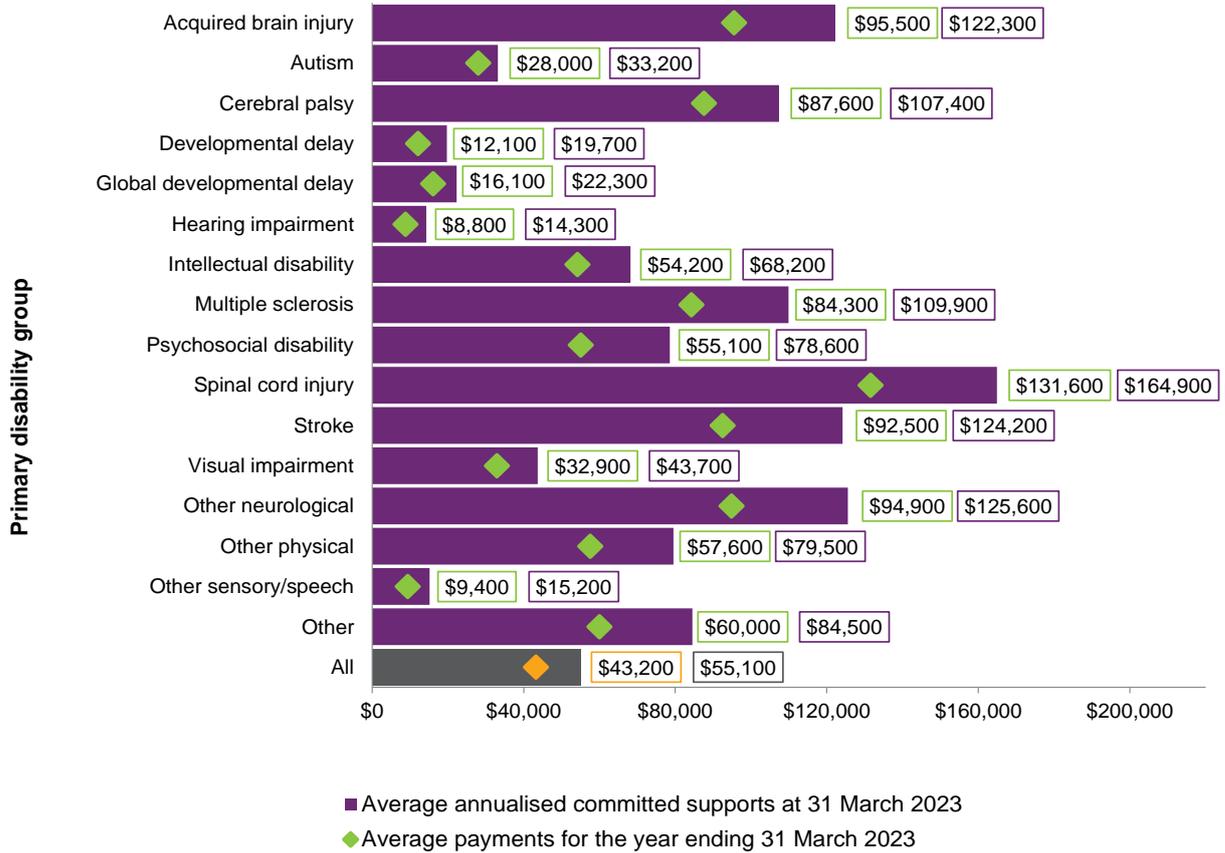


Figure F.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – New South Wales

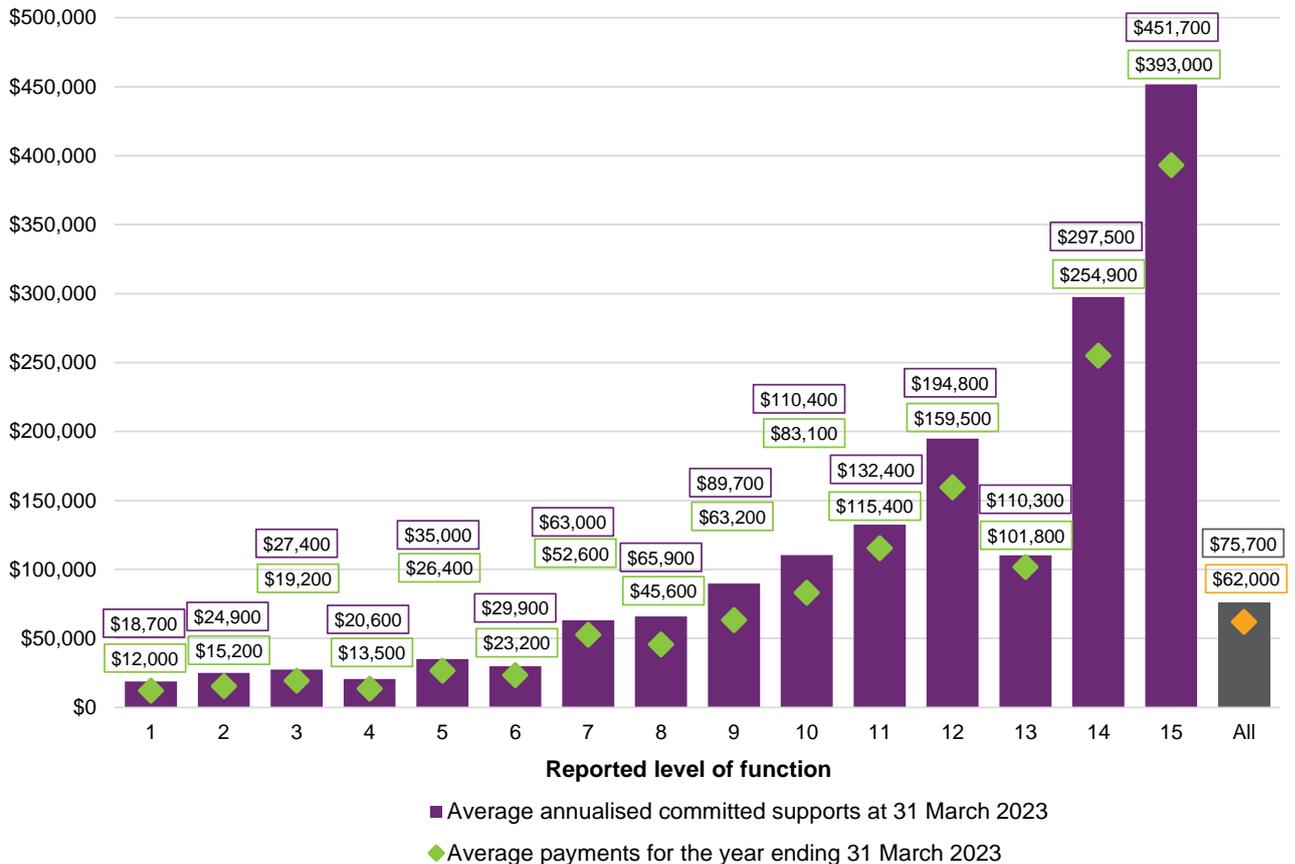


Figure F.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – New South Wales

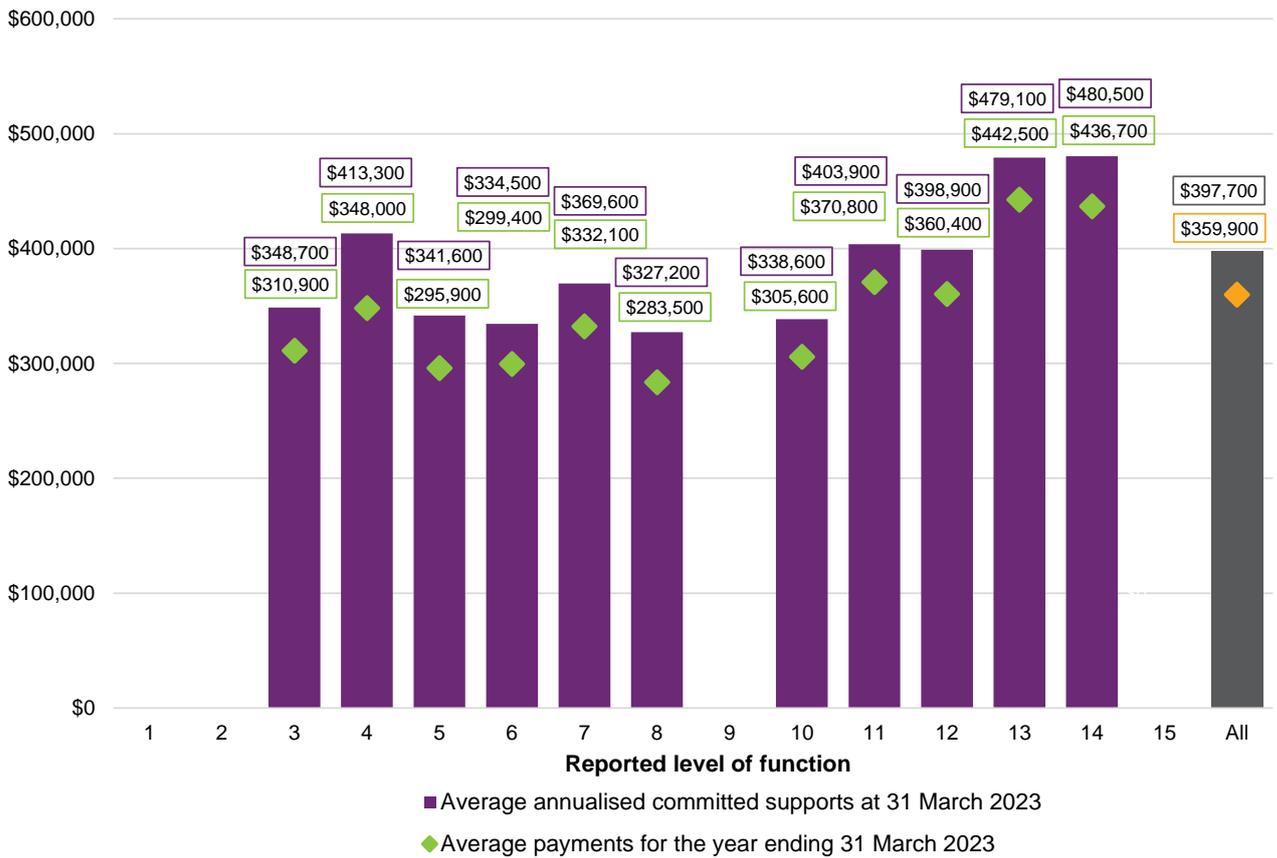


Figure F.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – New South Wales

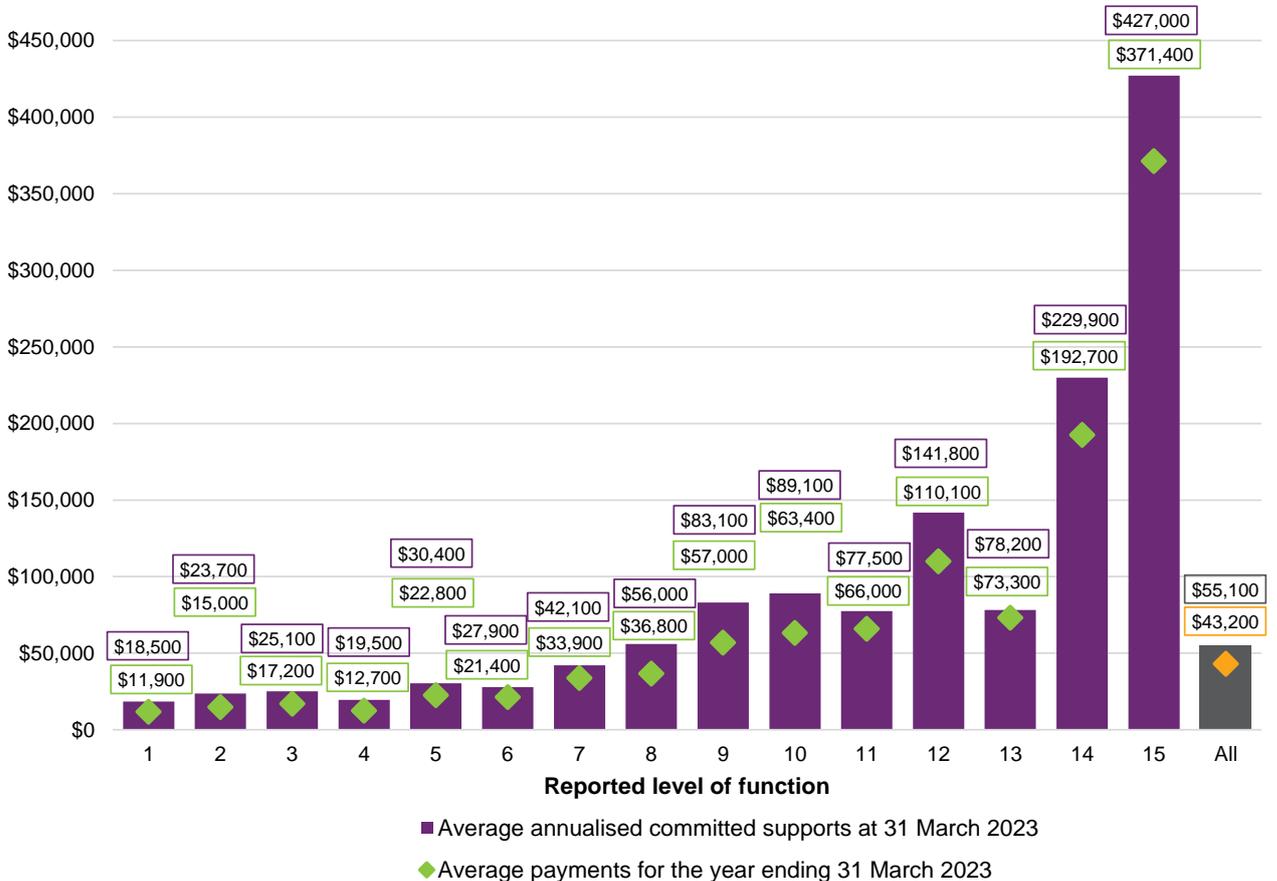


Table F.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – New South Wales ^{97 98}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$5,528.3	\$6,456.9
Core: Consumables	\$167.8	\$226.4
Core: Social and Civic	\$2,183.5	\$2,927.2
Core: Transport	\$326.6	\$155.7
Capacity Building: Choice and Control	\$126.3	\$144.4
Capacity Building: Daily Activities	\$1,223.1	\$2,084.2
Capacity Building: Employment	\$38.6	\$95.9
Capacity Building: Health and Wellbeing	\$18.0	\$31.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.003	\$0.049
Capacity Building: Relationships	\$152.0	\$291.4
Capacity Building: Social and Civic	\$45.2	\$116.2
Capacity Building: Support Coordination	\$244.9	\$327.6
Capital: Assistive Technology	\$203.1	\$402.1
Capital: Home Modifications	\$107.8	\$167.4
All	\$10,365.4	\$13,427.8

Table F.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – New South Wales ^{99 100}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,781.3	\$3,097.3
Core: Consumables	\$23.3	\$32.2
Core: Social and Civic	\$472.2	\$661.5
Core: Transport	\$22.1	\$26.3
Capacity Building: Choice and Control	\$7.8	\$9.1
Capacity Building: Daily Activities	\$69.1	\$114.8
Capacity Building: Employment	\$0.9	\$2.9
Capacity Building: Health and Wellbeing	\$2.4	\$4.0
Capacity Building: Home Living	\$0.001	\$0.004
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$64.1	\$107.1
Capacity Building: Social and Civic	\$0.9	\$2.5
Capacity Building: Support Coordination	\$45.0	\$57.5
Capital: Assistive Technology	\$26.8	\$52.3
Capital: Home Modifications	\$61.6	\$89.2
All	\$3,577.6	\$4,256.6

⁹⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

⁹⁸ Total payments for home modifications in New South Wales were \$107.8m. Of which, \$77.4m (72%) has been paid for specialised disability accommodation (SDA) supports, and \$30.4m (28%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.5m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$167.4m. Of which, \$116.6m (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$50.7m (30%) has been allocated for non-SDA supports.

⁹⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹⁰⁰ Total payments for home modifications in New South Wales were \$61.6m. Of which, \$61.4m (99.7%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.3%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$3.2m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$89.2m. Of which, \$88.2m (98.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.0m (1.1%) has been allocated for non-SDA supports.

Table F.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – New South Wales ^{101 102}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,747.0	\$3,359.6
Core: Consumables	\$144.5	\$194.2
Core: Social and Civic	\$1,711.3	\$2,265.7
Core: Transport	\$304.5	\$129.4
Capacity Building: Choice and Control	\$118.5	\$135.3
Capacity Building: Daily Activities	\$1,154.0	\$1,969.4
Capacity Building: Employment	\$37.7	\$93.0
Capacity Building: Health and Wellbeing	\$15.6	\$27.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.003	\$0.049
Capacity Building: Relationships	\$87.9	\$184.3
Capacity Building: Social and Civic	\$44.2	\$113.7
Capacity Building: Support Coordination	\$199.9	\$270.1
Capital: Assistive Technology	\$176.4	\$349.8
Capital: Home Modifications	\$46.2	\$78.2
All	\$6,787.9	\$9,171.2

Table F.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹⁰³

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	50.5	185.0	352.7	1,770.9	4,281.4	5,914.0	8,054.1	10,206.5	11,483.4	10,047.3
Total Paid	37.4	141.8	260.1	1,211.5	3,109.1	4,484.6	6,000.5	7,737.5	8,956.0	7,527.7
% utilised to date	74%	77%	74%	68%	73%	76%	75%	76%	78%	75%

Table F.35 Percentage change in plan budgets for active participants – New South Wales ^{104 105}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.7%	3.7%	4.9%	5.8%	4.9%	7.2%	10.5%	6.5%	6.8%
Interplan Inflation	2.3%	-1.1%	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%	5.5%
Total Inflation	5.0%	2.7%	6.0%	9.7%	6.9%	12.1%	20.2%	16.4%	12.3%

¹⁰¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

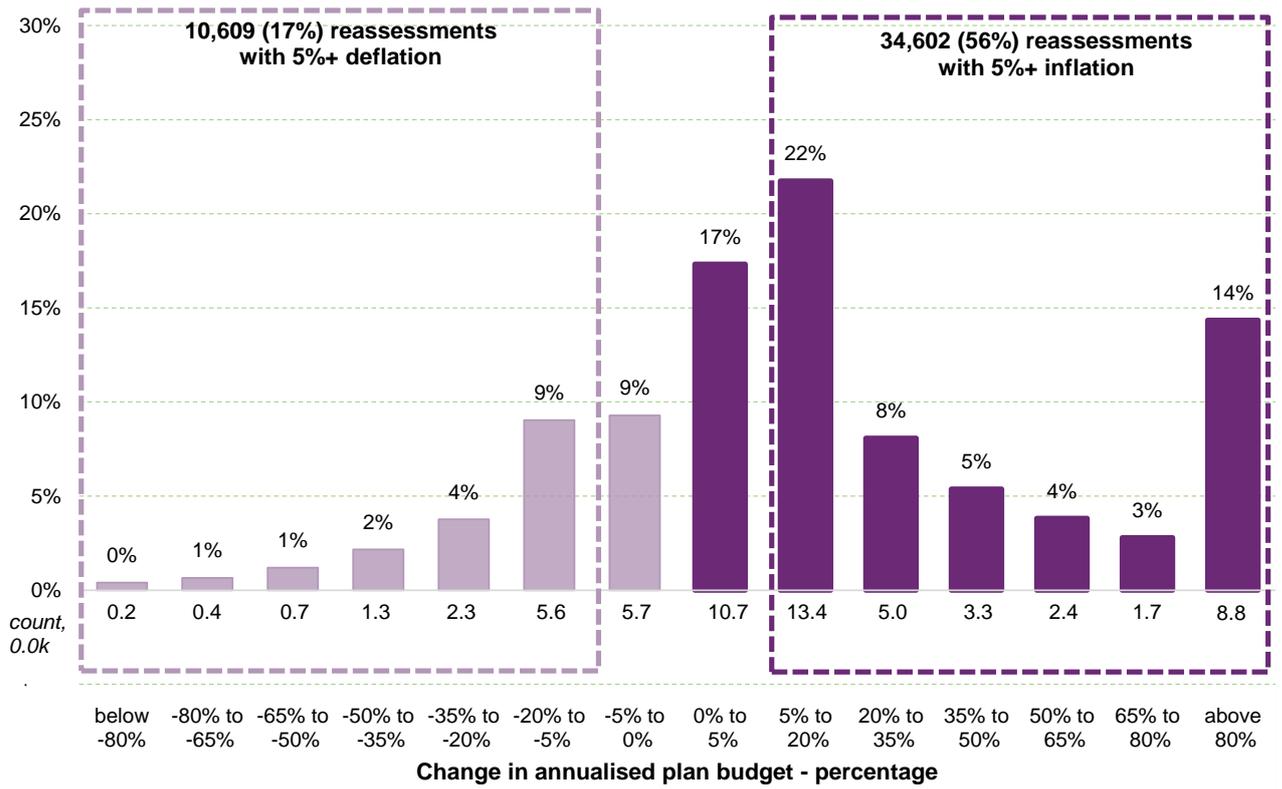
¹⁰² Total payments for home modifications in New South Wales were \$46.2m. Of which, \$16.0m (35%) has been paid for specialised disability accommodation (SDA) supports, and \$30.2m (65%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$78.2m. Of which, \$28.5m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$49.7m (64%) has been allocated for non-SDA supports.

¹⁰³ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁰⁴ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

¹⁰⁵ The September 2022 inflation number has had minor restatement from 20.1 per cent from the previous report.

Figure F.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – New South Wales ¹⁰⁶



¹⁰⁶ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix G:

Victoria

Part One: Participants and their plans

Table G.1 Active participants by quarter of entry, plan and entry type – Victoria ¹⁰⁷

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	194,081	7,745	201,826
Active Eligible - Total	155,633	5,876	161,509
<i>Active Eligible - New</i>	86,752	5,676	92,428
<i>Active Eligible - State</i>	58,833	146	58,979
<i>Active Eligible - Commonwealth</i>	10,048	54	10,102
Active Participant Plans (excl ECA) - Total	152,476	6,004	158,480
<i>Active Participant Plans (excl ECA) - New</i>	84,403	5,810	90,213
<i>Active Participant Plans (excl ECA) - State</i>	58,081	147	58,228
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,992	47	10,039
Active Participant Plans - Total	155,653	9,179	161,655
<i>Active Participant Plans - Early Intervention (s25)</i>	44,661	3,661	48,322
<i>Active Participant Plans - Permanent Disability (s24)</i>	107,815	2,343	110,158
<i>Active Participant Plans - ECA</i>	3,177	3,175	3,175

Table G.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Victoria

People leaving the Scheme	Total
Number of people who have left the Scheme	10,002
<i>Early Intervention participants</i>	2,286
<i>Permanent disability participants</i>	7,716

Table G.3 Assessment of access by age group and gender – Victoria ¹⁰⁸

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	39,131	98%	16,521	98%	852	97%	56,504	98%
7 to 14	20,153	90%	10,305	91%	539	86%	30,997	91%
15 to 18	5,999	93%	3,623	90%	211	89%	9,833	91%
19 to 24	5,269	91%	3,648	86%	143	79%	9,060	89%
25 to 34	7,131	89%	5,868	82%	195	76%	13,194	86%
35 to 44	7,252	86%	6,962	79%	145	71%	14,359	82%
45 to 54	8,743	82%	9,101	75%	170	66%	18,014	78%
55 to 64	10,062	76%	9,964	66%	165	52%	20,191	71%
65+	365	53%	345	46%	<11	n/a	717	50%
Missing	782	50%	610	35%	<11	n/a	1,398	42%
Total	104,887	90%	66,947	82%	2,433	81%	174,267	86%

¹⁰⁷ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

¹⁰⁸ The age in this table is the age when the participant met access to the Scheme. In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,398 records that have a missing access decision date.

Table G.4 Assessment of access by primary disability group and gender – Victoria ¹⁰⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	3,506	92%	1,737	91%	44	94%	5,287	92%
Autism	36,322	97%	15,556	97%	1,117	94%	52,995	97%
Cerebral palsy	2,387	97%	1,971	96%	43	91%	4,401	97%
Developmental delay	17,536	98%	7,288	98%	411	98%	25,235	98%
Global developmental delay	2,109	99%	871	99%	35	92%	3,015	99%
Hearing impairment	3,320	90%	3,566	88%	101	86%	6,987	89%
Intellectual disability	16,579	96%	11,767	95%	158	92%	28,504	96%
Multiple sclerosis	820	91%	2,517	90%	28	80%	3,365	90%
Psychosocial disability	10,065	78%	11,185	72%	247	59%	21,497	74%
Spinal cord injury	750	95%	355	91%	21	91%	1,126	93%
Stroke	1,316	85%	940	83%	21	72%	2,277	84%
Visual impairment	1,631	91%	1,565	89%	28	80%	3,224	90%
Other neurological	3,633	83%	3,175	81%	72	70%	6,880	82%
Other physical	2,542	47%	2,917	37%	59	30%	5,518	41%
Other sensory/speech	498	54%	206	47%	<11	n/a	710	52%
Other	1,193	43%	791	28%	36	34%	2,020	35%
Missing	680	99%	540	98%	<11	n/a	1,226	98%
Total	104,887	90%	66,947	82%	2,433	81%	174,267	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,992	3%	250	4%	5,242	3%
Non-First Nations Participants	121,734	80%	5,390	90%	127,124	80%
Not Stated	25,750	17%	364	6%	26,114	16%
Total	152,476	100%	6,004	100%	158,480	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ¹¹⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	17,846	12%	757	13%	18,603	12%
Not culturally and linguistically diverse	134,581	88%	5,247	87%	139,828	88%
Not stated	49	0%	<11	n/a	49	0%
Total	152,476	100%	6,004	100%	158,480	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 31 March 2023 – Victoria ¹¹¹

Age group	Total number of active participants
Under 45	20
45 to 54	102
55 to 64	536
Total YPIRAC (under 65)	658

¹⁰⁹ Down syndrome is included in intellectual disability.

¹¹⁰ The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

¹¹¹ There are a further 526 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 ¹¹²

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	38	1,040
Jun-20	28	1,068
Sep-20	-27	1,041
Dec-20	-31	1,010
Mar-21	-7	1,003
Jun-21	-19	984
Sep-21	-30	954
Dec-21	-25	929
Mar-22	-60	869
Jun-22	-62	807
Sep-22	-38	769
Dec-22	-33	736
Mar-23	-78	658

Table G.9 Participant profile per quarter by remoteness – Victoria ¹¹³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	110,758	73%	4,541	76%	115,299	73%
Population > 50,000	14,308	9%	527	9%	14,835	9%
Population between 15,000 and 50,000	10,031	7%	333	6%	10,364	7%
Population between 5,000 and 15,000	8,370	5%	289	5%	8,659	5%
Population less than 5,000	8,939	6%	314	5%	9,253	6%
Remote	62	0%	<11	n/a	62	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	152,476	100%	6,004	100%	158,480	100%

¹¹² The cumulative results are measured as the numbers of active participants in residential aged care at the end of each quarter. The incremental results are the change in cumulative number of active participants in residential aged care each quarter. Quarterly results are reported based on a rolling 3 year period.

¹¹³ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table G.10 Participant profile per quarter by primary disability group – Victoria ^{114 115 116}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	50,155	33%	1,672	28%	51,827	33%
Intellectual disability	26,521	17%	287	5%	26,808	17%
Psychosocial disability	19,041	12%	452	8%	19,493	12%
Developmental delay	18,866	12%	2,492	42%	21,358	13%
Hearing impairment	6,509	4%	149	2%	6,658	4%
Other neurological	5,227	3%	146	2%	5,373	3%
Other physical	4,374	3%	113	2%	4,487	3%
Cerebral palsy	4,145	3%	28	0%	4,173	3%
Acquired brain injury	4,427	3%	128	2%	4,555	3%
Global developmental delay	2,424	2%	208	3%	2,632	2%
Visual impairment	2,850	2%	37	1%	2,887	2%
Multiple sclerosis	3,052	2%	70	1%	3,122	2%
Stroke	1,868	1%	84	1%	1,952	1%
Spinal cord injury	974	1%	24	0%	998	1%
Other	1,585	1%	111	2%	1,696	1%
Other sensory/speech	458	0%	<11	n/a	461	0%
Total	152,476	100%	6,004	100%	158,480	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{117 118}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	770	12%	<11	n/a	770	12%
Intellectual disability	3,489	53%	<11	n/a	3,489	53%
Psychosocial disability	481	7%	<11	n/a	482	7%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	308	5%	<11	n/a	312	5%
Other physical	63	1%	<11	n/a	63	1%
Cerebral palsy	643	10%	<11	n/a	643	10%
Acquired brain injury	487	7%	<11	n/a	489	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	123	2%	<11	n/a	123	2%
Stroke	117	2%	<11	n/a	121	2%
Spinal cord injury	53	1%	<11	n/a	53	1%
Other	53	1%	<11	n/a	54	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,613	100%	12	100%	6,625	100%

¹¹⁴ Table order based on national proportions in Table E.10 (highest to lowest).

¹¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹¹⁶ Down syndrome is included in intellectual disability, representing 2% (2,832) of all Scheme participants in Victoria.

¹¹⁷ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹¹⁸ Down syndrome is included in intellectual disability, representing 8% (537) of participants in SIL.

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹¹⁹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	49,385	34%	1,672	28%	51,057	34%
Intellectual disability	23,032	16%	287	5%	23,319	15%
Psychosocial disability	18,560	13%	451	8%	19,011	13%
Developmental delay	18,866	13%	2,492	42%	21,358	14%
Hearing impairment	6,504	4%	149	2%	6,653	4%
Other neurological	4,919	3%	142	2%	5,061	3%
Other physical	4,311	3%	113	2%	4,424	3%
Cerebral palsy	3,502	2%	28	0%	3,530	2%
Acquired brain injury	3,940	3%	126	2%	4,066	3%
Global developmental delay	2,423	2%	208	3%	2,631	2%
Visual impairment	2,830	2%	37	1%	2,867	2%
Multiple sclerosis	2,929	2%	70	1%	2,999	2%
Stroke	1,751	1%	80	1%	1,831	1%
Spinal cord injury	921	1%	24	0%	945	1%
Other	1,532	1%	110	2%	1,642	1%
Other sensory/speech	458	0%	<11	n/a	461	0%
Total	145,863	100%	5,992	100%	151,855	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	17,319	11%	1,912	32%	19,231	12%
2 (High Function)	404	0%	<11	n/a	414	0%
3 (High Function)	7,867	5%	490	8%	8,357	5%
4 (High Function)	8,290	5%	242	4%	8,532	5%
5 (High Function)	12,152	8%	575	10%	12,727	8%
6 (Moderate Function)	33,261	22%	1,388	23%	34,649	22%
7 (Moderate Function)	8,616	6%	220	4%	8,836	6%
8 (Moderate Function)	8,613	6%	186	3%	8,799	6%
9 (Moderate Function)	727	0%	22	0%	749	0%
10 (Moderate Function)	15,815	10%	335	6%	16,150	10%
11 (Low Function)	4,575	3%	57	1%	4,632	3%
12 (Low Function)	22,924	15%	445	7%	23,369	15%
13 (Low Function)	9,628	6%	109	2%	9,737	6%
14 (Low Function)	2,172	1%	12	0%	2,184	1%
15 (Low Function)	46	0%	<11	n/a	47	0%
Missing	67	0%	<11	n/a	67	0%
Total	152,476	100%	6,004	100%	158,480	100%

¹¹⁹ Down syndrome is included in intellectual disability, representing 2% (2,295) of participants not in SIL.

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	24,927	16%	3,041	51%	27,968	18%
7 to 14	40,877	27%	1,020	17%	41,897	26%
15 to 18	11,908	8%	268	4%	12,176	8%
19 to 24	11,346	7%	196	3%	11,542	7%
25 to 34	13,123	9%	281	5%	13,404	8%
35 to 44	12,543	8%	318	5%	12,861	8%
45 to 54	14,679	10%	373	6%	15,052	9%
55 to 64	16,511	11%	464	8%	16,975	11%
65+	6,562	4%	43	1%	6,605	4%
Total	152,476	100%	6,004	100%	158,480	100%

Table G.15 Participation rates by age group and gender at 31 March 2023 – Victoria ¹²⁰

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.8%	3.1%	5.1%
7 to 14	8.4%	4.0%	6.4%
15 to 18	4.8%	2.7%	3.9%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.5%	1.2%	1.3%
45 to 64	2.0%	2.0%	2.0%
Total (aged 0 to 64)	3.3%	2.1%	2.7%

¹²⁰ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables G.16 to G.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table G.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=14,766), 'participant social and community engagement rate' (n=14,808), 'parent and carer employment rate' (n=14,176) at entry, first (R1) and second (R2) plan reassessment, and 'participant choice and control' (n=10,592) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Victoria ¹²¹

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	14%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	20%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	14%	26%
Participant employment rate - Aged 65+ years	9%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	20%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	17%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 65+ years	39%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	36%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	49%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	46%	50%
Parent and carer employment rate - All ages	45%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	74%	75%

¹²¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table G.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=11,862), 'participant social and community engagement rate' (n=11,935), 'parent and carer employment rate' (n=8,342) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,707) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Victoria ¹²²

Participant employment rate	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	27%	27%	23%	26%	26%
Participant employment rate - Aged 45 to 54 years	24%	24%	20%	22%	26%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%
Participant employment rate - Aged 65+ years	10%	10%	10%	8%	26%
Participant employment rate - Aged 25 to 64 years	23%	23%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	44%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	43%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	37%	37%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	39%	39%	46%
Participant social and community engagement rate - Aged 65+ years	37%	43%	40%	43%	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	41%	40%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	40%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	48%	50%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	66%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	71%	76%	75%

¹²² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table G.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=6,701), 'participant social and community engagement rate' (n=6,733), 'parent and carer employment rate' (n=3,656) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=5,765) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Victoria¹²³

Participant employment rate	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	19%	20%	26%
Participant employment rate - Aged 25 to 34 years	24%	25%	27%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	31%	23%	27%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	25%	20%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	18%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	11%	9%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	24%	20%	22%	26%
Participant employment rate - Aged 15 to 64 years	21%	22%	22%	19%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	38%	42%	40%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	42%	44%	45%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	42%	42%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	37%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	43%	44%	41%	46%
Participant social and community engagement rate - Aged 65+ years	39%	44%	47%	50%	46%	46%
Participant social and community engagement rate - Aged 25+ years	37%	40%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	42%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	48%	48%	50%	52%	50%
Parent and carer employment rate - Aged 15+ years	46%	49%	50%	50%	48%	50%
Parent and carer employment rate - All ages	45%	48%	48%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	64%	66%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	76%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	70%	72%	77%	75%

¹²³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table G.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,595), 'participant social and community engagement rate' (n=2,623), 'parent and carer employment rate' (n=1,117) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=2,155) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Victoria

Participant employment rate	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	13%	15%	19%	16%	22%	26%
Participant employment rate - Aged 25 to 34 years	21%	25%	24%	29%	23%	26%	26%
Participant employment rate - Aged 35 to 44 years	28%	26%	26%	27%	22%	25%	26%
Participant employment rate - Aged 45 to 54 years	26%	27%	25%	27%	27%	23%	26%
Participant employment rate - Aged 55 to 64 years	24%	22%	17%	17%	17%	17%	26%
Participant employment rate - Aged 65+ years	12%	12%	10%	11%	8%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	25%	23%	25%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	22%	24%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	36%	42%	41%	40%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	40%	44%	49%	46%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	42%	43%	48%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	42%	41%	45%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	42%	44%	39%	44%	46%
Participant social and community engagement rate - Aged 65+ years	41%	46%	51%	50%	41%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	43%	46%	44%	44%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	43%	46%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	45%	52%	43%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	46%	49%	49%	42%	48%	50%
Parent and carer employment rate - All ages	42%	43%	46%	51%	43%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	66%	64%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	71%	74%	80%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	68%	71%	74%	78%	75%

¹²⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table G.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=494), 'participant social and community engagement rate' (n=514), 'parent and carer employment rate' (n=212) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=401) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Victoria ¹²⁵

Participant employment rate	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	16%	19%	23%	18%	18%	16%	17%	26%
Participant employment rate - Aged 35 to 44 years	20%	23%	20%	21%	21%	28%	19%	26%
Participant employment rate - Aged 45 to 54 years	16%	21%	18%	16%	27%	14%	14%	26%
Participant employment rate - Aged 55 to 64 years	20%	18%	18%	17%	13%	9%	18%	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	18%	20%	20%	18%	20%	16%	17%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	19%	20%	17%	14%	17%	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	38%	45%	42%	38%	39%	44%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	35%	44%	44%	45%	33%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	35%	36%	33%	33%	31%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	42%	40%	50%	38%	41%	44%	46%
Participant social and community engagement rate - Aged 65+ years	38%	45%	58%	48%	50%	52%	58%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	42%	41%	39%	40%	44%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	41%	40%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	37%	46%	42%	46%	51%	45%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	56%	53%	53%	58%	56%	57%	50%
Parent and carer employment rate - All ages	42%	51%	47%	50%	54%	50%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	53%	56%	56%	65%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	75%	79%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	66%	68%	68%	73%	76%	75%

¹²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

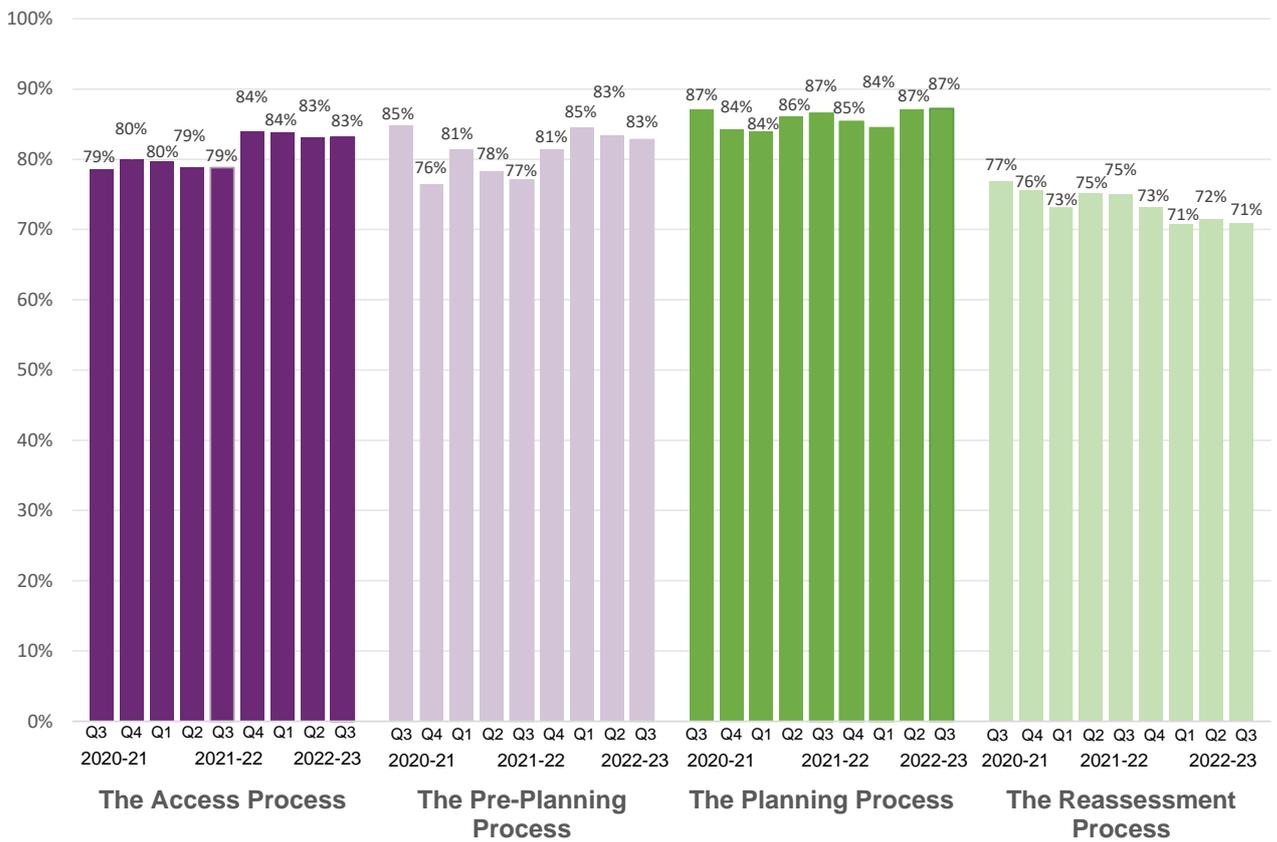
Part Three: Participant experience

Table G.21 Proportion of participants who agreed with statements about 'Access' (n = 2,366 in Prior Quarters, n = 279 in 2022-23 Q3), 'Pre-planning' (n = 2,171 in Prior Quarters, n = 256 in 2022-23 Q3), 'Planning' (n = 10,080 in Prior Quarters, n = 1,227 in 2022-23 Q3) and 'Plan reassessment' (n = 22,373 in Prior Quarters, n = 2,366 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ¹²⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	87%	89%
Access - Was the person from the NDIS respectful?	97%	96%
Access - Do you understand what will happen next with your plan?	78%	83%
Access - % of participants rating their overall experience as Very Good or Good.	81%	83%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	86%
Pre-planning - Did you understand why you needed to give the information you did?	95%	94%
Pre-planning - Were decisions about your plan clearly explained?	80%	80%
Pre-planning - Are you clear on what happens next with your plan?	69%	70%
Pre-planning - Do you know where to go for more help with your plan?	74%	77%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	92%
Planning - Did you understand why you needed to give the information you did?	98%	98%
Planning - Were decisions about your plan clearly explained?	89%	91%
Planning - Are you clear on what happens next with your plan?	84%	82%
Planning - Do you know where to go for more help with your plan?	89%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	86%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	80%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	82%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	87%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	75%	71%

¹²⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure G.1 Trend of satisfaction across the pathway (% Very Good/Good) – Victoria ¹²⁷



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table G.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

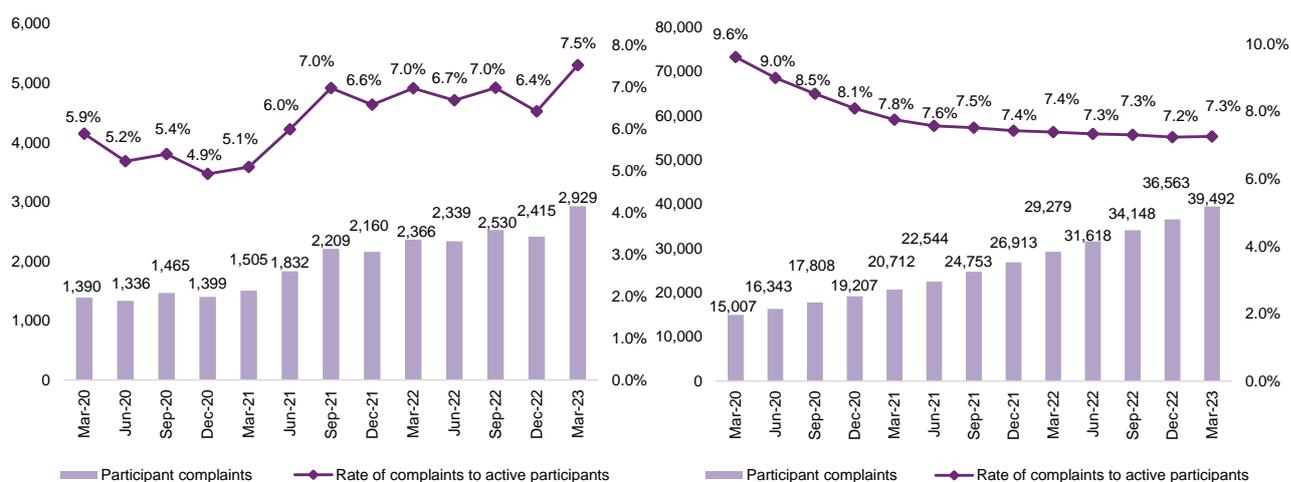
Table G.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹²⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table G.22 Complaints by quarter – Victoria ^{128 129}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	127	<11	133	124
People who have submitted an access request: Complaint about LAC Partner	508	44	552	499
People who have submitted an access request: Complaints about service providers	2,024	172	2,196	1,742
People who have submitted an access request: Complaints about the Agency	28,666	1,651	30,317	15,895
People who have submitted an access request: Critical/ Reportable Incident	4,602	1,056	5,658	4,148
People who have submitted an access request: Unclassified	636	<11	636	589
People who have submitted an access request: Total	36,563	2,929	39,492	20,140
<i>Percentage of the number of active participants</i>	7.2%	7.5%	7.3%	n/a

Figure G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



¹²⁸ Note that 61% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

¹²⁹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table G.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Victoria ¹³⁰

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,130	4%	<11	n/a	1,132	4%
Complaints about the Agency - Information unclear	479	2%	<11	n/a	480	2%
Complaints about the Agency - NDIA Access	661	2%	72	4%	733	2%
Complaints about the Agency - NDIA Engagement	25	0%	<11	n/a	32	0%
Complaints about the Agency - NDIA Finance	1,835	6%	195	12%	2,030	7%
Complaints about the Agency - NDIA Fraud and Compliance	107	0%	19	1%	126	0%
Complaints about the Agency - NDIA Plan	5,930	21%	592	36%	6,522	22%
Complaints about the Agency - NDIA Process	1,907	7%	202	12%	2,109	7%
Complaints about the Agency - NDIA Resources	187	1%	17	1%	204	1%
Complaints about the Agency - NDIA Staff	1,388	5%	201	12%	1,589	5%
Complaints about the Agency - NDIA Timeliness	4,467	16%	313	19%	4,780	16%
Complaints about the Agency - Participation, engagement and inclusion	99	0%	<11	n/a	99	0%
Complaints about the Agency - Provider Portal	28	0%	<11	n/a	28	0%
Complaints about the Agency - Quality & Safeguards Commission	20	0%	<11	n/a	22	0%
Complaints about the Agency - Reasonable and necessary supports	1,560	5%	<11	n/a	1,560	5%
Complaints about the Agency - Staff conduct - Agency	446	2%	<11	n/a	448	1%
Complaints about the Agency - The way the NDIA carried out its decision making	764	3%	<11	n/a	771	3%
Complaints about the Agency - Timeliness	4,478	16%	<11	n/a	4,481	15%
Complaints about the Agency - Other	3,155	11%	16	1%	3,171	10%
Complaints about the Agency - Total	28,666	100%	1,651	100%	30,317	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	14	11%	<11	n/a	16	12%
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	33	26%	<11	n/a	35	26%
Complaints about ECA Partner - ECA Timeliness	68	54%	<11	n/a	69	52%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	127	100%	<11	n/a	133	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	84	17%	<11	n/a	94	17%
Complaints about LAC Partner - LAC Process	56	11%	<11	n/a	58	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	315	62%	30	68%	345	63%
Complaints about LAC Partner - LAC Timeliness	48	9%	<11	n/a	50	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	508	100%	44	100%	552	100%
Complaints about service providers - Provider costs	50	2%	<11	n/a	51	2%
Complaints about service providers - Provider Finance	95	5%	19	11%	114	5%
Complaints about service providers - Provider Fraud and Compliance	164	8%	22	13%	186	8%

¹³⁰ There are 36,563 total participant complaints in Prior Quarters, 2,929 total participant complaints in 2022-23 Q3, and 39,492 total participant complaints as at 31 March 2023, including 636 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider process	88	4%	<11	n/a	90	4%
Complaints about service providers - Provider Service	745	37%	76	44%	821	37%
Complaints about service providers - Provider Staff	306	15%	41	24%	347	16%
Complaints about service providers - Service Delivery	120	6%	<11	n/a	121	6%
Complaints about service providers - Staff conduct	116	6%	<11	n/a	121	6%
Complaints about service providers - Supports being provided	131	6%	<11	n/a	134	6%
Complaints about service providers - Other	209	10%	<11	n/a	211	10%
Complaints about service providers - Total	2,024	100%	172	100%	2,196	100%
Critical/ Reportable Incident - Allegations against a provider	1,197	26%	381	36%	1,578	28%
Critical/ Reportable Incident - Allegations against Informal Supports	488	11%	246	23%	734	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	937	20%	209	20%	1,146	20%
Critical/ Reportable Incident - Provider reporting	1,974	43%	219	21%	2,193	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	4,602	100%	1,056	100%	5,658	100%

Table G.24 AAT Cases by category at 31 March 2023 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	705	20%	49	17%	754	20%
Plan	2,516	71%	206	71%	2,722	71%
Plan Reassessment	95	3%	<11	n/a	101	3%
Other	252	7%	30	10%	282	7%
Total cases	3,568	100%	291	100%	3,859	100%
Percentage of the number of active participants	n/a	0.71%	n/a	0.75%	n/a	0.71%

Figure G.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

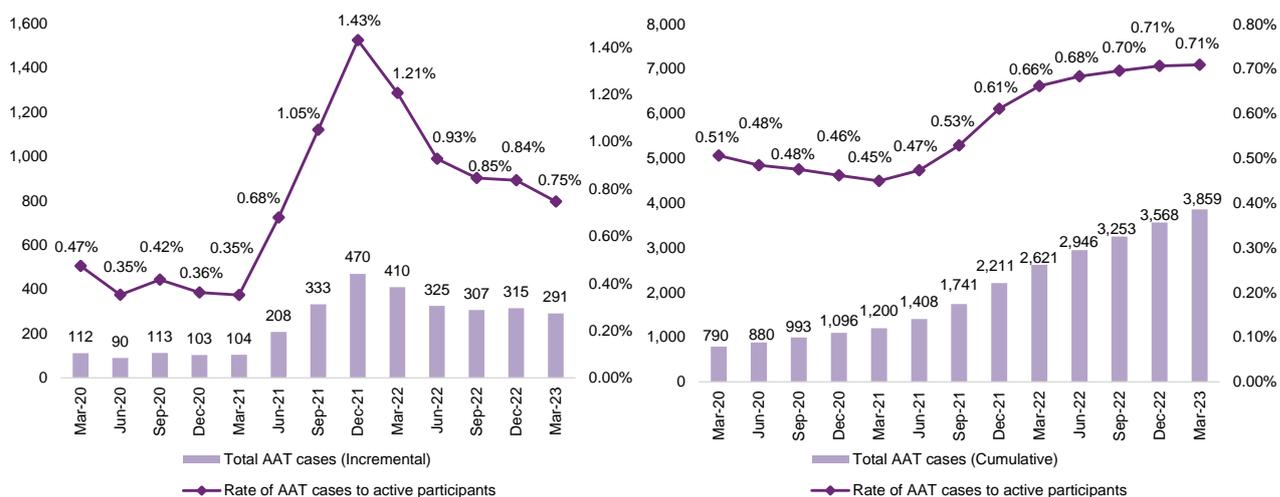


Table G.25 AAT cases by open/closed and decision – Victoria ¹³¹ ¹³²

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,859	3,486
Open AAT Cases	858	847
Closed AAT Cases	3,001	2,722
<i>Resolved before hearing</i>	2,925	2,659
<i>Gone to hearing and received a substantive decision</i>	76	63

¹³¹ Of the 76 cases which went to hearing and received a substantive decision: 20 affirmed the Agency's decision, 17 varied the Agency's decision and 39 set aside the Agency's decision.

¹³² The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table G.26 Key markets indicators by quarter – Victoria ^{133 134}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.07	1.05
Number of providers delivering new types of supports	497	491
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	90%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	95%	95%

Table G.27 Cumulative number of providers that have been ever active as at 31 March 2023 by quarter of activity – Victoria ¹³⁵

Activity	Number of providers
Active for the first time in 2022-23 Q3	118
Active in 2022-23 Q3 and also in previous quarters	2,667
Active in 2022-23 Q3	2,785
Inactive in 2022-23 Q3	4,663
Active ever	7,448

Table G.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Victoria ¹³⁶

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	441	85	45	571
\$2,001-\$10,000	508	40	43	591
\$10,001-\$100,000	817	14	25	856
\$100,001-\$250,000	292	5	<5	300
\$250,000+	465	<5	<5	467
Total	2,523	144	118	2,785

Table G.29 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹³⁷

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	15%	17%	16%
Health & Wellbeing	61%	64%	61%
Lifelong Learning	26%	24%	25%
Other	20%	22%	20%
Non-categorised	18%	15%	18%
Any mainstream service	96%	95%	96%

¹³³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹³⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹³⁵ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹³⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹³⁷ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table G.30 and Figures G.4 to G.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table G.30 Distribution of participants by annualised committed support band – active participants with initial plan approvals as at 2022-23 Q3 – Victoria

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.7%	1.8%
\$5,001-\$10,000	5.1%	5.3%
\$10,001-\$15,000	10.4%	10.9%
\$15,001-\$20,000	14.0%	14.7%
\$20,001-\$25,000	12.3%	12.8%
\$25,001-\$30,000	5.7%	5.9%
\$30,001-\$50,000	15.5%	16.2%
\$50,001-\$100,000	18.1%	18.9%
\$100,001-\$150,000	6.1%	6.4%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	6.1%	2.5%

Figure G.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Victoria

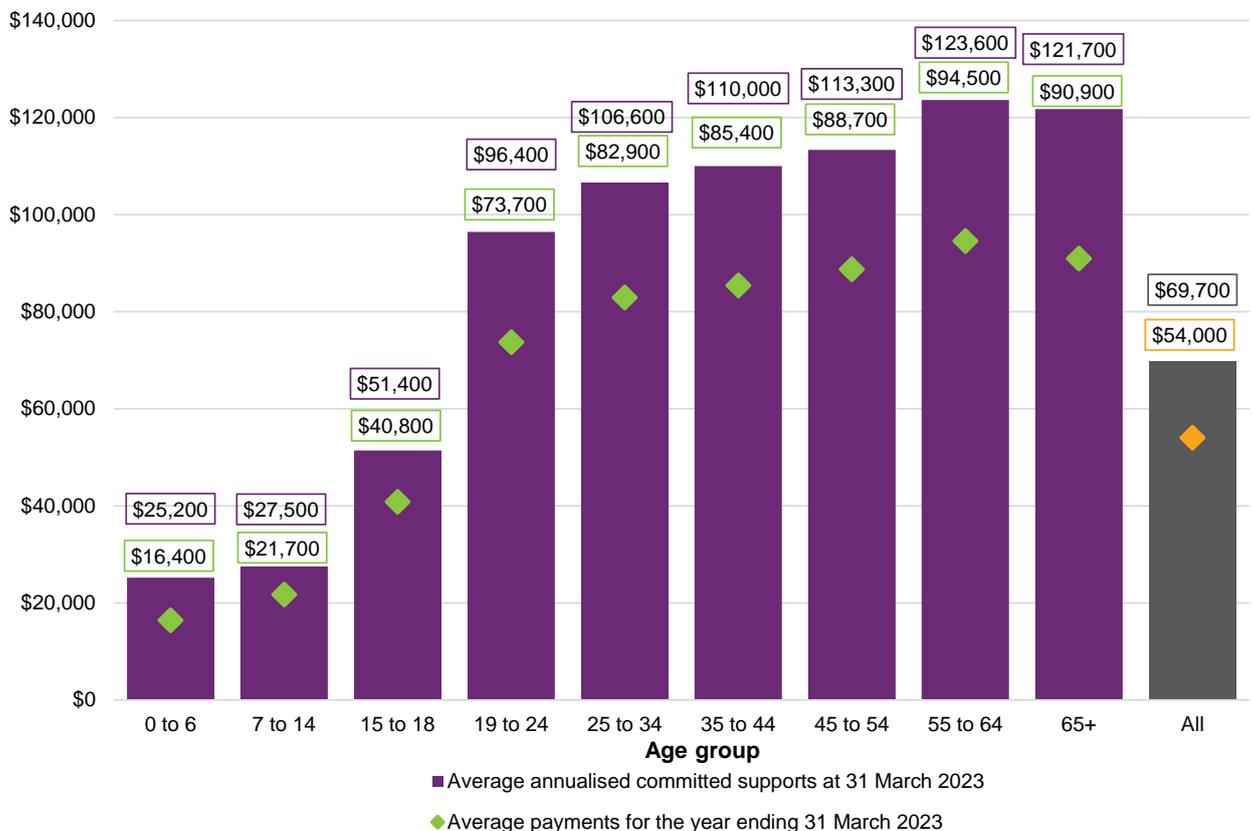


Figure G.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Victoria

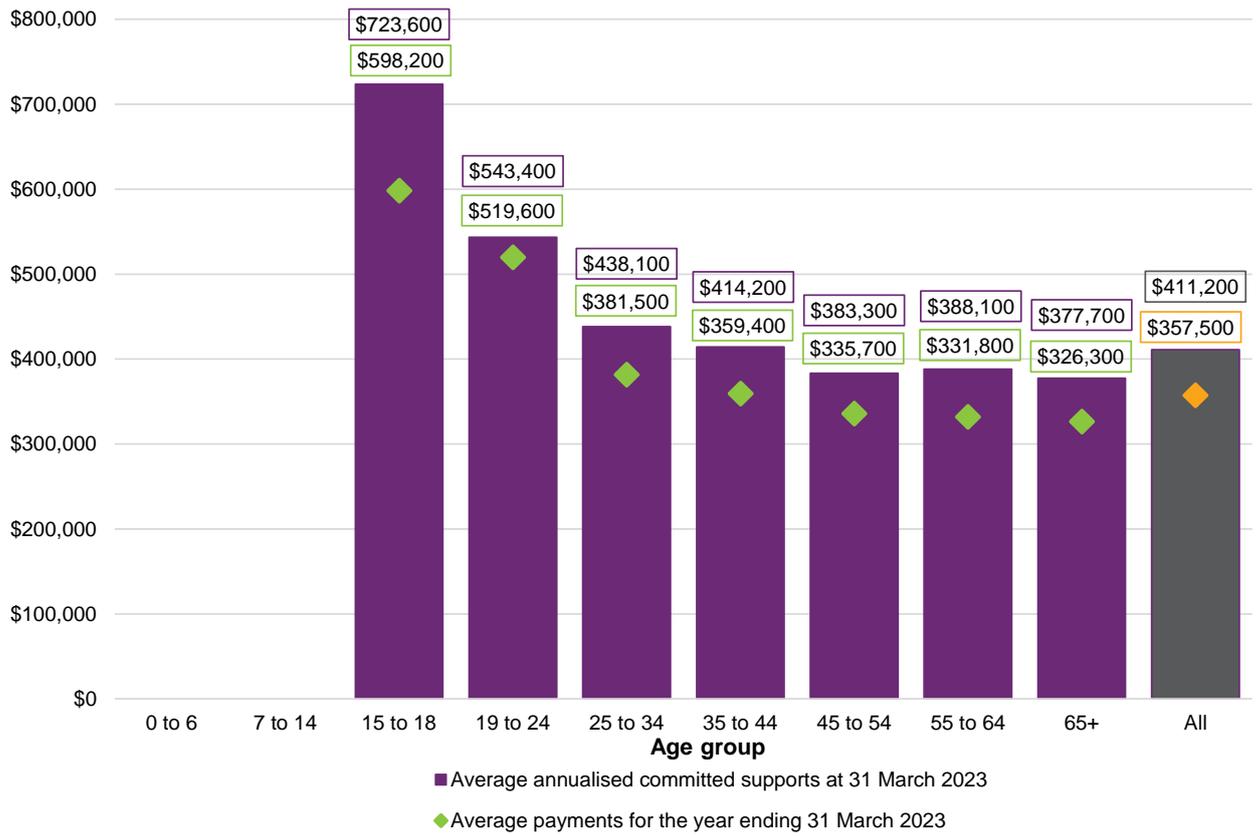


Figure G.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Victoria



Figure G.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Victoria

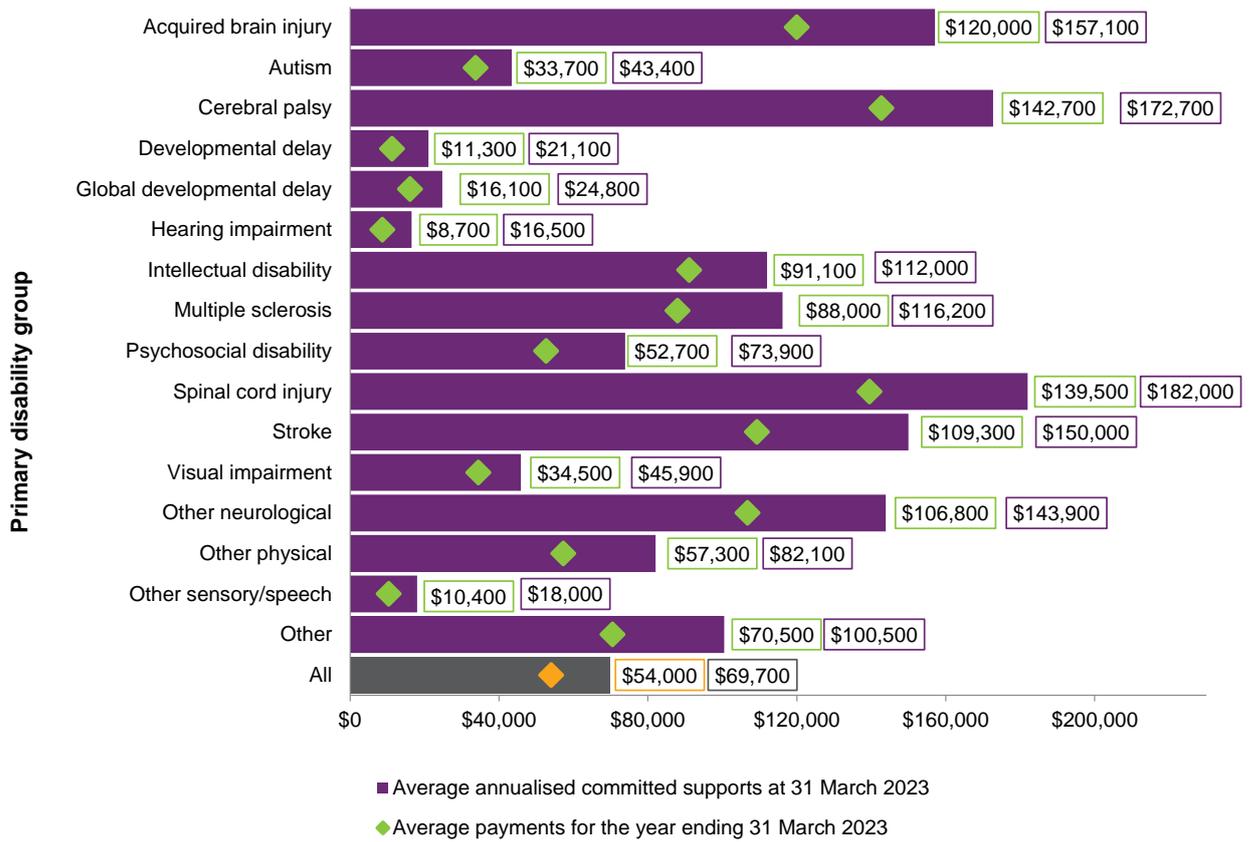


Figure G.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Victoria

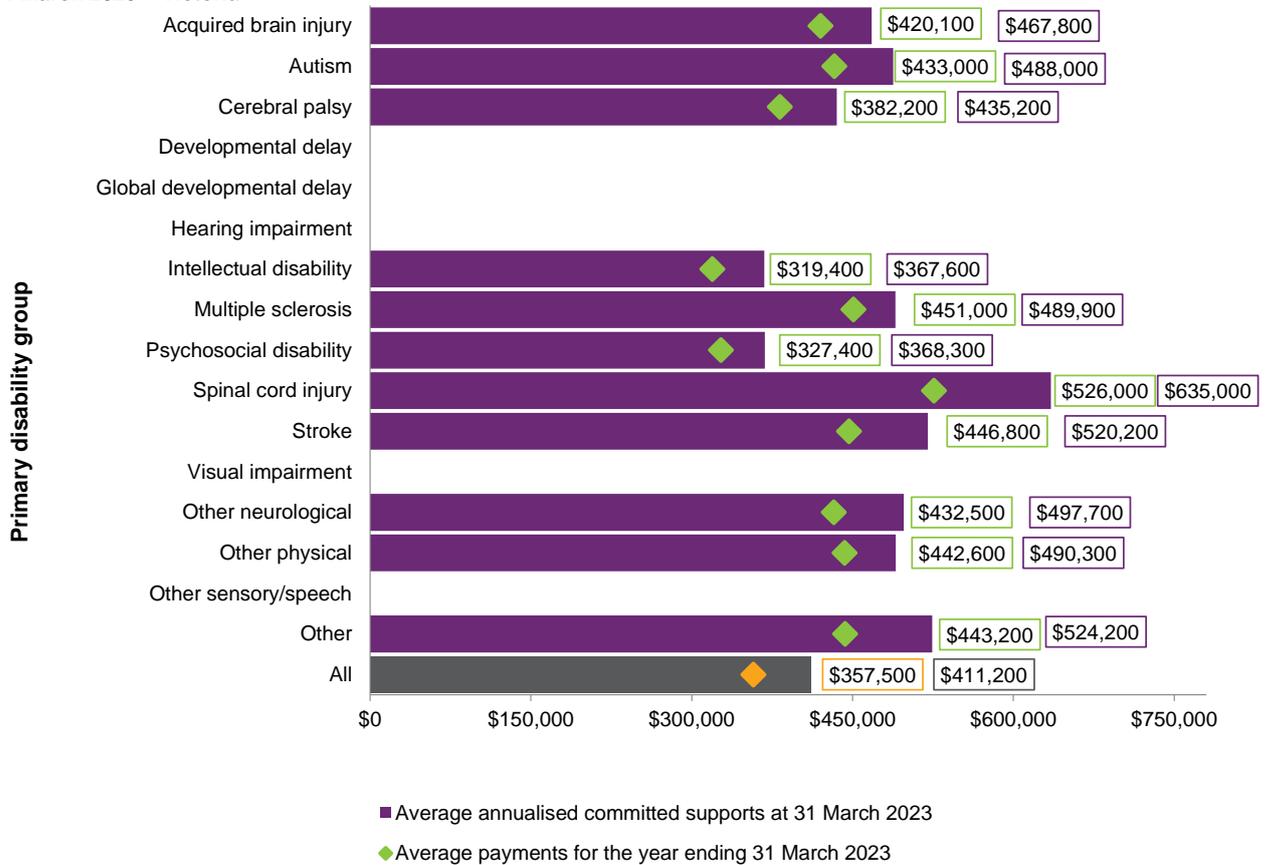


Figure G.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Victoria

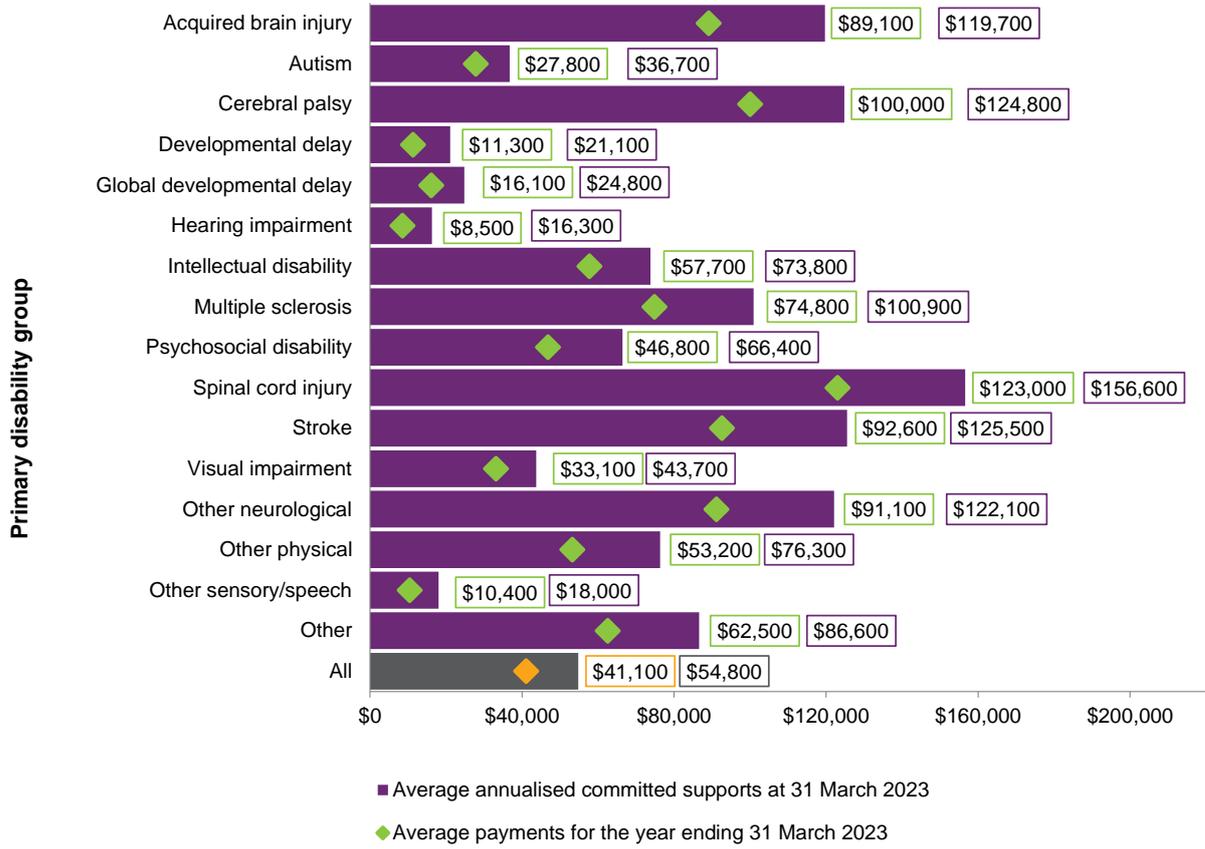


Figure G.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Victoria

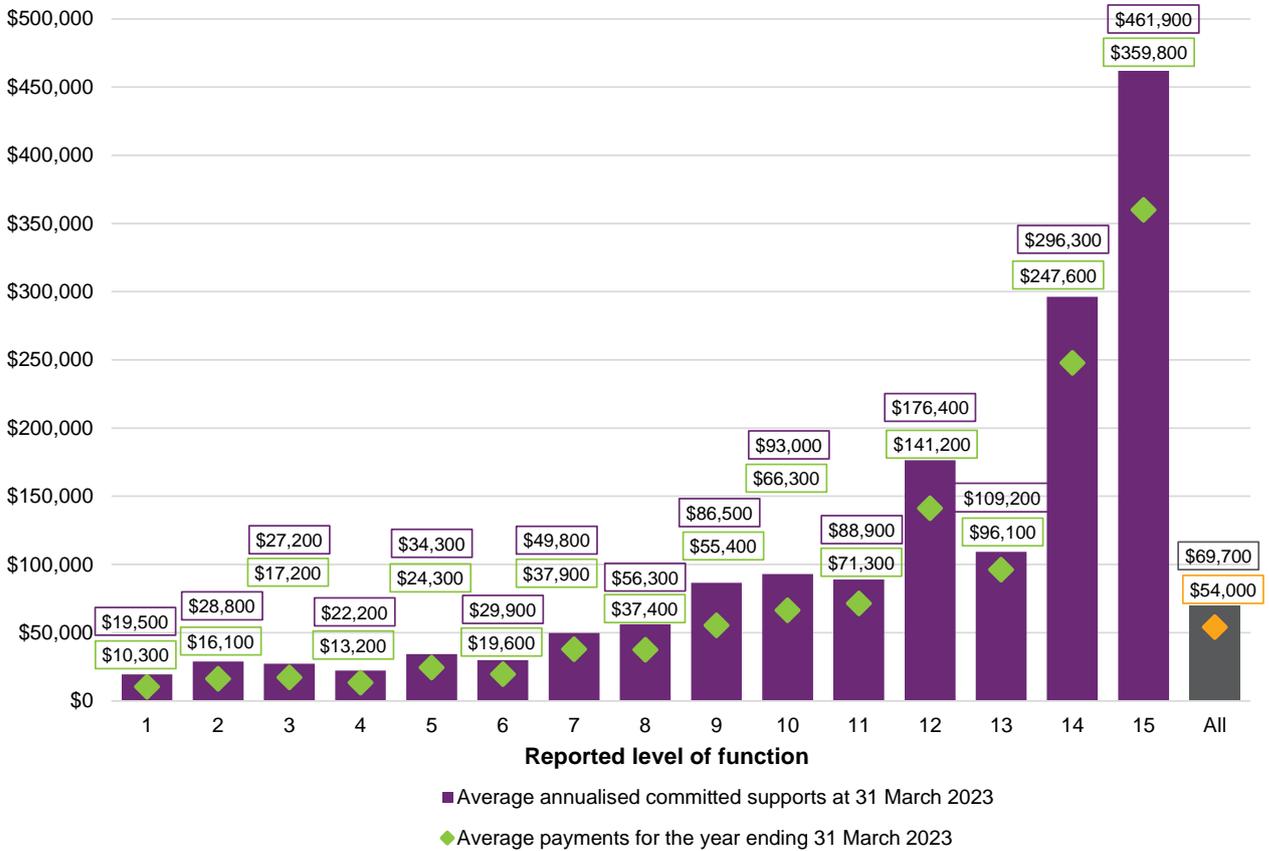


Figure G.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Victoria

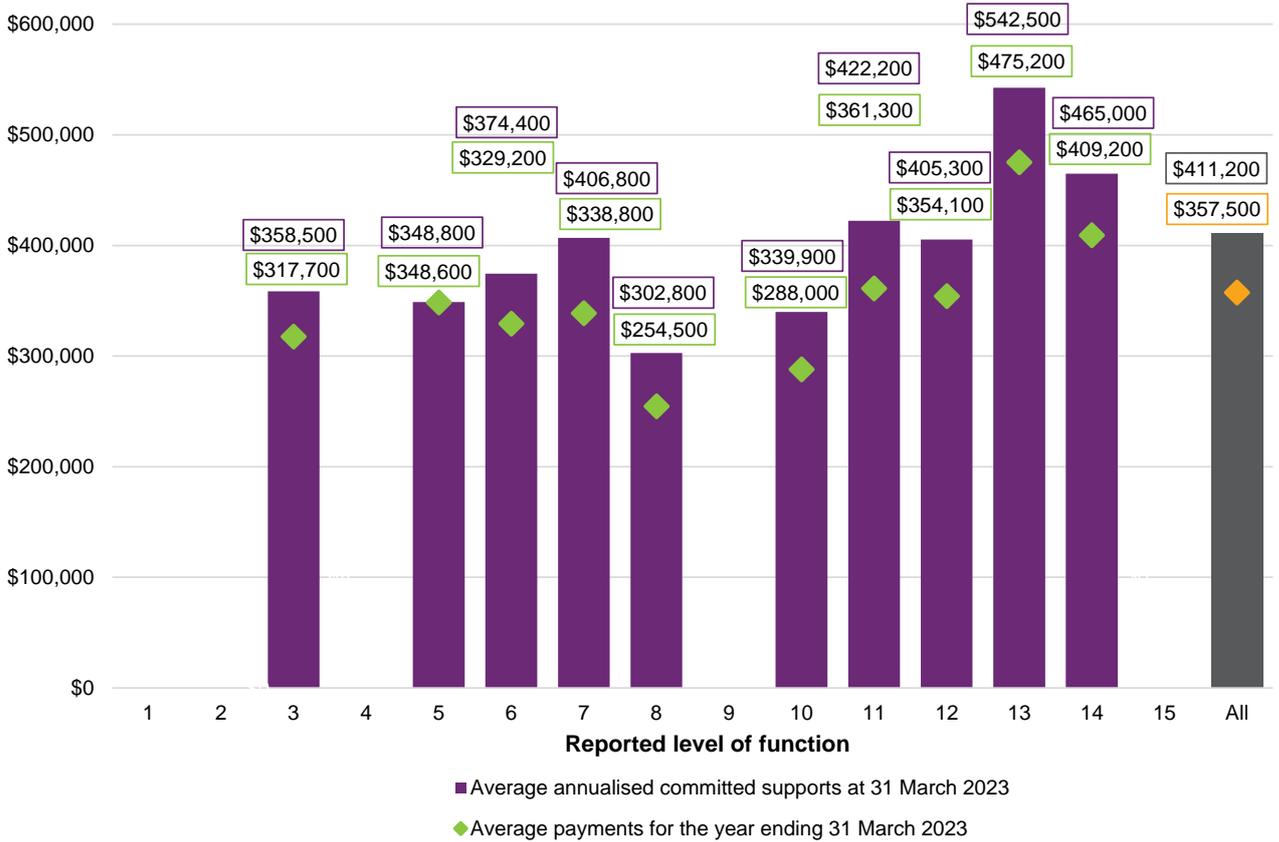


Figure G.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Victoria

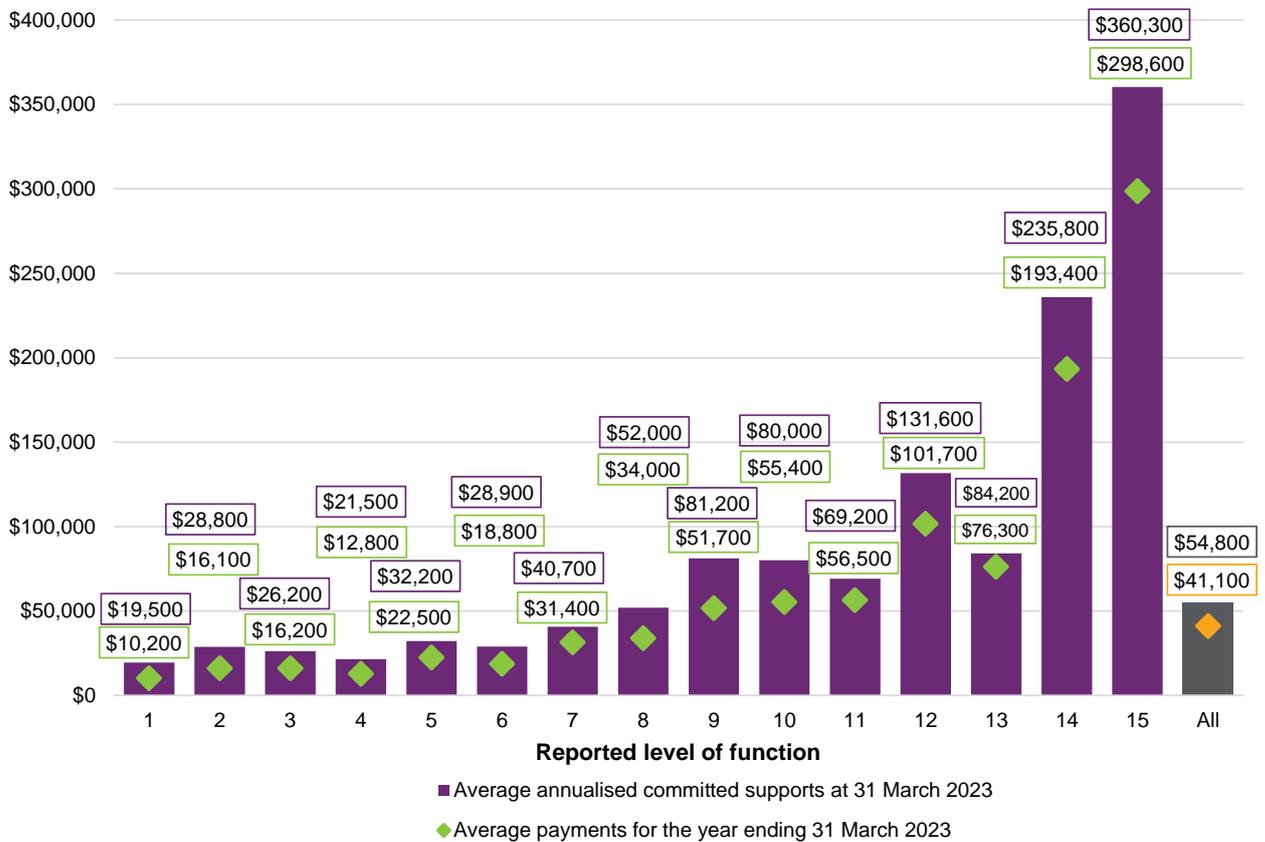


Table G.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Victoria

138 139

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$3,945.3	\$4,689.2
Core: Consumables	\$149.1	\$220.4
Core: Social and Civic	\$1,756.0	\$2,601.4
Core: Transport	\$210.5	\$138.8
Capacity Building: Choice and Control	\$129.6	\$144.4
Capacity Building: Daily Activities	\$1,108.0	\$2,009.9
Capacity Building: Employment	\$25.4	\$62.6
Capacity Building: Health and Wellbeing	\$7.7	\$17.5
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$104.9	\$221.9
Capacity Building: Social and Civic	\$34.9	\$100.5
Capacity Building: Support Coordination	\$278.6	\$372.2
Capital: Assistive Technology	\$149.6	\$316.7
Capital: Home Modifications	\$95.4	\$147.1
All	\$7,995.6	\$11,045.1

Table G.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Victoria ^{140 141}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,573.3	\$1,842.4
Core: Consumables	\$14.5	\$21.9
Core: Social and Civic	\$346.2	\$512.3
Core: Transport	\$14.1	\$18.8
Capacity Building: Choice and Control	\$7.7	\$8.4
Capacity Building: Daily Activities	\$56.8	\$96.8
Capacity Building: Employment	\$0.4	\$1.2
Capacity Building: Health and Wellbeing	\$0.4	\$1.3
Capacity Building: Home Living	\$0.001	\$0.01
Capacity Building: Lifelong learning	\$0	\$0.03
Capacity Building: Relationships	\$33.2	\$65.7
Capacity Building: Social and Civic	\$0.4	\$1.1
Capacity Building: Support Coordination	\$34.3	\$44.3
Capital: Assistive Technology	\$18.3	\$36.5
Capital: Home Modifications	\$54.9	\$73.5
All	\$2,154.6	\$2,724.4

¹³⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹³⁹ Total payments for home modifications in Victoria were \$95.4m. Of which, \$64.4m (67%) has been paid for specialised disability accommodation (SDA) supports, and \$31.0m (33%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.7m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$147.1m. Of which, \$94.1m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$52.9m (36%) has been allocated for non-SDA supports.

¹⁴⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹⁴¹ Total payments for home modifications in Victoria were \$54.9m. Of which, \$54.6m (99.4%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (0.6%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.6m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$73.5m. Of which, \$72.3m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (2%) has been allocated for non-SDA supports.

Table G.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Victoria ^{142 143}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,371.9	\$2,846.8
Core: Consumables	\$134.6	\$198.5
Core: Social and Civic	\$1,409.8	\$2,089.0
Core: Transport	\$196.4	\$120.0
Capacity Building: Choice and Control	\$121.8	\$136.1
Capacity Building: Daily Activities	\$1,051.2	\$1,913.1
Capacity Building: Employment	\$25.0	\$61.4
Capacity Building: Health and Wellbeing	\$7.3	\$16.1
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$71.7	\$156.2
Capacity Building: Social and Civic	\$34.5	\$99.4
Capacity Building: Support Coordination	\$244.3	\$327.9
Capital: Assistive Technology	\$131.2	\$280.1
Capital: Home Modifications	\$40.5	\$73.6
All	\$5,841.0	\$8,320.7

Table G.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ¹⁴⁴

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	53.8	162.6	205.0	498.4	1,440.1	3,456.3	6,018.8	7,923.5	9,224.6	8,204.7
Total Paid	32.3	127.9	161.4	339.2	957.0	2,368.7	4,129.3	5,455.9	6,799.9	5,817.8
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	71%

Table G.35 Percentage change in plan budgets for active participants – Victoria ^{145 146}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	-1.1%	4.4%	5.7%	6.5%	7.0%	9.3%	13.1%	8.4%	8.5%
Interplan Inflation	5.4%	2.8%	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%	3.6%
Total Inflation	4.3%	7.2%	8.9%	9.3%	9.0%	12.7%	19.5%	15.1%	12.1%

¹⁴² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

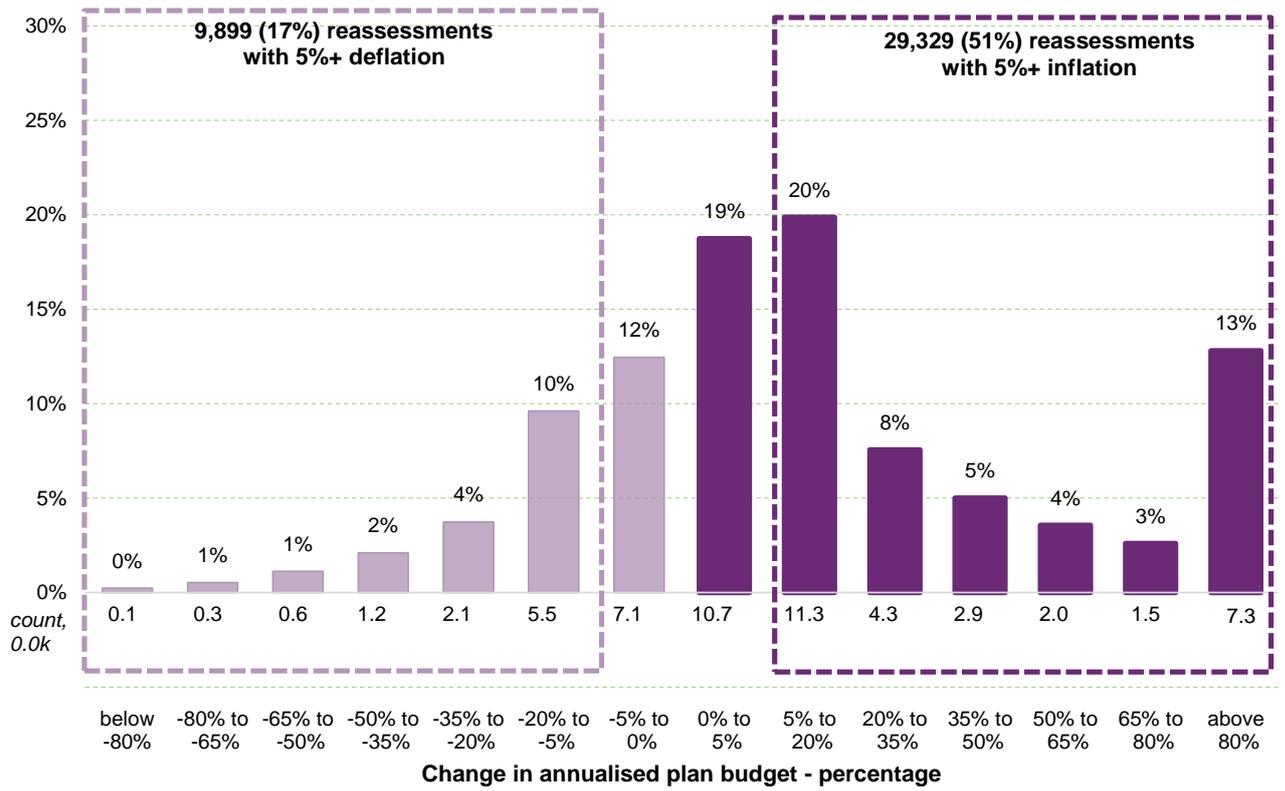
¹⁴³ Total payments for home modifications in Victoria were \$40.5m. Of which, \$9.8m (24%) has been paid for specialised disability accommodation (SDA) supports, and \$30.7m (76%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$73.6m. Of which, \$21.8m (30%) has been allocated for specialised disability accommodation (SDA) supports, and \$51.7m (70%) has been allocated for non-SDA supports.

¹⁴⁴ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁴⁵ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

¹⁴⁶ The September 2022 inflation number has had minor restatement from 19.4 per cent from the previous report.

Figure G.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Victoria ¹⁴⁷



¹⁴⁷ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix H:

Queensland

Part One: Participants and their plans

Table H.1 Active participants by quarter of entry, plan and entry type – Queensland ¹⁴⁸

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	154,163	6,782	160,945
Active Eligible - Total	122,941	5,256	128,197
<i>Active Eligible - New</i>	79,262	5,130	84,392
<i>Active Eligible - State</i>	33,640	86	33,726
<i>Active Eligible - Commonwealth</i>	10,039	40	10,079
Active Participant Plans (excl ECA) - Total	120,461	5,088	125,549
<i>Active Participant Plans (excl ECA) - New</i>	76,951	4,950	81,901
<i>Active Participant Plans (excl ECA) - State</i>	33,528	85	33,613
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,982	53	10,035
Active Participant Plans - Total	124,720	9,717	130,178
<i>Active Participant Plans - Early Intervention (s25)</i>	35,480	2,845	38,325
<i>Active Participant Plans - Permanent Disability (s24)</i>	84,981	2,243	87,224
<i>Active Participant Plans - ECA</i>	4,259	4,629	4,629

Table H.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Queensland

People leaving the Scheme	Total
Number of people who have left the Scheme	7,024
<i>Early Intervention participants</i>	2,281
<i>Permanent disability participants</i>	4,743

Table H.3 Assessment of access by age group and gender – Queensland ¹⁴⁹

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	28,163	98%	12,417	98%	200	95%	40,780	98%
7 to 14	18,547	91%	9,420	91%	327	84%	28,294	91%
15 to 18	5,529	92%	3,386	90%	192	89%	9,107	91%
19 to 24	4,394	91%	2,850	87%	122	82%	7,366	89%
25 to 34	5,360	89%	4,285	82%	150	77%	9,795	86%
35 to 44	5,440	84%	4,774	77%	83	63%	10,297	81%
45 to 54	6,784	81%	6,332	71%	116	60%	13,232	76%
55 to 64	8,582	74%	7,718	63%	139	47%	16,439	68%
65+	266	52%	256	45%	<11	n/a	524	48%
Missing	703	50%	550	34%	<11	n/a	1,262	41%
Total	83,768	89%	51,988	80%	1,340	74%	137,096	85%

¹⁴⁸ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

¹⁴⁹ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 1,262 records that have a missing access decision date.

Table H.4 Assessment of access by primary disability group and gender – Queensland ¹⁵⁰

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	2,955	92%	1,531	91%	25	83%	4,511	92%
Autism	32,665	97%	14,114	97%	694	94%	47,473	97%
Cerebral palsy	2,205	96%	1,719	95%	15	79%	3,939	96%
Developmental delay	11,840	98%	5,060	99%	76	96%	16,976	98%
Global developmental delay	1,959	99%	904	99%	18	100%	2,881	99%
Hearing impairment	3,046	90%	3,235	89%	57	79%	6,338	89%
Intellectual disability	10,622	95%	8,837	95%	83	79%	19,542	95%
Multiple sclerosis	428	90%	1,368	88%	11	85%	1,807	89%
Psychosocial disability	6,298	75%	6,036	66%	189	61%	12,523	70%
Spinal cord injury	1,216	94%	474	91%	12	80%	1,702	93%
Stroke	1,233	85%	983	84%	16	70%	2,232	85%
Visual impairment	1,018	86%	937	83%	<11	n/a	1,961	84%
Other neurological	3,231	81%	2,591	76%	48	65%	5,870	79%
Other physical	2,953	52%	2,682	37%	55	26%	5,690	43%
Other sensory/speech	268	37%	92	31%	<11	n/a	362	35%
Other	1,208	45%	926	32%	25	30%	2,159	39%
Missing	623	99%	499	99%	<11	n/a	1,130	99%
Total	83,768	89%	51,988	80%	1,340	74%	137,096	85%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	12,051	10%	654	13%	12,705	10%
Non-First Nations Participants	95,209	79%	4,246	83%	99,455	79%
Not Stated	13,201	11%	188	4%	13,389	11%
Total	120,461	100%	5,088	100%	125,549	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ¹⁵¹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,462	5%	260	5%	6,722	5%
Not culturally and linguistically diverse	113,957	95%	4,827	95%	118,784	95%
Not stated	42	0%	<11	n/a	43	0%
Total	120,461	100%	5,088	100%	125,549	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 31 March 2023 – Queensland ¹⁵²

Age group	Total number of active participants
Under 45	<11
45 to 54	38
55 to 64	265
Total YPIRAC (under 65)	306

¹⁵⁰ Ibid.

¹⁵¹ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

¹⁵² There are a further 384 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 ¹⁵³

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-1	755
Jun-20	-35	720
Sep-20	-32	688
Dec-20	-26	662
Mar-21	-40	622
Jun-21	-30	592
Sep-21	-37	555
Dec-21	-31	524
Mar-22	-40	484
Jun-22	-36	448
Sep-22	-44	404
Dec-22	-49	355
Mar-23	-49	306

Table H.9 Participant profile per quarter by remoteness – Queensland ¹⁵⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	72,672	60%	3,307	65%	75,979	61%
Population > 50,000	27,896	23%	1,038	20%	28,934	23%
Population between 15,000 and 50,000	4,645	4%	190	4%	4,835	4%
Population between 5,000 and 15,000	5,070	4%	187	4%	5,257	4%
Population less than 5,000	8,042	7%	303	6%	8,345	7%
Remote	1,113	1%	35	1%	1,148	1%
Very Remote	1,018	1%	28	1%	1,046	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	120,461	100%	5,088	100%	125,549	100%

¹⁵³ 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.

¹⁵⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table H.10 Participant profile per quarter by primary disability group – Queensland ^{155 156 157}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	44,661	37%	1,630	32%	46,291	37%
Intellectual disability	18,307	15%	258	5%	18,565	15%
Psychosocial disability	11,285	9%	349	7%	11,634	9%
Developmental delay	12,187	10%	1,853	36%	14,040	11%
Hearing impairment	5,929	5%	141	3%	6,070	5%
Other neurological	4,573	4%	149	3%	4,722	4%
Other physical	4,699	4%	78	2%	4,777	4%
Cerebral palsy	3,739	3%	27	1%	3,766	3%
Acquired brain injury	3,866	3%	123	2%	3,989	3%
Global developmental delay	2,483	2%	159	3%	2,642	2%
Visual impairment	1,770	1%	40	1%	1,810	1%
Multiple sclerosis	1,664	1%	45	1%	1,709	1%
Stroke	1,878	2%	70	1%	1,948	2%
Spinal cord injury	1,511	1%	43	1%	1,554	1%
Other	1,675	1%	123	2%	1,798	1%
Other sensory/speech	234	0%	<11	n/a	234	0%
Total	120,461	100%	5,088	100%	125,549	100%

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{158 159}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	707	11%	<11	n/a	707	11%
Intellectual disability	2,816	45%	<11	n/a	2,817	45%
Psychosocial disability	619	10%	<11	n/a	620	10%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	466	7%	<11	n/a	467	7%
Other physical	87	1%	<11	n/a	87	1%
Cerebral palsy	511	8%	<11	n/a	511	8%
Acquired brain injury	588	9%	<11	n/a	592	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	22	0%	<11	n/a	22	0%
Multiple sclerosis	74	1%	<11	n/a	74	1%
Stroke	199	3%	<11	n/a	202	3%
Spinal cord injury	51	1%	<11	n/a	51	1%
Other	106	2%	<11	n/a	108	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,251	100%	12	100%	6,263	100%

¹⁵⁵ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁵⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁵⁷ Down syndrome is included in intellectual disability, representing 2% (2,453) of all Scheme participants in Queensland.

¹⁵⁸ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

¹⁵⁹ Down syndrome is included in intellectual disability, representing 7% (442) of participants in SIL.

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ¹⁶⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	43,954	38%	1,630	32%	45,584	38%
Intellectual disability	15,491	14%	257	5%	15,748	13%
Psychosocial disability	10,666	9%	348	7%	11,014	9%
Developmental delay	12,187	11%	1,853	37%	14,040	12%
Hearing impairment	5,925	5%	141	3%	6,066	5%
Other neurological	4,107	4%	148	3%	4,255	4%
Other physical	4,612	4%	78	2%	4,690	4%
Cerebral palsy	3,228	3%	27	1%	3,255	3%
Acquired brain injury	3,278	3%	119	2%	3,397	3%
Global developmental delay	2,483	2%	159	3%	2,642	2%
Visual impairment	1,748	2%	40	1%	1,788	1%
Multiple sclerosis	1,590	1%	45	1%	1,635	1%
Stroke	1,679	1%	67	1%	1,746	1%
Spinal cord injury	1,460	1%	43	1%	1,503	1%
Other	1,569	1%	121	2%	1,690	1%
Other sensory/speech	233	0%	<11	n/a	233	0%
Total	114,210	100%	5,076	100%	119,286	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	14,625	12%	1,627	32%	16,252	13%
2 (High Function)	140	0%	14	0%	154	0%
3 (High Function)	5,990	5%	356	7%	6,346	5%
4 (High Function)	7,639	6%	259	5%	7,898	6%
5 (High Function)	6,804	6%	346	7%	7,150	6%
6 (Moderate Function)	32,750	27%	1,364	27%	34,114	27%
7 (Moderate Function)	5,316	4%	178	3%	5,494	4%
8 (Moderate Function)	7,896	7%	200	4%	8,096	6%
9 (Moderate Function)	703	1%	21	0%	724	1%
10 (Moderate Function)	12,856	11%	291	6%	13,147	10%
11 (Low Function)	3,206	3%	37	1%	3,243	3%
12 (Low Function)	12,928	11%	291	6%	13,219	11%
13 (Low Function)	7,341	6%	86	2%	7,427	6%
14 (Low Function)	2,219	2%	14	0%	2,233	2%
15 (Low Function)	39	0%	<11	n/a	42	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	120,461	100%	5,088	100%	125,549	100%

¹⁶⁰ Down syndrome is included in intellectual disability, representing 2% (2,011) of participants not in SIL.

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	18,701	16%	2,323	46%	21,024	17%
7 to 14	33,147	28%	944	19%	34,091	27%
15 to 18	10,875	9%	362	7%	11,237	9%
19 to 24	9,512	8%	179	4%	9,691	8%
25 to 34	10,175	8%	258	5%	10,433	8%
35 to 44	9,219	8%	262	5%	9,481	8%
45 to 54	10,865	9%	295	6%	11,160	9%
55 to 64	12,903	11%	434	9%	13,337	11%
65+	5,064	4%	31	1%	5,095	4%
Total	120,461	100%	5,088	100%	125,549	100%

Table H.15 Participation rates by age group and gender at 31 March 2023 – Queensland ¹⁶¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.4%	3.1%	4.8%
7 to 14	8.0%	3.9%	6.1%
15 to 18	5.0%	3.0%	4.1%
19 to 24	2.9%	1.8%	2.4%
25 to 44	1.5%	1.2%	1.4%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	3.3%	2.0%	2.7%

¹⁶¹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,294), 'participant social and community engagement rate' (n=10,358), 'parent and carer employment rate' (n=9,065) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=6,841) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Queensland ¹⁶²

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	19%	26%
Participant employment rate - Aged 25 to 34 years	21%	21%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	24%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	18%	17%	26%
Participant employment rate - Aged 55 to 64 years	14%	14%	13%	26%
Participant employment rate - Aged 65+ years	10%	8%	6%	26%
Participant employment rate - Aged 25 to 64 years	18%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	41%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	36%	43%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	45%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	43%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	38%	46%
Participant social and community engagement rate - Aged 65+ years	31%	36%	36%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	41%	46%
Participant social and community engagement rate - Aged 15+ years	35%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	46%	47%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	44%	50%
Parent and carer employment rate - All ages	44%	46%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	74%	80%	75%

¹⁶² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table H.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=8,016), 'participant social and community engagement rate' (n=8,073), 'parent and carer employment rate' (n=4,721) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=6,114) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Queensland ¹⁶³

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	21%	23%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	18%	21%	26%
Participant employment rate - Aged 45 to 54 years	18%	19%	15%	16%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	11%	12%	26%
Participant employment rate - Aged 65+ years	11%	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	15%	17%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	44%	46%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	48%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	43%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	43%	43%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	44%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	44%	43%	44%	46%
Participant social and community engagement rate - Aged 15+ years	38%	44%	44%	44%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	42%	45%	48%	50%
Parent and carer employment rate - Aged 15+ years	42%	44%	43%	43%	50%
Parent and carer employment rate - All ages	41%	43%	44%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	71%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	81%	75%

¹⁶³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table H.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,748), 'participant social and community engagement rate' (n=4,783), 'parent and carer employment rate' (n=2,349) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=4,058) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Queensland ¹⁶⁴

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	18%	18%	23%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	24%	19%	25%	26%
Participant employment rate - Aged 35 to 44 years	26%	29%	25%	21%	25%	26%
Participant employment rate - Aged 45 to 54 years	20%	22%	17%	16%	19%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	13%	13%	26%
Participant employment rate - Aged 65+ years	10%	9%	5%	2%	5%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	20%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	21%	20%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	44%	45%	46%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	51%	49%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	51%	51%	46%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	45%	51%	54%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	40%	42%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	45%	46%	44%	45%	46%
Participant social and community engagement rate - Aged 25+ years	41%	46%	48%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	40%	46%	47%	47%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	45%	44%	43%	48%	50%
Parent and carer employment rate - Aged 15+ years	43%	44%	48%	46%	46%	50%
Parent and carer employment rate - All ages	42%	45%	45%	44%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	71%	71%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	82%	83%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	83%	75%

¹⁶⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table H.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,637), 'participant social and community engagement rate' (n=1,651), 'parent and carer employment rate' (n=619) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,391) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Queensland¹⁶⁵

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	15%	17%	19%	21%	21%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	27%	27%	16%	24%	26%
Participant employment rate - Aged 35 to 44 years	22%	23%	21%	18%	17%	19%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	22%	29%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	14%	13%	10%	17%	26%
Participant employment rate - Aged 65+ years	6%	6%	3%	6%	5%	5%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	21%	21%	16%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	21%	21%	17%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	37%	41%	47%	48%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	43%	50%	49%	54%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	49%	61%	51%	48%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	51%	53%	59%	57%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	32%	39%	43%	42%	38%	42%	46%
Participant social and community engagement rate - Aged 65+ years	28%	37%	42%	47%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	37%	44%	50%	49%	47%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	43%	49%	49%	48%	47%	46%
Parent and carer employment rate - Aged 0 to 14 years	34%	33%	37%	48%	51%	45%	50%
Parent and carer employment rate - Aged 15+ years	44%	51%	54%	50%	52%	52%	50%
Parent and carer employment rate - All ages	38%	41%	44%	49%	52%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	68%	69%	72%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	77%	82%	84%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	74%	77%	79%	81%	75%

¹⁶⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table H.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=483), 'participant social and community engagement rate' (n=496), 'parent and carer employment rate' (n=116) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=449) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Queensland - Queensland ¹⁶⁶

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 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	18%	26%	28%	23%	21%	16%	24%	26%
Participant employment rate - Aged 35 to 44 years	20%	21%	27%	31%	19%	27%	21%	26%
Participant employment rate - Aged 45 to 54 years	23%	21%	27%	27%	16%	22%	23%	26%
Participant employment rate - Aged 55 to 64 years	20%	21%	17%	13%	18%	13%	11%	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	20%	23%	25%	23%	19%	19%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	23%	25%	24%	19%	19%	21%	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	36%	49%	55%	55%	64%	55%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	50%	58%	51%	41%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	56%	55%	63%	60%	50%	61%	55%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	45%	45%	45%	46%	62%	42%	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	42%	49%	53%	53%	53%	54%	47%	46%
Participant social and community engagement rate - Aged 15+ years	41%	48%	51%	52%	50%	53%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	73%	68%	74%	80%	80%	75%
Participant Choice and Control - Aged 25+ years	n/a	71%	74%	79%	83%	83%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	74%	75%	79%	82%	84%	75%

¹⁶⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

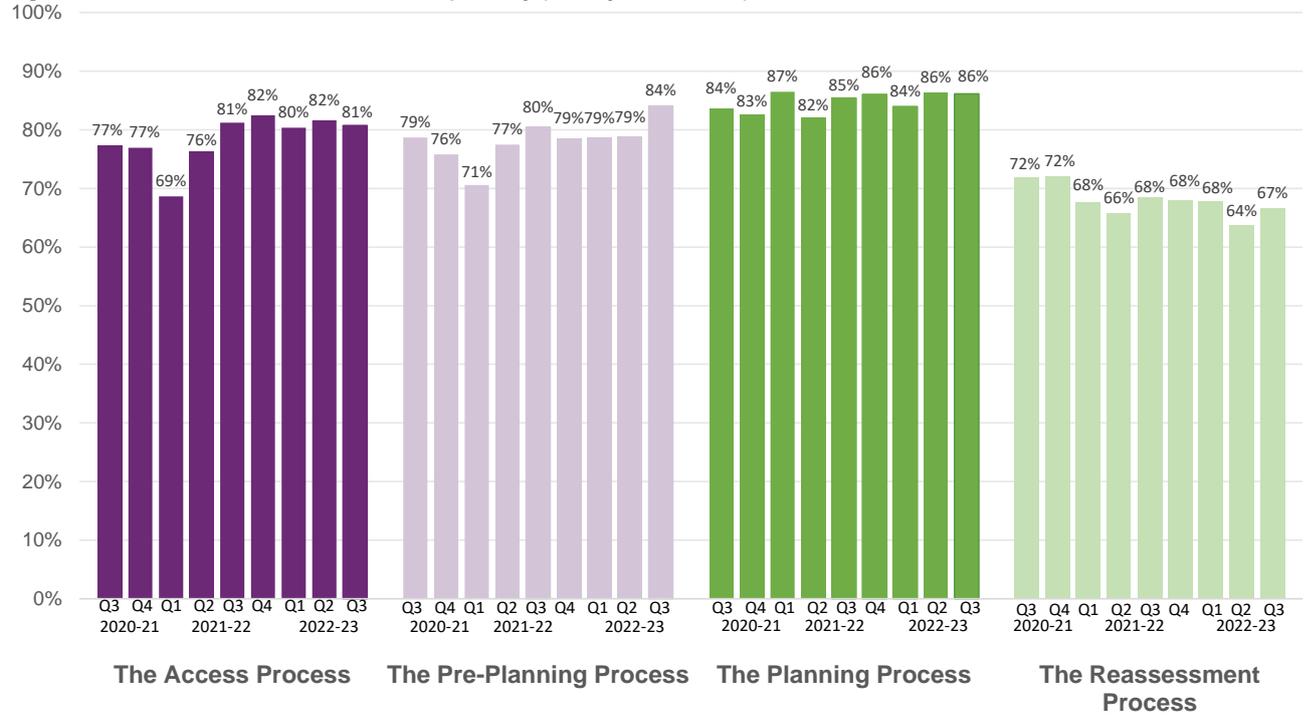
Part Three: Participant experience

Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,332 in Prior Quarters, n = 270 in 2022-23 Q3), 'Pre-planning' (n = 1,857 in Prior Quarters, n = 201 in 2022-23 Q3), 'Planning' (n = 9,000 in Prior Quarters, n = 1,066 in 2022-23 Q3) and 'Plan reassessment' (n = 21,050 in Prior Quarters, n = 2,354 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland ¹⁶⁷

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	97%	98%
Access - Do you understand what will happen next with your plan?	75%	80%
Access - % of participants rating their overall experience as Very Good or Good.	78%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	90%
Pre-planning - Did you understand why you needed to give the information you did?	94%	97%
Pre-planning - Were decisions about your plan clearly explained?	76%	83%
Pre-planning - Are you clear on what happens next with your plan?	67%	74%
Pre-planning - Do you know where to go for more help with your plan?	69%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	84%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	91%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	88%	90%
Planning - Are you clear on what happens next with your plan?	83%	84%
Planning - Do you know where to go for more help with your plan?	88%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	85%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	78%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	85%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	69%	67%

¹⁶⁷ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure H.1 Trend of satisfaction across the pathway (% Very Good/Good) – Queensland ¹⁶⁸



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table H.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table H.23 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.

¹⁶⁸ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table H.22 Complaints by quarter – Queensland ^{169 170}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	218	<11	227	207
People who have submitted an access request: Complaint about LAC Partner	558	50	608	544
People who have submitted an access request: Complaints about service providers	1,671	130	1,801	1,382
People who have submitted an access request: Complaints about the Agency	18,311	1,269	19,580	10,474
People who have submitted an access request: Critical/ Reportable Incident	3,229	653	3,882	2,912
People who have submitted an access request: Unclassified	236	<11	236	216
People who have submitted an access request: Total	24,223	2,111	26,334	13,650
<i>Percentage of the number of active participants</i>	6.8%	6.9%	6.8%	n/a

Figure H.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland

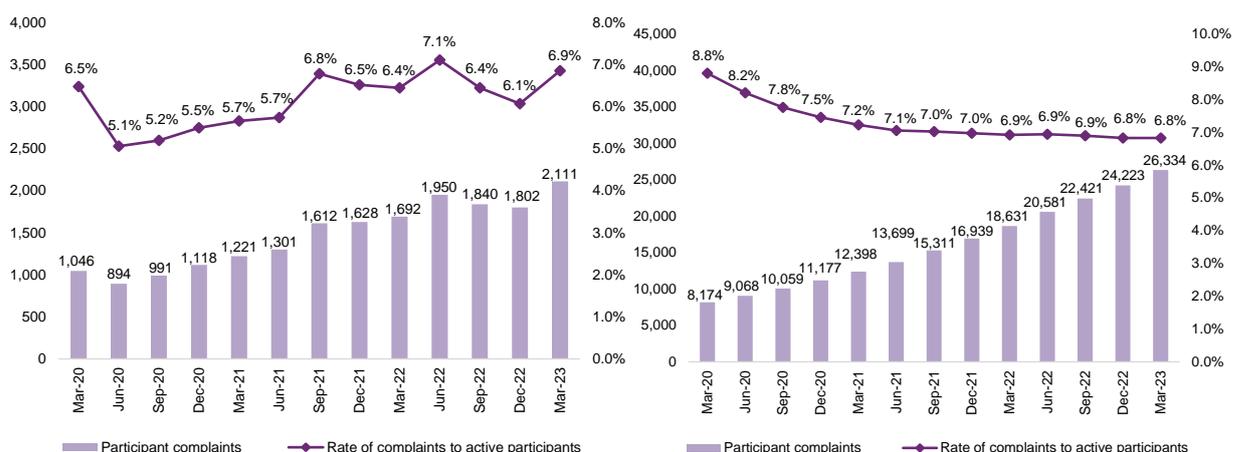


Table H.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland ¹⁷¹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	750	4%	<11	n/a	751	4%
Complaints about the Agency - Information unclear	277	2%	<11	n/a	278	1%
Complaints about the Agency - NDIA Access	560	3%	71	6%	631	3%
Complaints about the Agency - NDIA Engagement	19	0%	<11	n/a	22	0%
Complaints about the Agency - NDIA Finance	1,208	7%	97	8%	1,305	7%
Complaints about the Agency - NDIA Fraud and Compliance	84	0%	16	1%	100	1%
Complaints about the Agency - NDIA Plan	4,848	26%	490	39%	5,338	27%
Complaints about the Agency - NDIA Process	1,451	8%	179	14%	1,630	8%
Complaints about the Agency - NDIA Resources	137	1%	13	1%	150	1%
Complaints about the Agency - NDIA Staff	985	5%	107	8%	1,092	6%
Complaints about the Agency - NDIA Timeliness	2,972	16%	267	21%	3,239	17%
Complaints about the Agency - Participation, engagement and inclusion	75	0%	<11	n/a	75	0%
Complaints about the Agency - Provider Portal	27	0%	<11	n/a	27	0%
Complaints about the Agency - Quality & Safeguards Commission	12	0%	<11	n/a	13	0%
Complaints about the Agency - Reasonable and necessary supports	758	4%	<11	n/a	758	4%

¹⁶⁹ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

¹⁷⁰ 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.

¹⁷¹ There are 24,223 total participant complaints in Prior Quarters, 2,111 total participant complaints in 2022-23 Q3, and 26,334 total participant complaints as at 31 March 2023, including 236 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Staff conduct - Agency	252	1%	<11	n/a	253	1%
Complaints about the Agency - The way the NDIA carried out its decision making	476	3%	<11	n/a	486	2%
Complaints about the Agency - Timeliness	1,655	9%	<11	n/a	1,658	8%
Complaints about the Agency - Other	1,765	10%	<11	n/a	1,774	9%
Complaints about the Agency - Total	18,311	100%	1,269	100%	19,580	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	27	12%	<11	n/a	27	12%
Complaints about ECA Partner - ECA Process	32	15%	<11	n/a	33	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	104	48%	<11	n/a	112	49%
Complaints about ECA Partner - ECA Timeliness	53	24%	<11	n/a	53	23%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	218	100%	<11	n/a	227	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	100	18%	<11	n/a	107	18%
Complaints about LAC Partner - LAC Process	61	11%	<11	n/a	62	10%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	296	53%	35	70%	331	54%
Complaints about LAC Partner - LAC Timeliness	94	17%	<11	n/a	100	16%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	558	100%	50	100%	608	100%
Complaints about service providers - Provider Costs	71	4%	<11	n/a	71	4%
Complaints about service providers - Provider Finance	75	4%	<11	n/a	77	4%
Complaints about service providers - Provider Fraud and Compliance	122	7%	15	12%	137	8%
Complaints about service providers - Provider Process	65	4%	<11	n/a	66	4%
Complaints about service providers - Provider Service	547	33%	77	59%	624	35%
Complaints about service providers - Provider Staff	259	15%	29	22%	288	16%
Complaints about service providers - Service Delivery	104	6%	<11	n/a	104	6%
Complaints about service providers - Staff Conduct	120	7%	<11	n/a	122	7%
Complaints about service providers - Supports being provided	118	7%	<11	n/a	119	7%
Complaints about service providers - Other	190	11%	<11	n/a	193	11%
Complaints about service providers - Total	1,671	100%	130	100%	1,801	100%
Critical/ Reportable Incident - Allegations against a provider	868	27%	179	27%	1,047	27%
Critical/ Reportable Incident - Allegations against Informal Supports	386	12%	182	28%	568	15%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	510	16%	105	16%	615	16%
Critical/ Reportable Incident - Provider reporting	1,461	45%	187	29%	1,648	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	3,229	100%	653	100%	3,882	100%

Table H.24 AAT Cases by category at 31 March 2023 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	521	19%	16	17%	537	19%
Plan	2,048	74%	62	67%	2,110	73%
Plan Reassessment	64	2%	<11	n/a	64	2%
Other	147	5%	14	15%	161	6%
Total cases	2,780	100%	92	100%	2,872	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.78%</i>	<i>n/a</i>	<i>0.30%</i>	<i>n/a</i>	<i>0.74%</i>

Figure H.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

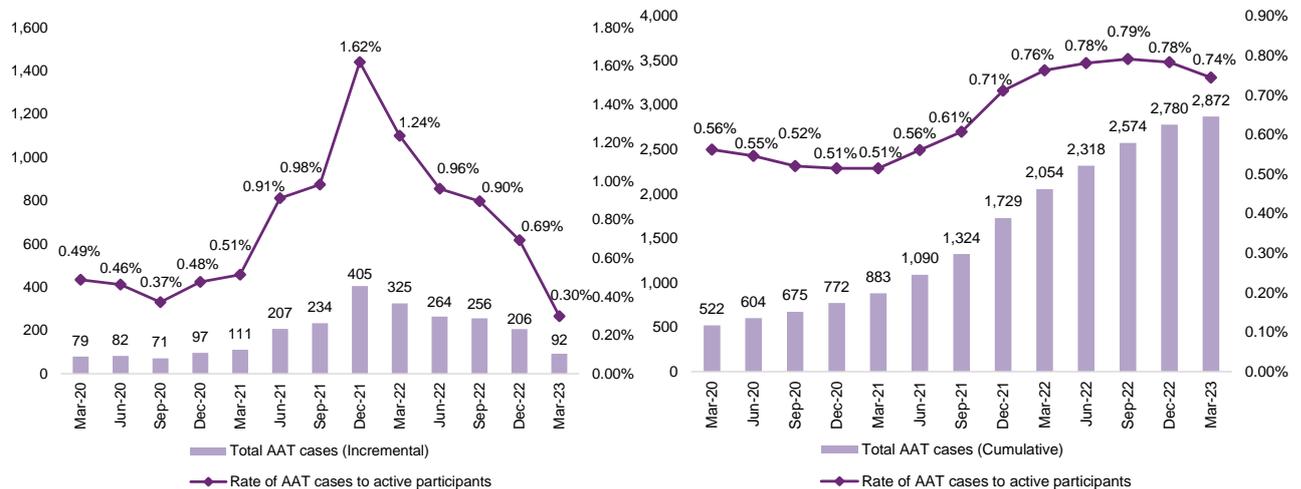


Table H.25 AAT cases by open/closed and decision – Queensland^{172 173}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,872	2,658
Open AAT Cases	590	587
Closed AAT Cases	2,282	2,125
<i>Resolved before hearing</i>	<i>2,244</i>	<i>2,092</i>
<i>Gone to hearing and received a substantive decision</i>	<i>38</i>	<i>33</i>

¹⁷² Of the 38 cases which went to hearing and received a substantive decision: 16 affirmed the Agency’s decision, 10 varied the Agency’s decision and 12 set aside the Agency’s decision.

¹⁷³ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table H.26 Key markets indicators by quarter – Queensland ^{174 175}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.08	1.06
Number of providers delivering new types of supports	443	432
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	82%	81%
Share of payments - top 25%: Therapeutic Supports (Percentage)	96%	96%
Share of payments - top 25%: Participate Community (Percentage)	92%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table H.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Queensland ¹⁷⁶

Activity	Number of providers
Active for the first time in 2022-23 Q3	109
Active in 2022-23 Q3 and also in previous quarters	2,698
Active in 2022-23 Q3	2,807
Inactive in 2022-23 Q3	5,020
Active ever	7,827

Table H.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Queensland ¹⁷⁷

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	465	80	42	587
\$2,001-\$10,000	531	29	33	593
\$10,001-\$100,000	758	13	27	798
\$100,001-\$250,000	260	<5	<5	263
\$250,000+	562	<5	<5	566
Total	2,576	122	109	2,807

Table H.29 Proportion of active participants with approved plans accessing mainstream supports – Queensland ¹⁷⁸

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	18%	17%	17%
Health & Wellbeing	65%	69%	66%
Lifelong Learning	26%	26%	26%
Other	19%	20%	19%
Non-categorised	16%	12%	15%
Any mainstream service	95%	94%	95%

¹⁷⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁷⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁷⁶ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁷⁷ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

¹⁷⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table H.30 and Figure H.4 to H.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table H.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Queensland

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.6%	1.7%
\$5,001-\$10,000	6.4%	6.7%
\$10,001-\$15,000	12.7%	13.3%
\$15,001-\$20,000	14.3%	15.0%
\$20,001-\$25,000	9.9%	10.4%
\$25,001-\$30,000	4.9%	5.1%
\$30,001-\$50,000	13.0%	13.6%
\$50,001-\$100,000	17.0%	17.7%
\$100,001-\$150,000	7.7%	7.9%
\$150,001-\$200,000	3.6%	3.7%
\$200,001-\$250,000	2.1%	1.9%
\$250,001+	6.8%	2.7%

Figure H.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Queensland

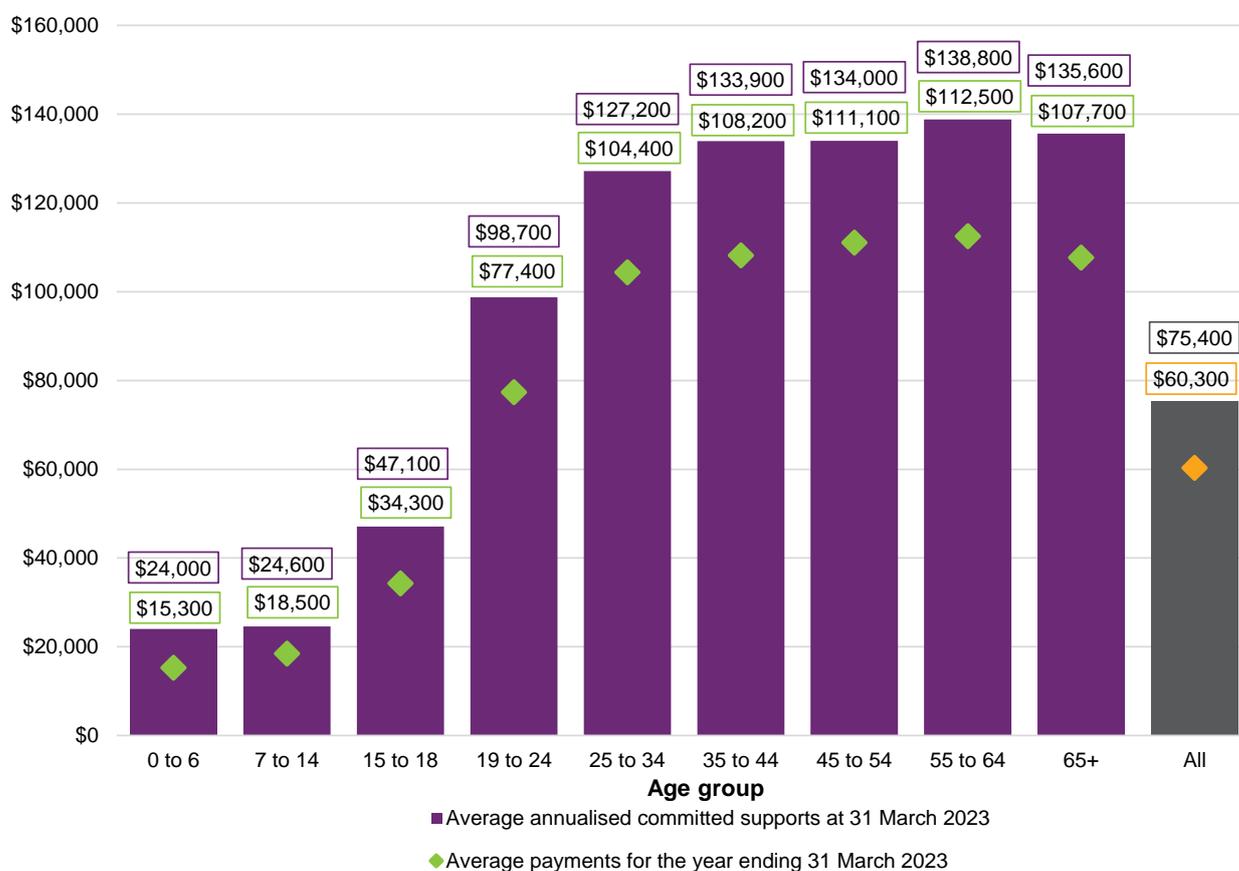


Figure H.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Queensland

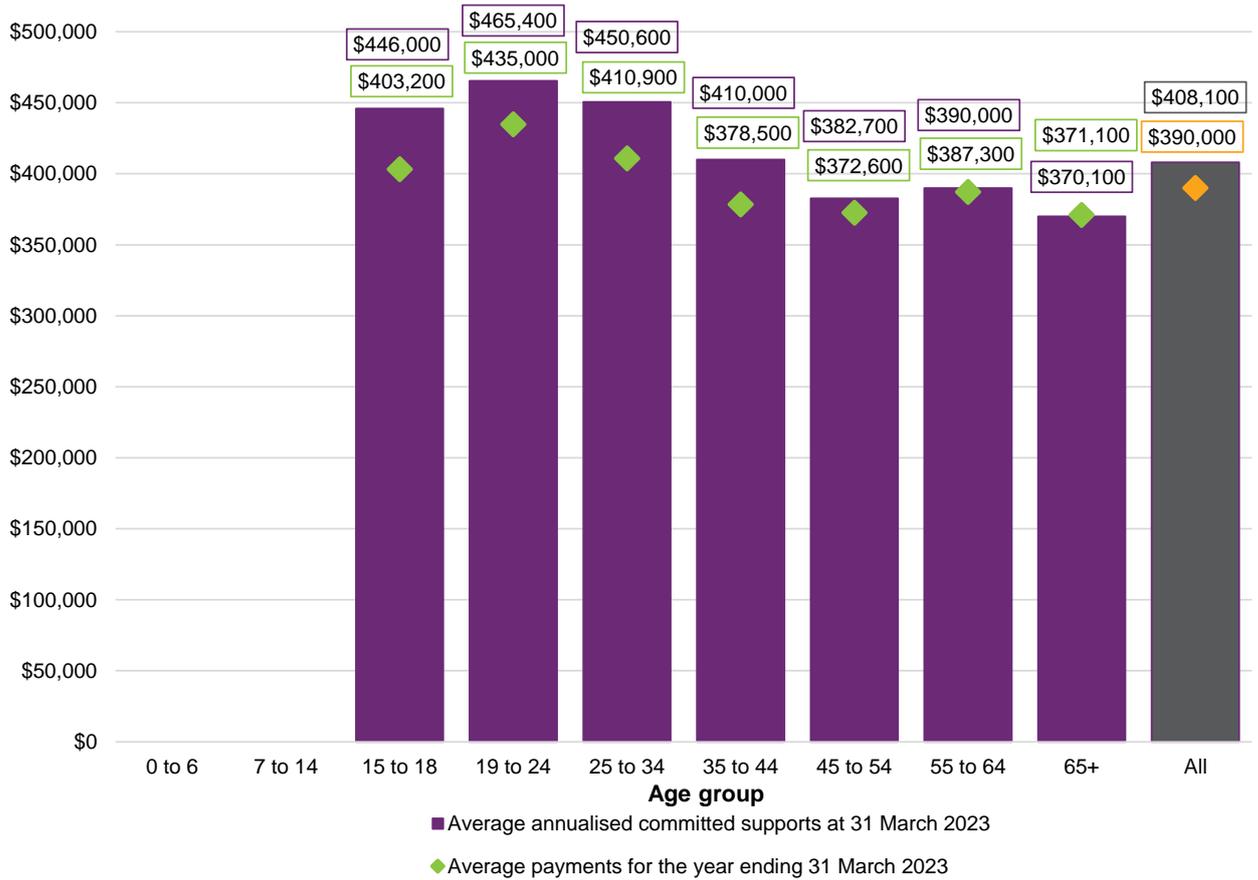


Figure H.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Queensland

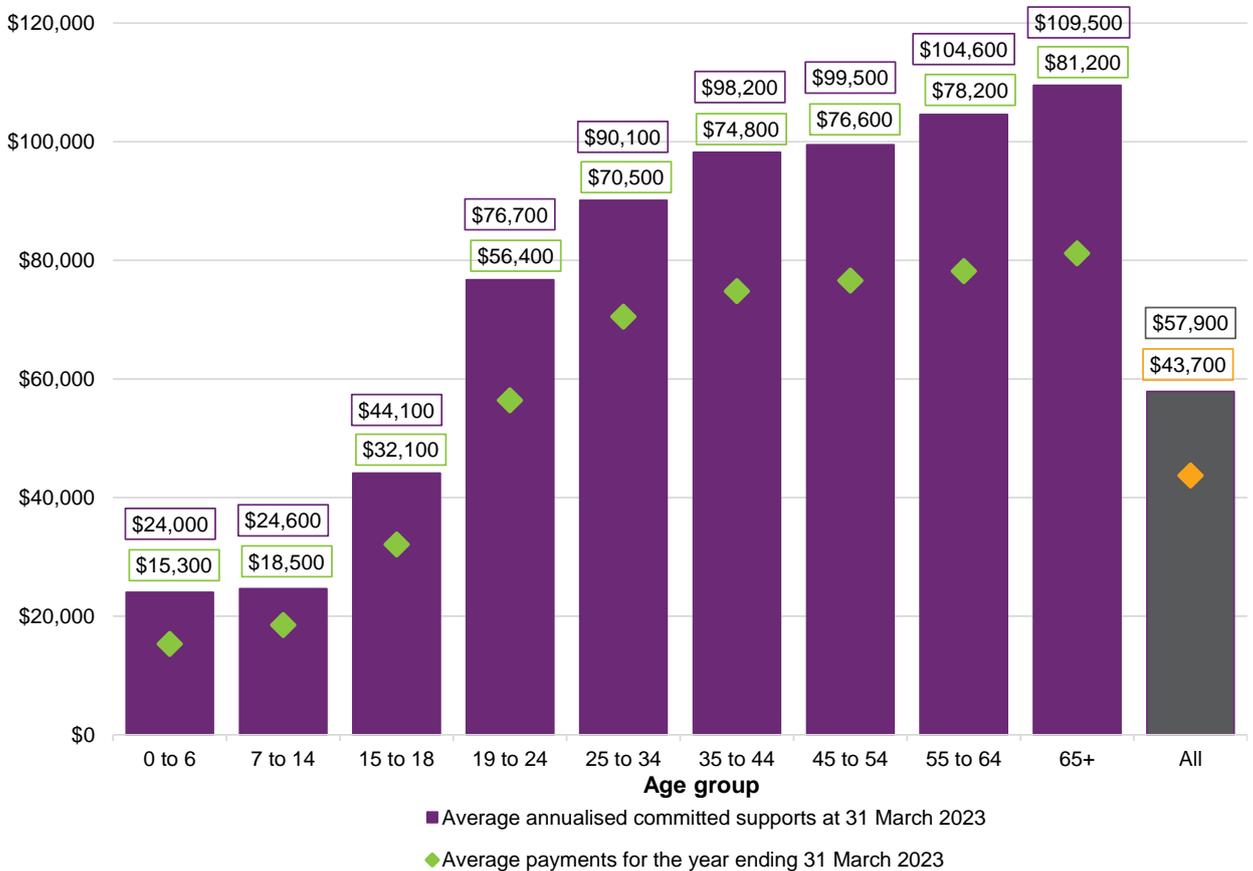


Figure H.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Queensland

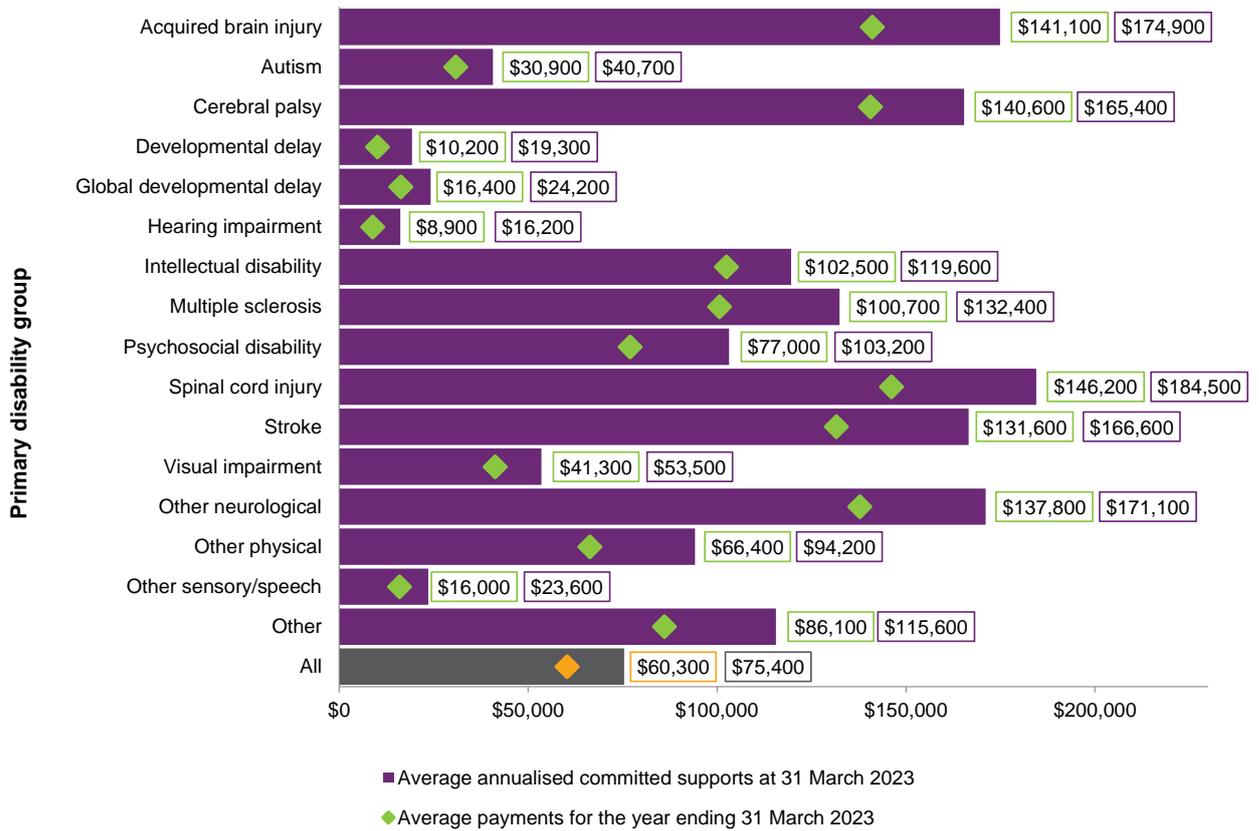


Figure H.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Queensland

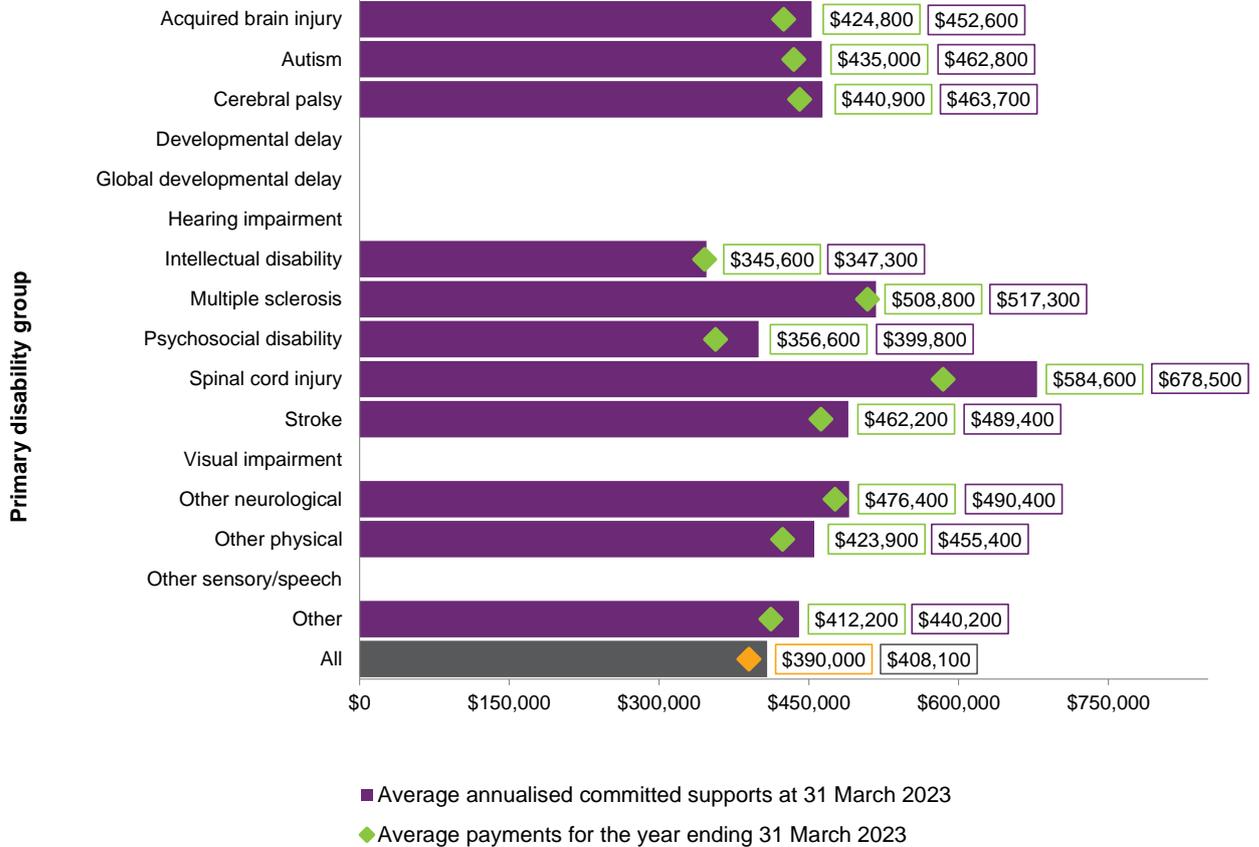


Figure H.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Queensland

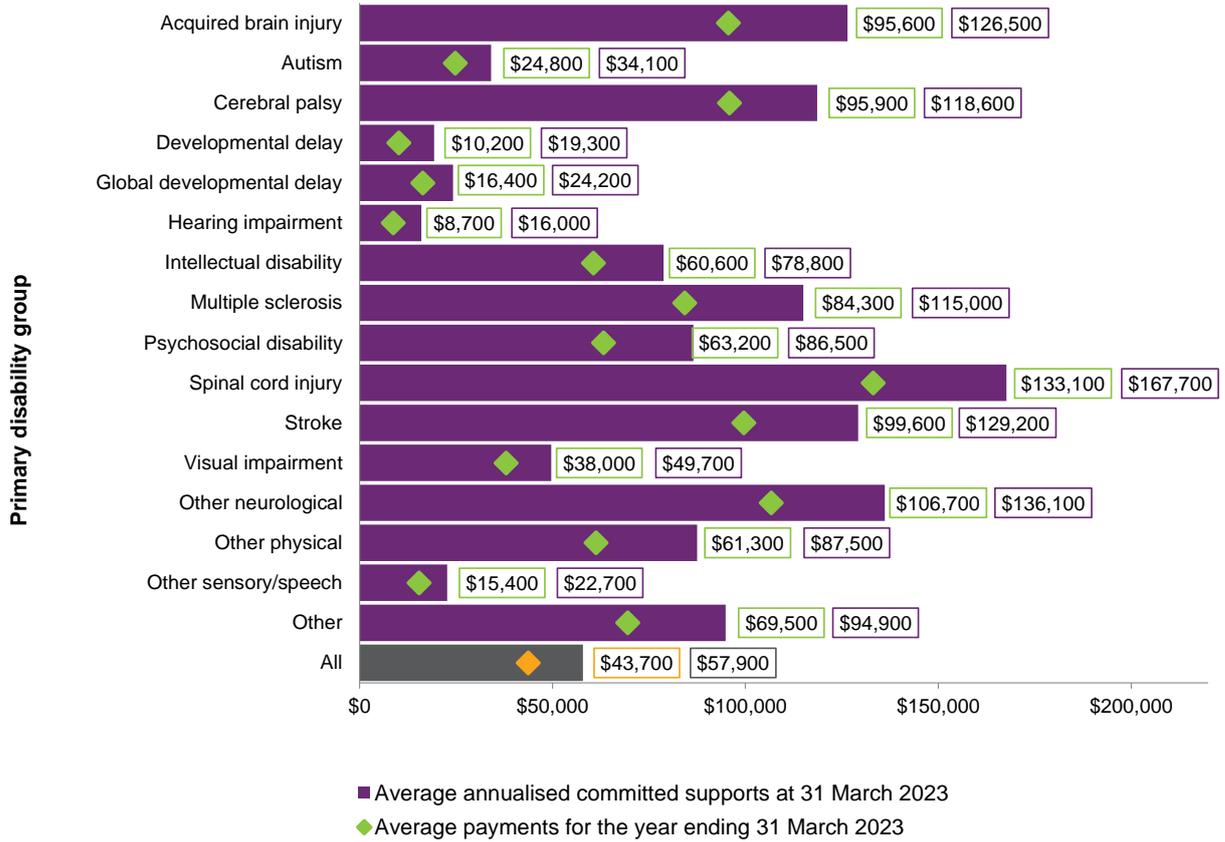


Figure H.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Queensland

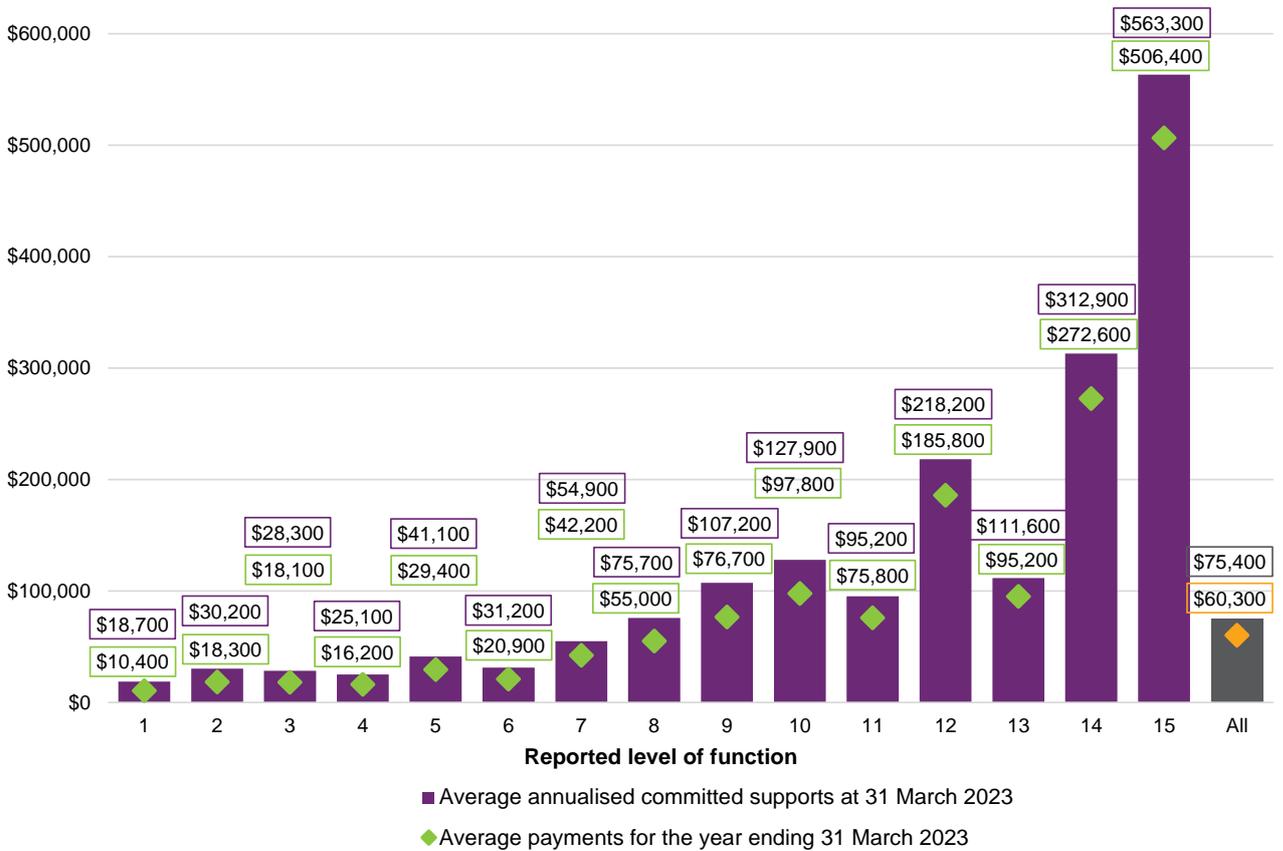


Figure H.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Queensland

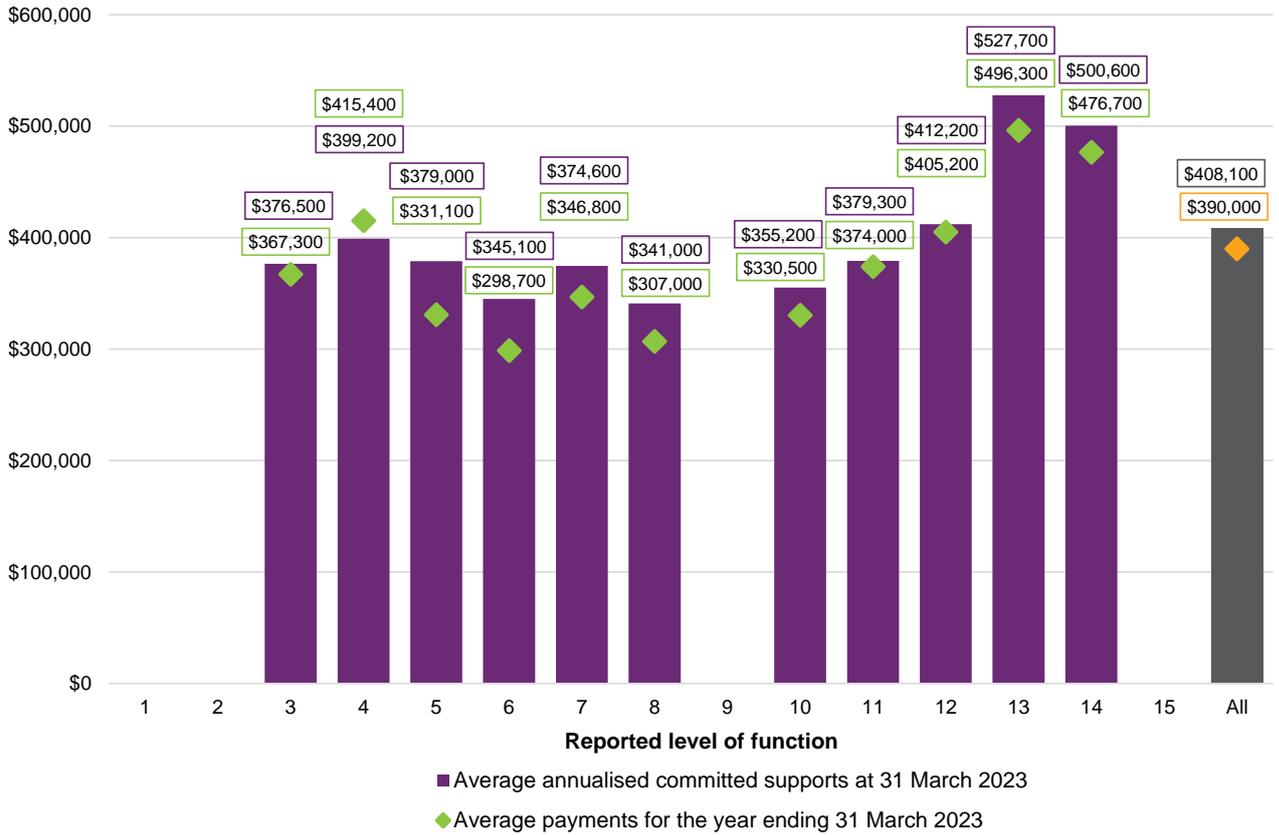


Figure H.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Queensland

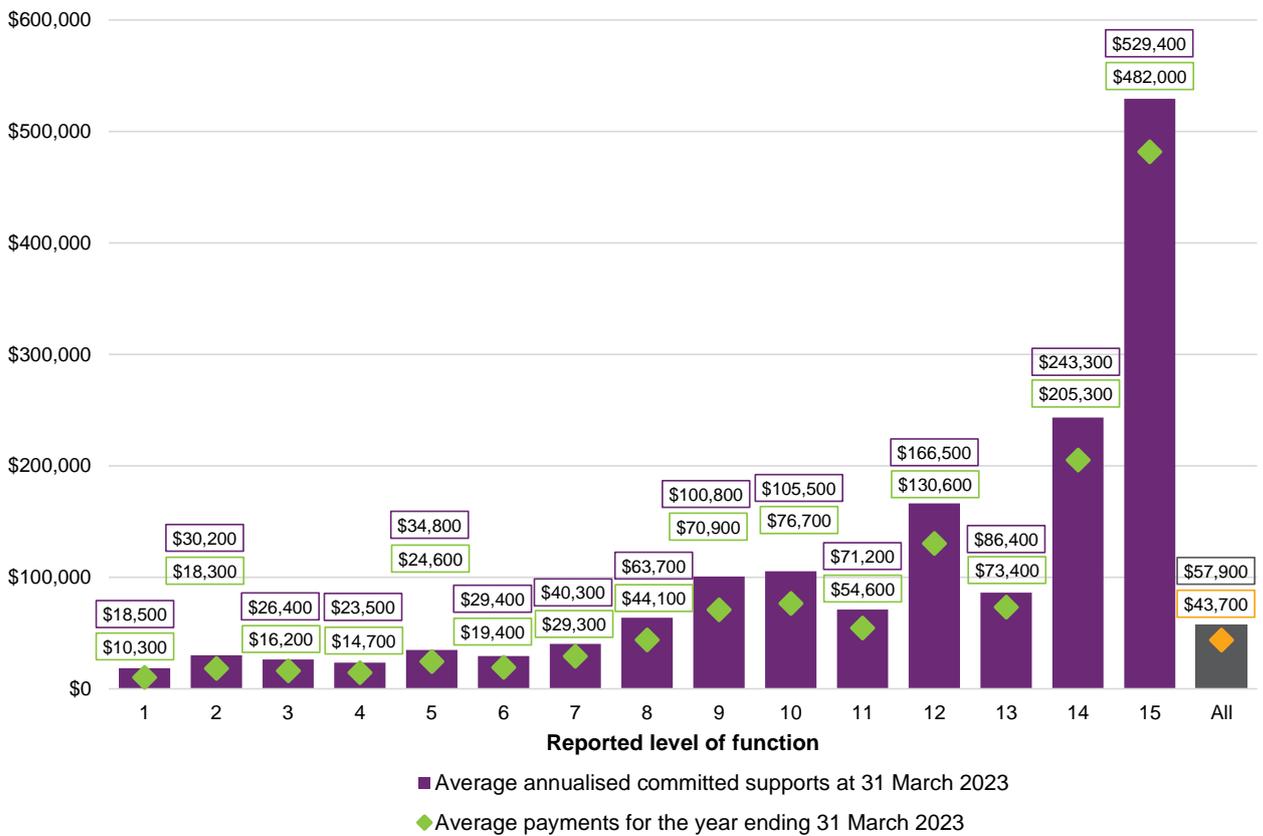


Table H.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Queensland ^{179 180}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$3,703.6	\$4,580.6
Core: Consumables	\$144.0	\$196.4
Core: Social and Civic	\$1,562.9	\$2,017.4
Core: Transport	\$122.0	\$97.5
Capacity Building: Choice and Control	\$104.5	\$118.6
Capacity Building: Daily Activities	\$883.0	\$1,525.9
Capacity Building: Employment	\$15.5	\$51.4
Capacity Building: Health and Wellbeing	\$6.9	\$14.1
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$62.1	\$131.5
Capacity Building: Social and Civic	\$21.8	\$55.7
Capacity Building: Support Coordination	\$184.5	\$253.1
Capital: Assistive Technology	\$154.6	\$309.3
Capital: Home Modifications	\$69.4	\$112.4
All	\$7,034.7	\$9,464.3

¹⁷⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹⁸⁰ Total payments for home modifications in Queensland were \$69.4m. Of which, \$42.2m (61%) has been paid for specialised disability accommodation (SDA) supports, and \$27.2m (39%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$112.4m. Of which, \$69.6m (62%) has been allocated for specialised disability accommodation (SDA) supports, and \$42.8m (38%) has been allocated for non-SDA supports.

Table H.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Queensland ^{181 182}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,692.4	\$1,837.0
Core: Consumables	\$16.8	\$21.6
Core: Social and Civic	\$315.5	\$435.0
Core: Transport	\$9.9	\$14.7
Capacity Building: Choice and Control	\$5.5	\$6.2
Capacity Building: Daily Activities	\$43.1	\$70.4
Capacity Building: Employment	\$0.4	\$1.6
Capacity Building: Health and Wellbeing	\$0.5	\$1.1
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$26.0	\$45.6
Capacity Building: Social and Civic	\$0.4	\$0.7
Capacity Building: Support Coordination	\$31.2	\$38.9
Capital: Assistive Technology	\$16.2	\$34.2
Capital: Home Modifications	\$30.2	\$49.2
All	\$2,187.9	\$2,556.2

¹⁸¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹⁸² Total payments for home modifications in Queensland were \$30.2m. Of which, \$29.8m (99%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (1%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$1.0m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$49.2m. Of which, \$48.3m (98.2%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1.8%) has been allocated for non-SDA supports.

Table H.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Queensland ^{183 184}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$2,011.2	\$2,743.6
Core: Consumables	\$127.2	\$174.8
Core: Social and Civic	\$1,247.4	\$1,582.4
Core: Transport	\$112.1	\$82.8
Capacity Building: Choice and Control	\$99.0	\$112.4
Capacity Building: Daily Activities	\$839.9	\$1,455.5
Capacity Building: Employment	\$15.1	\$49.7
Capacity Building: Health and Wellbeing	\$6.4	\$13.0
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$36.1	\$85.9
Capacity Building: Social and Civic	\$21.4	\$54.9
Capacity Building: Support Coordination	\$153.4	\$214.2
Capital: Assistive Technology	\$138.4	\$275.1
Capital: Home Modifications	\$39.2	\$63.2
All	\$4,846.8	\$6,908.1

Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ^{185 186}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	1.3	4.4	12.2	227.3	860.6	2,518.4	5,127.0	6,805.1	7,869.3	6,988.2
Total Paid	0.6	2.3	5.6	128.0	547.4	1,654.2	3,589.4	4,986.5	6,100.3	5,172.0
% utilised to date	45%	52%	46%	56%	64%	66%	70%	73%	78%	74%

Table H.35 Percentage change in plan budgets for active participants – Queensland ^{187 188}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	4.9%	6.0%	6.8%	7.5%	8.3%	9.1%	11.9%	7.2%	8.1%
Interplan Inflation	-0.7%	-3.1%	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%	4.5%
Total Inflation	4.1%	2.9%	5.9%	7.2%	9.9%	13.0%	20.5%	14.4%	12.6%

¹⁸³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

¹⁸⁴ Total payments for home modifications in Queensland were \$39.2m. Of which, \$12.4m (32%) has been paid for specialised disability accommodation (SDA) supports, and \$26.8m (68%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Queensland were \$63.2m. Of which, \$21.4m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$41.9m (66%) has been allocated for non-SDA supports.

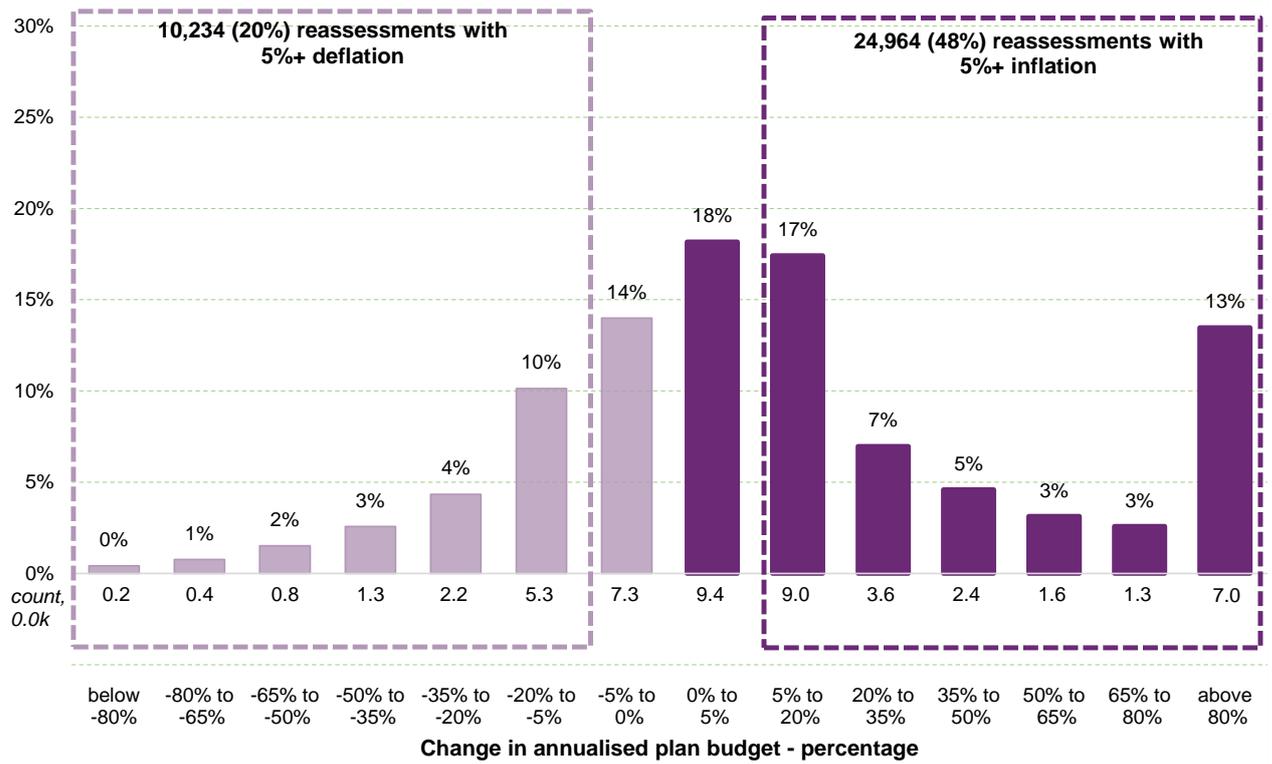
¹⁸⁵ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁸⁶ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 and 2014-15 for Queensland.

¹⁸⁷ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

¹⁸⁸ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

Figure H.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Queensland ¹⁸⁹



¹⁸⁹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix I:

Western Australia

Part One: Participants and their plans

Table I.1 Active participants by quarter of entry, plan and entry type – Western Australia ¹⁹⁰

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	60,851	2,220	63,071
Active Eligible - Total	50,241	1,679	51,920
<i>Active Eligible - New</i>	31,373	1,653	33,026
<i>Active Eligible - State</i>	16,108	18	16,126
<i>Active Eligible - Commonwealth</i>	2,760	<11	2,768
Active Participant Plans (excl ECA) - Total	49,303	1,691	50,994
<i>Active Participant Plans (excl ECA) - New</i>	30,523	1,659	32,182
<i>Active Participant Plans (excl ECA) - State</i>	16,041	19	16,060
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,739	13	2,752
Active Participant Plans - Total	50,277	2,864	52,167
<i>Active Participant Plans - Early Intervention (s25)</i>	9,573	750	10,323
<i>Active Participant Plans - Permanent Disability (s24)</i>	39,730	941	40,671
<i>Active Participant Plans - ECA</i>	974	1,173	1,173

Table I.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Western Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	2,218
<i>Early Intervention participants</i>	322
<i>Permanent disability participants</i>	1,896

Table I.3 Assessment of access by age group and gender – Western Australia ¹⁹¹

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access decisions	Total - Percentage of access decisions eligible
0 to 6	8,899	97%	3,644	97%	67	97%	12,610	97%
7 to 14	8,177	93%	3,775	93%	143	89%	12,095	93%
15 to 18	2,452	95%	1,378	92%	77	88%	3,907	93%
19 to 24	2,234	94%	1,342	88%	58	84%	3,634	91%
25 to 34	2,706	92%	2,086	85%	63	84%	4,855	89%
35 to 44	2,326	88%	2,100	79%	37	66%	4,463	83%
45 to 54	2,908	85%	2,659	75%	44	59%	5,611	80%
55 to 64	3,555	78%	3,364	67%	53	53%	6,972	72%
65+	172	66%	162	63%	<11	n/a	335	64%
Missing	222	53%	161	34%	16	70%	399	43%
Total	33,651	91%	20,671	82%	559	78%	54,881	87%

¹⁹⁰ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

¹⁹¹ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 399 records that have a missing access decision date.

Table I.4 Assessment of access by primary disability group and gender – Western Australia ¹⁹²

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,157	93%	626	94%	<11	n/a	1,792	93%
Autism	13,689	98%	5,315	99%	292	97%	19,296	98%
Cerebral palsy	1,021	98%	824	97%	<11	n/a	1,855	97%
Developmental delay	2,515	97%	922	97%	22	100%	3,459	97%
Global developmental delay	1,055	98%	392	99%	12	100%	1,459	98%
Hearing impairment	1,048	91%	1,203	89%	21	91%	2,272	90%
Intellectual disability	5,276	97%	4,061	97%	33	80%	9,370	97%
Multiple sclerosis	250	91%	759	92%	<11	n/a	1,018	91%
Psychosocial disability	2,837	79%	2,711	68%	50	50%	5,598	73%
Spinal cord injury	522	95%	200	94%	<11	n/a	727	95%
Stroke	462	85%	326	82%	<11	n/a	793	84%
Visual impairment	460	88%	458	90%	<11	n/a	927	89%
Other neurological	1,474	84%	1,202	83%	20	74%	2,696	83%
Other physical	1,003	54%	1,104	43%	22	32%	2,129	47%
Other sensory/speech	108	42%	36	33%	<11	n/a	147	39%
Other	570	51%	392	34%	22	50%	984	43%
Missing	204	93%	140	86%	15	100%	359	90%
Total	33,651	91%	20,671	82%	559	78%	54,881	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,848	8%	169	10%	4,017	8%
Non-First Nations Participants	39,831	81%	1,377	81%	41,208	81%
Not Stated	5,624	11%	145	9%	5,769	11%
Total	49,303	100%	1,691	100%	50,994	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia ¹⁹³

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,992	8%	122	7%	4,114	8%
Not culturally and linguistically diverse	40,558	82%	1,568	93%	42,126	83%
Not stated	4,753	10%	<11	n/a	4,754	9%
Total	49,303	100%	1,691	100%	50,994	100%

¹⁹² Down syndrome is included in intellectual disability.

¹⁹³ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table I.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Western Australia ¹⁹⁴

Age group	Total number of active participants
Under 45	<11
45 to 54	17
55 to 64	159
Total YPIRAC (under 65)	176

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹⁹⁵

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	30	168
Jun-20	34	202
Sep-20	47	249
Dec-20	16	265
Mar-21	-2	263
Jun-21	4	267
Sep-21	-9	258
Dec-21	-1	257
Mar-22	-18	239
Jun-22	-18	221
Sep-22	-20	201
Dec-22	-15	186
Mar-23	-10	176

Table I.9 Participant profile per quarter by remoteness – Western Australia ¹⁹⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	38,860	79%	1,328	79%	40,188	79%
Population > 50,000	2,462	5%	96	6%	2,558	5%
Population between 15,000 and 50,000	3,068	6%	84	5%	3,152	6%
Population between 5,000 and 15,000	554	1%	19	1%	573	1%
Population less than 5,000	2,159	4%	48	3%	2,207	4%
Remote	1,375	3%	58	3%	1,433	3%
Very Remote	819	2%	57	3%	876	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	49,303	100%	1,691	100%	50,994	100%

¹⁹⁴ There are a further 131 active participants aged 65 years or over who are currently in residential aged care.

¹⁹⁵ 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.

¹⁹⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table I.10 Participant profile per quarter by primary disability group – Western Australia ^{197 198 199}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	18,211	37%	637	38%	18,848	37%
Intellectual disability	8,830	18%	85	5%	8,915	17%
Psychosocial disability	5,073	10%	128	8%	5,201	10%
Developmental delay	2,611	5%	398	24%	3,009	6%
Hearing impairment	2,110	4%	74	4%	2,184	4%
Other neurological	2,145	4%	72	4%	2,217	4%
Other physical	1,797	4%	24	1%	1,821	4%
Cerebral palsy	1,791	4%	13	1%	1,804	4%
Acquired brain injury	1,500	3%	59	3%	1,559	3%
Global developmental delay	1,225	2%	54	3%	1,279	3%
Visual impairment	847	2%	25	1%	872	2%
Multiple sclerosis	946	2%	26	2%	972	2%
Stroke	667	1%	19	1%	686	1%
Spinal cord injury	650	1%	15	1%	665	1%
Other	789	2%	60	4%	849	2%
Other sensory/speech	111	0%	<11	n/a	113	0%
Total	49,303	100%	1,691	100%	50,994	100%

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{200 201}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	346	13%	<11	n/a	346	12%
Intellectual disability	1,183	43%	<11	n/a	1,184	43%
Psychosocial disability	242	9%	<11	n/a	242	9%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	213	8%	<11	n/a	213	8%
Other physical	29	1%	<11	n/a	29	1%
Cerebral palsy	261	9%	<11	n/a	262	9%
Acquired brain injury	285	10%	<11	n/a	286	10%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	12	0%	<11	n/a	12	0%
Multiple sclerosis	40	1%	<11	n/a	40	1%
Stroke	77	3%	<11	n/a	77	3%
Spinal cord injury	38	1%	<11	n/a	38	1%
Other	40	1%	<11	n/a	40	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,768	100%	<11	n/a	2,771	100%

¹⁹⁷ Table order based on national proportions in Table E.10 (highest to lowest).

¹⁹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁹⁹ Down syndrome is included in intellectual disability, representing 2% (1,109) of all Scheme participants in Western Australia.

²⁰⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁰¹ Down syndrome is included in intellectual disability, representing 6% (171) of participants in SIL.

Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ²⁰²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	17,865	38%	637	38%	18,502	38%
Intellectual disability	7,647	16%	84	5%	7,731	16%
Psychosocial disability	4,831	10%	128	8%	4,959	10%
Developmental delay	2,611	6%	398	24%	3,009	6%
Hearing impairment	2,109	5%	74	4%	2,183	5%
Other neurological	1,932	4%	72	4%	2,004	4%
Other physical	1,768	4%	24	1%	1,792	4%
Cerebral palsy	1,530	3%	12	1%	1,542	3%
Acquired brain injury	1,215	3%	58	3%	1,273	3%
Global developmental delay	1,225	3%	54	3%	1,279	3%
Visual impairment	835	2%	25	1%	860	2%
Multiple sclerosis	906	2%	26	2%	932	2%
Stroke	590	1%	19	1%	609	1%
Spinal cord injury	612	1%	15	1%	627	1%
Other	749	2%	60	4%	809	2%
Other sensory/speech	110	0%	<11	n/a	112	0%
Total	46,535	100%	1,688	100%	48,223	100%

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,831	8%	325	19%	4,156	8%
2 (High Function)	173	0%	<11	n/a	183	0%
3 (High Function)	2,415	5%	103	6%	2,518	5%
4 (High Function)	2,445	5%	104	6%	2,549	5%
5 (High Function)	2,700	5%	108	6%	2,808	6%
6 (Moderate Function)	11,249	23%	543	32%	11,792	23%
7 (Moderate Function)	2,300	5%	51	3%	2,351	5%
8 (Moderate Function)	3,371	7%	69	4%	3,440	7%
9 (Moderate Function)	263	1%	16	1%	279	1%
10 (Moderate Function)	5,435	11%	113	7%	5,548	11%
11 (Low Function)	1,825	4%	15	1%	1,840	4%
12 (Low Function)	8,163	17%	132	8%	8,295	16%
13 (Low Function)	4,208	9%	97	6%	4,305	8%
14 (Low Function)	883	2%	<11	n/a	888	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	28	0%	<11	n/a	28	0%
Total	49,303	100%	1,691	100%	50,994	100%

²⁰² Down syndrome is included in intellectual disability, representing 2% (938) of participants not in SIL.

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	5,551	11%	627	37%	6,178	12%
7 to 14	12,395	25%	377	22%	12,772	25%
15 to 18	4,816	10%	114	7%	4,930	10%
19 to 24	4,835	10%	64	4%	4,899	10%
25 to 34	5,096	10%	93	5%	5,189	10%
35 to 44	4,209	9%	97	6%	4,306	8%
45 to 54	4,624	9%	128	8%	4,752	9%
55 to 64	5,587	11%	179	11%	5,766	11%
65+	2,190	4%	12	1%	2,202	4%
Total	49,303	100%	1,691	100%	50,994	100%

Table I.15 Participation rates by age group and gender at 31 March 2023 – Western Australia ²⁰³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.4%	1.6%	2.6%
7 to 14	5.9%	2.7%	4.4%
15 to 18	4.5%	2.4%	3.6%
19 to 24	3.1%	1.7%	2.4%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.6%	1.5%	1.5%
Total (aged 0 to 64)	2.5%	1.6%	2.1%

²⁰³ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables I.16 to I.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table I.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=5,075), 'participant social and community engagement rate' (n=5,088), 'parent and carer employment rate' (n=3,619) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,811) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Western Australia²⁰⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	35%	35%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	29%	26%
Participant employment rate - Aged 45 to 54 years	28%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	18%	19%	26%
Participant employment rate - Aged 65+ years	14%	9%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	26%	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	35%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	43%	41%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	40%	40%	41%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	36%	36%	46%
Participant social and community engagement rate - Aged 65+ years	34%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	51%	50%
Parent and carer employment rate - Aged 15+ years	48%	50%	50%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

²⁰⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table I.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,901), 'participant social and community engagement rate' (n=2,908), 'parent and carer employment rate' (n=1,754) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=1,987) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Western Australia ²⁰⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	17%	20%	26%	26%
Participant employment rate - Aged 25 to 34 years	34%	33%	26%	33%	26%
Participant employment rate - Aged 35 to 44 years	27%	30%	27%	24%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	23%	24%	26%
Participant employment rate - Aged 55 to 64 years	16%	16%	17%	14%	26%
Participant employment rate - Aged 65+ years	9%	12%	8%	7%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	23%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	22%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	43%	47%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	42%	44%	46%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	46%	44%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	36%	35%	46%
Participant social and community engagement rate - Aged 65+ years	35%	40%	38%	38%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	43%	50%	50%
Parent and carer employment rate - Aged 15+ years	48%	53%	49%	49%	50%
Parent and carer employment rate - All ages	46%	50%	45%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	65%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	81%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	78%	78%	75%

²⁰⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table I.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,075), 'participant social and community engagement rate' (n=1,066), 'parent and carer employment rate' (n=657) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=848) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Western Australia ²⁰⁶

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	22%	26%	27%	29%	26%
Participant employment rate - Aged 25 to 34 years	30%	31%	26%	28%	33%	26%
Participant employment rate - Aged 35 to 44 years	30%	32%	30%	30%	30%	26%
Participant employment rate - Aged 45 to 54 years	27%	27%	29%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	20%	8%	17%	26%
Participant employment rate - Aged 65+ years	9%	8%	10%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	27%	27%	26%	21%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	26%	26%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	43%	43%	38%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	46%	48%	45%	49%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	55%	58%	52%	67%	51%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	47%	43%	55%	48%	46%
Participant social and community engagement rate - Aged 55 to 64 years	42%	46%	49%	38%	43%	46%
Participant social and community engagement rate - Aged 65+ years	38%	39%	45%	33%	46%	46%
Participant social and community engagement rate - Aged 25+ years	45%	48%	47%	48%	47%	46%
Participant social and community engagement rate - Aged 15+ years	44%	47%	46%	46%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	41%	47%	52%	54%	50%
Parent and carer employment rate - Aged 15+ years	49%	49%	47%	48%	50%	50%
Parent and carer employment rate - All ages	45%	44%	47%	51%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	70%	73%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	76%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	74%	77%	78%	75%

²⁰⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table I.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=181), 'participant social and community engagement rate' (n=185), 'parent and carer employment rate' (n=130) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=165) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Western Australia²⁰⁷

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	28%	32%	32%	12%	27%	26%
Participant employment rate - Aged 15 to 64 years	29%	26%	29%	30%	17%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	44%	50%	35%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	41%	45%	34%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	46%	36%	47%	54%	45%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	46%	51%	42%	56%	58%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	61%	66%	70%	59%	75%
Participant Choice and Control - Aged 25+ years	n/a	77%	79%	84%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%	74%	75%

²⁰⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table I.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=75), 'participant social and community engagement rate' (n=72), 'parent and carer employment rate' (n=23) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=65) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Western Australia ²⁰⁸

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	35%	39%	40%	38%	50%	36%	44%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	41%	39%	48%	32%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	73%	75%	92%	91%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	70%	77%	92%	82%	82%	75%

²⁰⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

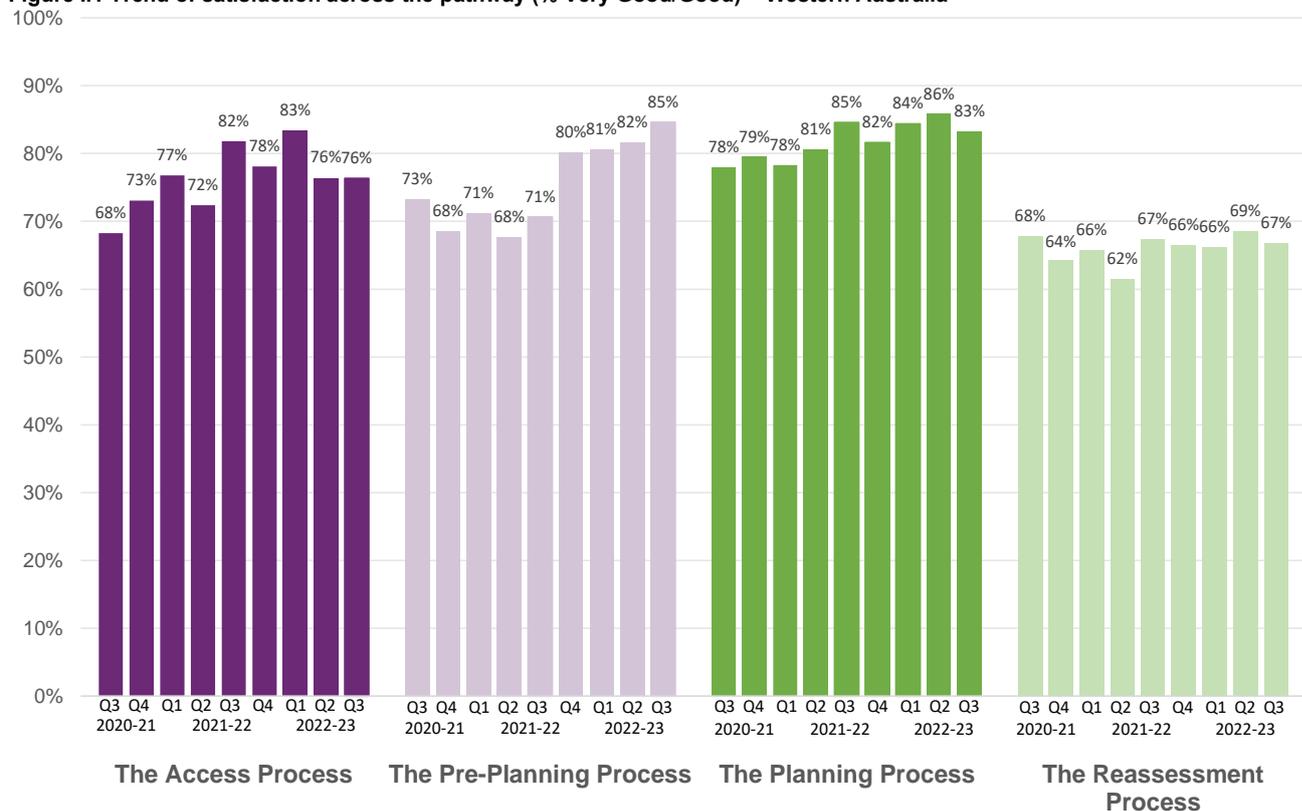
Part Three: Participant experience

Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,329 in Prior Quarters, n = 169 in 2022-23 Q3), 'Pre-planning' (n = 928 in Prior Quarters, n = 91 in 2022-23 Q3), 'Planning' (n = 4,336 in Prior Quarters, n = 383 in 2022-23 Q3) and 'Plan reassessment' (n = 9,878 in Prior Quarters, n = 1,181 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Western Australia ²⁰⁹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	97%	99%
Access - Do you understand what will happen next with your plan?	73%	75%
Access - % of participants rating their overall experience as Very Good or Good.	76%	76%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	86%
Pre-planning - Did you understand why you needed to give the information you did?	93%	96%
Pre-planning - Were decisions about your plan clearly explained?	70%	82%
Pre-planning - Are you clear on what happens next with your plan?	59%	71%
Pre-planning - Do you know where to go for more help with your plan?	66%	69%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	74%	85%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	85%	86%
Planning - Are you clear on what happens next with your plan?	80%	80%
Planning - Do you know where to go for more help with your plan?	87%	88%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	83%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	72%
Plan reassessment - Did you feel prepared for your plan reassessment?	82%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	67%

²⁰⁹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure I.1 Trend of satisfaction across the pathway (% Very Good/Good) – Western Australia ²¹⁰



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table I.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables I.23 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.

²¹⁰ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table I.22 Complaints by quarter – Western Australia ^{211 212}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	19	<11	21	20
People who have submitted an access request: Complaint about LAC Partner	308	29	337	303
People who have submitted an access request: Complaints about service providers	556	46	602	488
People who have submitted an access request: Complaints about the Agency	7,379	563	7,942	4,509
People who have submitted an access request: Critical/ Reportable Incident	2,031	352	2,383	1,655
People who have submitted an access request: Unclassified	87	<11	87	82
People who have submitted an access request: Total	10,380	992	11,372	6,112
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>7.9%</i>	<i>7.2%</i>	<i>n/a</i>

²¹¹ Note that 62% of all complainants made only one complaint, 20% made two complaints and 18% made three or more complaints.

²¹² 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.

Figure I.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia

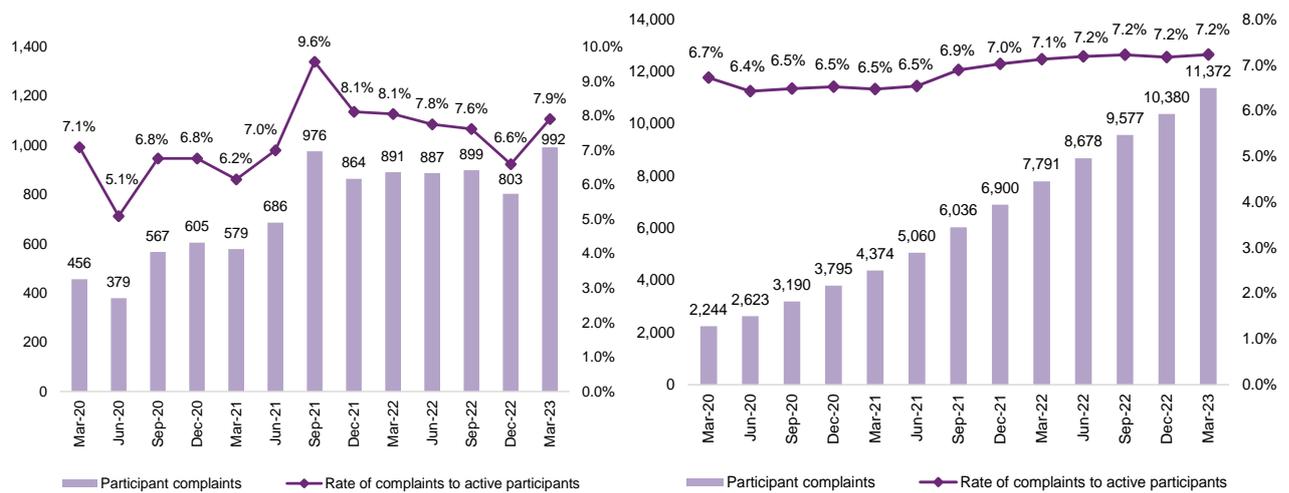


Table I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia²¹³

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	144	2%	<11	n/a	144	2%
Complaints about the Agency - Information unclear	74	1%	<11	n/a	74	1%
Complaints about the Agency - NDIA Access	193	3%	31	6%	224	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	503	7%	45	8%	548	7%
Complaints about the Agency - NDIA Fraud and Compliance	29	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Plan	2,007	27%	200	36%	2,207	28%
Complaints about the Agency - NDIA Process	771	10%	52	9%	823	10%
Complaints about the Agency - NDIA Resources	82	1%	<11	n/a	89	1%
Complaints about the Agency - NDIA Staff	448	6%	70	12%	518	7%
Complaints about the Agency - NDIA Timeliness	1,724	23%	132	23%	1,856	23%
Complaints about the Agency - Participation, engagement and inclusion	15	0%	<11	n/a	15	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	172	2%	<11	n/a	172	2%
Complaints about the Agency - Staff conduct - Agency	65	1%	<11	n/a	65	1%
Complaints about the Agency - The way the NDIA carried out its decision making	138	2%	<11	n/a	142	2%
Complaints about the Agency - Timeliness	521	7%	<11	n/a	524	7%
Complaints about the Agency - Other	475	6%	<11	n/a	484	6%
Complaints about the Agency - Total	7,379	100%	563	100%	7,942	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a

²¹³ There are 10,380 total participant complaints in Prior Quarters, 992 total participant complaints in 2022-23 Q3, and 11,372 total participant complaints as at 31 March 2023, including 87 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	19	100%	<11	n/a	21	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	44	14%	<11	n/a	51	15%
Complaints about LAC Partner - LAC Process	37	12%	<11	n/a	42	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	181	59%	16	55%	197	58%
Complaints about LAC Partner - LAC Timeliness	38	12%	<11	n/a	39	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	308	100%	29	100%	337	100%
Complaints about service providers - Provider Costs	15	3%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	32	6%	<11	n/a	35	6%
Complaints about service providers - Provider Fraud and Compliance	42	8%	<11	n/a	49	8%
Complaints about service providers - Provider Process	14	3%	<11	n/a	14	2%
Complaints about service providers - Provider Service	251	45%	27	59%	278	46%
Complaints about service providers - Provider Staff	93	17%	<11	n/a	100	17%
Complaints about service providers - Service Delivery	24	4%	<11	n/a	24	4%
Complaints about service providers - Staff Conduct	18	3%	<11	n/a	19	3%
Complaints about service providers - Supports being provided	24	4%	<11	n/a	24	4%
Complaints about service providers - Other	43	8%	<11	n/a	44	7%
Complaints about service providers - Total	556	100%	46	100%	602	100%
Critical/ Reportable Incident - Allegations against a provider	546	27%	136	39%	682	29%
Critical/ Reportable Incident - Allegations against Informal Supports	231	11%	100	28%	331	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	407	20%	36	10%	443	19%
Critical/ Reportable Incident - Provider reporting	847	42%	80	23%	927	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,031	100%	352	100%	2,383	100%

Table I.24 AAT Cases by category at 31 March 2023 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	175	17%	19	14%	194	16%
Plan	818	78%	97	73%	915	78%
Plan Reassessment	23	2%	<11	n/a	25	2%
Other	31	3%	14	11%	45	4%
Total cases	1,047	100%	132	100%	1,179	100%
<i>Percentage of the number of active participants</i>	<i>0.72%</i>	<i>n/a</i>	<i>1.05%</i>	<i>n/a</i>	<i>0.75%</i>	<i>n/a</i>

Figure I.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia

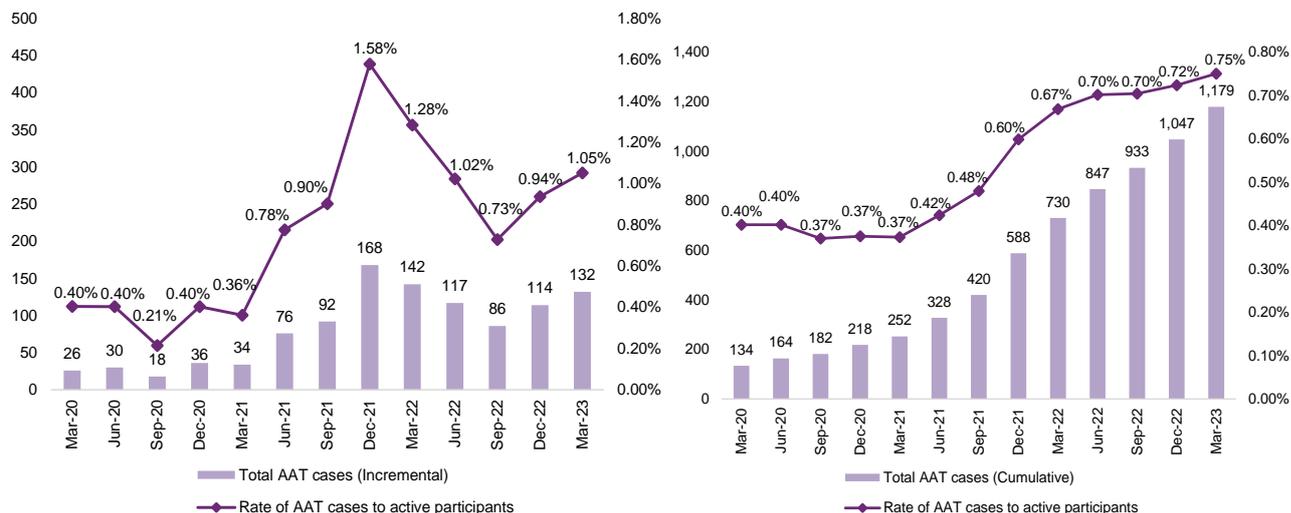


Table I.25 AAT cases by open/closed and decision – Western Australia ²¹⁴ ²¹⁵

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,179	1,111
Open AAT Cases	356	354
Closed AAT Cases	823	789
<i>Resolved before hearing</i>	<i>815</i>	<i>782</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

²¹⁴ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

²¹⁵ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table I.26 Key markets indicators by quarter – Western Australia ^{216 217}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.24	1.21
Number of providers delivering new types of supports	247	253
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	91%	92%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table I.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Western Australia ²¹⁸

Activity	Number of providers
Active for the first time in 2022-23 Q3	76
Active in 2022-23 Q3 and also in previous quarters	1,170
Active in 2022-23 Q3	1,246
Inactive in 2022-23 Q3	1,749
Active ever	2,995

Table I.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Western Australia ²¹⁹

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	177	41	33	251
\$2,001-\$10,000	223	12	22	257
\$10,001-\$100,000	376	8	16	400
\$100,001-\$250,000	122	<5	<5	126
\$250,000+	211	<5	<5	212
Total	1,109	61	76	1,246

Table I.29 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ²²⁰

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	70%	75%	71%
Lifelong Learning	32%	29%	31%
Other	28%	30%	29%
Non-categorised	12%	10%	11%
Any mainstream service	96%	95%	96%

²¹⁶ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²¹⁷ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²¹⁸ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²¹⁹ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²²⁰ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table I.30 and Figures I.4 to I.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2022. Average payments are derived from total payments paid over the 12 months to 31 December 2022, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table I.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Western Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.0%	2.1%
\$5,001-\$10,000	5.4%	5.8%
\$10,001-\$15,000	9.0%	9.5%
\$15,001-\$20,000	9.6%	10.2%
\$20,001-\$25,000	11.2%	11.8%
\$25,001-\$30,000	7.1%	7.5%
\$30,001-\$50,000	17.6%	18.6%
\$50,001-\$100,000	17.8%	18.7%
\$100,001-\$150,000	6.3%	6.6%
\$150,001-\$200,000	3.4%	3.5%
\$200,001-\$250,000	2.2%	1.8%
\$250,001+	7.9%	3.3%

Figure I.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Western Australia

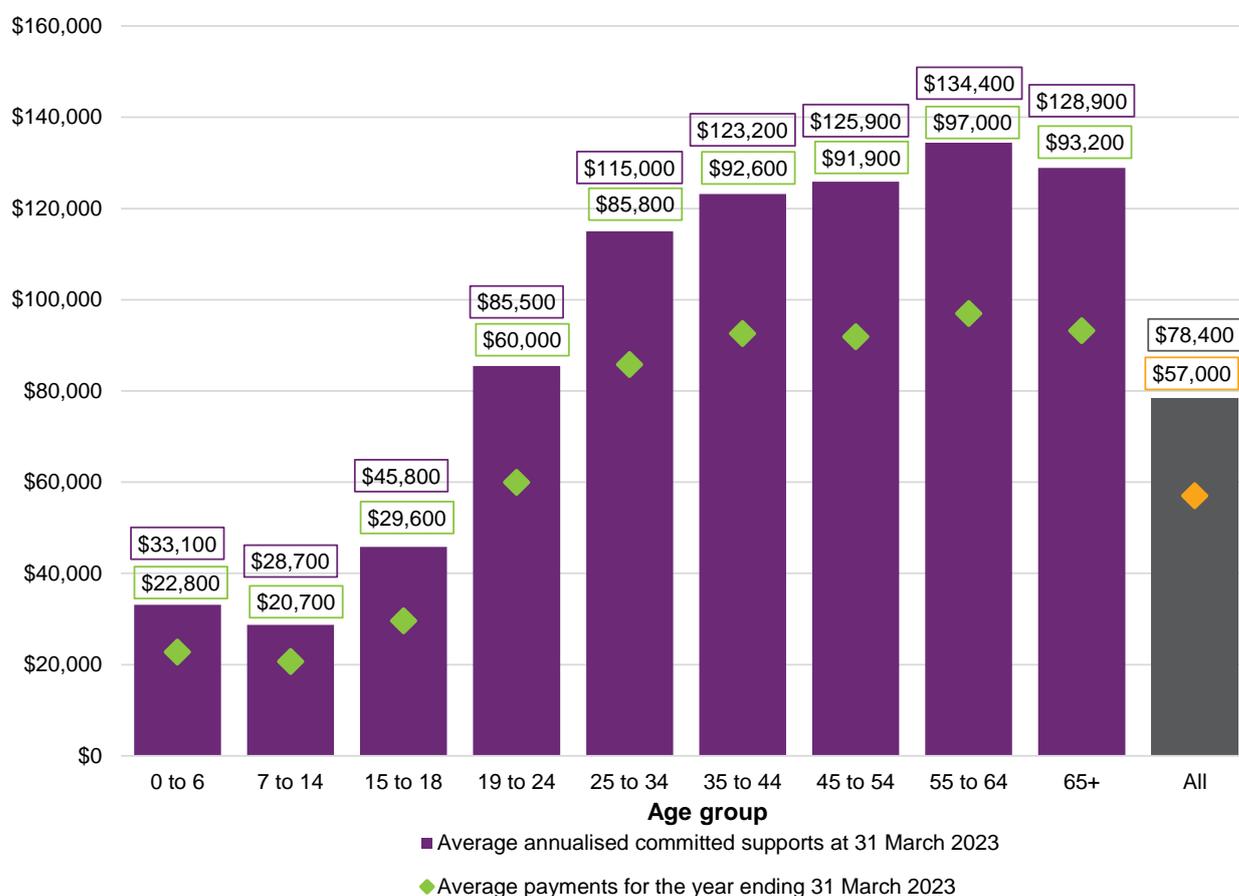


Figure I.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Western Australia

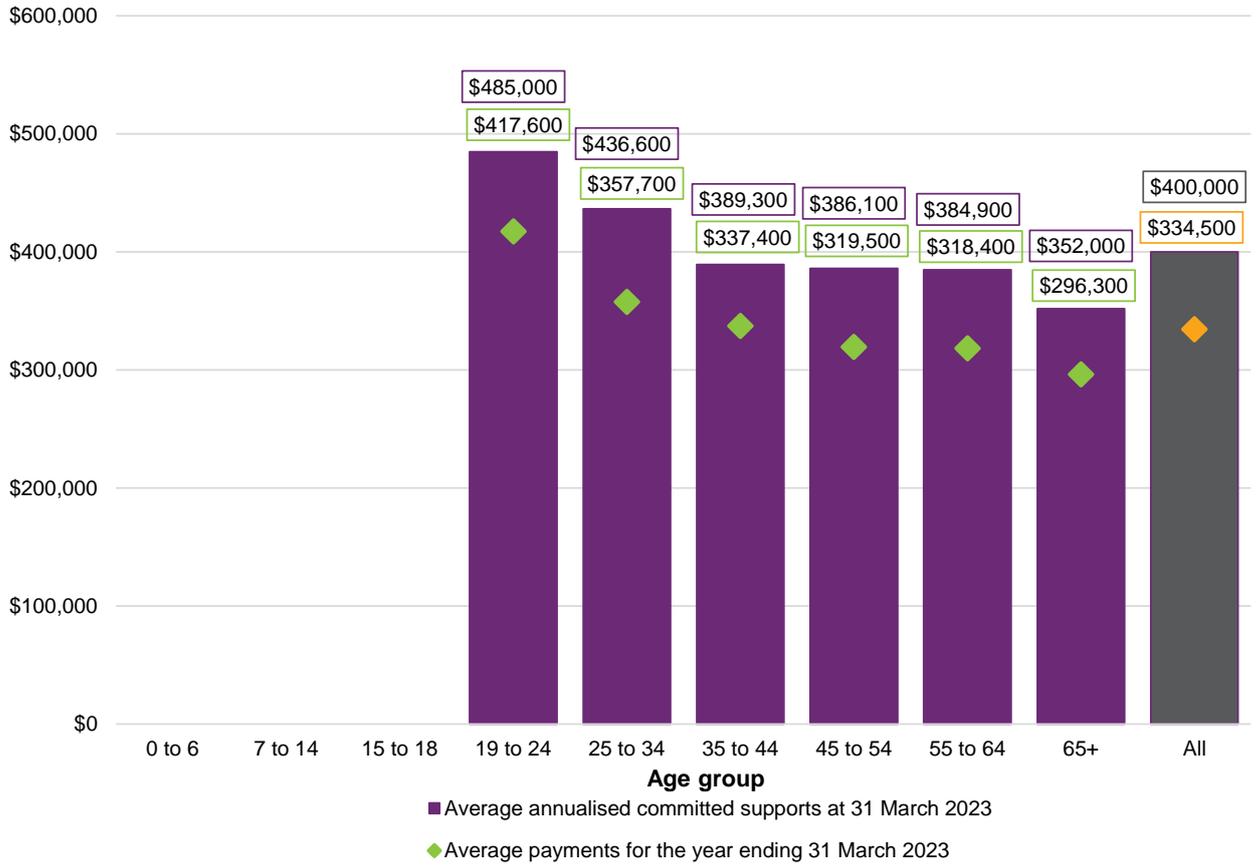


Figure I.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Western Australia

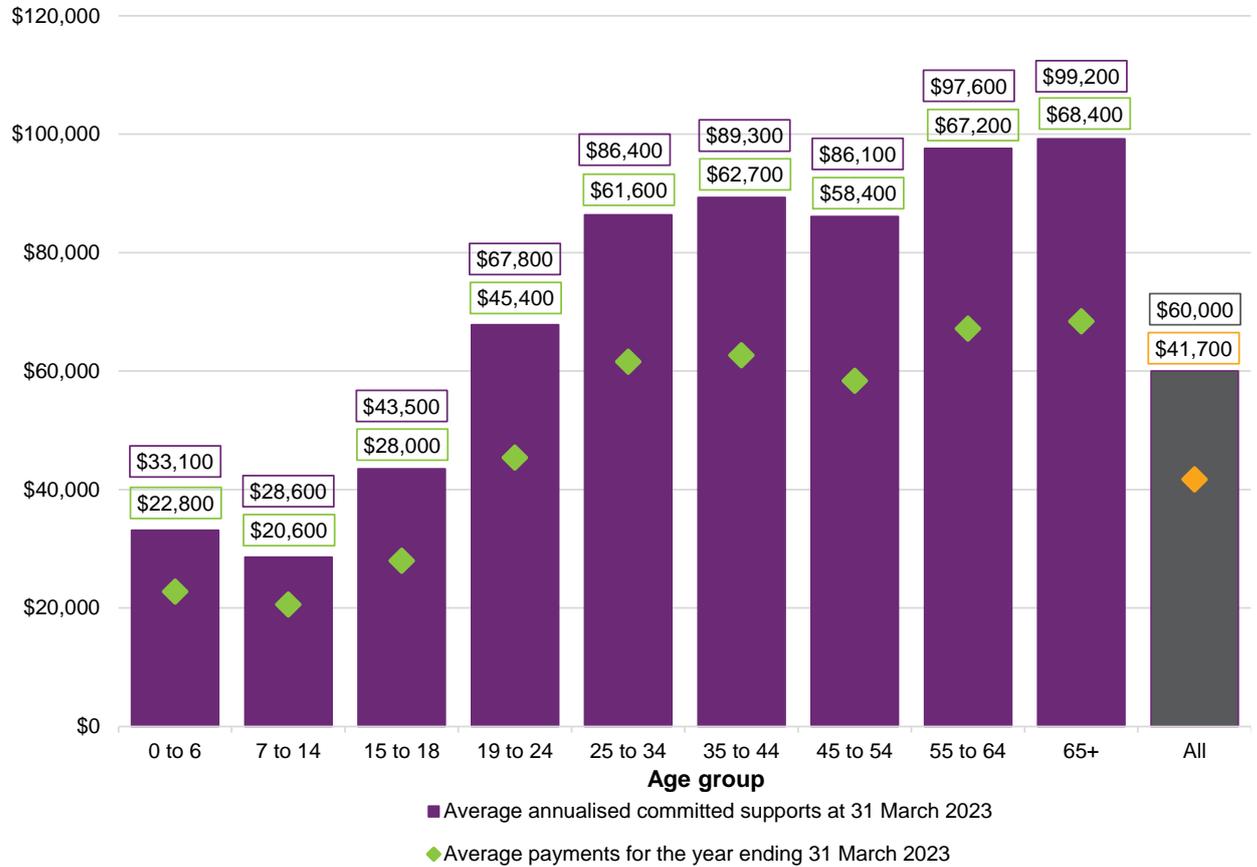


Figure I.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Western Australia

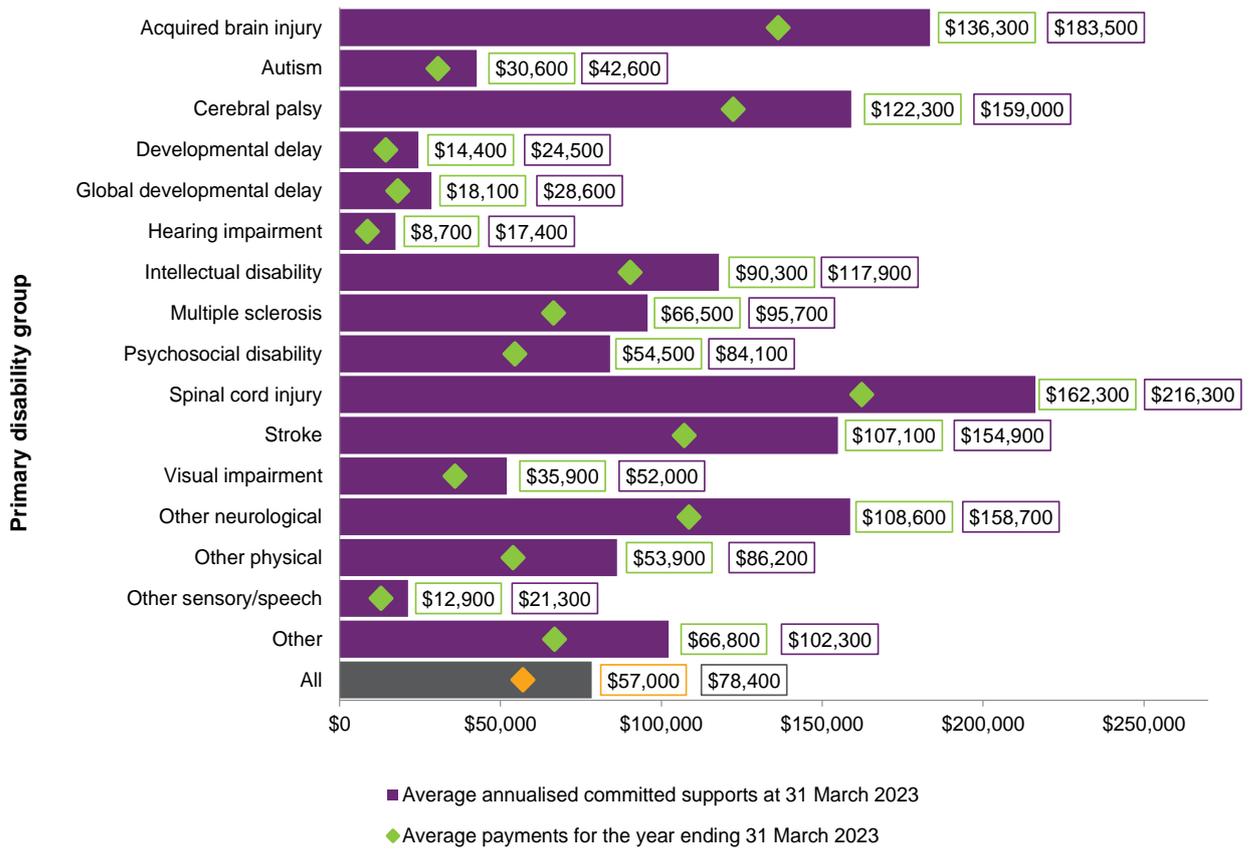


Figure I.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Western Australia

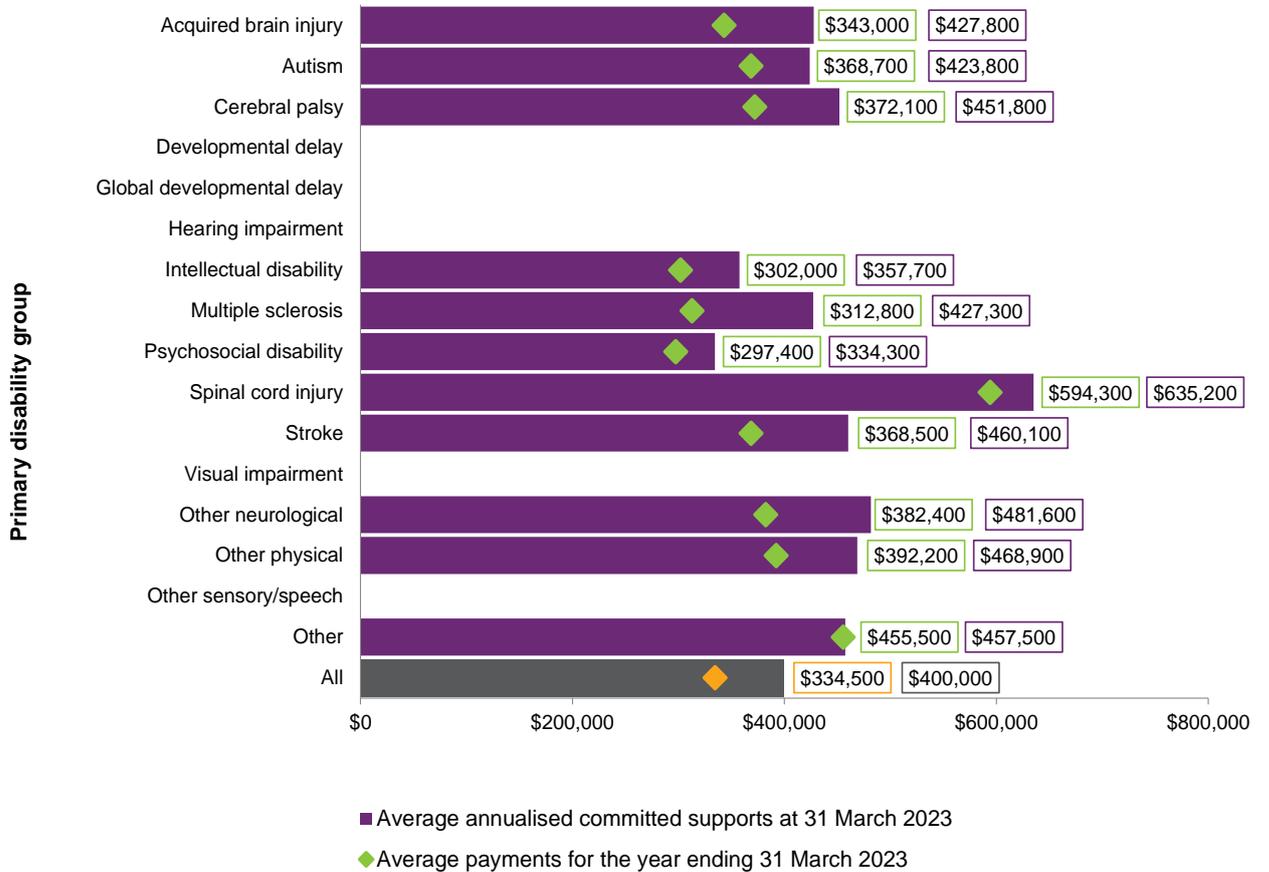


Figure I.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Western Australia

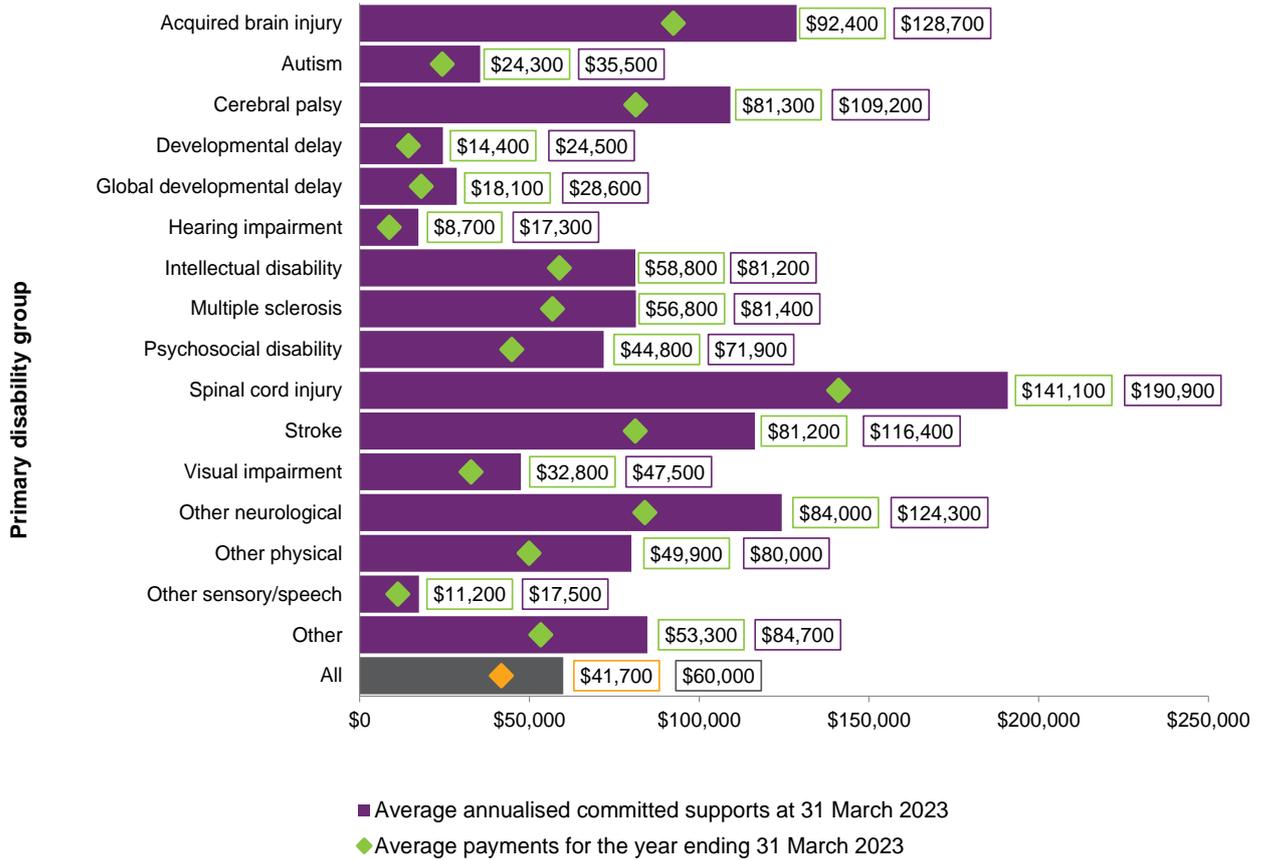


Figure I.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Western Australia

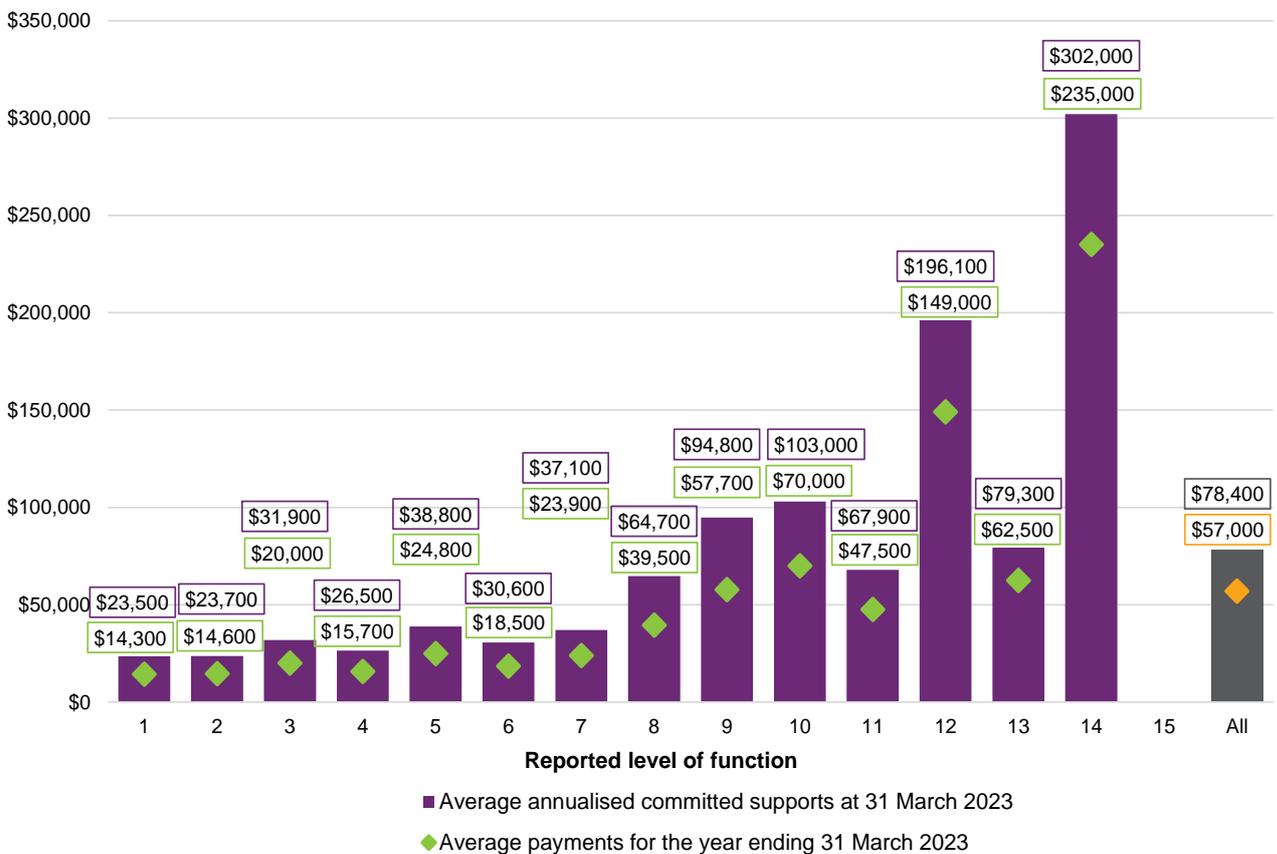


Figure I.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Western Australia

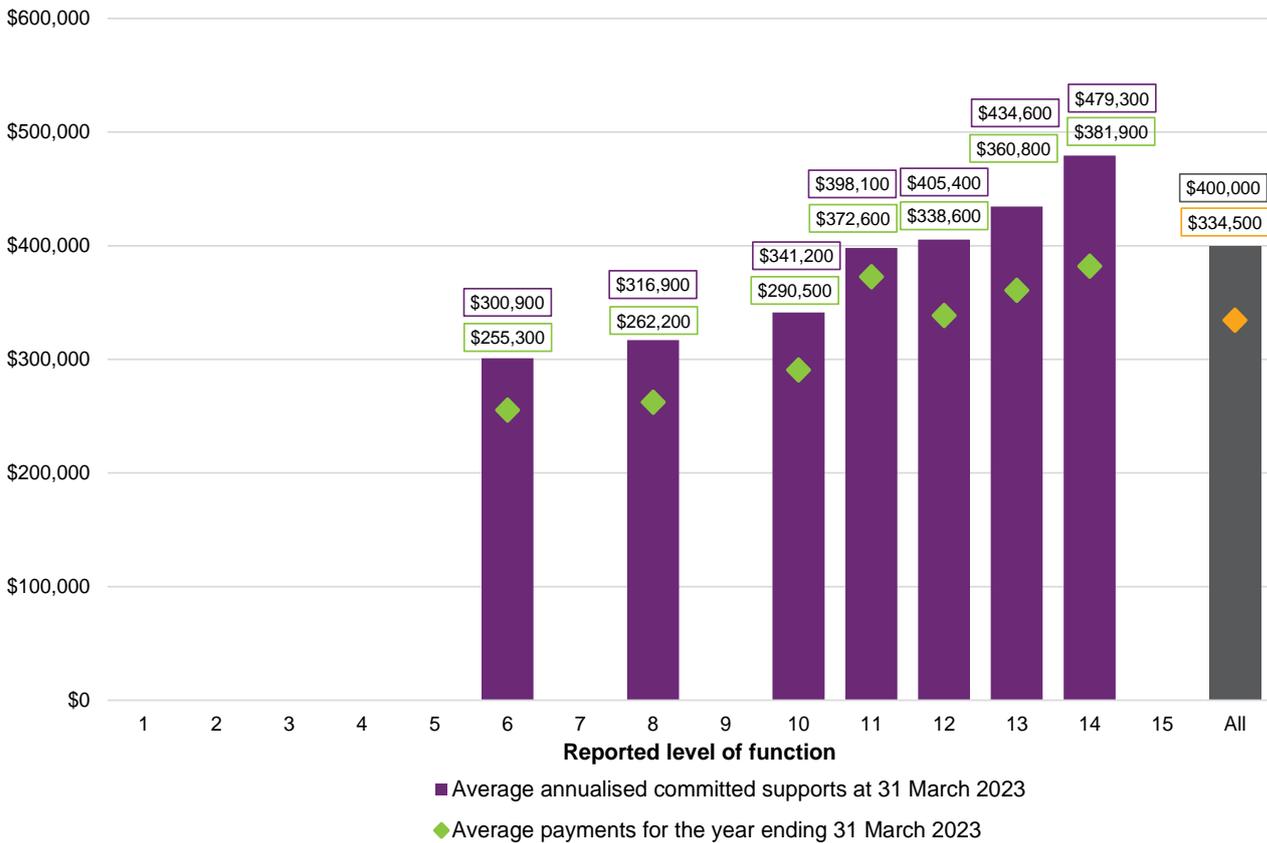


Figure I.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Western Australia

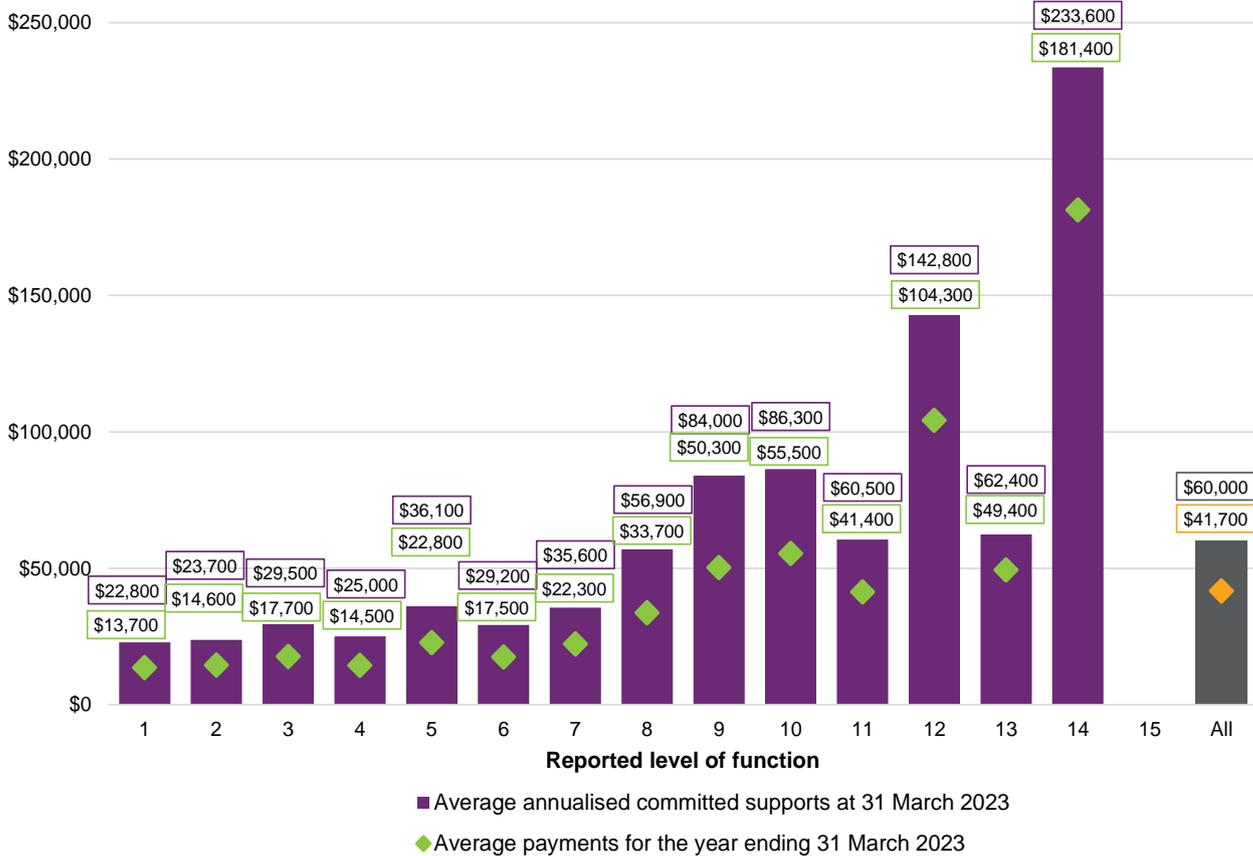


Table I.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Western Australia ^{221 222}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,423.8	\$1,859.0
Core: Consumables	\$52.3	\$80.8
Core: Social and Civic	\$540.7	\$790.2
Core: Transport	\$46.5	\$41.9
Capacity Building: Choice and Control	\$36.0	\$42.0
Capacity Building: Daily Activities	\$384.3	\$654.5
Capacity Building: Employment	\$8.9	\$37.2
Capacity Building: Health and Wellbeing	\$2.1	\$4.5
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$47.7	\$98.7
Capacity Building: Social and Civic	\$22.0	\$55.0
Capacity Building: Support Coordination	\$75.4	\$113.8
Capital: Assistive Technology	\$74.3	\$179.0
Capital: Home Modifications	\$15.4	\$43.2
All	\$2,736.1	\$4,000.1

Table I.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Western Australia ^{223 224}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$649.5	\$794.3
Core: Consumables	\$6.5	\$10.7
Core: Social and Civic	\$107.5	\$165.1
Core: Transport	\$3.4	\$6.5
Capacity Building: Choice and Control	\$1.4	\$1.8
Capacity Building: Daily Activities	\$23.8	\$38.7
Capacity Building: Employment	\$0.2	\$1.2
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$16.2	\$29.3
Capacity Building: Social and Civic	\$0.2	\$0.5
Capacity Building: Support Coordination	\$11.0	\$15.7
Capital: Assistive Technology	\$9.5	\$24.9
Capital: Home Modifications	\$4.0	\$18.8
All	\$839.8	\$1,108.3

²²¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. A small quantity of payments and committed supports have missing support category and are included in totals.

²²² Total payments for home modifications in Western Australia were \$15.4m. Of which, \$5.6m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$9.8m (64%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$43.2m. Of which, \$25.3m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.9m (41%) has been allocated for non-SDA supports.

²²³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

²²⁴ Total payments for home modifications in Western Australia were \$4.0m. Of which, \$3.7m (92%) has been paid for specialised disability accommodation (SDA) supports, and \$0.3m (8%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$18.8m. Of which, \$18.4m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (2%) has been allocated for non-SDA supports.

Table I.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Western Australia ^{225 226}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$774.4	\$1,064.7
Core: Consumables	\$45.8	\$70.0
Core: Social and Civic	\$433.1	\$625.0
Core: Transport	\$43.1	\$35.4
Capacity Building: Choice and Control	\$34.6	\$40.2
Capacity Building: Daily Activities	\$360.5	\$615.8
Capacity Building: Employment	\$8.7	\$36.0
Capacity Building: Health and Wellbeing	\$1.8	\$3.8
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$31.5	\$69.3
Capacity Building: Social and Civic	\$21.8	\$54.5
Capacity Building: Support Coordination	\$64.5	\$98.1
Capital: Assistive Technology	\$64.8	\$154.1
Capital: Home Modifications	\$11.4	\$24.4
All	\$1,896.3	\$2,891.8

Table I.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{227 228}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.2	19.6	70.6	173.4	225.7	547.6	1,536.2	2,729.8	3,180.9	2,905.7
Total Paid	0.1	11.2	51.8	133.3	167.3	393.6	1,023.3	1,932.1	2,349.8	1,999.7
% utilised to date	22%	57%	73%	77%	74%	72%	67%	71%	74%	69%

Table I.35 Percentage change in plan budgets for active participants – Western Australia ^{229 230}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	1.9%	3.3%	3.3%	4.9%	5.2%	5.8%	9.1%	5.2%	6.6%
Interplan Inflation	-1.6%	-1.4%	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%	8.7%
Total Inflation	0.3%	1.9%	4.3%	11.0%	10.5%	16.2%	25.0%	17.6%	15.3%

²²⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

²²⁶ Total payments for home modifications in Western Australia were \$11.4m. Of which, \$1.9m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$9.5m (83%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Western Australia were \$24.4m. Of which, \$6.9m (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$17.6m (72%) has been allocated for non-SDA supports.

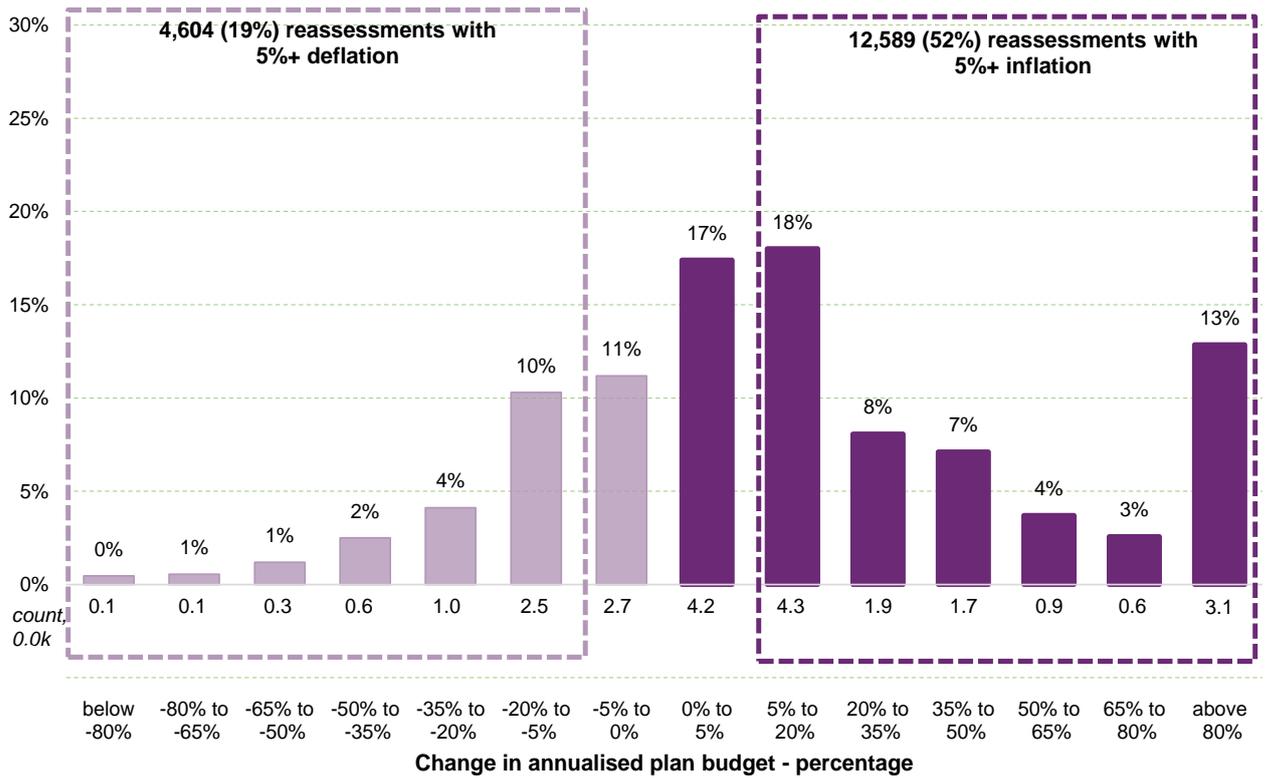
²²⁷ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

²²⁸ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

²²⁹ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

²³⁰ The September 2022 inflation number has had minor restatement from 24.9 per cent from the previous report.

Figure I.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Western Australia ²³¹



²³¹ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix J:

South Australia

Part One: Participants and their plans

Table J.1 Active participants by quarter of entry, plan and entry type – South Australia ²³²

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	63,194	2,247	65,441
Active Eligible - Total	50,152	1,720	51,872
<i>Active Eligible - New</i>	34,575	1,695	36,270
<i>Active Eligible - State</i>	12,686	11	12,697
<i>Active Eligible - Commonwealth</i>	2,891	14	2,905
Active Participant Plans (excl ECA) - Total	49,421	1,651	51,072
<i>Active Participant Plans (excl ECA) - New</i>	33,930	1,622	35,552
<i>Active Participant Plans (excl ECA) - State</i>	12,616	<11	12,626
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,875	19	2,894
Active Participant Plans - Total	50,398	2,722	52,143
<i>Active Participant Plans - Early Intervention (s25)</i>	16,482	760	17,242
<i>Active Participant Plans - Permanent Disability (s24)</i>	32,939	891	33,830
<i>Active Participant Plans - ECA</i>	977	1,071	1,071

Table J.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – South Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	3,608
<i>Early Intervention participants</i>	1,603
<i>Permanent disability participants</i>	2,005

²³² The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table J.3 Assessment of access by age group and gender – South Australia ²³³

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	13,087	97%	5,336	97%	97	90%	18,520	97%
7 to 14	7,711	90%	3,834	90%	184	91%	11,729	90%
15 to 18	1,534	91%	1,034	89%	97	92%	2,665	90%
19 to 24	1,543	90%	1,006	85%	100	88%	2,649	88%
25 to 34	2,177	88%	1,605	83%	110	87%	3,892	86%
35 to 44	2,165	86%	1,728	77%	105	88%	3,998	82%
45 to 54	2,814	82%	2,459	72%	137	79%	5,410	78%
55 to 64	3,555	78%	3,066	66%	151	69%	6,772	72%
65+	129	58%	127	55%	12	60%	268	56%
Missing	224	45%	153	31%	40	78%	417	40%
Total	34,939	89%	20,348	81%	1,033	83%	56,320	86%

Table J.4 Assessment of access by primary disability group and gender – South Australia ²³⁴

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	1,300	94%	704	92%	45	90%	2,049	93%
Autism	14,712	98%	6,166	99%	367	97%	21,245	98%
Cerebral palsy	724	97%	602	97%	27	93%	1,353	97%
Developmental delay	3,619	97%	1,479	96%	26	93%	5,124	97%
Global developmental delay	1,390	99%	634	99%	<11	n/a	2,034	99%
Hearing impairment	990	91%	1,014	89%	37	88%	2,041	90%
Intellectual disability	5,009	96%	3,825	95%	247	95%	9,081	95%
Multiple sclerosis	280	92%	717	88%	18	78%	1,015	89%
Psychosocial disability	2,196	70%	1,730	58%	64	59%	3,990	64%
Spinal cord injury	335	97%	170	97%	20	100%	525	97%
Stroke	416	85%	307	83%	20	87%	743	84%
Visual impairment	432	86%	413	84%	19	90%	864	85%
Other neurological	1,192	81%	969	79%	24	86%	2,185	80%
Other physical	1,132	55%	1,008	40%	52	44%	2,192	47%
Other sensory/speech	598	54%	217	45%	<11	n/a	820	51%
Other	438	48%	257	27%	12	29%	707	37%
Missing	176	91%	136	95%	40	100%	352	94%
Total	34,939	89%	20,348	81%	1,033	83%	56,320	86%

²³³ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 417 records that have a missing access decision date.

²³⁴ Ibid.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,072	6%	143	9%	3,215	6%
Non-First Nations Participants	39,538	80%	1,415	86%	40,953	80%
Not Stated	6,811	14%	93	6%	6,904	14%
Total	49,421	100%	1,651	100%	51,072	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ²³⁵

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,567	7%	109	7%	3,676	7%
Not culturally and linguistically diverse	45,813	93%	1,542	93%	47,355	93%
Not stated	41	0%	<11	n/a	41	0%
Total	49,421	100%	1,651	100%	51,072	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 31 March 2023 – South Australia ²³⁶

Age group	Total number of active participants
Under 45	<11
45 to 54	13
55 to 64	90
Total YPIRAC (under 65)	105

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ²³⁷

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	11	231
Jun-20	-12	219
Sep-20	3	222
Dec-20	-3	219
Mar-21	-21	198
Jun-21	-4	194
Sep-21	-16	178
Dec-21	-7	171
Mar-22	-14	157
Jun-22	-12	145
Sep-22	-13	132
Dec-22	-14	118
Mar-23	-13	105

²³⁵ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

²³⁶ There are a further 129 active participants aged 65 years or over who are currently in residential aged care.

²³⁷ 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.

Table J.9 Participant profile per quarter by remoteness – South Australia ²³⁸

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	37,384	76%	1,223	74%	38,607	76%
Population > 50,000	851	2%	31	2%	882	2%
Population between 15,000 and 50,000	4,365	9%	170	10%	4,535	9%
Population between 5,000 and 15,000	1,713	3%	51	3%	1,764	3%
Population less than 5,000	3,873	8%	116	7%	3,989	8%
Remote	872	2%	45	3%	917	2%
Very Remote	361	1%	15	1%	376	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	49,421	100%	1,651	100%	51,072	100%

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{239 240 241}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	20,069	41%	590	36%	20,659	40%
Intellectual disability	8,444	17%	85	5%	8,529	17%
Psychosocial disability	3,555	7%	127	8%	3,682	7%
Developmental delay	3,727	8%	411	25%	4,138	8%
Hearing impairment	1,881	4%	48	3%	1,929	4%
Other neurological	1,664	3%	52	3%	1,716	3%
Other physical	1,752	4%	41	2%	1,793	4%
Cerebral palsy	1,272	3%	<11	n/a	1,279	3%
Acquired brain injury	1,706	3%	57	3%	1,763	3%
Global developmental delay	1,637	3%	121	7%	1,758	3%
Visual impairment	801	2%	11	1%	812	2%
Multiple sclerosis	923	2%	20	1%	943	2%
Stroke	636	1%	23	1%	659	1%
Spinal cord injury	450	1%	12	1%	462	1%
Other	541	1%	44	3%	585	1%
Other sensory/speech	363	1%	<11	n/a	365	1%
Total	49,421	100%	1,651	100%	51,072	100%

²³⁸ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²³⁹ Table order based on national proportions in Table E.10 (highest to lowest).

²⁴⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁴¹ Down syndrome is included in intellectual disability, representing 2% (798) of all Scheme participants in South Australia.

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{242 243}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	375	13%	<11	n/a	375	13%
Intellectual disability	1,479	51%	<11	n/a	1,480	51%
Psychosocial disability	232	8%	<11	n/a	232	8%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	172	6%	<11	n/a	174	6%
Other physical	29	1%	<11	n/a	29	1%
Cerebral palsy	199	7%	<11	n/a	199	7%
Acquired brain injury	266	9%	<11	n/a	267	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	12	0%	<11	n/a	12	0%
Multiple sclerosis	51	2%	<11	n/a	51	2%
Stroke	54	2%	<11	n/a	55	2%
Spinal cord injury	16	1%	<11	n/a	16	1%
Other	30	1%	<11	n/a	30	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,915	100%	<11	n/a	2,920	100%

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ²⁴⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	19,694	42%	590	36%	20,284	42%
Intellectual disability	6,965	15%	84	5%	7,049	15%
Psychosocial disability	3,323	7%	127	8%	3,450	7%
Developmental delay	3,727	8%	411	25%	4,138	9%
Hearing impairment	1,881	4%	48	3%	1,929	4%
Other neurological	1,492	3%	50	3%	1,542	3%
Other physical	1,723	4%	41	2%	1,764	4%
Cerebral palsy	1,073	2%	<11	n/a	1,080	2%
Acquired brain injury	1,440	3%	56	3%	1,496	3%
Global developmental delay	1,637	4%	121	7%	1,758	4%
Visual impairment	789	2%	11	1%	800	2%
Multiple sclerosis	872	2%	20	1%	892	2%
Stroke	582	1%	22	1%	604	1%
Spinal cord injury	434	1%	12	1%	446	1%
Other	511	1%	44	3%	555	1%
Other sensory/speech	363	1%	<11	n/a	365	1%
Total	46,506	100%	1,646	100%	48,152	100%

²⁴² The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁴³ Down syndrome is included in intellectual disability, representing 7% (200) of participants in SIL.

²⁴⁴ Down syndrome is included in intellectual disability, representing 1% (598) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,425	9%	349	21%	4,774	9%
2 (High Function)	87	0%	<11	n/a	91	0%
3 (High Function)	2,526	5%	126	8%	2,652	5%
4 (High Function)	2,308	5%	46	3%	2,354	5%
5 (High Function)	3,163	6%	127	8%	3,290	6%
6 (Moderate Function)	13,880	28%	535	32%	14,415	28%
7 (Moderate Function)	2,434	5%	55	3%	2,489	5%
8 (Moderate Function)	3,175	6%	61	4%	3,236	6%
9 (Moderate Function)	240	0%	<11	n/a	249	0%
10 (Moderate Function)	4,834	10%	123	7%	4,957	10%
11 (Low Function)	1,611	3%	<11	n/a	1,621	3%
12 (Low Function)	5,624	11%	128	8%	5,752	11%
13 (Low Function)	4,470	9%	75	5%	4,545	9%
14 (Low Function)	581	1%	<11	n/a	584	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	58	0%	<11	n/a	58	0%
Total	49,421	100%	1,651	100%	51,072	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	6,481	13%	659	40%	7,140	14%
7 to 14	14,168	29%	318	19%	14,486	28%
15 to 18	5,186	10%	88	5%	5,274	10%
19 to 24	4,302	9%	49	3%	4,351	9%
25 to 34	3,824	8%	106	6%	3,930	8%
35 to 44	3,656	7%	108	7%	3,764	7%
45 to 54	4,266	9%	126	8%	4,392	9%
55 to 64	5,281	11%	192	12%	5,473	11%
65+	2,257	5%	<11	n/a	2,262	4%
Total	49,421	100%	1,651	100%	51,072	100%

Table J.15 Participation rates by age group and gender at 31 March 2023 – South Australia ²⁴⁵

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0-6	6.9%	3.2%	5.1%
7-14	11.3%	5.1%	8.4%
15-18	7.8%	4.2%	6.2%
19-24	4.0%	2.3%	3.3%
25-44	1.8%	1.3%	1.6%
45-64	2.3%	2.0%	2.2%
Total (aged 0 to 64)	4.1%	2.4%	3.3%

²⁴⁵ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables J.16 to J.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table J.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=4,199), 'participant social and community engagement rate' (n=4,220), 'parent and carer employment rate' (n=3,218) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,500) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - South Australia ²⁴⁶

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	19%	23%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	31%	26%
Participant employment rate - Aged 45 to 54 years	29%	30%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	12%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	37%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	41%	35%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	39%	39%	41%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	48%	50%	50%
Parent and carer employment rate - Aged 15+ years	42%	43%	42%	50%
Parent and carer employment rate - All ages	45%	46%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	70%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	73%	75%

²⁴⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table J.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=3,575), 'participant social and community engagement rate' (n=3,586), 'parent and carer employment rate' (n=2,182) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,213) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - South Australia²⁴⁷

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	21%	28%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	34%	32%	26%
Participant employment rate - Aged 35 to 44 years	34%	34%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	27%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	18%	15%	26%
Participant employment rate - Aged 65+ years	15%	13%	11%	12%	26%
Participant employment rate - Aged 25 to 64 years	28%	29%	26%	26%	26%
Participant employment rate - Aged 15 to 64 years	25%	26%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	35%	34%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	41%	44%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	37%	36%	41%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	42%	35%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	36%	36%	38%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	40%	39%	46%
Participant social and community engagement rate - Aged 25+ years	39%	39%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	37%	38%	38%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	50%	51%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	51%	45%	50%
Parent and carer employment rate - All ages	46%	50%	51%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	75%	75%

²⁴⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table J.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=2,410), 'participant social and community engagement rate' (n=2,418), 'parent and carer employment rate' (n=1,202) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,647) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - South Australia ²⁴⁸

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	24%	21%	28%	26%
Participant employment rate - Aged 25 to 34 years	41%	41%	37%	30%	39%	26%
Participant employment rate - Aged 35 to 44 years	36%	36%	32%	29%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	26%	27%	28%	26%	26%
Participant employment rate - Aged 55 to 64 years	24%	24%	22%	19%	18%	26%
Participant employment rate - Aged 65+ years	16%	14%	12%	7%	10%	26%
Participant employment rate - Aged 25 to 64 years	32%	31%	29%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	28%	28%	28%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	38%	34%	32%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	42%	43%	50%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	41%	43%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	45%	46%	44%	39%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	40%	37%	41%	39%	46%
Participant social and community engagement rate - Aged 65+ years	32%	29%	20%	28%	34%	46%
Participant social and community engagement rate - Aged 25+ years	40%	40%	38%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	40%	37%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	48%	54%	50%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	50%	44%	43%	50%
Parent and carer employment rate - All ages	45%	46%	49%	50%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	66%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	65%	72%	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	69%	72%	75%	75%

²⁴⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table J.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=623), 'participant social and community engagement rate' (n=629), 'parent and carer employment rate' (n=570) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=492) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - South Australia²⁴⁹

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	7%	9%	17%	25%	30%	29%	26%
Participant employment rate - Aged 25 to 34 years	37%	38%	44%	16%	38%	31%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	36%	33%	33%	19%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	20%	12%	6%	12%	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	30%	29%	32%	24%	23%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	27%	25%	26%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	34%	39%	40%	39%	34%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	57%	50%	58%	52%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	33%	32%	40%	46%	39%	35%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	45%	50%	43%	49%	46%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	43%	47%	48%	46%	46%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	43%	45%	44%	44%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	54%	57%	53%	42%	55%	50%
Parent and carer employment rate - Aged 15+ years	49%	52%	58%	70%	49%	52%	50%
Parent and carer employment rate - All ages	48%	53%	57%	60%	45%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	64%	66%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	80%	73%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	67%	71%	72%	73%	75%

²⁴⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table J.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=50), 'participant social and community engagement rate' (n=51), 'parent and carer employment rate' (n=195) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=56) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - South Australia ²⁵⁰

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	46%	56%	64%	63%	67%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	46%	58%	62%	62%	66%	72%	75%

²⁵⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

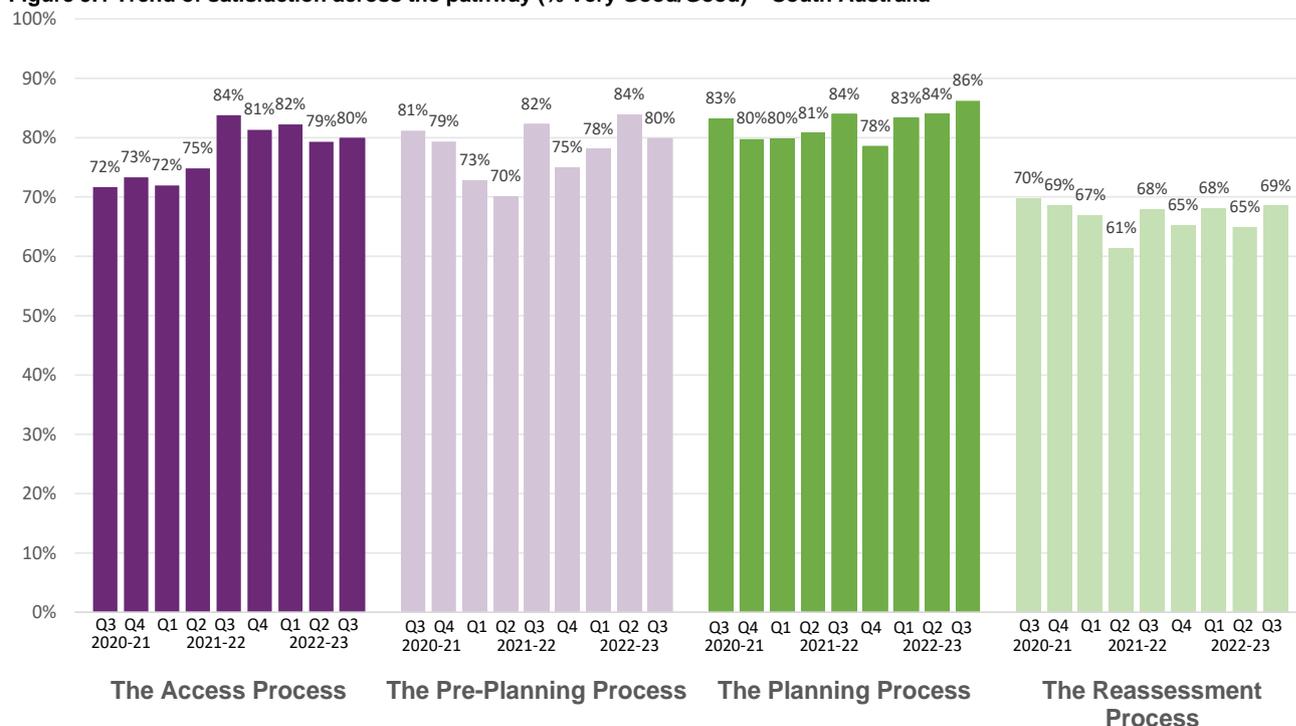
Part Three: Participant experience

Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 1,061 in Prior Quarters, n = 119 in 2022-23 Q3), 'Pre-planning' (n = 913 in Prior Quarters, n = 94 in 2022-23 Q3), 'Planning' (n = 3,748 in Prior Quarters, n = 362 in 2022-23 Q3) and 'Plan reassessment' (n = 10,396 in Prior Quarters, n = 1,381 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia²⁵¹

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	86%	88%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	75%	80%
Access - % of participants rating their overall experience as Very Good or Good.	77%	80%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	83%
Pre-planning - Did you understand why you needed to give the information you did?	94%	90%
Pre-planning - Were decisions about your plan clearly explained?	78%	79%
Pre-planning - Are you clear on what happens next with your plan?	67%	71%
Pre-planning - Do you know where to go for more help with your plan?	69%	72%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	80%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	89%
Planning - Did you understand why you needed to give the information you did?	97%	96%
Planning - Were decisions about your plan clearly explained?	86%	88%
Planning - Are you clear on what happens next with your plan?	82%	85%
Planning - Do you know where to go for more help with your plan?	87%	88%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	81%	80%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	84%	84%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	69%

²⁵¹ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure J.1 Trend of satisfaction across the pathway (% Very Good/Good) – South Australia ²⁵²



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table J.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table J.23 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.

²⁵² Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

Table J.22 Complaints by quarter – South Australia ^{253 254}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	31	<11	33	29
People who have submitted an access request: Complaint about LAC Partner	328	30	358	313
People who have submitted an access request: Complaints about service providers	647	51	698	581
People who have submitted an access request: Complaints about the Agency	12,946	525	13,471	6,733
People who have submitted an access request: Critical/ Reportable Incident	2,295	350	2,645	1,841
People who have submitted an access request: Unclassified	505	<11	505	468
People who have submitted an access request: Total	16,752	958	17,710	8,508
<i>Percentage of the number of active participants</i>	<i>9.1%</i>	<i>7.6%</i>	<i>9.0%</i>	<i>n/a</i>

Figure J.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

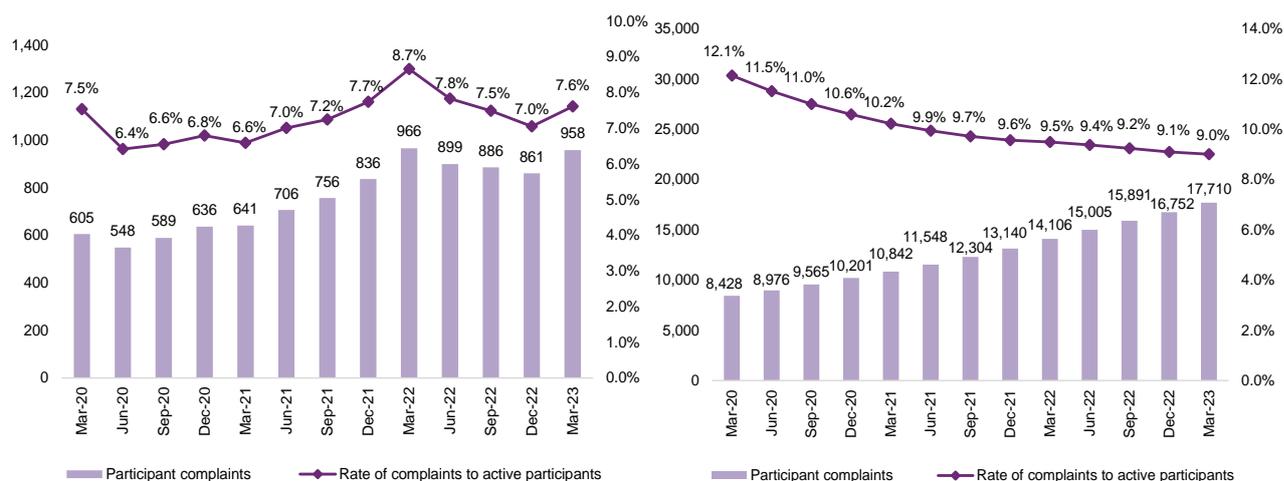


Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ²⁵⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	553	4%	<11	n/a	553	4%
Complaints about the Agency - Information unclear	290	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	226	2%	34	6%	260	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	582	4%	47	9%	629	5%
Complaints about the Agency - NDIA Fraud and Compliance	32	0%	<11	n/a	37	0%
Complaints about the Agency - NDIA Plan	2,176	17%	212	40%	2,388	18%
Complaints about the Agency - NDIA Process	795	6%	65	12%	860	6%
Complaints about the Agency - NDIA Resources	73	1%	<11	n/a	77	1%
Complaints about the Agency - NDIA Staff	447	3%	52	10%	499	4%
Complaints about the Agency - NDIA Timeliness	1,681	13%	98	19%	1,779	13%
Complaints about the Agency - Participation, engagement and inclusion	53	0%	<11	n/a	53	0%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	1,163	9%	<11	n/a	1,163	9%

²⁵³ Note that 58% of all complainants made only one complaint, 20% made two complaints and 22% made three or more complaints.

²⁵⁴ 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.

²⁵⁵ There are 16,752 total participant complaints in Prior Quarters, 958 total participant complaints in 2022-23 Q3, and 17,710 total participant complaints as at 31 March 2023, including 505 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Staff conduct - Agency	140	1%	<11	n/a	140	1%
Complaints about the Agency - The way the NDIA carried out its decision making	294	2%	<11	n/a	299	2%
Complaints about the Agency - Timeliness	2,949	23%	<11	n/a	2,949	22%
Complaints about the Agency - Other	1,469	11%	<11	n/a	1,470	11%
Complaints about the Agency - Total	12,946	100%	525	100%	13,471	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	12	39%	<11	n/a	12	36%
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	31	100%	<11	n/a	33	100%
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	69	21%	<11	n/a	73	20%
Complaints about LAC Partner - LAC Process	44	13%	<11	n/a	47	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	163	50%	20	67%	183	51%
Complaints about LAC Partner - LAC Timeliness	48	15%	<11	n/a	50	14%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	328	100%	30	100%	358	100%
Complaints about service providers - Provider Costs	31	5%	<11	n/a	31	4%
Complaints about service providers - Provider Finance	36	6%	<11	n/a	42	6%
Complaints about service providers - Provider Fraud and Compliance	48	7%	<11	n/a	56	8%
Complaints about service providers - Provider Process	35	5%	<11	n/a	35	5%
Complaints about service providers - Provider Service	206	32%	23	45%	229	33%
Complaints about service providers - Provider Staff	87	13%	13	25%	100	14%
Complaints about service providers - Service Delivery	35	5%	<11	n/a	35	5%
Complaints about service providers - Staff Conduct	41	6%	<11	n/a	41	6%
Complaints about service providers - Supports being provided	47	7%	<11	n/a	47	7%
Complaints about service providers - Other	81	13%	<11	n/a	82	12%
Complaints about service providers - Total	647	100%	51	100%	698	100%
Critical/ Reportable Incident - Allegations against a provider	659	29%	108	31%	767	29%
Critical/ Reportable Incident - Allegations against Informal Supports	320	14%	111	32%	431	16%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	382	17%	45	13%	427	16%
Critical/ Reportable Incident - Provider reporting	932	41%	85	24%	1,017	38%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,295	100%	350	100%	2,645	100%

Table J.24 AAT Cases by category at 31 March 2023 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	253	15%	18	16%	271	15%
Plan	1,321	77%	87	76%	1,408	77%
Plan Reassessment	44	3%	<11	n/a	46	3%
Other	90	5%	<11	n/a	98	5%
Total cases	1,708	100%	115	100%	1,823	100%
Percentage of the number of active participants	<i>n/a</i>	0.93%	<i>n/a</i>	0.91%	<i>n/a</i>	0.93%

Figure J.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – South Australia

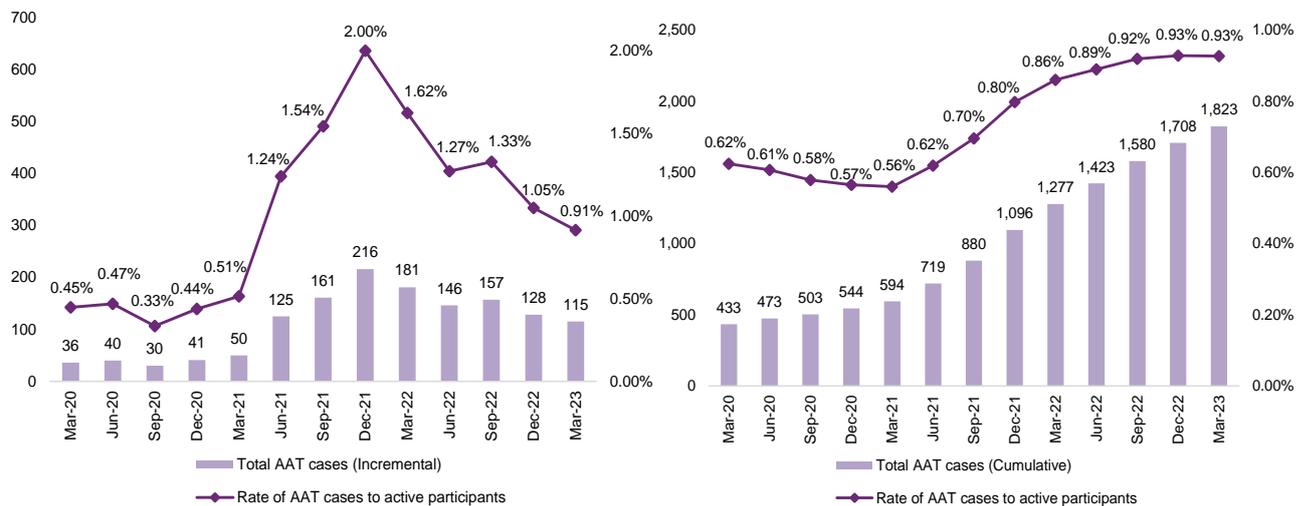


Table J.25 AAT cases by open/closed and decision – South Australia^{256 257}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,823	1,646
Open AAT Cases	363	359
Closed AAT Cases	1,460	1,320
<i>Resolved before hearing</i>	<i>1,438</i>	<i>1,301</i>
<i>Gone to hearing and received a substantive decision</i>	<i>22</i>	<i>19</i>

²⁵⁶ Of the 22 cases which went to hearing and received a substantive decision: 12 affirmed the Agency’s decision, 5 varied the Agency’s decision and 5 set aside the Agency’s decision.

²⁵⁷ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table J.26 Key markets indicators by quarter – South Australia ^{258 259}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	0.99	0.99
Number of providers delivering new types of supports	191	190
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	84%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	98%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	96%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	94%	93%

Table J.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – South Australia ²⁶⁰

Activity	Number of providers
Active for the first time in 2022-23 Q3	56
Active in 2022-23 Q3 and also in previous quarters	926
Active in 2022-23 Q3	982
Inactive in 2022-23 Q3	2,086
Active ever	3,068

Table J.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – South Australia ²⁶¹

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	164	32	18	214
\$2,001-\$10,000	180	14	15	209
\$10,001-\$100,000	245	8	21	274
\$100,001-\$250,000	90	<5	<5	91
\$250,000+	193	<5	<5	194
Total	872	54	56	982

Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia ²⁶²

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	11%	12%	11%
Health & Wellbeing	62%	66%	62%
Lifelong Learning	29%	29%	29%
Other	18%	19%	18%
Non-categorised	17%	12%	16%
Any mainstream service	94%	94%	94%

²⁵⁸ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁵⁹ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁶⁰ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²⁶¹ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

²⁶² Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table J.30 and Figures J.11 to J.19, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table J.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – South Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.2%	2.4%
\$5,001-\$10,000	8.3%	8.8%
\$10,001-\$15,000	12.3%	13.0%
\$15,001-\$20,000	11.9%	12.7%
\$20,001-\$25,000	11.8%	12.5%
\$25,001-\$30,000	5.9%	6.3%
\$30,001-\$50,000	14.1%	15.0%
\$50,001-\$100,000	15.3%	16.1%
\$100,001-\$150,000	6.0%	6.1%
\$150,001-\$200,000	3.1%	3.0%
\$200,001-\$250,000	1.8%	1.4%
\$250,001+	6.6%	2.3%

Figure J.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – South Australia

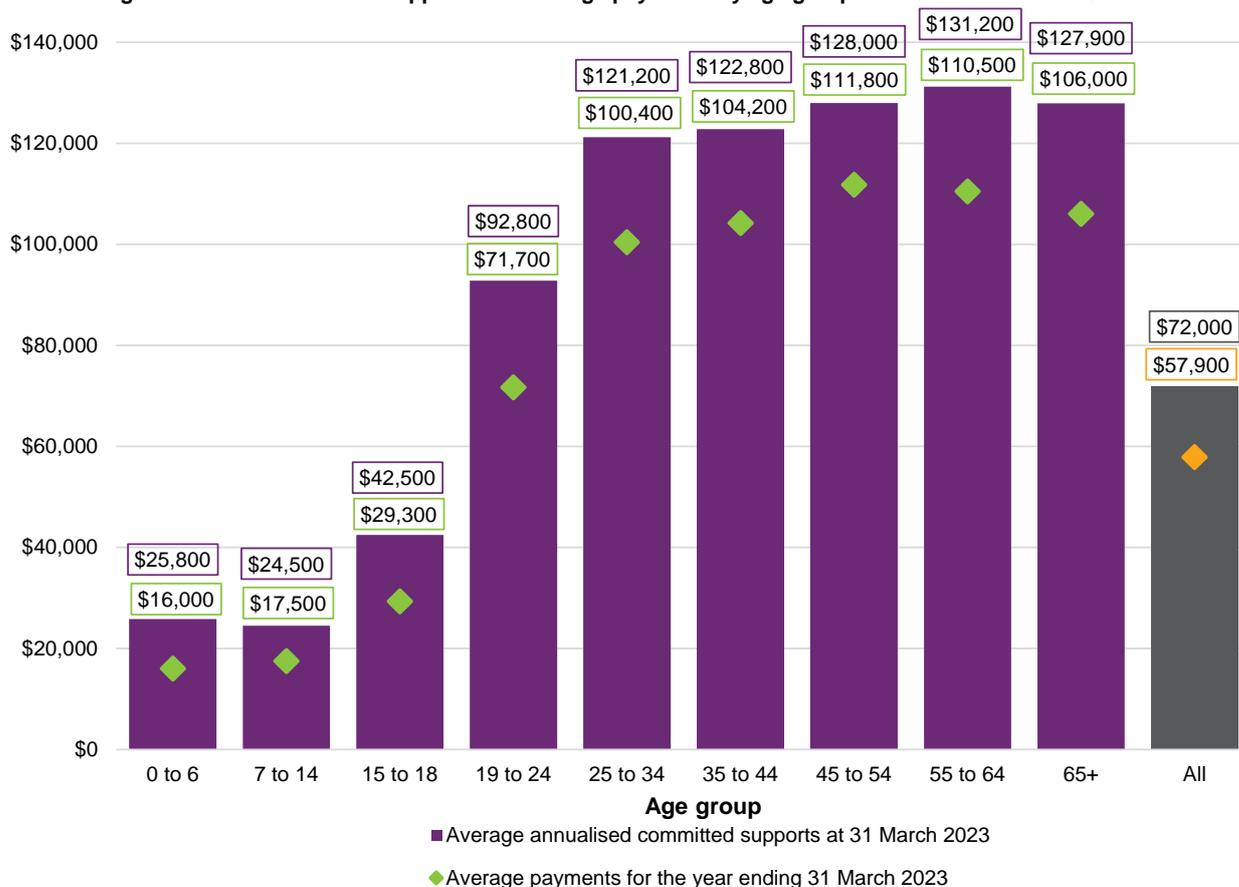


Figure J.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – South Australia

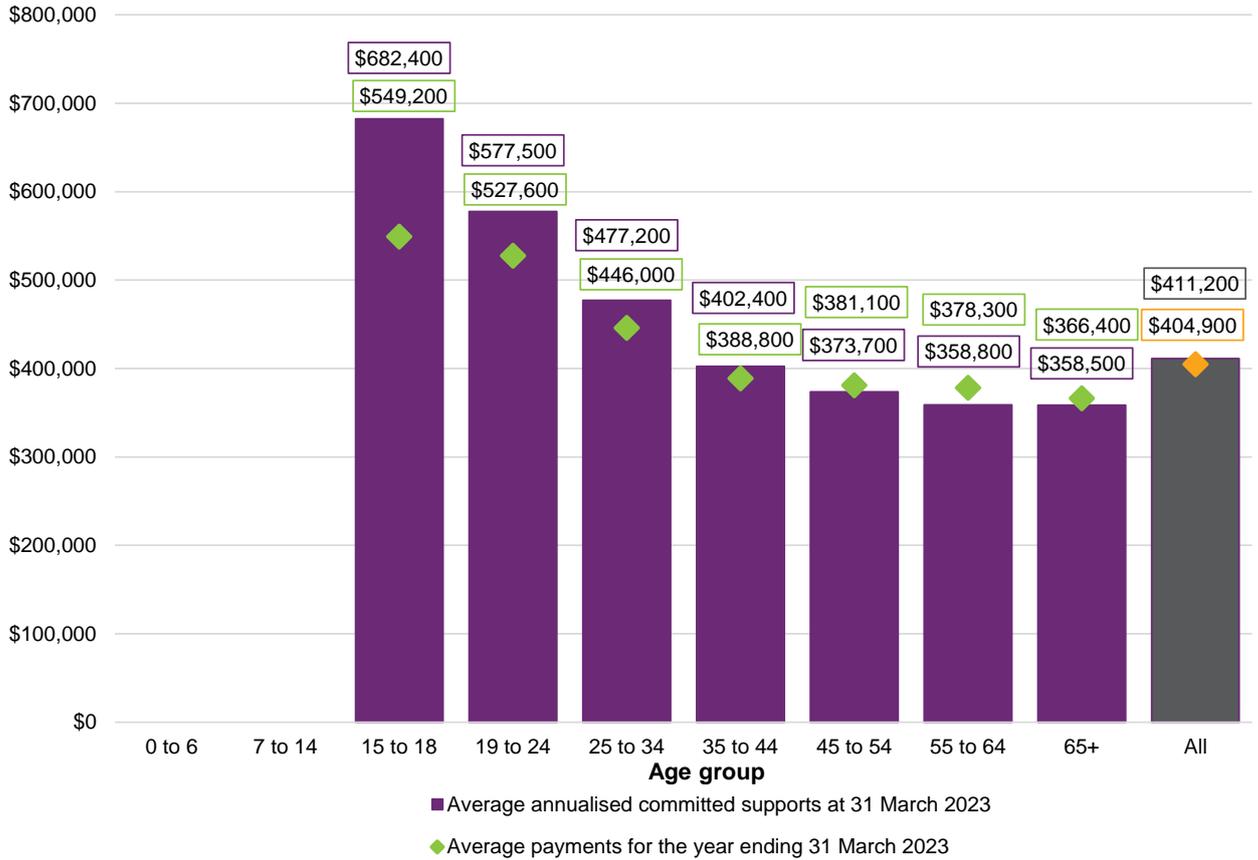


Figure J.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – South Australia

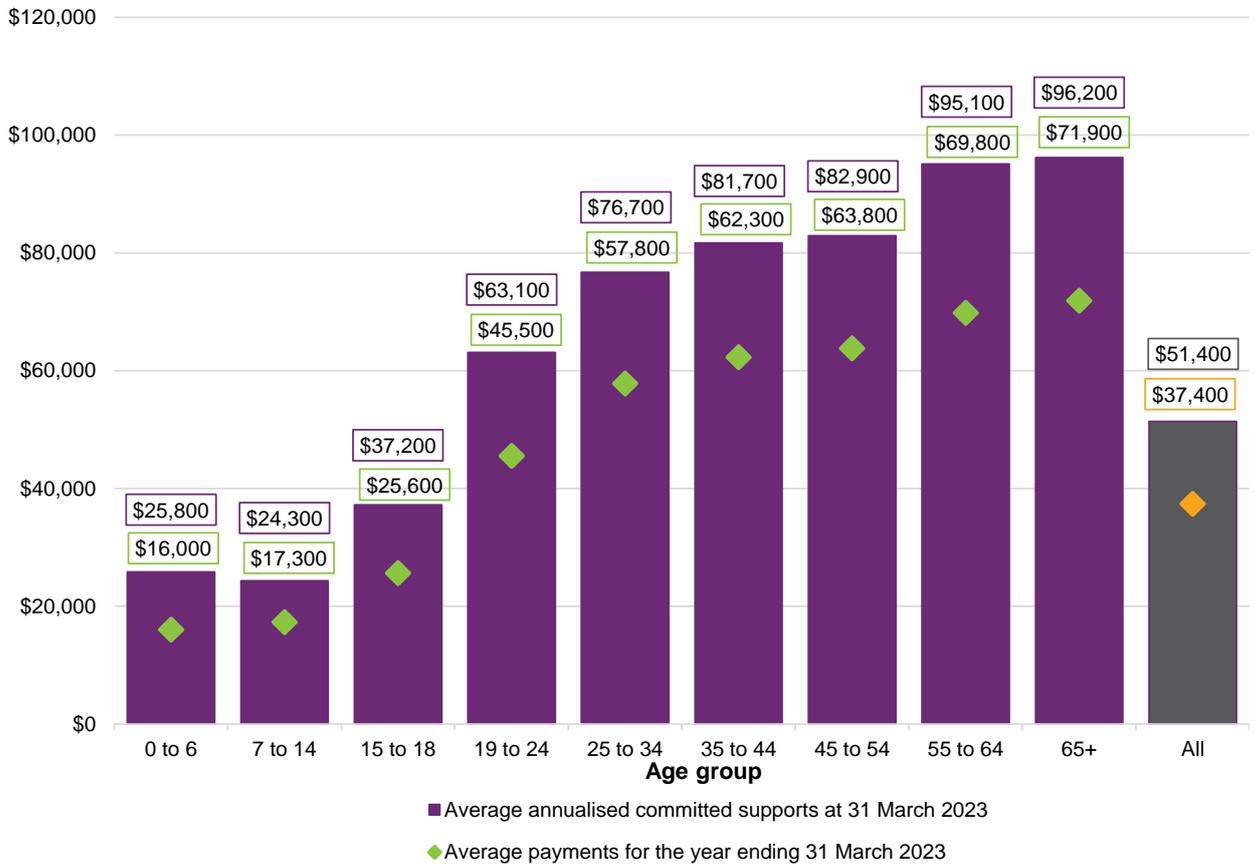


Figure J.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – South Australia

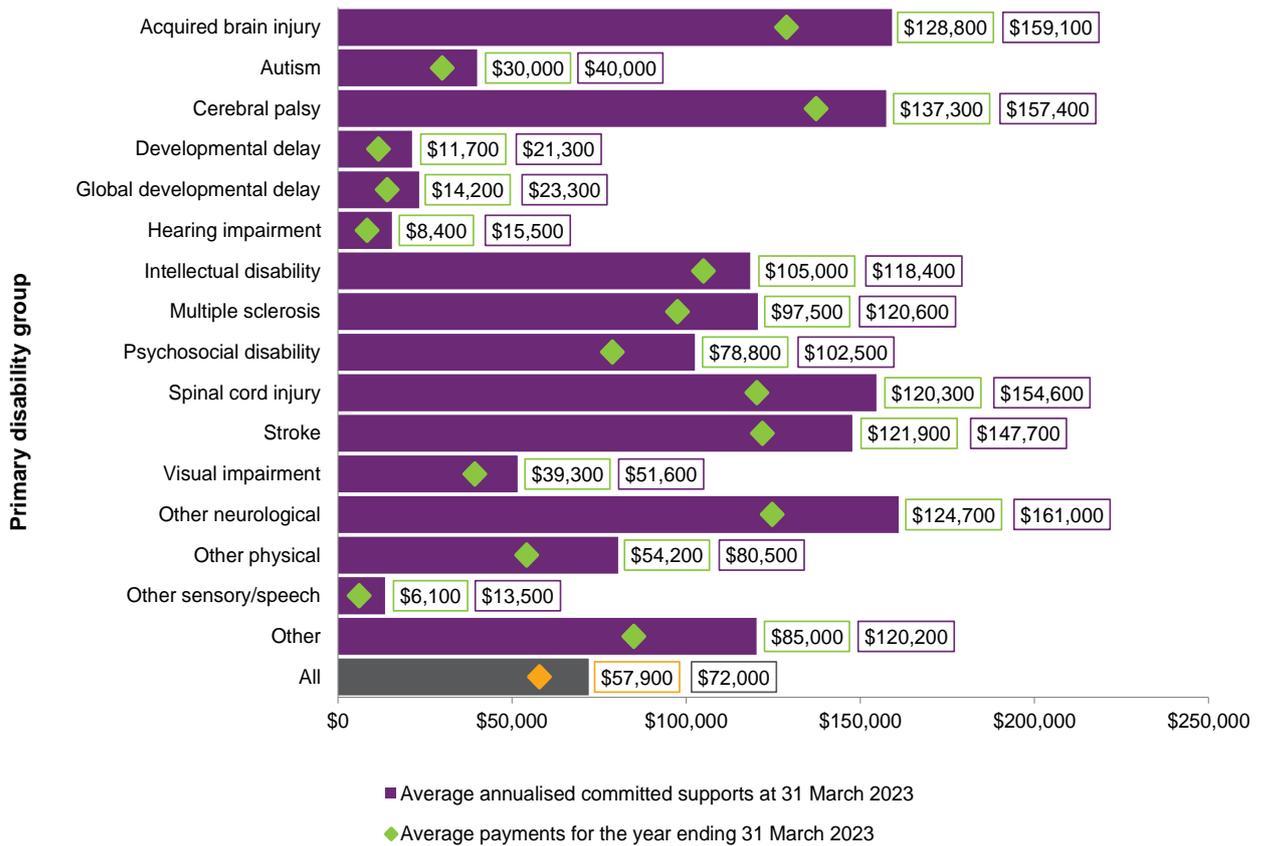


Figure J.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – South Australia

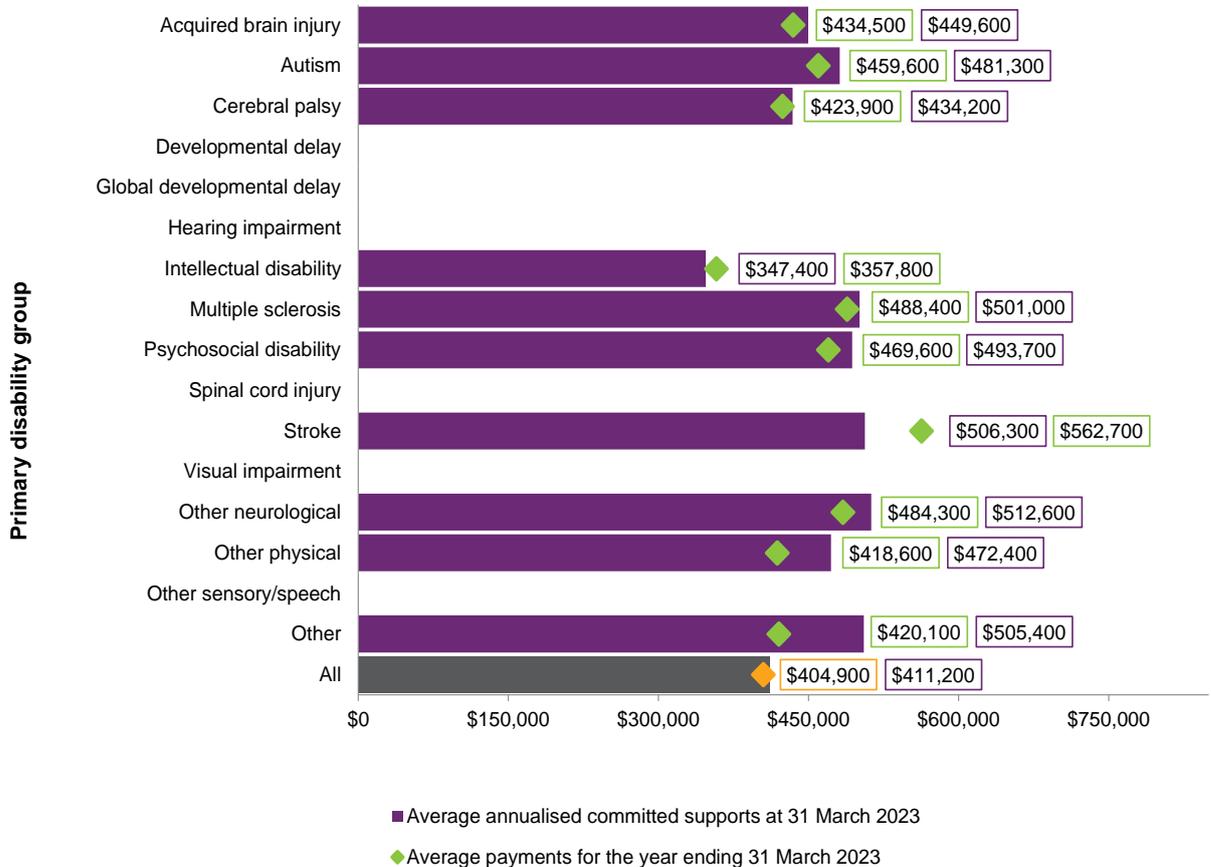


Figure J.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – South Australia

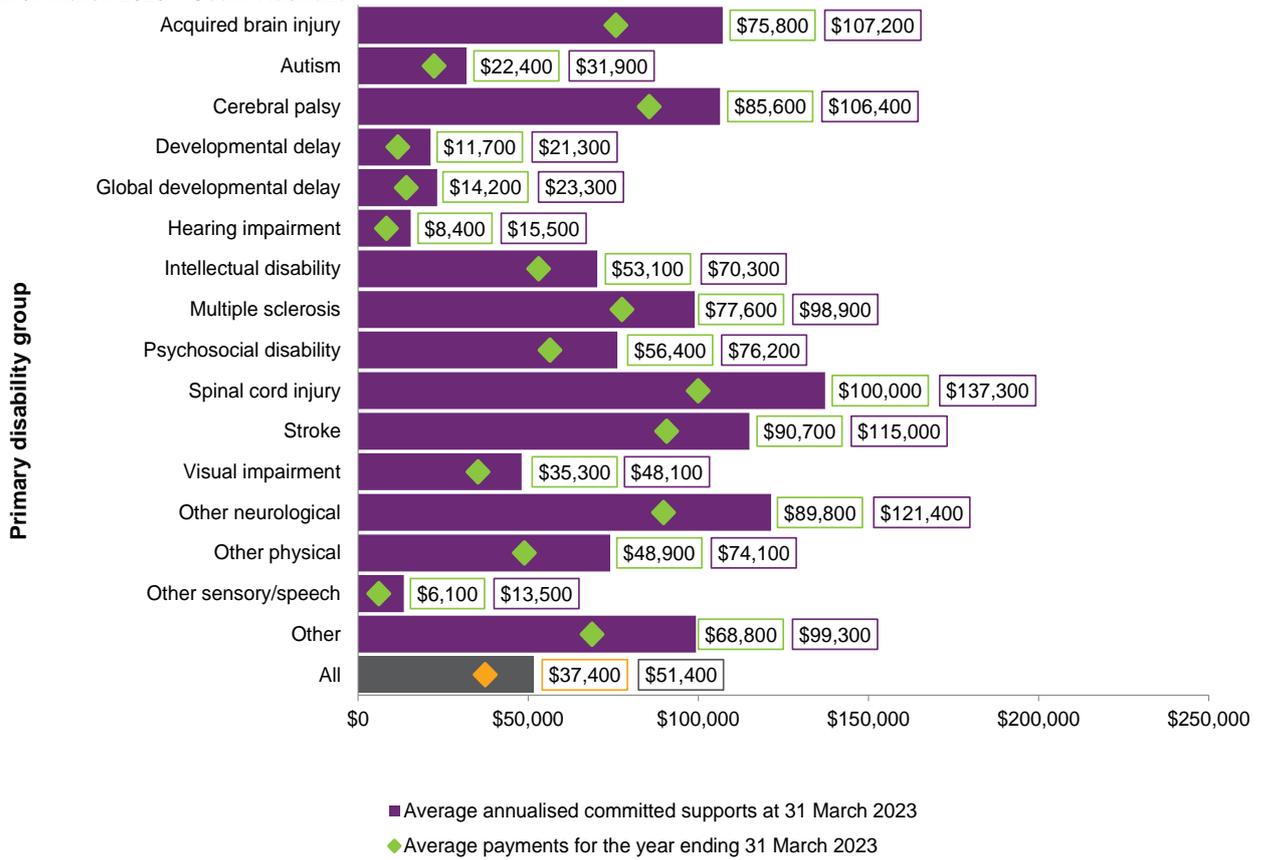


Figure J.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – South Australia

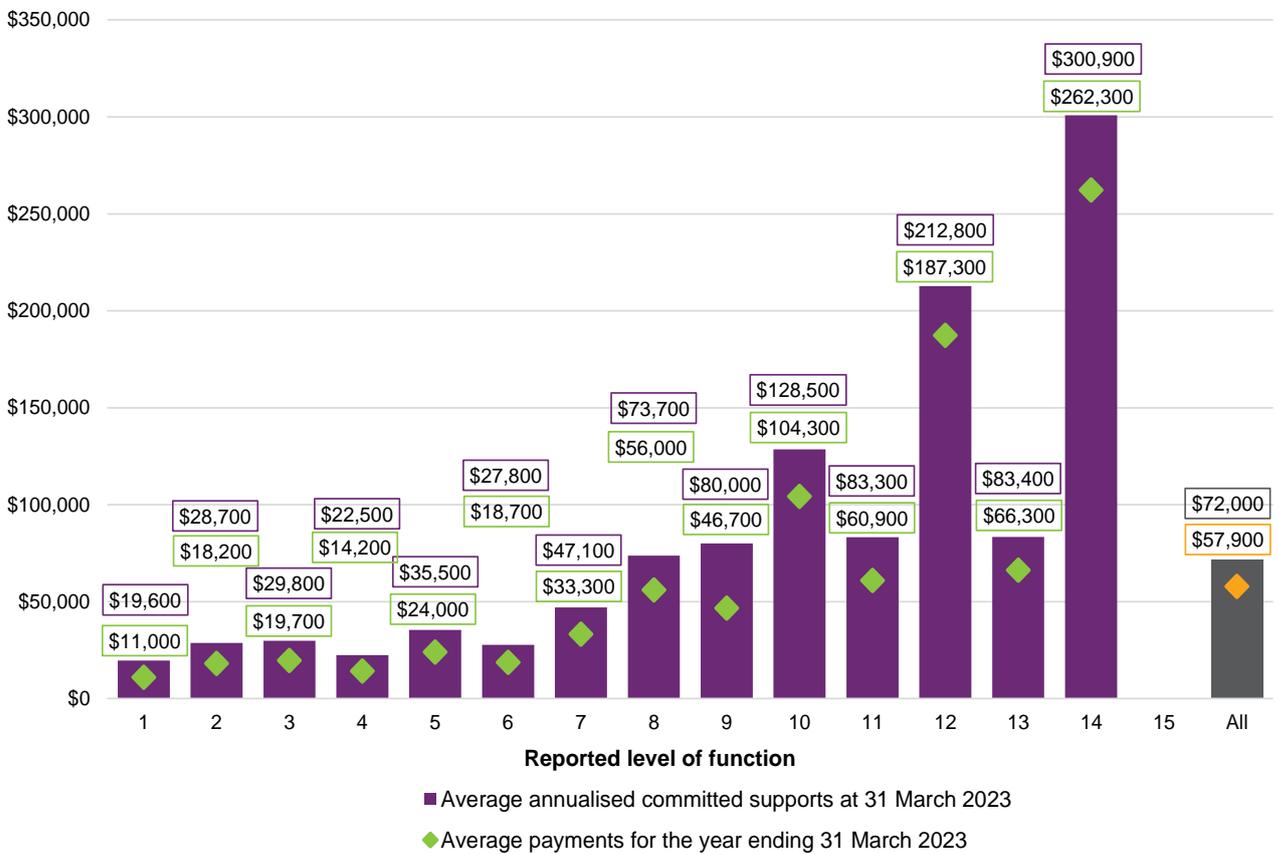


Figure J.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – South Australia



Figure J.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – South Australia

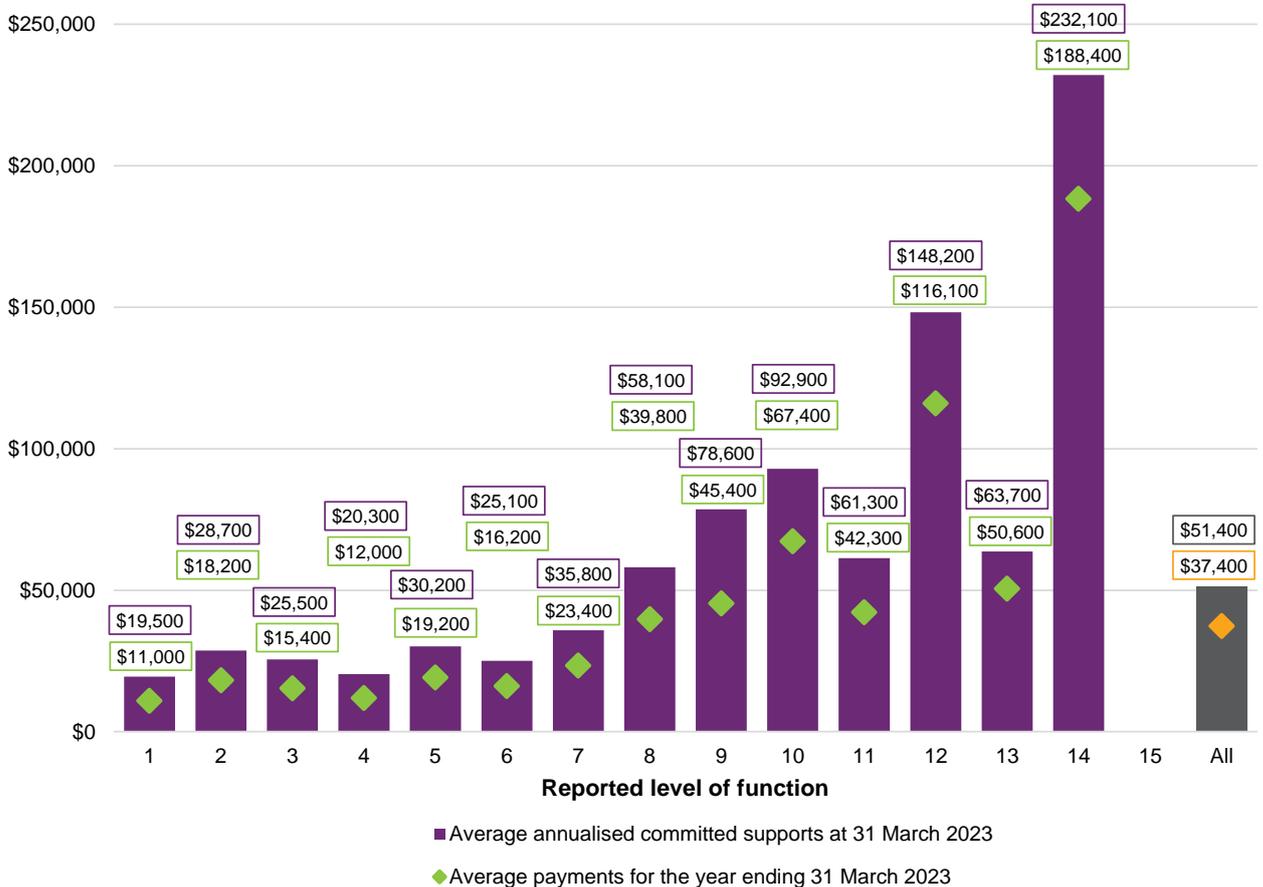


Table J.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – South Australia ^{263 264}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$1,671.1	\$1,866.8
Core: Consumables	\$46.4	\$69.3
Core: Social and Civic	\$426.8	\$687.1
Core: Transport	\$42.9	\$39.0
Capacity Building: Choice and Control	\$47.1	\$52.9
Capacity Building: Daily Activities	\$357.0	\$576.2
Capacity Building: Employment	\$8.7	\$24.5
Capacity Building: Health and Wellbeing	\$1.9	\$4.5
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.2
Capacity Building: Relationships	\$38.4	\$83.6
Capacity Building: Social and Civic	\$4.8	\$17.4
Capacity Building: Support Coordination	\$69.2	\$95.3
Capital: Assistive Technology	\$50.3	\$114.5
Capital: Home Modifications	\$27.6	\$43.3
All	\$2,792.2	\$3,674.7

Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – South Australia ^{265 266}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$902.1	\$880.6
Core: Consumables	\$7.5	\$10.7
Core: Social and Civic	\$89.3	\$164.4
Core: Transport	\$3.8	\$6.8
Capacity Building: Choice and Control	\$3.6	\$4.0
Capacity Building: Daily Activities	\$25.4	\$35.3
Capacity Building: Employment	\$0.2	\$0.7
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.00	\$0.04
Capacity Building: Relationships	\$17.3	\$36.2
Capacity Building: Social and Civic	\$0.3	\$0.7
Capacity Building: Support Coordination	\$13.0	\$18.0
Capital: Assistive Technology	\$8.1	\$16.7
Capital: Home Modifications	\$17.7	\$25.8
All	\$1,088.5	\$1,200.6

²⁶³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

²⁶⁴ Total payments for home modifications in South Australia were \$27.6m. Of which, \$21.0m (76%) has been paid for specialised disability accommodation (SDA) supports, and \$6.6m (24%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$43.3m. Of which, \$32.1m (74%) has been allocated for specialised disability accommodation (SDA) supports, and \$11.1m (26%) has been allocated for non-SDA supports.

²⁶⁵ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

²⁶⁶ Total payments for home modifications in South Australia were \$17.7m. Of which, \$17.57m (99.3%) has been paid for specialised disability accommodation (SDA) supports, and \$0.12m (0.7%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$2.0m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$25.8m. Of which, \$25.1m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.7m (3%) has been allocated for non-SDA supports.

Table J.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – South Australia ^{267 268}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$769.1	\$986.2
Core: Consumables	\$38.8	\$58.6
Core: Social and Civic	\$337.5	\$522.7
Core: Transport	\$39.1	\$32.2
Capacity Building: Choice and Control	\$43.5	\$48.9
Capacity Building: Daily Activities	\$331.5	\$541.0
Capacity Building: Employment	\$8.4	\$23.8
Capacity Building: Health and Wellbeing	\$1.6	\$3.8
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.1
Capacity Building: Relationships	\$21.1	\$47.4
Capacity Building: Social and Civic	\$4.6	\$16.6
Capacity Building: Support Coordination	\$56.2	\$77.3
Capital: Assistive Technology	\$42.2	\$97.8
Capital: Home Modifications	\$9.9	\$17.4
All	\$1,703.7	\$2,474.1

Table J.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ²⁶⁹

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	10.5	48.2	101.8	186.4	370.0	1,157.8	2,123.3	2,769.2	3,154.3	2,778.1
Total Paid	5.7	29.5	62.8	104.5	221.2	793.3	1,490.0	1,997.4	2,412.4	2,031.1
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	76%	73%

Table J.35 Percentage change in plan budgets for active participants – South Australia ^{270 271}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	1.0%	3.6%	4.7%	6.3%	6.7%	9.3%	13.2%	8.8%	10.2%
Interplan Inflation	2.4%	0.5%	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%	8.1%
Total Inflation	3.4%	4.1%	2.6%	4.6%	6.1%	12.8%	21.9%	18.0%	18.3%

²⁶⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

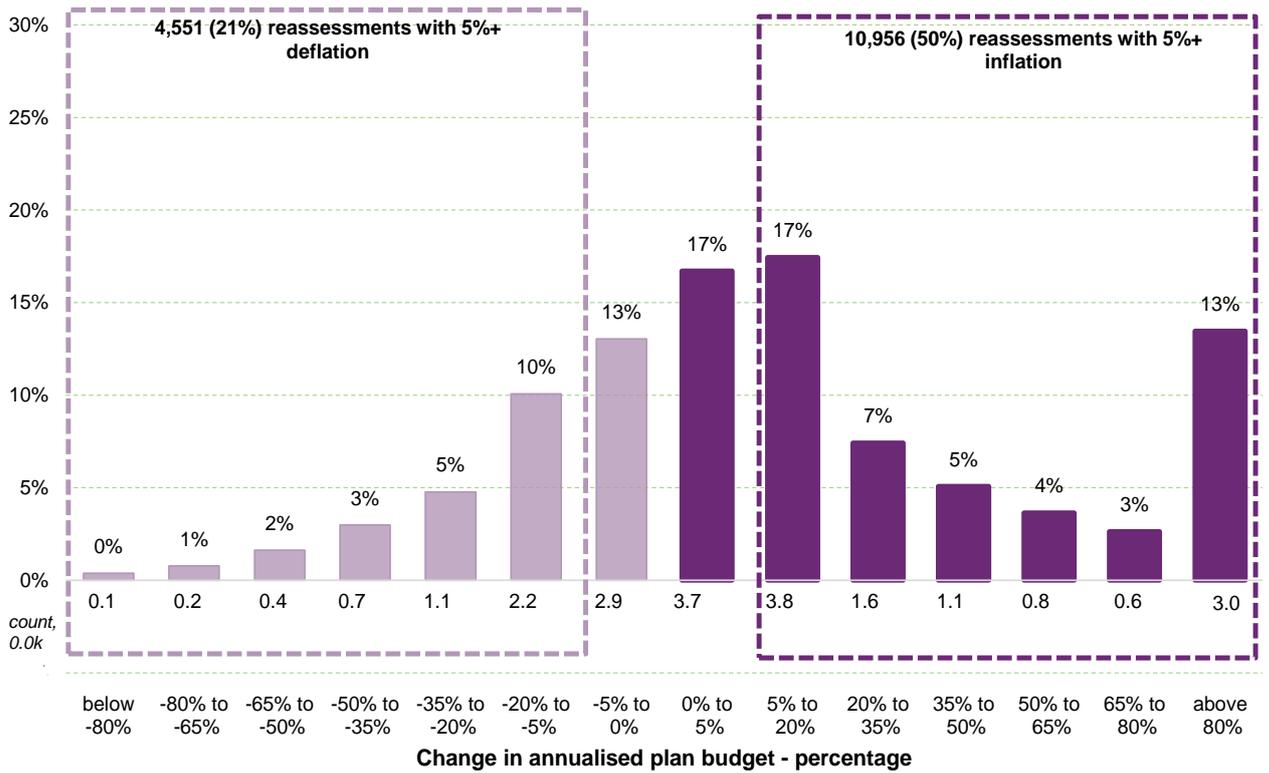
²⁶⁸ Total payments for home modifications in South Australia were \$9.9m. Of which, \$3.4m (35%) has been paid for specialised disability accommodation (SDA) supports, and \$6.5m (65%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$17.4m. Of which, \$7.0m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.4m (60%) has been allocated for non-SDA supports.

²⁶⁹ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

²⁷⁰ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

²⁷¹ The September 2022 inflation number has had minor restatement from 21.7 per cent from the previous report.

Figure J.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – South Australia ²⁷²



²⁷² The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix K:

Tasmania

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems, where it is available. This may lead to restatements of information in future reports.

Due to the combination of data from the old and new ICT systems, the resolution of data in the warehouse has been impacted temporarily for a small number of participants. This has led to a higher than usual number of participants with a missing or not stated status in some tables.

Part One: Participants and their plans

Table K.1 Active participants by quarter of entry, plan and entry type – Tasmania ²⁷³

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	16,048	327	16,375
Active Eligible - Total	12,992	289	13,281
<i>Active Eligible - New</i>	8,588	278	8,866
<i>Active Eligible - State</i>	2,934	<11	2,937
<i>Active Eligible - Commonwealth</i>	1,470	<11	1,478
Active Participant Plans (excl ECA) - Total	12,796	253	13,049
<i>Active Participant Plans (excl ECA) - New</i>	8,412	245	8,657
<i>Active Participant Plans (excl ECA) - State</i>	2,926	<11	2,926
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,458	<11	1,466
Active Participant Plans - Total	12,979	404	13,200
<i>Active Participant Plans - Early Intervention (s25)</i>	3,510	68	3,578
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,286	185	9,471
<i>Active Participant Plans - ECA</i>	183	151	151

Table K.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	685
<i>Early Intervention participants</i>	157
<i>Permanent disability participants</i>	528

²⁷³ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table K.3 Assessment of access by age group and gender – Tasmania ²⁷⁴

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,259	97%	1,018	97%	91	100%	3,368	97%
7 to 14	1,869	90%	915	88%	105	85%	2,889	89%
15 to 18	964	92%	567	90%	30	97%	1,561	91%
19 to 24	524	87%	347	83%	24	96%	895	86%
25 to 34	438	85%	364	76%	18	75%	820	81%
35 to 44	569	85%	523	79%	<11	n/a	1,099	82%
45 to 54	747	85%	732	77%	24	89%	1,503	81%
55 to 64	938	82%	861	73%	34	87%	1,833	77%
65+	29	67%	28	50%	<11	n/a	58	58%
Missing	45	41%	41	48%	<11	n/a	89	44%
Total	8,382	89%	5,396	82%	337	90%	14,115	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania ²⁷⁵

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	337	93%	167	88%	<11	n/a	513	91%
Autism	3,000	96%	1,264	97%	164	93%	4,428	96%
Cerebral palsy	238	96%	205	97%	15	100%	458	96%
Developmental delay	824	96%	355	96%	18	100%	1,197	96%
Global developmental delay	176	99%	69	100%	<11	n/a	248	99%
Hearing impairment	246	90%	240	88%	11	92%	497	89%
Intellectual disability	1,715	95%	1,351	94%	52	98%	3,118	94%
Multiple sclerosis	86	90%	290	92%	<11	n/a	381	92%
Psychosocial disability	629	71%	543	62%	22	73%	1,194	67%
Spinal cord injury	94	95%	41	95%	<11	n/a	136	95%
Stroke	100	84%	93	84%	<11	n/a	198	84%
Visual impairment	112	93%	107	84%	<11	n/a	223	88%
Other neurological	331	83%	272	83%	12	100%	615	83%
Other physical	254	58%	227	43%	<11	n/a	485	50%
Other sensory/speech	31	42%	15	48%	<11	n/a	46	44%
Other	158	53%	109	37%	<11	n/a	274	45%
Missing	51	89%	48	89%	<11	n/a	104	90%
Total	8,382	89%	5,396	82%	337	90%	14,115	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

²⁷⁴ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 89 records that have a missing access decision date.

²⁷⁵ Ibid.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,219	10%	29	11%	1,248	10%
Non-First Nations Participants	9,359	73%	190	75%	9,549	73%
Not Stated	2,218	17%	34	13%	2,252	17%
Total	12,796	100%	253	100%	13,049	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ²⁷⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	360	3%	<11	n/a	363	3%
Not culturally and linguistically diverse	11,081	87%	100	40%	11,181	86%
Not stated	1,355	11%	150	59%	1,505	12%
Total	12,796	100%	253	100%	13,049	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 31 March 2023 – Tasmania ²⁷⁷

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	34
Total YPIRAC (under 65)	44

Table K.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Tasmania ²⁷⁸

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	6	72
Jun-20	4	76
Sep-20	2	78
Dec-20	8	86
Mar-21	1	87
Jun-21	-6	81
Sep-21	-9	72
Dec-21	-7	65
Mar-22	0	65
Jun-22	-6	59
Sep-22	-6	53
Dec-22	-9	44
Mar-23	0	44

²⁷⁶ The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

²⁷⁷ There are a further 48 active participants aged 65 years or over who are currently in residential aged care.

²⁷⁸ 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.

Table K.9 Participant profile per quarter by remoteness – Tasmania ²⁷⁹

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,354	65%	169	67%	8,523	65%
Population between 15,000 and 50,000	2,323	18%	37	15%	2,360	18%
Population between 5,000 and 15,000	59	0%	<11	n/a	60	0%
Population less than 5,000	1,891	15%	44	17%	1,935	15%
Remote	144	1%	<11	n/a	145	1%
Very Remote	23	0%	<11	n/a	24	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	12,796	100%	253	100%	13,049	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{280 281 282}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	4,235	33%	74	29%	4,309	33%
Intellectual disability	2,934	23%	17	7%	2,951	23%
Psychosocial disability	1,094	9%	18	7%	1,112	9%
Developmental delay	992	8%	71	28%	1,063	8%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	475	4%	<11	n/a	484	4%
Other physical	387	3%	<11	n/a	396	3%
Cerebral palsy	430	3%	<11	n/a	431	3%
Acquired brain injury	462	4%	<11	n/a	462	4%
Global developmental delay	219	2%	12	5%	231	2%
Visual impairment	204	2%	<11	n/a	207	2%
Multiple sclerosis	355	3%	<11	n/a	362	3%
Stroke	168	1%	<11	n/a	174	1%
Spinal cord injury	125	1%	<11	n/a	127	1%
Other	207	2%	16	6%	223	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	12,796	100%	253	100%	13,049	100%

²⁷⁹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

²⁸⁰ Table order based on national proportions in Table E.10 (highest to lowest).

²⁸¹ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁸² Down syndrome is included in intellectual disability.

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{283 284}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	146	15%	<11	n/a	146	15%
Intellectual disability	428	45%	<11	n/a	428	45%
Psychosocial disability	127	13%	<11	n/a	128	13%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	48	5%	<11	n/a	50	5%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	70	7%	<11	n/a	70	7%
Acquired brain injury	82	9%	<11	n/a	82	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	11	1%
Stroke	14	1%	<11	n/a	14	1%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	954	100%	<11	n/a	959	100%

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ²⁸⁵

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	4,089	35%	74	30%	4,163	34%
Intellectual disability	2,506	21%	17	7%	2,523	21%
Psychosocial disability	967	8%	17	7%	984	8%
Developmental delay	992	8%	71	29%	1,063	9%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	427	4%	<11	n/a	434	4%
Other physical	379	3%	<11	n/a	388	3%
Cerebral palsy	360	3%	<11	n/a	361	3%
Acquired brain injury	380	3%	<11	n/a	380	3%
Global developmental delay	219	2%	12	5%	231	2%
Visual impairment	196	2%	<11	n/a	199	2%
Multiple sclerosis	345	3%	<11	n/a	351	3%
Stroke	154	1%	<11	n/a	160	1%
Spinal cord injury	120	1%	<11	n/a	122	1%
Other	199	2%	15	6%	214	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	11,842	100%	248	100%	12,090	100%

²⁸³ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

²⁸⁴ Down syndrome is included in intellectual disability, representing 7% (66) of participants in SIL.

²⁸⁵ Down syndrome is included in intellectual disability, representing 2% (244) of participants not in SIL.

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

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,128	8.8%	<11	n/a	1,134	9%
2 (High Function)	26	0.2%	<11	n/a	26	0%
3 (High Function)	520	4.1%	<11	n/a	523	4%
4 (High Function)	700	5.5%	<11	n/a	701	5%
5 (High Function)	815	6.4%	<11	n/a	819	6%
6 (Moderate Function)	2,614	20.4%	<11	n/a	2,618	20%
7 (Moderate Function)	774	6.0%	<11	n/a	774	6%
8 (Moderate Function)	691	5.4%	<11	n/a	692	5%
9 (Moderate Function)	85	0.7%	<11	n/a	85	1%
10 (Moderate Function)	1,111	8.7%	<11	n/a	1,112	9%
11 (Low Function)	343	2.7%	<11	n/a	343	3%
12 (Low Function)	1,760	13.8%	<11	n/a	1,762	14%
13 (Low Function)	756	5.9%	<11	n/a	756	6%
14 (Low Function)	196	1.5%	<11	n/a	196	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	1,272	9.9%	231	91%	1,503	12%
Total	12,796	100%	253	100%	13,049	100%

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	1,601	13%	96	38%	1,697	13%
7 to 14	2,967	23%	47	19%	3,014	23%
15 to 18	1,162	9%	17	7%	1,179	9%
19 to 24	1,350	11%	<11	n/a	1,357	10%
25 to 34	1,421	11%	17	7%	1,438	11%
35 to 44	1,017	8%	19	8%	1,036	8%
45 to 54	1,261	10%	15	6%	1,276	10%
55 to 64	1,477	12%	32	13%	1,509	12%
65+	540	4%	<11	n/a	543	4%
Total	12,796	100%	253	100%	13,049	100%

Table K.15 Participation rates by age group and gender at 31 March 2023 – Tasmania ²⁸⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.6%	4.0%
7 to 14	7.2%	3.5%	5.6%
15 to 18	5.4%	3.0%	4.4%
19 to 24	4.3%	2.7%	3.6%
25 to 44	1.9%	1.4%	1.6%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	3.3%	2.1%	2.7%

²⁸⁶ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables K.16 to K.20 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table K.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=1,126), 'participant social and community engagement rate' (n=1,143), 'parent and carer employment rate' (n=1,048) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=675) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Tasmania ²⁸⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	14%	26%
Participant employment rate - Aged 25 to 34 years	27%	24%	30%	26%
Participant employment rate - Aged 35 to 44 years	22%	22%	18%	26%
Participant employment rate - Aged 45 to 54 years	19%	17%	19%	26%
Participant employment rate - Aged 55 to 64 years	16%	12%	13%	26%
Participant employment rate - Aged 65+ years	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	20%	18%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	17%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	25%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	31%	31%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	35%	32%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	28%	31%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	32%	33%	46%
Participant social and community engagement rate - Aged 65+ years	25%	34%	31%	46%
Participant social and community engagement rate - Aged 25+ years	29%	31%	32%	46%
Participant social and community engagement rate - Aged 15+ years	28%	30%	30%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	43%	43%	50%
Parent and carer employment rate - Aged 15+ years	38%	41%	37%	50%
Parent and carer employment rate - All ages	39%	42%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	49%	56%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	72%	75%

²⁸⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table K.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=789), 'participant social and community engagement rate' (n=796), 'parent and carer employment rate' (n=612) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=529) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Tasmania²⁸⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	5%	7%	11%	14%	26%
Participant employment rate - Aged 25 to 34 years	25%	28%	13%	25%	26%
Participant employment rate - Aged 35 to 44 years	30%	33%	19%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	29%	24%	20%	26%
Participant employment rate - Aged 55 to 64 years	16%	20%	14%	12%	26%
Participant employment rate - Aged 65+ years	7%	0%	5%	7%	26%
Participant employment rate - Aged 25 to 64 years	24%	27%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	18%	21%	15%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	29%	28%	30%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	35%	29%	33%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	38%	45%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	38%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	44%	40%	42%	46%
Participant social and community engagement rate - Aged 65+ years	33%	28%	38%	36%	46%
Participant social and community engagement rate - Aged 25+ years	33%	39%	39%	40%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	36%	38%	38%	41%	50%
Parent and carer employment rate - Aged 15+ years	38%	42%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	38%	41%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	56%	61%	61%	75%
Participant Choice and Control - Aged 25+ years	n/a	78%	81%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	73%	78%	75%

²⁸⁸ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table K.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=430), 'participant social and community engagement rate' (n=430), 'parent and carer employment rate' (n=285) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=331) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Tasmania ²⁸⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	3%	7%	8%	12%	19%	26%
Participant employment rate - Aged 25 to 34 years	34%	33%	33%	22%	25%	26%
Participant employment rate - Aged 35 to 44 years	24%	28%	24%	41%	23%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	21%	22%	17%	16%	10%	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	24%	26%	23%	22%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	17%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	27%	27%	27%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	39%	36%	30%	37%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	39%	28%	41%	40%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	41%	48%	45%	39%	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	36%	38%	37%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	32%	34%	33%	33%	36%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	45%	48%	45%	45%	50%
Parent and carer employment rate - Aged 15+ years	51%	51%	51%	63%	53%	50%
Parent and carer employment rate - All ages	48%	48%	49%	55%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	62%	65%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	79%	78%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	75%	75%

²⁸⁹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table K.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=160), 'participant social and community engagement rate' (n=160), 'parent and carer employment rate' (n=103) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=158) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Tasmania²⁹⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	6%	18%	28%	24%	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	17%	16%	16%	22%	21%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	31%	36%	37%	32%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	32%	30%	34%	39%	38%	34%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	43%	49%	57%	52%	40%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	53%	54%	56%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	60%	74%	79%	95%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	58%	59%	62%	70%	75%

²⁹⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table K.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=44), 'participant social and community engagement rate' (n=46), 'parent and carer employment rate' (n=22) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=42) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Tasmania²⁹¹

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 15 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	63%	64%	71%	64%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	68%	63%	68%	67%	73%	75%

²⁹¹ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

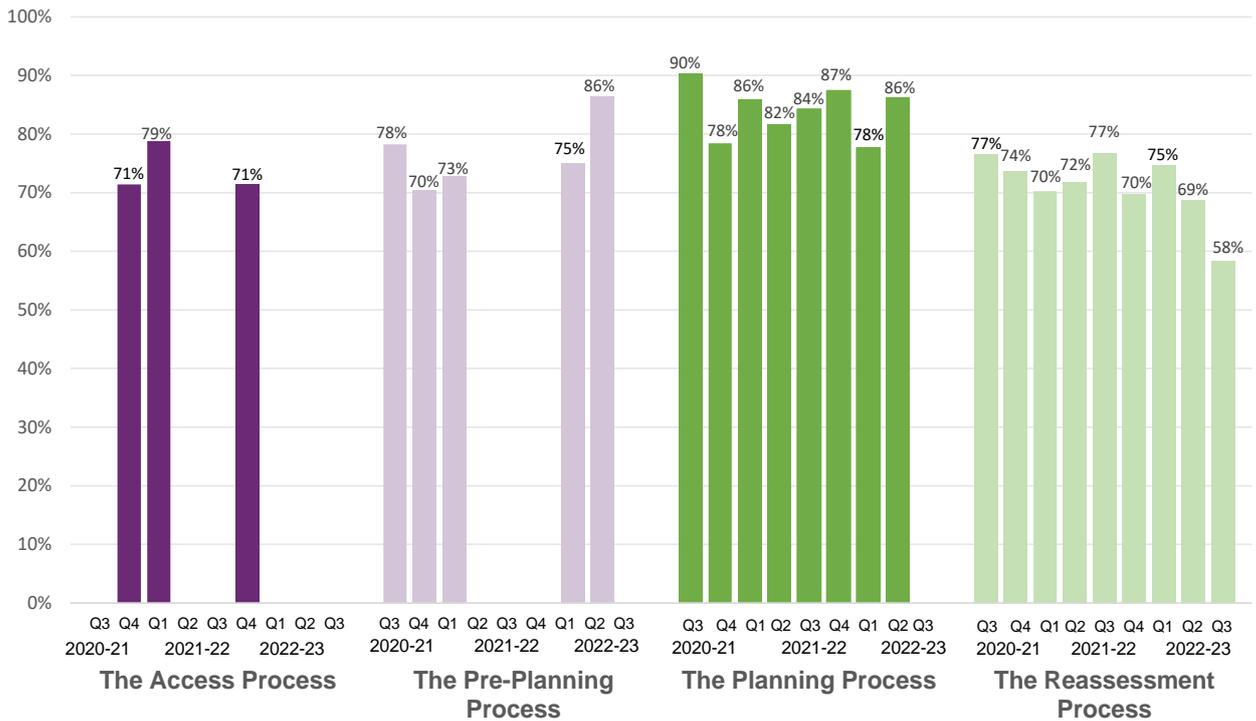
Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 171 in Prior Quarters, n = 1 in 2022-23 Q3), 'Pre-planning' (n = 202 in Prior Quarters, n = 1 in 2022-23 Q3), 'Planning' (n = 1,107 in Prior Quarters, n = 16 in 2022-23 Q3) and 'Plan reassessment' (n = 3,650 in Prior Quarters, n = 96 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ²⁹² ²⁹³

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	96%	n/a
Access - Do you understand what will happen next with your plan?	74%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	75%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	95%	n/a
Pre-planning - Were decisions about your plan clearly explained?	78%	n/a
Pre-planning - Are you clear on what happens next with your plan?	64%	n/a
Pre-planning - Do you know where to go for more help with your plan?	72%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	78%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	n/a
Planning - Did you understand why you needed to give the information you did?	97%	n/a
Planning - Were decisions about your plan clearly explained?	87%	n/a
Planning - Are you clear on what happens next with your plan?	82%	n/a
Planning - Do you know where to go for more help with your plan?	89%	n/a
Planning - % of participants rating their overall experience as Very Good or Good.	85%	n/a
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	67%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	73%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	80%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	73%	58%

²⁹² Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

²⁹³ A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

Figure K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{294 295 296}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table K.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table K.23 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. Complaints and participant critical incidents have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system.

²⁹⁴ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

²⁹⁵ Participant satisfaction results are not shown if there is insufficient data in the group.

²⁹⁶ A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

Table K.22 Complaints by quarter – Tasmania ^{297 298}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	26	<11	28	26
People who have submitted an access request: Complaints about service providers	170	<11	173	145
People who have submitted an access request: Complaints about the Agency	2,217	84	2,301	1,303
People who have submitted an access request: Critical/ Reportable Incident	306	46	352	272
People who have submitted an access request: Unclassified	39	<11	39	35
People who have submitted an access request: Total	2,767	136	2,903	1,604
<i>Percentage of the number of active participants</i>	<i>6.2%</i>	<i>4.2%</i>	<i>6.0%</i>	<i>n/a</i>

Figure K.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania

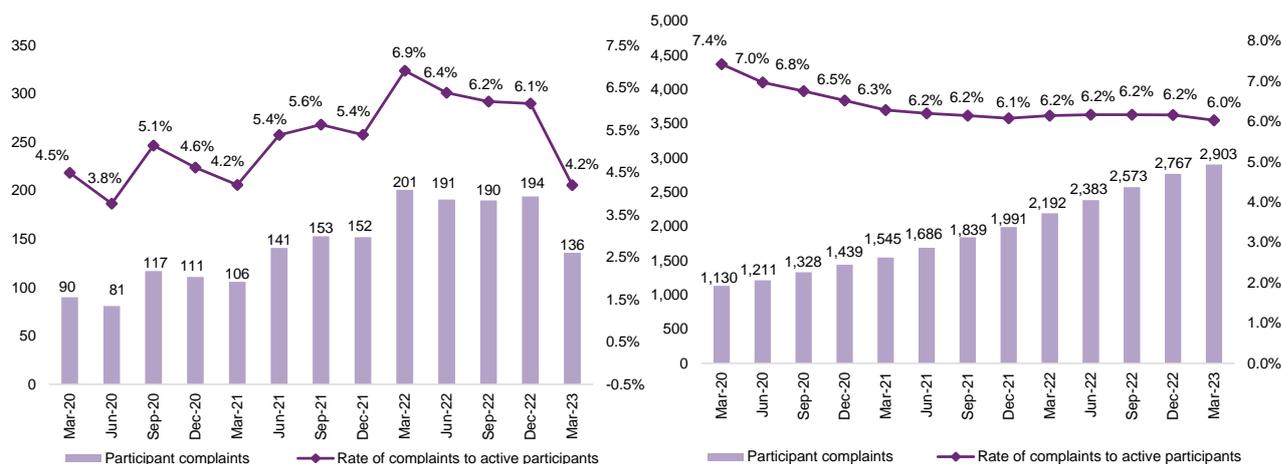


Table K.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ²⁹⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	84	4%	<11	n/a	84	4%
Complaints about the Agency - Information unclear	43	2%	<11	n/a	43	2%
Complaints about the Agency - NDIA Access	87	4%	<11	n/a	92	4%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	117	5%	17	20%	134	6%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	12	1%
Complaints about the Agency - NDIA Plan	464	21%	29	35%	493	21%
Complaints about the Agency - NDIA Process	156	7%	<11	n/a	161	7%
Complaints about the Agency - NDIA Resources	18	1%	<11	n/a	24	1%
Complaints about the Agency - NDIA Staff	96	4%	<11	n/a	103	4%
Complaints about the Agency - NDIA Timeliness	320	14%	12	14%	332	14%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	79	4%	<11	n/a	79	3%
Complaints about the Agency - Staff conduct - Agency	44	2%	<11	n/a	44	2%

²⁹⁷ Note that 64% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

²⁹⁸ 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.

²⁹⁹ There are 2,767 total participant complaints in Prior Quarters, 136 total participant complaints in 2022-23 Q3, and 2,903 total participant complaints as at 31 March 2023, including 39 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - The way the NDIA carried out its decision making	73	3%	<11	n/a	73	3%
Complaints about the Agency - Timeliness	294	13%	<11	n/a	294	13%
Complaints about the Agency - Other	322	15%	<11	n/a	322	14%
Complaints about the Agency - Total	2,217	100%	84	100%	2,301	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	13	50%	<11	n/a	15	54%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	26	100%	<11	n/a	28	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Process	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Service	45	26%	<11	n/a	46	27%
Complaints about service providers - Provider Staff	13	8%	<11	n/a	15	9%
Complaints about service providers - Service Delivery	21	12%	<11	n/a	21	12%
Complaints about service providers - Staff Conduct	17	10%	<11	n/a	17	10%
Complaints about service providers - Supports being provided	14	8%	<11	n/a	14	8%
Complaints about service providers - Other	21	12%	<11	n/a	21	12%
Complaints about service providers - Total	170	100%	<11	n/a	173	100%
Critical/ Reportable Incident - Allegations against a provider	67	22%	<11	n/a	76	22%
Critical/ Reportable Incident - Allegations against Informal Supports	42	14%	19	41%	61	17%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	51	17%	<11	n/a	59	17%
Critical/ Reportable Incident - Provider reporting	146	48%	<11	n/a	156	44%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	306	100%	46	100%	352	100%

Table K.24 AAT Cases by category at 31 March 2023 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	44	18%	<11	n/a	50	19%
Plan	176	72%	15	65%	191	72%
Plan Reassessment	12	5%	<11	n/a	12	4%
Other	12	5%	<11	n/a	14	5%
Total cases	244	100%	23	100%	267	100%
Percentage of the number of active participants	n/a	0.54%	n/a	0.71%	n/a	0.56%

Figure K.3 Number and proportion of AAT cases over time cumulatively – Tasmania ³⁰⁰

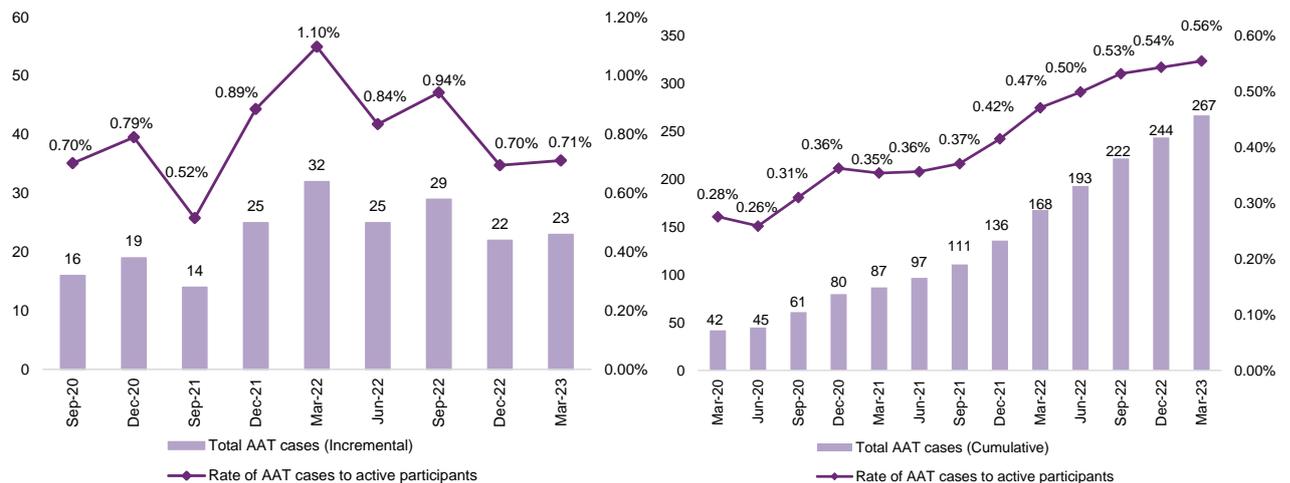


Table K.25 AAT cases by open/closed and decision – Tasmania ^{301 302}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	267	257
Open AAT Cases	71	70
Closed AAT Cases	196	189
<i>Resolved before hearing</i>	193	186
<i>Gone to hearing and received a substantive decision</i>	<11	<11

³⁰⁰ Incremental counts of AAT cases are not shown if there is insufficient data in the group.

³⁰¹ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

³⁰² The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency’s decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency’s decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table K.26 Key markets indicators by quarter – Tasmania ^{303 304}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.38	1.42
Number of providers delivering new types of supports	95	85
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	88%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	95%
Share of payments - top 25%: Participate Community (Percentage)	89%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	92%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	90%

Table K.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Tasmania ³⁰⁵

Activity	Number of providers
Active for the first time in 2022-23 Q3	27
Active in 2022-23 Q3 and also in previous quarters	472
Active in 2022-23 Q3	499
Inactive in 2022-23 Q3	1,188
Active ever	1,687

Table K.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Tasmania ³⁰⁶

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	95	14	8	117
\$2,001-\$10,000	110	5	10	125
\$10,001-\$100,000	127	<5	7	138
\$100,001-\$250,000	46	<5	<5	46
\$250,000+	71	<5	<5	73
Total	449	23	27	499

Proportion of active participants with approved plans accessing mainstream supports for Tasmania is not shown as data from the new ICT system is not available and therefore overall data is incomplete.

³⁰³ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁰⁴ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁰⁵ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁰⁶ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

Part Five: Financial sustainability

Note: In Table K.30 and Figures K.4 to K.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total includes participants with missing characteristics, where applicable.

Table K.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Tasmania

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.6%	3.8%
\$5,001-\$10,000	5.9%	6.4%
\$10,001-\$15,000	9.5%	10.2%
\$15,001-\$20,000	11.3%	12.2%
\$20,001-\$25,000	9.3%	10.1%
\$25,001-\$30,000	5.6%	6.1%
\$30,001-\$50,000	15.3%	16.5%
\$50,001-\$100,000	17.2%	18.5%
\$100,001-\$150,000	6.6%	7.1%
\$150,001-\$200,000	3.1%	3.1%
\$200,001-\$250,000	2.2%	1.7%
\$250,001+	9.4%	3.2%

Figure K.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Tasmania

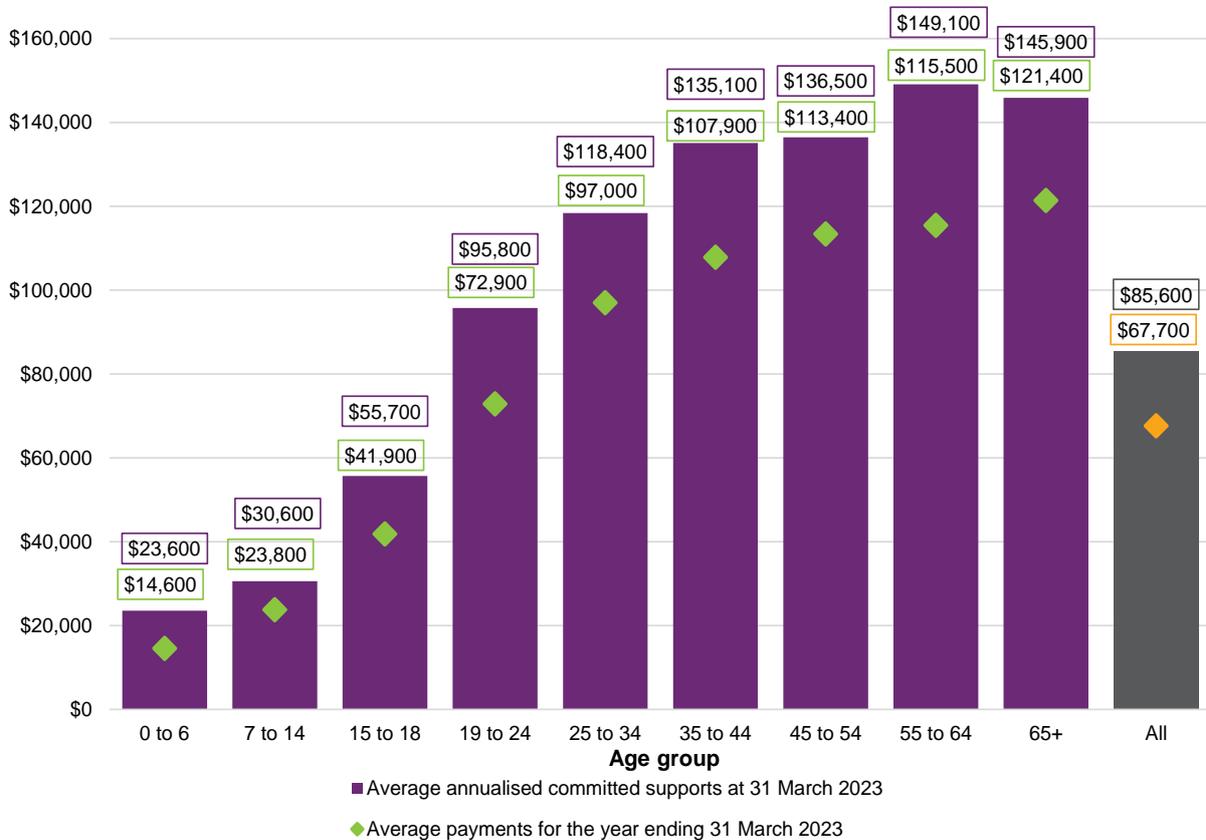


Figure K.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Tasmania

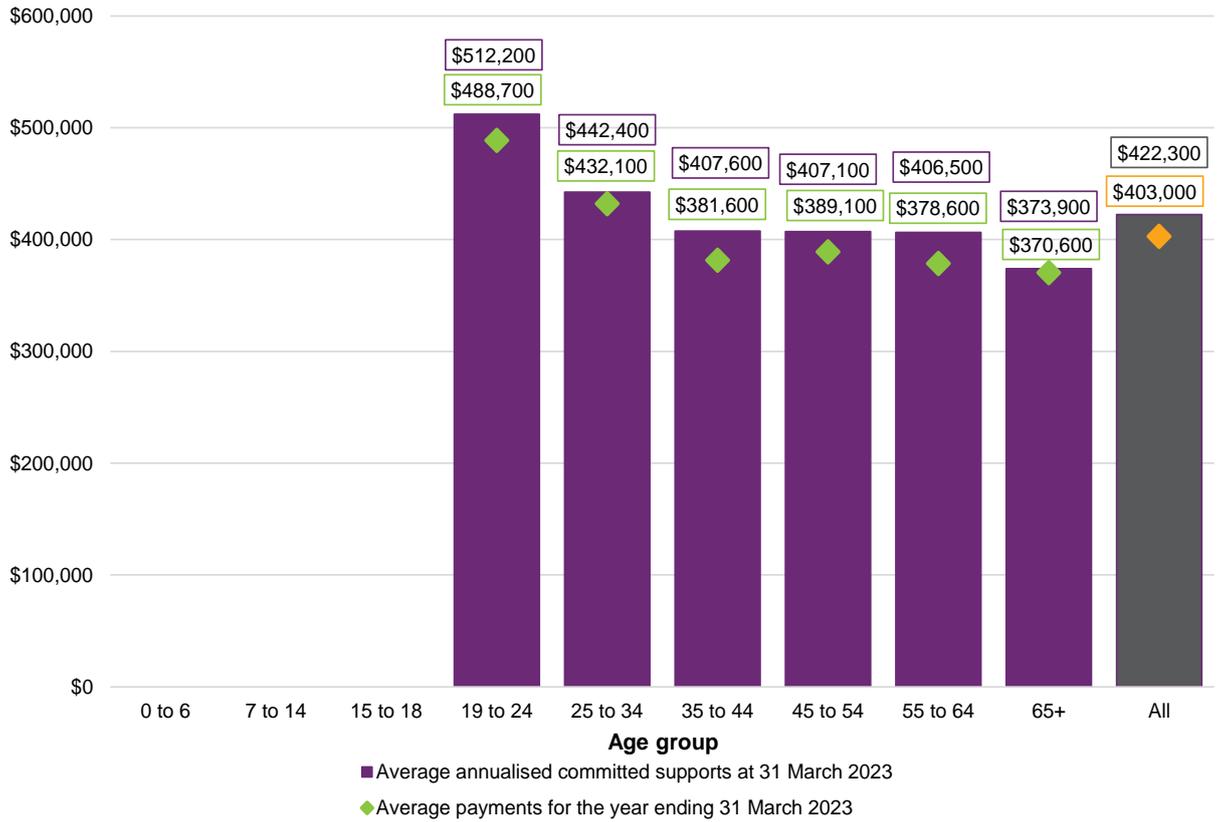


Figure K.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Tasmania

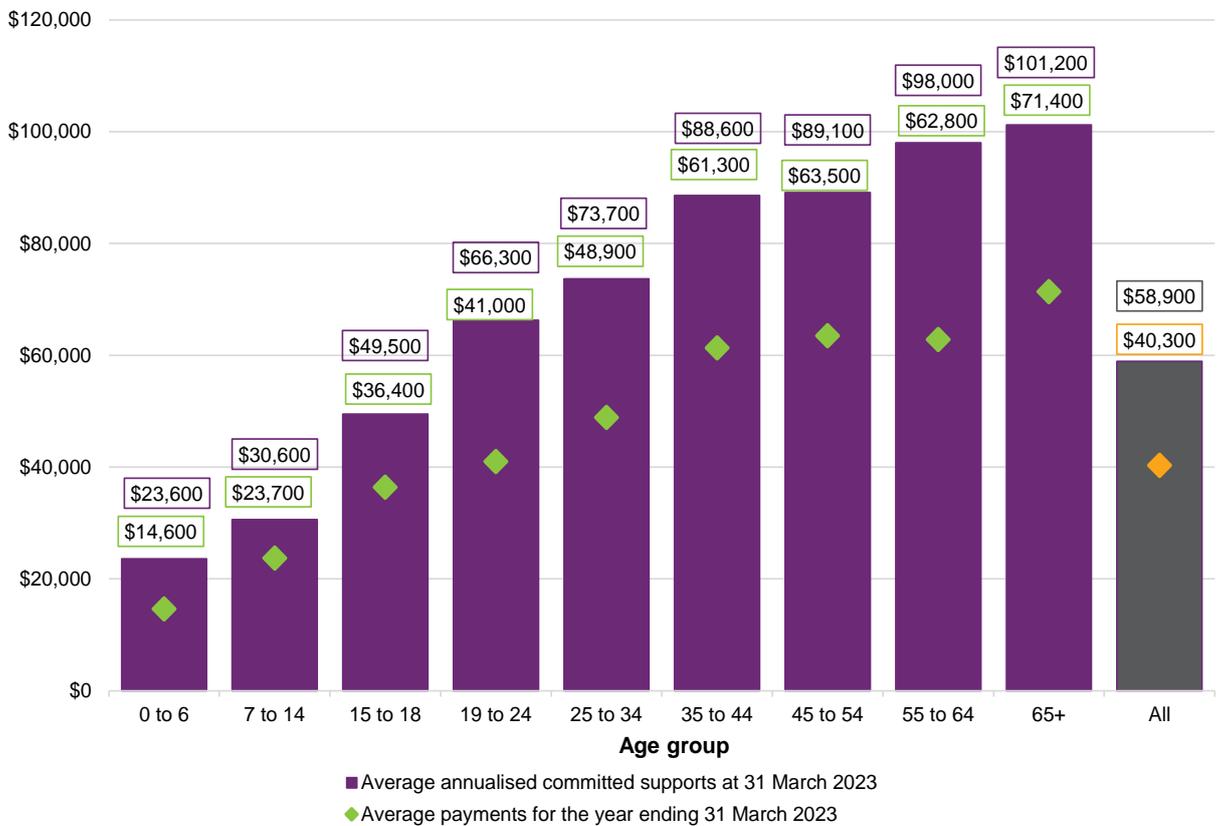


Figure K.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Tasmania

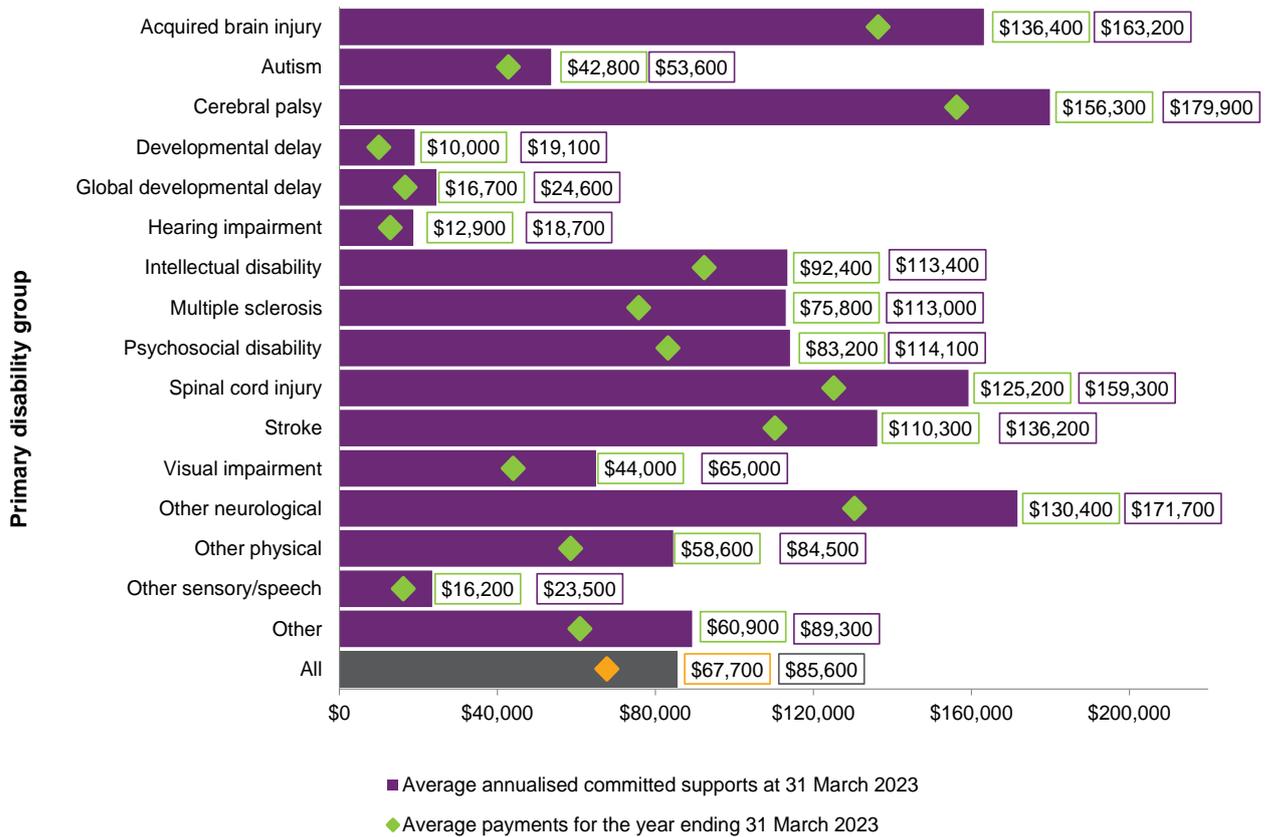


Figure K.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Tasmania

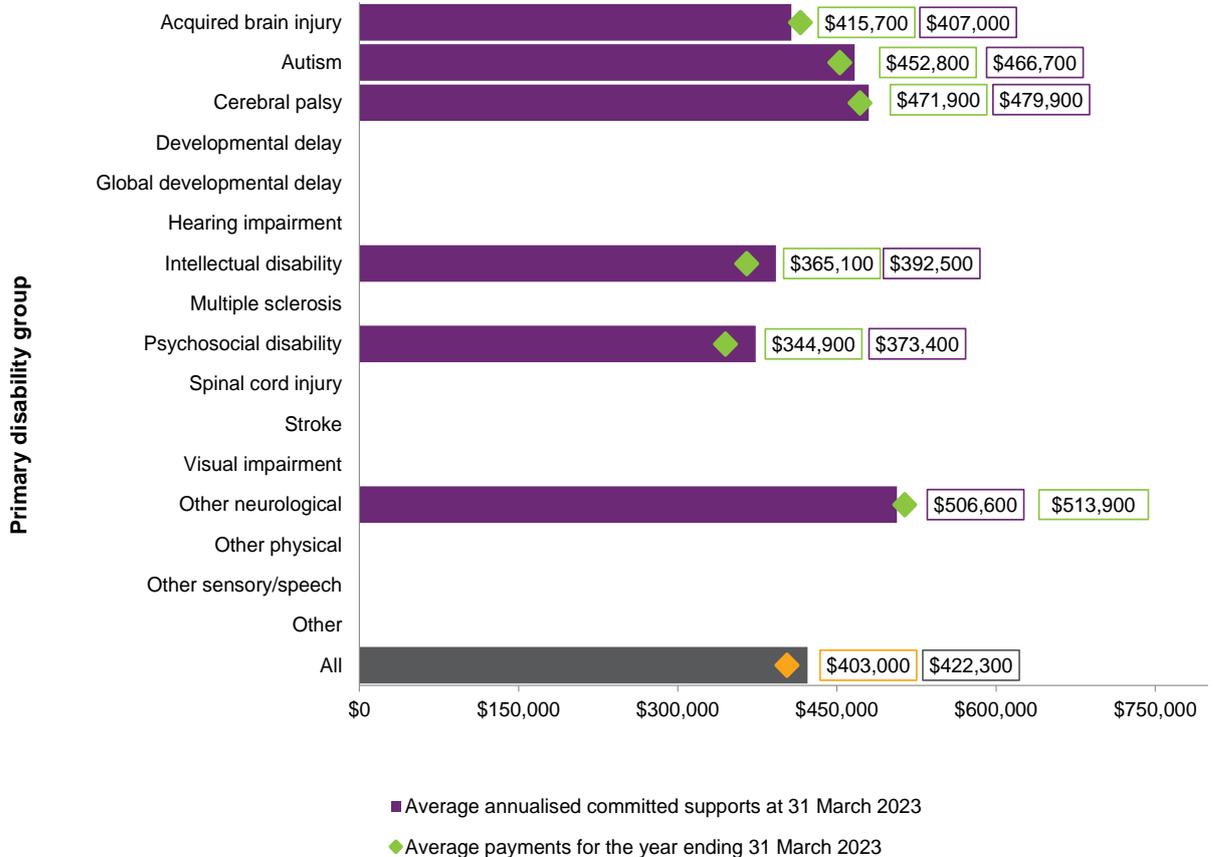


Figure K.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Tasmania

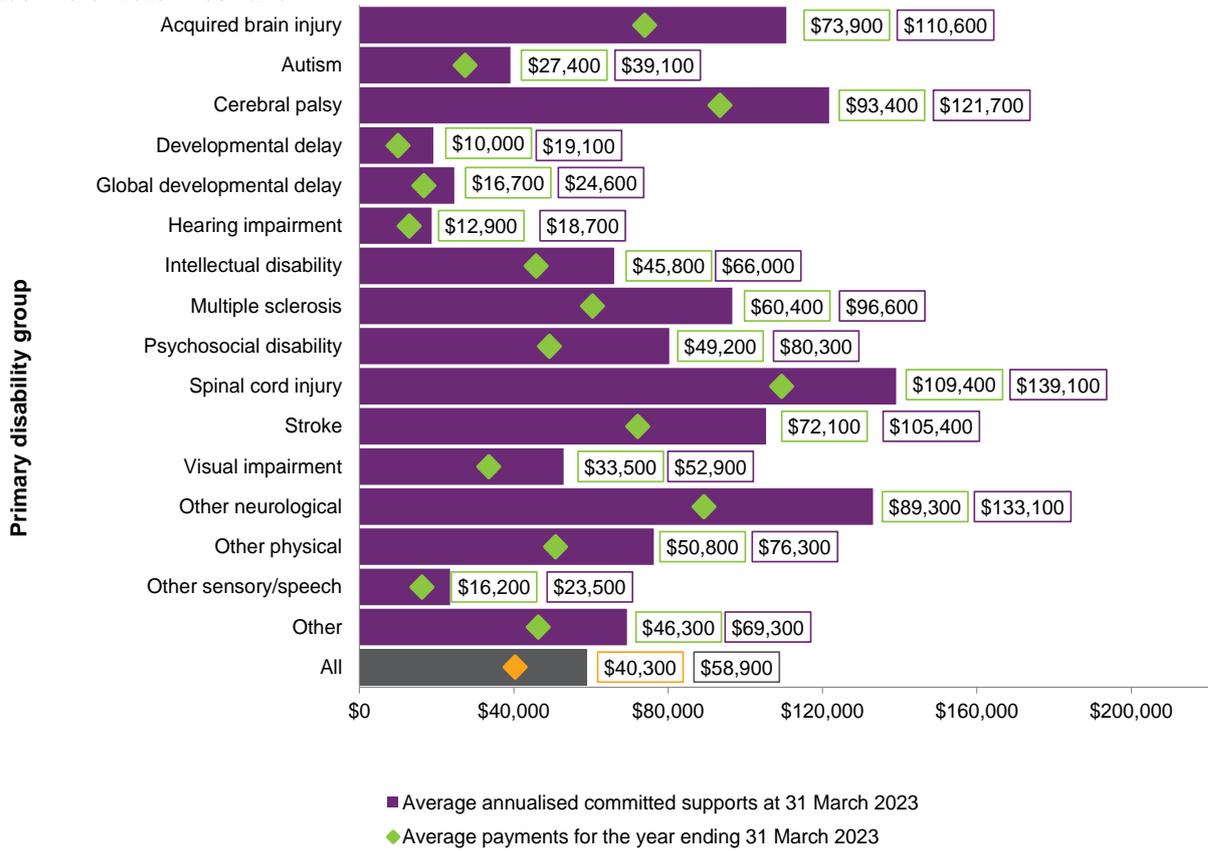


Figure K.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Tasmania

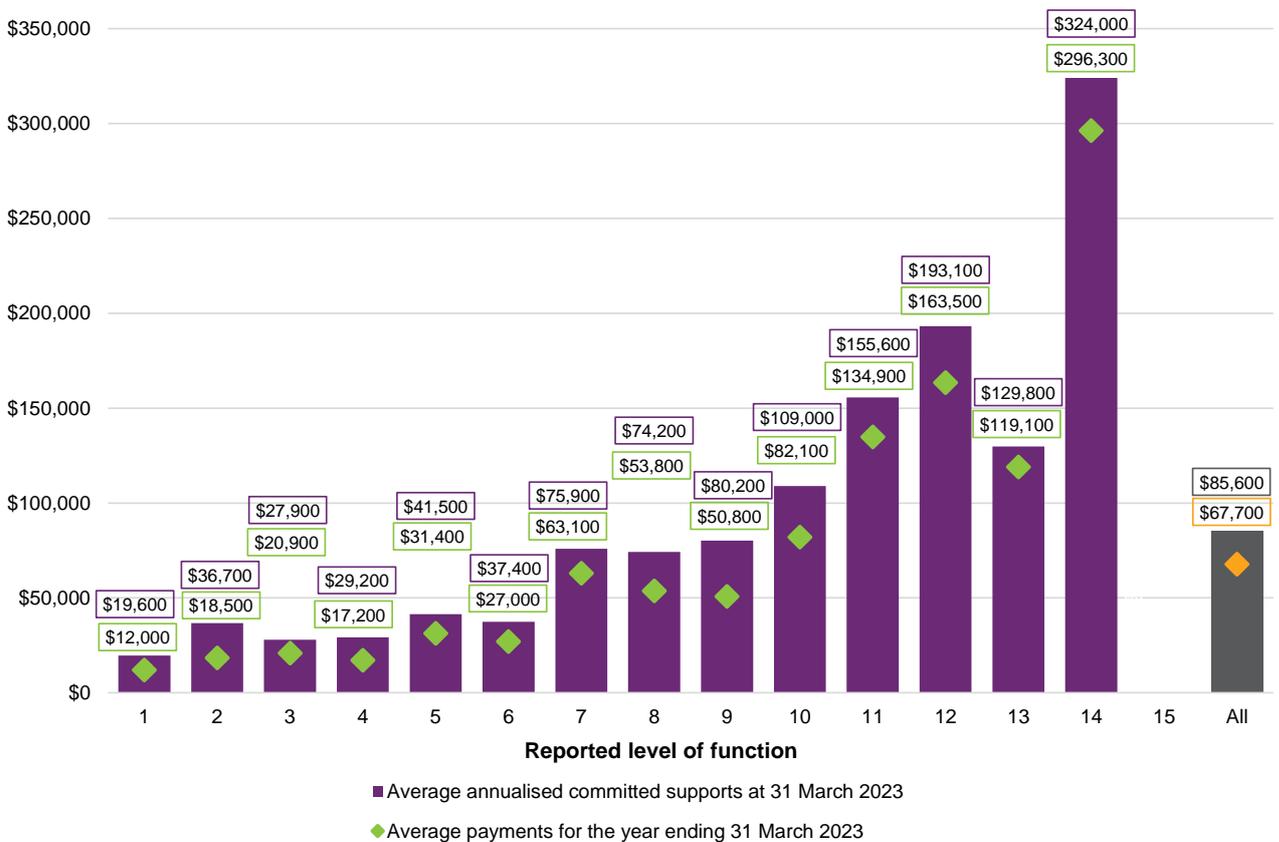


Figure K.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Tasmania

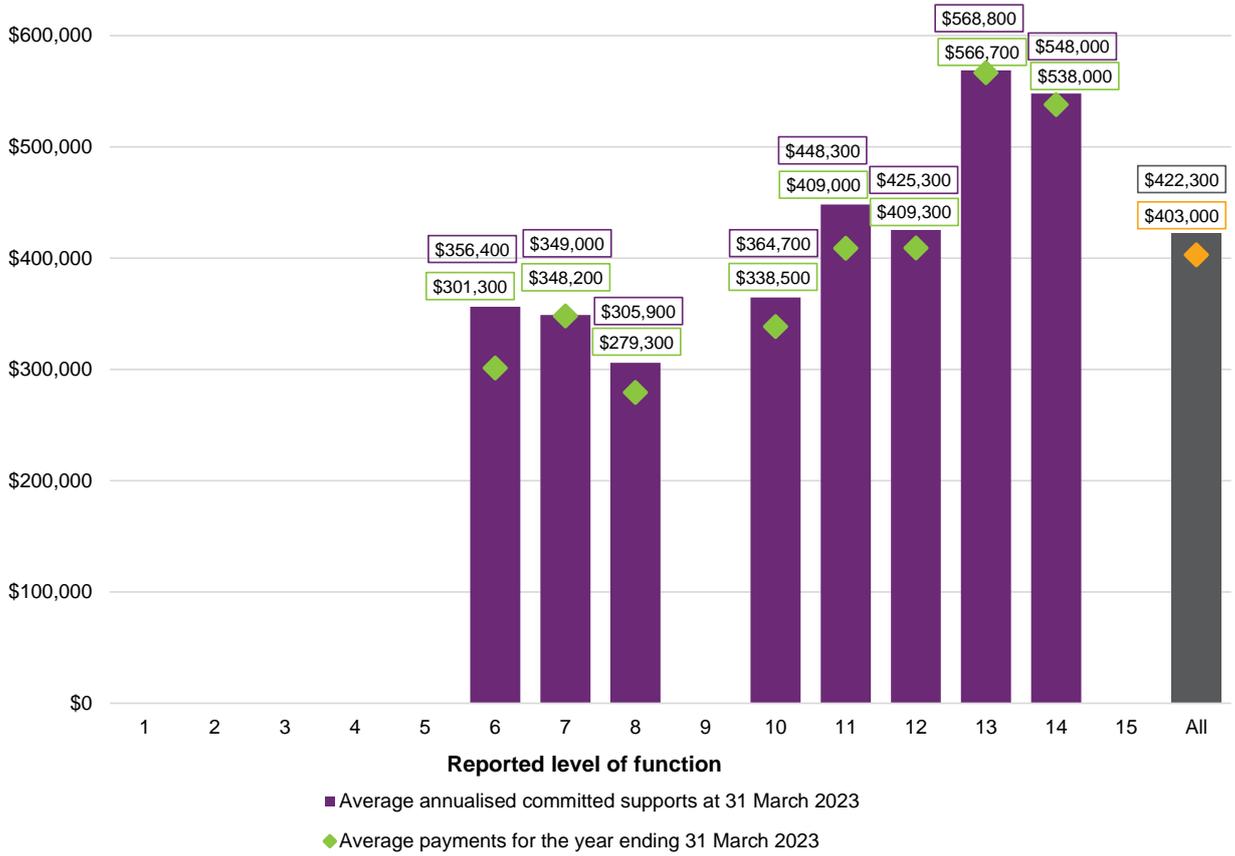


Figure K.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Tasmania

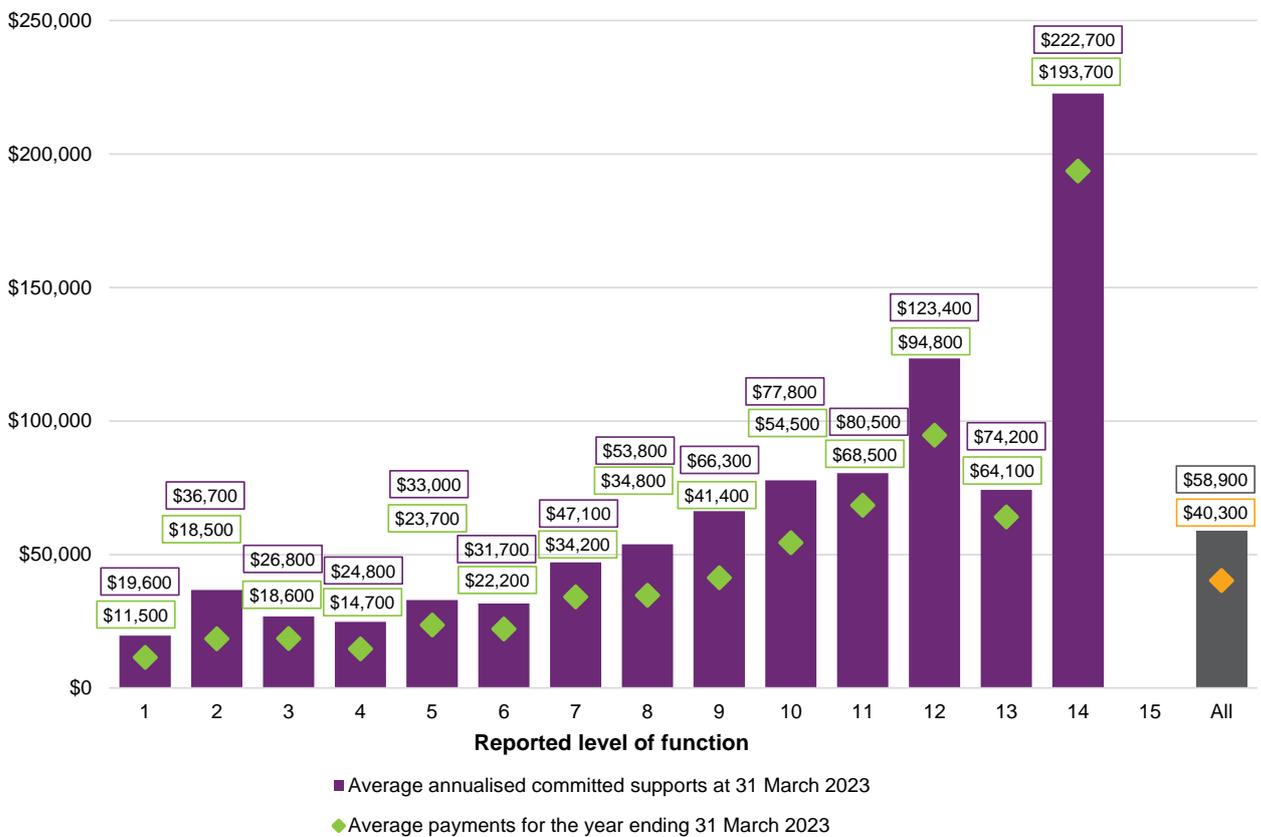


Table K.30 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Tasmania

307 308

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$486.0	\$559.7
Core: Consumables	\$13.3	\$18.4
Core: Social and Civic	\$187.8	\$259.4
Core: Transport	\$13.3	\$13.0
Capacity Building: Choice and Control	\$11.3	\$12.6
Capacity Building: Daily Activities	\$65.9	\$134.5
Capacity Building: Employment	\$2.7	\$7.6
Capacity Building: Health and Wellbeing	\$1.0	\$2.5
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$11.8	\$22.8
Capacity Building: Social and Civic	\$5.8	\$14.7
Capacity Building: Support Coordination	\$21.5	\$28.2
Capital: Assistive Technology	\$14.1	\$30.2
Capital: Home Modifications	\$7.7	\$13.2
All	\$842.5	\$1,116.7

Table K.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Tasmania

309 310

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$285.6	\$283.9
Core: Consumables	\$2.1	\$2.6
Core: Social and Civic	\$66.3	\$80.0
Core: Transport	\$1.9	\$2.5
Capacity Building: Choice and Control	\$1.0	\$1.0
Capacity Building: Daily Activities	\$6.2	\$10.3
Capacity Building: Employment	\$0.1	\$0.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.2
Capacity Building: Home Living	\$0.00	\$0.0
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$5.7	\$9.4
Capacity Building: Social and Civic	\$0.3	\$0.6
Capacity Building: Support Coordination	\$4.6	\$5.2
Capital: Assistive Technology	\$1.7	\$3.4
Capital: Home Modifications	\$3.2	\$5.5
All	\$378.8	\$405.0

³⁰⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁰⁸ Total payments for home modifications in Tasmania were \$7.7m. Of which, \$3.6m (47%) has been paid for specialised disability accommodation (SDA) supports, and \$4.1m (53%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$13.2m. Of which, \$5.8m (44%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.3m (56%) has been allocated for non-SDA supports.

³⁰⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³¹⁰ Total payments for home modifications in Tasmania were \$3.23m. Of which, \$3.15m (97%) has been paid for specialised disability accommodation (SDA) supports, and \$0.08m (3%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$5.5m. Of which, \$5.2m (94.0%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (6.0%) has been allocated for non-SDA supports.

Table K.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Tasmania ^{311 312}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$200.4	\$275.8
Core: Consumables	\$11.2	\$15.8
Core: Social and Civic	\$121.5	\$179.4
Core: Transport	\$11.4	\$10.5
Capacity Building: Choice and Control	\$10.4	\$11.6
Capacity Building: Daily Activities	\$59.8	\$124.1
Capacity Building: Employment	\$2.6	\$7.2
Capacity Building: Health and Wellbeing	\$0.9	\$2.2
Capacity Building: Home Living	\$0.01	\$0.1
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$6.1	\$13.4
Capacity Building: Social and Civic	\$5.5	\$14.1
Capacity Building: Support Coordination	\$16.9	\$23.0
Capital: Assistive Technology	\$12.4	\$26.7
Capital: Home Modifications	\$4.5	\$7.7
All	\$463.7	\$711.7

Table K.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ³¹³

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	17.3	50.2	65.5	100.5	190.2	401.3	661.7	846.7	965.5	848.1
Total Paid	9.6	35.7	48.0	77.8	154.1	297.1	478.3	632.7	757.7	599.3
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	78%	71%

Table K.34 Percentage change in plan budgets for active participants – Tasmania ^{314 315}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	3.7%	6.1%	5.5%	7.1%	5.7%	7.8%	9.9%	6.6%	n/a
Interplan Inflation	1.8%	-2.3%	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%	n/a
Total Inflation	5.5%	3.8%	9.1%	11.4%	6.8%	10.4%	21.6%	14.9%	n/a

³¹¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

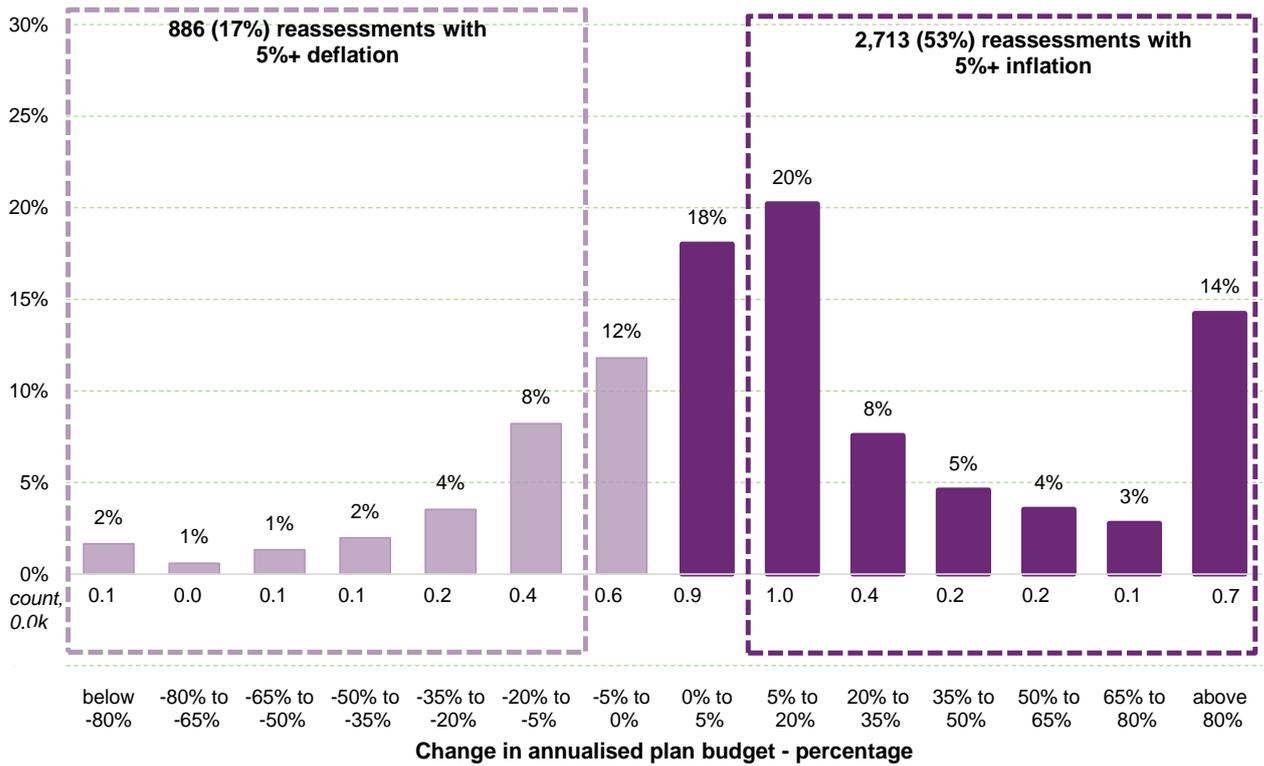
³¹² Total payments for home modifications in Tasmania were \$4.5m. Of which, \$0.5m (11%) has been paid for specialised disability accommodation (SDA) supports, and \$4.0m (89%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.03m processed off-system in June 2022. Total annualised committed supports for home modifications in Tasmania were \$7.7m. Of which, \$0.7m (9%) has been allocated for specialised disability accommodation (SDA) supports, and \$7.0m (91%) has been allocated for non-SDA supports.

³¹³ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

³¹⁴ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

³¹⁵ The September 2022 inflation number has had minor restatement from 21.5 per cent from the previous report.

Figure K.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Tasmania ³¹⁶



³¹⁶ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix L:

Australian Capital Territory

Part One: Participants and their plans

Table L.1 Active participants by quarter of entry, plan and entry type – Australian Capital Territory ³¹⁷

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	13,708	426	14,134
Active Eligible - Total	9,852	336	10,188
<i>Active Eligible - New</i>	7,116	331	7,447
<i>Active Eligible - State</i>	2,420	<11	2,425
<i>Active Eligible - Commonwealth</i>	316	<11	316
Active Participant Plans (excl ECA) - Total	9,752	308	10,060
<i>Active Participant Plans (excl ECA) - New</i>	7,017	307	7,324
<i>Active Participant Plans (excl ECA) - State</i>	2,420	<11	2,420
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	315	<11	316
Active Participant Plans - Total	9,951	473	10,225
<i>Active Participant Plans - Early Intervention (s25)</i>	3,500	192	3,692
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,252	116	6,368
<i>Active Participant Plans - ECA</i>	199	165	165

Table L.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,468
<i>Early Intervention participants</i>	804
<i>Permanent disability participants</i>	664

³¹⁷ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

Table L.3 Assessment of access by age group and gender – Australian Capital Territory ³¹⁸

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	2,710	95%	1,080	94%	30	94%	3,820	95%
7 to 14	1,484	86%	742	83%	37	86%	2,263	85%
15 to 18	435	90%	253	82%	19	100%	707	87%
19 to 24	289	89%	236	79%	18	90%	543	84%
25 to 34	433	85%	407	78%	17	74%	857	82%
35 to 44	497	80%	482	74%	11	79%	990	77%
45 to 54	551	83%	543	71%	14	74%	1,108	77%
55 to 64	638	77%	740	71%	<11	n/a	1,387	73%
65+	32	58%	32	49%	<11	n/a	65	54%
Missing	31	37%	27	26%	<11	n/a	59	31%
Total	7,100	87%	4,542	78%	157	82%	11,799	83%

Table L.4 Assessment of access by primary disability group and gender – Australian Capital Territory ³¹⁹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	185	94%	81	95%	<11	n/a	269	94%
Autism	2,494	97%	1,052	96%	81	100%	3,627	97%
Cerebral palsy	180	95%	144	94%	<11	n/a	324	94%
Developmental delay	1,093	95%	450	94%	11	92%	1,554	94%
Global developmental delay	163	98%	59	98%	<11	n/a	223	98%
Hearing impairment	221	86%	265	83%	<11	n/a	493	85%
Intellectual disability	921	97%	692	95%	<11	n/a	1,623	96%
Multiple sclerosis	58	92%	184	91%	<11	n/a	246	91%
Psychosocial disability	679	72%	597	62%	22	73%	1,298	67%
Spinal cord injury	68	94%	26	93%	<11	n/a	95	93%
Stroke	86	87%	74	89%	<11	n/a	162	88%
Visual impairment	101	90%	96	93%	<11	n/a	198	92%
Other neurological	297	80%	230	76%	<11	n/a	531	78%
Other physical	268	56%	412	51%	<11	n/a	689	53%
Other sensory/speech	187	59%	73	55%	<11	n/a	260	57%
Other	79	51%	89	40%	<11	n/a	168	44%
Missing	20	34%	18	43%	<11	n/a	39	39%
Total	7,100	87%	4,542	78%	157	82%	11,799	83%

³¹⁸ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 59 records that have a missing access decision date.

³¹⁹ Ibid.

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	436	4%	19	6%	455	5%
Non-First Nations Participants	8,026	82%	279	91%	8,305	83%
Not Stated	1,290	13%	<11	n/a	1,300	13%
Total	9,752	100%	308	100%	10,060	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory ³²⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	988	10%	29	9%	1,017	10%
Not culturally and linguistically diverse	8,696	89%	279	91%	8,975	89%
Not stated	68	1%	<11	n/a	68	1%
Total	9,752	100%	308	100%	10,060	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 31 March 2023 – Australian Capital Territory ^{321 322}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
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 ³²³

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-2	16
Jun-20	-1	15
Sep-20	-3	12
Dec-20	-2	10
Mar-21	1	11
Jun-21	0	11
Sep-21	-1	10
Dec-21	0	10
Mar-22	0	10
Jun-22	-2	8
Sep-22	-1	7
Dec-22	0	7
Mar-23	-1	6

³²⁰ The number of CALD participants excludes participants who identify as First Nations Peoples since the September 2021 quarter.

³²¹ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

³²² There are a further 26 active participants aged 65 years or over who are currently in residential aged care.

³²³ 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. There are insufficient numbers to show the incremental and cumulative count of active participants in residential aged care for the December 2020 quarter and after the June 2021 quarter.

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ³²⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	9,740	100%	308	100%	10,048	100%
Population > 50,000	11	0%	<11	n/a	11	0%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	<11	n/a	<11	n/a	<11	n/a
Remote	<11	n/a	<11	n/a	<11	n/a
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	9,752	100%	308	100%	10,060	100%

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{325 326 327}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,407	35%	104	34%	3,511	35%
Intellectual disability	1,493	15%	<11	n/a	1,502	15%
Psychosocial disability	1,132	12%	19	6%	1,151	11%
Developmental delay	860	9%	119	39%	979	10%
Hearing impairment	444	5%	<11	n/a	450	4%
Other neurological	395	4%	<11	n/a	405	4%
Other physical	528	5%	<11	n/a	533	5%
Cerebral palsy	297	3%	<11	n/a	297	3%
Acquired brain injury	225	2%	<11	n/a	231	2%
Global developmental delay	160	2%	17	6%	177	2%
Visual impairment	177	2%	<11	n/a	179	2%
Multiple sclerosis	220	2%	<11	n/a	225	2%
Stroke	142	1%	<11	n/a	144	1%
Spinal cord injury	80	1%	<11	n/a	81	1%
Other	124	1%	<11	n/a	127	1%
Other sensory/speech	68	1%	<11	n/a	68	1%
Total	9,752	100%	308	100%	10,060	100%

³²⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

³²⁵ Table order based on national proportions in Table E.10 (highest to lowest).

³²⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³²⁷ Down syndrome is included in intellectual disability, representing 2% (229) of all Scheme participants in Australian Capital Territory.

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{328 329}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	72	12%	<11	n/a	72	12%
Intellectual disability	231	39%	<11	n/a	231	39%
Psychosocial disability	107	18%	<11	n/a	107	18%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	48	8%	<11	n/a	48	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	46	8%	<11	n/a	46	8%
Acquired brain injury	39	7%	<11	n/a	39	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	14	2%	<11	n/a	14	2%
Spinal cord injury	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	588	100%	<11	n/a	589	100%

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³³⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	3,335	36%	104	34%	3,439	36%
Intellectual disability	1,262	14%	<11	n/a	1,271	13%
Psychosocial disability	1,025	11%	19	6%	1,044	11%
Developmental delay	860	9%	119	39%	979	10%
Hearing impairment	444	5%	<11	n/a	450	5%
Other neurological	347	4%	<11	n/a	357	4%
Other physical	521	6%	<11	n/a	526	6%
Cerebral palsy	251	3%	<11	n/a	251	3%
Acquired brain injury	186	2%	<11	n/a	192	2%
Global developmental delay	160	2%	17	6%	177	2%
Visual impairment	177	2%	<11	n/a	179	2%
Multiple sclerosis	211	2%	<11	n/a	215	2%
Stroke	128	1%	<11	n/a	130	1%
Spinal cord injury	73	1%	<11	n/a	74	1%
Other	116	1%	<11	n/a	119	1%
Other sensory/speech	68	1%	<11	n/a	68	1%
Total	9,164	100%	307	100%	9,471	100%

³²⁸ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³²⁹ Down syndrome is included in intellectual disability, representing 7% (43) of participants in SIL.

³³⁰ Down syndrome is included in intellectual disability, representing 2% (186) of participants not in SIL.

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,050	11%	94	31%	1,144	11%
2 (High Function)	24	0%	<11	n/a	24	0%
3 (High Function)	501	5%	25	8%	526	5%
4 (High Function)	930	10%	17	6%	947	9%
5 (High Function)	602	6%	23	7%	625	6%
6 (Moderate Function)	2,321	24%	85	28%	2,406	24%
7 (Moderate Function)	502	5%	<11	n/a	512	5%
8 (Moderate Function)	660	7%	<11	n/a	669	7%
9 (Moderate Function)	57	1%	<11	n/a	58	1%
10 (Moderate Function)	926	9%	15	5%	941	9%
11 (Low Function)	281	3%	<11	n/a	284	3%
12 (Low Function)	1,063	11%	17	6%	1,080	11%
13 (Low Function)	664	7%	<11	n/a	672	7%
14 (Low Function)	156	2%	<11	n/a	157	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	15	n/a	<11	n/a	15	n/a
Total	9,752	100%	308	100%	10,060	100%

Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	1,149	12%	151	49%	1,300	13%
7 to 14	2,583	26%	55	18%	2,638	26%
15 to 18	859	9%	<11	n/a	869	9%
19 to 24	944	10%	22	7%	966	10%
25 to 34	896	9%	20	6%	916	9%
35 to 44	809	8%	15	5%	824	8%
45 to 54	932	10%	13	4%	945	9%
55 to 64	968	10%	21	7%	989	10%
65+	612	6%	<11	n/a	613	6%
Total	9,752	100%	308	100%	10,060	100%

Table L.15 Participation rates by age group and gender at 31 March 2023 – Australian Capital Territory ³³¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.6%	1.9%	3.3%
7 to 14	7.7%	3.5%	5.7%
15 to 18	5.0%	3.0%	4.1%
19 to 24	2.9%	1.7%	2.4%
25 to 44	1.2%	1.0%	1.1%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	2.9%	1.8%	2.4%

³³¹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Table L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=472), 'participant social and community engagement rate' (n=467), 'parent and carer employment rate' (n=573) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=301) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Australian Capital Territory ³³²

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	17%	14%	24%	26%
Participant employment rate - Aged 25 to 34 years	40%	46%	43%	26%
Participant employment rate - Aged 35 to 44 years	36%	30%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	33%	29%	26%
Participant employment rate - Aged 55 to 64 years	26%	23%	18%	26%
Participant employment rate - Aged 65+ years	23%	15%	13%	26%
Participant employment rate - Aged 25 to 64 years	34%	33%	31%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	31%	32%	46%
Participant social and community engagement rate - Aged 25 to 34 years	40%	45%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	40%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	33%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	43%	50%	44%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	40%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	63%	50%
Parent and carer employment rate - Aged 15+ years	57%	62%	59%	50%
Parent and carer employment rate - All ages	57%	61%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	78%	75%

³³² Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table L.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=466), 'participant social and community engagement rate' (n=467), 'parent and carer employment rate' (n=292) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=395) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Australian Capital Territory ³³³

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	18%	21%	22%	21%	26%
Participant employment rate - Aged 25 to 34 years	35%	34%	32%	39%	26%
Participant employment rate - Aged 35 to 44 years	41%	43%	31%	37%	26%
Participant employment rate - Aged 45 to 54 years	32%	31%	26%	32%	26%
Participant employment rate - Aged 55 to 64 years	21%	23%	20%	21%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	28%	32%	26%
Participant employment rate - Aged 15 to 64 years	30%	31%	27%	30%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	32%	31%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	27%	30%	34%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	47%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	43%	42%	37%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	47%	41%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	38%	42%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	61%	57%	50%
Parent and carer employment rate - Aged 15+ years	64%	68%	72%	63%	50%
Parent and carer employment rate - All ages	53%	56%	64%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	69%	72%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%

³³³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table L.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=305), 'participant social and community engagement rate' (n=304), 'parent and carer employment rate' (n=134) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=280) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Australian Capital Territory ³³⁴

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	20%	23%	23%	36%	26%
Participant employment rate - Aged 25 to 34 years	31%	31%	34%	32%	31%	26%
Participant employment rate - Aged 35 to 44 years	34%	35%	37%	46%	36%	26%
Participant employment rate - Aged 45 to 54 years	38%	45%	39%	37%	30%	26%
Participant employment rate - Aged 55 to 64 years	29%	24%	33%	21%	21%	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	33%	34%	36%	34%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	31%	33%	32%	31%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	42%	45%	35%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	45%	48%	58%	57%	46%
Participant social and community engagement rate - Aged 35 to 44 years	32%	38%	46%	53%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	36%	44%	56%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	47%	49%	48%	51%	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	36%	40%	45%	51%	48%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	45%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	51%	56%	53%	57%	60%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	57%	59%	61%	61%	63%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	68%	65%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	77%	81%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	70%	74%	77%	78%	75%

³³⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table L.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=240), 'participant social and community engagement rate' (n=235), 'parent and carer employment rate' (n=54) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=208) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Australian Capital Territory³³⁵

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	48%	43%	38%	33%	32%	39%	26%
Participant employment rate - Aged 35 to 44 years	25%	29%	31%	41%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	32%	31%	29%	30%	30%	30%	26%
Participant employment rate - Aged 15 to 64 years	30%	29%	28%	30%	30%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	45%	41%	38%	57%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	41%	44%	47%	57%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	38%	43%	42%	45%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	38%	42%	43%	44%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	63%	65%	62%	63%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	78%	84%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	75%	79%	75%	80%	75%

³³⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

Table L.20 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=144), 'participant social and community engagement rate' (n=149), 'parent and carer employment rate' (n=18) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=130) at first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment - participants who entered between 1 July 2016 and 31 March 2017 - Australian Capital Territory ³³⁶

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	33%	30%	39%	31%	14%	27%	26%
Participant employment rate - Aged 15 to 64 years	31%	31%	29%	38%	30%	17%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	36%	44%	50%	47%	53%	58%	46%	46%
Participant social and community engagement rate - Aged 15+ years	36%	44%	49%	45%	53%	62%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	67%	71%	76%	88%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	68%	70%	74%	90%	80%	75%

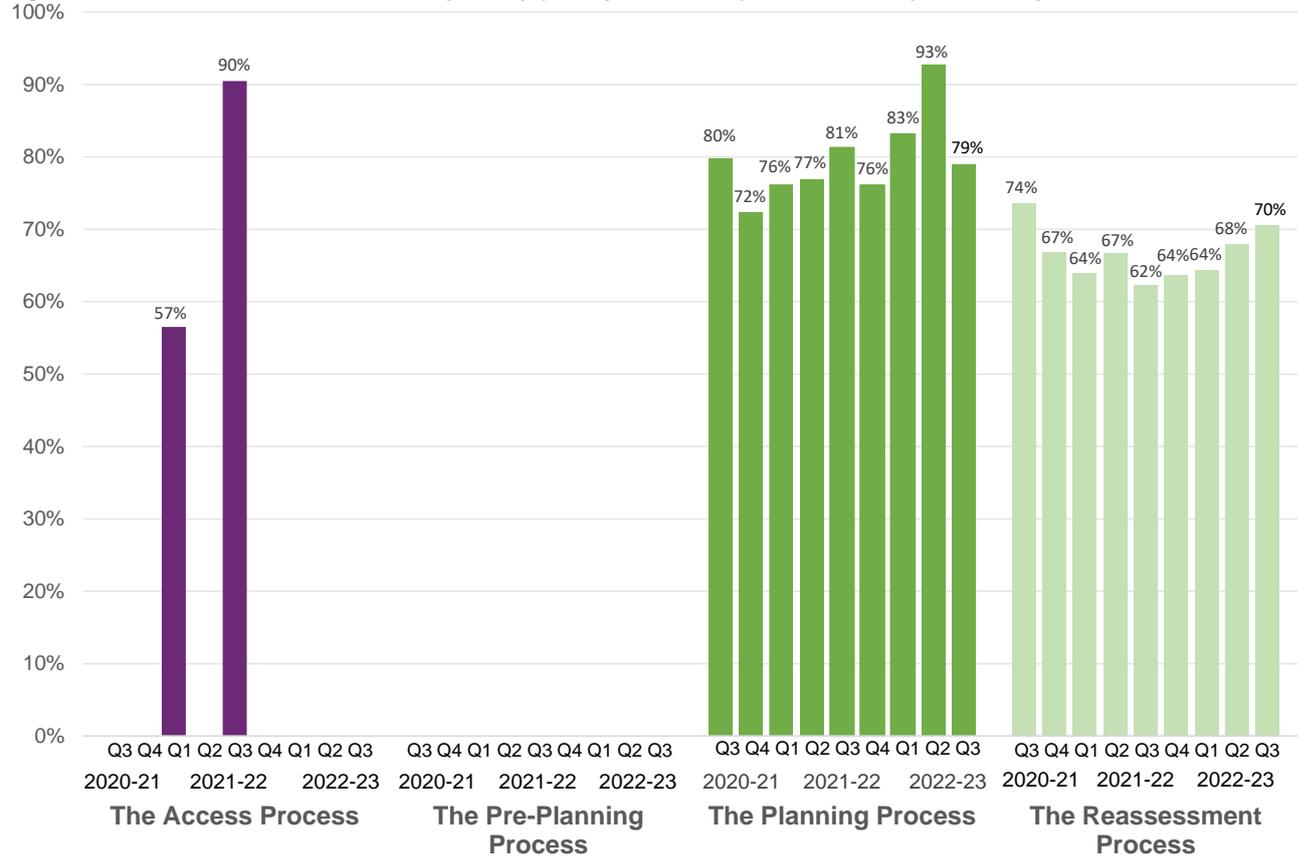
³³⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2017 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 156 in Prior Quarters, n = 12 in 2022-23 Q3), 'Pre-planning' (n = 119 in Prior Quarters, n = 15 in 2022-23 Q3), 'Planning' (n = 773 in Prior Quarters, n = 81 in 2022-23 Q3) and 'Plan reassessment' (n = 3,146 in Prior Quarters, n = 349 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Australian Capital Territory

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	83%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	81%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	72%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	76%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	90%	n/a
Pre-planning - Were decisions about your plan clearly explained?	64%	n/a
Pre-planning - Are you clear on what happens next with your plan?	64%	n/a
Pre-planning - Do you know where to go for more help with your plan?	66%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	71%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	88%
Planning - Did you understand why you needed to give the information you did?	95%	100%
Planning - Were decisions about your plan clearly explained?	82%	81%
Planning - Are you clear on what happens next with your plan?	83%	85%
Planning - Do you know where to go for more help with your plan?	87%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	80%	79%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	83%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	70%

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{337 338}



³³⁷ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³³⁸ Participant satisfaction results are not shown if there is insufficient data in the group.

The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The 'My Customer Requests' tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous 'My Feedback' tile is still being used in a small number of cases. Details of a complaint are captured differently on the 'My Customer Requests' tile.

Table L.22 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the 'My Feedback' tile and the 'My Customer Requests' tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the 'My Customer Requests' tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Table L.23 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.

Table L.22 Complaints by quarter – Australian Capital Territory ^{339 340}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	55	<11	61	56
People who have submitted an access request: Complaints about service providers	134	<11	137	119
People who have submitted an access request: Complaints about the Agency	2674	105	2779	1400
People who have submitted an access request: Critical/ Reportable Incident	190	42	232	170
People who have submitted an access request: Unclassified	169	<11	169	146
People who have submitted an access request: Total	3226	156	3382	1657
<i>Percentage of the number of active participants</i>	6.9%	6.3%	6.9%	n/a

³³⁹ Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

³⁴⁰ 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.

Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory

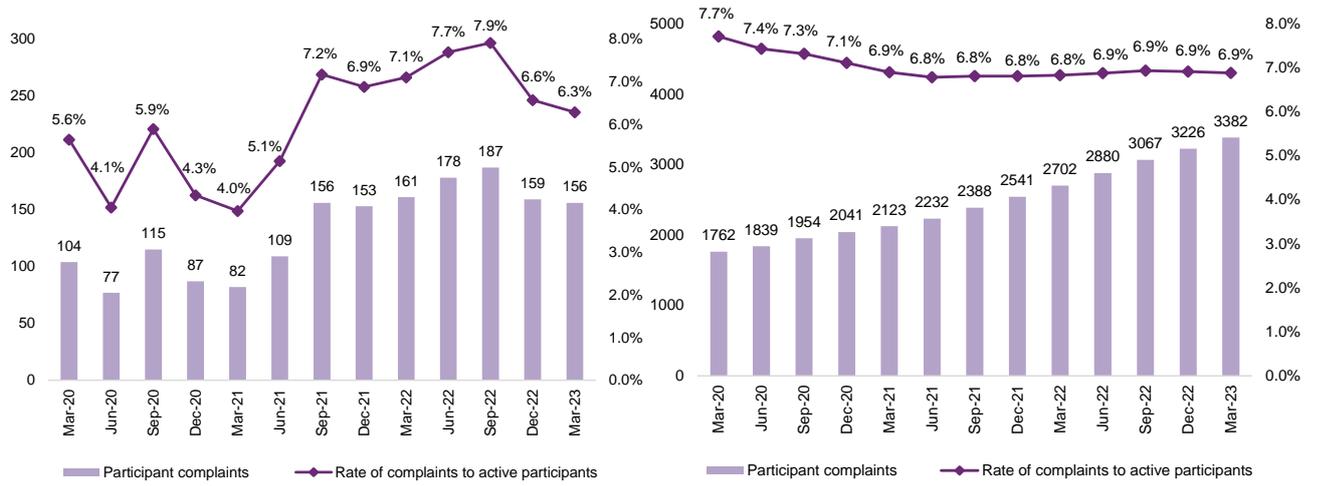


Table L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory ³⁴¹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	192	7%	<11	n/a	193	7%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	61	2%	<11	n/a	67	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	128	5%	<11	n/a	134	5%
Complaints about the Agency - NDIA Fraud and Compliance	13	0%	<11	n/a	13	0%
Complaints about the Agency - NDIA Plan	477	18%	41	39%	518	19%
Complaints about the Agency - NDIA Process	175	7%	22	21%	197	7%
Complaints about the Agency - NDIA Resources	24	1%	<11	n/a	25	1%
Complaints about the Agency - NDIA Staff	122	5%	16	15%	138	5%
Complaints about the Agency - NDIA Timeliness	287	11%	11	10%	298	11%
Complaints about the Agency - Participation, engagement and inclusion	24	1%	<11	n/a	24	1%
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	134	5%	<11	n/a	134	5%
Complaints about the Agency - Staff conduct - Agency	29	1%	<11	n/a	29	1%
Complaints about the Agency - The way the NDIA carried out its decision making	67	3%	<11	n/a	67	2%
Complaints about the Agency - Timeliness	420	16%	<11	n/a	420	15%
Complaints about the Agency - Other	467	17%	<11	n/a	468	17%
Complaints about the Agency - Total	2674	100%	105	100%	2779	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	11	18%
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	27	49%	<11	n/a	30	49%
Complaints about LAC Partner - LAC Timeliness	11	20%	<11	n/a	13	21%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	55	100%	<11	n/a	61	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a

³⁴¹ There are 3,226 total participant complaints in Prior Quarters, 156 total participant complaints in 2022-23 Q3, and 3,382 total participant complaints as at 31 March 2023, including 169 unclassified participant complaints as at 31 March 2023.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Process	15	11%	<11	n/a	15	11%
Complaints about service providers - Provider Service	22	16%	<11	n/a	24	18%
Complaints about service providers - Provider Staff	12	9%	<11	n/a	13	9%
Complaints about service providers - Service Delivery	21	16%	<11	n/a	21	15%
Complaints about service providers - Staff conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	10%	<11	n/a	14	10%
Complaints about service providers - Other	20	15%	<11	n/a	20	15%
Complaints about service providers - Total	134	100%	<11	n/a	137	100%
Critical/ Reportable Incident - Allegations against a provider	29	15%	<11	n/a	39	17%
Critical/ Reportable Incident - Allegations against Informal Supports	24	13%	<11	n/a	33	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	46	24%	13	31%	59	25%
Critical/ Reportable Incident - Provider reporting	90	47%	<11	n/a	100	43%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	190	100%	42	100%	232	100%

Table L.24 AAT Cases by category at 31 March 2023 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	227	28%	<11	n/a	234	28%
Plan	499	62%	38	76%	537	63%
Plan Reassessment	30	4%	<11	n/a	30	4%
Other	44	6%	<11	n/a	49	6%
Total cases	800	100%	50	100%	850	100%
Percentage of the number of active participants	n/a	2%	n/a	2%	n/a	2%

Figure L.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

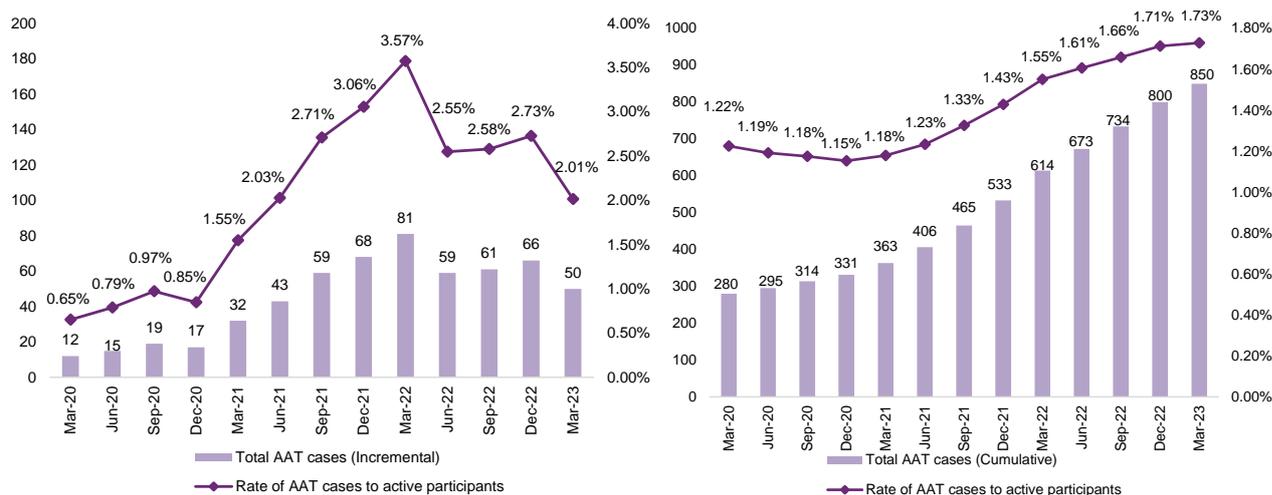


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory ³⁴² ³⁴³

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	850	771
Open AAT Cases	162	161
Closed AAT Cases	688	625
<i>Resolved before hearing</i>	663	603
<i>Gone to hearing and received a substantive decision</i>	25	22

³⁴² Of the 25 cases which went to hearing and received a substantive decision: 15 affirmed the Agency's decision, 3 varied the Agency's decision and 7 set aside the Agency's decision.

³⁴³ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table L.26 Key markets indicators by quarter – Australian Capital Territory ^{344 345}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	0.90	0.88
Number of providers delivering new types of supports	80	90
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	84%	82%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	94%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	83%	84%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table L.27 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Australian Capital Territory ³⁴⁶

Activity	Number of providers
Active for the first time in 2022-23 Q3	26
Active in 2022-23 Q3 and also in previous quarters	431
Active in 2022-23 Q3	457
Inactive in 2022-23 Q3	1,169
Active ever	1,626

Table L.28 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Australian Capital Territory ³⁴⁷

Amount paid in 2022-23 Q2	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	91	18	14	123
\$2,001-\$10,000	91	5	5	101
\$10,001-\$100,000	130	7	6	143
\$100,001-\$250,000	38	<5	<5	39
\$250,000+	51	<5	<5	51
Total	401	30	26	457

Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ³⁴⁸

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	70%	70%	70%
Lifelong Learning	35%	33%	35%
Other	27%	27%	27%
Non-categorised	7%	5%	7%
Any mainstream service	95%	96%	95%

³⁴⁴ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁴⁵ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁴⁶ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁴⁷ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁴⁸ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table L.30 and Figures L.4 to L.12, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table L.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Australian Capital Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.5%	3.7%
\$5,001-\$10,000	8.5%	9.0%
\$10,001-\$15,000	13.5%	14.3%
\$15,001-\$20,000	14.8%	15.7%
\$20,001-\$25,000	9.9%	10.5%
\$25,001-\$30,000	5.4%	5.8%
\$30,001-\$50,000	14.3%	15.2%
\$50,001-\$100,000	13.2%	14.1%
\$100,001-\$150,000	5.1%	5.4%
\$150,001-\$200,000	2.7%	2.6%
\$200,001-\$250,000	1.5%	1.2%
\$250,001+	7.1%	2.0%

Figure L.4 Average annualised committed supports and average payments by age group as at 31 March 2023 – Australian Capital Territory

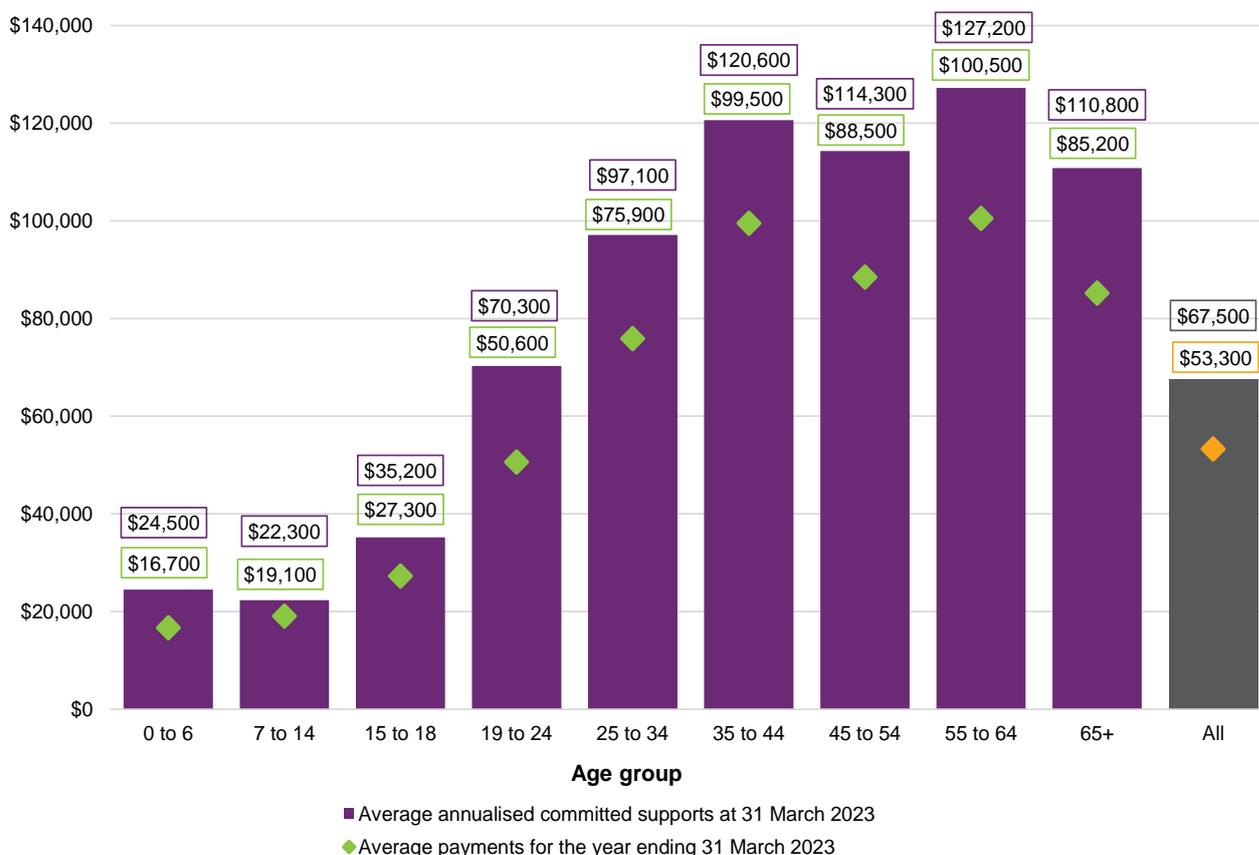


Figure L.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Australian Capital Territory



Figure L.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Australian Capital Territory

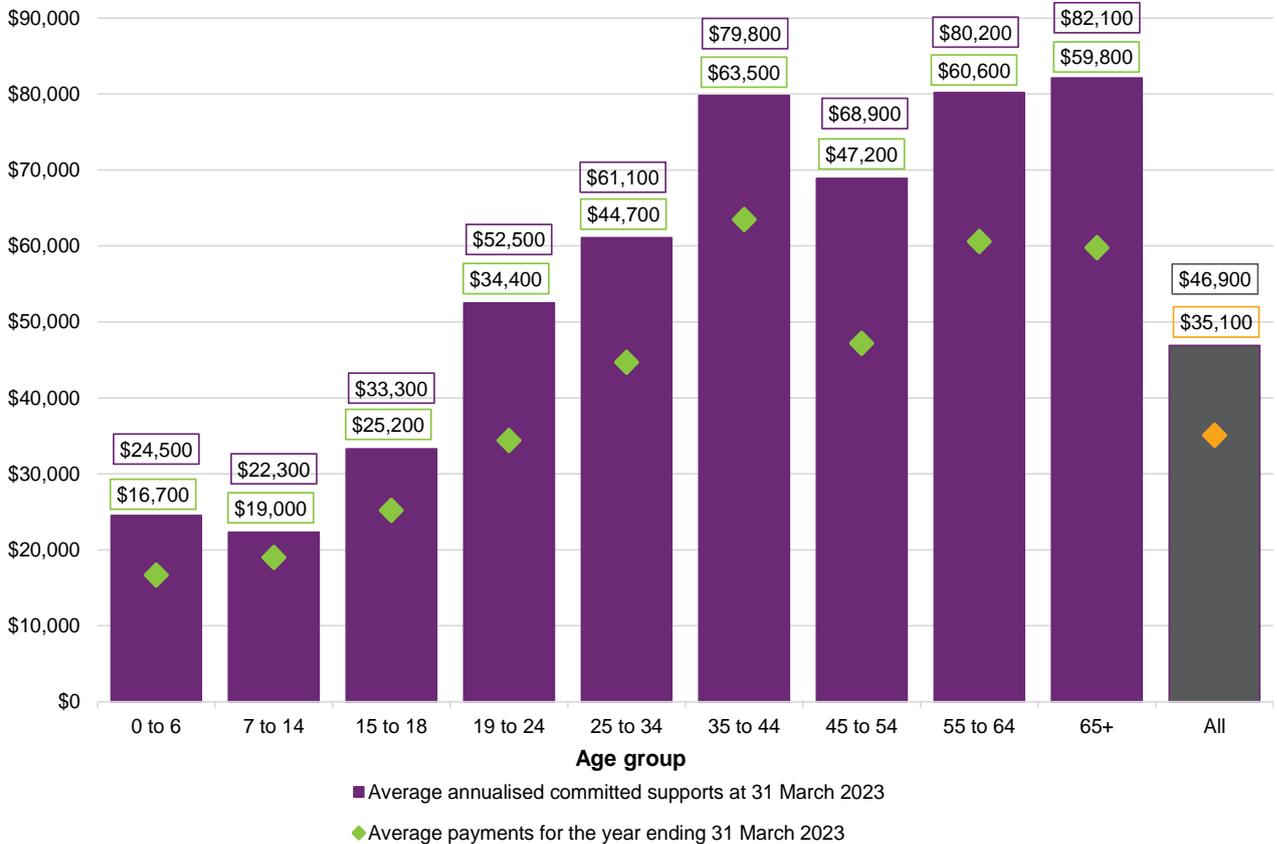


Figure L.7 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Australian Capital Territory

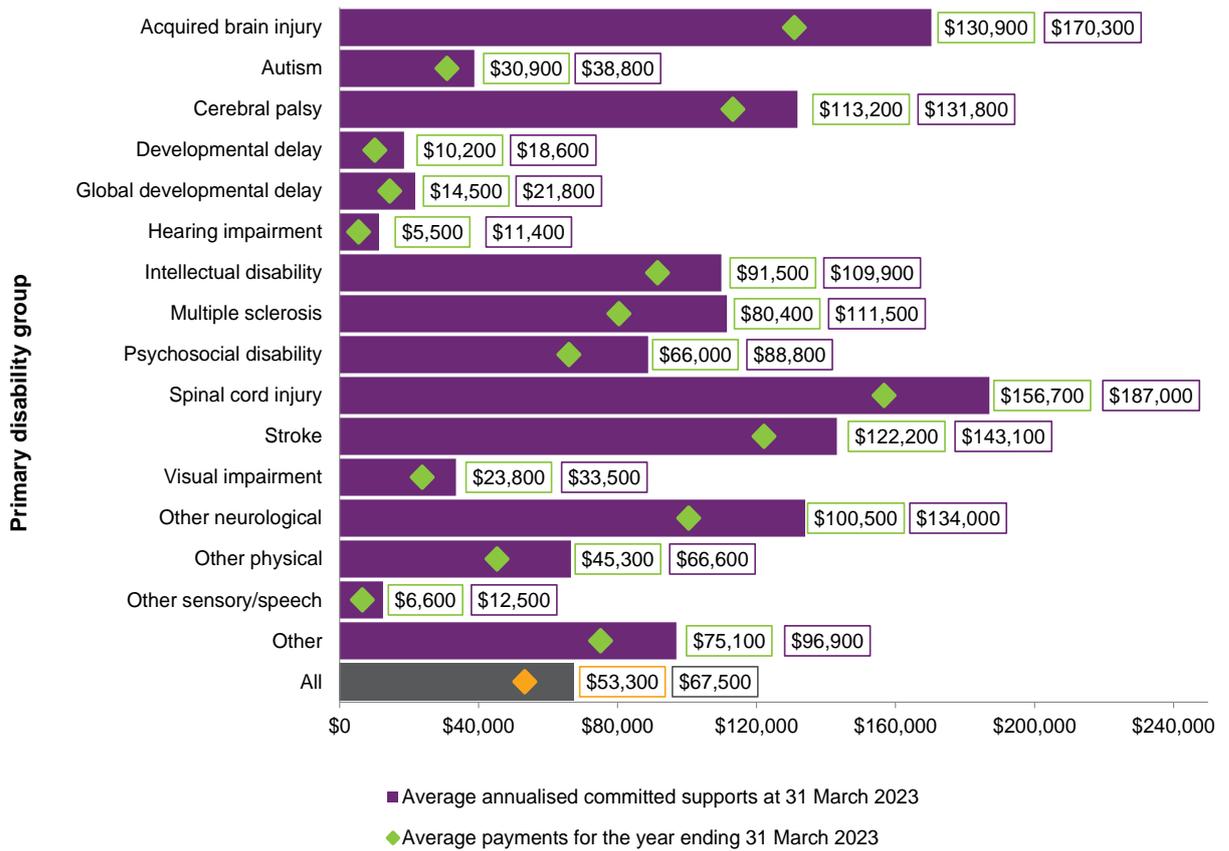


Figure L.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Australian Capital Territory

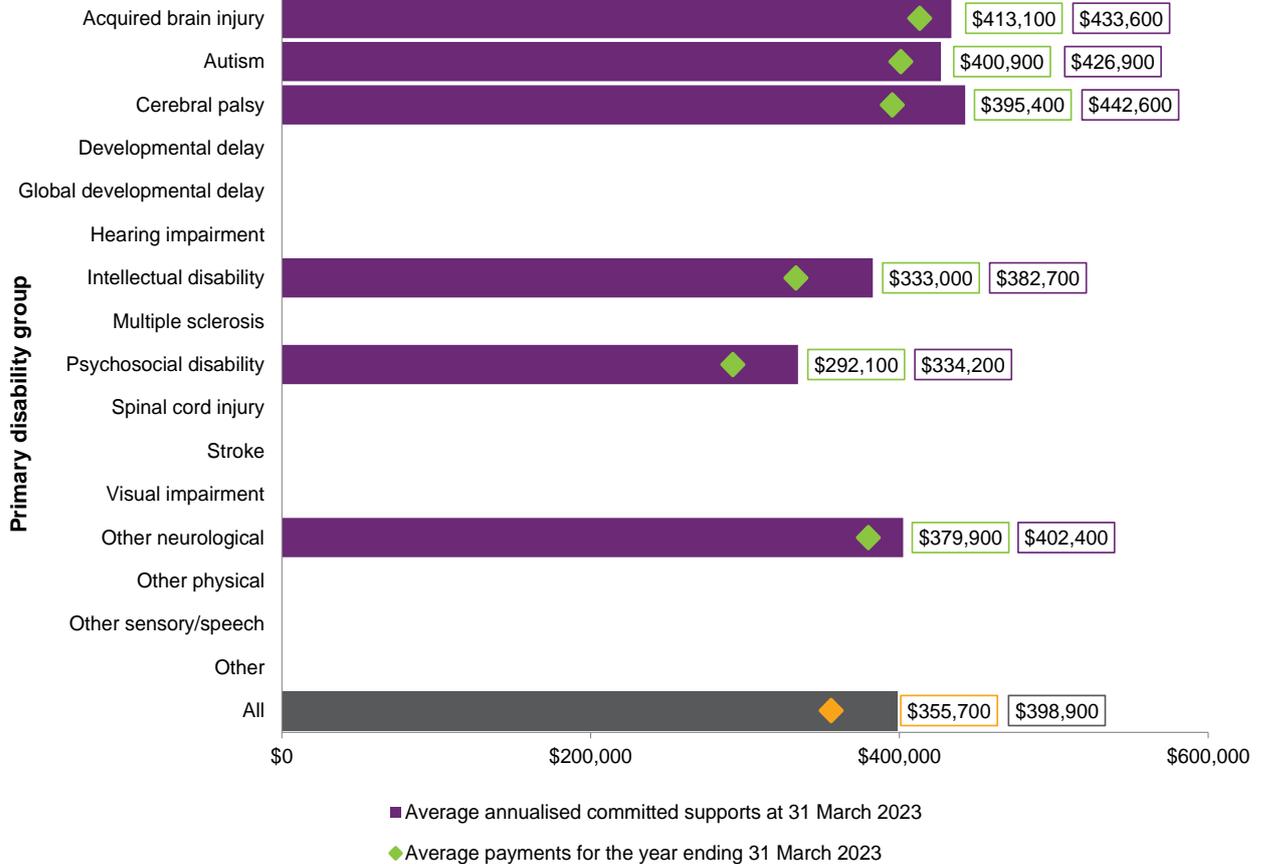


Figure L.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Australian Capital Territory

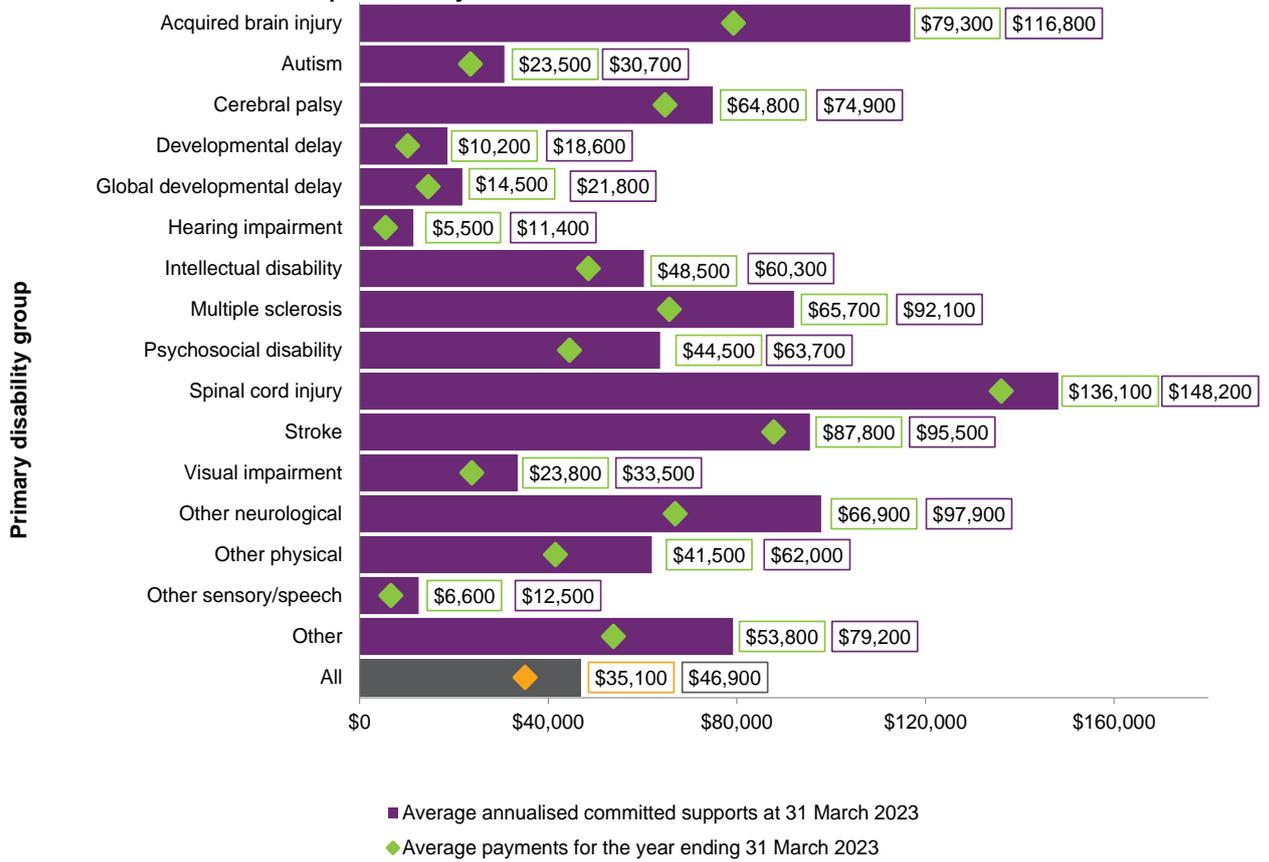


Figure L.10 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Australian Capital Territory

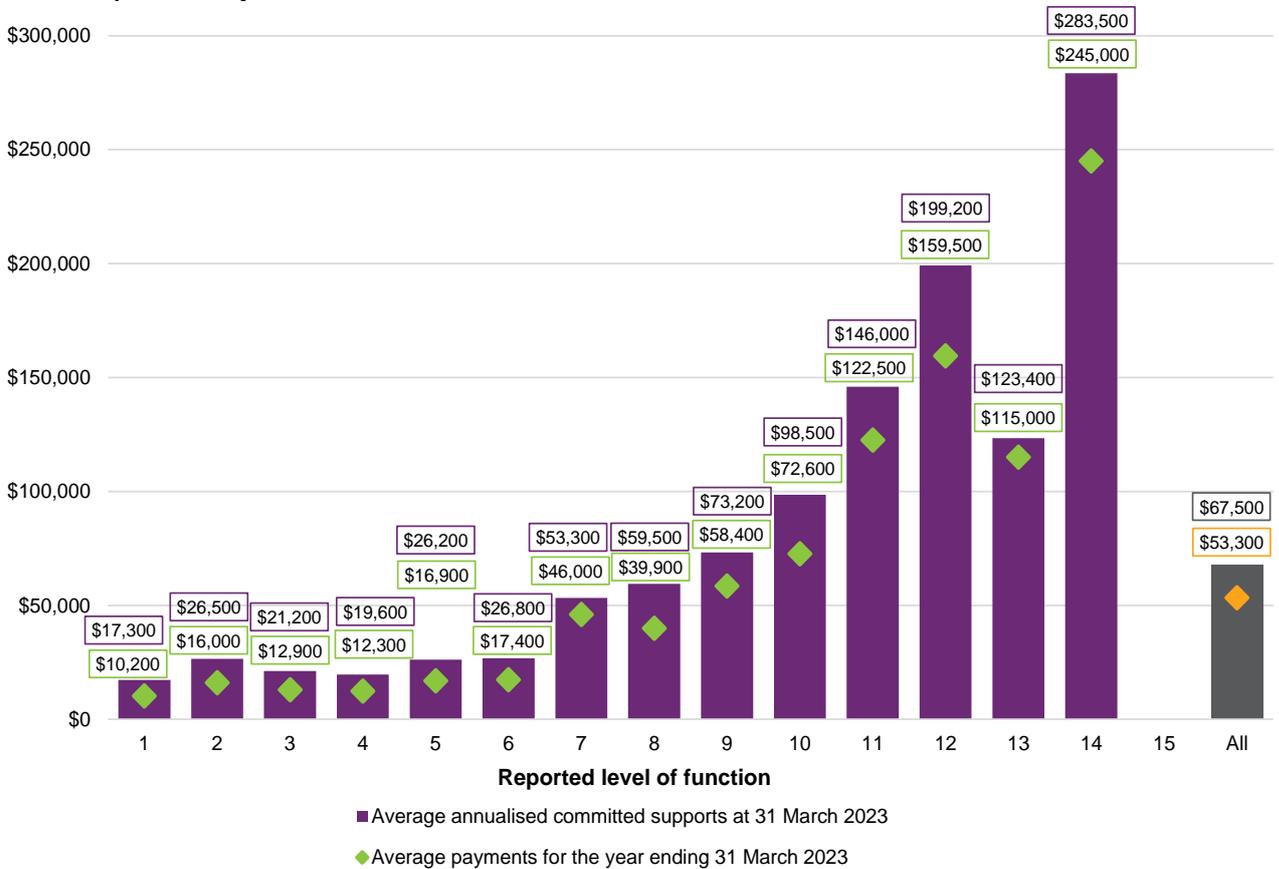


Figure L.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Australian Capital Territory

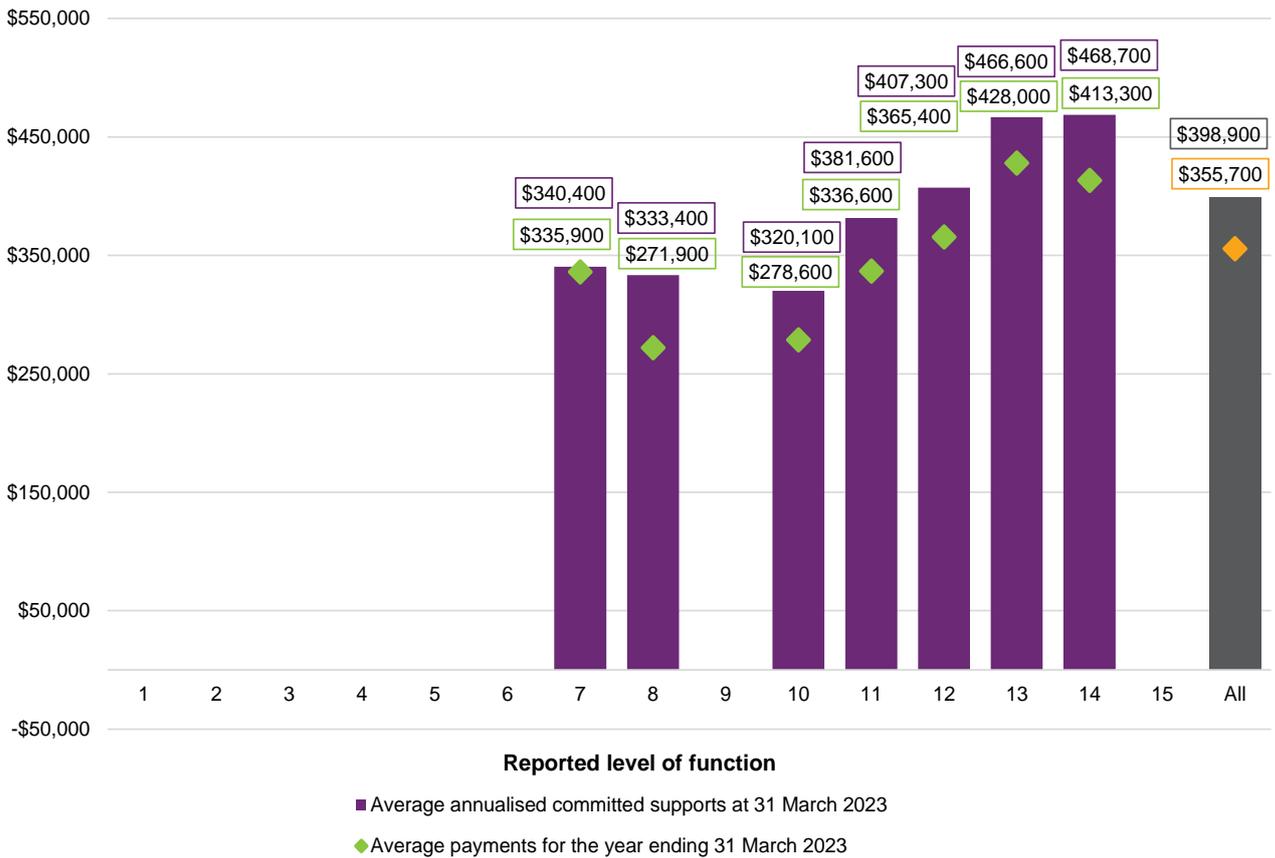


Figure L.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Australian Capital Territory

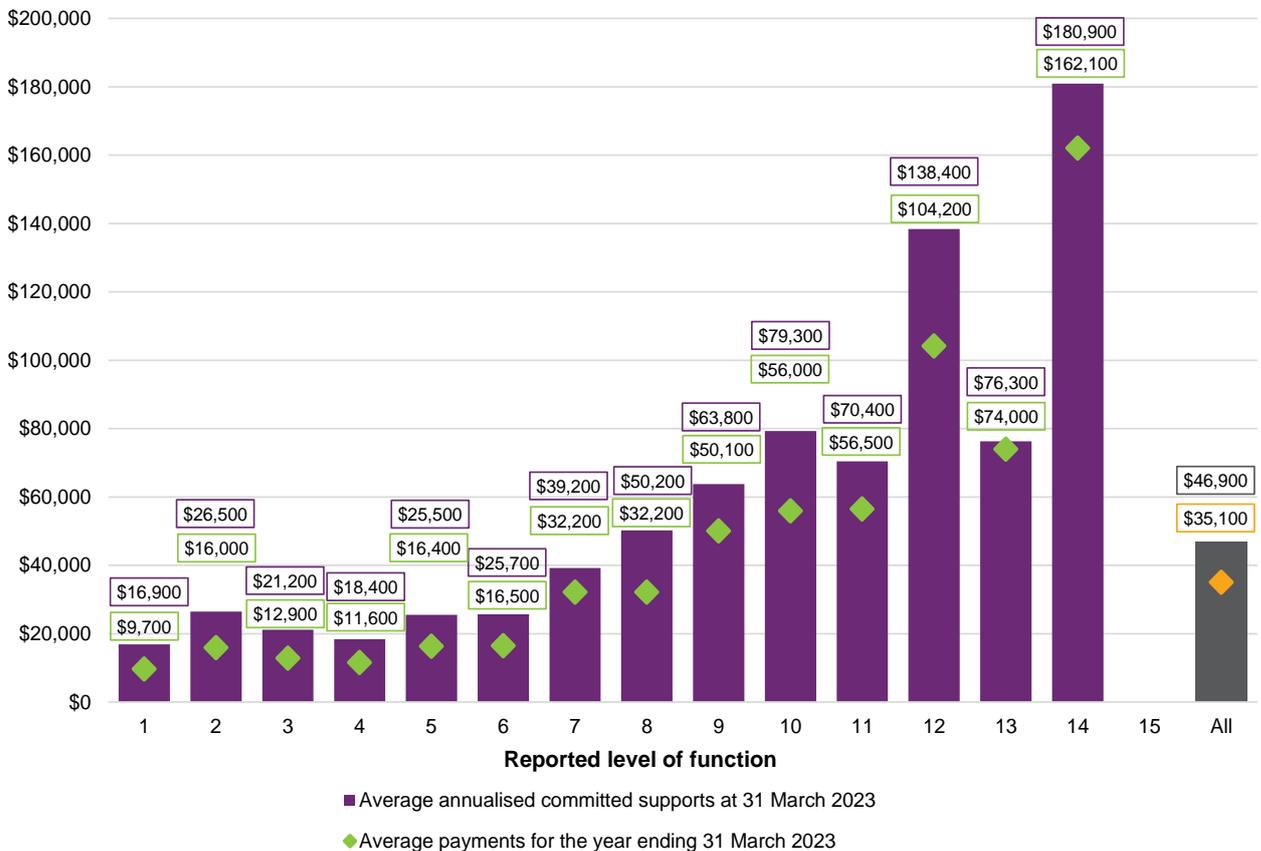


Table L.31 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Australian Capital Territory ^{349 350}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$294.4	\$340.4
Core: Consumables	\$7.9	\$12.0
Core: Social and Civic	\$86.2	\$124.1
Core: Transport	\$14.4	\$8.4
Capacity Building: Choice and Control	\$6.1	\$7.0
Capacity Building: Daily Activities	\$63.1	\$108.9
Capacity Building: Employment	\$2.1	\$5.7
Capacity Building: Health and Wellbeing	\$1.7	\$3.1
Capacity Building: Home Living	\$0.01	\$0.02
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.9	\$12.6
Capacity Building: Social and Civic	\$4.8	\$11.0
Capacity Building: Support Coordination	\$11.3	\$15.9
Capital: Assistive Technology	\$10.3	\$21.5
Capital: Home Modifications	\$3.7	\$8.4
All	\$512.0	\$679.1

Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Australian Capital Territory ^{351 352}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$156.8	\$175.6
Core: Consumables	\$1.3	\$2.0
Core: Social and Civic	\$22.5	\$33.2
Core: Transport	\$1.1	\$1.4
Capacity Building: Choice and Control	\$0.6	\$0.7
Capacity Building: Daily Activities	\$4.4	\$6.8
Capacity Building: Employment	\$0.1	\$0.1
Capacity Building: Health and Wellbeing	\$0.2	\$0.3
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$2.3	\$4.6
Capacity Building: Social and Civic	\$0.1	\$0.2
Capacity Building: Support Coordination	\$2.3	\$3.0
Capital: Assistive Technology	\$1.5	\$3.2
Capital: Home Modifications	\$0.8	\$3.9
All	\$193.7	\$234.9

³⁴⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁵⁰ Total payments for home modifications in Australian Capital Territory were \$3.7m. Of which, \$2.0m (54.3%) has been paid for specialised disability accommodation (SDA) supports, and \$1.7m (45.7%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$8.4m. Of which, \$5.8m (69%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.6m (31%) has been allocated for non-SDA supports.

³⁵¹ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁵² Total payments for home modifications in Australian Capital Territory were \$0.81m. Of which, \$0.81m (100.0%) has been paid for specialised disability accommodation (SDA) supports, and \$0.00m (0.0%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.1m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$3.90m. Of which, \$3.89m (99.8%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.2%) has been allocated for non-SDA supports.

Table L.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Australian Capital Territory ^{353 354}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$137.6	\$164.8
Core: Consumables	\$6.6	\$10.1
Core: Social and Civic	\$63.7	\$90.9
Core: Transport	\$13.3	\$7.0
Capacity Building: Choice and Control	\$5.6	\$6.4
Capacity Building: Daily Activities	\$58.8	\$102.1
Capacity Building: Employment	\$2.1	\$5.6
Capacity Building: Health and Wellbeing	\$1.6	\$2.8
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$3.7	\$8.0
Capacity Building: Social and Civic	\$4.7	\$10.8
Capacity Building: Support Coordination	\$9.0	\$12.9
Capital: Assistive Technology	\$8.9	\$18.3
Capital: Home Modifications	\$2.9	\$4.5
All	\$318.3	\$444.2

Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{355 356}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.3	25.2	127.1	266.3	304.8	365.7	459.5	553.6	604.1	510.8
Total Paid	0.2	20.8	110.2	181.1	220.3	275.8	337.3	415.5	472.7	368.4
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	72%

Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory ³⁵⁷

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	2.5%	3.3%	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%	4.4%
Interplan Inflation	0.0%	-0.8%	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%	4.7%
Total Inflation	2.4%	2.6%	5.2%	8.5%	5.9%	10.0%	16.6%	13.7%	9.1%

³⁵³ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

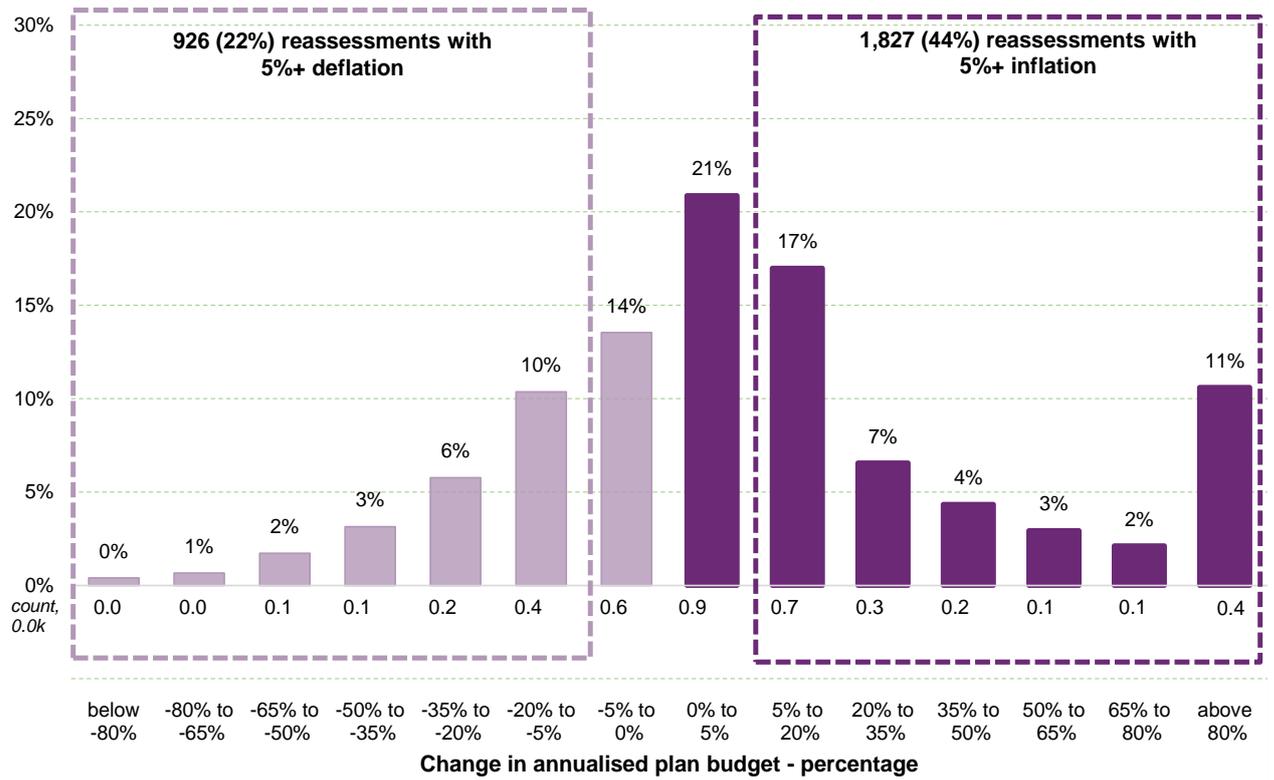
³⁵⁴ Total payments for home modifications in Australian Capital Territory were \$2.9m. Of which, \$1.2m (41.8%) has been paid for specialised disability accommodation (SDA) supports, and \$1.7m (58.2%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.01m processed off-system in June 2022. Total annualised committed supports for home modifications in Australian Capital Territory were \$4.5m. Of which, \$1.9m (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.6m (58%) has been allocated for non-SDA supports.

³⁵⁵ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

³⁵⁶ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

³⁵⁷ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

Figure L.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Australian Capital Territory ³⁵⁸



³⁵⁸ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix M:

Northern Territory

Part One: Participants and their plans

Table M.1 Active participants by quarter of entry, plan and entry type – Northern Territory ³⁵⁹

Participant breakdown	Prior Quarters	2022-23 Q3	Total
Access decisions	6,898	245	7,143
Active Eligible - Total	5,490	203	5,693
<i>Active Eligible - New</i>	3,406	198	3,604
<i>Active Eligible - State</i>	1,671	<11	1,674
<i>Active Eligible - Commonwealth</i>	413	<11	415
Active Participant Plans (excl ECA) - Total	5,310	212	5,522
<i>Active Participant Plans (excl ECA) - New</i>	3,250	201	3,451
<i>Active Participant Plans (excl ECA) - State</i>	1,650	<11	1,660
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	410	<11	411
Active Participant Plans - Total	5,408	323	5,633
<i>Active Participant Plans - Early Intervention (s25)</i>	1,728	142	1,870
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,582	70	3,652
<i>Active Participant Plans - ECA</i>	98	111	111

Table M.2 People who have left the Scheme since 1 July 2013 as at 31 March 2023 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	431
<i>Early Intervention participants</i>	97
<i>Permanent disability participants</i>	334

Table M.3 Assessment of access by age group and gender – Northern Territory ³⁶⁰

Age Group at Access Decision	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
0 to 6	1,355	97%	541	97%	<11	n/a	1,904	97%
7 to 14	782	88%	335	86%	<11	n/a	1,125	87%
15 to 18	242	88%	116	81%	<11	n/a	362	85%
19 to 24	192	91%	102	86%	<11	n/a	296	88%
25 to 34	317	89%	187	80%	<11	n/a	508	86%
35 to 44	365	89%	238	84%	<11	n/a	609	87%
45 to 54	376	84%	305	80%	<11	n/a	682	82%
55 to 64	368	81%	291	75%	<11	n/a	662	79%
65+	<11	n/a	15	58%	<11	n/a	23	48%
Missing	17	35%	23	44%	<11	n/a	44	42%
Total	4,022	89%	2,153	84%	40	78%	6,215	87%

³⁵⁹ The definition used to report on Early Childhood Approach is the number of children accessing early connections. The number of children accessing early connections is at the end of the current and prior quarters.

³⁶⁰ The age in this table is the age at the time of Scheme entry (access met decision). In previous quarterly reports to the disability ministers, records with missing access decision dates have been shown using the age at the reporting date. The results have been corrected in Q3 2022-23 to reflect 44 records that have a missing access decision date.

Table M.4 Assessment of access by primary disability group and gender – Northern Territory³⁶¹

Primary disability group	Male - Number of access met	Male - Percentage of access decisions eligible	Female - Number of access met	Female - Percentage of access decisions eligible	Other - Number of access met	Other - Percentage of access decisions eligible	Total - Number of access met	Total - Percentage of access decisions eligible
Acquired brain injury	256	94%	98	94%	<11	n/a	354	94%
Autism	964	98%	304	98%	16	94%	1,284	98%
Cerebral palsy	116	98%	93	97%	<11	n/a	209	97%
Developmental delay	646	98%	254	98%	<11	n/a	903	98%
Global developmental delay	117	98%	59	95%	<11	n/a	176	97%
Hearing impairment	119	89%	119	83%	<11	n/a	241	86%
Intellectual disability	692	95%	458	94%	<11	n/a	1,157	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	29	94%
Psychosocial disability	428	79%	172	65%	<11	n/a	605	74%
Spinal cord injury	77	96%	26	100%	<11	n/a	103	97%
Stroke	116	91%	115	88%	<11	n/a	231	90%
Visual impairment	37	80%	41	80%	<11	n/a	78	80%
Other neurological	154	80%	121	75%	<11	n/a	276	78%
Other physical	147	60%	158	61%	<11	n/a	306	60%
Other sensory/speech	30	48%	<11	n/a	<11	n/a	36	46%
Other	102	53%	92	56%	<11	n/a	194	54%
Missing	14	100%	15	94%	<11	n/a	33	97%
Total	4,022	89%	2,153	84%	40	78%	6,215	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred per cent.

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

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,688	51%	101	48%	2,789	51%
Non-First Nations Participants	2,160	41%	96	45%	2,256	41%
Not Stated	462	9%	15	7%	477	9%
Total	5,310	100%	212	100%	5,522	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory³⁶²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	334	6%	12	6%	346	6%
Not culturally and linguistically diverse	4,965	94%	200	94%	5,165	94%
Not stated	11	0%	<11	n/a	11	0%
Total	5,310	100%	212	100%	5,522	100%

³⁶¹ Ibid.

³⁶² The number of CALD participants has excluded participants who identify as First Nations Peoples since the September 2021 quarter.

Table M.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 March 2023 – Northern Territory ^{363 364}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	13
Total YPIRAC (under 65)	13

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ³⁶⁵

Participants in residential aged care (under 65)	Incremental	Cumulative
Mar-20	-1	40
Jun-20	-1	39
Sep-20	-3	36
Dec-20	0	36
Mar-21	0	36
Jun-21	-1	35
Sep-21	-3	32
Dec-21	-4	28
Mar-22	-2	26
Jun-22	-1	25
Sep-22	-2	23
Dec-22	-3	20
Mar-23	-7	13

Table M.9 Participant profile per quarter by remoteness – Northern Territory ³⁶⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	3,077	58%	126	59%	3,203	58%
Population between 15,000 and 50,000	<11	n/a	<11	n/a	<11	n/a
Population between 5,000 and 15,000	<11	n/a	<11	n/a	<11	n/a
Population less than 5,000	64	1%	<11	n/a	68	1%
Remote	1,058	20%	48	23%	1,106	20%
Very Remote	1,108	21%	34	16%	1,142	21%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,310	100%	212	100%	5,522	100%

³⁶³ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

³⁶⁴ There are a further 16 active participants aged 65 years or over who are currently in residential aged care.

³⁶⁵ 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.

³⁶⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table M.10 Participant profile per quarter by primary disability group – Northern Territory ^{367 368 369}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,214	23%	39	18%	1,253	23%
Intellectual disability	1,043	20%	25	12%	1,068	19%
Psychosocial disability	542	10%	<11	n/a	552	10%
Developmental delay	709	13%	88	42%	797	14%
Hearing impairment	216	4%	<11	n/a	219	4%
Other neurological	213	4%	<11	n/a	219	4%
Other physical	215	4%	<11	n/a	217	4%
Cerebral palsy	194	4%	<11	n/a	194	4%
Acquired brain injury	304	6%	<11	n/a	308	6%
Global developmental delay	141	3%	18	8%	159	3%
Visual impairment	65	1%	<11	n/a	66	1%
Multiple sclerosis	24	0%	<11	n/a	24	0%
Stroke	177	3%	<11	n/a	186	3%
Spinal cord injury	83	2%	<11	n/a	84	2%
Other	141	3%	<11	n/a	147	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	5,310	100%	212	100%	5,522	100%

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{370 371}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	33	6%	<11	n/a	33	6%
Intellectual disability	149	28%	<11	n/a	149	28%
Psychosocial disability	78	15%	<11	n/a	78	15%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	38	7%	<11	n/a	38	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	59	11%	<11	n/a	59	11%
Acquired brain injury	83	16%	<11	n/a	83	15%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	<11	n/a	<11	n/a	<11	n/a
Multiple sclerosis	<11	n/a	<11	n/a	<11	n/a
Stroke	46	9%	<11	n/a	47	9%
Spinal cord injury	17	3%	<11	n/a	17	3%
Other	17	3%	<11	n/a	17	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	535	100%	<11	n/a	536	100%

³⁶⁷ Table order based on national proportions in Table E.10 (highest to lowest).

³⁶⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

³⁶⁹ Down syndrome is included in intellectual disability, representing 2% (106) of all Scheme participants in Northern Territory.

³⁷⁰ The results for the current quarter only include participants with SIL supports in their first plan. Participants who had an approved plan prior to the latest quarter and moved into SIL during the latest quarter are included in the prior quarters results.

³⁷¹ Down syndrome is included in intellectual disability, representing 3% (15) of participants in SIL.

Table M.12 Participant profile per quarter (participants not in SIL) by primary disability group – Northern Territory ³⁷²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Autism	1,181	25%	39	18%	1,220	24%
Intellectual disability	894	19%	25	12%	919	18%
Psychosocial disability	464	10%	<11	n/a	474	10%
Developmental delay	709	15%	88	42%	797	16%
Hearing impairment	216	5%	<11	n/a	219	4%
Other neurological	175	4%	<11	n/a	181	4%
Other physical	206	4%	<11	n/a	208	4%
Cerebral palsy	135	3%	<11	n/a	135	3%
Acquired brain injury	221	5%	<11	n/a	225	5%
Global developmental delay	141	3%	18	9%	159	3%
Visual impairment	60	1%	<11	n/a	61	1%
Multiple sclerosis	23	0%	<11	n/a	23	0%
Stroke	131	3%	<11	n/a	139	3%
Spinal cord injury	66	1%	<11	n/a	67	1%
Other	124	3%	<11	n/a	130	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	4,775	100%	211	100%	4,986	100%

Table M.13 Participant profile per quarter by reported level of function – Northern Territory

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
1 (High Function)	894	17%	89	42%	983	18%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	343	6%	14	7%	357	6%
4 (High Function)	280	5%	<11	n/a	286	5%
5 (High Function)	368	7%	24	11%	392	7%
6 (Moderate Function)	990	19%	42	20%	1,032	19%
7 (Moderate Function)	295	6%	<11	n/a	303	5%
8 (Moderate Function)	433	8%	<11	n/a	442	8%
9 (Moderate Function)	32	1%	<11	n/a	32	1%
10 (Moderate Function)	563	11%	<11	n/a	573	10%
11 (Low Function)	118	2%	<11	n/a	120	2%
12 (Low Function)	527	10%	<11	n/a	533	10%
13 (Low Function)	345	6%	<11	n/a	347	6%
14 (Low Function)	112	2%	<11	n/a	112	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,310	100%	212	100%	5,522	100%

³⁷² Down syndrome is included in intellectual disability, representing 2% (91) of participants not in SIL.

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
0 to 6	915	17%	113	53%	1,028	19%
7 to 14	1,379	26%	42	20%	1,421	26%
15 to 18	410	8%	<11	n/a	420	8%
19 to 24	374	7%	<11	n/a	381	7%
25 to 34	438	8%	11	5%	449	8%
35 to 44	541	10%	<11	n/a	550	10%
45 to 54	553	10%	11	5%	564	10%
55 to 64	531	10%	<11	n/a	540	10%
65+	169	3%	<11	n/a	169	3%
Total	5,310	100%	212	100%	5,522	100%

Table M.15 Participation rates by age group and gender at 31 March 2023 – Northern Territory ³⁷³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.5%	2.5%	4.1%
7 to 14	7.1%	3.0%	5.1%
15 to 18	4.3%	2.0%	3.2%
19 to 24	2.3%	1.2%	1.8%
25 to 44	1.4%	0.9%	1.1%
45 to 64	2.1%	1.6%	1.8%
Total (aged 0 to 64)	2.9%	1.5%	2.3%

³⁷³ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Part Two: Participant and family/carer outcomes

Note: In Tables M.16 to M.19 outcomes for participants and/or their families and carers, R1, R2, R3, R4, R5 and R6 mean first reassessment, second reassessment, third reassessment, fourth reassessment, fifth reassessment and sixth reassessment respectively.

Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=425), 'participant social and community engagement rate' (n=427), 'parent and carer employment rate' (n=249) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=208) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 March 2021 - Northern Territory³⁷⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	8%	16%	26%
Participant employment rate - Aged 25 to 34 years	15%	17%	15%	26%
Participant employment rate - Aged 35 to 44 years	9%	5%	9%	26%
Participant employment rate - Aged 45 to 54 years	15%	10%	15%	26%
Participant employment rate - Aged 55 to 64 years	8%	13%	11%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	12%	12%	13%	26%
Participant employment rate - Aged 15 to 64 years	11%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	45%	52%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	49%	61%	59%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	48%	46%	46%
Participant social and community engagement rate - Aged 55 to 64 years	49%	41%	50%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	45%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	45%	50%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	53%	53%	50%
Parent and carer employment rate - Aged 15+ years	48%	59%	54%	50%
Parent and carer employment rate - All ages	48%	55%	54%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	58%	75%
Participant Choice and Control - Aged 25+ years	n/a	53%	66%	75%
Participant Choice and Control - Aged 15+ years	n/a	53%	64%	75%

³⁷⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

Table M.17 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=304), 'participant social and community engagement rate' (n=308), 'parent and carer employment rate' (n=191) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=191) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 March 2020 - Northern Territory ³⁷⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	17%	0%	16%	26%
Participant employment rate - Aged 25 to 34 years	20%	25%	14%	18%	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	22%	21%	10%	19%	26%
Participant employment rate - Aged 55 to 64 years	10%	3%	0%	10%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	16%	15%	7%	15%	26%
Participant employment rate - Aged 15 to 64 years	15%	16%	5%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	41%	42%	48%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	36%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	30%	27%	33%	33%	46%
Participant social and community engagement rate - Aged 55 to 64 years	29%	34%	30%	40%	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	37%	37%	38%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	40%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	52%	62%	56%	60%	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	52%	61%	56%	59%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	79%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	63%	73%	75%
Participant Choice and Control - Aged 15+ years	n/a	63%	67%	71%	75%

³⁷⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2020 and have had a third plan reassessment to date.

Table M.18 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=223), 'participant social and community engagement rate' (n=223), 'parent and carer employment rate' (n=82) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=163) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 March 2019 - Northern Territory ³⁷⁶

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	11%	16%	11%	15%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	14%	12%	15%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	48%	45%	46%	51%	47%	46%
Participant social and community engagement rate - Aged 15+ years	48%	44%	45%	48%	46%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	59%	70%	73%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	70%	71%	71%	75%

³⁷⁶ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2019 and have had a fourth plan reassessment to date.

Table M.19 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=88), 'participant social and community engagement rate' (n=91), 'parent and carer employment rate' (n=16) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=66) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 March 2018 - Northern Territory³⁷⁷

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	14%	11%	13%	13%	12%	14%	26%
Participant employment rate - Aged 15 to 64 years	13%	11%	13%	11%	11%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 35 to 44 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 45 to 54 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 55 to 64 years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25+ years	40%	42%	41%	44%	54%	48%	46%
Participant social and community engagement rate - Aged 15+ years	42%	44%	42%	39%	55%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - Aged 15+ years	n/a	n/a	n/a	n/a	n/a	n/a	50%
Parent and carer employment rate - All ages	n/a	n/a	n/a	n/a	n/a	n/a	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 25+ years	n/a	48%	70%	68%	77%	72%	75%
Participant Choice and Control - Aged 15+ years	n/a	50%	68%	60%	75%	70%	75%

There is insufficient data for progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment.

³⁷⁷ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2018 and have had a fifth plan reassessment to date.

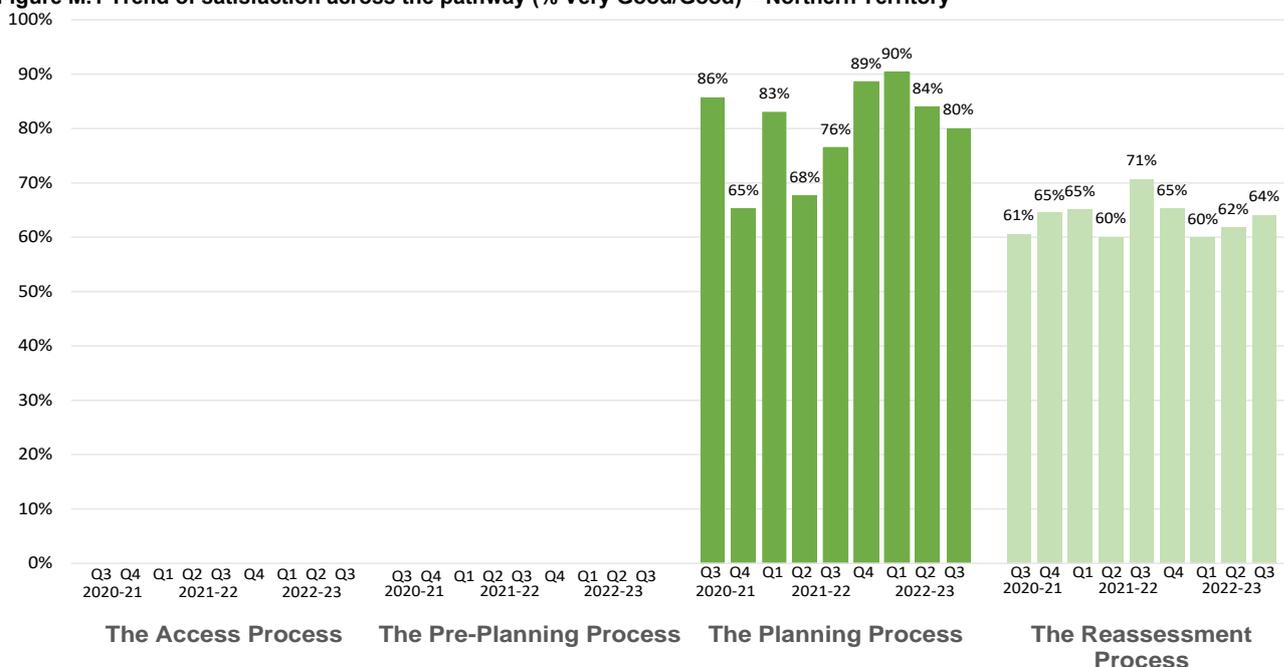
Part Three: Participant experience

Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 117 in Prior Quarters, n = 10 in 2022-23 Q3), 'Pre-planning' (n = 124 in Prior Quarters, n = 7 in 2022-23 Q3), 'Planning' (n = 374 in Prior Quarters, n = 30 in 2022-23 Q3) and 'Plan reassessment' (n = 903 in Prior Quarters, n = 78 in 2022-23 Q3) of NDIS journey in 2022-23 Q3 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter – Northern Territory ³⁷⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q3
Access - Are you happy with how coming into the NDIS has gone?	81%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	73%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	85%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	89%	n/a
Pre-planning - Were decisions about your plan clearly explained?	68%	n/a
Pre-planning - Are you clear on what happens next with your plan?	59%	n/a
Pre-planning - Do you know where to go for more help with your plan?	73%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	74%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	93%
Planning - Did you understand why you needed to give the information you did?	97%	100%
Planning - Were decisions about your plan clearly explained?	84%	90%
Planning - Are you clear on what happens next with your plan?	79%	77%
Planning - Do you know where to go for more help with your plan?	87%	87%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	80%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	67%
Plan reassessment - Did you feel prepared for your plan reassessment?	80%	76%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	76%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	64%

³⁷⁸ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2020, the participant satisfaction survey has been administered by an independent third party, Australian Healthcare Associates. This change in administrator resulted in a 'break' in the time series. For this reason, in this table the results from surveys conducted in the most recent quarter are compared only with those in previous quarters since 1 October 2020 to understand change over time.

Figure M.1 Trend of satisfaction across the pathway (% Very Good/Good) – Northern Territory ^{379 380}



The tables below summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q3. The charts show trends in complaints based on experience over 3 years. The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. However, any increase is not expected to have a material impact on the results.

The ‘My Customer Requests’ tile in the CRM was launched on 7 October 2019 with enhanced capability to record complaints. Since then it has been used to capture information on the majority of complaints received by the Agency, although the previous ‘My Feedback’ tile is still being used in a small number of cases. Details of a complaint are captured differently on the ‘My Customer Requests’ tile.

Table M.21 shows the number of complaints in 2022-23 Q3 compared with previous quarters by the source of complaint, and by the complaint subject. All complaints recorded on both the ‘My Feedback’ tile and the ‘My Customer Requests’ tile are included. The list of complaint subjects reflects the combination of all options which can be selected on both the old and the new tiles. Also, on the ‘My Customer Requests’ tile 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 case. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

Tables M.22 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.

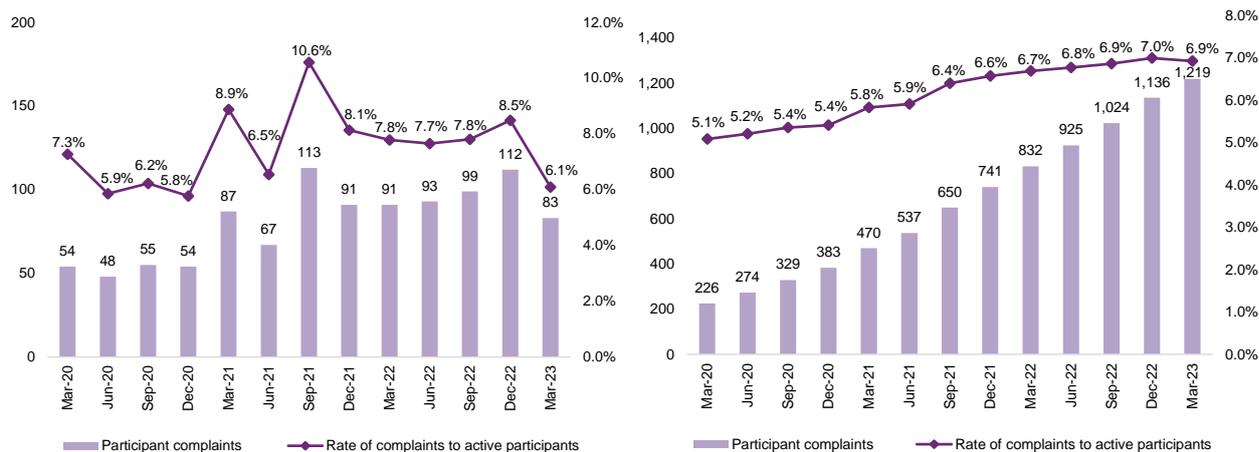
³⁷⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 March 2023 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁸⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints by quarter – Northern Territory ^{381 382}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q3	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	<11	<11	<11	<11
People who have submitted an access request: Complaint about LAC Partner	16	<11	17	16
People who have submitted an access request: Complaints about service providers	62	<11	64	47
People who have submitted an access request: Complaints about the Agency	717	44	761	480
People who have submitted an access request: Critical/ Reportable Incident	322	36	358	258
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	1,136	83	1,219	715
<i>Percentage of the number of active participants</i>	<i>7.0%</i>	<i>6.1%</i>	<i>6.9%</i>	<i>n/a</i>

Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory



³⁸¹ Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

³⁸² Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table M.22 Participant complaints by type. Complaints with a related party who has submitted an access request – Northern Territory ³⁸³

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	2%	<11	n/a	11	1%
Complaints about the Agency - Information unclear	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Access	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	87	12%	<11	n/a	97	13%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	188	26%	<11	n/a	198	26%
Complaints about the Agency - NDIA Process	80	11%	16	36%	96	13%
Complaints about the Agency - NDIA Resources	13	2%	<11	n/a	14	2%
Complaints about the Agency - NDIA Staff	40	6%	<11	n/a	41	5%
Complaints about the Agency - NDIA Timeliness	167	23%	<11	n/a	172	23%
Complaints about the Agency - Participation, engagement and inclusion	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Provider Portal	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Reasonable and necessary supports	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Staff conduct - Agency	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - The way the NDIA carried out its decision making	11	2%	<11	n/a	11	1%
Complaints about the Agency - Timeliness	34	5%	<11	n/a	35	5%
Complaints about the Agency - Other	54	8%	<11	n/a	54	7%
Complaints about the Agency - Total	717	100%	44	100%	761	100%
Complaints about ECA Partner - ECA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Process	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Plan	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Process	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	16	100%	<11	n/a	17	100%
Complaints about service providers - Provider Costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Process	<11	n/a	<11	n/a	<11	n/a

³⁸³ There are 1,136 total participant complaints in Prior Quarters, 83 total participant complaints in 2022-23 Q3, and 1,219 total participant complaints as at 31 March 2023, including 18 unclassified participant complaints as at 31 March 2023.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Service	15	24%	<11	n/a	17	27%
Complaints about service providers - Provider Staff	11	18%	<11	n/a	11	17%
Complaints about service providers - Service Delivery	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Staff Conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Other	14	23%	<11	n/a	14	22%
Complaints about service providers - Total	62	100%	<11	n/a	64	100%
Critical/ Reportable Incident - Allegations against a provider	112	35%	12	33%	124	35%
Critical/ Reportable Incident - Allegations against Informal Supports	36	11%	<11	n/a	46	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	50	16%	<11	n/a	54	15%
Critical/ Reportable Incident - Provider reporting	124	39%	<11	n/a	134	37%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	322	100%	36	100%	358	100%

Table M.23 AAT Cases by category at 31 March 2023 – Northern Territory³⁸⁴

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q3 - Count	2022-23 Q3 - Percentage	Total - Count	Total - Percentage
Access	<11	n/a	<11	n/a	<11	n/a
Plan	<11	n/a	<11	n/a	<11	n/a
Plan Reassessment	<11	n/a	<11	n/a	<11	n/a
Other	<11	n/a	<11	n/a	<11	n/a
Total cases	11	100%	<11	n/a	11	100%
<i>Percentage of the number of active participants</i>	<i>n/a</i>	<i>0.07%</i>	<i>n/a</i>	<i>0.00%</i>	<i>n/a</i>	<i>0.06%</i>

Table M.24 AAT cases by open/closed and decision – Northern Territory^{385 386}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	11	<11
Open AAT Cases	<11	<11
Closed AAT Cases	<11	<11
<i>Resolved before hearing</i>	<i><11</i>	<i><11</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

³⁸⁴ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁸⁵ Ibid.

³⁸⁶ The Tribunal will affirm the decision under review if it finds that the Agency has made the correct decision, or vary the decision under review if it finds the Agency's decision should be altered in some way. The Tribunal will set aside the decision under review if it finds that the Agency has made a wholly or partially incorrect decision. In this case they can replace the Agency's decision, or send the case back to the Agency with considerations to be taken when making a new decision.

Part Four: Providers and the growing market

Table M.25 Key markets indicators by quarter – Northern Territory ^{387 388}

Market indicators	Previous Quarter	2022-23 Q3
Average number of active providers per active participant	1.68	1.62
Number of providers delivering new types of supports	69	68
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	74%	74%
Share of payments - top 25%: Therapeutic Supports (Percentage)	93%	93%
Share of payments - top 25%: Participate Community (Percentage)	86%	88%
Share of payments - top 25%: Early Childhood Supports (Percentage)	86%	87%
Share of payments - top 25%: Assist Personal Activities (Percentage)	87%	89%

Table M.26 Cumulative number of providers that have ever been active as at 31 March 2023 by quarter of activity – Northern Territory ³⁸⁹

Activity	Number of providers
Active for the first time in 2022-23 Q3	24
Active in 2022-23 Q3 and also in previous quarters	305
Active in 2022-23 Q3	329
Inactive in 2022-23 Q3	715
Active ever	1,044

Table M.27 Distribution of active providers in 2022-23 Q3 by their status in 2022-23 Q2 and payment band in 2022-23 Q3 – Northern Territory ³⁹⁰

Amount paid in 2022-23 Q3	Active in previous quarter and this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	48	10	13	71
\$2,001-\$10,000	62	5	7	74
\$10,001-\$100,000	87	<5	<5	93
\$100,001-\$250,000	20	<5	<5	20
\$250,000+	70	<5	<5	71
Total	287	18	24	329

Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ³⁹¹

Mainstream service	Prior Quarters	2022-23 Q3	Total
Daily Activities	16%	14%	15%
Health & Wellbeing	61%	65%	61%
Lifelong Learning	23%	22%	23%
Other	25%	24%	25%
Non-categorised	12%	11%	12%
Any mainstream service	96%	95%	96%

³⁸⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁸⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁸⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁹⁰ Payments by state/territory are determined by the address of the participant who received the support. As a result, a provider who supports participants in multiple jurisdictions may appear in a smaller payment band at state/territory level compared with the national results.

³⁹¹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Table M.29 and Figures M.3 to M.11, average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Table M.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q3 – Northern Territory

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	0.9%	1.0%
\$5,001-\$10,000	4.1%	4.5%
\$10,001-\$15,000	6.8%	7.5%
\$15,001-\$20,000	9.9%	11.0%
\$20,001-\$25,000	13.5%	15.0%
\$25,001-\$30,000	6.9%	7.6%
\$30,001-\$50,000	16.6%	18.4%
\$50,001-\$100,000	16.4%	18.2%
\$100,001-\$150,000	6.0%	6.6%
\$150,001-\$200,000	3.2%	3.5%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	13.4%	4.4%

Figure M.3 Average annualised committed supports and average payments by age group as at 31 March 2023 – Northern Territory

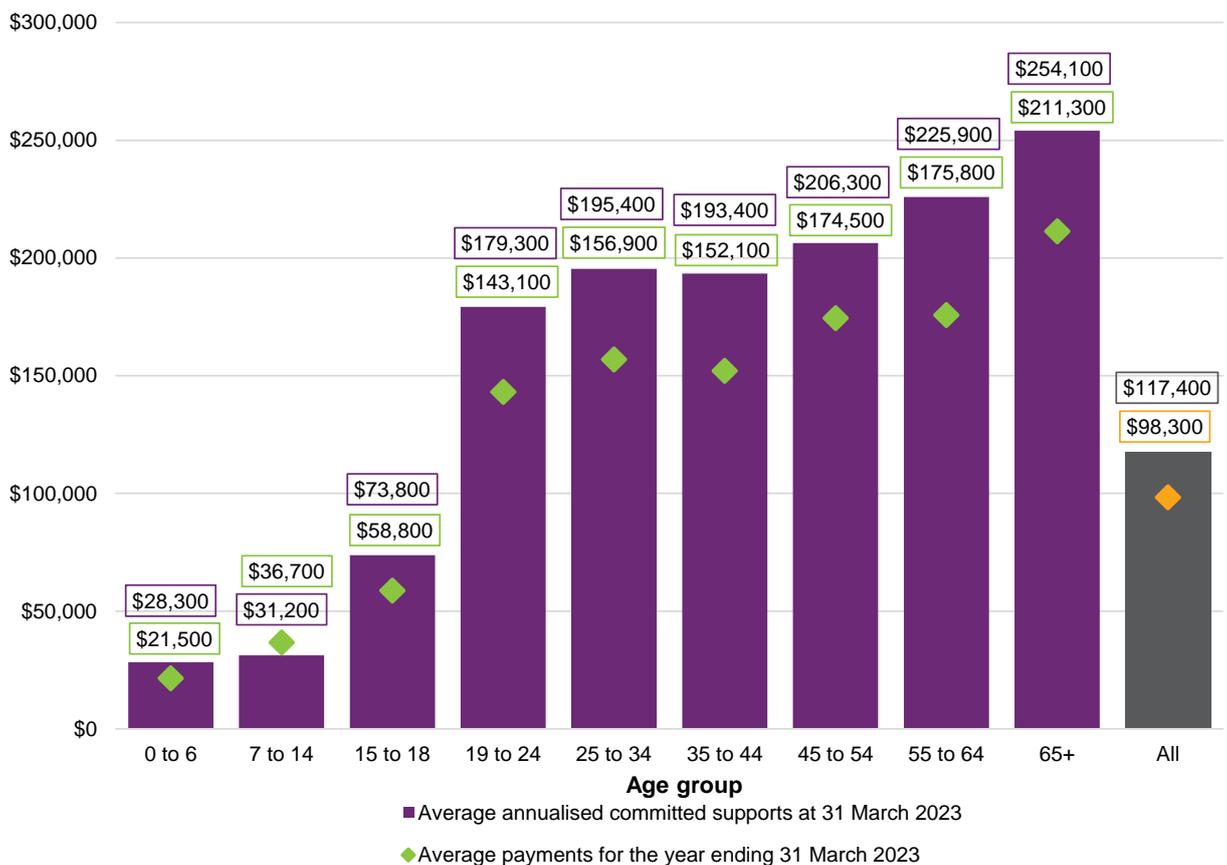


Figure M.4 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 March 2023 – Northern Territory

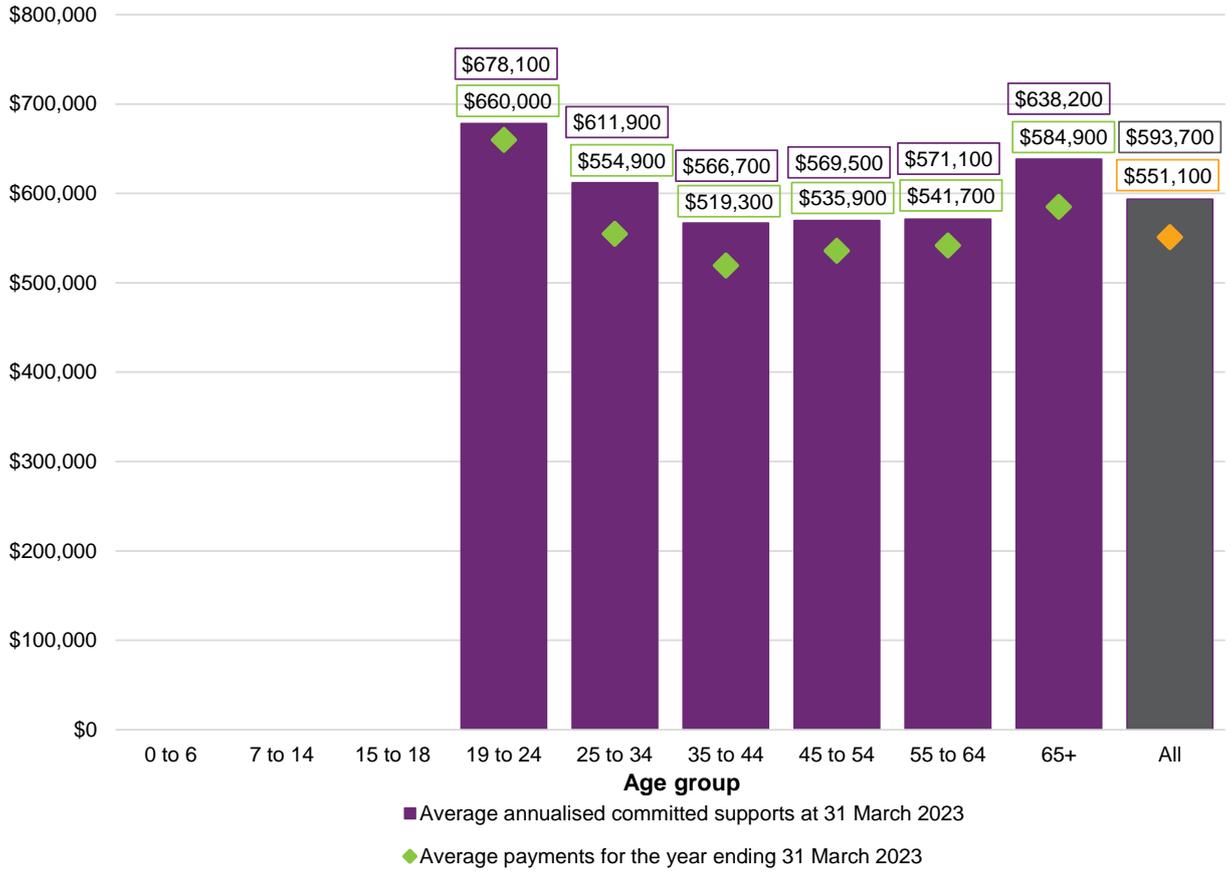


Figure M.5 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 March 2023 – Northern Territory

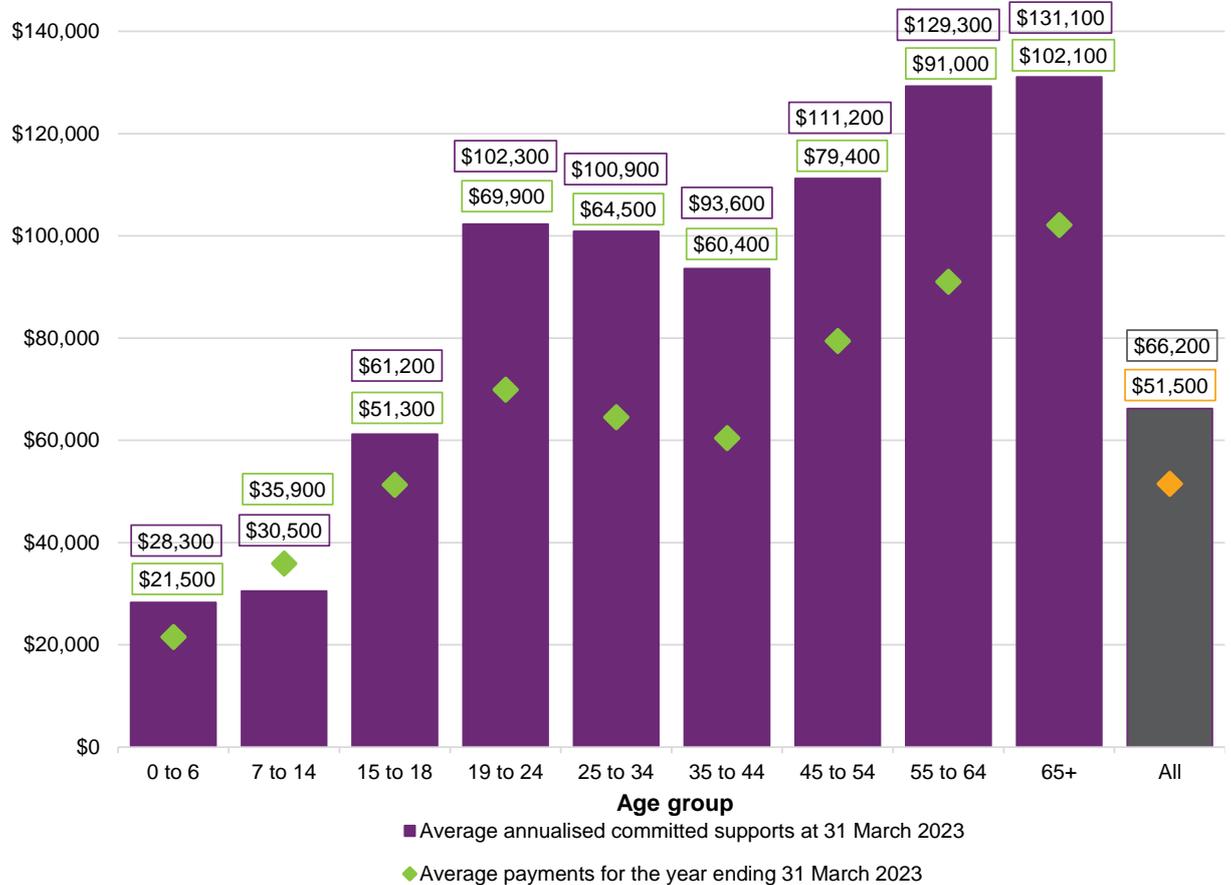


Figure M.6 Average annualised committed supports and average payments by primary disability group as at 31 March 2023 – Northern Territory

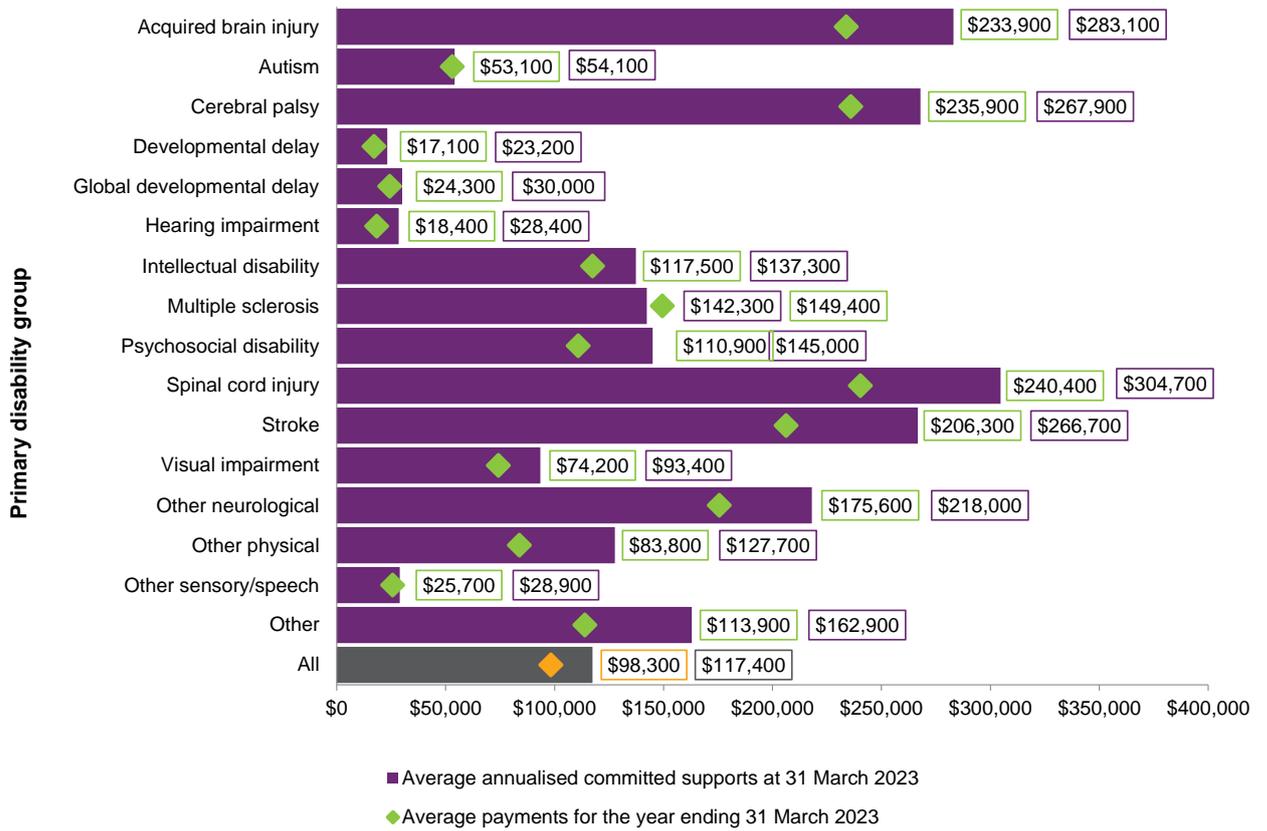


Figure M.7 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 March 2023 – Northern Territory

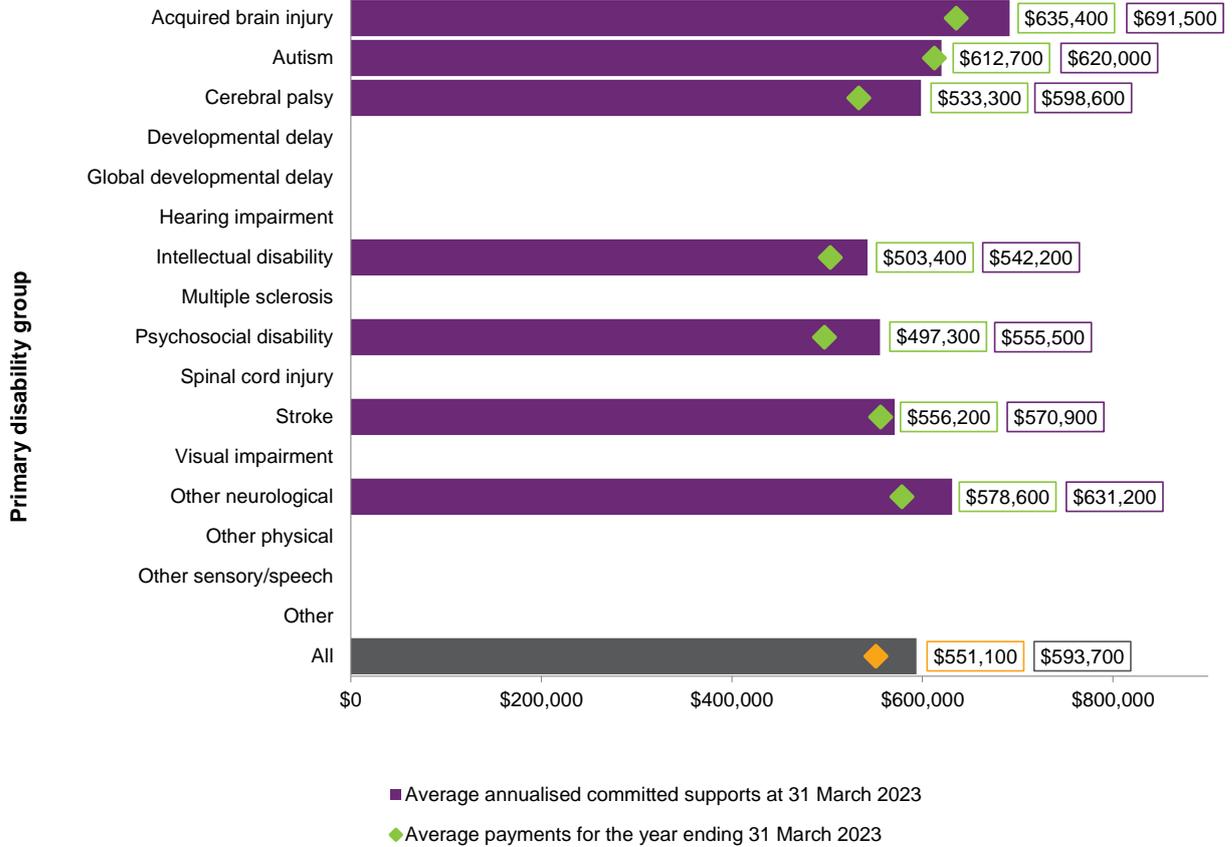


Figure M.8 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 March 2023 – Northern Territory

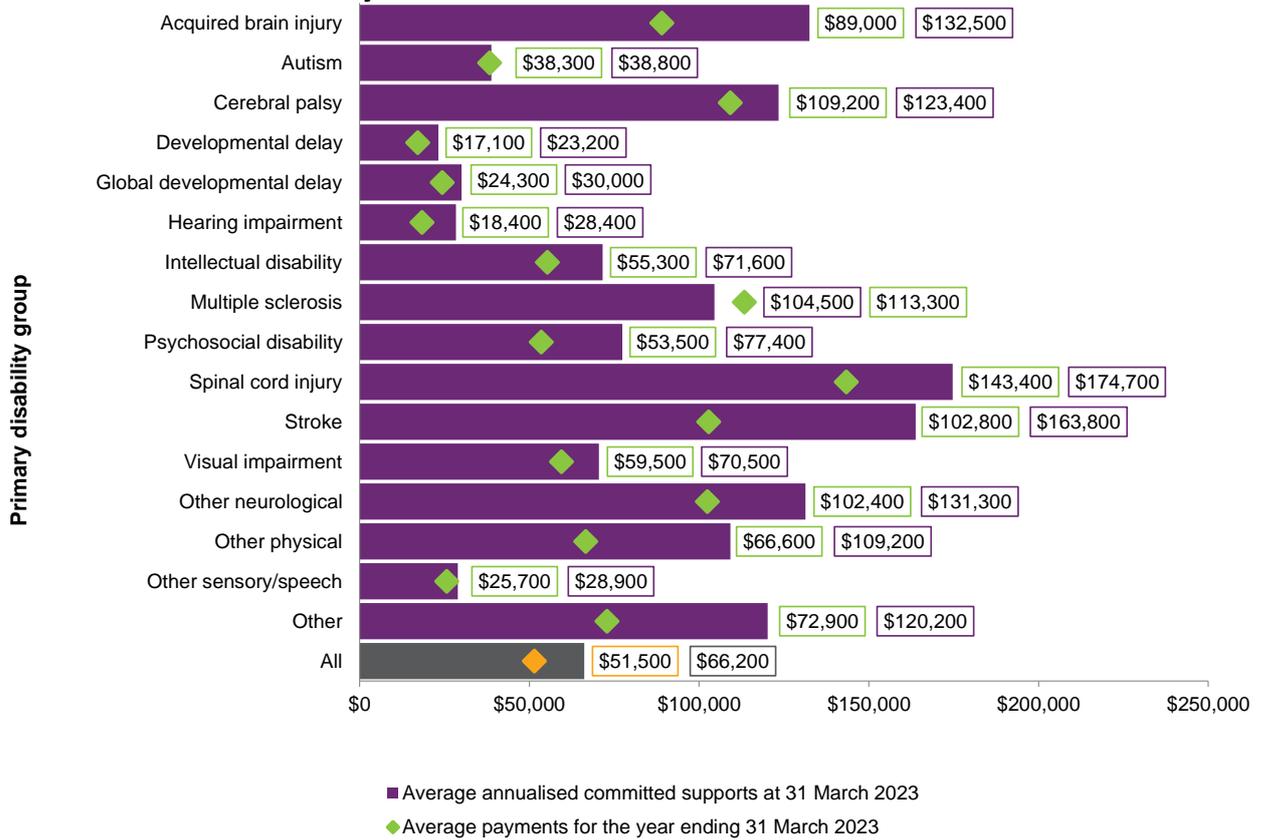


Figure M.9 Average annualised committed supports and average payments by reported level of function as at 31 March 2023 – Northern Territory

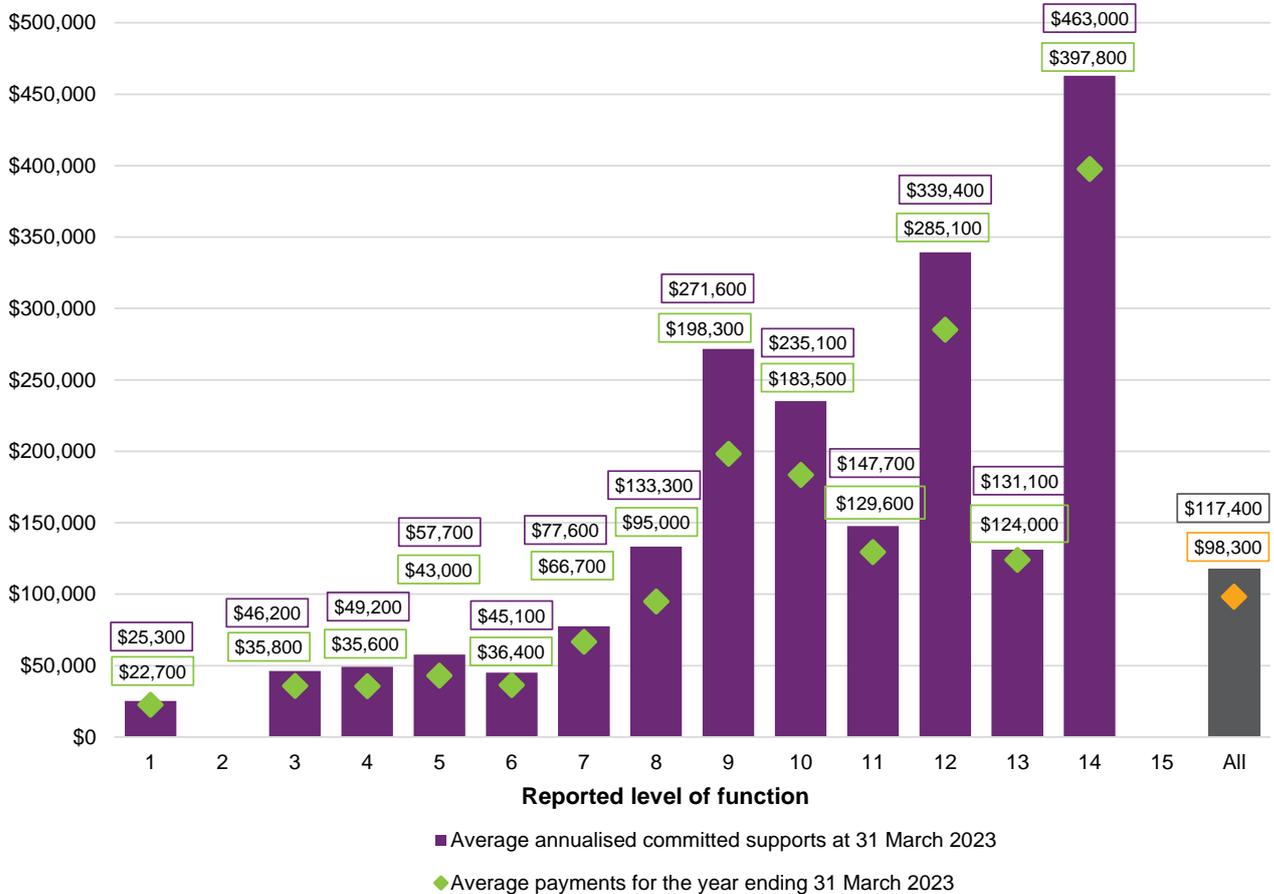


Figure M.10 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 March 2023 – Northern Territory

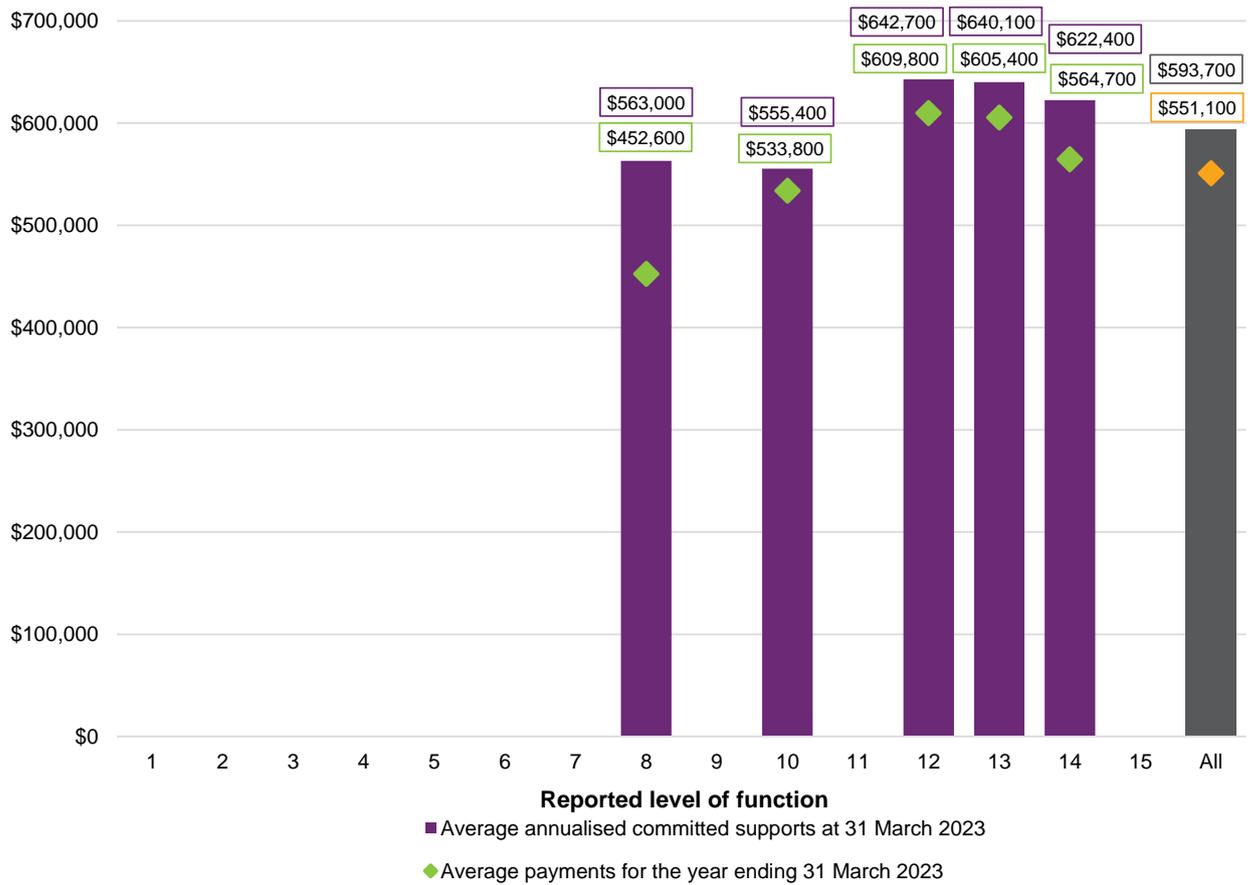


Figure M.11 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 March 2023 – Northern Territory

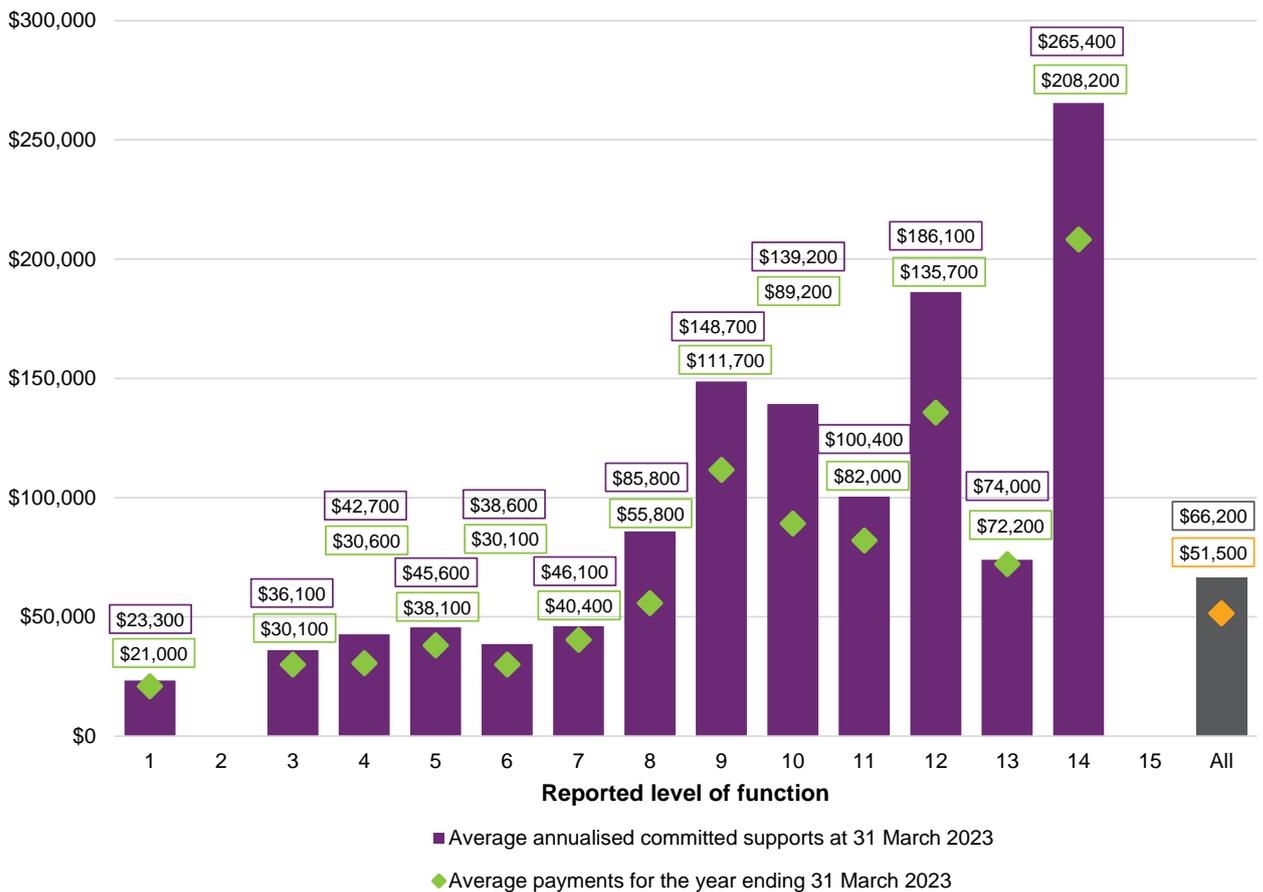


Table M.30 Total annualised committed supports and total payments by support category as at 31 March 2023 (\$m) – Northern Territory ^{392 393}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$334.0	\$363.9
Core: Consumables	\$5.0	\$7.4
Core: Social and Civic	\$73.6	\$107.7
Core: Transport	\$7.3	\$4.4
Capacity Building: Choice and Control	\$6.5	\$7.7
Capacity Building: Daily Activities	\$37.6	\$80.3
Capacity Building: Employment	\$0.9	\$3.8
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$7.2	\$14.7
Capacity Building: Social and Civic	\$4.8	\$11.0
Capacity Building: Support Coordination	\$19.9	\$27.1
Capital: Assistive Technology	\$6.5	\$14.5
Capital: Home Modifications	\$1.9	\$5.2
All	\$505.4	\$648.1

Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 March 2023 (\$m) – Northern Territory ^{394 395}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$216.4	\$242.1
Core: Consumables	\$1.5	\$1.6
Core: Social and Civic	\$31.1	\$45.5
Core: Transport	\$0.4	\$1.2
Capacity Building: Choice and Control	\$0.6	\$0.7
Capacity Building: Daily Activities	\$4.4	\$7.5
Capacity Building: Employment	\$0.2	\$0.5
Capacity Building: Health and Wellbeing	\$0.02	\$0.06
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$3.7	\$6.5
Capacity Building: Social and Civic	\$0.4	\$0.7
Capacity Building: Support Coordination	\$4.4	\$5.3
Capital: Assistive Technology	\$1.6	\$3.1
Capital: Home Modifications	\$0.9	\$3.3
All	\$265.6	\$318.2

³⁹² Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁹³ Total payments for home modifications in Northern Territory were \$1.9m. Of which, \$1.0m (54%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (46%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$5.2m. Of which, \$3.9m (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.3m (25%) has been allocated for non-SDA supports.

³⁹⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁹⁵ Total payments for home modifications in Northern Territory were \$0.9m. Of which, \$0.9m (100%) has been paid for specialised disability accommodation (SDA) supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$3.3m. Of which, \$3.23m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.06m (2%) has been allocated for non-SDA supports.

Table M.32 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 March 2023 (\$m) – Northern Territory ^{396 397}

Support Category	Total payments for the year ending 31 March 2023	Total annualised committed supports at 31 March 2023
Core: Daily Activities	\$117.6	\$121.8
Core: Consumables	\$3.5	\$5.8
Core: Social and Civic	\$42.6	\$62.2
Core: Transport	\$6.9	\$3.2
Capacity Building: Choice and Control	\$5.9	\$6.9
Capacity Building: Daily Activities	\$33.2	\$72.7
Capacity Building: Employment	\$0.8	\$3.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$3.5	\$8.2
Capacity Building: Social and Civic	\$4.4	\$10.2
Capacity Building: Support Coordination	\$15.5	\$21.8
Capital: Assistive Technology	\$4.9	\$11.4
Capital: Home Modifications	\$1.0	\$1.9
All	\$239.8	\$329.9

Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{398 399}

Financial year	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23 to date
Total Committed	0.1	2.0	5.8	20.4	100.4	202.8	391.9	517.8	547.6	504.9
Total Paid	0.0	1.7	4.2	11.8	67.0	137.8	267.2	377.2	422.1	361.7
% utilised to date	34%	82%	72%	58%	67%	68%	68%	73%	77%	72%

Table M.34 Percentage change in plan budgets for active participants – Northern Territory ^{400 401}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
Intraplan Inflation	8.1%	4.6%	5.6%	4.9%	6.6%	4.3%	8.0%	8.9%	6.5%
Interplan Inflation	-11.0%	-10.2%	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%	9.4%
Total Inflation	-3.0%	-5.6%	-4.5%	7.0%	9.2%	6.3%	18.4%	23.2%	15.9%

³⁹⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023.

³⁹⁷ Total payments for home modifications in Northern Territory were \$0.97m. Of which, \$0.10m (10%) has been paid for specialised disability accommodation (SDA) supports, and \$0.87m (90%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.02m processed off-system in June 2022. Total annualised committed supports for home modifications in Northern Territory were \$1.93m. Of which, \$0.69m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.24m (64%) has been allocated for non-SDA supports.

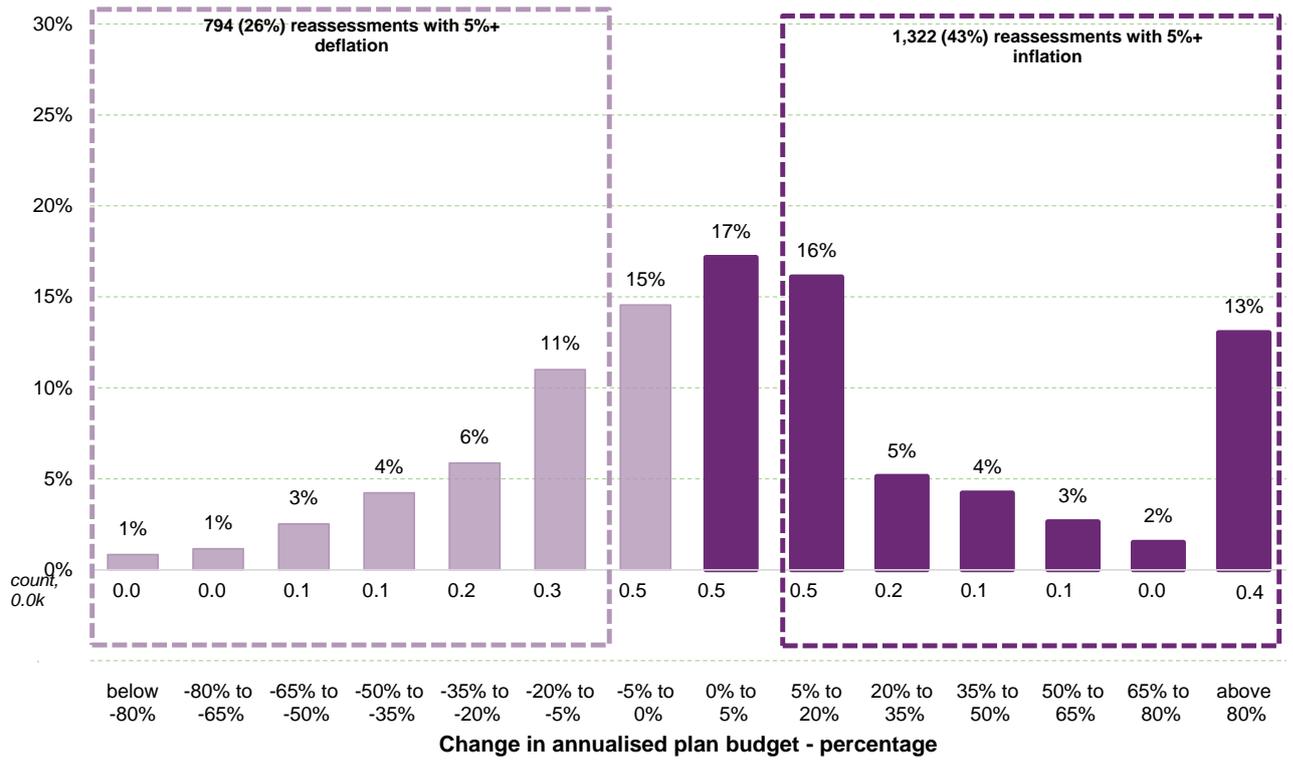
³⁹⁸ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

³⁹⁹ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

⁴⁰⁰ The Annual Pricing Review saw price limit increases on 1 July where unspent portions of plan budgets were increased in line with indexation rates in early July to maintain the purchasing power of remaining plans. Due to this, there was a one off increase in intraplan and total inflation during the month of July 2022, which impacts the September 2022 quarter.

⁴⁰¹ The September 2022 inflation number has had minor restatement from 18.2 per cent from the previous report.

Figure M.12 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 March 2023) - all participants – Northern Territory ⁴⁰²



⁴⁰² The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

Appendix N: State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

Table N.1 Active participants including ECA at 31 March 2023 ^{403 404}

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)	Early Childhood Approach (ECA) (Count)	Active participant plans including ECA (Count)	Active participant plans including ECA (Percentage)
NSW	177,277	29.9%	5,538	182,815	30.1%
VIC	158,480	26.8%	3,175	161,655	26.6%
QLD	125,549	21.2%	4,629	130,178	21.4%
WA	50,994	8.6%	1,173	52,167	8.6%
SA	51,072	8.6%	1,071	52,143	8.6%
TAS	13,049	2.2%	151	13,200	2.2%
ACT	10,060	1.7%	165	10,225	1.7%
NT	5,522	0.9%	111	5,633	0.9%
OT	51	0.0%	<11	51	0.0%
Missing	<11	n/a	<11	<11	n/a
National	592,059	100.0%	16,013	608,072	100.0%

The results for participants in OT and participants with Missing residing state information are not shown separately in the below tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

Table N.2 Number of active participant plans by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	29,436	27,968	21,024	6,178	7,140	1,697	1,300	1,028	95,773
7 to 14	45,315	41,897	34,091	12,772	14,486	3,014	2,638	1,421	155,651
15 to 18	14,317	12,176	11,237	4,930	5,274	1,179	869	420	50,409
19 to 24	15,250	11,542	9,691	4,899	4,351	1,357	966	381	48,444
25 to 34	15,730	13,404	10,433	5,189	3,930	1,438	916	449	51,495
35 to 44	13,244	12,861	9,481	4,306	3,764	1,036	824	550	46,070
45 to 54	15,892	15,052	11,160	4,752	4,392	1,276	945	564	54,034
55 to 64	19,390	16,975	13,337	5,766	5,473	1,509	989	540	63,988
65+	8,703	6,605	5,095	2,202	2,262	543	613	169	26,195
Total	177,277	158,480	125,549	50,994	51,072	13,049	10,060	5,522	592,059

⁴⁰³ The number reported for the Early Childhood Approach is the number of children accessing early connections. Initial supports include any early childhood therapy supports and/or mainstream referrals.

⁴⁰⁴ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Table N.3 Proportion of active participant plans by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	19%	16%
7 to 14	26%	26%	27%	25%	28%	23%	26%	26%	26%
15 to 18	8%	8%	9%	10%	10%	9%	9%	8%	9%
19 to 24	9%	7%	8%	10%	9%	10%	10%	7%	8%
25 to 34	9%	8%	8%	10%	8%	11%	9%	8%	9%
35 to 44	7%	8%	8%	8%	7%	8%	8%	10%	8%
45 to 54	9%	9%	9%	9%	9%	10%	9%	10%	9%
55 to 64	11%	11%	11%	11%	11%	12%	10%	10%	11%
65+	5%	4%	4%	4%	4%	4%	6%	3%	4%
Total	100%								

Table N.4 Number of active participant plans (participants in SIL) by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	22
15 to 18	98	76	85	21	43	15	<11	<11	352
19 to 24	875	402	548	208	251	90	47	51	2,472
25 to 34	1,608	947	1,074	425	437	174	89	83	4,837
35 to 44	1,719	1,182	1,085	486	482	151	106	116	5,327
45 to 54	2,447	1,555	1,358	630	681	190	132	117	7,110
55 to 64	2,809	1,847	1,598	738	750	250	150	118	8,260
65+	1,145	609	510	259	273	89	60	41	2,987
Total	10,704	6,625	6,263	2,771	2,920	959	589	536	31,368

Table N.5 Proportion of active participant plans (participants in SIL) by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a							
7 to 14	n/a	0%							
15 to 18	1%	1%	1%	1%	1%	2%	n/a	n/a	1%
19 to 24	8%	6%	9%	8%	9%	9%	8%	10%	8%
25 to 34	15%	14%	17%	15%	15%	18%	15%	15%	15%
35 to 44	16%	18%	17%	18%	17%	16%	18%	22%	17%
45 to 54	23%	23%	22%	23%	23%	20%	22%	22%	23%
55 to 64	26%	28%	26%	27%	26%	26%	25%	22%	26%
65+	11%	9%	8%	9%	9%	9%	10%	8%	10%
Total	100%								

Table N.6 Number of active participant plans (participants not in SIL) by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	29,436	27,967	21,024	6,178	7,140	1,697	1,300	1,028	95,772
7 to 14	45,312	41,891	34,086	12,768	14,483	3,014	2,638	1,420	155,629
15 to 18	14,219	12,100	11,152	4,909	5,231	1,164	864	411	50,057
19 to 24	14,375	11,140	9,143	4,691	4,100	1,267	919	330	45,972
25 to 34	14,122	12,457	9,359	4,764	3,493	1,264	827	366	46,658
35 to 44	11,525	11,679	8,396	3,820	3,282	885	718	434	40,743
45 to 54	13,445	13,497	9,802	4,122	3,711	1,086	813	447	46,924
55 to 64	16,581	15,128	11,739	5,028	4,723	1,259	839	422	55,728
65+	7,558	5,996	4,585	1,943	1,989	454	553	128	23,208
Total	166,573	151,855	119,286	48,223	48,152	12,090	9,471	4,986	560,691

Table N.7 Proportion of active participant plans (participants not in SIL) by age group at 31 March 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	18%	13%	15%	14%	14%	21%	17%
7 to 14	27%	28%	29%	26%	30%	25%	28%	28%	28%
15 to 18	9%	8%	9%	10%	11%	10%	9%	8%	9%
19 to 24	9%	7%	8%	10%	9%	10%	10%	7%	8%
25 to 34	8%	8%	8%	10%	7%	10%	9%	7%	8%
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	9%	8%	9%	8%	9%	9%	9%	8%
55 to 64	10%	10%	10%	10%	10%	10%	9%	8%	10%
65+	5%	4%	4%	4%	4%	4%	6%	3%	4%
Total	100%								

Table N.8 Number of active participant plans by primary disability group at 31 March 2023 ^{405 406}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	60,666	51,827	46,291	18,848	20,659	4,309	3,511	1,253	207,385
Intellectual disability	31,380	26,808	18,565	8,915	8,529	2,951	1,502	1,068	99,734
Psychosocial disability	18,035	19,493	11,634	5,201	3,682	1,112	1,151	552	60,864
Developmental delay	16,613	21,358	14,040	3,009	4,138	1,063	979	797	61,999
Hearing impairment	8,077	6,658	6,070	2,184	1,929	476	450	219	26,063
Other neurological	6,982	5,373	4,722	2,217	1,716	484	405	219	22,122
Other physical	5,783	4,487	4,777	1,821	1,793	396	533	217	19,810
Cerebral palsy	5,630	4,173	3,766	1,804	1,279	431	297	194	17,575
Acquired brain injury	4,882	4,555	3,989	1,559	1,763	462	231	308	17,750
Global developmental delay	5,150	2,632	2,642	1,279	1,758	231	177	159	14,029
Visual impairment	3,181	2,887	1,810	872	812	207	179	66	10,014
Multiple sclerosis	2,764	3,122	1,709	972	943	362	225	24	10,121
Stroke	3,068	1,952	1,948	686	659	174	144	186	8,819
Spinal cord injury	1,834	998	1,554	665	462	127	81	84	5,806
Other	2,426	1,696	1,798	849	585	223	127	147	7,851
Other sensory/speech	806	461	234	113	365	41	68	29	2,117
Total	177,277	158,480	125,549	50,994	51,072	13,049	10,060	5,522	592,059

Table N.9 Proportion of active participant plans by primary disability group at 31 March 2023

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	33%	37%	37%	40%	33%	35%	23%	35%
Intellectual disability	18%	17%	15%	17%	17%	23%	15%	19%	17%
Psychosocial disability	10%	12%	9%	10%	7%	9%	11%	10%	10%
Developmental delay	9%	13%	11%	6%	8%	8%	10%	14%	10%
Hearing impairment	5%	4%	5%	4%	4%	4%	4%	4%	4%
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	4%
Other physical	3%	3%	4%	4%	4%	3%	5%	4%	3%
Cerebral palsy	3%	3%	3%	4%	3%	3%	3%	4%	3%
Acquired brain injury	3%	3%	3%	3%	3%	4%	2%	6%	3%
Global developmental delay	3%	2%	2%	3%	3%	2%	2%	3%	2%
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	2%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other	1%	1%	1%	2%	1%	2%	1%	3%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	1%	0%
Total	100%								

⁴⁰⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴⁰⁶ Down syndrome is included in intellectual disability.

Table N.10 Number of active participant plans by other characteristics at 31 March 2023 ^{407 408}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	15,016	5,242	12,705	4,017	3,215	1,248	455	2,789	44,689
Culturally and linguistically diverse participants	19,346	18,603	6,722	4,114	3,676	363	1,017	346	54,201
Participants residing in remote and very remote areas	735	62	2,194	2,309	1,293	169	<11	2,248	9,061
Younger people in residential aged care (under 65)	623	658	306	176	105	44	<11	13	1,931
Participants with supported independent living	10,704	6,625	6,263	2,771	2,920	959	589	536	31,367
Participants with specialised disability accommodation	7,405	6,697	3,388	1,735	2,316	539	322	278	22,680

Table N.11 Proportion of active participant plans by other characteristics at 31 March 2023 ^{409 410}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.5%	3.3%	10.1%	7.9%	6.3%	9.6%	4.5%	50.5%	7.5%
Culturally and linguistically diverse participants	10.9%	11.7%	5.4%	8.1%	7.2%	2.8%	10.1%	6.3%	9.2%
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.5%	1.3%	n/a	40.7%	1.5%
Younger people in residential aged care (under 65)	0.4%	0.4%	0.2%	0.3%	0.2%	0.3%	0.1%	0.2%	0.3%
Participants with supported independent living	6.0%	4.2%	5.0%	5.4%	5.7%	7.3%	5.9%	9.7%	5.3%
Participants with specialised disability accommodation	4.2%	4.2%	2.7%	3.4%	4.5%	4.1%	3.2%	5.0%	3.8%

Table N.12 Participation rates by gender at 31 March 2023

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.1%	3.3%	3.3%	2.5%	4.1%	3.3%	2.9%	2.9%	3.2%
Female	1.8%	2.1%	2.0%	1.6%	2.4%	2.1%	1.8%	1.5%	1.9%
Total	2.5%	2.7%	2.7%	2.1%	3.3%	2.7%	2.4%	2.3%	2.6%

Table N.13 Participation rates by age group at 31 March 2023 ⁴¹¹

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.4%	5.1%	4.8%	2.6%	5.1%	4.0%	3.3%	4.1%	4.5%
7 to 14	5.5%	6.4%	6.1%	4.4%	8.4%	5.6%	5.7%	5.1%	5.9%
15 to 18	3.6%	3.9%	4.1%	3.6%	6.2%	4.4%	4.1%	3.2%	4.0%
19 to 24	2.5%	2.3%	2.4%	2.4%	3.3%	3.6%	2.4%	1.8%	2.5%
25 to 44	1.3%	1.3%	1.4%	1.2%	1.6%	1.6%	1.1%	1.1%	1.3%
45 to 64	1.8%	2.0%	1.9%	1.5%	2.2%	1.9%	1.9%	1.8%	1.9%
Total (aged 0 to 64)	2.5%	2.7%	2.7%	2.1%	3.3%	2.7%	2.4%	2.3%	2.6%

⁴⁰⁷ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

⁴⁰⁸ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁴⁰⁹ Ibid.

⁴¹⁰ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

⁴¹¹ Participation rate refers to the proportion of general population that are NDIS participants.

Table N.14 Proportion of participants rating their overall experience as good or very good in the latest quarter ⁴¹²

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	82%	83%	81%	76%	80%	n/a	n/a	n/a	81%
The Pre-Planning Process	82%	83%	84%	85%	80%	n/a	n/a	n/a	82%
The Planning Process	88%	87%	86%	83%	86%	n/a	79%	80%	87%
The Reassessment Process	71%	71%	67%	67%	69%	n/a	70%	64%	69%

Table N.15 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', 'parent and carer employment rate' and 'participant choice and control' ⁴¹³

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	17%	29%	13%	21%
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	25%	25%	18%	29%	14%	22%
Participants (15 and over) in community - Baseline	34%	34%	37%	38%	37%	30%	37%	43%	35%
Participants (15 and over) in community - Latest Reassessment	45%	39%	43%	40%	39%	34%	42%	46%	42%
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	52%	46%
Parent and carer employment rate - Latest Reassessment	53%	49%	46%	50%	48%	43%	62%	56%	50%
Participant (15 and over) choice and control - First Reassessment	65%	63%	73%	71%	65%	68%	71%	56%	67%
Participant (15 and over) choice and control - Latest Reassessment	76%	76%	81%	77%	74%	74%	78%	68%	77%

Table N.16 Distribution of active participant by method of financial plan management at 31 March 2023 ⁴¹⁴

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	26%	23%	18%	18%	16%	36%	9%	23%
Self-managed partly	7%	7%	5%	12%	4%	9%	9%	5%	7%
Plan-managed	54%	61%	63%	51%	70%	63%	47%	77%	59%
Agency-managed	17%	6%	9%	19%	7%	12%	8%	8%	11%
Total	100%								

Table N.17 Distribution of plan budget amount by method of financial plan management

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	14%	9%	9%	20%	4%	12%
Plan-managed	38%	52%	49%	35%	51%	34%	49%	37%	45%
Agency-managed	51%	33%	38%	51%	40%	57%	31%	59%	43%
Total	100%								

Table N.18 Number and rates of participant complaints ⁴¹⁵

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q3	2,659	2,929	2,111	992	958	136	156	83	10,300
<i>% of the number of active participants</i>	<i>6.1%</i>	<i>7.5%</i>	<i>6.9%</i>	<i>7.9%</i>	<i>7.6%</i>	<i>4.2%</i>	<i>6.3%</i>	<i>6.1%</i>	<i>7.1%</i>
All participant complaints	47,251	39,492	26,334	11,372	17,710	2,903	3,382	1,219	160,041
<i>% of the number of active participants</i>	<i>6.6%</i>	<i>7.3%</i>	<i>6.8%</i>	<i>7.2%</i>	<i>9.0%</i>	<i>6.0%</i>	<i>6.9%</i>	<i>6.9%</i>	<i>7.6%</i>

⁴¹² A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

⁴¹³ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2021 and have had a second plan reassessment to date.

⁴¹⁴ Participants can use more than one method to manage their funding. This table is a hierarchy whereby each participant is only captured once. The hierarchy is: (1) self-managed fully, (2) self-managed partly (regardless of other methods being used), (3) anyone who does not fall into 'self-managed partly' and has a plan manager, and (4) anyone else.

⁴¹⁵ The National totals include participant complaints where jurisdiction information was missing.

Table N.19 Number of ever active providers by legal entity type ^{416 417}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,485	2,411	2,426	640	824	403	360	179	7,409
Company / Organisation	6,678	5,037	5,401	2,355	2,244	1,284	1,266	865	12,224
Total active providers	10,163	7,448	7,827	2,995	3,068	1,687	1,626	1,044	19,633

Table N.20 Number of active providers in 2022-23 Q3 by legal entity type ^{418 419}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	946	540	559	208	151	103	62	43	2,153
Company / Organisation	3,411	2,245	2,248	1,038	831	396	395	286	7,390
Total active providers	4,357	2,785	2,807	1,246	982	499	457	329	9,543

Table N.21 Committed supports by financial year (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,281	1,440	861	226	370	190	305	100	7,773
2018-19	5,914	3,456	2,518	548	1,158	401	366	203	14,566
2019-20	8,054	6,019	5,127	1,536	2,123	662	459	392	24,375
2020-21	10,206	7,924	6,805	2,730	2,769	847	554	518	32,356
2021-22	11,483	9,225	7,869	3,181	3,154	966	604	548	37,034
2022-23 YTD	10,047	8,205	6,988	2,906	2,778	848	511	505	32,792
% increase from 2017-18 to 2018-19	38%	140%	193%	143%	213%	111%	20%	102%	87%
% increase from 2018-19 to 2019-20	36%	74%	104%	181%	83%	65%	26%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	20%	32%	33%
% increase from 2020-21 to 2021-22	13%	16%	16%	17%	14%	14%	9%	6%	14%

Table N.22 Payments by financial year in which support was provided (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,109	957	547	167	221	154	220	67	5,444
2018-19	4,485	2,369	1,654	394	793	297	276	138	10,406
2019-20	6,001	4,129	3,589	1,023	1,490	478	337	267	17,317
2020-21	7,737	5,456	4,986	1,932	1,997	633	416	377	23,536
2021-22	8,956	6,800	6,100	2,350	2,412	758	473	422	28,402
2022-23 YTD	7,528	5,818	5,172	2,000	2,031	599	368	362	23,924
% increase from 2017-18 to 2018-19	44%	148%	202%	135%	259%	93%	25%	106%	91%
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	36%
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	21%

⁴¹⁶ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴¹⁷ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.⁴¹⁸ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴¹⁹ Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. 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 refer to those in the current plans of active participants at 31 March 2023. Total payments refer to those paid over the 12 months to 31 March 2023. Figures are not shown if there is sufficient data in the group.

Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participations from July 2020 to April 2022.

Table N.23 Annualised committed supports as at 31 March 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,428	11,045	9,464	4,000	3,675	1,117	679	648	44,062
Average (\$)	75,700	69,700	75,400	78,400	72,000	85,600	67,500	117,400	74,400
Total - SIL (\$m)	4,257	2,724	2,556	1,108	1,201	405	235	318	12,804
Average -SIL (\$)	397,700	411,200	408,100	400,000	411,200	422,300	398,900	593,700	408,200

Table N.24 Payments as at 31 March 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	10,365	7,996	7,035	2,736	2,792	842	512	505	32,923
Average (\$)	62,000	54,000	60,300	57,000	57,900	67,700	53,300	98,300	59,300
Total - SIL (\$m)	3,578	2,155	2,188	840	1,088	379	194	266	10,687
Average -SIL (\$)	359,900	357,500	390,000	334,500	404,900	403,000	355,700	551,100	371,800

Table N.25 Total annualised committed supports by support category as at 31 March 2023 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,457	4,689	4,581	1,859	1,867	560	340	364	20,719
Core - Consumables	226	220	196	81	69	18	12	7	831
Core - Social and Civic	2,927	2,601	2,017	790	687	259	124	108	9,516
Core - Transport	156	139	97	42	39	13	8	4	499
Capacity Building - Choice and Control	144	144	119	42	53	13	7	8	530
Capacity Building - Daily Activities	2,084	2,010	1,526	654	576	134	109	80	7,175
Capacity Building - Employment	96	63	51	37	25	8	6	4	289
Capacity Building - Health and Wellbeing	32	17	14	4	5	2	3	0.4	78
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.02	0.04	4
Capacity Building - Lifelong learning	0.05	0.2	0.04	0.04	0.2	0.01	n/a	n/a	1
Capacity Building - Relationships	291	222	132	99	84	23	13	15	877
Capacity Building - Social and Civic	116	101	56	55	17	15	11	11	382
Capacity Building - Support Coordination	328	372	253	114	95	28	16	27	1,233
Capital - Assistive Technology	402	317	309	179	114	30	21	15	1,388
Capital - Home Modifications	167	147	112	43	43	13	8	5	540
Total	13,428	11,045	9,464	4,000	3,675	1,117	679	648	44,062

Table N.26 Total payments by support category for the year ending 31 March 2023 (\$m)

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,528	3,945	3,704	1,424	1,671	486	294	334	17,525
Core - Consumables	168	149	144	52	46	13	8	5	586
Core - Social and Civic	2,184	1,756	1,563	541	427	188	86	74	6,818
Core - Transport	327	211	122	46	43	13	14	7	783
Capacity Building - Choice and Control	126	130	104	36	47	11	6	7	467
Capacity Building - Daily Activities	1,223	1,108	883	384	357	66	63	38	4,122
Capacity Building - Employment	39	25	16	9	9	3	2	1	103
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0.1	39
Capacity Building - Home Living	0.1	1	0.1	0.04	0.03	0.01	0.01	0.003	1
Capacity Building - Lifelong learning	0.003	0.03	0.01	0.003	0.1	0.01	0	n/a	0.1
Capacity Building - Relationships	152	105	62	48	38	12	6	7	430
Capacity Building - Social and Civic	45	35	22	22	5	6	5	5	144
Capacity Building - Support Coordination	245	279	185	75	69	22	11	20	906
Capital - Assistive Technology	203	150	155	74	50	14	10	6	663
Capital - Home Modifications	108	95	69	15	28	8	4	2	329
Total	10,365	7,996	7,035	2,736	2,792	842	512	505	32,923

Table N.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 31 March 2023) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	2%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-65% to -50%	1%	1%	2%	1%	2%	1%	2%	3%	1%
-50% to -35%	2%	2%	3%	2%	3%	2%	3%	4%	2%
-35% to -20%	4%	4%	4%	4%	5%	4%	6%	6%	4%
-20% to -5%	9%	10%	10%	10%	10%	8%	10%	11%	10%
-5% to 0%	9%	12%	14%	11%	13%	12%	14%	15%	12%
0% to 5%	17%	19%	18%	17%	17%	18%	21%	17%	18%
5% to 20%	22%	20%	17%	18%	17%	20%	17%	16%	19%
20% to 35%	8%	8%	7%	8%	7%	8%	7%	5%	8%
35% to 50%	5%	5%	5%	7%	5%	5%	4%	4%	5%
50% to 65%	4%	4%	3%	4%	4%	4%	3%	3%	4%
65% to 80%	3%	3%	3%	3%	3%	3%	2%	2%	3%
above 80%	14%	13%	13%	13%	13%	14%	11%	13%	13%
Total	100%								

Table N.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{420 421 422}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	70%	63%	74%	77%	103%	n/a	n/a	83%	74%
SIL - Subsequent plans	88%	86%	88%	85%	88%	88%	86%	87%	87%
SIL - Total	88%	85%	88%	85%	88%	88%	86%	87%	87%
Non SIL - First plan	58%	54%	57%	55%	56%	49%	52%	51%	56%
Non SIL - Subsequent plans	72%	70%	71%	67%	71%	67%	70%	63%	70%
Non SIL - Total	71%	68%	70%	66%	69%	65%	68%	61%	69%
First plan (SIL and Non SIL)	58%	54%	57%	56%	56%	50%	52%	54%	56%
Subsequent plans (SIL and Non SIL)	78%	74%	76%	72%	77%	74%	76%	76%	76%
Total (SIL and Non SIL)	77%	72%	75%	71%	75%	73%	75%	74%	74%

⁴²⁰ Utilisation of committed supports from 1 July 2022 to 31 December 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁴²¹ Participants receiving in-kind supports are excluded from this analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation in this table is higher in reality when in-kind is included.

⁴²² Utilisation is not shown if there is insufficient data in the group.

Table N.29 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2023 ^{423 424 425 426 427}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explain a previous decision, after a request for explanation is received	28 days	100%	100%	98%	100%	100%	n/a	100%	100%	99%
2. Make an access decision, or request for more information, after an access request has been received	21 days	96%	96%	97%	96%	96%	n/a	97%	98%	96%
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	0%	100%	100%	n/a	n/a	n/a	100%	96%
4. Make an access decision, after more information has been provided.	14 days	96%	94%	97%	97%	97%	n/a	90%	97%	96%
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	95%	93%	95%	96%	94%	n/a	99%	81%	94%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	93%	93%	93%	92%	92%	n/a	93%	72%	93%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	96%	97%	98%	n/a	100%	89%	98%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	n/a	100%	100%	100%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	72%	73%	71%	67%	57%	n/a	72%	65%	68%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	79%	78%	78%	76%	82%	n/a	77%	81%	79%
13. Complete a reassessment, after the decision to accept the request was made	28 days	67%	72%	64%	64%	65%	n/a	73%	42%	67%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	91%	94%	94%	93%	92%	n/a	89%	87%	93%
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	86%	100%	100%	100%	n/a	n/a	100%	97%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	94%	94%	93%	94%	n/a	93%	85%	94%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	99%	98%	99%	96%	98%	n/a	100%	100%	98%
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	n/a	100%	100%	100%
20. Cancel CEO initiated nominee	14 days	100%	100%	100%	n/a	100%	n/a	n/a	n/a	100%

⁴²³ The Participant Service Guarantee timeframes continue to be refined and further developed. The results for the timeframes shown are based on preliminary calculations and the methodology used to determine the timeframes may change going forward.

⁴²⁴ Results are rounded to the nearest percent. Where 100% is shown, there are still a small number of cases which did not meet the required timeframe.

⁴²⁵ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁴²⁶ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁴²⁷ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

⁴²⁸ The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems.

Appendix 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

Table O.1 Active participants by service district and support type included in plan as at 31 March 2023 ^{429 430 431 432 433 434 435 436}

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
NSW	Jul-17	141,482	80%	174,523	98%	35,249	20%	177,277
NSW - Hunter New England	Jul-13	23,912	80%	29,053	98%	5,763	19%	29,737
NSW - Central Coast	Jul-16	7,740	77%	9,890	99%	1,826	18%	10,014
NSW - Far West	Jul-17	707	83%	845	100%	171	20%	847
NSW - Illawarra Shoalhaven	Jul-17	8,590	84%	10,071	98%	2,243	22%	10,281
NSW - Mid North Coast	Jul-17	6,521	89%	7,291	99%	1,384	19%	7,333
NSW - Murrumbidgee	Jul-17	6,922	89%	7,720	100%	1,748	23%	7,748
NSW - Nepean Blue Mountains	Jul-15	7,559	73%	10,171	98%	1,903	18%	10,408
NSW - North Sydney	Jul-16	9,501	79%	11,759	98%	2,717	23%	11,959
NSW - Northern NSW	Jul-17	7,959	95%	8,371	100%	1,656	20%	8,410
NSW - South Eastern Sydney	Jul-17	10,098	84%	11,898	99%	2,510	21%	12,014
NSW - South Western Sydney	Jul-16	20,400	74%	27,110	98%	5,135	19%	27,542
NSW - Southern NSW	Jul-16	4,044	83%	4,784	98%	1,041	21%	4,871
NSW - Sydney	Jul-17	6,218	88%	6,963	99%	1,452	21%	7,049
NSW - Western NSW	Jul-17	6,245	83%	7,444	99%	1,694	22%	7,530
NSW - Western Sydney	Jul-16	15,046	70%	21,126	98%	4,002	19%	21,506
NSW - Other	n/a	20	71%	27	96%	<11	n/a	28
VIC	Jan-19	152,342	96%	156,976	99%	28,741	18%	158,480
VIC - Barwon	Jul-13	10,178	93%	10,752	99%	2,013	18%	10,888
VIC - Central Highlands	Jan-17	5,640	90%	6,145	98%	1,184	19%	6,240
VIC - Loddon	May-17	7,990	96%	8,268	99%	1,417	17%	8,346
VIC - North East Melbourne	Jul-16	14,205	94%	14,894	99%	2,896	19%	15,099
VIC - Inner Gippsland	Oct-17	5,851	97%	5,931	99%	1,080	18%	6,003
VIC - Ovens Murray	Oct-17	3,668	93%	3,900	99%	739	19%	3,947
VIC - Western District	Oct-17	4,043	94%	4,234	99%	924	22%	4,283

⁴²⁹ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴³⁰ 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).

⁴³¹ 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.

⁴³² 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.

⁴³³ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁴³⁴ Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁴³⁵ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁴³⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
VIC - Inner East Melbourne	Nov-17	10,618	96%	10,957	99%	2,425	22%	11,115
VIC - Outer East Melbourne	Nov-17	10,820	97%	10,994	99%	2,181	20%	11,118
VIC - Hume Moreland	Mar-18	10,898	97%	11,105	99%	1,745	16%	11,198
VIC - Bayside Peninsula	Apr-18	18,842	98%	19,013	99%	3,804	20%	19,156
VIC - Southern Melbourne	Sep-18	14,573	97%	14,884	99%	2,684	18%	15,002
VIC - Brimbank Melton	Oct-18	10,386	97%	10,623	100%	1,473	14%	10,675
VIC - Western Melbourne	Oct-18	15,041	98%	15,323	99%	2,257	15%	15,425
VIC - Goulburn	Jan-19	4,399	95%	4,626	100%	872	19%	4,644
VIC - Mallee	Jan-19	2,640	97%	2,714	100%	509	19%	2,718
VIC - Outer Gippsland	Jan-19	2,537	97%	2,600	100%	537	21%	2,610
VIC - Other	n/a	13	100%	13	100%	<11	n/a	13
QLD	Jan-19	120,385	96%	125,021	100%	24,433	19%	125,549
QLD - Bundaberg	Sep-17	3,330	93%	3,532	99%	746	21%	3,563
QLD - Ipswich	Jul-17	9,581	95%	10,088	100%	1,925	19%	10,123
QLD - Mackay	Nov-16	3,766	93%	4,019	99%	831	21%	4,041
QLD - Toowoomba	Jan-17	7,429	96%	7,679	100%	1,703	22%	7,704
QLD - Townsville	Apr-16	6,772	93%	7,284	100%	1,469	20%	7,320
QLD - Rockhampton	Nov-17	6,280	90%	6,905	99%	1,237	18%	6,969
QLD - Beenleigh	Jul-18	13,465	98%	13,755	100%	2,386	17%	13,781
QLD - Brisbane	Jul-18	22,534	98%	23,008	100%	4,582	20%	23,103
QLD - Cairns	Jul-18	6,139	98%	6,255	100%	1,414	23%	6,273
QLD - Maryborough	Jul-18	4,751	94%	5,015	100%	1,024	20%	5,038
QLD - Robina	Jul-18	12,660	98%	12,896	99%	2,328	18%	12,975
QLD - Caboolture/Strathpine	Jan-19	12,900	94%	13,636	100%	2,554	19%	13,678
QLD - Maroochydore	Jan-19	10,764	98%	10,935	100%	2,230	20%	10,967
QLD - Other	n/a	14	100%	14	100%	<11	n/a	14
WA	Jul-19	44,797	88%	50,213	98%	12,723	25%	50,994
WA - North East Metro	Jul-14	6,697	87%	7,597	98%	2,127	28%	7,732
WA - Wheat Belt	Jan-17	1,039	87%	1,182	99%	304	25%	1,198
WA - South Metro	Jul-18	6,806	84%	7,968	98%	1,897	23%	8,126
WA - Central South Metro	Jul-18	5,656	88%	6,292	98%	1,542	24%	6,426
WA - South West	Sep-18	3,751	90%	4,084	98%	921	22%	4,175
WA - Goldfields-Esperance	Oct-18	703	84%	837	100%	188	22%	841
WA - North Metro	Oct-18	5,934	87%	6,751	99%	1,756	26%	6,828
WA - Kimberley-Pilbara	Oct-18	1,394	88%	1,580	100%	338	21%	1,581
WA - South East Metro	Jul-19	5,355	93%	5,687	99%	1,637	28%	5,755
WA - Central North Metro	Jul-19	5,383	92%	5,774	99%	1,535	26%	5,836
WA - Great Southern	Jul-19	1,035	87%	1,161	98%	230	19%	1,183
WA - Midwest-Gascoyne	Jul-19	1,036	79%	1,291	99%	247	19%	1,304
WA - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
SA	Jul-13	47,831	94%	50,587	99%	9,880	19%	51,072
SA - Adelaide Hills	Jul-13	1,832	93%	1,927	98%	330	17%	1,965

Service district	Phasing date	Core supports (Count)	Core supports (Percentage)	Capacity Building supports (Count)	Capacity Building supports (Percentage)	Capital supports (Count)	Capital supports (Percentage)	Total active participants
SA - Barossa, Light and Lower North	Jul-13	2,345	93%	2,519	99%	374	15%	2,532
SA - Eastern Adelaide	Jul-13	4,075	92%	4,384	99%	885	20%	4,411
SA - Eyre and Western	Jul-13	1,483	94%	1,548	98%	330	21%	1,577
SA - Far North (SA)	Jul-13	533	96%	548	98%	108	19%	558
SA - Fleurieu and Kangaroo Island	Jul-13	1,357	94%	1,426	99%	302	21%	1,441
SA - Limestone Coast	Jul-13	1,541	93%	1,624	98%	330	20%	1,656
SA - Murray and Mallee	Jul-13	1,906	92%	2,026	98%	385	19%	2,070
SA - Northern Adelaide	Jul-13	16,191	93%	17,182	99%	3,237	19%	17,366
SA - Southern Adelaide	Jul-13	10,423	95%	10,924	100%	2,273	21%	10,975
SA - Western Adelaide	Jul-13	4,231	94%	4,454	99%	934	21%	4,482
SA - Yorke and Mid North	Jul-13	1,879	94%	1,986	99%	390	20%	1,999
SA - Other	n/a	35	88%	39	98%	<11	n/a	40
TAS	Jul-13	12,075	93%	12,593	97%	2,674	20%	13,049
TAS - North	Jul-13	3,610	96%	3,685	98%	809	21%	3,764
TAS - North West	Jul-13	2,579	89%	2,794	96%	593	20%	2,907
TAS - South East	Jul-13	2,609	89%	2,781	95%	597	20%	2,924
TAS - South West	Jul-13	3,275	95%	3,331	96%	675	20%	3,452
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	8,666	86%	9,929	99%	1,798	18%	10,060
ACT	Jul-14	8,665	86%	9,928	99%	1,797	18%	10,059
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,232	95%	5,503	100%	1,112	20%	5,522
NT - Barkly	Jul-14	140	97%	144	99%	34	23%	145
NT - Central Australia	Jul-17	844	94%	895	100%	258	29%	897
NT - Darwin Remote	Jul-17	469	96%	490	100%	77	16%	490
NT - Darwin Urban	Jan-17	3,093	94%	3,265	100%	583	18%	3,279
NT - East Arnhem	Jan-17	217	98%	222	100%	38	17%	222
NT - Katherine	Jul-17	254	97%	262	100%	78	30%	263
NT - Other	n/a	215	95%	225	100%	44	19%	226
OT	n/a	50	98%	50	98%	<11	n/a	51
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
Total	n/a	532,865	90%	585,400	99%	116,621	20%	592,059

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 March 2023 ^{437 438 439}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$75,700	\$29,700	\$62,000	\$19,300	177,300
NSW - Hunter New England	\$75,600	\$28,500	\$60,900	\$17,000	29,737
NSW - Central Coast	\$68,900	\$25,300	\$55,600	\$16,400	10,014
NSW - Far West	\$78,300	\$40,500	\$53,600	\$14,900	847
NSW - Illawarra Shoalhaven	\$79,300	\$36,300	\$64,800	\$22,800	10,281
NSW - Mid North Coast	\$71,200	\$26,700	\$57,500	\$16,100	7,333
NSW - Murrumbidgee	\$72,700	\$30,900	\$55,700	\$16,200	7,748
NSW - Nepean Blue Mountains	\$73,700	\$25,100	\$59,500	\$16,100	10,408
NSW - North Sydney	\$86,300	\$31,900	\$71,000	\$20,500	11,959
NSW - Northern NSW	\$75,600	\$35,600	\$60,700	\$20,400	8,410
NSW - South Eastern Sydney	\$81,900	\$33,400	\$67,300	\$20,700	12,014
NSW - South Western Sydney	\$71,900	\$27,100	\$63,400	\$21,200	27,542
NSW - Southern NSW	\$65,900	\$30,200	\$49,700	\$16,800	4,871
NSW - Sydney	\$80,100	\$42,500	\$63,100	\$22,900	7,049
NSW - Western NSW	\$79,900	\$32,900	\$58,400	\$16,000	7,530
NSW - Western Sydney	\$75,900	\$26,000	\$65,300	\$19,500	21,506
NSW - Other	\$61,900	\$24,800	\$35,600	\$8,000	28
VIC	\$69,700	\$30,600	\$54,000	\$17,000	158,480
VIC - Barwon	\$71,800	\$33,500	\$54,300	\$16,700	10,888
VIC - Central Highlands	\$69,000	\$27,400	\$51,600	\$13,800	6,240
VIC - Loddon	\$62,000	\$24,800	\$44,100	\$11,900	8,346
VIC - North East Melbourne	\$74,800	\$30,700	\$59,300	\$16,600	15,099
VIC - Inner Gippsland	\$64,900	\$31,200	\$49,500	\$15,700	6,003
VIC - Ovens Murray	\$62,200	\$29,200	\$46,600	\$15,200	3,947
VIC - Western District	\$70,000	\$32,200	\$51,300	\$15,500	4,283
VIC - Inner East Melbourne	\$83,600	\$36,500	\$66,500	\$19,100	11,115
VIC - Outer East Melbourne	\$71,000	\$32,900	\$54,900	\$17,900	11,118
VIC - Hume Moreland	\$62,800	\$26,700	\$51,000	\$16,200	11,198
VIC - Bayside Peninsula	\$77,300	\$39,500	\$59,600	\$19,600	19,156
VIC - Southern Melbourne	\$68,000	\$29,000	\$54,900	\$17,300	15,002
VIC - Brimbank Melton	\$63,200	\$24,900	\$51,100	\$14,600	10,675
VIC - Western Melbourne	\$65,500	\$27,500	\$50,200	\$15,400	15,425
VIC - Goulburn	\$59,800	\$27,700	\$42,500	\$13,000	4,644
VIC - Mallee	\$65,800	\$29,400	\$46,900	\$14,200	2,718
VIC - Outer Gippsland	\$71,600	\$38,300	\$53,100	\$18,800	2,610
VIC - Other	n/a	n/a	n/a	n/a	13
QLD	\$75,400	\$30,200	\$60,300	\$17,000	125,549
QLD - Bundaberg	\$73,300	\$32,000	\$57,500	\$15,000	3,563

⁴³⁷ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴³⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴³⁹ Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Ipswich	\$71,200	\$29,500	\$58,600	\$15,400	10,123
QLD - Mackay	\$67,000	\$24,900	\$50,700	\$12,000	4,041
QLD - Toowoomba	\$80,900	\$33,100	\$62,700	\$16,200	7,704
QLD - Townsville	\$77,600	\$28,300	\$59,300	\$13,700	7,320
QLD - Rockhampton	\$65,000	\$25,300	\$47,100	\$11,800	6,969
QLD - Beenleigh	\$71,000	\$24,900	\$58,900	\$15,400	13,781
QLD - Brisbane	\$78,500	\$34,900	\$63,900	\$19,100	23,103
QLD - Cairns	\$89,600	\$39,800	\$68,200	\$18,300	6,273
QLD - Maryborough	\$74,400	\$33,700	\$60,300	\$17,400	5,038
QLD - Robina	\$75,400	\$29,900	\$61,700	\$17,900	12,975
QLD - Caboolture/Strathpine	\$72,800	\$26,400	\$59,600	\$16,500	13,678
QLD - Maroochydore	\$78,800	\$34,700	\$62,800	\$19,000	10,967
QLD - Other	n/a	n/a	n/a	n/a	14
WA	\$78,400	\$35,000	\$57,000	\$19,300	50,994
WA - North East Metro	\$82,800	\$34,700	\$62,400	\$18,300	7,732
WA - Wheat Belt	\$61,800	\$34,800	\$36,900	\$13,400	1,198
WA - South Metro	\$69,500	\$28,800	\$52,300	\$17,000	8,126
WA - Central South Metro	\$76,900	\$34,500	\$55,700	\$18,900	6,426
WA - South West	\$69,000	\$33,400	\$49,100	\$17,600	4,175
WA - Goldfields-Esperance	\$86,400	\$36,400	\$53,700	\$15,900	841
WA - North Metro	\$72,500	\$31,200	\$52,800	\$17,800	6,828
WA - Kimberley-Pilbara	\$85,600	\$42,800	\$50,300	\$16,400	1,581
WA - South East Metro	\$89,400	\$40,100	\$67,500	\$22,500	5,755
WA - Central North Metro	\$93,600	\$44,300	\$69,200	\$23,500	5,836
WA - Great Southern	\$71,300	\$32,700	\$48,200	\$13,900	1,183
WA - Midwest-Gascoyne	\$68,900	\$34,700	\$42,900	\$15,900	1,304
WA - Other	n/a	n/a	n/a	n/a	<11
SA	\$72,000	\$27,400	\$57,900	\$15,000	51,072
SA - Adelaide Hills	\$57,100	\$22,800	\$46,100	\$12,100	1,965
SA - Barossa, Light and Lower North	\$54,800	\$22,400	\$39,900	\$11,100	2,532
SA - Eastern Adelaide	\$82,200	\$31,900	\$67,300	\$16,100	4,411
SA - Eyre and Western	\$71,200	\$34,400	\$48,100	\$14,400	1,577
SA - Far North (SA)	\$77,600	\$38,600	\$47,900	\$14,000	558
SA - Fleurieu and Kangaroo Island	\$73,900	\$31,700	\$57,400	\$15,000	1,441
SA - Limestone Coast	\$67,200	\$25,200	\$49,300	\$10,400	1,656
SA - Murray and Mallee	\$63,900	\$25,100	\$47,900	\$11,300	2,070
SA - Northern Adelaide	\$70,900	\$25,100	\$59,800	\$14,400	17,366
SA - Southern Adelaide	\$78,000	\$30,700	\$63,700	\$16,200	10,975
SA - Western Adelaide	\$76,400	\$31,500	\$61,100	\$17,000	4,482
SA - Yorke and Mid North	\$61,500	\$28,800	\$46,100	\$13,500	1,999
SA - Other	\$51,200	\$35,700	\$26,900	\$35,400	40
TAS	\$85,600	\$34,400	\$67,700	\$18,900	13,049
TAS - North	\$84,100	\$36,900	\$65,900	\$19,500	3,764
TAS - North West	\$91,100	\$37,400	\$71,600	\$19,000	2,907

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
TAS - South East	\$73,100	\$26,700	\$56,400	\$15,600	2,924
TAS - South West	\$93,200	\$37,900	\$76,000	\$21,000	3,452
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$67,500	\$24,700	\$53,300	\$13,600	10,060
ACT	\$67,500	\$24,700	\$53,300	\$13,600	10,059
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$117,400	\$37,000	\$98,300	\$26,200	5,522
NT - Barkly	\$120,900	\$41,500	\$72,600	\$15,100	145
NT - Central Australia	\$196,900	\$64,100	\$163,200	\$37,300	897
NT - Darwin Remote	\$66,500	\$45,300	\$41,200	\$19,500	490
NT - Darwin Urban	\$102,700	\$26,100	\$91,500	\$24,800	3,279
NT - East Arnhem	\$97,700	\$58,800	\$56,600	\$21,600	222
NT - Katherine	\$158,900	\$51,800	\$146,300	\$40,800	263
NT - Other	\$93,300	\$46,500	\$68,700	\$3,800	226
OT	\$98,500	\$67,300	\$49,300	\$29,600	51
Missing	n/a	n/a	n/a	n/a	<11
Total	\$74,400	\$30,500	\$59,300	\$17,900	592,059

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 March 2023 ^{440 441 442}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$55,100	\$26,300	\$43,200	\$17,600	166,573
NSW - Hunter New England	\$52,400	\$25,100	\$39,100	\$15,400	27,796
NSW - Central Coast	\$49,400	\$22,900	\$38,300	\$15,200	9,448
NSW - Far West	\$62,300	\$37,400	\$38,600	\$14,000	818
NSW - Illawarra Shoalhaven	\$58,700	\$32,500	\$46,000	\$20,700	9,638
NSW - Mid North Coast	\$57,300	\$24,800	\$45,200	\$15,300	7,043
NSW - Murrumbidgee	\$53,200	\$27,800	\$38,300	\$15,000	7,303
NSW - Nepean Blue Mountains	\$50,500	\$23,100	\$37,900	\$14,700	9,719
NSW - North Sydney	\$57,900	\$26,600	\$45,100	\$17,900	10,965
NSW - Northern NSW	\$60,800	\$33,100	\$46,900	\$19,200	8,038
NSW - South Eastern Sydney	\$61,200	\$29,300	\$48,800	\$18,800	11,277
NSW - South Western Sydney	\$54,000	\$24,300	\$47,000	\$19,400	26,112
NSW - Southern NSW	\$51,800	\$27,400	\$36,500	\$15,800	4,641
NSW - Sydney	\$63,700	\$39,300	\$49,000	\$20,800	6,675
NSW - Western NSW	\$56,000	\$28,900	\$36,600	\$14,600	6,967
NSW - Western Sydney	\$53,100	\$22,900	\$44,900	\$17,600	20,106
NSW - Other	\$49,700	\$24,500	\$36,200	\$8,000	27
VIC	\$54,800	\$28,600	\$41,100	\$15,900	151,855
VIC - Barwon	\$54,800	\$31,300	\$39,900	\$15,700	10,409
VIC - Central Highlands	\$50,000	\$24,900	\$35,800	\$12,900	5,891
VIC - Loddon	\$49,100	\$23,400	\$33,000	\$11,300	8,044
VIC - North East Melbourne	\$54,300	\$27,800	\$40,800	\$15,100	14,255
VIC - Inner Gippsland	\$52,800	\$30,000	\$39,300	\$14,900	5,811
VIC - Ovens Murray	\$49,500	\$27,300	\$35,600	\$14,300	3,788
VIC - Western District	\$50,500	\$29,400	\$33,400	\$14,300	4,003
VIC - Inner East Melbourne	\$60,300	\$32,500	\$45,600	\$16,900	10,340
VIC - Outer East Melbourne	\$55,300	\$30,200	\$40,700	\$16,700	10,625
VIC - Hume Moreland	\$53,000	\$25,700	\$43,100	\$15,700	10,904
VIC - Bayside Peninsula	\$61,800	\$36,400	\$46,100	\$18,000	18,216
VIC - Southern Melbourne	\$54,800	\$27,500	\$43,800	\$16,400	14,501
VIC - Brimbank Melton	\$52,000	\$24,300	\$41,200	\$14,100	10,391
VIC - Western Melbourne	\$54,000	\$26,400	\$41,400	\$14,700	15,011
VIC - Goulburn	\$51,500	\$26,300	\$36,100	\$12,700	4,516
VIC - Mallee	\$53,600	\$27,700	\$35,500	\$13,400	2,621
VIC - Outer Gippsland	\$61,300	\$36,100	\$45,000	\$17,800	2,516
VIC - Other	n/a	n/a	n/a	n/a	13
QLD	\$57,900	\$27,500	\$43,700	\$15,800	119,286
QLD - Bundaberg	\$56,400	\$28,500	\$41,700	\$13,800	3,389

⁴⁴⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁴¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁴² Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2023. Average payments are derived from total payments paid over the 12 months to 31 March 2023, divided by the average number of active participants between the start and end of the 12 months. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Ipswich	\$53,700	\$26,800	\$40,100	\$14,300	9,624
QLD - Mackay	\$52,000	\$23,400	\$37,400	\$11,500	3,874
QLD - Toowoomba	\$58,800	\$29,600	\$41,900	\$14,500	7,171
QLD - Townsville	\$56,300	\$25,700	\$39,800	\$12,700	6,903
QLD - Rockhampton	\$51,100	\$24,000	\$33,900	\$11,100	6,704
QLD - Beenleigh	\$54,100	\$23,400	\$42,400	\$14,300	13,158
QLD - Brisbane	\$62,700	\$31,500	\$47,800	\$17,500	21,967
QLD - Cairns	\$68,300	\$36,000	\$49,200	\$16,900	5,916
QLD - Maryborough	\$58,200	\$30,600	\$44,400	\$15,800	4,799
QLD - Robina	\$57,500	\$26,800	\$45,500	\$16,600	12,321
QLD - Caboolture/Strathpine	\$55,200	\$24,200	\$43,400	\$15,400	13,010
QLD - Maroochydore	\$61,800	\$31,600	\$47,600	\$17,800	10,436
QLD - Other	n/a	n/a	n/a	n/a	14
WA	\$60,000	\$32,300	\$41,700	\$17,900	48,223
WA - North East Metro	\$57,100	\$30,800	\$41,000	\$16,500	7,125
WA - Wheat Belt	\$55,300	\$34,000	\$32,000	\$13,000	1,174
WA - South Metro	\$53,000	\$26,900	\$38,500	\$16,000	7,738
WA - Central South Metro	\$60,500	\$31,900	\$42,600	\$17,500	6,114
WA - South West	\$56,500	\$31,600	\$39,400	\$16,800	4,024
WA - Goldfields-Esperance	\$67,400	\$34,500	\$36,600	\$15,000	805
WA - North Metro	\$58,900	\$29,700	\$41,700	\$17,000	6,576
WA - Kimberley-Pilbara	\$68,200	\$41,600	\$37,700	\$16,000	1,538
WA - South East Metro	\$63,400	\$35,700	\$45,200	\$19,800	5,272
WA - Central North Metro	\$71,500	\$40,000	\$50,300	\$20,700	5,437
WA - Great Southern	\$58,800	\$31,100	\$38,300	\$13,500	1,139
WA - Midwest-Gascoyne	\$59,300	\$34,100	\$36,300	\$15,400	1,272
WA - Other	n/a	n/a	n/a	n/a	<11
SA	\$51,400	\$25,200	\$37,400	\$13,900	48,152
SA - Adelaide Hills	\$43,900	\$22,000	\$33,000	\$11,500	1,896
SA - Barossa, Light and Lower North	\$42,900	\$21,800	\$31,000	\$10,800	2,465
SA - Eastern Adelaide	\$57,700	\$28,100	\$42,900	\$14,400	4,113
SA - Eyre and Western	\$58,900	\$33,100	\$36,700	\$13,800	1,529
SA - Far North (SA)	\$57,800	\$36,100	\$29,600	\$12,100	529
SA - Fleurieu and Kangaroo Island	\$59,100	\$29,800	\$44,500	\$14,000	1,384
SA - Limestone Coast	\$46,300	\$23,400	\$29,600	\$9,200	1,558
SA - Murray and Mallee	\$47,800	\$24,000	\$32,500	\$10,400	1,972
SA - Northern Adelaide	\$48,000	\$23,900	\$36,100	\$13,400	16,338
SA - Southern Adelaide	\$53,600	\$26,900	\$39,300	\$14,400	10,149
SA - Western Adelaide	\$58,500	\$28,700	\$43,800	\$15,700	4,249
SA - Yorke and Mid North	\$51,700	\$27,600	\$35,200	\$12,700	1,930
SA - Other	\$51,200	\$35,700	\$23,800	\$11,300	40
TAS	\$58,900	\$30,500	\$40,300	\$16,900	12,090
TAS - North	\$63,700	\$33,100	\$43,200	\$17,500	3,553
TAS - North West	\$60,400	\$32,100	\$41,300	\$17,000	2,685

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
TAS - South East	\$50,800	\$24,300	\$34,700	\$14,000	2,751
TAS - South West	\$59,300	\$31,900	\$41,100	\$17,900	3,099
TAS - Other	n/a	n/a	n/a	n/a	<11
ACT	\$46,900	\$22,900	\$35,100	\$12,500	9,471
ACT	\$46,900	\$22,900	\$35,100	\$12,500	9,470
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$66,200	\$32,400	\$51,500	\$22,700	4,986
NT - Barkly	\$78,900	\$35,300	\$41,600	\$13,600	132
NT - Central Australia	\$95,800	\$47,600	\$69,200	\$29,300	750
NT - Darwin Remote	\$62,900	\$44,900	\$37,600	\$18,700	486
NT - Darwin Urban	\$56,000	\$23,900	\$49,400	\$21,400	2,966
NT - East Arnhem	\$91,000	\$58,000	\$49,100	\$21,000	217
NT - Katherine	\$74,300	\$40,700	\$64,900	\$32,400	220
NT - Other	\$69,600	\$43,200	\$45,300	\$3,500	215
Other Territories	\$95,500	\$63,500	\$49,600	\$29,600	50
Missing	n/a	n/a	n/a	n/a	<11
Total	\$55,700	\$27,700	\$42,000	\$16,600	560,691

Table O.4 Participation rates for all participants by service district and age group as at 31 March 2023 ^{443 444}

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	4.4%	5.5%	3.6%	2.5%	1.4%	1.2%	1.6%	2.0%	2.5%
NSW - Hunter New England	6.1%	7.6%	5.5%	4.0%	2.2%	1.9%	2.1%	2.5%	3.6%
NSW - Central Coast	4.4%	8.3%	5.5%	3.9%	2.3%	1.7%	1.8%	2.3%	3.5%
NSW - Far West	4.7%	7.9%	5.2%	3.4%	2.3%	2.3%	1.9%	2.4%	3.5%
NSW - Illawarra Shoalhaven	3.6%	5.9%	4.1%	3.2%	2.0%	1.8%	2.0%	2.2%	2.9%
NSW - Mid North Coast	7.5%	9.3%	5.5%	4.7%	2.5%	2.0%	2.0%	2.4%	4.1%
NSW - Murrumbidgee	5.3%	6.0%	4.0%	3.2%	2.1%	1.5%	1.9%	2.2%	3.1%
NSW - Nepean Blue Mountains	4.8%	7.3%	4.8%	3.2%	1.7%	1.3%	1.7%	1.9%	3.0%
NSW - North Sydney	2.5%	3.1%	2.1%	1.5%	0.9%	0.6%	1.0%	1.5%	1.5%
NSW - Northern NSW	5.1%	7.1%	5.5%	4.7%	2.4%	1.7%	1.9%	2.1%	3.4%
NSW - South Eastern Sydney	3.1%	3.9%	2.4%	1.5%	0.8%	0.8%	1.2%	1.6%	1.7%
NSW - South Western Sydney	4.4%	5.5%	3.2%	2.5%	1.4%	1.1%	1.4%	2.0%	2.5%
NSW - Southern NSW	4.0%	5.7%	4.2%	3.4%	1.8%	1.5%	1.5%	1.8%	2.6%
NSW - Sydney	2.7%	3.9%	2.3%	0.9%	0.5%	0.7%	1.4%	2.0%	1.3%
NSW - Western NSW	4.7%	6.0%	4.2%	3.5%	1.8%	1.7%	2.0%	2.4%	3.1%
NSW - Western Sydney	4.7%	4.3%	2.6%	1.9%	1.0%	0.8%	1.4%	2.0%	2.1%
VIC	5.1%	6.4%	3.9%	2.3%	1.3%	1.3%	1.8%	2.3%	2.7%
VIC - Barwon	5.3%	8.4%	6.1%	4.2%	2.2%	2.0%	2.4%	2.7%	3.7%
VIC - Central Highlands	4.5%	7.3%	4.8%	3.9%	2.1%	1.9%	2.0%	2.7%	3.4%
VIC - Loddon	6.7%	8.8%	6.1%	4.1%	2.5%	2.2%	2.1%	2.4%	4.0%
VIC - North East Melbourne	4.7%	5.8%	3.7%	2.0%	1.1%	1.3%	1.9%	2.5%	2.5%
VIC - Inner Gippsland	5.4%	7.6%	4.3%	3.7%	2.5%	2.1%	2.4%	2.5%	3.6%
VIC - Ovens Murray	5.5%	7.8%	5.1%	3.9%	2.2%	2.0%	2.1%	2.3%	3.6%
VIC - Western District	4.6%	6.6%	4.6%	4.1%	2.3%	2.2%	2.5%	2.3%	3.4%
VIC - Inner East Melbourne	3.7%	4.3%	2.4%	1.5%	1.1%	1.0%	1.4%	1.8%	1.9%
VIC - Outer East Melbourne	4.3%	7.4%	4.8%	2.5%	1.8%	1.5%	1.9%	2.1%	2.9%
VIC - Hume Moreland	6.4%	7.0%	4.1%	2.1%	1.1%	1.1%	1.9%	2.7%	2.9%
VIC - Bayside Peninsula	4.5%	5.4%	3.1%	1.9%	1.2%	1.3%	1.7%	2.2%	2.4%
VIC - Southern Melbourne	5.0%	5.4%	3.1%	2.1%	1.1%	1.1%	1.6%	2.1%	2.5%
VIC - Brimbank Melton	6.9%	7.6%	3.9%	2.6%	1.4%	1.3%	1.5%	2.0%	3.1%
VIC - Western Melbourne	5.1%	6.3%	3.5%	1.4%	0.8%	0.9%	1.6%	2.0%	2.2%
VIC - Goulburn	5.3%	6.5%	4.6%	2.9%	1.9%	1.7%	1.9%	2.3%	3.1%
VIC - Mallee	6.4%	7.3%	5.0%	3.3%	2.1%	1.8%	1.9%	2.2%	3.4%
VIC - Outer Gippsland	4.5%	6.8%	4.8%	4.5%	2.6%	2.5%	2.8%	2.5%	3.6%
QLD	4.8%	6.1%	4.1%	2.4%	1.4%	1.3%	1.6%	2.1%	2.7%
QLD - Bundaberg	7.6%	8.7%	7.0%	5.9%	2.9%	2.5%	2.4%	2.9%	4.4%
QLD - Ipswich	4.7%	6.9%	4.8%	3.1%	1.7%	1.5%	1.9%	2.6%	3.2%
QLD - Mackay	5.0%	5.6%	4.4%	2.2%	1.1%	0.9%	1.2%	1.7%	2.4%
QLD - Toowoomba	4.6%	5.8%	4.9%	3.1%	1.7%	1.8%	2.2%	2.6%	3.1%
QLD - Townsville	6.4%	6.2%	3.6%	2.3%	1.5%	1.4%	2.0%	2.2%	3.0%
QLD - Rockhampton	5.9%	7.7%	5.2%	3.0%	1.5%	1.3%	1.5%	1.9%	3.2%

⁴⁴³ Participation rate refers to the proportion of general population that are NDIS participants.

⁴⁴⁴ In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	5.6%	7.1%	5.2%	2.3%	1.6%	1.3%	1.6%	1.9%	3.0%
QLD - Brisbane	3.7%	4.3%	2.6%	1.5%	1.0%	1.0%	1.5%	2.2%	2.0%
QLD - Cairns	3.6%	4.5%	3.7%	2.6%	1.5%	1.5%	1.7%	2.0%	2.4%
QLD - Maryborough	6.7%	8.1%	6.2%	4.8%	3.0%	2.5%	2.7%	2.7%	4.2%
QLD - Robina	4.6%	5.7%	3.5%	2.2%	1.2%	1.0%	1.3%	1.7%	2.3%
QLD - Caboolture/Strathpine	5.5%	7.6%	5.0%	2.9%	1.7%	1.5%	1.6%	2.2%	3.2%
QLD - Maroochydore	4.5%	6.8%	4.5%	2.9%	1.8%	1.5%	1.5%	1.9%	2.9%
WA	2.6%	4.4%	3.6%	2.4%	1.3%	1.1%	1.3%	1.8%	2.1%
WA - North East Metro	2.7%	4.9%	4.4%	2.9%	1.5%	1.2%	1.6%	2.2%	2.4%
WA - Wheat Belt	1.7%	4.1%	4.2%	2.6%	1.5%	1.0%	0.9%	1.3%	1.9%
WA - South Metro	2.8%	5.1%	4.7%	2.7%	1.4%	1.0%	1.3%	1.9%	2.4%
WA - Central South Metro	2.0%	5.0%	3.6%	2.4%	1.3%	1.0%	1.2%	1.6%	2.0%
WA - South West	2.5%	4.7%	4.2%	3.4%	2.0%	1.3%	1.5%	1.9%	2.4%
WA - Goldfields-Esperance	2.0%	3.8%	2.8%	2.1%	1.0%	0.9%	0.8%	1.0%	1.6%
WA - North Metro	2.9%	4.6%	3.6%	2.6%	1.5%	1.0%	1.0%	1.3%	2.1%
WA - Kimberley-Pilbara	2.0%	3.5%	2.7%	2.4%	0.8%	0.9%	1.1%	1.5%	1.6%
WA - South East Metro	2.7%	4.0%	3.2%	1.9%	1.1%	1.1%	1.5%	2.1%	2.0%
WA - Central North Metro	2.5%	2.9%	2.0%	1.7%	1.0%	1.0%	1.4%	2.1%	1.6%
WA - Great Southern	2.0%	4.1%	3.8%	3.2%	2.1%	1.3%	1.2%	1.5%	2.2%
WA - Midwest-Gascoyne	4.0%	5.0%	3.1%	2.8%	1.4%	0.9%	1.1%	1.4%	2.2%
SA	5.1%	8.4%	6.2%	3.3%	1.6%	1.6%	2.0%	2.4%	3.3%
SA - Adelaide Hills	4.7%	7.5%	5.6%	3.3%	1.4%	1.2%	0.9%	1.2%	2.8%
SA - Barossa, Light and Lower North	7.8%	9.3%	8.6%	4.2%	1.8%	1.3%	1.5%	1.8%	3.9%
SA - Eastern Adelaide	3.2%	5.3%	3.3%	1.9%	1.1%	1.1%	1.7%	2.2%	2.2%
SA - Eyre and Western	4.8%	7.5%	6.3%	3.2%	1.9%	1.8%	1.5%	2.1%	3.2%
SA - Far North (SA)	2.9%	4.9%	4.9%	2.3%	1.2%	1.9%	2.5%	1.8%	2.5%
SA - Fleurieu and Kangaroo Island	4.9%	8.4%	7.1%	5.7%	2.2%	1.8%	2.0%	2.0%	3.6%
SA - Limestone Coast	3.5%	6.2%	5.3%	3.7%	1.9%	1.6%	1.7%	2.0%	2.9%
SA - Murray and Mallee	5.8%	8.1%	6.5%	4.0%	1.9%	1.8%	2.1%	2.2%	3.5%
SA - Northern Adelaide	6.6%	10.5%	7.4%	3.6%	1.7%	1.8%	2.3%	2.9%	4.0%
SA - Southern Adelaide	4.7%	8.2%	6.6%	3.6%	1.7%	1.7%	2.1%	2.5%	3.4%
SA - Western Adelaide	4.1%	8.5%	4.7%	2.4%	1.3%	1.4%	2.0%	2.8%	2.8%
SA - Yorke and Mid North	4.5%	7.5%	7.1%	4.4%	2.2%	1.7%	1.9%	1.8%	3.3%
TAS	4.0%	5.6%	4.4%	3.6%	1.8%	1.5%	1.8%	2.0%	2.7%
TAS - North	4.8%	5.9%	4.4%	3.7%	2.2%	1.4%	1.9%	2.0%	2.9%
TAS - North West	3.1%	6.0%	5.0%	4.6%	2.3%	1.7%	1.9%	2.2%	3.0%
TAS - South East	4.4%	6.3%	4.8%	3.8%	1.6%	1.3%	1.6%	1.6%	2.7%
TAS - South West	3.5%	4.7%	3.8%	2.9%	1.4%	1.5%	1.9%	2.0%	2.4%
ACT	3.3%	5.7%	4.1%	2.4%	1.2%	1.1%	1.7%	2.2%	2.4%
ACT	3.3%	5.7%	4.1%	2.4%	1.2%	1.1%	1.7%	2.2%	2.4%
NT	4.1%	5.1%	3.2%	1.8%	0.9%	1.3%	1.7%	2.0%	2.3%
NT - Barkly	1.3%	2.1%	2.3%	1.3%	1.0%	1.4%	3.5%	3.9%	2.0%
NT - Central Australia	2.2%	4.9%	2.9%	1.8%	1.1%	1.6%	2.2%	3.0%	2.3%
NT - Darwin Remote	1.9%	2.6%	1.4%	1.2%	1.5%	2.5%	2.8%	2.3%	2.0%

Service district	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	5.6%	6.0%	4.4%	2.0%	0.8%	1.0%	1.2%	1.5%	2.3%
NT - East Arnhem	1.8%	2.4%	0.8%	2.1%	1.6%	2.6%	3.3%	2.5%	2.1%
NT - Katherine	3.5%	5.5%	3.2%	1.6%	0.6%	1.9%	2.0%	2.9%	2.4%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.5%	5.9%	4.0%	2.5%	1.4%	1.3%	1.6%	2.1%	2.6%

Table O.5 Participation rates for male participants by service district and age group as at 31 March 2023 ^{445 446}

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	5.9%	7.5%	4.7%	3.2%	1.6%	1.3%	1.7%	2.2%	3.1%
NSW - Hunter New England	8.0%	10.3%	7.3%	5.0%	2.6%	2.1%	2.3%	2.7%	4.6%
NSW - Central Coast	6.0%	11.2%	7.0%	4.8%	2.7%	1.8%	1.9%	2.4%	4.3%
NSW - Far West	5.9%	11.4%	7.1%	4.1%	3.1%	2.8%	2.2%	2.9%	4.5%
NSW - Illawarra Shoalhaven	5.0%	7.7%	5.4%	3.9%	2.4%	2.0%	2.2%	2.2%	3.5%
NSW - Mid North Coast	9.9%	12.1%	6.9%	5.8%	3.2%	2.4%	2.3%	2.6%	5.2%
NSW - Murrumbidgee	6.8%	7.8%	5.0%	3.7%	2.4%	1.6%	2.0%	2.2%	3.7%
NSW - Nepean Blue Mountains	6.8%	9.9%	6.2%	3.9%	2.1%	1.4%	1.9%	2.1%	3.9%
NSW - North Sydney	3.5%	4.3%	2.6%	1.8%	1.2%	0.7%	1.1%	1.6%	1.9%
NSW - Northern NSW	6.8%	9.4%	6.9%	5.7%	3.0%	2.0%	2.1%	2.3%	4.2%
NSW - South Eastern Sydney	4.3%	5.2%	3.0%	2.0%	1.0%	0.9%	1.3%	1.7%	2.1%
NSW - South Western Sydney	6.1%	7.6%	4.2%	3.0%	1.7%	1.3%	1.6%	2.1%	3.2%
NSW - Southern NSW	5.5%	7.4%	4.9%	4.2%	2.1%	1.6%	1.6%	1.8%	3.2%
NSW - Sydney	3.7%	5.3%	2.9%	1.2%	0.5%	0.7%	1.6%	2.4%	1.6%
NSW - Western NSW	6.0%	8.1%	5.0%	4.4%	2.0%	2.0%	2.2%	2.7%	3.9%
NSW - Western Sydney	6.4%	5.9%	3.4%	2.4%	1.3%	0.9%	1.5%	2.2%	2.7%
VIC	6.8%	8.4%	4.8%	2.8%	1.5%	1.4%	1.8%	2.3%	3.3%
VIC - Barwon	6.9%	10.7%	8.0%	5.2%	2.6%	2.1%	2.3%	2.6%	4.5%
VIC - Central Highlands	6.0%	9.5%	5.8%	4.5%	2.5%	2.1%	2.0%	2.6%	4.1%
VIC - Loddon	8.7%	11.4%	7.3%	4.9%	2.9%	2.3%	2.1%	2.5%	4.8%
VIC - North East Melbourne	6.4%	7.7%	4.5%	2.4%	1.2%	1.4%	2.1%	2.7%	3.1%
VIC - Inner Gippsland	7.4%	9.5%	5.6%	4.3%	2.8%	2.2%	2.2%	2.5%	4.2%
VIC - Ovens Murray	7.4%	10.2%	6.2%	5.2%	2.5%	2.3%	2.3%	2.5%	4.4%
VIC - Western District	6.1%	8.5%	5.9%	4.9%	2.6%	2.3%	2.7%	2.4%	4.1%
VIC - Inner East Melbourne	5.1%	5.4%	2.9%	1.8%	1.2%	1.1%	1.4%	1.8%	2.3%
VIC - Outer East Melbourne	5.7%	9.2%	6.4%	2.8%	2.0%	1.5%	1.8%	2.0%	3.4%
VIC - Hume Moreland	8.4%	9.2%	4.9%	2.5%	1.2%	1.1%	1.8%	2.6%	3.4%
VIC - Bayside Peninsula	6.0%	7.2%	3.6%	2.3%	1.3%	1.4%	1.7%	2.2%	2.8%
VIC - Southern Melbourne	6.8%	7.4%	3.7%	2.6%	1.3%	1.1%	1.4%	2.0%	3.0%
VIC - Brimbank Melton	9.1%	10.4%	4.9%	3.1%	1.6%	1.3%	1.6%	2.0%	3.9%
VIC - Western Melbourne	6.7%	8.6%	4.5%	1.7%	0.9%	0.9%	1.6%	2.1%	2.7%
VIC - Goulburn	6.9%	8.5%	5.8%	3.6%	2.2%	1.8%	1.9%	2.2%	3.8%
VIC - Mallee	8.8%	9.5%	6.2%	4.0%	2.3%	1.7%	1.9%	2.3%	4.2%
VIC - Outer Gippsland	6.0%	9.4%	6.2%	5.2%	2.7%	2.5%	2.5%	2.3%	4.2%
QLD	6.4%	8.0%	5.0%	2.9%	1.6%	1.4%	1.7%	2.2%	3.3%
QLD - Bundaberg	10.8%	11.1%	8.4%	7.0%	3.2%	2.9%	2.4%	3.0%	5.4%
QLD - Ipswich	6.1%	9.1%	5.8%	3.9%	2.0%	1.7%	1.8%	2.8%	3.9%
QLD - Mackay	6.9%	7.5%	5.1%	2.7%	1.3%	0.9%	1.3%	1.7%	3.0%
QLD - Toowoomba	6.1%	7.6%	5.8%	3.6%	2.1%	2.1%	2.4%	2.9%	3.9%
QLD - Townsville	8.2%	8.6%	4.6%	2.8%	1.7%	1.6%	2.1%	2.3%	3.7%
QLD - Rockhampton	8.0%	10.2%	6.0%	3.9%	1.9%	1.4%	1.4%	2.1%	4.0%

⁴⁴⁵ Participation rate refers to the proportion of general population that are NDIS participants.

⁴⁴⁶ In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Beenleigh	6.9%	9.8%	7.5%	2.6%	1.7%	1.4%	1.6%	2.0%	3.8%
QLD - Brisbane	5.0%	5.6%	3.2%	1.8%	1.1%	1.2%	1.5%	2.3%	2.4%
QLD - Cairns	5.0%	6.1%	4.4%	3.1%	1.8%	1.8%	1.9%	2.1%	3.1%
QLD - Maryborough	8.7%	10.5%	6.9%	6.1%	3.7%	2.9%	2.9%	3.0%	5.1%
QLD - Robina	6.1%	7.5%	4.1%	2.7%	1.4%	1.1%	1.4%	1.8%	2.9%
QLD - Caboolture/Strathpine	7.3%	9.6%	5.7%	3.6%	2.0%	1.5%	1.6%	2.2%	3.9%
QLD - Maroochydore	5.9%	8.8%	5.6%	3.3%	2.1%	1.6%	1.6%	2.0%	3.5%
WA	3.4%	5.9%	4.5%	3.1%	1.6%	1.1%	1.3%	1.8%	2.5%
WA - North East Metro	3.8%	6.8%	6.1%	3.7%	1.9%	1.3%	1.6%	2.3%	3.0%
WA - Wheat Belt	2.1%	5.5%	5.4%	2.7%	2.0%	1.1%	1.0%	1.2%	2.2%
WA - South Metro	3.5%	7.1%	5.8%	3.5%	1.8%	1.1%	1.3%	1.8%	2.9%
WA - Central South Metro	2.8%	6.3%	4.1%	3.2%	1.6%	1.0%	1.3%	1.7%	2.4%
WA - South West	3.3%	6.0%	5.5%	4.1%	2.4%	1.3%	1.4%	1.8%	2.9%
WA - Goldfields-Esperance	2.9%	4.8%	3.2%	2.5%	1.0%	0.9%	0.8%	1.1%	1.9%
WA - North Metro	3.8%	6.2%	4.4%	2.9%	1.7%	1.0%	1.0%	1.2%	2.6%
WA - Kimberley-Pilbara	2.4%	5.2%	3.5%	3.4%	1.0%	0.8%	1.1%	1.3%	2.0%
WA - South East Metro	3.7%	5.6%	4.1%	2.5%	1.3%	1.2%	1.7%	2.2%	2.5%
WA - Central North Metro	3.5%	3.7%	2.7%	2.1%	1.2%	1.1%	1.5%	2.2%	2.0%
WA - Great Southern	2.8%	5.4%	5.0%	3.5%	2.3%	1.1%	1.0%	1.6%	2.5%
WA - Midwest-Gascoyne	5.4%	7.2%	4.0%	3.5%	1.6%	1.0%	0.9%	1.4%	2.7%
SA	6.9%	11.3%	7.8%	4.0%	1.8%	1.7%	2.1%	2.5%	4.1%
SA - Adelaide Hills	6.5%	9.8%	7.2%	3.6%	1.4%	1.3%	0.9%	1.3%	3.5%
SA - Barossa, Light and Lower North	10.3%	12.2%	11.3%	4.9%	2.2%	1.4%	1.4%	1.8%	4.9%
SA - Eastern Adelaide	4.2%	7.3%	4.3%	2.2%	1.3%	1.3%	1.9%	2.4%	2.7%
SA - Eyre and Western	5.9%	10.8%	7.3%	3.6%	2.1%	1.9%	1.5%	1.9%	3.9%
SA - Far North (SA)	4.2%	6.2%	6.1%	3.4%	1.4%	2.2%	2.7%	1.9%	3.1%
SA - Fleurieu and Kangaroo Island	6.3%	10.8%	8.8%	6.8%	2.5%	1.8%	2.1%	2.3%	4.4%
SA - Limestone Coast	4.8%	8.2%	6.7%	4.5%	2.2%	2.0%	1.9%	2.1%	3.6%
SA - Murray and Mallee	7.8%	11.1%	7.6%	4.3%	2.0%	2.0%	2.2%	2.1%	4.2%
SA - Northern Adelaide	9.1%	14.1%	9.3%	4.4%	1.9%	1.9%	2.3%	3.1%	5.0%
SA - Southern Adelaide	6.1%	10.9%	8.6%	4.6%	1.9%	1.8%	2.3%	2.7%	4.2%
SA - Western Adelaide	5.4%	12.3%	5.5%	3.0%	1.5%	1.6%	2.2%	2.9%	3.5%
SA - Yorke and Mid North	5.9%	9.7%	8.0%	5.6%	2.5%	1.9%	2.1%	1.8%	4.0%
TAS	5.2%	7.2%	5.4%	4.3%	2.1%	1.6%	1.8%	2.0%	3.3%
TAS - North	6.2%	7.2%	5.5%	4.2%	2.5%	1.4%	1.9%	2.0%	3.4%
TAS - North West	4.2%	7.7%	6.2%	5.5%	2.6%	1.6%	2.0%	2.3%	3.6%
TAS - South East	5.7%	8.0%	5.6%	4.6%	1.9%	1.6%	1.5%	1.8%	3.4%
TAS - South West	4.5%	6.0%	4.7%	3.5%	1.7%	1.7%	1.9%	2.1%	2.8%
ACT	4.6%	7.7%	5.0%	2.9%	1.3%	1.2%	1.7%	2.2%	2.9%
ACT	4.6%	7.7%	5.0%	2.9%	1.3%	1.2%	1.7%	2.2%	2.9%
NT	5.5%	7.1%	4.3%	2.3%	1.2%	1.6%	1.9%	2.3%	2.9%
NT - Barkly	1.7%	3.1%	3.0%	1.5%	0.7%	1.0%	3.3%	5.9%	2.4%
NT - Central Australia	3.0%	7.1%	4.5%	2.6%	1.3%	1.7%	2.5%	3.5%	3.0%
NT - Darwin Remote	2.9%	4.3%	2.0%	1.7%	2.3%	3.7%	3.3%	3.0%	2.9%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Urban	7.4%	8.1%	5.8%	2.4%	1.0%	1.1%	1.4%	1.7%	2.9%
NT - East Arnhem	2.3%	3.6%	1.2%	3.2%	2.7%	4.1%	4.1%	2.9%	3.0%
NT - Katherine	5.4%	7.6%	4.3%	2.1%	0.8%	1.5%	1.7%	3.2%	3.0%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	6.0%	7.9%	5.0%	3.1%	1.6%	1.4%	1.7%	2.2%	3.2%

Table O.6 Participation rates for female participants by service district and age group as at 31 March 2023 ^{447 448}

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	2.7%	3.3%	2.4%	1.8%	1.1%	1.0%	1.4%	1.9%	1.8%
NSW - Hunter New England	3.9%	4.5%	3.5%	2.8%	1.8%	1.7%	1.9%	2.3%	2.6%
NSW - Central Coast	2.7%	5.1%	3.7%	2.8%	1.8%	1.5%	1.7%	2.2%	2.5%
NSW - Far West	3.3%	4.4%	2.9%	2.5%	1.5%	1.9%	1.6%	1.9%	2.3%
NSW - Illawarra Shoalhaven	2.0%	3.6%	2.7%	2.3%	1.7%	1.5%	1.9%	2.2%	2.2%
NSW - Mid North Coast	5.0%	6.0%	3.9%	3.3%	1.8%	1.7%	1.7%	2.1%	2.9%
NSW - Murrumbidgee	3.5%	3.8%	2.7%	2.5%	1.6%	1.4%	1.8%	2.1%	2.3%
NSW - Nepean Blue Mountains	2.7%	4.4%	3.1%	2.3%	1.3%	1.2%	1.5%	1.7%	2.1%
NSW - North Sydney	1.4%	1.8%	1.5%	1.2%	0.7%	0.5%	0.9%	1.3%	1.1%
NSW - Northern NSW	3.2%	4.3%	3.6%	3.6%	1.8%	1.5%	1.7%	1.9%	2.4%
NSW - South Eastern Sydney	1.8%	2.3%	1.6%	1.0%	0.6%	0.7%	1.0%	1.5%	1.2%
NSW - South Western Sydney	2.6%	3.1%	2.0%	1.7%	1.0%	0.9%	1.3%	1.8%	1.7%
NSW - Southern NSW	2.4%	3.7%	3.2%	2.4%	1.4%	1.3%	1.5%	1.8%	2.0%
NSW - Sydney	1.5%	2.2%	1.5%	0.6%	0.4%	0.6%	1.0%	1.6%	0.9%
NSW - Western NSW	3.2%	3.6%	3.2%	2.5%	1.5%	1.5%	1.8%	2.1%	2.3%
NSW - Western Sydney	2.9%	2.5%	1.7%	1.4%	0.8%	0.8%	1.3%	1.8%	1.5%
VIC	3.1%	4.0%	2.7%	1.7%	1.1%	1.3%	1.8%	2.2%	2.1%
VIC - Barwon	3.5%	5.7%	4.0%	3.2%	1.8%	1.8%	2.3%	2.7%	2.9%
VIC - Central Highlands	2.9%	4.7%	3.6%	3.1%	1.8%	1.6%	2.0%	2.7%	2.6%
VIC - Loddon	4.2%	5.7%	4.5%	3.1%	2.0%	2.0%	2.2%	2.2%	3.0%
VIC - North East Melbourne	2.7%	3.6%	2.5%	1.4%	0.9%	1.1%	1.7%	2.3%	1.8%
VIC - Inner Gippsland	3.3%	5.1%	2.7%	2.9%	2.1%	2.0%	2.5%	2.6%	2.8%
VIC - Ovens Murray	3.5%	4.9%	3.7%	2.4%	1.9%	1.7%	2.0%	2.1%	2.6%
VIC - Western District	2.9%	4.3%	3.0%	3.2%	2.0%	2.1%	2.4%	2.2%	2.6%
VIC - Inner East Melbourne	2.2%	2.6%	1.7%	1.1%	0.9%	0.9%	1.3%	1.8%	1.5%
VIC - Outer East Melbourne	2.8%	4.9%	3.3%	2.0%	1.5%	1.5%	1.9%	2.2%	2.3%
VIC - Hume Moreland	4.0%	4.6%	3.0%	1.6%	0.9%	1.1%	1.9%	2.8%	2.2%
VIC - Bayside Peninsula	2.8%	3.5%	2.4%	1.4%	1.0%	1.3%	1.7%	2.2%	1.9%
VIC - Southern Melbourne	3.1%	3.2%	2.4%	1.6%	1.0%	1.1%	1.7%	2.0%	1.9%
VIC - Brimbank Melton	4.3%	4.5%	2.7%	1.9%	1.1%	1.2%	1.4%	2.0%	2.2%
VIC - Western Melbourne	3.1%	3.7%	2.2%	1.0%	0.7%	0.8%	1.5%	1.8%	1.6%
VIC - Goulburn	3.4%	4.1%	3.1%	2.1%	1.5%	1.6%	1.9%	2.3%	2.4%
VIC - Mallee	3.8%	4.9%	3.5%	2.4%	1.8%	1.8%	1.9%	2.2%	2.6%
VIC - Outer Gippsland	2.9%	4.0%	3.3%	3.6%	2.4%	2.4%	2.9%	2.6%	2.9%
QLD	3.1%	3.9%	3.0%	1.8%	1.2%	1.2%	1.5%	2.0%	2.0%
QLD - Bundaberg	4.2%	5.8%	5.3%	4.5%	2.5%	2.1%	2.4%	2.7%	3.4%
QLD - Ipswich	3.1%	4.3%	3.6%	2.3%	1.3%	1.3%	1.9%	2.3%	2.4%
QLD - Mackay	3.1%	3.6%	3.3%	1.6%	0.9%	0.8%	1.1%	1.7%	1.8%
QLD - Toowoomba	3.1%	3.9%	3.8%	2.4%	1.4%	1.5%	2.0%	2.4%	2.4%
QLD - Townsville	4.4%	3.6%	2.6%	1.7%	1.4%	1.1%	1.8%	2.1%	2.2%

⁴⁴⁷ Participation rate refers to the proportion of general population that are NDIS participants.

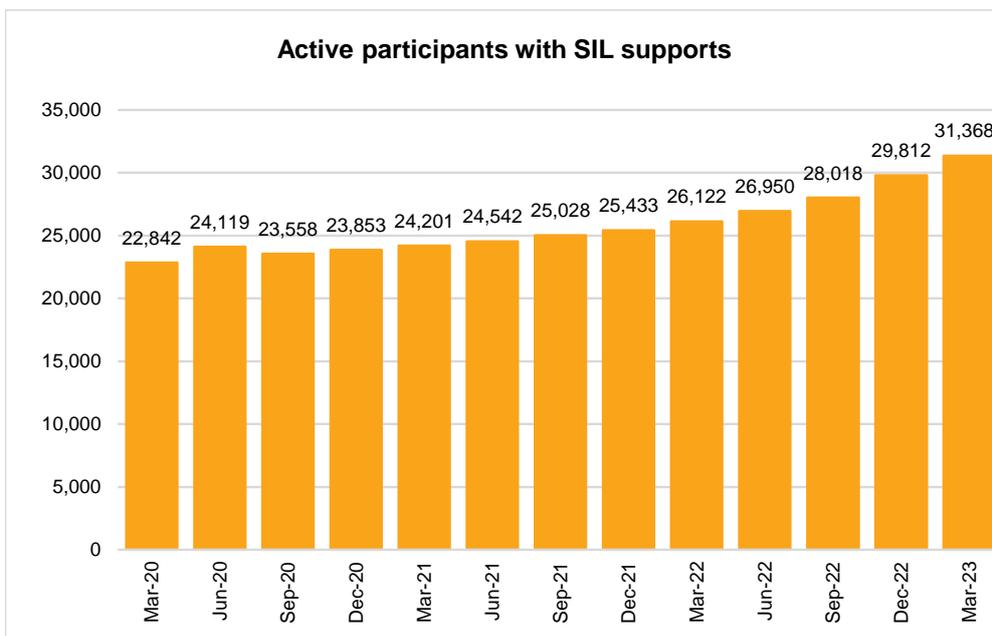
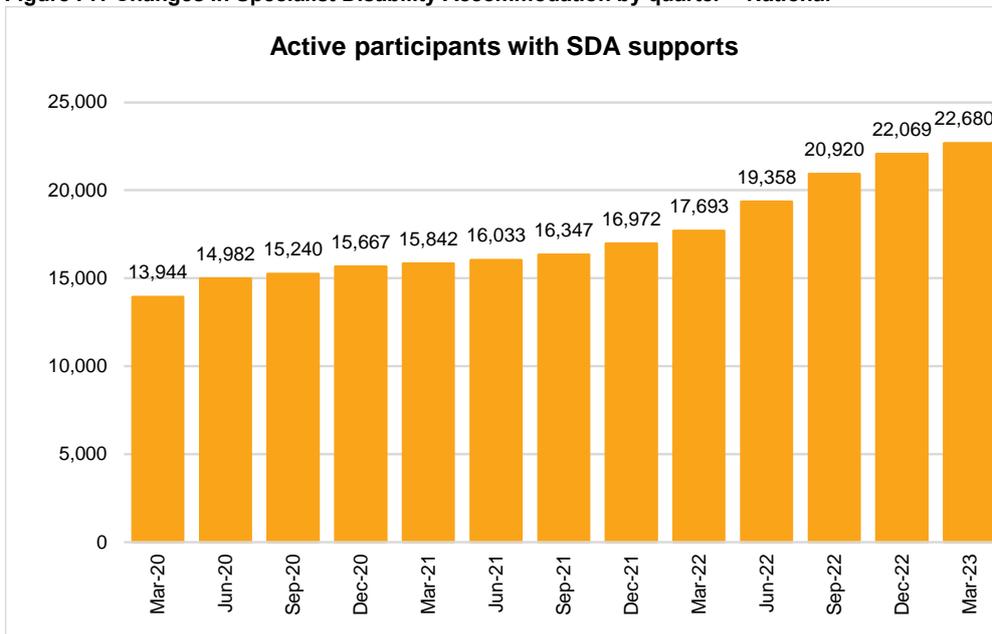
⁴⁴⁸ In this quarter, population estimates were adjusted to reflect updated views of Australia's current and future population growth. This population update resulted in an overall increase to participation rates, with the greatest changes seen in ages 0-18 for most states.

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
QLD - Rockhampton	3.7%	5.0%	4.1%	2.0%	1.2%	1.2%	1.6%	1.8%	2.4%
QLD - Beenleigh	3.9%	4.4%	3.1%	1.8%	1.3%	1.2%	1.6%	1.9%	2.3%
QLD - Brisbane	2.3%	2.8%	1.9%	1.2%	0.9%	0.9%	1.4%	2.0%	1.5%
QLD - Cairns	2.1%	2.7%	2.7%	1.9%	1.1%	1.2%	1.4%	1.8%	1.7%
QLD - Maryborough	4.6%	5.4%	5.2%	3.3%	2.3%	2.1%	2.5%	2.4%	3.2%
QLD - Robina	2.9%	3.7%	2.6%	1.6%	0.9%	1.0%	1.1%	1.6%	1.7%
QLD - Caboolture/Strathpine	3.5%	5.2%	3.9%	2.2%	1.4%	1.4%	1.7%	2.2%	2.5%
QLD - Maroochydore	3.0%	4.6%	3.3%	2.3%	1.6%	1.5%	1.5%	1.9%	2.2%
WA	1.6%	2.7%	2.4%	1.7%	1.1%	1.0%	1.3%	1.7%	1.6%
WA - North East Metro	1.5%	2.9%	2.5%	1.8%	1.1%	1.1%	1.5%	2.0%	1.7%
WA - Wheat Belt	1.2%	2.7%	2.8%	2.4%	1.0%	0.9%	0.8%	1.3%	1.4%
WA - South Metro	2.0%	3.0%	3.4%	1.8%	1.1%	1.0%	1.4%	1.9%	1.8%
WA - Central South Metro	1.2%	3.4%	2.8%	1.6%	1.1%	1.0%	1.2%	1.5%	1.5%
WA - South West	1.5%	3.2%	2.8%	2.5%	1.6%	1.3%	1.6%	1.8%	1.9%
WA - Goldfields-Esperance	1.0%	2.5%	2.3%	1.5%	1.1%	0.8%	0.8%	1.0%	1.3%
WA - North Metro	2.0%	2.9%	2.5%	2.2%	1.2%	0.9%	1.1%	1.3%	1.6%
WA - Kimberley-Pilbara	1.4%	1.9%	1.9%	1.4%	0.6%	0.9%	1.1%	1.7%	1.2%
WA - South East Metro	1.6%	2.3%	2.1%	1.2%	1.0%	1.0%	1.4%	2.0%	1.4%
WA - Central North Metro	1.5%	1.9%	1.2%	1.3%	0.8%	0.8%	1.3%	2.0%	1.3%
WA - Great Southern	1.3%	2.7%	2.3%	2.7%	1.8%	1.4%	1.3%	1.4%	1.8%
WA - Midwest-Gascoyne	2.5%	2.8%	2.1%	2.1%	1.2%	0.8%	1.2%	1.3%	1.6%
SA	3.2%	5.1%	4.2%	2.3%	1.3%	1.3%	1.7%	2.2%	2.4%
SA - Adelaide Hills	2.8%	5.0%	3.6%	2.9%	1.4%	1.0%	0.9%	1.2%	2.1%
SA - Barossa, Light and Lower North	4.9%	6.0%	5.3%	3.1%	1.3%	1.1%	1.4%	1.6%	2.7%
SA - Eastern Adelaide	2.1%	3.0%	2.4%	1.3%	0.9%	0.8%	1.5%	2.0%	1.6%
SA - Eyre and Western	3.5%	3.6%	4.8%	2.7%	1.6%	1.7%	1.4%	2.3%	2.4%
SA - Far North (SA)	1.6%	3.4%	3.2%	0.8%	0.8%	1.6%	2.3%	1.7%	1.8%
SA - Fleurieu and Kangaroo Island	3.4%	5.8%	5.3%	4.3%	1.9%	1.5%	1.9%	1.7%	2.7%
SA - Limestone Coast	2.2%	3.8%	3.5%	2.7%	1.5%	1.2%	1.4%	1.8%	2.1%
SA - Murray and Mallee	3.6%	4.7%	4.7%	3.4%	1.5%	1.3%	1.8%	2.2%	2.6%
SA - Northern Adelaide	4.0%	6.5%	5.0%	2.4%	1.3%	1.5%	2.0%	2.5%	2.8%
SA - Southern Adelaide	3.1%	5.2%	4.4%	2.5%	1.4%	1.6%	1.8%	2.4%	2.5%
SA - Western Adelaide	2.7%	4.4%	3.7%	1.7%	1.0%	1.1%	1.7%	2.6%	2.0%
SA - Yorke and Mid North	2.9%	4.7%	5.6%	3.1%	1.8%	1.5%	1.6%	1.7%	2.5%
TAS	2.6%	3.5%	3.0%	2.7%	1.4%	1.3%	1.8%	1.8%	2.1%
TAS - North	3.2%	3.8%	3.0%	2.8%	1.7%	1.4%	1.9%	2.0%	2.3%
TAS - North West	1.9%	3.8%	3.4%	3.6%	2.0%	1.7%	1.7%	2.0%	2.3%
TAS - South East	2.8%	3.8%	3.1%	2.7%	1.2%	1.0%	1.6%	1.5%	2.0%
TAS - South West	2.4%	2.8%	2.6%	2.1%	1.1%	1.3%	1.8%	1.9%	1.8%
ACT	1.9%	3.5%	3.0%	1.7%	1.0%	1.1%	1.6%	2.1%	1.8%
ACT	1.9%	3.5%	3.0%	1.7%	1.0%	1.1%	1.6%	2.1%	1.8%
NT	2.5%	3.0%	2.0%	1.2%	0.7%	1.1%	1.5%	1.7%	1.5%
NT - Barkly	1.0%	1.1%	1.4%	1.2%	1.3%	1.7%	3.7%	1.7%	1.6%
NT - Central Australia	1.4%	2.7%	1.0%	1.0%	0.9%	1.5%	1.9%	2.6%	1.6%

Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NT - Darwin Remote	0.8%	1.1%	0.6%	0.7%	0.8%	1.3%	2.3%	1.6%	1.1%
NT - Darwin Urban	3.6%	3.7%	3.0%	1.4%	0.6%	0.8%	1.1%	1.3%	1.6%
NT - East Arnhem	1.4%	1.4%	0.4%	1.2%	0.6%	1.3%	2.6%	2.2%	1.3%
NT - Katherine	1.5%	3.1%	1.5%	1.1%	0.4%	2.4%	2.2%	2.6%	1.8%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	2.8%	3.7%	2.8%	1.8%	1.1%	1.1%	1.5%	2.0%	1.9%

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National ⁴⁴⁹



⁴⁴⁹ Due to operational changes since July 2020, there has been an issue with identifying SIL in plans as they are being completed. A temporary and manual solution was implemented to estimate the number of active participants who should be identified as having SIL in their plans but do not appear as such on the Agency's system. From May 2022, an automated and more accurate method has been applied in identifying SIL participants leading to a restatement in the number of SIL participants and annualised committed supports from the September 2020 quarter to the March 2022 quarter.

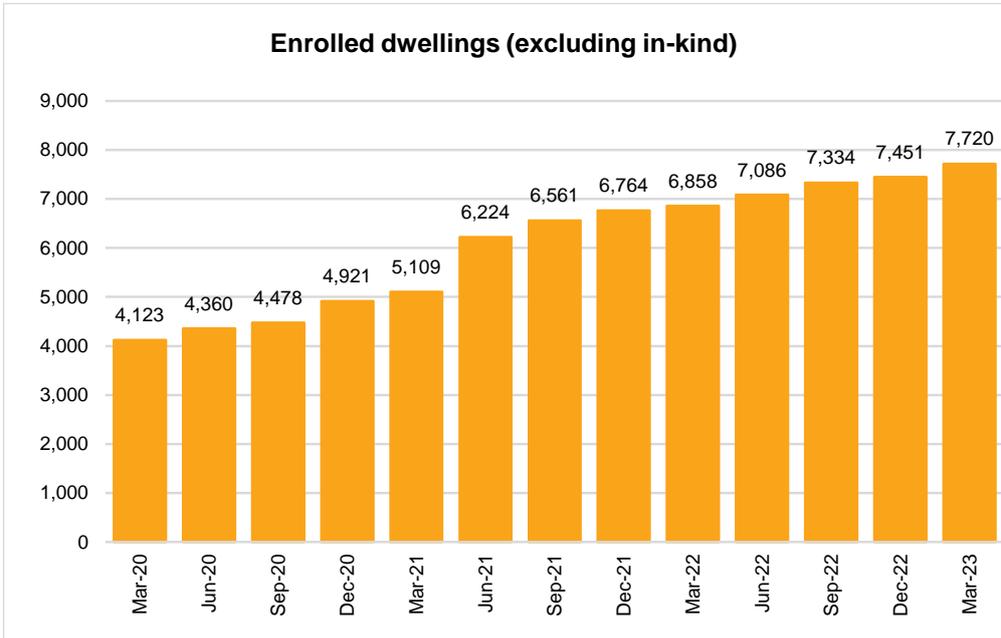
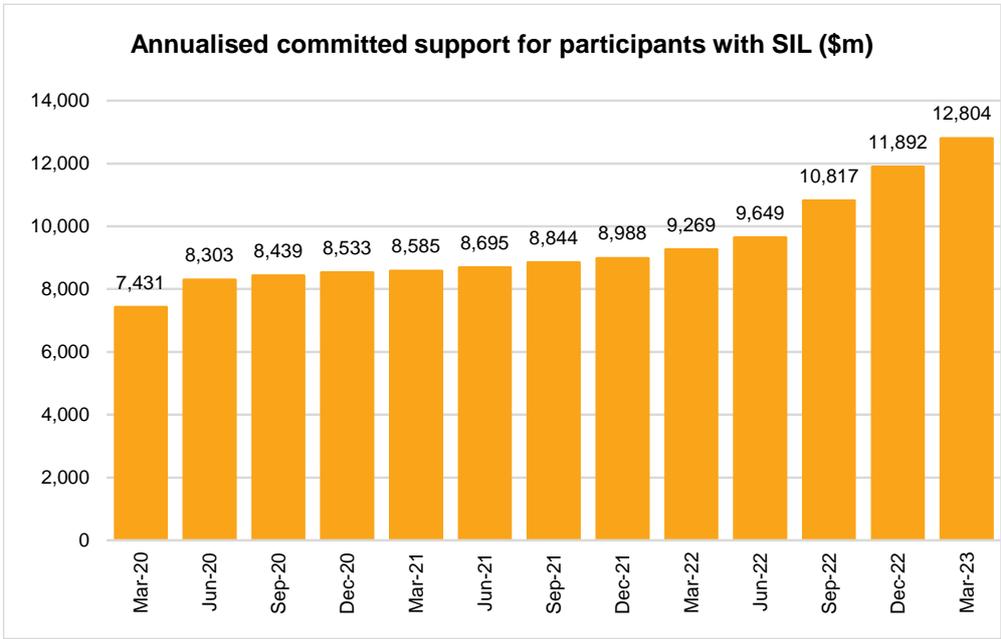
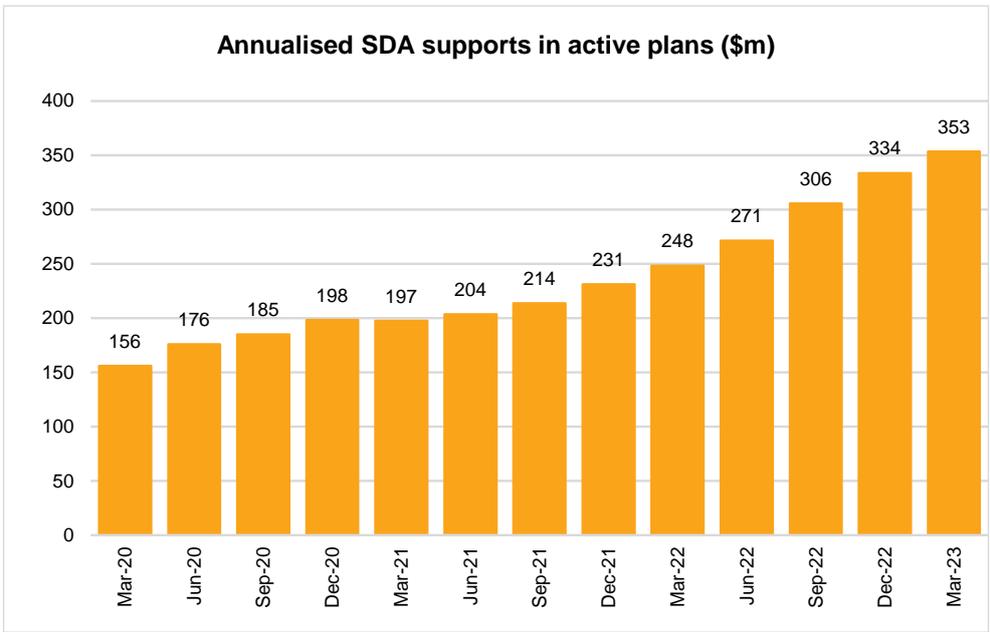


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 March 2023 ^{450 451}

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
NSW	7,405	4.2%	10,704	6.0%	177,277
NSW - Hunter New England	1,022	3.4%	1,941	6.5%	29,737
NSW - Central Coast	394	3.9%	566	5.7%	10,014
NSW - Far West	15	1.8%	29	3.4%	847
NSW - Illawarra Shoalhaven	460	4.5%	643	6.3%	10,281
NSW - Mid North Coast	219	3.0%	290	4.0%	7,333
NSW - Murrumbidgee	334	4.3%	445	5.7%	7,748
NSW - Nepean Blue Mountains	517	5.0%	689	6.6%	10,408
NSW - North Sydney	899	7.5%	994	8.3%	11,959
NSW - Northern NSW	297	3.5%	372	4.4%	8,410
NSW - South Eastern Sydney	614	5.1%	737	6.1%	12,014
NSW - South Western Sydney	833	3.0%	1,430	5.2%	27,542
NSW - Southern NSW	164	3.4%	230	4.7%	4,871
NSW - Sydney	246	3.5%	374	5.3%	7,049
NSW - Western NSW	388	5.2%	563	7.5%	7,530
NSW - Western Sydney	1,003	4.7%	1,400	6.5%	21,506
NSW - Other	<11	n/a	<11	n/a	28
VIC	6,697	4.2%	6,625	4.2%	158,480
VIC - Barwon	464	4.3%	479	4.4%	10,888
VIC - Central Highlands	352	5.6%	349	5.6%	6,240
VIC - Loddon	290	3.5%	302	3.6%	8,346
VIC - North East Melbourne	838	5.6%	844	5.6%	15,099
VIC - Inner Gippsland	186	3.1%	192	3.2%	6,003
VIC - Ovens Murray	154	3.9%	159	4.0%	3,947
VIC - Western District	293	6.8%	280	6.5%	4,283
VIC - Inner East Melbourne	829	7.5%	775	7.0%	11,115
VIC - Outer East Melbourne	526	4.7%	493	4.4%	11,118
VIC - Hume Moreland	299	2.7%	294	2.6%	11,198
VIC - Bayside Peninsula	936	4.9%	940	4.9%	19,156
VIC - Southern Melbourne	443	3.0%	501	3.3%	15,002
VIC - Brimbank Melton	296	2.8%	284	2.7%	10,675
VIC - Western Melbourne	458	3.0%	414	2.7%	15,425
VIC - Goulburn	130	2.8%	128	2.8%	4,644
VIC - Mallee	103	3.8%	97	3.6%	2,718
VIC - Outer Gippsland	100	3.8%	94	3.6%	2,610
VIC - Other	<11	n/a	<11	n/a	13
QLD	3,388	2.7%	6,263	5.0%	125,549
QLD - Bundaberg	102	2.9%	174	4.9%	3,563
QLD - Ipswich	333	3.3%	499	4.9%	10,123
QLD - Mackay	69	1.7%	167	4.1%	4,041
QLD - Toowoomba	296	3.8%	533	6.9%	7,704
QLD - Townsville	169	2.3%	417	5.7%	7,320

⁴⁵⁰ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁵¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
QLD - Rockhampton	158	2.3%	265	3.8%	6,969
QLD - Beenleigh	342	2.5%	623	4.5%	13,781
QLD - Brisbane	644	2.8%	1,136	4.9%	23,103
QLD - Cairns	166	2.6%	357	5.7%	6,273
QLD - Maryborough	138	2.7%	239	4.7%	5,038
QLD - Robina	347	2.7%	654	5.0%	12,975
QLD - Caboolture/Strathpine	360	2.6%	668	4.9%	13,678
QLD - Maroochydore	263	2.4%	531	4.8%	10,967
QLD - Other	<11	n/a	<11	n/a	14
WA	1,735	3.4%	2,771	5.4%	50,994
WA - North East Metro	348	4.5%	607	7.9%	7,732
WA - Wheat Belt	15	1.3%	24	2.0%	1,198
WA - South Metro	215	2.6%	388	4.8%	8,126
WA - Central South Metro	179	2.8%	312	4.9%	6,426
WA - South West	75	1.8%	151	3.6%	4,175
WA - Goldfields-Esperance	20	2.4%	36	4.3%	841
WA - North Metro	195	2.9%	252	3.7%	6,828
WA - Kimberley-Pilbara	24	1.5%	43	2.7%	1,581
WA - South East Metro	306	5.3%	483	8.4%	5,755
WA - Central North Metro	309	5.3%	399	6.8%	5,836
WA - Great Southern	24	2.0%	44	3.7%	1,183
WA - Midwest-Gascoyne	25	1.9%	32	2.5%	1,304
WA - Other	<11	n/a	<11	n/a	<11
SA	2,316	4.5%	2,920	5.7%	51,072
SA - Adelaide Hills	40	2.0%	69	3.5%	1,965
SA - Barossa, Light and Lower North	54	2.1%	67	2.6%	2,532
SA - Eastern Adelaide	260	5.9%	298	6.8%	4,411
SA - Eyre and Western	42	2.7%	48	3.0%	1,577
SA - Far North (SA)	17	3.0%	29	5.2%	558
SA - Fleurieu and Kangaroo Island	48	3.3%	57	4.0%	1,441
SA - Limestone Coast	68	4.1%	98	5.9%	1,656
SA - Murray and Mallee	77	3.7%	98	4.7%	2,070
SA - Northern Adelaide	795	4.6%	1,028	5.9%	17,366
SA - Southern Adelaide	677	6.2%	826	7.5%	10,975
SA - Western Adelaide	197	4.4%	233	5.2%	4,482
SA - Yorke and Mid North	41	2.1%	69	3.5%	1,999
SA - Other	<11	n/a	<11	n/a	40
TAS	539	4.1%	959	7.3%	13,049
TAS - North	147	3.9%	211	5.6%	3,764
TAS - North West	140	4.8%	222	7.6%	2,907
TAS - South East	99	3.4%	173	5.9%	2,924
TAS - South West	153	4.4%	353	10.2%	3,452
TAS - Other	<11	n/a	<11	n/a	<11
ACT	322	3.2%	589	5.9%	10,060
ACT	322	3.2%	589	5.9%	10,059

Service District	Active participants with SDA supports	Percentage of SDA participants	Active participants with SIL supports	Percentage of SIL participants	Number of active participants
ACT - Other	<11	n/a	<11	n/a	<11
NT	278	5.0%	536	9.7%	5,522
NT - Barkly	<11	n/a	13	9.0%	145
NT - Central Australia	70	7.8%	147	16.4%	897
NT - Darwin Remote	<11	n/a	<11	n/a	490
NT - Darwin Urban	163	5.0%	313	9.5%	3,279
NT - East Arnhem	<11	n/a	<11	n/a	222
NT - Katherine	28	10.6%	43	16.3%	263
NT - Other	<11	n/a	11	4.9%	226
OT	<11	n/a	<11	n/a	51
Missing	<11	n/a	<11	n/a	<11
Total	22,680	3.8%	31,368	5.3%	592,059

Table P.2 Annualised committed supports in current NDIS plans as at 31 March 2023 ^{452 453 454}

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	\$116,643,825	0.87%	\$4,256,616,334	32%	\$13,427,830,041
VIC	\$94,132,356	0.85%	\$2,724,427,153	25%	\$11,045,146,821
QLD	\$69,644,350	0.74%	\$2,556,208,677	27%	\$9,464,312,680
WA	\$25,299,587	0.63%	\$1,108,297,502	28%	\$4,000,117,646
SA	\$32,142,202	0.87%	\$1,200,569,532	33%	\$3,674,662,864
TAS	\$5,836,153	0.52%	\$404,967,046	36%	\$1,116,675,779
ACT	\$5,803,917	0.85%	\$234,931,794	35%	\$679,094,583
NT	\$3,914,977	0.60%	\$318,199,276	49%	\$648,081,415
Other Territories	n/a	n/a	\$248,567	5%	\$5,022,131
Missing	n/a	n/a	n/a	n/a	\$729,899
Total	\$353,417,367	0.80%	\$12,804,465,881	29%	\$44,061,673,860

⁴⁵² State/Territory is defined by the current residing address of the participant.

⁴⁵³ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁴ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 March 2023.

Table P.3 Active SDA providers by State/Territory as at 31 March 2023 ^{455 456 457}

State/Territory	SDA providers that have ever been active	SDA providers active in 2022-23 Q3
NSW	196	147
VIC	130	96
QLD	124	76
WA	43	33
SA	50	35
TAS	19	10
ACT	17	6
NT	7	5
OT	<5	<5
National	455	349

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.

⁴⁵⁵ SDA active providers in this table refer to any provider that has received a payment for providing SDA supports to Agency-managed participants residing in the given jurisdiction.

⁴⁵⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁷ Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 March 2023 (excluding in-kind arrangements)

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
ACT	114	0	61	0	175
ACT - Australian Capital Territory	114	0	61	0	175
NSW	1,322	54	1,103	20	2,499
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	61	2	62	1	126
NSW - Central West	48	3	17	1	69
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	48	4	20	0	72
NSW - Hunter Valley exc Newcastle	35	1	24	0	60
NSW - Illawarra	41	1	64	0	106
NSW - Mid North Coast	43	2	11	0	56
NSW - Murray	50	1	31	0	82
NSW - New England and North West	32	2	7	0	41
NSW - Newcastle and Lake Macquarie	73	1	112	2	188
NSW - Richmond - Tweed	44	1	20	0	65
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	17	0	27	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	19	1	73
NSW - Sydney - Blacktown	71	4	45	2	122
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	11	1	4	1	17
NSW - Sydney - Inner South West	83	2	50	4	139
NSW - Sydney - Inner West	18	1	7	0	26
NSW - Sydney - North Sydney and Hornsby	34	1	45	0	80
NSW - Sydney - Northern Beaches	32	1	32	0	65
NSW - Sydney - Outer South West	50	0	21	2	73
NSW - Sydney - Outer West and Blue Mountains	91	4	146	2	243
NSW - Sydney - Parramatta	99	0	110	1	210
NSW - Sydney - Ryde	75	1	59	0	135
NSW - Sydney - South West	40	1	75	1	117
NSW - Sydney - Sutherland	58	4	38	0	100
NT	17	2	19	2	40
NT - Darwin	10	2	17	2	31
NT - Northern Territory - Outback	7	0	2	0	9
QLD	361	24	1,040	16	1,441
QLD - Brisbane - East	11	0	34	0	45
QLD - Brisbane - North	20	0	38	0	58
QLD - Brisbane - South	13	2	41	0	56
QLD - Brisbane - West	46	2	7	0	55
QLD - Brisbane Inner City	8	0	49	1	58
QLD - Cairns	11	1	48	0	60
QLD - Central Queensland	24	2	15	1	42
QLD - Darling Downs - Maranoa	2	1	6	1	10
QLD - Gold Coast	29	2	161	1	193
QLD - Ipswich	35	1	141	0	177

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
QLD - Logan - Beaudesert	12	1	133	1	147
QLD - Mackay - Isaac - Whitsunday	6	0	2	0	8
QLD - Moreton Bay - North	18	2	110	2	132
QLD - Moreton Bay - South	16	0	38	0	54
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	2	68	1	87
QLD - Toowoomba	14	5	45	2	66
QLD - Townsville	24	2	27	4	57
QLD - Wide Bay	56	1	77	2	136
SA	940	6	338	3	1,287
SA - Adelaide - Central and Hills	79	1	87	2	169
SA - Adelaide - North	305	1	121	0	427
SA - Adelaide - South	288	2	52	1	343
SA - Adelaide - West	148	0	59	0	207
SA - Barossa - Yorke - Mid North	15	1	2	0	18
SA - South Australia - Outback	17	0	0	0	17
SA - South Australia - South East	88	1	17	0	106
TAS	23	3	34	1	61
TAS - Hobart	12	0	2	0	14
TAS - Launceston and North East	6	2	10	1	19
TAS - South East	0	0	0	0	0
TAS - West and North West	5	1	22	0	28
VIC	1,154	118	716	54	2,042
VIC - Ballarat	37	8	79	1	125
VIC - Bendigo	27	4	31	0	62
VIC - Geelong	52	4	44	8	108
VIC - Hume	50	2	2	1	55
VIC - Latrobe - Gippsland	57	13	11	0	81
VIC - Melbourne - Inner	45	6	107	9	167
VIC - Melbourne - Inner East	81	10	21	0	112
VIC - Melbourne - Inner South	112	11	43	9	175
VIC - Melbourne - North East	142	10	46	6	204
VIC - Melbourne - North West	43	4	17	0	64
VIC - Melbourne - Outer East	126	6	48	4	184
VIC - Melbourne - South East	121	9	64	4	198
VIC - Melbourne - West	70	11	135	5	221
VIC - Mornington Peninsula	53	6	32	1	92
VIC - North West	70	8	13	6	97
VIC - Shepparton	32	3	7	0	42
VIC - Warrnambool and South West	36	3	16	0	55
WA	10	1	164	0	175
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	8	0	13
WA - Perth - North East	1	1	8	0	10
WA - Perth - North West	1	0	30	0	31

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
WA - Perth - South East	3	0	60	0	63
WA - Perth - South West	0	0	38	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,941	208	3,475	96	7,720

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 March 2023 (excluding in-kind arrangements)

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	32	59	63	14	7	0	175
ACT - Australian Capital Territory	32	59	63	14	7	0	175
NSW	1,076	407	689	117	198	12	2,499
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	55	12	42	5	12	0	126
NSW - Central West	35	10	6	8	9	1	69
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	45	6	10	3	3	5	72
NSW - Hunter Valley exc Newcastle	29	2	17	3	9	0	60
NSW - Illawarra	42	20	43	1	0	0	106
NSW - Mid North Coast	39	11	0	6	0	0	56
NSW - Murray	33	17	9	13	7	3	82
NSW - New England and North West	19	12	5	0	5	0	41
NSW - Newcastle and Lake Macquarie	65	12	105	2	4	0	188
NSW - Richmond - Tweed	34	14	10	1	6	0	65
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	19	8	8	0	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	33	19	11	3	7	0	73
NSW - Sydney - Blacktown	63	10	36	1	12	0	122
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	4	0	1	17
NSW - Sydney - Inner South West	78	14	43	0	4	0	139
NSW - Sydney - Inner West	17	0	4	5	0	0	26
NSW - Sydney - North Sydney and Hornsby	31	10	28	7	4	0	80
NSW - Sydney - Northern Beaches	30	6	18	0	11	0	65
NSW - Sydney - Outer South West	37	4	24	6	2	0	73
NSW - Sydney - Outer West and Blue Mountains	67	70	58	19	29	0	243
NSW - Sydney - Parramatta	66	40	79	1	24	0	210
NSW - Sydney - Ryde	44	12	51	3	25	0	135
NSW - Sydney - South West	32	27	39	6	13	0	117
NSW - Sydney - Sutherland	54	22	18	2	2	2	100
NT	8	3	7	7	15	0	40
NT - Darwin	4	2	5	7	13	0	31
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	100	210	736	176	217	2	1,441
QLD - Brisbane - East	4	6	25	7	3	0	45

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane - North	12	7	35	1	2	1	58
QLD - Brisbane - South	9	6	26	3	12	0	56
QLD - Brisbane - West	1	23	31	0	0	0	55
QLD - Brisbane Inner City	5	2	41	0	10	0	58
QLD - Cairns	2	2	34	4	18	0	60
QLD - Central Queensland	3	9	11	0	19	0	42
QLD - Darling Downs - Maranoa	1	3	3	0	3	0	10
QLD - Gold Coast	8	18	134	8	25	0	193
QLD - Ipswich	6	23	82	51	15	0	177
QLD - Logan - Beaudesert	5	14	84	28	16	0	147
QLD - Mackay - Isaac - Whitsunday	1	5	1	0	1	0	8
QLD - Moreton Bay - North	0	13	76	27	16	0	132
QLD - Moreton Bay - South	2	13	29	4	6	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	9	37	25	12	0	87
QLD - Toowoomba	11	15	30	1	9	0	66
QLD - Townsville	6	11	21	4	15	0	57
QLD - Wide Bay	20	31	36	13	35	1	136
SA	535	306	271	56	118	1	1,287
SA - Adelaide - Central and Hills	57	19	77	6	10	0	169
SA - Adelaide - North	139	139	105	13	30	1	427
SA - Adelaide - South	172	57	57	13	44	0	343
SA - Adelaide - West	94	51	29	13	20	0	207
SA - Barossa - Yorke - Mid North	13	2	0	3	0	0	18
SA - South Australia - Outback	13	4	0	0	0	0	17
SA - South Australia - South East	47	34	3	8	14	0	106
TAS	5	32	4	4	16	0	61
TAS - Hobart	4	7	0	2	1	0	14
TAS - Launceston and North East	1	8	3	2	5	0	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	17	1	0	10	0	28
VIC	327	474	598	250	390	3	2,042
VIC - Ballarat	9	65	21	19	9	2	125
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	28	41	19	7	0	108
VIC - Hume	24	10	9	3	9	0	55
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	20	29	109	2	7	0	167
VIC - Melbourne - Inner East	16	22	27	13	34	0	112
VIC - Melbourne - Inner South	45	26	45	15	44	0	175
VIC - Melbourne - North East	30	56	42	24	52	0	204
VIC - Melbourne - North West	7	14	13	10	20	0	64
VIC - Melbourne - Outer East	33	30	37	15	68	1	184
VIC - Melbourne - South East	33	45	64	32	24	0	198
VIC - Melbourne - West	8	31	105	40	37	0	221
VIC - Mornington Peninsula	12	21	26	7	26	0	92

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - North West	23	24	8	9	33	0	97
VIC - Shepparton	11	12	7	7	5	0	42
VIC - Warrnambool and South West	22	9	14	6	4	0	55
WA	3	12	126	4	28	2	175
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	1	0	8	0	9
WA - Perth - Inner	0	0	13	0	0	0	13
WA - Perth - North East	1	0	6	0	3	0	10
WA - Perth - North West	1	0	28	1	1	0	31
WA - Perth - South East	1	12	46	2	2	0	63
WA - Perth - South West	0	0	29	0	9	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,086	1,503	2,494	628	989	20	7,720

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2023 (excluding in-kind arrangements)

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
ACT	55	56	30	24	10	0	175
ACT - Australian Capital Territory	55	56	30	24	10	0	175
NSW	928	331	222	316	648	54	2,499
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	47	16	6	18	37	2	126
NSW - Central West	10	6	5	14	31	3	69
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	25	17	3	11	12	4	72
NSW - Hunter Valley exc Newcastle	14	2	12	13	18	1	60
NSW - Illawarra	53	3	11	10	28	1	106
NSW - Mid North Coast	20	12	5	1	16	2	56
NSW - Murray	40	12	7	6	16	1	82
NSW - New England and North West	4	6	5	3	21	2	41
NSW - Newcastle and Lake Macquarie	78	27	24	19	39	1	188
NSW - Richmond - Tweed	23	8	6	7	20	1	65
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	4	16	6	5	13	0	44
NSW - Sydney - Baulkham Hills and Hawkesbury	11	4	2	21	29	6	73
NSW - Sydney - Blacktown	36	6	15	16	45	4	122
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	7	1	17
NSW - Sydney - Inner South West	55	12	8	14	48	2	139
NSW - Sydney - Inner West	4	1	5	5	10	1	26
NSW - Sydney - North Sydney and Hornsby	39	7	4	9	20	1	80
NSW - Sydney - Northern Beaches	13	5	5	13	28	1	65
NSW - Sydney - Outer South West	21	7	7	15	23	0	73
NSW - Sydney - Outer West and Blue Mountains	99	37	38	30	35	4	243
NSW - Sydney - Parramatta	129	16	10	15	40	0	210

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
NSW - Sydney - Ryde	52	33	7	16	26	1	135
NSW - Sydney - South West	46	31	6	13	20	1	117
NSW - Sydney - Sutherland	39	15	8	10	24	4	100
NT	1	24	3	3	7	2	40
NT - Darwin	0	19	2	2	6	2	31
NT - Northern Territory - Outback	1	5	1	1	1	0	9
QLD	707	231	330	108	41	24	1,441
QLD - Brisbane - East	25	7	11	1	1	0	45
QLD - Brisbane - North	35	6	9	4	4	0	58
QLD - Brisbane - South	32	9	9	2	2	2	56
QLD - Brisbane - West	29	17	2	3	2	2	55
QLD - Brisbane Inner City	52	0	3	2	1	0	58
QLD - Cairns	31	5	16	7	0	1	60
QLD - Central Queensland	11	14	7	7	1	2	42
QLD - Darling Downs - Maranoa	3	1	3	1	1	1	10
QLD - Gold Coast	146	6	34	3	2	2	193
QLD - Ipswich	76	30	56	13	1	1	177
QLD - Logan - Beaudesert	68	20	44	12	2	1	147
QLD - Mackay - Isaac - Whitsunday	0	0	1	5	2	0	8
QLD - Moreton Bay - North	52	17	44	10	7	2	132
QLD - Moreton Bay - South	21	13	12	6	2	0	54
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	52	7	18	5	3	2	87
QLD - Toowoomba	22	18	10	9	2	5	66
QLD - Townsville	5	29	8	9	4	2	57
QLD - Wide Bay	47	32	43	9	4	1	136
SA	393	491	193	123	81	6	1,287
SA - Adelaide - Central and Hills	84	40	21	17	6	1	169
SA - Adelaide - North	108	164	78	49	27	1	427
SA - Adelaide - South	111	134	34	28	34	2	343
SA - Adelaide - West	69	80	33	14	11	0	207
SA - Barossa - Yorke - Mid North	3	7	4	3	0	1	18
SA - South Australia - Outback	4	8	1	3	1	0	17
SA - South Australia - South East	14	58	22	9	2	1	106
TAS	30	9	2	17	0	3	61
TAS - Hobart	5	3	2	4	0	0	14
TAS - Launceston and North East	7	1	0	9	0	2	19
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	18	5	0	4	0	1	28
VIC	671	239	239	156	619	118	2,042
VIC - Ballarat	69	16	13	4	15	8	125
VIC - Bendigo	31	4	5	7	11	4	62
VIC - Geelong	38	22	13	5	26	4	108
VIC - Hume	5	22	4	6	16	2	55
VIC - Latrobe - Gippsland	31	12	5	2	18	13	81
VIC - Melbourne - Inner	126	6	7	6	16	6	167

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
VIC - Melbourne - Inner East	23	4	6	11	58	10	112
VIC - Melbourne - Inner South	69	11	18	10	56	11	175
VIC - Melbourne - North East	41	23	35	16	79	10	204
VIC - Melbourne - North West	3	13	10	4	30	4	64
VIC - Melbourne - Outer East	38	17	27	24	72	6	184
VIC - Melbourne - South East	59	9	32	23	66	9	198
VIC - Melbourne - West	78	41	33	9	49	11	221
VIC - Mornington Peninsula	19	14	13	7	33	6	92
VIC - North West	22	15	8	11	33	8	97
VIC - Shepparton	12	2	3	6	16	3	42
VIC - Warrnambool and South West	7	8	7	5	25	3	55
WA	99	22	38	10	5	1	175
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	0	0	8	1	0	0	9
WA - Perth - Inner	8	5	0	0	0	0	13
WA - Perth - North East	0	3	3	2	1	1	10
WA - Perth - North West	21	2	3	3	2	0	31
WA - Perth - South East	42	7	9	3	2	0	63
WA - Perth - South West	26	2	9	1	0	0	38
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,884	1,403	1,057	757	1,411	208	7,720

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region as at 31 March 2023 (excluding in-kind arrangements)

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	22	66	6	2	0	96
ACT - Australian Capital Territory	22	66	6	2	0	96
NSW	630	1,057	158	300	35	2,180
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	22	81	3	37	0	143
NSW - Central West	13	6	17	0	4	40
NSW - Coffs Harbour - Grafton	5	0	0	0	0	5
NSW - Far West and Orana	15	19	0	0	10	44
NSW - Hunter Valley exc Newcastle	5	52	10	10	0	77
NSW - Illawarra	40	65	3	0	0	108
NSW - Mid North Coast	16	0	6	0	0	22
NSW - Murray	10	16	10	5	8	49
NSW - New England and North West	0	5	0	11	0	16
NSW - Newcastle and Lake Macquarie	34	223	3	2	0	262
NSW - Richmond - Tweed	15	18	1	7	0	41
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	27	21	19	0	0	67
NSW - Sydney - Baulkham Hills and Hawkesbury	25	10	1	20	0	56
NSW - Sydney - Blacktown	16	50	0	30	0	96
NSW - Sydney - City and Inner South	36	5	0	0	0	41

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - Eastern Suburbs	0	1	7	0	3	11
NSW - Sydney - Inner South West	26	64	0	5	0	95
NSW - Sydney - Inner West	0	11	4	0	0	15
NSW - Sydney - North Sydney and Hornsby	6	42	10	4	0	62
NSW - Sydney - Northern Beaches	15	41	0	36	0	92
NSW - Sydney - Outer South West	9	27	5	2	0	43
NSW - Sydney - Outer West and Blue Mountains	120	64	28	43	0	255
NSW - Sydney - Parramatta	68	74	2	12	0	156
NSW - Sydney - Ryde	31	28	4	41	0	104
NSW - Sydney - South West	36	65	13	22	0	136
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	13	14	16	0	43
NT - Darwin	0	10	14	16	0	40
NT - Northern Territory - Outback	0	3	0	0	0	3
QLD	131	1,289	192	279	9	1,900
QLD - Brisbane - East	5	36	5	6	0	52
QLD - Brisbane - North	3	36	3	3	4	49
QLD - Brisbane - South	1	42	6	19	0	68
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	42	0	16	0	58
QLD - Cairns	0	65	4	13	0	82
QLD - Central Queensland	0	24	0	9	0	33
QLD - Darling Downs - Maranoa	5	7	0	4	0	16
QLD - Gold Coast	13	176	9	35	0	233
QLD - Ipswich	18	182	53	26	0	279
QLD - Logan - Beaudesert	18	179	32	27	0	256
QLD - Mackay - Isaac - Whitsunday	0	3	0	4	0	7
QLD - Moreton Bay - North	11	171	26	20	0	228
QLD - Moreton Bay - South	5	57	7	2	0	71
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	4	72	21	20	0	117
QLD - Toowoomba	16	56	2	23	0	97
QLD - Townsville	7	42	10	16	0	75
QLD - Wide Bay	23	82	14	36	5	160
SA	168	295	123	47	4	637
SA - Adelaide - Central and Hills	30	82	15	2	0	129
SA - Adelaide - North	72	154	28	9	4	267
SA - Adelaide - South	17	38	27	19	0	101
SA - Adelaide - West	40	17	31	12	0	100
SA - Barossa - Yorke - Mid North	0	0	6	0	0	6
SA - South Australia - Outback	0	0	0	0	0	0
SA - South Australia - South East	9	4	16	5	0	34
TAS	21	2	3	30	0	56
TAS - Hobart	0	0	2	0	0	2
TAS - Launceston and North East	6	1	1	16	0	24
TAS - South East	0	0	0	0	0	0

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
TAS - West and North West	15	1	0	14	0	30
VIC	240	726	187	117	9	1,279
VIC - Ballarat	76	29	5	3	6	119
VIC - Bendigo	12	30	10	0	0	52
VIC - Geelong	10	72	20	7	0	109
VIC - Hume	2	6	0	0	0	8
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	14	100	0	3	0	117
VIC - Melbourne - Inner East	2	15	4	2	0	23
VIC - Melbourne - Inner South	5	42	18	4	0	69
VIC - Melbourne - North East	30	47	21	4	0	102
VIC - Melbourne - North West	6	26	7	4	0	43
VIC - Melbourne - Outer East	14	51	1	15	3	84
VIC - Melbourne - South East	19	78	18	3	0	118
VIC - Melbourne - West	27	136	61	12	0	236
VIC - Mornington Peninsula	3	45	6	20	0	74
VIC - North West	10	0	0	28	0	38
VIC - Shepparton	0	6	4	0	0	10
VIC - Warrnambool and South West	0	33	10	10	0	53
WA	13	182	12	76	6	289
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	3	0	25	0	28
WA - Perth - Inner	0	8	0	0	0	8
WA - Perth - North East	0	18	0	5	0	23
WA - Perth - North West	0	44	4	3	0	51
WA - Perth - South East	13	68	7	4	0	92
WA - Perth - South West	0	35	0	26	0	61
WA - Western Australia - Outback (North)	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,225	3,630	695	867	63	6,480

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 March 2023 ⁴⁵⁸

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total
TAS	142	44	0	4	13	203
TAS - Hobart	67	32	0	3	9	111
TAS - Launceston and North East	29	4	0	0	0	33
TAS - South East	1	1	0	0	0	2
TAS - West and North West	45	7	0	1	4	57
Total	142	44	0	4	13	203

⁴⁵⁸ Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 March 2023 ⁴⁵⁹

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
TAS	74	26	12	79	12	0	203
TAS - Hobart	39	14	6	46	6	0	111
TAS - Launceston and North East	7	1	3	20	2	0	33
TAS - South East	0	0	0	1	1	0	2
TAS - West and North West	28	11	3	12	3	0	57
Total	74	26	12	79	12	0	203

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 March 2023 ⁴⁶⁰

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	13	1	0	1	15
ACT - Australian Capital Territory	0	0	13	1	0	1	15
NSW	0	66	477	91	51	5	690
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	0	1	32	0	6	0	39
NSW - Central West	0	0	10	13	0	0	23
NSW - Coffs Harbour - Grafton	0	0	0	0	0	0	0
NSW - Far West and Orana	0	0	10	6	0	0	16
NSW - Hunter Valley exc Newcastle	0	1	11	1	2	0	15
NSW - Illawarra	0	4	19	0	0	0	23
NSW - Mid North Coast	0	1	1	3	4	0	9
NSW - Murray	0	0	6	7	0	0	13
NSW - New England and North West	0	0	2	0	0	0	2
NSW - Newcastle and Lake Macquarie	0	0	14	4	8	1	27
NSW - Richmond - Tweed	0	0	2	2	2	0	6
NSW - Riverina	0	1	12	0	2	0	15
NSW - Southern Highlands and Shoalhaven	0	0	3	0	0	1	4
NSW - Sydney - Baulkham Hills and Hawkesbury	0	5	10	0	2	0	17
NSW - Sydney - Blacktown	0	9	30	17	2	1	59
NSW - Sydney - City and Inner South	0	4	17	0	0	0	21
NSW - Sydney - Eastern Suburbs	0	0	4	0	0	0	4
NSW - Sydney - Inner South West	0	0	29	1	1	0	31
NSW - Sydney - Inner West	0	0	12	0	1	0	13
NSW - Sydney - North Sydney and Hornsby	0	0	18	1	4	2	25
NSW - Sydney - Northern Beaches	0	1	14	1	1	0	17
NSW - Sydney - Outer South West	0	3	19	0	1	0	23
NSW - Sydney - Outer West and Blue Mountains	0	19	24	3	1	0	47
NSW - Sydney - Parramatta	0	9	86	10	6	0	111
NSW - Sydney - Ryde	0	3	16	2	0	0	21

⁴⁵⁹ Other States and Territories have been removed from the table as these States and Territories have transitioned ownership of State-Owned dwellings to private ownership.

⁴⁶⁰ SDA pipeline data is based on information collected by the NDIA from SDA providers who are building properties they intend to enrol as SDA at a later date. This data is intended for the purpose of SDA market oversight only and there is no guarantee from the NDIA that all the dwellings listed will be enrolled as SDA. There may also be under-construction properties which will be enrolled as SDA which are not represented in the data. Since July 2021, it has become mandatory for SDA providers or future SDA providers to inform the NDIA at the design stage of any proposed SDA dwellings, thus increasing the pipeline data available. There may be delays in excluding enrolled SDA dwellings from unenrolled SDA data. This may result in unenrolled SDA numbers being overstated in a given reporting period. Work is underway to improve accuracy of unenrolled SDA dwellings reporting.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
NSW - Sydney - South West	0	5	62	17	8	0	92
NSW - Sydney - Sutherland	0	0	13	3	0	0	16
NT	0	0	9	14	4	0	27
NT - Darwin	0	0	4	14	1	0	19
NT - Northern Territory - Outback	0	0	5	0	3	0	8
QLD	0	59	780	169	43	4	1,055
QLD - Brisbane - East	0	2	49	3	0	0	54
QLD - Brisbane - North	0	11	13	0	0	0	24
QLD - Brisbane - South	0	1	41	1	13	3	59
QLD - Brisbane - West	0	0	7	0	0	0	7
QLD - Brisbane Inner City	0	0	28	0	0	0	28
QLD - Cairns	0	0	9	7	1	0	17
QLD - Central Queensland	0	0	39	0	1	0	40
QLD - Darling Downs - Maranoa	0	0	2	3	0	0	5
QLD - Gold Coast	0	1	50	0	1	0	52
QLD - Ipswich	0	8	64	46	7	0	125
QLD - Logan - Beaudesert	0	16	87	28	9	0	140
QLD - Mackay - Isaac - Whitsunday	0	0	53	10	1	1	65
QLD - Moreton Bay - North	0	0	57	9	0	0	66
QLD - Moreton Bay - South	0	0	18	4	1	0	23
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	15	2	0	0	17
QLD - Toowoomba	0	3	60	29	3	0	95
QLD - Townsville	0	1	135	12	3	0	151
QLD - Wide Bay	0	16	47	15	3	0	81
SA	0	45	157	28	12	5	247
SA - Adelaide - Central and Hills	0	2	48	0	0	0	50
SA - Adelaide - North	0	25	61	17	4	0	107
SA - Adelaide - South	0	6	35	10	3	5	59
SA - Adelaide - West	0	9	2	0	0	0	11
SA - Barossa - Yorke - Mid North	0	0	2	0	0	0	2
SA - South Australia - Outback	0	0	0	0	0	0	0
SA - South Australia - South East	0	3	9	1	5	0	18
TAS	0	18	20	8	1	3	50
TAS - Hobart	0	0	8	2	0	0	10
TAS - Launceston and North East	0	2	10	2	1	0	15
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	0	16	2	4	0	3	25
VIC	0	82	583	245	36	8	954
VIC - Ballarat	0	13	27	19	2	1	62
VIC - Bendigo	0	0	4	10	2	0	16
VIC - Geelong	0	9	49	6	0	0	64
VIC - Hume	0	1	4	0	1	0	6
VIC - Latrobe - Gippsland	0	8	19	0	9	0	36
VIC - Melbourne - Inner	0	14	59	0	1	0	74
VIC - Melbourne - Inner East	0	7	6	1	0	0	14

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Melbourne - Inner South	0	4	46	6	2	4	62
VIC - Melbourne - North East	0	0	52	12	4	0	68
VIC - Melbourne - North West	0	2	11	11	0	0	24
VIC - Melbourne - Outer East	0	1	2	2	0	0	5
VIC - Melbourne - South East	0	3	57	43	1	0	104
VIC - Melbourne - West	0	4	231	117	7	0	359
VIC - Mornington Peninsula	0	2	2	8	6	3	21
VIC - North West	0	0	2	0	0	0	2
VIC - Shepparton	0	12	8	5	0	0	25
VIC - Warrnambool and South West	0	2	4	5	1	0	12
WA	0	43	235	9	46	7	340
WA - Bunbury	0	0	5	0	0	0	5
WA - Mandurah	0	1	30	2	9	0	42
WA - Perth - Inner	0	0	14	0	0	5	19
WA - Perth - North East	0	0	33	0	1	0	34
WA - Perth - North West	0	1	40	3	1	0	45
WA - Perth - South East	0	41	49	3	14	1	108
WA - Perth - South West	0	0	57	1	18	1	77
WA - Western Australia - Outback (North)	0	0	0	0	0	0	0
WA - Western Australia - Outback (South)	0	0	4	0	3	0	7
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
Total	0	313	2,274	565	193	33	3,378

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 March 2023 ⁴⁶¹

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
ACT	270	52	322	11	333
ACT - Australian Capital Territory	270	52	322	11	333
NSW	5,933	1,472	7,405	341	7,746
NSW - Capital Region	148	28	176	4	180
NSW - Central Coast	324	70	394	20	414
NSW - Central West	227	39	266	18	284
NSW - Coffs Harbour - Grafton	126	15	141	8	149
NSW - Far West and Orana	128	25	153	9	162
NSW - Hunter Valley exc Newcastle	196	35	231	17	248
NSW - Illawarra	270	68	338	10	348
NSW - Mid North Coast	192	30	222	12	234
NSW - Murray	121	40	161	4	165
NSW - New England and North West	140	30	170	5	175

⁴⁶¹ The total number of Participants with SDA funding is currently split into "Participants in SDA dwelling or Having SDA funding" and "Participants in SDA funding, seeking alternative". As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for these splits is no longer consistently maintained. Work is underway to provide splits that better reflect if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
NSW - Newcastle and Lake Macquarie	449	77	526	24	550
NSW - Richmond - Tweed	198	50	248	11	259
NSW - Riverina	128	32	160	8	168
NSW - Southern Highlands and Shoalhaven	132	28	160	5	165
NSW - Sydney - Baulkham Hills and Hawkesbury	190	59	249	8	257
NSW - Sydney - Blacktown	344	59	403	10	413
NSW - Sydney - City and Inner South	117	16	133	7	140
NSW - Sydney - Eastern Suburbs	87	11	98	4	102
NSW - Sydney - Inner South West	332	90	422	23	445
NSW - Sydney - Inner West	156	9	165	11	176
NSW - Sydney - North Sydney and Hornsby	191	45	236	12	248
NSW - Sydney - Northern Beaches	163	89	252	5	257
NSW - Sydney - Outer South West	190	46	236	17	253
NSW - Sydney - Outer West and Blue Mountains	369	122	491	28	519
NSW - Sydney - Parramatta	336	135	471	28	499
NSW - Sydney - Ryde	240	102	342	9	351
NSW - Sydney - South West	246	59	305	19	324
NSW - Sydney - Sutherland	193	63	256	5	261
NT	259	19	278	15	293
NT - Darwin	151	13	164	7	171
NT - Northern Territory - Outback	107	6	113	8	121
NT - Other	1	0	1	0	1
QLD	2,561	827	3,388	340	3,728
QLD - Brisbane - East	110	23	133	16	149
QLD - Brisbane - North	115	36	151	22	173
QLD - Brisbane - South	134	25	159	27	186
QLD - Brisbane - West	80	33	113	20	133
QLD - Brisbane Inner City	75	28	103	13	116
QLD - Cairns	138	27	165	7	172
QLD - Central Queensland	135	23	158	9	167
QLD - Darling Downs - Maranoa	49	9	58	8	66
QLD - Gold Coast	228	121	349	39	388
QLD - Ipswich	293	93	386	53	439
QLD - Logan - Beaudesert	175	85	260	22	282
QLD - Mackay - Isaac - Whitsunday	63	6	69	5	74
QLD - Moreton Bay - North	172	78	250	26	276
QLD - Moreton Bay - South	75	36	111	11	122
QLD - Queensland - Outback	4	1	5	2	7
QLD - Sunshine Coast	164	68	232	21	253
QLD - Toowoomba	213	36	249	11	260
QLD - Townsville	130	35	165	12	177
QLD - Wide Bay	207	64	271	16	287
QLD - Other	1	0	1	0	1
SA	1,828	488	2,316	133	2,449

SA4 Region	Participants in an SDA dwelling and no evidence of seeking an alternative (legacy CRM data)	Participants in an SDA dwelling, seeking alternative (legacy CRM data)	Participants with SDA funding	Additional Participants eligible for SDA (legacy CRM data)	Total Participants with SDA funding or an SDA need
SA - Adelaide - Central and Hills	218	82	300	22	322
SA - Adelaide - North	557	190	747	35	782
SA - Adelaide - South	554	122	676	42	718
SA - Adelaide - West	228	56	284	16	300
SA - Barossa - Yorke - Mid North	55	2	57	5	62
SA - South Australia - Outback	53	6	59	6	65
SA - South Australia - South East	163	30	193	7	200
TAS	500	39	539	31	570
TAS - Hobart	238	7	245	14	259
TAS - Launceston and North East	129	18	147	7	154
TAS - South East	7	0	7	1	8
TAS - West and North West	126	14	140	9	149
VIC	5,365	1,332	6,697	362	7,059
VIC - Ballarat	196	81	277	15	292
VIC - Bendigo	155	42	197	14	211
VIC - Geelong	302	91	393	24	417
VIC - Hume	157	16	173	4	177
VIC - Latrobe - Gippsland	235	51	286	21	307
VIC - Melbourne - Inner	222	104	326	33	359
VIC - Melbourne - Inner East	388	69	457	15	472
VIC - Melbourne - Inner South	398	87	485	21	506
VIC - Melbourne - North East	597	137	734	28	762
VIC - Melbourne - North West	245	49	294	26	320
VIC - Melbourne - Outer East	516	133	649	30	679
VIC - Melbourne - South East	589	143	732	45	777
VIC - Melbourne - West	508	129	637	30	667
VIC - Mornington Peninsula	274	78	352	25	377
VIC - North West	241	51	292	10	302
VIC - Shepparton	151	26	177	10	187
VIC - Warrnambool and South West	191	45	236	11	247
WA	1,586	149	1,735	96	1,831
WA - Bunbury	72	3	75	3	78
WA - Mandurah	63	8	71	6	77
WA - Perth - Inner	80	18	98	6	104
WA - Perth - North East	276	17	293	12	305
WA - Perth - North West	379	27	406	16	422
WA - Perth - South East	408	43	451	26	477
WA - Perth - South West	205	28	233	15	248
WA - Western Australia - Outback (North)	23	1	24	6	30
WA - Western Australia - Outback (South)	41	4	45	5	50
WA - Western Australia - Wheat Belt	39	0	39	1	40
Missing	0	0	0	0	0
Total	18,302	4,378	22,680	1,329	24,009

Table P.12 Number of Participants seeking SDA dwelling by SA4 Region and Design Category as at 31 March 2023 ⁴⁶²

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
ACT	6	15	22	3	17	63	19%
ACT - Australian Capital Territory	6	15	22	3	17	63	19%
NSW	230	674	467	92	350	1,813	23%
NSW - Capital Region	3	10	7	0	12	32	18%
NSW - Central Coast	14	32	34	1	9	90	22%
NSW - Central West	16	20	10	2	9	57	20%
NSW - Coffs Harbour - Grafton	2	11	4	2	4	23	15%
NSW - Far West and Orana	4	15	9	2	4	34	21%
NSW - Hunter Valley exc Newcastle	10	13	13	4	12	52	21%
NSW - Illawarra	8	21	26	0	23	78	22%
NSW - Mid North Coast	6	17	6	4	9	42	18%
NSW - Murray	4	22	7	6	5	44	27%
NSW - New England and North West	5	14	8	0	8	35	20%
NSW - Newcastle and Lake Macquarie	16	25	30	10	20	101	18%
NSW - Richmond - Tweed	6	20	13	6	16	61	24%
NSW - Riverina	6	19	8	2	5	40	24%
NSW - Southern Highlands and Shoalhaven	3	19	7	1	3	33	20%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	34	16	5	10	67	26%
NSW - Sydney - Blacktown	14	22	13	5	15	69	17%
NSW - Sydney - City and Inner South	7	7	4	1	4	23	16%
NSW - Sydney - Eastern Suburbs	2	10	3	0	0	15	15%
NSW - Sydney - Inner South West	15	33	38	5	22	113	25%
NSW - Sydney - Inner West	6	8	2	1	3	20	11%
NSW - Sydney - North Sydney and Hornsby	8	18	16	6	9	57	23%
NSW - Sydney - Northern Beaches	2	48	23	0	21	94	37%
NSW - Sydney - Outer South West	12	27	11	1	12	63	25%
NSW - Sydney - Outer West and Blue Mountains	18	58	34	9	31	150	29%
NSW - Sydney - Parramatta	16	46	62	5	34	163	33%
NSW - Sydney - Ryde	6	53	22	5	25	111	32%
NSW - Sydney - South West	11	23	25	4	15	78	24%
NSW - Sydney - Sutherland	8	29	16	5	10	68	26%
NT	6	10	9	1	8	34	12%
NT - Darwin	1	8	6	1	4	20	12%
NT - Northern Territory - Outback	5	2	3	0	4	14	12%
QLD	134	260	393	80	300	1,167	31%
QLD - Brisbane - East	4	8	12	4	11	39	26%
QLD - Brisbane - North	4	22	19	5	8	58	34%
QLD - Brisbane - South	4	11	16	3	18	52	28%
QLD - Brisbane - West	3	8	28	1	13	53	40%

⁴⁶² As business processes related to Home and Living decisions have migrated to the new ICT system, the data capture required for 'Participants seeking SDA' is no longer consistently maintained. Work is underway to better identify if Participants are utilising SDA supports, or are utilising SDA supports but seeking alternatives or have SDA funding but aren't utilising that funding. Similarly, the data capture required to report on "Participants not in SDA, seeking dwelling" is no longer consistently maintained. Instead, this report will move forward to show the additional number of Participants who have been found eligible for SDA funding.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
QLD - Brisbane Inner City	5	6	21	0	9	41	35%
QLD - Cairns	2	4	18	0	10	34	20%
QLD - Central Queensland	6	10	8	3	5	32	19%
QLD - Darling Downs - Maranoa	3	7	4	0	3	17	26%
QLD - Gold Coast	17	23	62	7	51	160	41%
QLD - Ipswich	10	43	41	16	36	146	33%
QLD - Logan - Beaudesert	13	14	30	16	34	107	38%
QLD - Mackay - Isaac - Whitsunday	4	5	2	0	0	11	15%
QLD - Moreton Bay - North	15	27	32	6	24	104	38%
QLD - Moreton Bay - South	7	3	21	3	13	47	39%
QLD - Queensland - Outback	2	0	0	0	1	3	43%
QLD - Sunshine Coast	10	12	34	10	23	89	35%
QLD - Toowoomba	8	16	10	2	11	47	18%
QLD - Townsville	6	17	14	0	10	47	27%
QLD - Wide Bay	11	24	21	4	20	80	28%
SA	61	234	155	26	145	621	25%
SA - Adelaide - Central and Hills	11	32	44	2	15	104	32%
SA - Adelaide - North	24	77	51	12	61	225	29%
SA - Adelaide - South	12	63	42	7	40	164	23%
SA - Adelaide - West	6	31	12	5	18	72	24%
SA - Barossa - Yorke - Mid North	2	2	3	0	0	7	11%
SA - South Australia - Outback	3	8	1	0	0	12	18%
SA - South Australia - South East	3	21	2	0	11	37	19%
TAS	15	24	18	0	13	70	12%
TAS - Hobart	8	6	3	0	4	21	8%
TAS - Launceston and North East	6	9	7	0	3	25	16%
TAS - South East	0	0	0	0	1	1	13%
TAS - West and North West	1	9	8	0	5	23	15%
VIC	270	653	386	113	272	1,694	24%
VIC - Ballarat	16	42	14	7	17	96	33%
VIC - Bendigo	8	25	8	8	7	56	27%
VIC - Geelong	15	41	26	12	21	115	28%
VIC - Hume	4	7	1	0	8	20	11%
VIC - Latrobe - Gippsland	14	34	8	3	13	72	23%
VIC - Melbourne - Inner	22	23	64	1	27	137	38%
VIC - Melbourne - Inner East	13	32	22	5	12	84	18%
VIC - Melbourne - Inner South	15	41	27	8	17	108	21%
VIC - Melbourne - North East	26	58	39	13	29	165	22%
VIC - Melbourne - North West	14	19	20	11	11	75	23%
VIC - Melbourne - Outer East	24	76	28	13	22	163	24%
VIC - Melbourne - South East	34	69	52	14	19	188	24%
VIC - Melbourne - West	27	43	49	9	31	159	24%
VIC - Mornington Peninsula	13	57	10	3	20	103	27%
VIC - North West	13	31	5	3	9	61	20%

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA (legacy CRM data)	Percentage of participants seeking SDA dwellings
VIC - Shepparton	4	24	3	1	4	36	19%
VIC - Warrnambool and South West	8	31	10	2	5	56	23%
WA	36	44	99	6	60	245	13%
WA - Bunbury	0	2	3	0	1	6	8%
WA - Mandurah	5	4	1	0	4	14	18%
WA - Perth - Inner	5	1	12	1	5	24	23%
WA - Perth - North East	2	5	17	0	5	29	10%
WA - Perth - North West	5	5	19	3	11	43	10%
WA - Perth - South East	11	16	26	1	15	69	14%
WA - Perth - South West	5	7	16	1	14	43	17%
WA - Western Australia - Outback (North)	0	2	2	0	3	7	23%
WA - Western Australia - Outback (South)	2	2	3	0	2	9	18%
WA - Western Australia - Wheat Belt	1	0	0	0	0	1	3%
Missing	0	0	0	0	0	0	0%
Total	758	1,914	1,549	321	1,165	5,707	24%