

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 have 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.

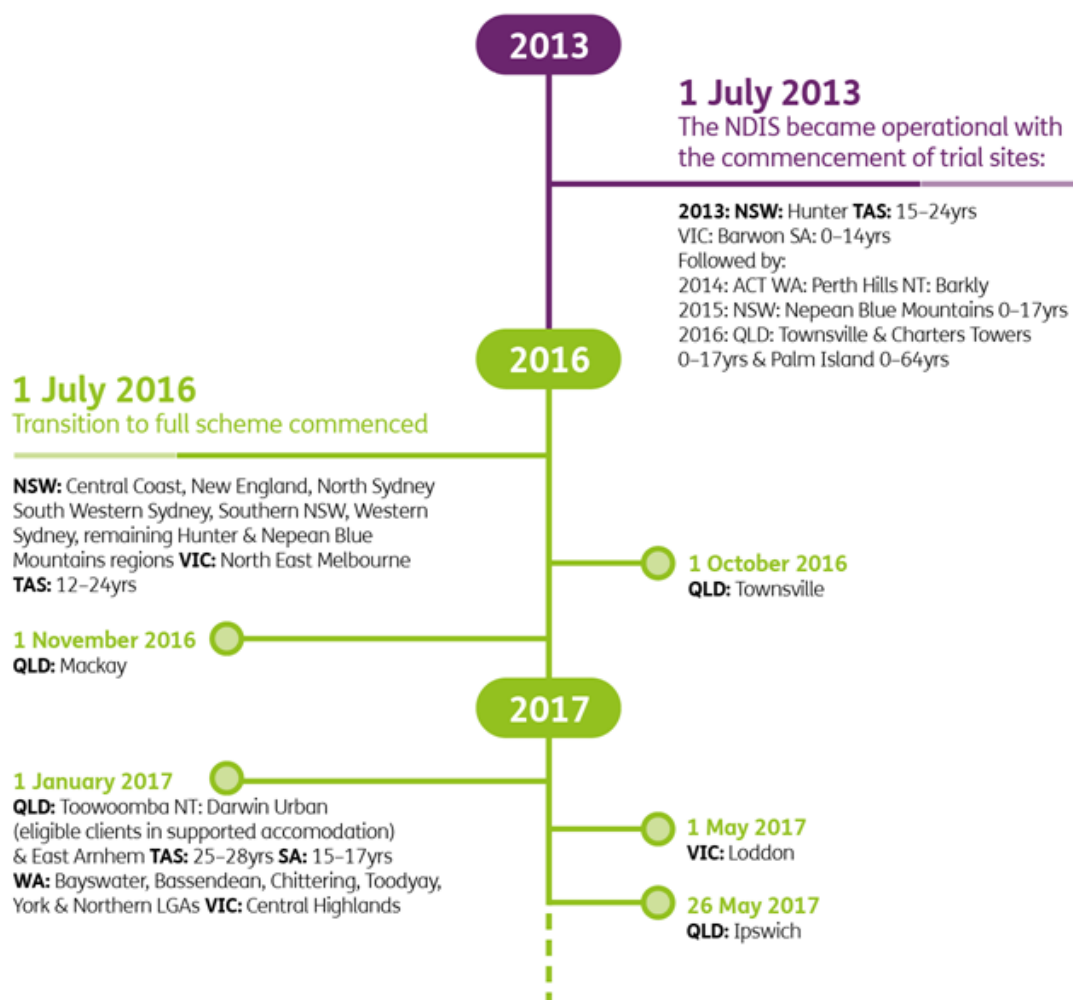
Unregistered provider: A provider of supports that has not registered as a provider with the NDIS Quality and Safeguards Commission. An unregistered provider can support participants that are plan managed or self managed.

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



1 July 2017
NSW: Far West, Illawarra Shoalhaven, Mid North Coast, Murrumbidgee, Northern NSW, South Eastern Sydney, Sydney & Western NSW **NT:** Alice Springs LGA (eligible clients in supported accommodation), Katherine & Darwin Remote **TAS:** 4–11yrs **SA:** 18+yrs for Barossa, Light and Lower North, Playford, Salisbury & Port Adelaide Enfield (East) LGAs

1 November 2017
VIC: Inner & Outer Eastern Melbourne
QLD: Rockhampton

1 January 2018
TAS: 29–34yrs **SA:** 18+yrs for Eyre & Western, Far North, Fleurieu & Kangaroo Island, Southern Adelaide, Yorke & Mid North

1 September 2018
VIC: Southern Melbourne **WA:** South West

1 September 2017
QLD: Bundaberg

1 October 2017
VIC: Inner Gippsland, Western District & Ovens Murray **SA:** 18+yrs for Limestone Coast, Murray & Mallee, Tea Tree Gully LGA

1 March 2018
VIC: Hume Moreland

1 April 2018
VIC: Bayside Peninsula **SA:** 18+yrs for Adelaide Hills, Eastern Adelaide & Western Adelaide

1 July 2018
QLD: Beenleigh, Brisbane, Cairns, Maryborough & Robina **WA:** South Metro & Central South Metro **TAS:** 0–3yrs & 35–49yrs **NT:** Central Australia; remaining participants in Alice Springs & Darwin Urban

1 October 2018
WA: Kimberley-Pilbara, Goldfields-Esperance & North Metro **VIC:** Brimbank Melton & Western Melbourne

1 January 2019
QLD: Caboolture/Strathpine & Maroochydore
VIC: Goulburn, Mallee & Outer Gippsland
TAS: 50–64yrs

1 July 2019
WA: Great Southern, Central North Metro, Midwest-Gascoyne & South East Metro

31 March 2020

July 2020
 Transition to full Scheme achieved

The NDIS is available to all eligible Australian residents

1 July 2020
 Christmas Island and the Cocos (Keeling) Islands

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 December 2022, 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	186,772	5,047	191,819	141,957	135%
VIC	163,508	3,177	166,685	105,324	158%
QLD	123,892	4,259	128,151	91,217	140%
WA	50,929	974	51,903	43,946	118%
SA	53,227	977	54,204	32,284	133%
TAS	13,381	183	13,564	10,587	128%
ACT	11,702	199	11,901	5,075	235%
NT	5,809	98	5,907	6,545	90%
Total	609,220	14,914	624,134	436,935	143%

¹ All plans approved includes participants who have exited 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 December 2022 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 December 2022)	Access met but yet to have an approved plan (children younger than 7 as at 31 December 2022)	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	28,436	795	850	<11	391	4,197	36	34,708
VIC	26,820	1,219	791	16	284	2,386	157	31,673
QLD	20,177	1,189	671	<11	348	3,588	32	26,011
SA	7,007	216	151	<11	83	826	66	8,351
WA	5,978	384	185	<11	48	789	17	7,405
TAS	1,713	32	17	<11	132	166	<11	2,066
ACT	1,255	32	43	<11	<11	156	<11	1,496
NT	980	68	31	<11	39	67	<11	1,187
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	92,368	3,935	2,739	32	1,335	12,175	315	112,899

⁶ This table includes 287 children aged over 6 accessing early connections as at 31 December 2022, and a further 20 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. This is the first Quarterly Report to the Disability Minister that combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

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 Q2	Total
Access decisions	709,992	27,534	737,526
Active Eligible - Total	562,624	21,317	583,941
<i>Active Eligible - New</i>	341,226	20,695	361,921
<i>Active Eligible - States</i>	179,856	381	180,237
<i>Active Eligible - Commonwealth</i>	41,542	241	41,783
Active Participant Plans (excl ECA) - Total	552,865	20,477	573,342
<i>Active Participant Plans (excl ECA) - New</i>	333,246	19,885	353,131
<i>Active Participant Plans (excl ECA) - State</i>	178,316	366	178,682
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	41,303	226	41,529
Active Participant Plans - Total	567,349	35,391	588,256
<i>Active Participant Plans - Early Intervention (s25)</i>	156,063	11,627	167,690
<i>Active Participant Plans - Permanent Disability (s24)</i>	396,802	8,850	405,652
<i>Active Participant Plans - ECA</i>	14,484	14,914	14,914

Table E.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – National

People leaving the Scheme	Total
Number of people who have left the Scheme	35,878
<i>Early Intervention participants</i>	10,006
<i>Permanent disability participants</i>	25,872

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 – National

Age 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
0 to 6	133,147	98%	55,436	98%	1,810	96%	190,393	98%
7 to 14	79,558	89%	38,369	89%	1,762	83%	119,689	89%
15 to 18	24,897	91%	14,546	88%	749	87%	40,192	90%
19 to 24	20,631	91%	13,281	85%	542	81%	34,454	88%
25 to 34	25,917	88%	20,110	81%	665	78%	46,692	85%
35 to 44	26,393	85%	23,052	76%	541	70%	49,986	81%
45 to 54	32,883	82%	30,579	71%	697	64%	64,159	76%
55 to 64	41,041	75%	37,493	64%	819	56%	79,353	69%
65+	2,466	62%	2,113	52%	62	53%	4,641	57%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	386,934	89%	234,981	80%	7,648	78%	629,563	85%

Table E.4 Assessment of access by primary disability group and gender – National ⁹

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	13,124	93%	6,620	92%	165	85%	19,909	92%
Autism	144,381	97%	56,467	97%	3,449	94%	204,297	97%
Cerebral palsy	10,058	97%	8,099	96%	140	92%	18,297	97%
Developmental delay	48,124	98%	19,937	98%	603	97%	68,664	98%
Global developmental delay	10,443	99%	4,343	99%	118	97%	14,904	99%
Hearing impairment	12,902	90%	13,598	87%	363	86%	26,863	88%
Intellectual disability	59,218	96%	44,935	95%	803	90%	104,956	95%
Multiple sclerosis	2,692	90%	7,807	89%	100	75%	10,599	89%
Psychosocial disability	33,002	75%	31,090	67%	815	58%	64,907	71%
Spinal cord injury	4,447	95%	1,827	92%	84	92%	6,358	94%
Stroke	5,647	86%	4,181	84%	97	79%	9,925	85%
Visual impairment	5,500	88%	5,211	87%	102	76%	10,813	87%
Other neurological	14,997	81%	12,271	79%	264	71%	27,532	80%
Other physical	11,989	51%	11,908	38%	285	31%	24,182	43%
Other sensory/speech	2,680	50%	1,041	44%	29	27%	3,750	48%
Other	5,154	46%	3,560	31%	123	32%	8,837	38%
Missing	2,576	94%	2,086	94%	108	98%	4,770	94%
Total	386,934	89%	234,981	80%	7,648	78%	629,563	85%

⁹ 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 E.5 Participant profile per quarter by participants identifying as First Nations Peoples – National

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	40,765	7%	1,914	9%	42,679	7%
Non-First Nations Participants	420,059	76%	16,275	79%	436,334	76%
Not Stated	92,041	17%	2,288	11%	94,329	16%
Total	552,865	100%	20,477	100%	573,342	100%

Table E.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – National ¹⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	50,779	9%	1,742	9%	52,521	9%
Not culturally and linguistically diverse	496,812	90%	18,701	91%	515,513	90%
Not stated	5,274	1%	34	0%	5,308	1%
Total	552,865	100%	20,477	100%	573,342	100%

¹⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table E.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – National ¹¹

Age group	Total number of active participants
Under 45	48
45 to 54	313
55 to 64	1,792
Total YPIRAC (under 65)	2,153

Table E.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – National ¹²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	113	3,708
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

Table E.9 Participant profile per quarter by remoteness – National ^{13 14}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	376,842	68%	14,267	70%	391,109	68%
Population > 50,000	59,936	11%	2,212	11%	62,148	11%
Population between 15,000 and 50,000	46,330	8%	1,537	8%	47,867	8%
Population between 5,000 and 15,000	25,427	5%	843	4%	26,270	5%
Population less than 5,000	35,795	6%	1,310	6%	37,105	6%
Remote	5,143	1%	160	1%	5,303	1%
Very Remote	3,361	1%	145	1%	3,506	1%
Missing	31	n/a	<11	n/a	34	n/a
Total	552,865	100%	20,477	100%	573,342	100%

¹¹ There are a further 2,029 active participants aged 65 years or over who are currently in residential aged care.

¹² 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.

¹³ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	193,328	35%	6,039	29%	199,367	35%
Intellectual disability	97,618	18%	1,189	6%	98,807	17%
Psychosocial disability	57,820	10%	1,692	8%	59,512	10%
Developmental delay	49,796	9%	7,015	34%	56,811	10%
Hearing impairment	25,035	5%	580	3%	25,615	4%
Other neurological	21,161	4%	650	3%	21,811	4%
Other physical	19,268	3%	365	2%	19,633	3%
Cerebral palsy	17,335	3%	133	1%	17,468	3%
Acquired brain injury	16,955	3%	430	2%	17,385	3%
Global developmental delay	12,208	2%	1,104	5%	13,312	2%
Visual impairment	9,696	2%	181	1%	9,877	2%
Multiple sclerosis	9,703	2%	235	1%	9,938	2%
Stroke	8,287	1%	305	1%	8,592	1%
Spinal cord injury	5,614	1%	83	0%	5,697	1%
Other	6,899	1%	464	2%	7,363	1%
Other sensory/speech	2,142	0%	12	0%	2,154	0%
Total	552,865	100%	20,477	100%	573,342	100%

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,398	11%	<11	n/a	3,398	11%
Intellectual disability	14,406	48%	<11	n/a	14,409	48%
Psychosocial disability	3,290	11%	<11	n/a	3,299	11%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	12	0%	<11	n/a	12	0%
Other neurological	1,689	6%	<11	n/a	1,695	6%
Other physical	281	1%	<11	n/a	282	1%
Cerebral palsy	2,555	9%	<11	n/a	2,555	9%
Acquired brain injury	2,415	8%	<11	n/a	2,424	8%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	101	0%	<11	n/a	102	0%
Multiple sclerosis	353	1%	<11	n/a	354	1%
Stroke	708	2%	<11	n/a	717	2%
Spinal cord injury	224	1%	<11	n/a	226	1%
Other	326	1%	<11	n/a	335	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	29,762	100%	50	100%	29,812	100%

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% of all Scheme participants (11,595).

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% of participants in SIL (2,095).

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	189,930	36%	6,039	30%	195,969	36%
Intellectual disability	83,212	16%	1,186	6%	84,398	16%
Psychosocial disability	54,530	10%	1,683	8%	56,213	10%
Developmental delay	49,796	10%	7,015	34%	56,811	10%
Hearing impairment	25,023	5%	580	3%	25,603	5%
Other neurological	19,472	4%	644	3%	20,116	4%
Other physical	18,987	4%	364	2%	19,351	4%
Cerebral palsy	14,780	3%	133	1%	14,913	3%
Acquired brain injury	14,540	3%	421	2%	14,961	3%
Global developmental delay	12,207	2%	1,104	5%	13,311	2%
Visual impairment	9,595	2%	180	1%	9,775	2%
Multiple sclerosis	9,350	2%	234	1%	9,584	2%
Stroke	7,579	1%	296	1%	7,875	1%
Spinal cord injury	5,390	1%	81	0%	5,471	1%
Other	6,573	1%	455	2%	7,028	1%
Other sensory/speech	2,139	0%	12	0%	2,151	0%
Total	523,103	100%	20,427	100%	543,530	100%

Table E.13 Participant profile per quarter by reported level of function – National ²⁰

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	56,905	10%	5,966	29%	62,871	11%
2 (High Function)	1,113	0%	62	0%	1,175	0%
3 (High Function)	27,532	5%	1,592	8%	29,124	5%
4 (High Function)	34,848	6%	980	5%	35,828	6%
5 (High Function)	37,440	7%	1,691	8%	39,131	7%
6 (Moderate Function)	130,193	24%	4,900	24%	135,093	24%
7 (Moderate Function)	30,041	5%	812	4%	30,853	5%
8 (Moderate Function)	33,709	6%	846	4%	34,555	6%
9 (Moderate Function)	2,901	1%	84	0%	2,985	1%
10 (Moderate Function)	57,471	10%	1,245	6%	58,716	10%
11 (Low Function)	17,400	3%	156	1%	17,556	3%
12 (Low Function)	75,549	14%	1,435	7%	76,984	13%
13 (Low Function)	37,957	7%	571	3%	38,528	7%
14 (Low Function)	9,314	2%	43	0%	9,357	2%
15 (Low Function)	162	0%	<11	n/a	164	0%
Missing	330	n/a	92	n/a	422	n/a
Total	552,865	100%	20,477	100%	573,342	100%

¹⁹ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (9,500).²⁰ The distributions are calculated excluding participants with a missing reported level of function.

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

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	82,555	15%	9,813	48%	92,368	16%
7 to 14	146,175	26%	3,559	17%	149,734	26%
15 to 18	47,085	9%	1,053	5%	48,138	8%
19 to 24	46,303	8%	645	3%	46,948	8%
25 to 34	49,095	9%	962	5%	50,057	9%
35 to 44	43,954	8%	1,102	5%	45,056	8%
45 to 54	51,834	9%	1,321	6%	53,155	9%
55 to 64	61,210	11%	1,864	9%	63,074	11%
65+	24,654	4%	158	1%	24,812	4%
Total	552,865	100%	20,477	100%	573,342	100%

Table E.15 Number and proportion of active participants by gender and age group at 31 December 2022 – 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	63,666	11%	27,927	5%	775	0%	92,368	16%	2.3
7 to 14	102,763	18%	44,868	8%	2,103	0%	149,734	26%	2.3
15 to 18	31,249	5%	16,074	3%	815	0%	48,138	8%	1.9
19 to 24	29,682	5%	16,568	3%	698	0%	46,948	8%	1.8
25 to 34	29,147	5%	20,231	4%	679	0%	50,057	9%	1.4
35 to 44	24,023	4%	20,512	4%	521	0%	45,056	8%	1.2
45 to 54	27,222	5%	25,372	4%	561	0%	53,155	9%	1.1
55 to 64	32,040	6%	30,415	5%	619	0%	63,074	11%	1.1
65+	12,604	2%	11,985	2%	223	0%	24,812	4%	1.1
Total	352,396	61%	213,952	37%	6,994	1%	573,342	100%	1.6

Table E.16 Number and proportion of active participants by gender and primary disability group at 31 December 2022 – 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	141,071	25%	54,979	10%	3,317	1%	199,367	35%	2.6
Intellectual disability	55,738	10%	42,325	7%	744	0%	98,807	17%	1.3
Psychosocial disability	29,922	5%	28,823	5%	767	0%	59,512	10%	1.0
Developmental delay	39,706	7%	16,572	3%	533	0%	56,811	10%	2.4
Hearing impairment	12,259	2%	13,006	2%	350	0%	25,615	4%	0.9
Other neurological	11,748	2%	9,859	2%	204	0%	21,811	4%	1.2
Other physical	9,572	2%	9,831	2%	230	0%	19,633	3%	1.0
Cerebral palsy	9,585	2%	7,749	1%	134	0%	17,468	3%	1.2
Acquired brain injury	11,417	2%	5,831	1%	137	0%	17,385	3%	2.0
Global developmental delay	9,270	2%	3,934	1%	108	0%	13,312	2%	2.4
Visual impairment	4,984	1%	4,797	1%	96	0%	9,877	2%	1.0
Multiple sclerosis	2,479	0%	7,364	1%	95	0%	9,938	2%	0.3
Stroke	4,839	1%	3,679	1%	74	0%	8,592	1%	1.3
Spinal cord injury	3,982	1%	1,638	0%	77	0%	5,697	1%	2.4
Other	4,297	1%	2,960	1%	104	0%	7,361	1%	1.5
Other sensory/speech	1,527	0%	605	0%	24	0%	2,156	0%	2.5
Total	352,396	61%	213,952	37%	6,994	1%	573,342	100%	1.6

Table E.17 Participation rates by age group and gender at 31 December 2022 – National ²¹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.4%	2.5%	4.0%
7 to 14	7.5%	3.5%	5.6%
15 to 18	4.8%	2.6%	3.8%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.4%	1.1%	1.2%
45 to 64	1.9%	1.7%	1.8%
Total (aged 0 to 64)	3.0%	1.8%	2.5%

²¹ 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/carers 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=50,149), 'participant social and community engagement rate' (n=50,436), 'parent and carer employment rate' (n=46,786) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=34,565) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - National ²²

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	28%	27%	29%	26%
Participant employment rate - Aged 35 to 44 years	26%	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	20%	20%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	37%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	39%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	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%	39%	39%	46%
Participant social and community engagement rate - Aged 15+ years	34%	38%	39%	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%	46%	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%

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 December 2020 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=39,853), 'participant social and community engagement rate' (n=40,148), 'parent and carer employment rate' (n=27,150) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=31,153) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - National ²³

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	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%	28%	26%
Participant employment rate - Aged 45 to 54 years	25%	26%	21%	23%	26%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%
Participant employment rate - Aged 65+ years	12%	11%	9%	8%	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	34%	39%	41%	42%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	45%	46%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	45%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	40%	41%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 65+ years	38%	41%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	37%	41%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	36%	41%	42%	43%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	48%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	51%	48%	50%
Parent and carer employment rate - All ages	46%	49%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	67%	70%	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%

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 December 2019 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=25,209), 'participant social and community engagement rate' (n=25,398), 'parent and carer employment rate' (n=13,344) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=21,305) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - National ²⁴

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	18%	21%	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%	32%	31%	28%	29%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	29%	23%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	21%	19%	17%	17%	26%
Participant employment rate - Aged 65+ years	14%	13%	11%	9%	9%	26%
Participant employment rate - Aged 25 to 64 years	28%	28%	27%	23%	25%	26%
Participant employment rate - Aged 15 to 64 years	24%	25%	25%	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%	50%	50%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	43%	46%	47%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	42%	45%	48%	47%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	41%	42%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	40%	41%	43%	44%	46%
Participant social and community engagement rate - Aged 25+ years	38%	43%	45%	46%	47%	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%	50%	52%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	50%	52%	52%	49%	50%
Parent and carer employment rate - All ages	47%	50%	51%	52%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	66%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	74%	77%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	71%	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 December 2018 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=11,889), 'participant social and community engagement rate' (n=12,110), 'parent and carer employment rate' (n=4,628) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=10,147) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - National ²⁵

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	17%	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%	33%	31%	30%	27%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	28%	32%	27%	26%	26%
Participant employment rate - Aged 55 to 64 years	26%	25%	21%	20%	17%	19%	26%
Participant employment rate - Aged 65+ years	16%	15%	12%	12%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	29%	30%	27%	28%	24%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	25%	27%	24%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	31%	37%	42%	44%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	48%	51%	51%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	48%	49%	47%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	44%	46%	49%	49%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	39%	43%	45%	45%	46%	46%
Participant social and community engagement rate - Aged 65+ years	36%	39%	45%	45%	42%	46%	46%
Participant social and community engagement rate - Aged 25+ years	35%	42%	46%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	45%	48%	47%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	47%	50%	49%	52%	50%
Parent and carer employment rate - Aged 15+ years	48%	52%	54%	56%	54%	54%	50%
Parent and carer employment rate - All ages	45%	48%	50%	53%	51%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	63%	67%	68%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	79%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	69%	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 December 2017 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=2,404), 'participant social and community engagement rate' (n=2,505), 'parent and carer employment rate' (n=716) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,859) 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 December 2016 - National ²⁶

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	14%	22%	19%	14%	25%	26%
Participant employment rate - Aged 25 to 34 years	18%	20%	20%	19%	22%	23%	23%	26%
Participant employment rate - Aged 35 to 44 years	24%	25%	23%	24%	22%	23%	22%	26%
Participant employment rate - Aged 45 to 54 years	28%	28%	27%	25%	23%	23%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	23%	20%	17%	14%	16%	17%	26%
Participant employment rate - Aged 65+ years	17%	17%	11%	9%	7%	7%	7%	26%
Participant employment rate - Aged 25 to 64 years	23%	24%	22%	21%	20%	22%	21%	26%
Participant employment rate - Aged 15 to 64 years	22%	22%	21%	22%	20%	21%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	34%	36%	39%	45%	44%	43%	38%	46%
Participant social and community engagement rate - Aged 25 to 34 years	31%	37%	48%	50%	56%	52%	52%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	39%	46%	50%	52%	50%	54%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	40%	47%	50%	49%	59%	53%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	37%	41%	38%	38%	49%	46%	46%
Participant social and community engagement rate - Aged 65+ years	40%	48%	52%	52%	45%	49%	52%	46%
Participant social and community engagement rate - Aged 25+ years	36%	39%	46%	48%	49%	52%	51%	46%
Participant social and community engagement rate - Aged 15+ years	35%	39%	46%	48%	48%	51%	50%	46%
Parent and carer employment rate - Aged 0 to 14 years	42%	45%	47%	51%	46%	49%	50%	50%
Parent and carer employment rate - Aged 15+ years	50%	52%	52%	55%	63%	58%	55%	50%
Parent and carer employment rate - All ages	46%	49%	50%	54%	57%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	63%	66%	68%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	74%	78%	81%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	66%	71%	73%	75%	75%	78%	75%

²⁶ 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 December 2016 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
Number of tasks	249	315	199	252	250	354	314	350
Within timeframe	216	220	197	250	246	352	311	347
Percentage within timeframe	87%	70%	99%	99%	98%	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 – National ²⁷

PSG 2	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	30,138	27,747	27,332	28,906	28,535	24,043	27,043	29,412	28,783
Within timeframe	30,134	27,745	27,330	28,903	28,529	24,035	27,001	29,395	28,768
Percentage within timeframe	100%	100%	100%	100%	100%	100%	100%	100%	100%

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 – National ²⁸

PSG 3	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	1,316	38	1,471	3,143	694	336	159
Within timeframe	1,313	38	1,467	3,120	687	336	155
Percentage within timeframe	100%	100%	100%	99%	99%	100%	97%

Table E.26 PSG 4: Make an access decision, after more information has been provided, and proportion achieved within 14 day timeframe by quarter – National ²⁹

PSG 4	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	5,331	4,631	4,546	4,641	4,183	3,023	2,839	2,478	2,619
Within timeframe	5,237	4,565	4,492	4,564	4,133	2,989	2,808	2,458	2,585
Percentage within timeframe	98%	99%	99%	98%	99%	99%	99%	99%	99%

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 – National ³⁰

PSG 5	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	3,995	10,528	15,671	21,430	21,458	18,182	19,817	21,686	21,071
Within timeframe	3,244	8,589	12,818	18,288	19,128	16,304	18,992	21,040	20,325
Percentage within timeframe	81%	82%	82%	85%	89%	90%	96%	97%	96%

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 – National ³¹

PSG 6	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	13,813	12,470	11,925	12,629	12,495	10,816	10,865	11,606	10,674
Within timeframe	12,740	10,868	9,599	10,364	10,750	8,986	9,783	10,812	10,102
Percentage within timeframe (70 days)	92%	87%	89%	90%	92%	90%	94%	96%	97%
Percentage within timeframe (56 days)	n/a	n/a	80%	82%	86%	83%	90%	93%	95%

²⁷ The results for prior quarters have been restated using data as at 31 December 2022 due to a change in the way this metric is measured.

²⁸ Ibid.

²⁹ Ibid.

³⁰ A new business process has been used to measure this metric since July 2021.

³¹ The target timeframe for this metric has been 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	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	7,601	6,869	6,529	7,944	7,992	8,872	8,586	11,726	9,895
Within timeframe	7,420	6,612	5,970	7,003	7,199	8,095	8,233	11,505	9,701
Percentage within timeframe	98%	96%	91%	88%	90%	91%	96%	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	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	62,544	63,045	60,367	69,849	69,028	70,316	70,442	60,918	57,978
Within timeframe	62,544	63,011	60,325	69,795	68,967	70,209	70,298	60,826	57,878
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 – National ³²

PSG 11	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	75,077	100,057	86,482	85,942	80,866	74,623	63,105	65,031	37,839
Within timeframe	39,144	3,103	8,676	27,380	28,553	20,808	36,970	54,954	29,163
Percentage within timeframe	52%	3%	10%	32%	35%	28%	59%	85%	77%

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 – National ³³

PSG 12	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	19,475	18,320	21,689	27,072	24,301	24,189	28,002	28,793	33,293
Within timeframe	19,427	18,283	19,673	22,850	24,301	24,185	28,002	26,825	27,111
Percentage within timeframe	100%	100%	91%	84%	100%	100%	100%	93%	81%

Table E.33 PSG 13: Complete a reassessment, after the decision to accept the request was made, and proportion achieved by quarter – National ³⁴

PSG 13	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	13,067	12,743	13,939	18,549	19,503	18,383	22,826	23,017	25,020
Within timeframe	9,311	8,493	10,095	10,674	10,224	9,881	13,773	15,529	17,863
Percentage within timeframe (42 days)	71%	67%	72%	71%	67%	67%	75%	81%	87%
Percentage within timeframe (28 days)	n/a	n/a	n/a	58%	52%	54%	60%	67%	71%

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	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	16,810	15,386	15,162	15,572	16,093	15,691	20,854	19,942	18,171
Within timeframe	15,468	14,344	14,178	14,536	14,769	14,627	19,179	18,608	17,056
Percentage within timeframe	92%	93%	94%	93%	92%	93%	92%	93%	94%

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	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	34	22	34	43	47	40	28	26	29
Within timeframe	30	20	32	40	43	37	27	24	28
Percentage within timeframe	88%	91%	94%	93%	91%	93%	96%	92%	97%

³² Note that plans are extended automatically if they have not been reassessed before expiry so participants have continuity of support.

³³ Where a Participant Reassessment Request has been closed and then reopened, the timeframe is measured each time the task is closed in this table.

³⁴ The target timeframe for this metric has been 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 ³⁵

PSG 17	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	8,359	10,388	10,626	14,447	14,299	12,358	10,299	10,548	8,137
Within timeframe	8,166	9,576	10,070	12,923	11,995	10,695	9,888	9,915	7,763
Percentage within timeframe (90 days)	98%	92%	95%	96%	96%	95%	98%	98%	98%
Percentage within timeframe (60 days)	n/a	n/a	n/a	89%	84%	87%	96%	94%	95%

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
Number of tasks	83	162	377	592	685	1,042	1,469	1,451
Within timeframe	80	156	365	574	661	1,004	1,444	1,414
Percentage within timeframe	96%	96%	97%	97%	96%	96%	98%	97%

Table E.38 PSG 19: Cancel participant requested nominee, and proportion achieved within 14 day timeframe by quarter – National

PSG 19	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	132	135	147	172	121	193	266	216	232
Within timeframe	126	113	127	168	121	186	264	216	232
Percentage within timeframe	95%	84%	86%	98%	100%	96%	99%	100%	100%

Table E.39 PSG 20: Cancel CEO initiated nominee, and proportion achieved within 14 day timeframe by quarter' – National

PSG 20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Number of tasks	20	26	21	18	12	8	23	22	25
Within timeframe	20	24	21	17	12	8	21	22	25
Percentage within timeframe	100%	92%	100%	94%	100%	100%	91%	100%	100%

³⁵ The target timeframe for this metric has been reduced from 90 to 60 days from 1 July 2021.

Table E.40 Proportion of participants who agreed with statements about 'Access' (n = 8,868 in Prior Quarters, n = 1,075 in 2022-23 Q2), 'Pre-planning' (n = 7,617 in Prior Quarters, n = 914 in 2022-23 Q2), 'Planning' (n = 35,994 in Prior Quarters, n = 4,565 in 2022-23 Q2) and 'Plan reassessment' (n = 92,627 in Prior Quarters, n = 10,080 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – National ³⁶

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	79%
Access - Percentage 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?	85%	89%
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?	77%	81%
Pre-planning - Are you clear on what happens next with your plan?	67%	68%
Pre-planning - Do you know where to go for more help with your plan?	71%	75%
Pre-planning - Percentage of participants rating their overall experience as Very Good or Good.	78%	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%	84%
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.	84%	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?	85%	81%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	85%
Plan reassessment - Percentage of participants rating their overall experience as Very Good or Good.	72%	68%

³⁶ Prior to 1 October 2020 the survey was administered by the NDIA's National Contact Centre. Since October 2022, 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 the 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 ³⁷

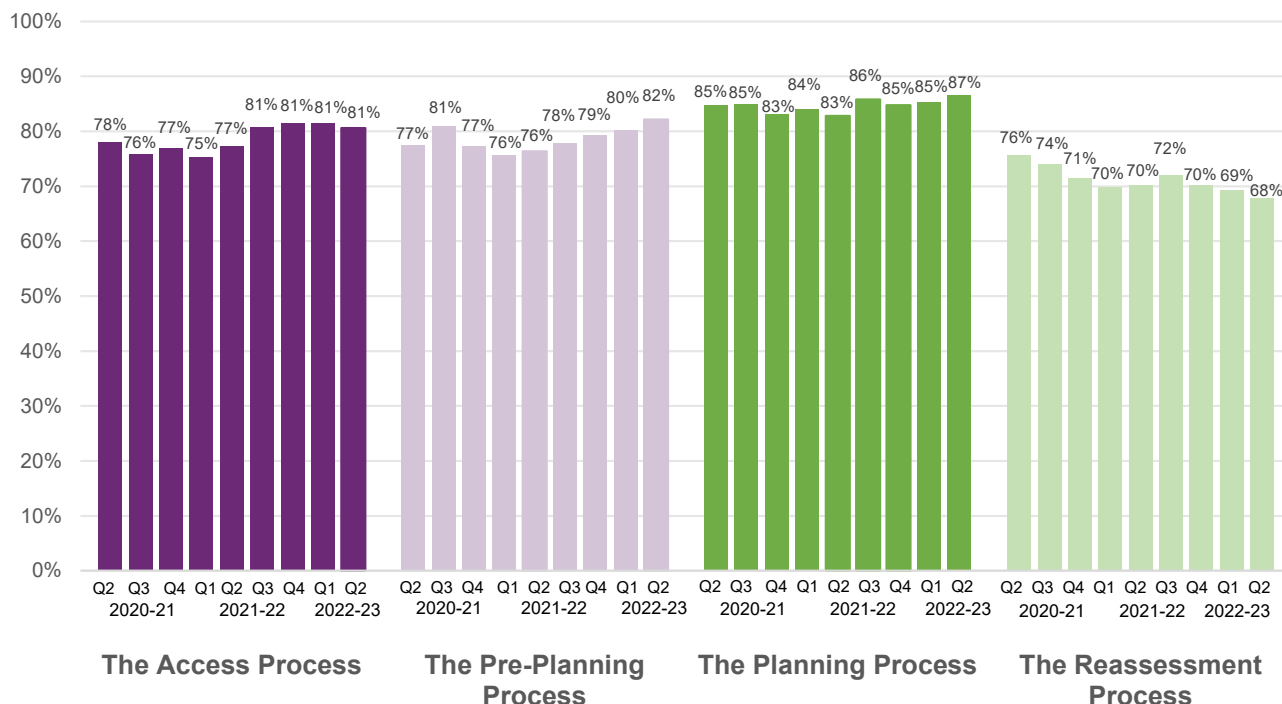
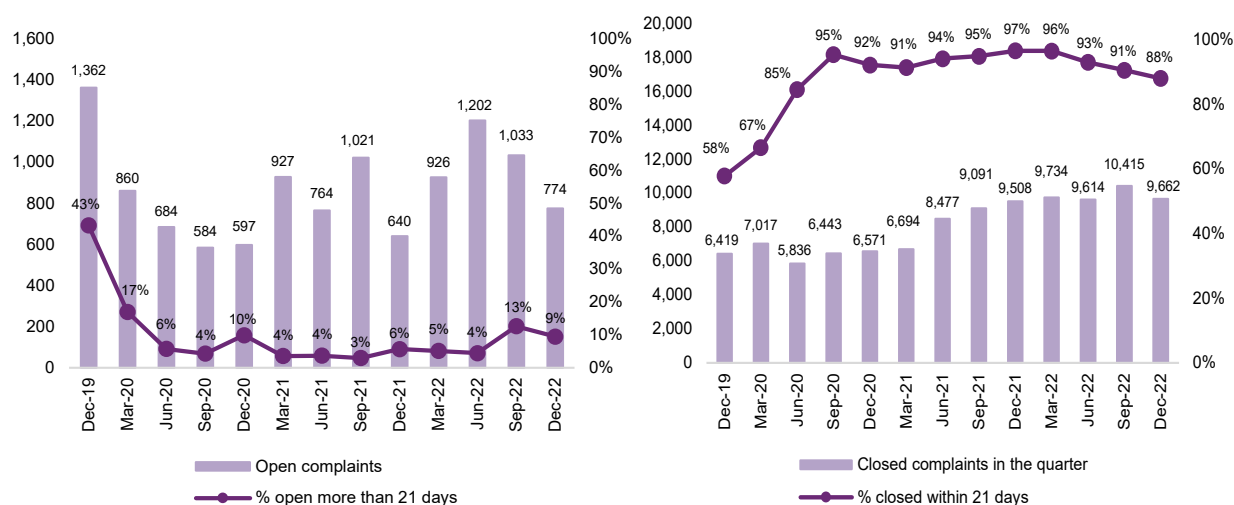


Figure E.2 Open (left) and closed (right) complaints over time – National



³⁷ 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.

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 E.41 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.

Tables E.42 to Table 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.

Table E.41 Complaints by quarter – National ^{38 39 40}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	566	21	587	544
People who have submitted an access request: Complaints about LAC Partner	2,763	233	2,996	2,745
People who have submitted an access request: Complaints about service providers	8,713	539	9,252	7,645
People who have submitted an access request: Complaints about the Agency	110,156	5,857	116,013	64,965
People who have submitted an access request: Critical/ Reportable Incident	15,276	2,221	17,497	13,199
People who have submitted an access request: Unclassified	3,319	<11	3,320	2,986
People who have submitted an access request: Total	140,793	8,872	149,665	81,721
<i>Percentage of the number of active participants</i>	7.7%	6.3%	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	68	<5	71	66
Providers who have submitted a registration request: Complaints about service providers	808	36	844	726
Providers who have submitted a registration request: Complaints about the Agency	7,027	192	7,219	5,418
Providers who have submitted a registration request: Critical/ Reportable Incident	44	5	49	48
Providers who have submitted a registration request: Unclassified	240	<5	240	222
Providers who have submitted a registration request: Total	8,190	236	8,426	6,125
<i>Percentage of all registration requests</i>	4.8%	2.3%	4.6%	n/a
Other: Complaints about ECA Partner	22	<11	24	24
Other: Complaints about LAC Partner	71	<11	75	74
Other: Complaints about service providers	971	99	1,070	1,070
Other: Complaints about the Agency	4,384	286	4,670	4,658
Other: Critical/ Reportable Incident	154	<11	158	158
Other: Unclassified	115	<11	116	116
Other: Total	5,717	396	6,113	6,097
Total	151,184	9,403	160,587	93,943

³⁸ Note that 69% of all complainants made only one complaint, 16% made two complaints and 15% made three or more complaints.

³⁹ 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.

⁴⁰ % 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.3 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – National

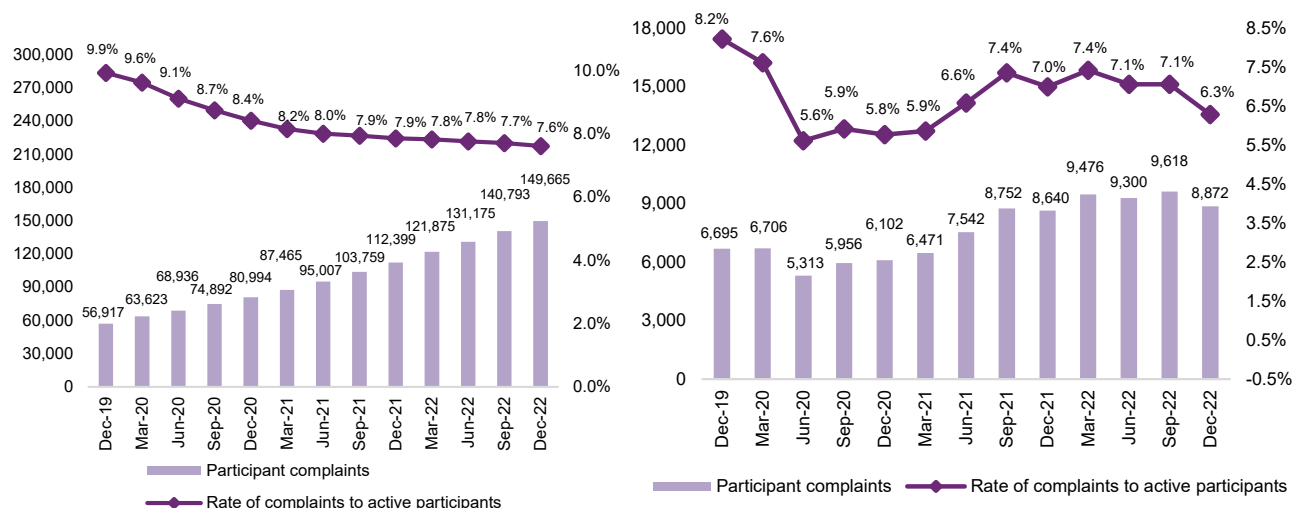
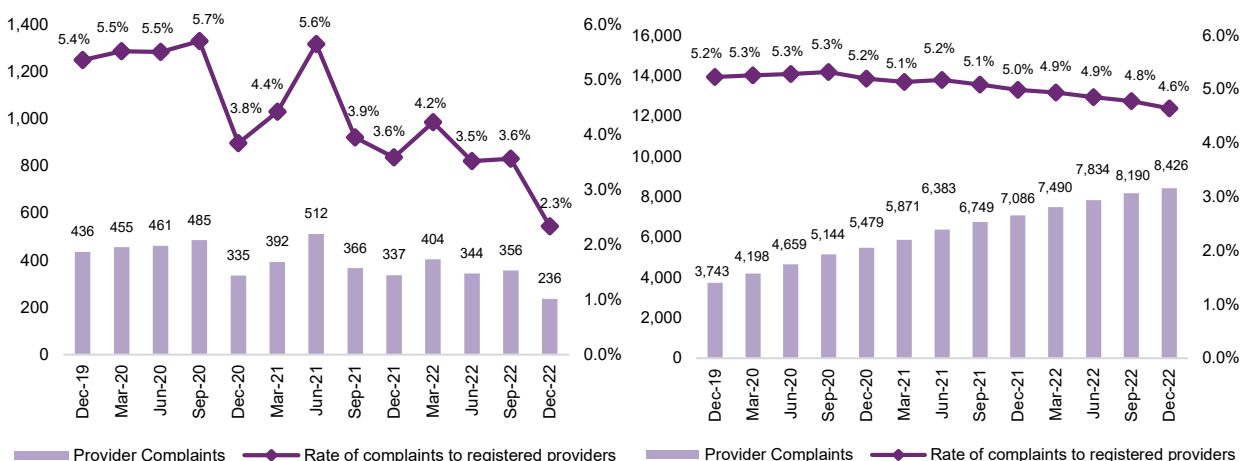


Figure E.4 Number and proportion of provider complaints over time incrementally (left) and cumulatively (right) – National ⁴¹



⁴¹ 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. As a result of using the 'My Customer Requests' tile, the number and rate of provider complaints increased in 2019-20 Q2.

Table E.42 Participant complaints by type. Complaints with a related party who has submitted an access request – National ⁴²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	5,364	5%	<11	n/a	5,365	5%
Complaints about the Agency - Information unclear	2,028	2%	<11	n/a	2,037	2%
Complaints about the Agency - NDIA Access	2,475	2%	242	4%	2,717	2%
Complaints about the Agency - NDIA Engagement	106	0%	11	0%	117	0%
Complaints about the Agency - NDIA Finance	6,379	6%	474	8%	6,853	6%
Complaints about the Agency - NDIA Fraud and Compliance	390	0%	61	1%	451	0%
Complaints about the Agency - NDIA Plan	21,581	20%	2,351	40%	23,932	21%
Complaints about the Agency - NDIA Process	7,601	7%	784	13%	8,385	7%
Complaints about the Agency - NDIA Resources	804	1%	71	1%	875	1%
Complaints about the Agency - NDIA Staff	5,479	5%	645	11%	6,124	5%
Complaints about the Agency - NDIA Timeliness	16,659	15%	1,095	19%	17,754	15%
Complaints about the Agency - Participation, engagement and inclusion	464	0%	<11	n/a	466	0%
Complaints about the Agency - Provider Portal	156	0%	<11	n/a	156	0%
Complaints about the Agency - Quality & Safeguards Commission	64	0%	<11	n/a	72	0%
Complaints about the Agency - Reasonable and necessary supports	6,262	6%	<11	n/a	6,264	5%
Complaints about the Agency - Staff conduct - Agency	1,737	2%	<11	n/a	1,741	2%
Complaints about the Agency - The way the NDIA carried out its decision making	3,122	3%	26	0%	3,148	3%
Complaints about the Agency - Timeliness	16,626	15%	12	0%	16,638	14%
Complaints about the Agency - Other	12,859	12%	59	1%	12,918	11%
Complaints about the Agency - Total	110,156	100%	5,857	100%	116,013	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	68	12%	<11	n/a	71	12%
Complaints about ECA Partner - ECA Process	68	12%	<11	n/a	70	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	242	43%	13	62%	255	43%
Complaints about ECA Partner - ECA Timeliness	182	32%	<11	n/a	184	31%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	566	100%	21	100%	587	100%
Complaints about LAC Partner - LAC Engagement	11	0%	<11	n/a	11	0%
Complaints about LAC Partner - LAC Fraud and Compliance	26	1%	<11	n/a	30	1%
Complaints about LAC Partner - LAC Plan	482	17%	34	15%	516	17%
Complaints about LAC Partner - LAC Process	326	12%	21	9%	347	12%
Complaints about LAC Partner - LAC Resources	17	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,564	57%	153	66%	1,717	57%
Complaints about LAC Partner - LAC Timeliness	337	12%	20	9%	357	12%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,763	100%	233	100%	2,996	100%

⁴² 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.

⁴³ There are 140,793 total participant complaints in Prior Quarters, 8,872 total participant complaints in 2022-23 Q2, and 149,665 total participant complaints as at 31 December 2022 (which includes 3,320 unclassified participant complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	334	4%	<11	n/a	338	4%
Complaints about service providers - Provider Finance	405	5%	57	11%	462	5%
Complaints about service providers - Provider Fraud and Compliance	672	8%	76	14%	748	8%
Complaints about service providers - Provider process	384	4%	<11	n/a	387	4%
Complaints about service providers - Provider Service	2,758	32%	258	48%	3,016	33%
Complaints about service providers - Provider Staff	1,404	16%	124	23%	1,528	17%
Complaints about service providers - Service Delivery	574	7%	<11	n/a	575	6%
Complaints about service providers - Staff conduct	546	6%	<11	n/a	555	6%
Complaints about service providers - Supports being provided	622	7%	<11	n/a	624	7%
Complaints about service providers - Other	1,014	12%	<11	n/a	1,019	11%
Complaints about service providers - Total	8,713	100%	539	100%	9,252	100%
Critical/ Reportable Incident - Allegations against a provider	4,242	28%	597	27%	4,839	28%
Critical/ Reportable Incident - Allegations against Informal Supports	1,860	12%	347	16%	2,207	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	19	0%	<11	n/a	19	0%
Critical/ Reportable Incident - Participant threat	2,697	18%	385	17%	3,082	18%
Critical/ Reportable Incident - Provider reporting	6,458	42%	892	40%	7,350	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	15,276	100%	2,221	100%	17,497	100%

Table E.43 Provider complaints by type. Complaints with a related party who has submitted a provider registration request – National ⁴⁴

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - 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	n/a	<11	n/a	11	0%
Complaints about the Agency - NDIA Finance	1,615	23%	80	42%	1,695	23%
Complaints about the Agency - NDIA Fraud and Compliance	36	1%	<11	n/a	38	1%
Complaints about the Agency - NDIA Plan	484	7%	11	6%	495	7%
Complaints about the Agency - NDIA Process	444	6%	21	11%	465	6%
Complaints about the Agency - NDIA Resources	503	7%	31	16%	534	7%
Complaints about the Agency - NDIA Staff	263	4%	19	10%	282	4%
Complaints about the Agency - NDIA Timeliness	436	6%	15	8%	451	6%
Complaints about the Agency - Participation, engagement and inclusion	48	1%	<11	n/a	48	1%
Complaints about the Agency - Provider Portal	423	6%	<11	n/a	424	6%
Complaints about the Agency - Quality & Safeguards Commission	44	1%	<11	n/a	49	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	819	12%	<11	n/a	819	11%
Complaints about the Agency - Other	1,007	14%	<11	n/a	1,012	14%
Complaints about the Agency - Total	7,027	100%	192	100%	7,219	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	18%	<11	n/a	12	17%
Complaints about LAC Partner - LAC Process	<11	n/a	<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	37	54%	<11	n/a	39	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	68	100%	<11	n/a	71	100%
Complaints about service providers - Provider costs.	14	2%	<11	n/a	15	2%
Complaints about service providers - Provider Finance	64	8%	<11	n/a	67	8%

⁴⁴ There are 8,190 total provider complaints in Prior Quarters, 236 total provider complaints in 2022-23 Q2, and 8,426 total provider complaints as at 31 December 2022 (which includes 240 unclassified provider complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	104	13%	<11	n/a	108	13%
Complaints about service providers - Provider process	30	4%	<11	n/a	30	4%
Complaints about service providers - Provider Service	213	26%	18	50%	231	27%
Complaints about service providers - Provider Staff	175	22%	<11	n/a	183	22%
Complaints about service providers - Service Delivery	33	4%	<11	n/a	34	4%
Complaints about service providers - Staff conduct	26	3%	<11	n/a	27	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	117	14%
Complaints about service providers - Total	808	100%	36	100%	844	100%
Critical/ Reportable Incident - Allegations against a provider	13	30%	<11	n/a	15	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	n/a	<11	n/a	11	22%
Critical/ Reportable Incident - Provider reporting	<11	n/a	<11	n/a	11	22%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	44	100%	<11	n/a	49	100%

Table E.44 Other complaints by type – National ⁴⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	379	9%	<11	n/a	379	8%
Complaints about the Agency - Information unclear	171	4%	<11	n/a	171	4%
Complaints about the Agency - NDIA Access	180	4%	27	9%	207	4%
Complaints about the Agency - NDIA Engagement	42	1%	<11	n/a	44	1%
Complaints about the Agency - NDIA Finance	215	5%	14	5%	229	5%
Complaints about the Agency - NDIA Fraud and Compliance	115	3%	14	5%	129	3%
Complaints about the Agency - NDIA Plan	585	13%	66	23%	651	14%
Complaints about the Agency - NDIA Process	542	12%	46	16%	588	13%
Complaints about the Agency - NDIA Resources	275	6%	18	6%	293	6%
Complaints about the Agency - NDIA Staff	307	7%	29	10%	336	7%
Complaints about the Agency - NDIA Timeliness	356	8%	60	21%	416	9%
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	60	1%	<11	n/a	67	1%
Complaints about the Agency - Reasonable and necessary supports	87	2%	<11	n/a	87	2%
Complaints about the Agency - Staff conduct - Agency	68	2%	<11	n/a	68	1%
Complaints about the Agency - The way the NDIA carried out its decision making	48	1%	<11	n/a	48	1%
Complaints about the Agency - Timeliness	329	8%	<11	n/a	329	7%
Complaints about the Agency - Other	535	12%	<11	n/a	538	12%
Complaints about the Agency - Total	4,384	100%	286	100%	4,670	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	22	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	48	68%	<11	n/a	51	68%
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	75	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Provider Finance	44	5%	<11	n/a	51	5%

⁴⁵ There are 5,717 total other complaints in Prior Quarters, 396 total other complaints in 2022-23 Q2, and 6,113 total other complaints as at 31 December 2022 (which includes 116 unclassified other complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	135	14%	14	14%	149	14%
Complaints about service providers - Provider process	11	1%	<11	n/a	11	1%
Complaints about service providers - Provider Service	361	37%	47	47%	408	38%
Complaints about service providers - Provider Staff	233	24%	31	31%	264	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	41	4%
Complaints about service providers - Supports being provided	27	3%	<11	n/a	27	3%
Complaints about service providers - Other	81	8%	<11	n/a	81	8%
Complaints about service providers - Total	971	100%	99	100%	1,070	100%
Critical/ Reportable Incident - Allegations against a provider	47	31%	<11	n/a	48	30%
Critical/ Reportable Incident - Allegations against Informal Supports	53	34%	<11	n/a	53	34%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	26	17%	<11	n/a	28	18%
Critical/ Reportable Incident - Provider reporting	21	14%	<11	n/a	22	14%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	154	100%	<11	n/a	158	100%

Table E.45 Unique complaints by type – National ^{46 47 48}

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	6,091	5%	<11	n/a	6,092	5%
Complaints about the Agency - Information unclear	2,426	2%	<11	n/a	2,435	2%
Complaints about the Agency - NDIA Access	2,607	2%	269	4%	2,876	2%
Complaints about the Agency - NDIA Engagement	152	0%	15	0%	167	0%
Complaints about the Agency - NDIA Finance	7,511	6%	553	9%	8,064	6%
Complaints about the Agency - NDIA Fraud and Compliance	523	0%	75	1%	598	0%
Complaints about the Agency - NDIA Plan	21,983	19%	2,406	38%	24,389	20%
Complaints about the Agency - NDIA Process	8,279	7%	841	13%	9,120	7%
Complaints about the Agency - NDIA Resources	1,544	1%	117	2%	1,661	1%
Complaints about the Agency - NDIA Staff	5,779	5%	681	11%	6,460	5%
Complaints about the Agency - NDIA Timeliness	16,681	14%	1,158	19%	17,839	14%
Complaints about the Agency - Participation, engagement and inclusion	588	0%	<11	n/a	590	0%
Complaints about the Agency - Provider Portal	593	0%	<11	n/a	594	0%
Complaints about the Agency - Quality & Safeguards Commission	166	0%	20	0%	186	0%
Complaints about the Agency - Reasonable and necessary supports	6,466	5%	<11	n/a	6,468	5%
Complaints about the Agency - Staff conduct - Agency	1,930	2%	<11	n/a	1,934	2%
Complaints about the Agency - The way the NDIA carried out its decision making	3,243	3%	26	0%	3,269	3%
Complaints about the Agency - Timeliness	17,774	15%	12	0%	17,786	14%
Complaints about the Agency - Other	14,401	12%	67	1%	14,468	12%
Complaints about the Agency - Total	118,737	100%	6,259	100%	124,996	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	66	12%	<11	n/a	69	12%
Complaints about ECA Partner - ECA Process	68	12%	<11	n/a	70	12%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	230	42%	14	64%	244	43%
Complaints about ECA Partner - ECA Timeliness	178	32%	<11	n/a	180	31%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	550	100%	22	100%	572	100%
Complaints about LAC Partner - LAC Engagement	12	0%	<11	n/a	12	0%
Complaints about LAC Partner - LAC Fraud and Compliance	29	1%	<11	n/a	34	1%
Complaints about LAC Partner - LAC Plan	472	17%	34	14%	506	17%
Complaints about LAC Partner - LAC Process	320	12%	22	9%	342	12%
Complaints about LAC Partner - LAC Resources	17	1%	<11	n/a	18	1%
Complaints about LAC Partner - LAC Staff	1,543	57%	155	65%	1,698	58%
Complaints about LAC Partner - LAC Timeliness	317	12%	20	8%	337	11%
Complaints about LAC Partner - Other	0	0%	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	2,710	100%	237	100%	2,947	100%

⁴⁶ 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.

⁴⁷ 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.

⁴⁸ There are 151,184 total unique complaints in Prior Quarters, 9,403 total unique complaints in 2022-23 Q2, and 160,587 total unique complaints as at 31 December 2022 (which includes 3,676 unclassified unique complaints).

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	357	4%	<11	n/a	362	3%
Complaints about service providers - Provider Finance	470	5%	67	10%	537	5%
Complaints about service providers - Provider Fraud and Compliance	843	8%	93	14%	936	9%
Complaints about service providers - Provider process	425	4%	<11	n/a	428	4%
Complaints about service providers - Provider Service	3,146	31%	311	47%	3,457	32%
Complaints about service providers - Provider Staff	1,692	17%	158	24%	1,850	17%
Complaints about service providers - Service Delivery	636	6%	<11	n/a	638	6%
Complaints about service providers - Staff conduct	613	6%	<11	n/a	623	6%
Complaints about service providers - Supports being provided	681	7%	<11	n/a	683	6%
Complaints about service providers - Other	1,212	12%	<11	n/a	1,217	11%
Complaints about service providers - Total	10,075	100%	656	100%	10,731	100%
Critical/ Reportable Incident - Allegations against a provider	4,296	28%	599	27%	4,895	28%
Critical/ Reportable Incident - Allegations against Informal Supports	1,912	12%	347	16%	2,259	13%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	27	0%	<11	n/a	27	0%
Critical/ Reportable Incident - Participant threat	2,724	18%	387	17%	3,111	18%
Critical/ Reportable Incident - Provider reporting	6,479	42%	894	40%	7,373	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	15,438	100%	2,227	100%	17,665	100%

Table E.46 AAT Cases by category at 31 December 2022 – National

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	2,682	20%	178	16%	2,860	20%
Plan	9,385	71%	838	75%	10,223	71%
Plan Reassessment	434	3%	18	2%	452	3%
Other	688	5%	89	8%	777	5%
Total cases	13,189	100%	1,123	100%	14,312	100%
Percentage of the number of active participants	0.72%	n/a	0.80%	n/a	0.73%	n/a

Figure E.5 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – National

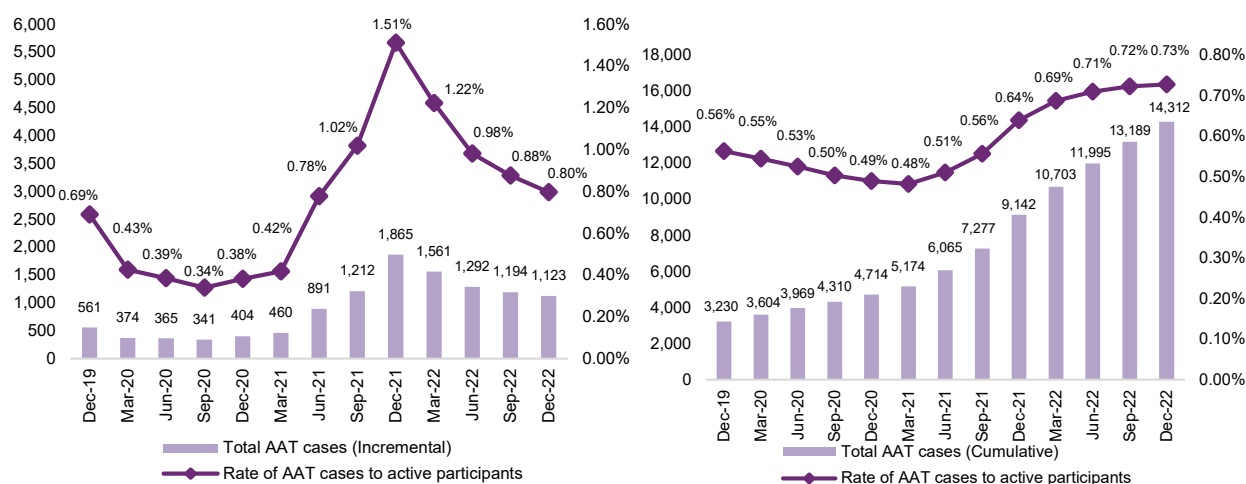


Table E.47 AAT cases by open/closed and decision – National ^{49 50}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	14,312	13,086
Open AAT Cases	3,691	3,657
Closed AAT Cases	10,621	9,756
<i>Resolved before hearing</i>	<i>10,370</i>	<i>9,535</i>
<i>Gone to hearing and received a substantive decision</i>	<i>251</i>	<i>221</i>

⁴⁹ Of the 251 cases which went to hearing and received a substantive decision: 101 affirmed the Agency's decision, 63 varied the Agency's decision and 87 set aside the Agency's decision.

⁵⁰ 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 ^{51 52}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.17	1.15
Number of providers delivering new types of supports	1,653	1,470
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	88%	87%
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%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table E.49 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – National ⁵³

Activity	Number of providers
Active for the first time in 2022-23 Q2	387
Active in 2022-23 Q2 and also in previous quarters	9,273
Active in 2022-23 Q2	9,660
Inactive in 2022-23 Q2	9,640
Active ever	19,300

Table E.50 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – National ⁵⁴

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	1,087	188	127	1,402
\$2,001-\$10,000	1,716	115	125	1,956
\$10,001-\$100,000	2,973	53	105	3,131
\$100,001-\$250,000	1,018	<5	20	1,041
\$250,000+	2,118	<5	10	2,130
Total	8,912	361	387	9,660

Table E.51 Proportion of active participants with approved plans accessing mainstream supports – National ⁵⁵

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	14%	15%	14%
Health & Wellbeing	66%	69%	67%
Lifelong Learning	27%	26%	27%
Other	21%	23%	21%
Non-categorised	15%	13%	15%
Any mainstream service	96%	96%	96%

⁵¹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁵² Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁵³ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁵⁴ 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.

⁵⁵ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures E.6 to E.14 and Table E.52, 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 E.52 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – 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	6.3%	6.7%
\$10,001-\$15,000	11.3%	11.9%
\$15,001-\$20,000	13.4%	14.1%
\$20,001-\$25,000	10.8%	11.4%
\$25,001-\$30,000	5.3%	5.6%
\$30,001-\$50,000	14.4%	15.2%
\$50,001-\$100,000	17.1%	18.0%
\$100,001-\$150,000	6.6%	6.9%
\$150,001-\$200,000	3.3%	3.3%
\$200,001-\$250,000	2.0%	1.6%
\$250,001+	7.0%	2.7%

Figure E.6 Average annualised committed supports and average payments by age group as at 31 December 2022 – National

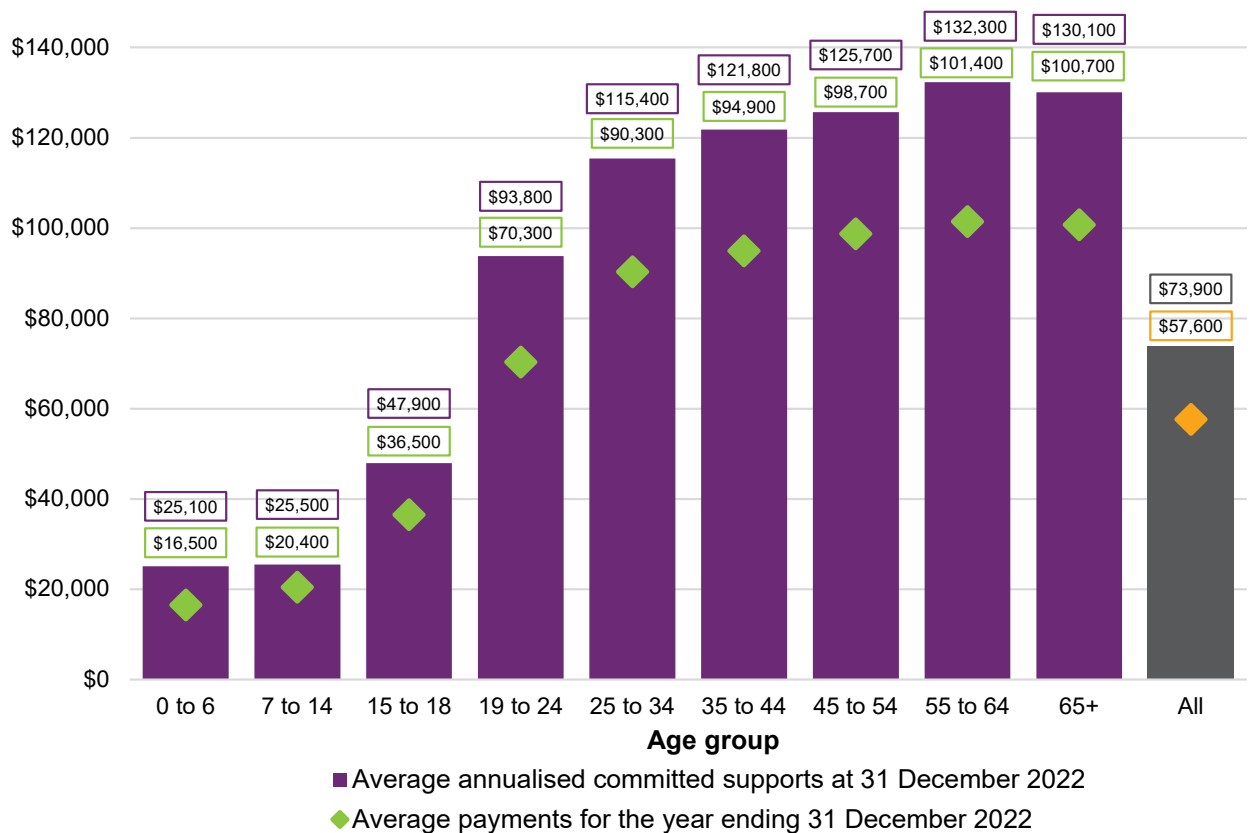


Figure E.7 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – National

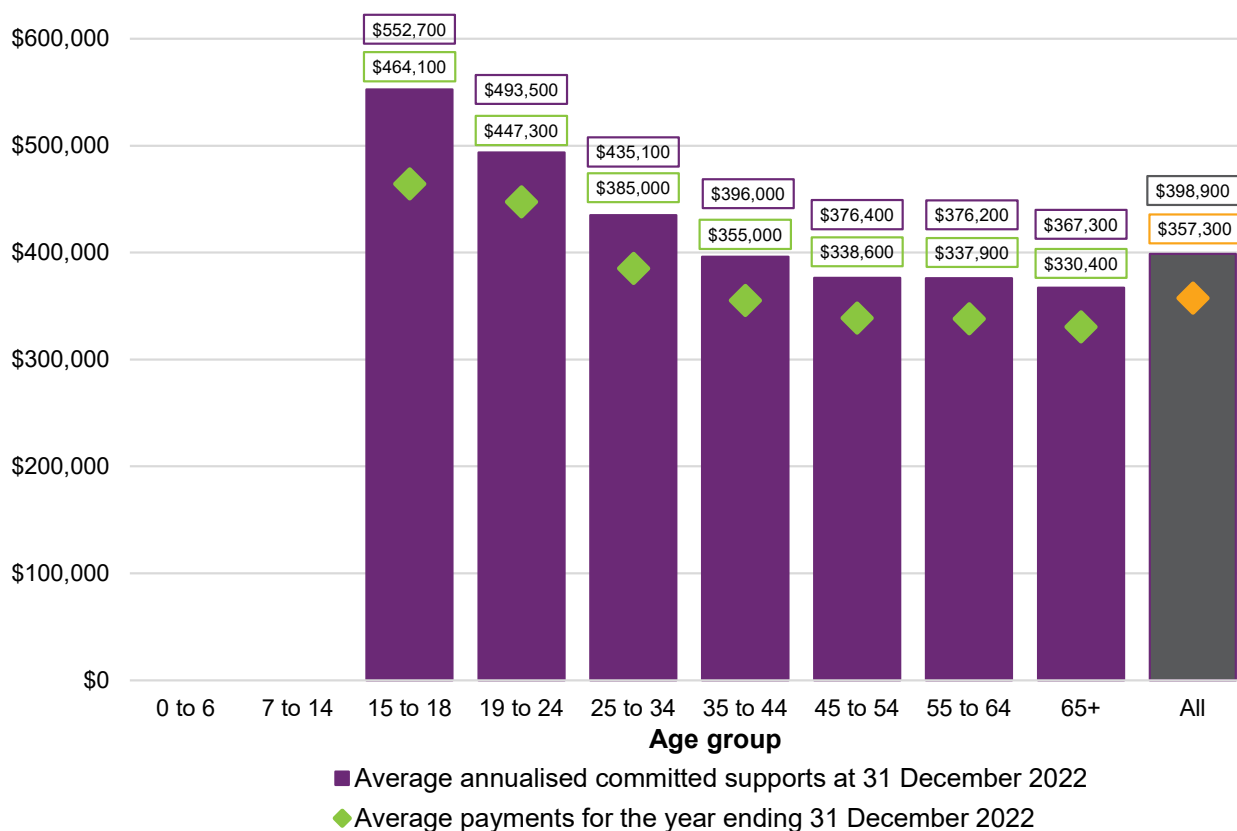


Figure E.8 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – National

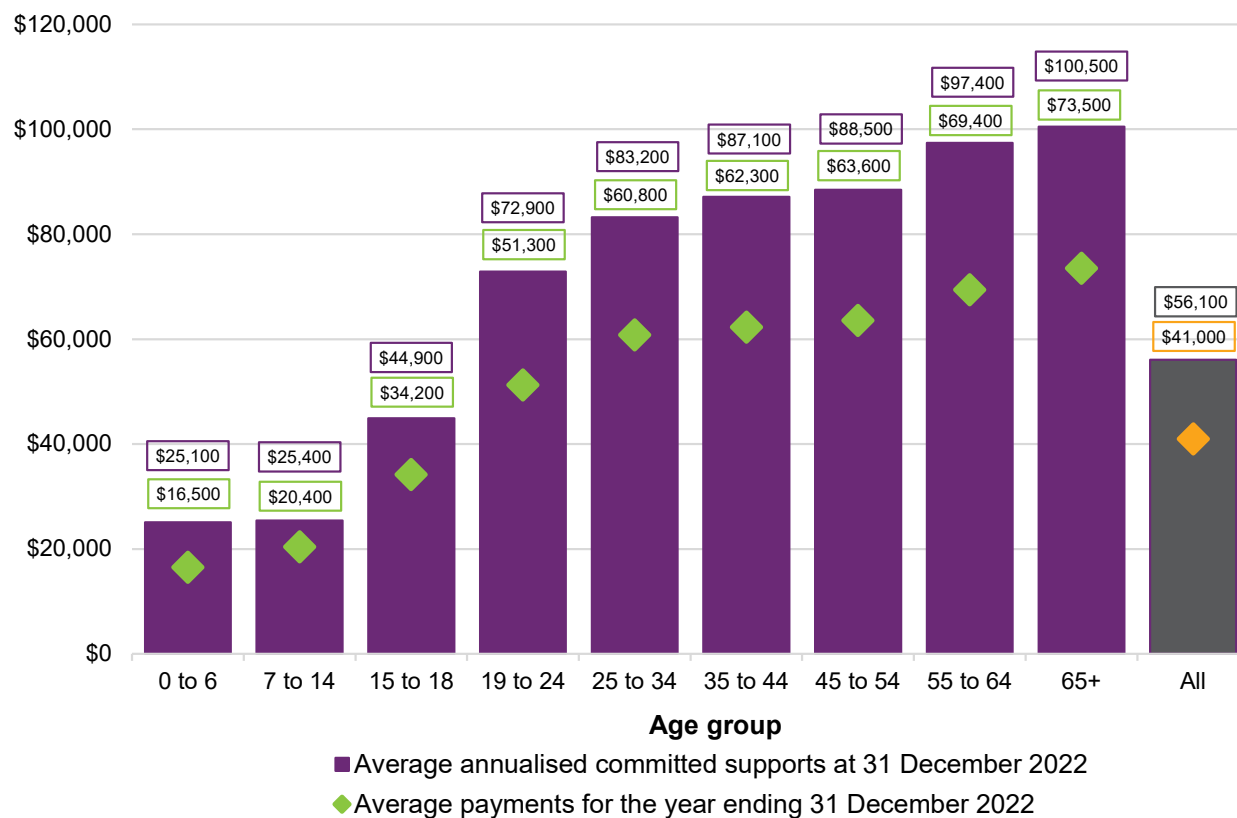


Figure E.9 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – National

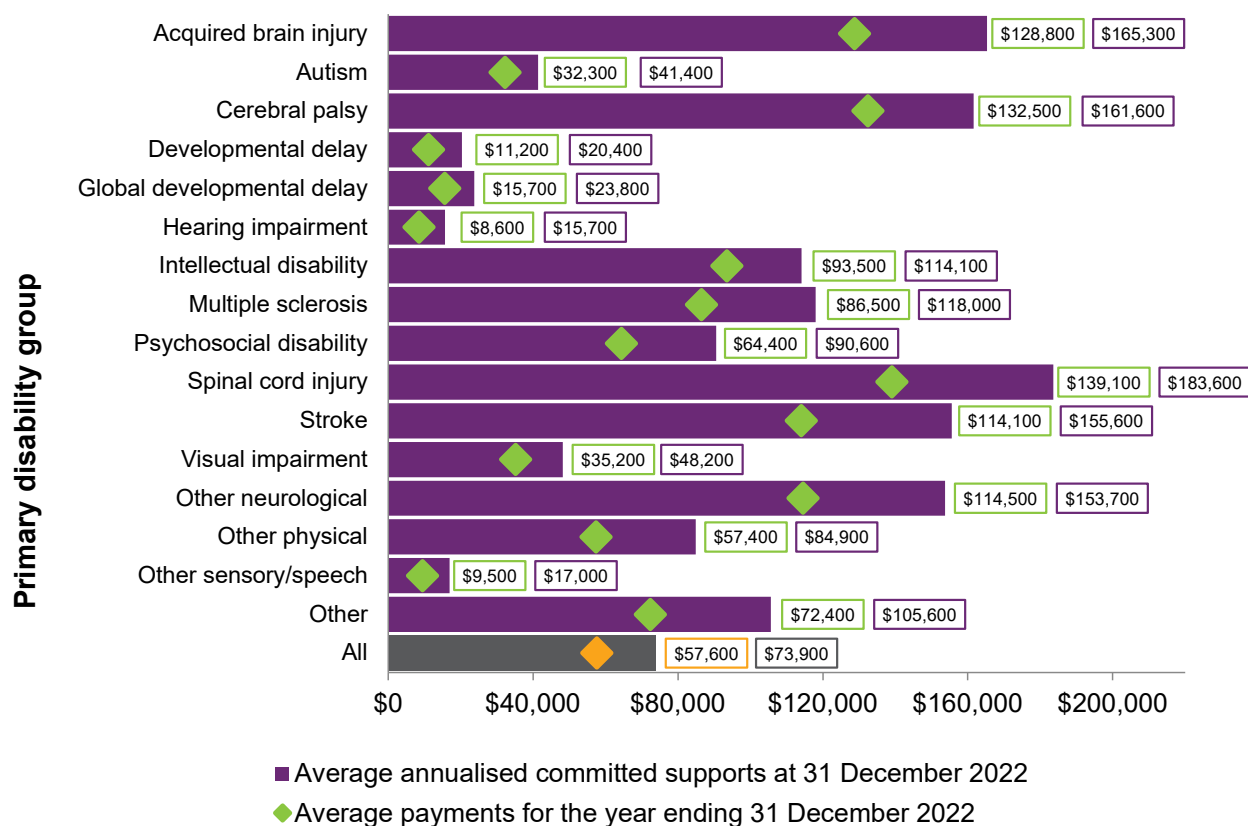


Figure E.10 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – National

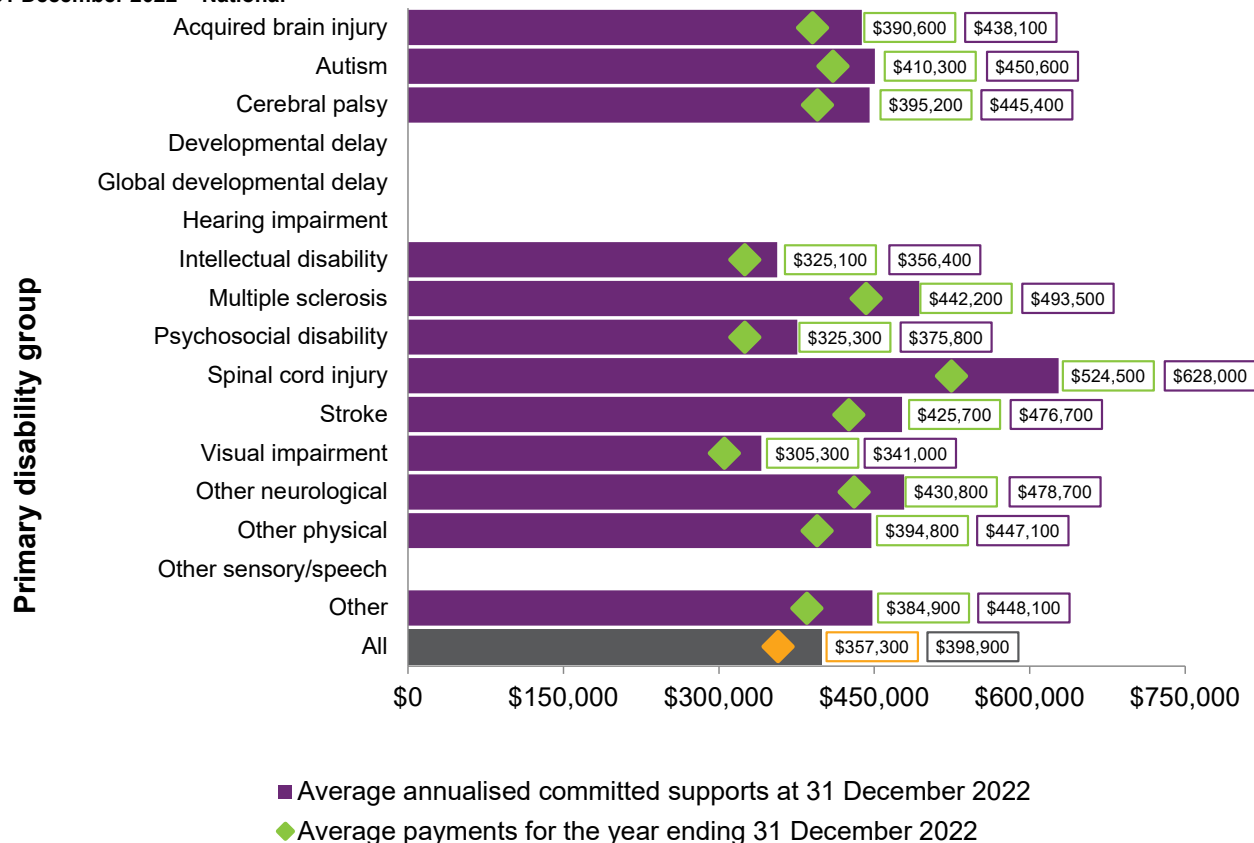


Figure E.11 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – National

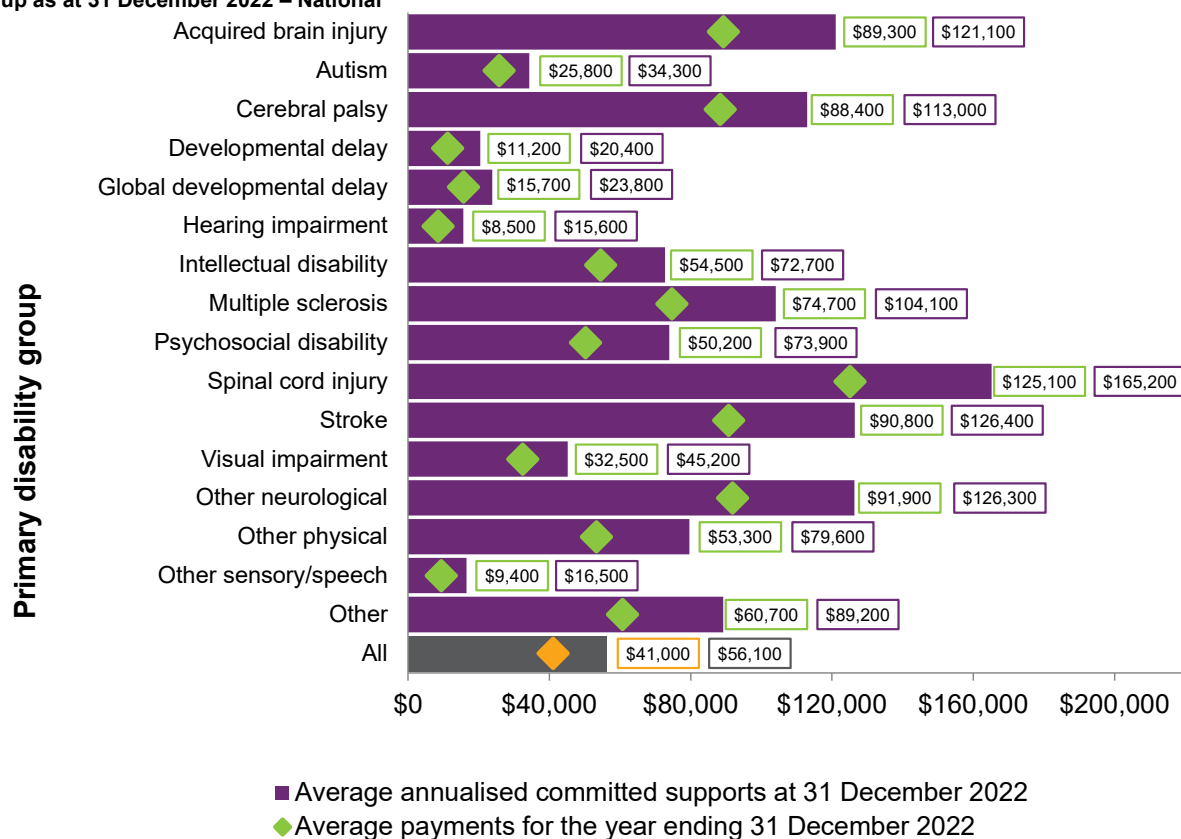


Figure E.12 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – National

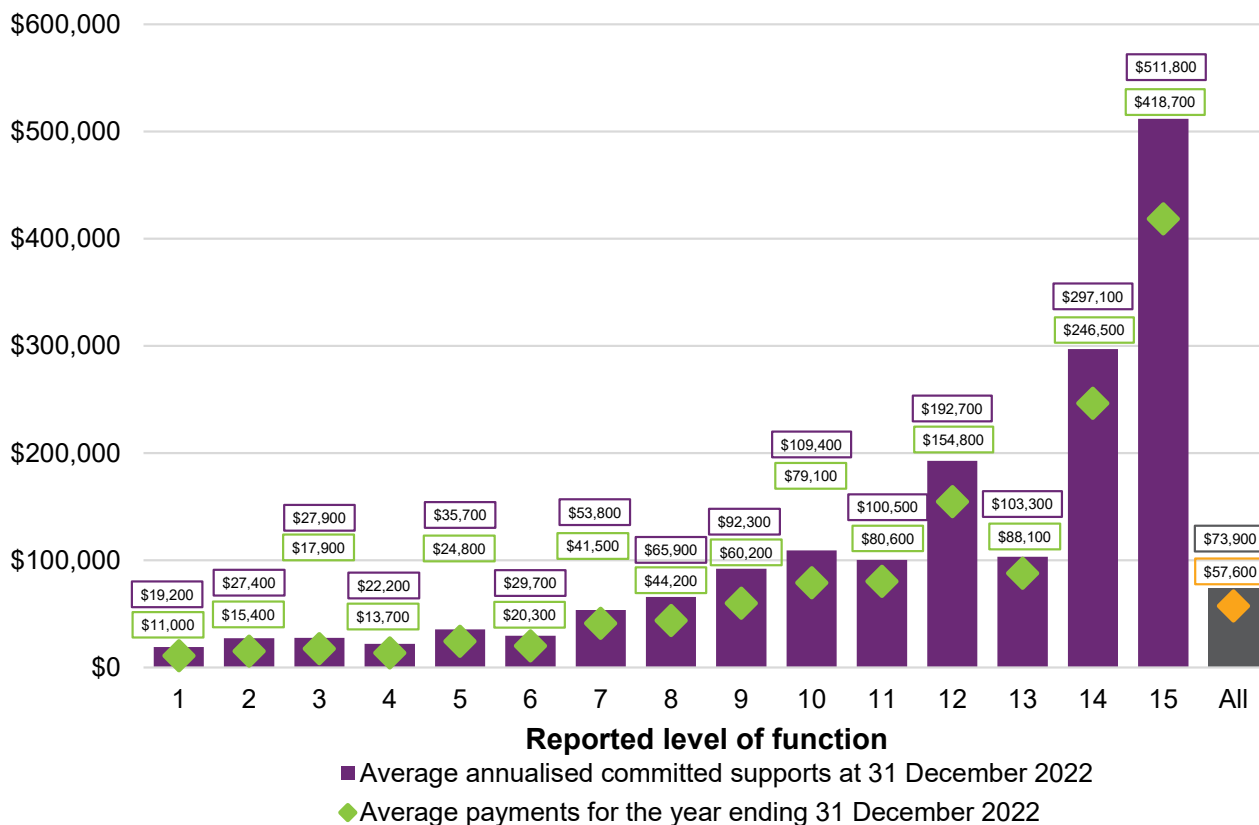


Figure E.13 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – National

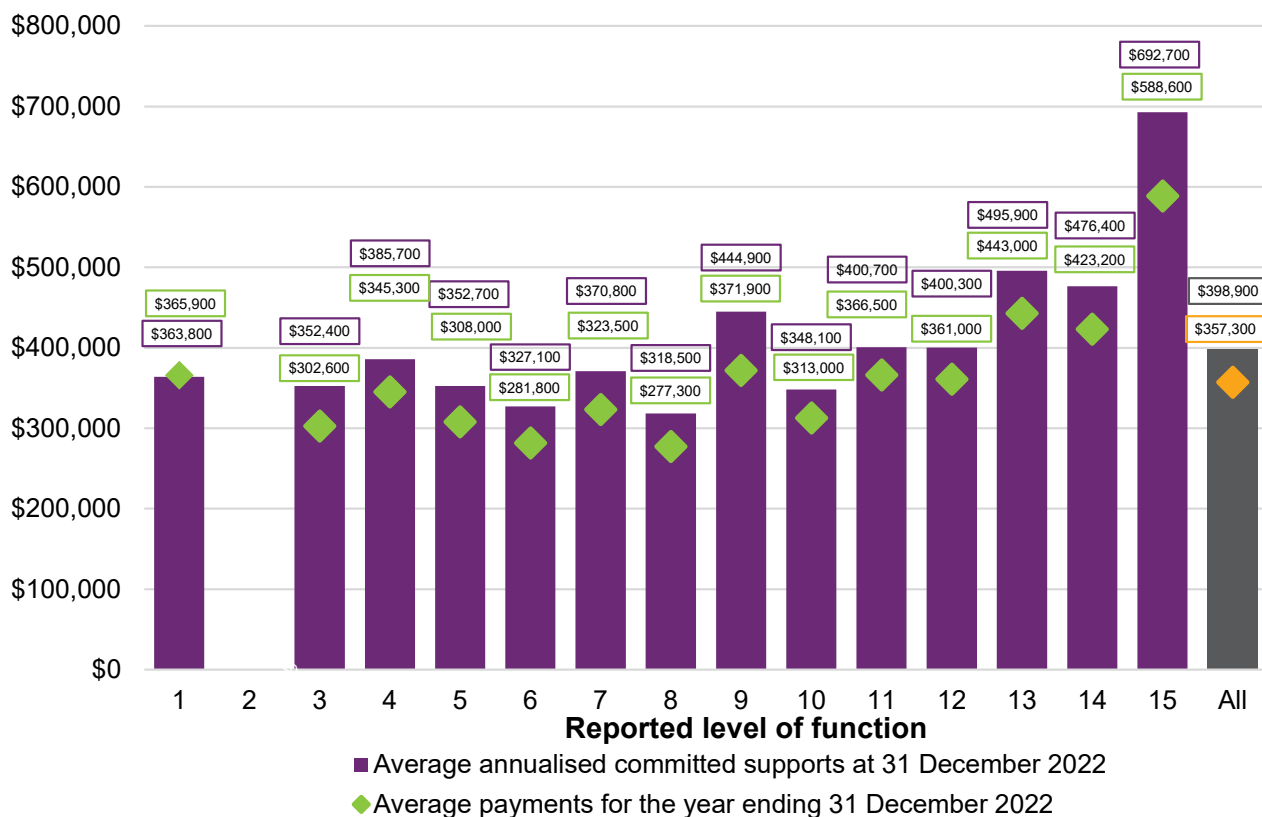


Figure E.14 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – National

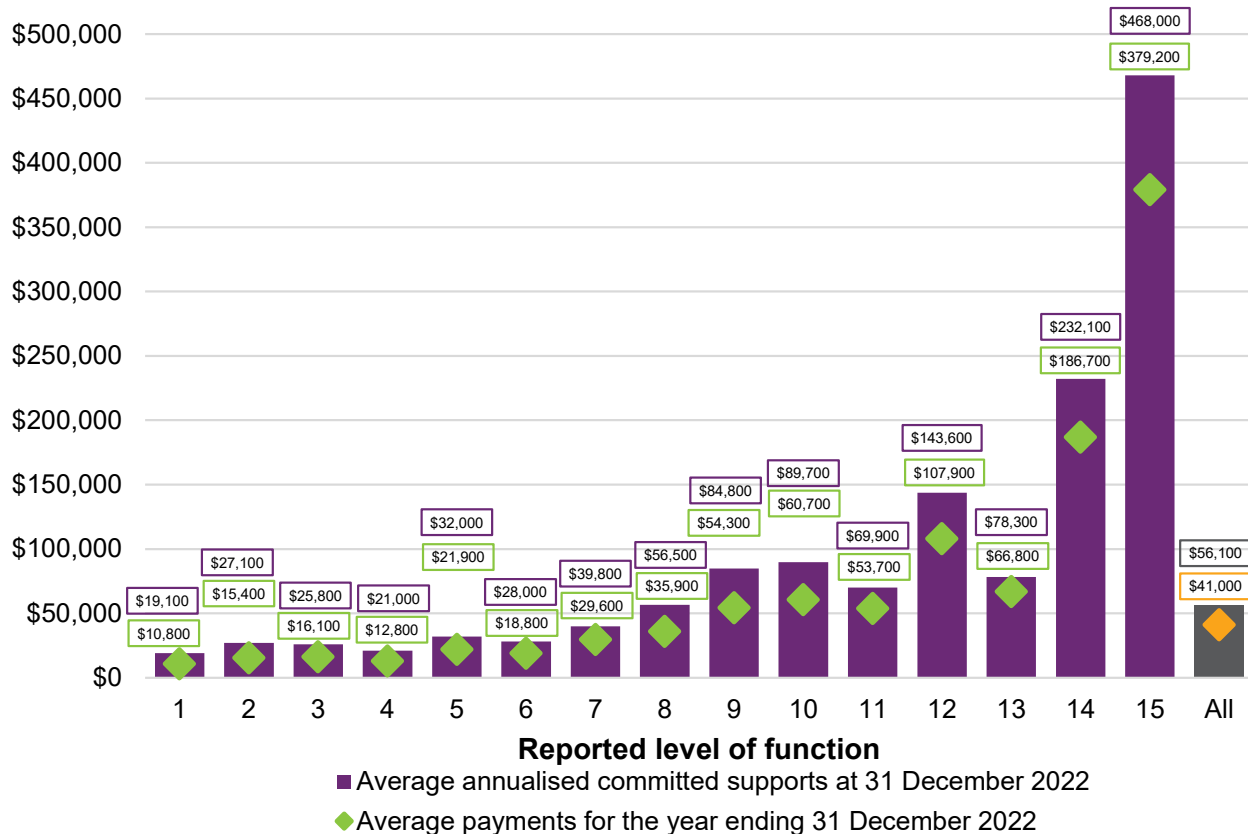


Table E.53 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – National ^{56 57}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$16,690.6	\$19,865.8
Core: Consumables	\$556.9	\$814.8
Core: Social and Civic	\$6,144.1	\$9,212.8
Core: Transport	\$764.0	\$491.1
Capacity Building: Choice and Control	\$447.6	\$503.8
Capacity Building: Daily Activities	\$3,887.6	\$6,877.4
Capacity Building: Employment	\$97.2	\$273.7
Capacity Building: Health and Wellbeing	\$39.5	\$80.1
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.5
Capacity Building: Relationships	\$393.0	\$806.9
Capacity Building: Social and Civic	\$135.1	\$371.2
Capacity Building: Support Coordination	\$861.9	\$1,179.5
Capital: Assistive Technology	\$627.9	\$1,374.9
Capital: Home Modifications	\$305.0	\$502.3
All	\$30,958.7	\$42,361.0

⁵⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. A small quantity of payments and committed supports have missing support category and are included in totals.

⁵⁷ Total payments for home modifications were \$305.0m. Of which, \$203.3m (67%) has been paid for specialised disability accommodation (SDA) supports, and \$101.7m (33%) 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 \$502.3m. Of which, \$329.6m (66%) has been allocated for specialised disability accommodation (SDA) supports, and \$172.7m (34%) has been allocated for non-SDA supports.

Table E.54 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – National ^{58 59}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$7,687.8	\$8,473.1
Core: Consumables	\$65.8	\$98.2
Core: Social and Civic	\$1,287.6	\$1,976.8
Core: Transport	\$53.9	\$75.0
Capacity Building: Choice and Control	\$25.9	\$29.1
Capacity Building: Daily Activities	\$211.5	\$355.1
Capacity Building: Employment	\$2.3	\$7.6
Capacity Building: Health and Wellbeing	\$4.0	\$8.6
Capacity Building: Home Living	\$0.00	\$0.03
Capacity Building: Lifelong learning	\$0.00	\$0.07
Capacity Building: Relationships	\$151.2	\$276.3
Capacity Building: Social and Civic	\$2.9	\$7.0
Capacity Building: Support Coordination	\$133.5	\$171.4
Capital: Assistive Technology	\$73.7	\$164.0
Capital: Home Modifications	\$162.8	\$249.2
All	\$9,869.1	\$11,891.8

⁵⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁵⁹ Total payments for home modifications were \$162.8m. Of which, \$162.1m (99.5%) has been paid for specialised disability accommodation (SDA) supports, and \$0.8m (0.5%) 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 \$249.2m. Of which, \$245.0m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$4.2m (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 December 2022 (\$m) – National ^{60 61}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$8,847.8	\$11,392.8
Core: Consumables	\$491.1	\$716.5
Core: Social and Civic	\$4,856.7	\$7,236.0
Core: Transport	\$710.1	\$416.1
Capacity Building: Choice and Control	\$421.7	\$474.7
Capacity Building: Daily Activities	\$3,676.2	\$6,522.3
Capacity Building: Employment	\$94.9	\$266.1
Capacity Building: Health and Wellbeing	\$35.5	\$71.6
Capacity Building: Home Living	\$0.9	\$4.5
Capacity Building: Lifelong learning	\$0.1	\$0.4
Capacity Building: Relationships	\$241.8	\$530.6
Capacity Building: Social and Civic	\$132.2	\$364.2
Capacity Building: Support Coordination	\$728.4	\$1,008.1
Capital: Assistive Technology	\$554.2	\$1,210.9
Capital: Home Modifications	\$142.2	\$253.1
All	\$20,935.0	\$30,469.2

Table E.56 Payments by financial year in which support was provided, compared to committed supports (\$m) – National ⁶²

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	7,773.4	14,565.4	24,376.0	32,358.8	36,906.5	21,383.6
Total Paid	85.8	370.9	704.3	2,186.9	5,443.3	10,405.9	17,316.5	23,531.7	28,355.7	15,110.7
% utilised to date	64%	75%	75%	67%	70%	71%	71%	73%	77%	71%

Table E.57 Percentage change in plan budgets for active participants - National ^{63 64}

Inflation type	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	8.8%	6.4%	9.7%	8.2%	7.5%	2.1%	4.4%	5.4%	6.3%	6.3%	8.1%	11.3%	7.2%
Interplan Inflation	13.1%	15.0%	23.3%	10.2%	4.1%	1.8%	-0.7%	0.8%	2.4%	2.0%	4.5%	9.1%	8.7%
Total Inflation	21.8%	21.4%	33.0%	18.4%	11.6%	3.9%	3.8%	6.1%	8.7%	8.3%	12.7%	20.5%	15.9%

⁶⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

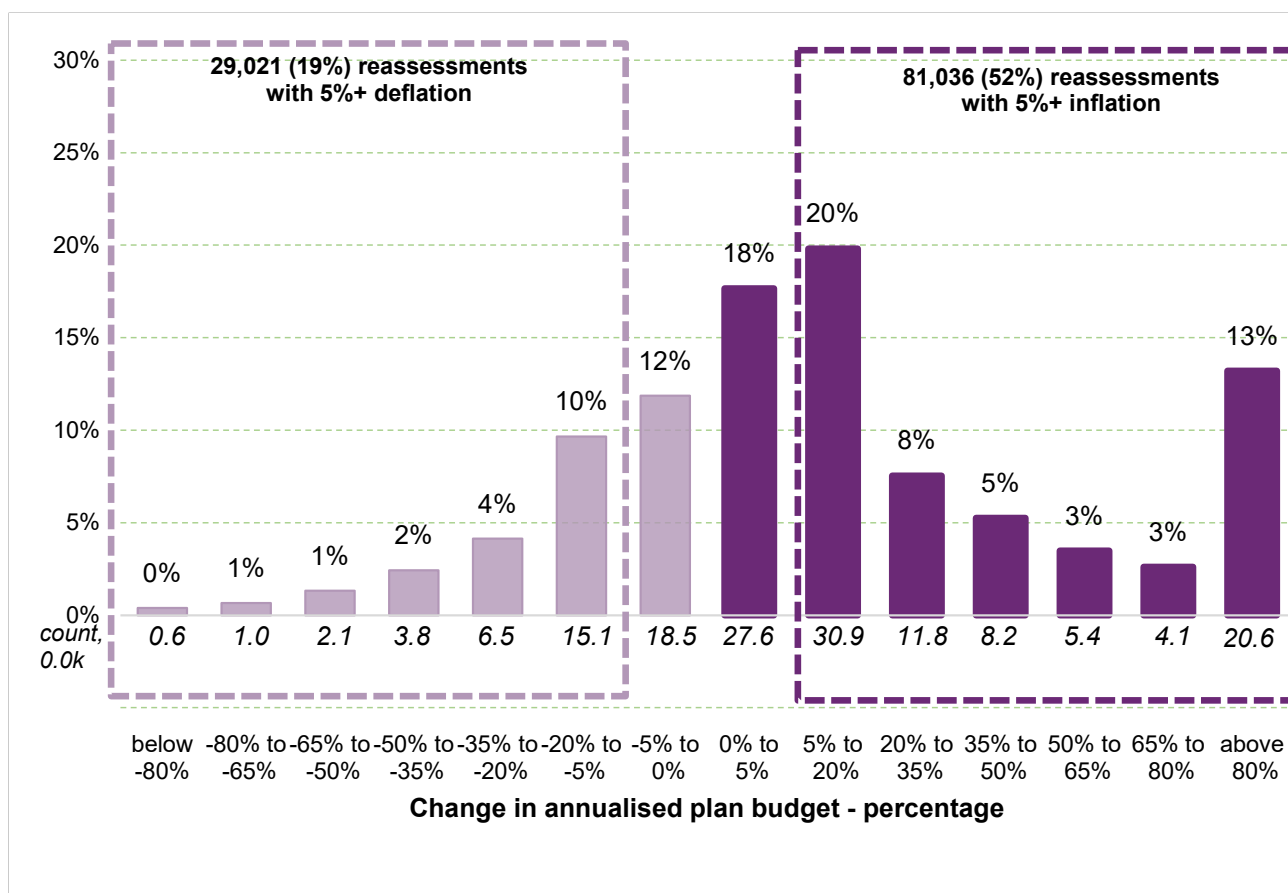
⁶¹ Total payments for home modifications were \$142.2m. Of which, \$41.2m (29%) has been paid for specialised disability accommodation (SDA) supports, and \$100.9m (71%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.9m processed off-system in June 2022. Total annualised committed supports for home modifications were \$253.1m. Of which, \$84.6m (33%) has been allocated for specialised disability accommodation (SDA) supports, and \$168.5m (67%) has been allocated for non-SDA supports.

⁶² 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.

⁶³ 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 of 4.6% during the month of July 2022, which impacts the September 2022 quarter.

⁶⁴ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure E.15 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – National ⁶⁵



⁶⁵ 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.

Figure E.16 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - participants in SIL – National ⁶⁶

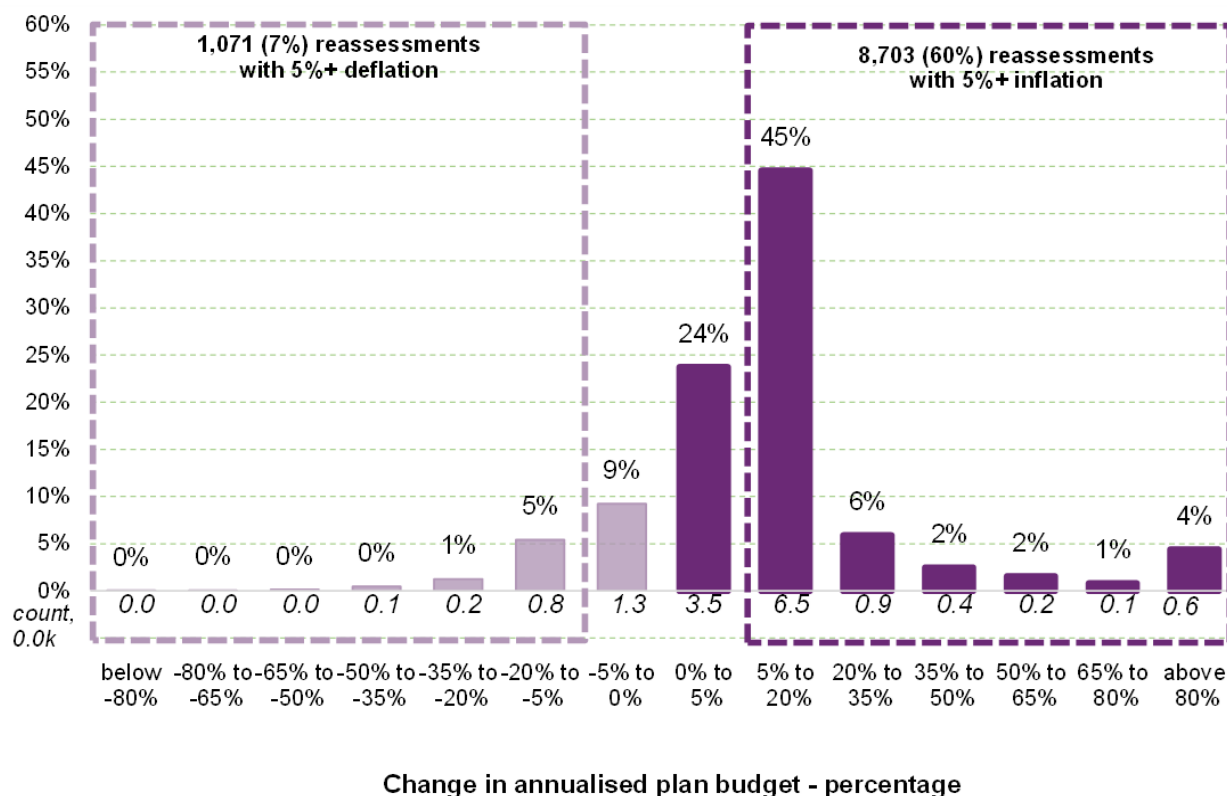
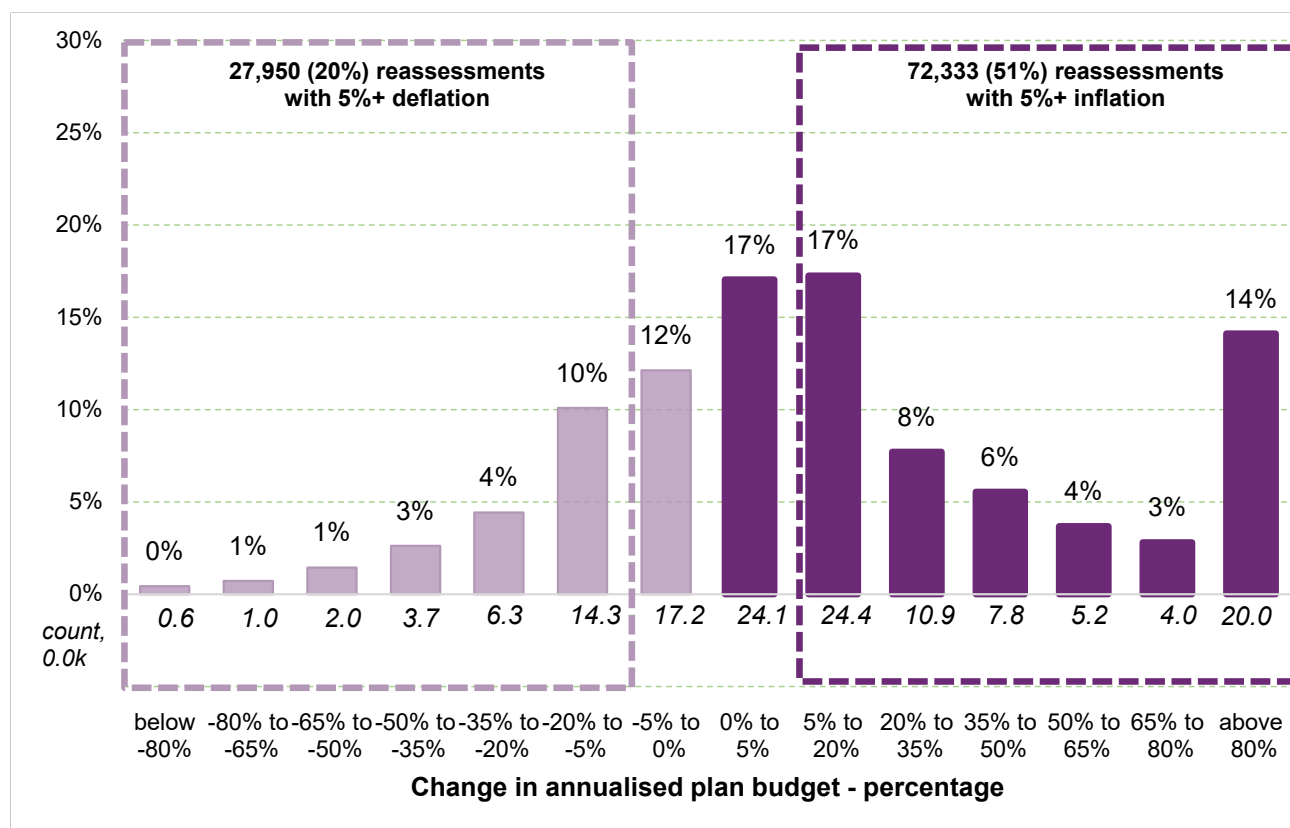


Figure E.17 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - participants not in SIL – National ⁶⁷



⁶⁶ Ibid.

⁶⁷ 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 Wales ⁶⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	218,235	8,115	226,350
Active Eligible - Total	168,635	6,182	174,817
Active Eligible - New	103,605	6,031	109,636
Active Eligible - State	51,384	88	51,472
Active Eligible - Commonwealth	13,646	63	13,709
Active Participant Plans (excl ECA) - Total	166,247	5,943	172,190
Active Participant Plans (excl ECA) - New	101,751	5,813	107,564
Active Participant Plans (excl ECA) - State	50,920	75	50,995
Active Participant Plans (excl ECA) - Commonwealth	13,576	55	13,631
Active Participant Plans - Total	171,173	10,990	177,237
Active Participant Plans - Early Intervention (s25)	48,268	3,502	51,770
Active Participant Plans - Permanent Disability (s24)	117,979	2,441	120,420
Active Participant Plans - ECA	4,926	5,047	5,047

Table F.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – New South Wales

People leaving the Scheme	Total
Number of people who have left the Scheme	12,220
Early Intervention participants	2,977
Permanent disability participants	9,243

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

Age 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
0 to 6	42,285	97%	16,988	97%	538	95%	59,811	97%
7 to 14	22,339	86%	10,183	85%	505	78%	33,027	85%
15 to 18	8,106	89%	4,566	87%	192	82%	12,864	88%
19 to 24	6,412	91%	3,956	85%	124	78%	10,492	88%
25 to 34	7,643	88%	5,690	80%	145	75%	13,478	84%
35 to 44	8,076	84%	6,548	75%	163	65%	14,787	80%
45 to 54	10,243	81%	8,760	69%	193	57%	19,196	75%
55 to 64	13,362	75%	11,571	62%	246	55%	25,179	68%
65+	788	58%	619	46%	12	36%	1,419	52%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	119,254	88%	68,882	78%	2,119	74%	190,255	84%

⁶⁸ 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.4 Assessment of access by primary disability group and gender – New South Wales⁶⁹

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	3,696	93%	1,812	91%	34	74%	5,542	92%
Autism	43,984	97%	15,173	97%	969	94%	60,126	97%
Cerebral palsy	3,243	97%	2,595	97%	35	97%	5,873	97%
Developmental delay	12,892	97%	5,408	97%	98	94%	18,398	97%
Global developmental delay	3,769	99%	1,481	99%	40	98%	5,290	99%
Hearing impairment	4,091	89%	4,156	85%	126	85%	8,373	87%
Intellectual disability	18,932	95%	14,283	95%	213	86%	33,428	95%
Multiple sclerosis	808	90%	2,099	88%	25	61%	2,932	88%
Psychosocial disability	10,418	73%	8,596	62%	233	53%	19,247	68%
Spinal cord injury	1,454	95%	564	91%	25	93%	2,043	94%
Stroke	2,032	88%	1,435	84%	31	84%	3,498	86%
Visual impairment	1,782	87%	1,635	86%	36	69%	3,453	86%
Other neurological	4,948	78%	3,895	77%	89	70%	8,932	78%
Other physical	3,788	50%	3,552	35%	87	28%	7,427	41%
Other sensory/speech	946	49%	391	46%	13	26%	1,350	48%
Other	1,655	45%	1,107	32%	32	29%	2,794	38%
Missing	816	91%	700	93%	33	97%	1,549	92%
Total	119,254	88%	68,882	78%	2,119	74%	190,255	84%

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	13,654	8%	672	11%	14,326	8%
Non-First Nations Participants	114,482	69%	4,702	79%	119,184	69%
Not Stated	38,111	23%	569	10%	38,680	22%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – New South Wales⁷⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	18,115	11%	678	11%	18,793	11%
Not culturally and linguistically diverse	147,931	89%	5,265	89%	153,196	89%
Not stated	201	0%	<11	0%	201	0%
Total	166,247	100%	5,943	100%	172,190	100%

⁶⁹ Down syndrome is included in intellectual disability.

⁷⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table F.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – New South Wales ⁷¹

Age group	Total number of active participants
Under 45	14
45 to 54	99
55 to 64	574
Total YPIRAC (under 65)	687

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 ⁷²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	9	1,466
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

Table F.9 Participant profile per quarter by remoteness – New South Wales ^{73 74}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	116,406	70%	4,197	71%	120,603	70%
Population > 50,000	4,842	3%	197	3%	5,039	3%
Population between 15,000 and 50,000	22,608	14%	744	13%	23,352	14%
Population between 5,000 and 15,000	10,074	6%	346	6%	10,420	6%
Population less than 5,000	11,603	7%	434	7%	12,037	7%
Remote	624	0%	20	0%	644	0%
Very Remote	85	0%	<11	0%	89	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	166,247	100%	5,943	100%	172,190	100%

⁷¹ There are a further 745 active participants aged 65 years or over who are currently in residential aged care.

⁷² 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.

⁷³ The distributions are calculated excluding active participants with a missing remoteness classification.

⁷⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table F.10 Participant profile per quarter by primary disability group – New South Wales ^{75 76 77}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	57,017	34%	1,599	27%	58,616	34%
Intellectual disability	30,829	19%	312	5%	31,141	18%
Psychosocial disability	17,024	10%	547	9%	17,571	10%
Developmental delay	13,311	8%	1,964	33%	15,275	9%
Hearing impairment	7,807	5%	171	3%	7,978	5%
Other neurological	6,673	4%	206	3%	6,879	4%
Other physical	5,633	3%	108	2%	5,741	3%
Cerebral palsy	5,555	3%	39	1%	5,594	3%
Acquired brain injury	4,722	3%	96	2%	4,818	3%
Global developmental delay	4,325	3%	495	8%	4,820	3%
Visual impairment	3,064	2%	59	1%	3,123	2%
Multiple sclerosis	2,661	2%	60	1%	2,721	2%
Stroke	2,876	2%	118	2%	2,994	2%
Spinal cord injury	1,793	1%	20	0%	1,813	1%
Other	2,144	1%	143	2%	2,287	1%
Other sensory/speech	813	0%	<11	0%	819	0%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.11 Participant profile per quarter (participants in SIL) by primary disability group – New South Wales ^{78 79}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,098	11%	<11	0%	1,098	11%
Intellectual disability	4,897	48%	<11	6%	4,898	48%
Psychosocial disability	1,579	15%	<11	24%	1,583	15%
Developmental delay	<11	0%	<11	0%	<11	0%
Hearing impairment	<11	0%	<11	0%	<11	0%
Other neurological	537	5%	<11	18%	540	5%
Other physical	79	1%	<11	0%	79	1%
Cerebral palsy	805	8%	<11	0%	805	8%
Acquired brain injury	701	7%	<11	12%	703	7%
Global developmental delay	<11	0%	<11	0%	<11	0%
Visual impairment	29	0%	<11	0%	29	0%
Multiple sclerosis	77	1%	<11	0%	77	1%
Stroke	246	2%	<11	18%	249	2%
Spinal cord injury	62	1%	<11	6%	63	1%
Other	124	1%	<11	18%	127	1%
Other sensory/speech	<11	0%	<11	0%	<11	0%
Total	10,238	100%	17	100%	10,255	100%

⁷⁵ Table order based on national proportions in Table E.10 (highest to lowest).⁷⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.⁷⁷ Down syndrome is included in intellectual disability, representing 2% of all Scheme participants in New South Wales (3,768).⁷⁸ 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.⁷⁹ Down syndrome is included in intellectual disability, representing 6% of participants in SIL (659).

Table F.12 Participant profile per quarter (participants not in SIL) by primary disability group – New South Wales ⁸⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	55,919	36%	1,599	27%	57,518	36%
Intellectual disability	25,932	17%	311	5%	26,243	16%
Psychosocial disability	15,445	10%	543	9%	15,988	10%
Developmental delay	13,311	9%	1,964	33%	15,275	9%
Hearing impairment	7,804	5%	171	3%	7,975	5%
Other neurological	6,136	4%	203	3%	6,339	4%
Other physical	5,554	4%	108	2%	5,662	3%
Cerebral palsy	4,750	3%	39	1%	4,789	3%
Acquired brain injury	4,021	3%	94	2%	4,115	3%
Global developmental delay	4,325	3%	495	8%	4,820	3%
Visual impairment	3,035	2%	59	1%	3,094	2%
Multiple sclerosis	2,584	2%	60	1%	2,644	2%
Stroke	2,630	2%	115	2%	2,745	2%
Spinal cord injury	1,731	1%	19	0%	1,750	1%
Other	2,020	1%	140	2%	2,160	1%
Other sensory/speech	812	1%	<11	0%	818	1%
Total	156,009	100%	5,926	100%	161,935	100%

Table F.13 Participant profile per quarter by reported level of function – New South Wales ⁸¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	16,582	10%	1,808	30%	18,390	11%
2 (High Function)	285	0%	18	0%	303	0%
3 (High Function)	8,071	5%	447	8%	8,518	5%
4 (High Function)	12,807	8%	314	5%	13,121	8%
5 (High Function)	11,685	7%	522	9%	12,207	7%
6 (Moderate Function)	37,180	22%	1,230	21%	38,410	22%
7 (Moderate Function)	10,208	6%	267	4%	10,475	6%
8 (Moderate Function)	9,082	5%	247	4%	9,329	5%
9 (Moderate Function)	858	1%	22	0%	880	1%
10 (Moderate Function)	16,281	10%	399	7%	16,680	10%
11 (Low Function)	5,426	3%	58	1%	5,484	3%
12 (Low Function)	23,271	14%	431	7%	23,702	14%
13 (Low Function)	11,379	7%	169	3%	11,548	7%
14 (Low Function)	3,031	2%	<11	0%	3,041	2%
15 (Low Function)	48	0%	<11	0%	49	0%
Missing	53	n/a	<11	n/a	53	n/a
Total	166,247	100%	5,943	100%	172,190	100%

⁸⁰ Down syndrome is included in intellectual disability, representing 2% of participants not in SIL (3,109).⁸¹ The distributions are calculated excluding participants with a missing reported level of function.

Table F.14 Participant profile per quarter by age group – New South Wales

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	25,303	15%	3,133	53%	28,436	17%
7 to 14	42,883	26%	844	14%	43,727	25%
15 to 18	13,522	8%	268	5%	13,790	8%
19 to 24	14,763	9%	138	2%	14,901	9%
25 to 34	15,018	9%	255	4%	15,273	9%
35 to 44	12,715	8%	283	5%	12,998	8%
45 to 54	15,239	9%	375	6%	15,614	9%
55 to 64	18,548	11%	610	10%	19,158	11%
65+	8,256	5%	37	1%	8,293	5%
Total	166,247	100%	5,943	100%	172,190	100%

Table F.15 Participation rates by age group and gender at 31 December 2022 – New South Wales ⁸²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.3%	2.4%	3.9%
7 to 14	7.1%	3.1%	5.3%
15 to 18	4.5%	2.3%	3.5%
19 to 24	2.9%	1.7%	2.3%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.9%	1.6%	1.7%
Total (aged 0 to 64)	2.9%	1.7%	2.3%

⁸² 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/carers outcomes

Note: In Tables F.16 to F.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 F.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=13,513), 'participant social and community engagement rate' (n=13,635), 'parent and carer employment rate' (n=15,269) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=9,758) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - New South Wales⁸³

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	30%	30%	32%	26%
Participant employment rate - Aged 35 to 44 years	29%	29%	28%	26%
Participant employment rate - Aged 45 to 54 years	24%	25%	23%	26%
Participant employment rate - Aged 55 to 64 years	17%	17%	15%	26%
Participant employment rate - Aged 65+ years	13%	12%	10%	26%
Participant employment rate - Aged 25 to 64 years	24%	24%	23%	26%
Participant employment rate - Aged 15 to 64 years	20%	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	31%	41%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	37%	38%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	38%	39%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	39%	40%	46%
Participant social and community engagement rate - Aged 65+ years	34%	36%	39%	46%
Participant social and community engagement rate - Aged 25+ years	32%	38%	40%	46%
Participant social and community engagement rate - Aged 15+ years	33%	38%	40%	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%	48%	50%
Parent and carer employment rate - All ages	48%	50%	52%	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%	76%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	74%	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 December 2020 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=12,618), 'participant social and community engagement rate' (n=12,758), 'parent and carer employment rate' (n=10,063) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,927) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - New South Wales ⁸⁴

Age group	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	31%	33%	29%	32%	26%
Participant employment rate - Aged 45 to 54 years	28%	29%	24%	27%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	15%	16%	26%
Participant employment rate - Aged 65+ years	13%	12%	9%	10%	26%
Participant employment rate - Aged 25 to 64 years	27%	28%	23%	26%	26%
Participant employment rate - Aged 15 to 64 years	22%	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	34%	43%	46%	48%	46%
Participant social and community engagement rate - Aged 35 to 44 years	36%	42%	47%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	40%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	42%	42%	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%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	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%	52%	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%

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 December 2019 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=11,187), 'participant social and community engagement rate' (n=11,323), 'parent and carer employment rate' (n=6,115) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=9,577) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - New South Wales⁸⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	18%	22%	26%	26%
Participant employment rate - Aged 25 to 34 years	32%	33%	32%	29%	33%	26%
Participant employment rate - Aged 35 to 44 years	35%	36%	33%	31%	32%	26%
Participant employment rate - Aged 45 to 54 years	35%	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%	10%	26%
Participant employment rate - Aged 25 to 64 years	31%	31%	30%	26%	29%	26%
Participant employment rate - Aged 15 to 64 years	26%	27%	27%	25%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	46%	53%	52%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	47%	48%	50%	46%
Participant social and community engagement rate - Aged 45 to 54 years	37%	43%	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%	43%	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%	49%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	52%	54%	56%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	55%	55%	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%

⁸⁵ 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 December 2018 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=7,325), 'participant social and community engagement rate' (n=7,490), 'parent and carer employment rate' (n=2,483) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=6,236) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - New South Wales ⁸⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	9%	14%	18%	24%	26%	30%	26%
Participant employment rate - Aged 25 to 34 years	30%	33%	31%	32%	29%	31%	26%
Participant employment rate - Aged 35 to 44 years	36%	38%	34%	34%	32%	34%	26%
Participant employment rate - Aged 45 to 54 years	34%	35%	30%	34%	26%	28%	26%
Participant employment rate - Aged 55 to 64 years	28%	28%	24%	23%	19%	20%	26%
Participant employment rate - Aged 65+ years	19%	18%	14%	13%	10%	11%	26%
Participant employment rate - Aged 25 to 64 years	32%	33%	30%	30%	26%	28%	26%
Participant employment rate - Aged 15 to 64 years	28%	29%	27%	29%	26%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	39%	44%	47%	47%	48%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	43%	49%	53%	52%	54%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	41%	47%	50%	47%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	43%	47%	49%	50%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	38%	43%	46%	47%	48%	46%
Participant social and community engagement rate - Aged 65+ years	36%	38%	44%	44%	44%	47%	46%
Participant social and community engagement rate - Aged 25+ years	35%	41%	47%	49%	49%	51%	46%
Participant social and community engagement rate - Aged 15+ years	34%	41%	46%	49%	48%	51%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	46%	48%	49%	52%	53%	50%
Parent and carer employment rate - Aged 15+ years	50%	53%	55%	57%	60%	56%	50%
Parent and carer employment rate - All ages	46%	49%	51%	53%	56%	55%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	63%	68%	69%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	73%	77%	78%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	69%	73%	74%	78%	75%

⁸⁶ 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 December 2017 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=1,630), 'participant social and community engagement rate' (n=1,706), 'parent and carer employment rate' (n=367) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=1,210) 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 December 2016 - New South Wales ⁸⁷

Age group	Baseline	R1	R2	R3	R4	R5	R6	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	13%	18%	25%	14%	25%	26%
Participant employment rate - Aged 25 to 34 years	17%	18%	18%	18%	23%	23%	22%	26%
Participant employment rate - Aged 35 to 44 years	25%	24%	23%	22%	21%	23%	22%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	28%	24%	28%	26%	26%
Participant employment rate - Aged 55 to 64 years	27%	24%	20%	18%	14%	20%	17%	26%
Participant employment rate - Aged 65+ years	19%	20%	11%	11%	10%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	25%	24%	22%	21%	21%	24%	22%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	21%	21%	22%	23%	22%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	34%	39%	47%	48%	45%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	35%	49%	52%	58%	54%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	41%	46%	50%	50%	56%	56%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	37%	47%	56%	54%	63%	57%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	36%	43%	39%	41%	51%	50%	46%
Participant social and community engagement rate - Aged 65+ years	42%	49%	54%	54%	46%	50%	54%	46%
Participant social and community engagement rate - Aged 25+ years	35%	38%	47%	50%	51%	55%	54%	46%
Participant social and community engagement rate - Aged 15+ years	35%	38%	46%	50%	51%	54%	53%	46%
Parent and carer employment rate - Aged 0 to 14 years	43%	47%	51%	54%	44%	60%	47%	50%
Parent and carer employment rate - Aged 15+ years	46%	50%	49%	53%	61%	59%	53%	50%
Parent and carer employment rate - All ages	45%	49%	49%	54%	56%	59%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	62%	66%	67%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	68%	75%	79%	80%	79%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	65%	71%	73%	74%	74%	78%	75%

⁸⁷ 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 December 2016 and have had a sixth plan reassessment to date.

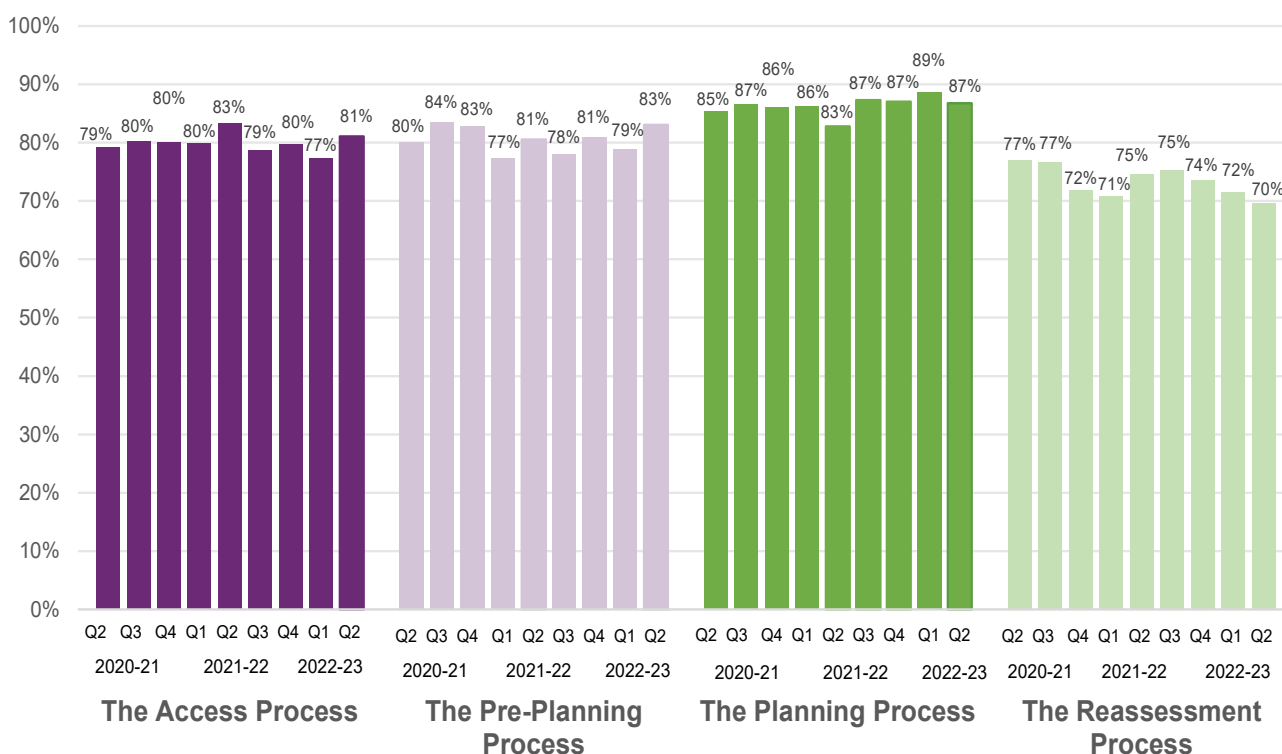
Part Three: Participant experience

Table F.21 Proportion of participants who agreed with statements about 'Access' (n = 2,146 in Prior Quarters, n = 264 in 2022-23 Q2), 'Pre-planning' (n = 1,958 in Prior Quarters, n = 254 in 2022-23 Q2), 'Planning' (n = 9,818 in Prior Quarters, n = 1,323 in 2022-23 Q2) and 'Plan reassessment' (n = 28,706 in Prior Quarters, n = 2,598 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – New South Wales ⁸⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	87%
Access - Was the person from the NDIS respectful?	98%	97%
Access - Do you understand what will happen next with your plan?	80%	81%
Access - % of participants rating their overall experience as Very Good or Good.	80%	81%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	87%	90%
Pre-planning - Did you understand why you needed to give the information you did?	96%	97%
Pre-planning - Were decisions about your plan clearly explained?	81%	85%
Pre-planning - Are you clear on what happens next with your plan?	70%	69%
Pre-planning - Do you know where to go for more help with your plan?	75%	80%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	80%	83%
Planning - Did the person from the NDIS understand how your disability affects your life?	92%	93%
Planning - Did you understand why you needed to give the information you did?	98%	97%
Planning - Were decisions about your plan clearly explained?	89%	92%
Planning - Are you clear on what happens next with your plan?	85%	85%
Planning - Do you know where to go for more help with your plan?	89%	91%
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%	76%
Plan reassessment - Did you feel prepared for your plan reassessment?	87%	85%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	70%

⁸⁸ 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 ⁸⁹



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.

Tables 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.

⁸⁹ 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.

Table F.22 Complaints by quarter – New South Wales ^{90 91}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaints about ECA Partner	70	<11	76	67
People who have submitted an access request: Complaints about LAC Partner	522	54	576	515
People who have submitted an access request: Complaints about service providers	2,463	143	2,606	2,058
People who have submitted an access request: Complaints about the Agency	33,984	1,543	35,527	18,864
People who have submitted an access request: Critical/ Reportable Incident	3,753	585	4,338	3,335
People who have submitted an access request: Unclassified	1,522	<11	1,522	1,331
People who have submitted an access request: Total	42,314	2,331	44,645	22,909
<i>Percentage of the number of active participants</i>	<i>6.8%</i>	<i>5.5%</i>	<i>6.7%</i>	<i>n/a</i>

Figure F.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – New South Wales

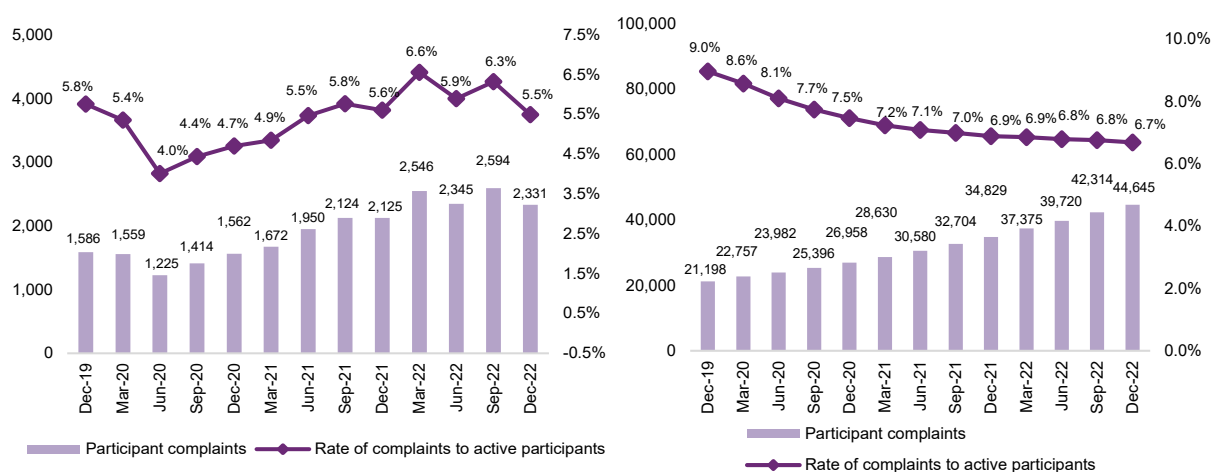
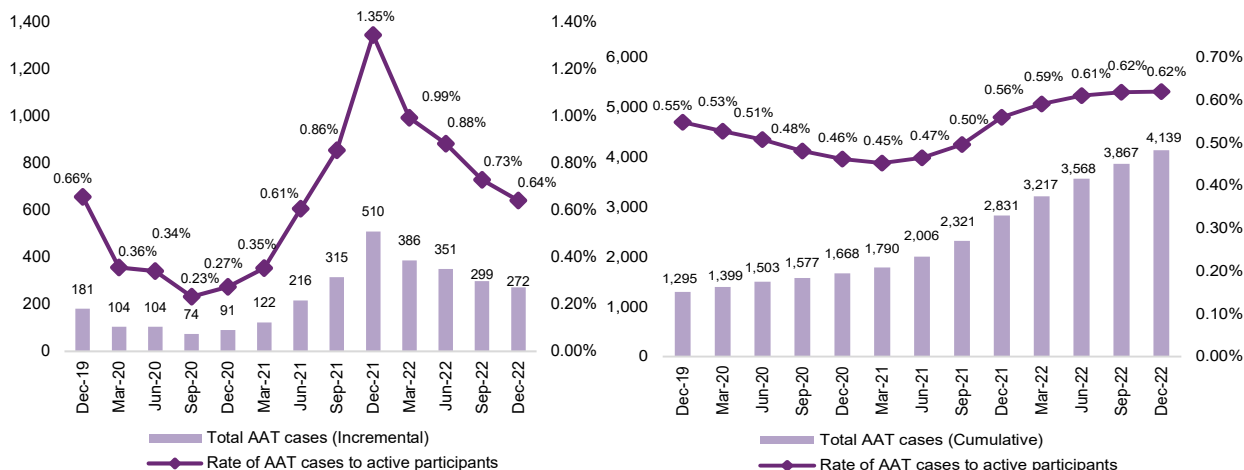


Figure F.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – New South Wales



⁹⁰ Note that 61% of all complainants made only one complaint, 20% made two complaints and 19% made three or more complaints.

⁹¹ Percentage of the number of active participants is calculated as the number of complaints made by people who have sought access divided by the number of active participants. The number of active participants used in the calculation takes into account the length of time participants have been in the Scheme.

Table F.23 Participant complaints by type. Complaints with a related party who has submitted an access request – New South Wales ⁹²

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	<11	n/a	<11	n/a	2,384	7%
Complaints about the Agency - Information unclear	742	2%	<11	n/a	744	2%
Complaints about the Agency - NDIA Access	587	2%	70	5%	657	2%
Complaints about the Agency - NDIA Engagement	27	0%	<11	n/a	33	0%
Complaints about the Agency - NDIA Finance	1,686	5%	129	8%	1,815	5%
Complaints about the Agency - NDIA Fraud and Compliance	93	0%	22	1%	115	0%
Complaints about the Agency - NDIA Plan	5,972	18%	603	39%	6,575	19%
Complaints about the Agency - NDIA Process	1,828	5%	214	14%	2,042	6%
Complaints about the Agency - NDIA Resources	185	1%	18	1%	203	1%
Complaints about the Agency - NDIA Staff	1,237	4%	155	10%	1,392	4%
Complaints about the Agency - NDIA Timeliness	4,183	12%	292	19%	4,475	13%
Complaints about the Agency - Participation, engagement and inclusion	178	1%	<11	n/a	180	1%
Complaints about the Agency - Provider Portal	44	0%	<11	n/a	44	0%
Complaints about the Agency - Quality & Safeguards Commission	13	0%	<11	n/a	15	0%
Complaints about the Agency - Reasonable and necessary supports	2,277	7%	<11	n/a	2,278	6%
Complaints about the Agency - Staff conduct - Agency	682	2%	<11	n/a	682	2%
Complaints about the Agency - The way the NDIA carried out its decision making	1,255	4%	<11	n/a	1,265	4%
Complaints about the Agency - Timeliness	5,952	18%	<11	n/a	5,955	17%
Complaints about the Agency - Other	4,660	14%	13	1%	4,673	13%
Complaints about the Agency - Total	33,984	100%	1,543	100%	35,527	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	38	54%	<11	n/a	43	57%
Complaints about ECA Partner - ECA Timeliness	15	21%	<11	n/a	15	20%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	70	100%	<11	n/a	76	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	103	20%	<11	n/a	108	19%
Complaints about LAC Partner - LAC Process	56	11%	<11	n/a	65	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	309	59%	35	65%	344	60%
Complaints about LAC Partner - LAC Timeliness	44	8%	<11	n/a	49	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	522	100%	54	100%	576	100%

⁹² There are 42,314 total participant complaints in Prior Quarters, 2,331 total participant complaints in 2022-23 Q2, and 44,645 total participant complaints as at 31 December 2022, including 1,522 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	144	6%	<11	n/a	146	6%
Complaints about service providers - Provider Finance	113	5%	17	12%	130	5%
Complaints about service providers - Provider Fraud and Compliance	136	6%	23	16%	159	6%
Complaints about service providers - Provider process	136	6%	<11	n/a	138	5%
Complaints about service providers - Provider Service	596	24%	59	41%	655	25%
Complaints about service providers - Provider Staff	255	10%	36	25%	291	11%
Complaints about service providers - Service Delivery	233	9%	<11	n/a	233	9%
Complaints about service providers - Staff conduct	212	9%	<11	n/a	214	8%
Complaints about service providers - Supports being provided	253	10%	<11	n/a	253	10%
Complaints about service providers - Other	385	16%	<11	n/a	387	15%
Complaints about service providers - Total	2,463	100%	143	100%	2,606	100%
Critical/ Reportable Incident - Allegations against a provider	1,168	31%	160	27%	1,328	31%
Critical/ Reportable Incident - Allegations against Informal Supports	495	13%	108	18%	603	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	573	15%	90	15%	663	15%
Critical/ Reportable Incident - Provider reporting	1,514	40%	227	39%	1,741	40%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	3,753	100%	585	100%	4,338	100%

Table F.24 AAT Cases by category at 31 December 2022 – New South Wales

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	882	23%	42	15%	924	22%
Plan	2,626	68%	205	75%	2,831	68%
Plan Reassessment	178	5%	<11	2%	183	4%
Other	181	5%	20	7%	201	5%
Total cases	3,867	100%	272	100%	4,139	100%
Percentage of the number of active participants	0.62%	n/a	0.64%	n/a	0.62%	n/a

Table F.25 AAT cases by open/closed and decision – New South Wales ^{93 94}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	4,139	3,756
Open AAT Cases	859	852
Closed AAT Cases	3,280	2,984
Resolved before hearing	3,183	2,896
Gone to hearing and received a substantive decision	97	88

⁹³ Of the 97 cases which went to hearing and received a substantive decision: 41 affirmed the Agency's decision, 23 varied the Agency's decision and 33 set aside the Agency's decision.

⁹⁴ 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 ^{95 96}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.29	1.26
Number of providers delivering new types of supports	799	707
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	89%	89%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	92%
Share of payments - top 25%: Participate Community (Percentage)	90%	90%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	89%
Share of payments - top 25%: Assist Personal Activities (Percentage)	91%	90%

Table F.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – New South Wales ⁹⁷

Activity	Number of providers
Active for the first time in 2022-23 Q2	200
Active in 2022-23 Q2 and also in previous quarters	4,194
Active in 2022-23 Q2	4,394
Inactive in 2022-23 Q2	5,564
Active ever	9,958

Table F.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – New South Wales ⁹⁸

Amount paid in 2022-23 Q2	Active in previous quarter and active this quarter	Inactive in previous quarter and active this quarter	Active for the first time this quarter	Total
\$0-\$2,000	557	101	77	735
\$2,001-\$10,000	832	56	67	955
\$10,001-\$100,000	1,357	28	45	1,430
\$100,001-\$250,000	413	<5	7	420
\$250,000+	848	<5	<5	854
Total	4,007	187	387	4,394

Table F.29 Proportion of active participants with approved plans accessing mainstream supports – New South Wales ⁹⁹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	12%	12%	12%
Health & Wellbeing	74%	76%	74%
Lifelong Learning	31%	27%	30%
Other	22%	26%	22%
Non-categorised	11%	9%	11%
Any mainstream service	97%	96%	97%

⁹⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

⁹⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

⁹⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁹⁸ 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.

⁹⁹ 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 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 F.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – New South Wales

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.6%	2.8%
\$5,001-\$10,000	6.7%	7.2%
\$10,001-\$15,000	11.6%	12.3%
\$15,001-\$20,000	14.0%	14.9%
\$20,001-\$25,000	10.3%	11.0%
\$25,001-\$30,000	4.5%	4.8%
\$30,001-\$50,000	13.2%	14.0%
\$50,001-\$100,000	16.8%	17.8%
\$100,001-\$150,000	6.5%	6.8%
\$150,001-\$200,000	3.3%	3.4%
\$200,001-\$250,000	2.1%	1.7%
\$250,001+	7.7%	2.6%

Figure F.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – New South Wales

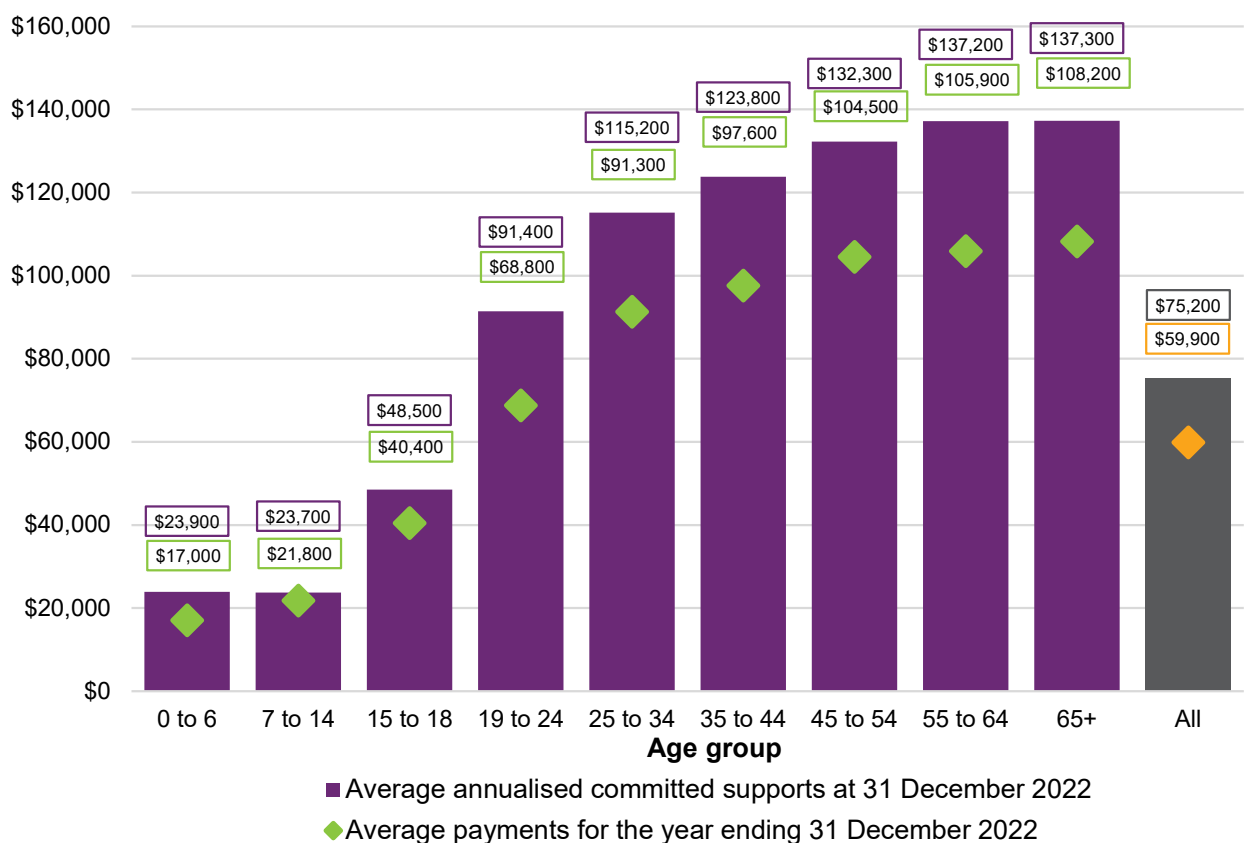


Figure F.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – New South Wales

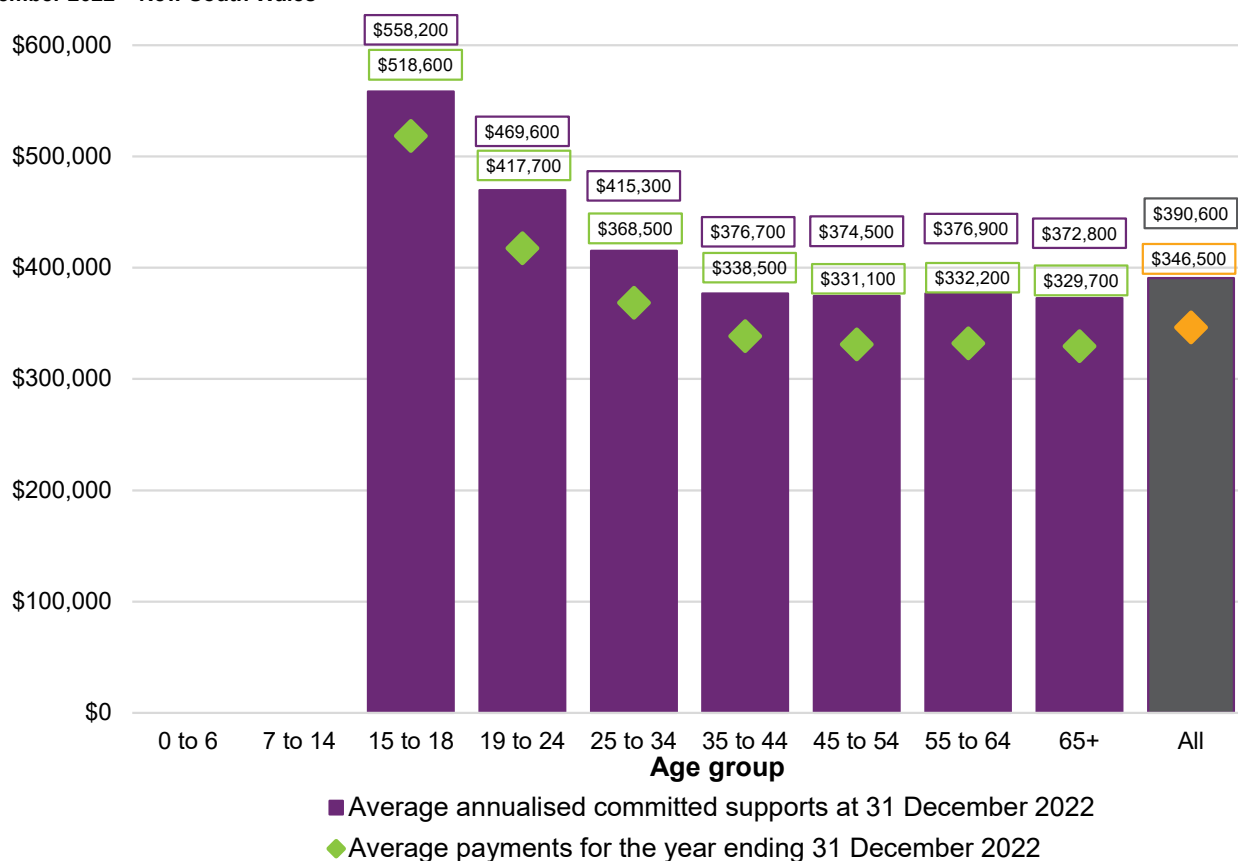


Figure F.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – New South Wales

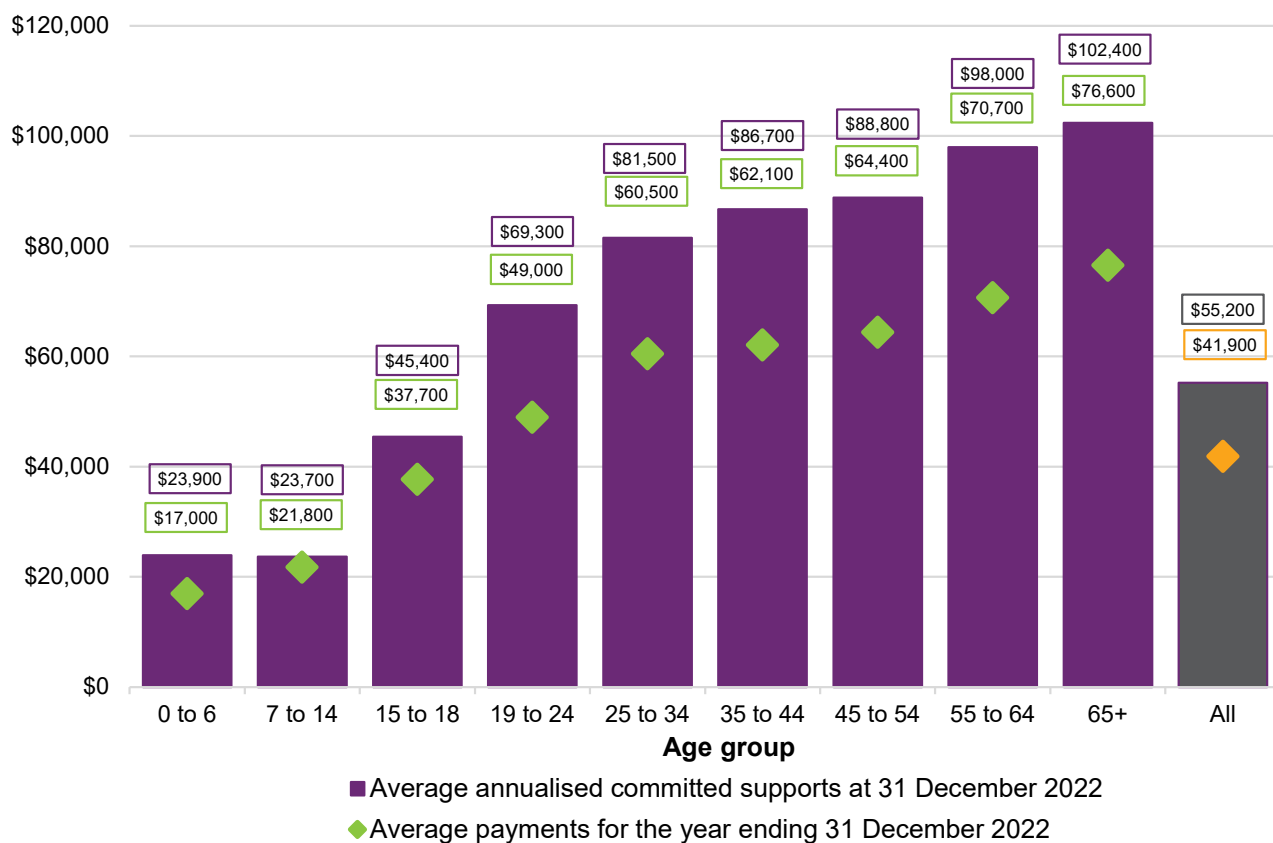


Figure F.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – New South Wales

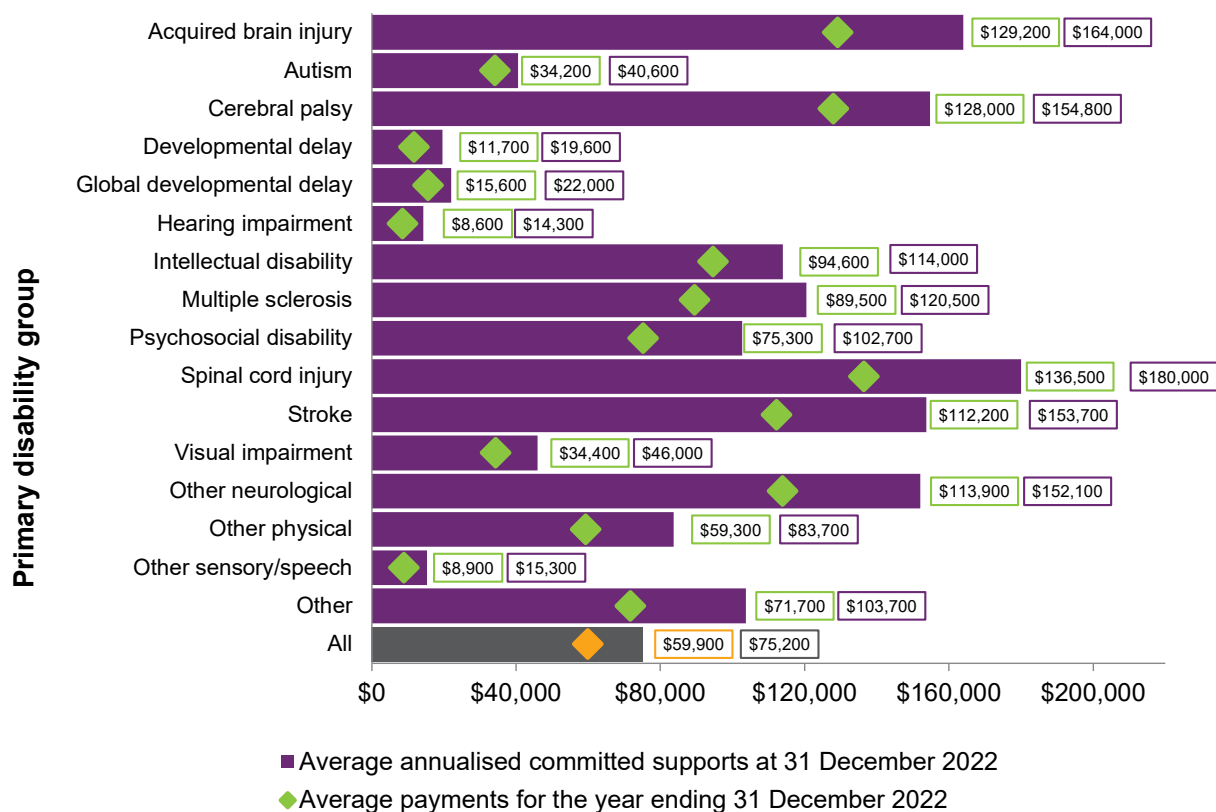


Figure F.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – New South Wales

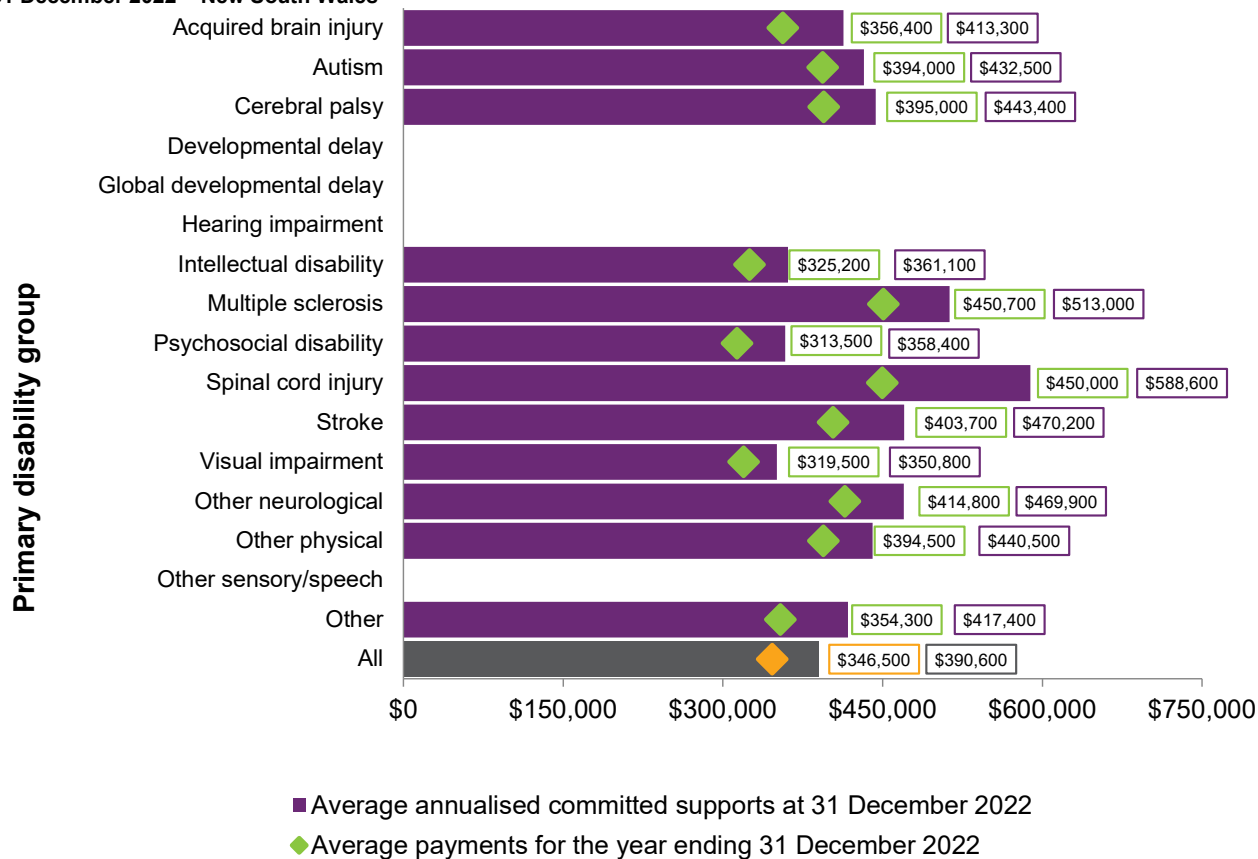


Figure F.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – New South Wales

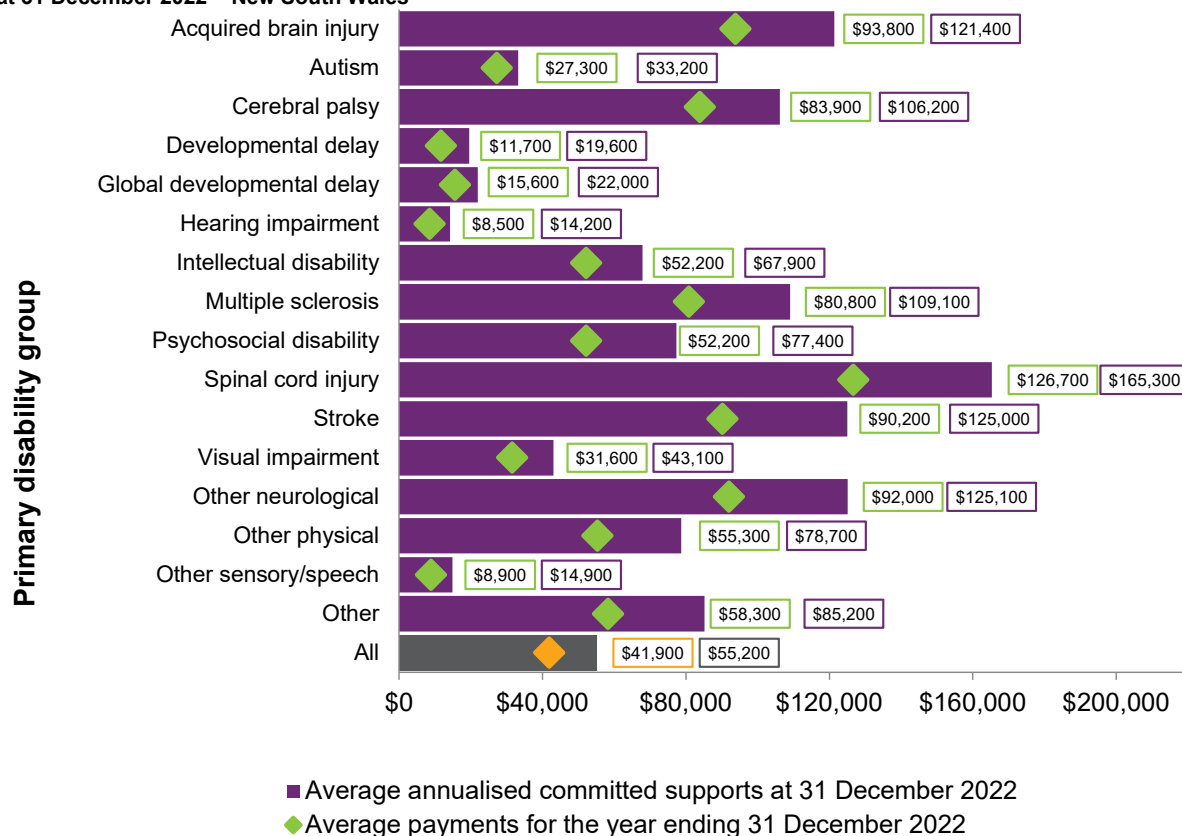


Figure F.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – New South Wales

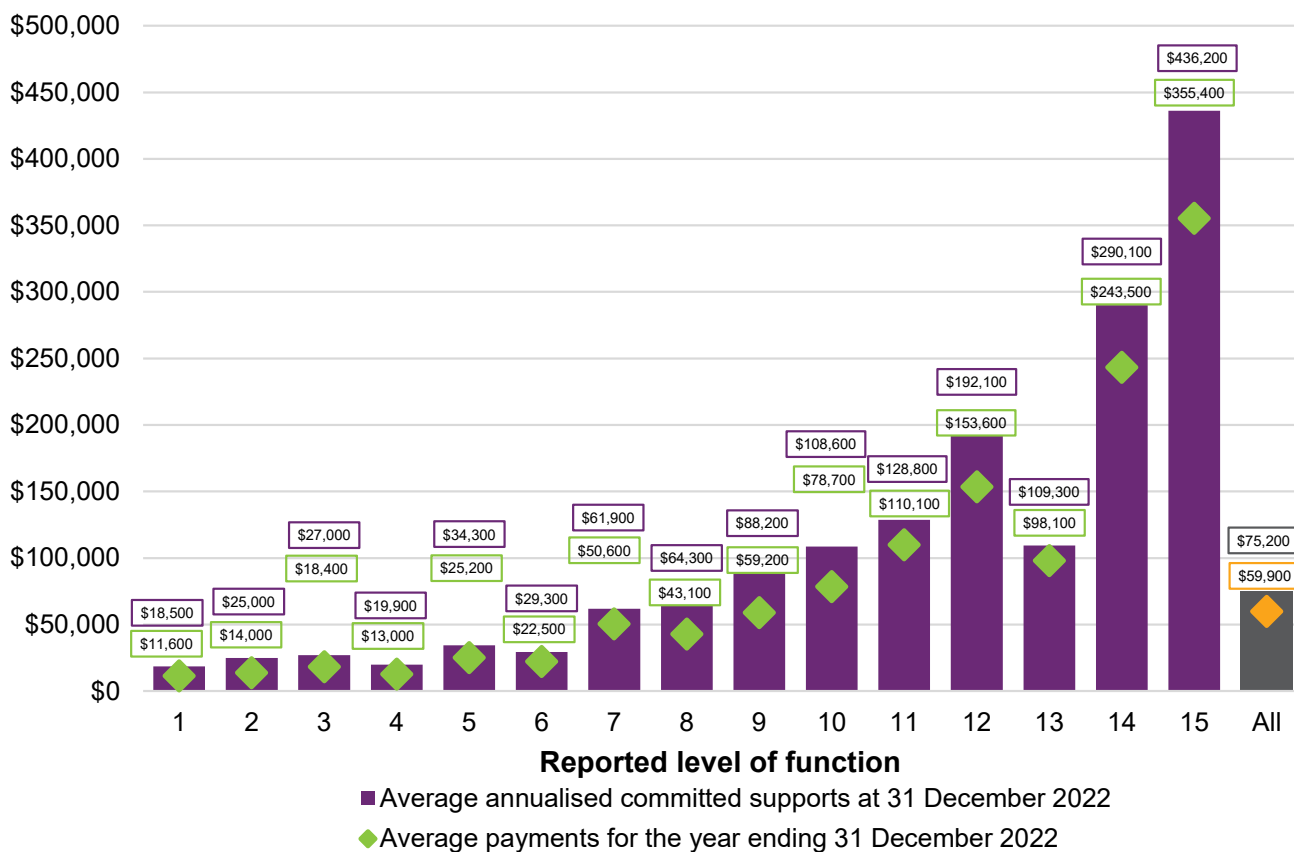


Figure F.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – New South Wales



Figure F.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – New South Wales

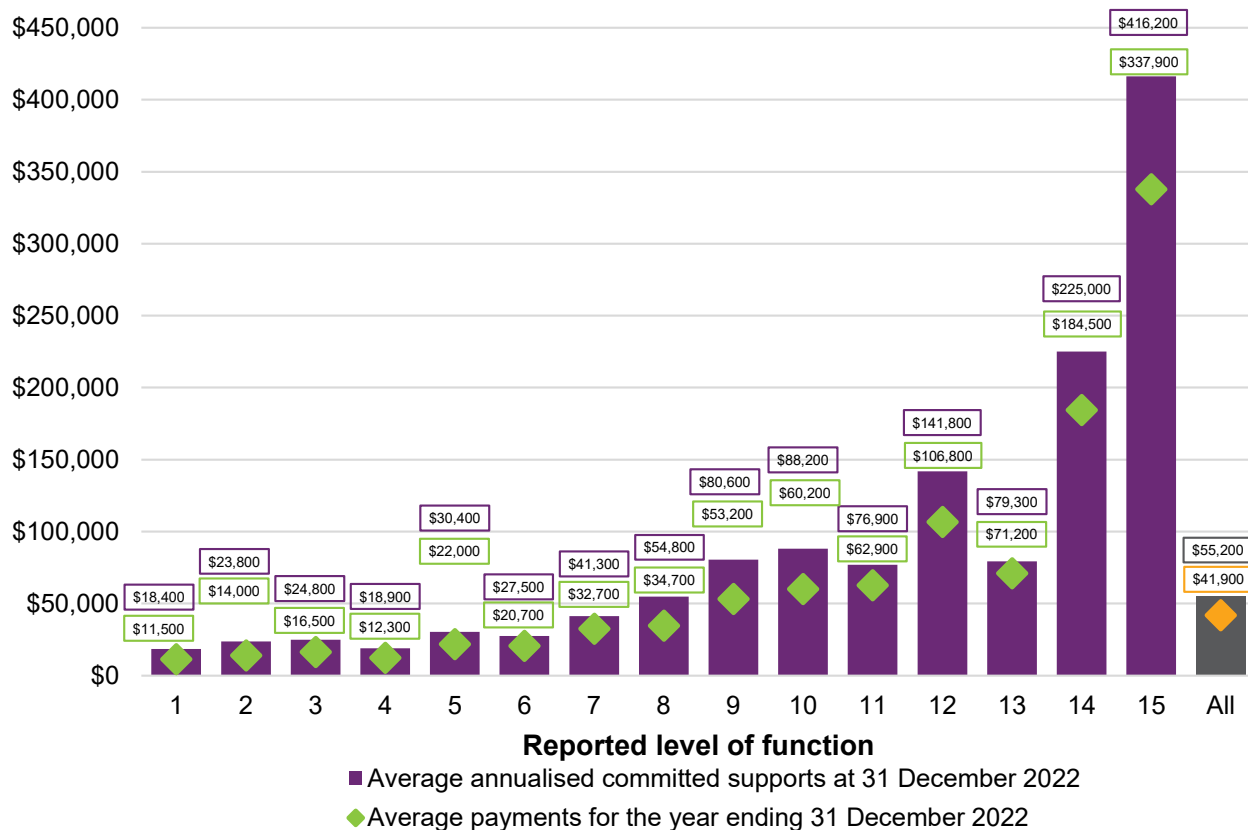


Table F.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – New South Wales ^{100 101}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$5,282.1	\$6,217.3
Core: Consumables	\$159.5	\$222.5
Core: Social and Civic	\$1,966.6	\$2,843.0
Core: Transport	\$317.9	\$153.5
Capacity Building: Choice and Control	\$120.1	\$136.9
Capacity Building: Daily Activities	\$1,150.8	\$1,998.4
Capacity Building: Employment	\$36.5	\$92.4
Capacity Building: Health and Wellbeing	\$18.1	\$32.8
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.00	\$0.06
Capacity Building: Relationships	\$138.0	\$270.1
Capacity Building: Social and Civic	\$42.3	\$114.7
Capacity Building: Support Coordination	\$234.5	\$313.7
Capital: Assistive Technology	\$191.8	\$396.2
Capital: Home Modifications	\$103.8	\$156.1
All	\$9,762.1	\$12,948.5

Table F.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – New South Wales ^{102 103}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,615.6	\$2,915.3
Core: Consumables	\$21.1	\$30.5
Core: Social and Civic	\$420.9	\$626.7
Core: Transport	\$21.3	\$25.4
Capacity Building: Choice and Control	\$7.1	\$8.3
Capacity Building: Daily Activities	\$62.4	\$106.3
Capacity Building: Employment	\$0.9	\$2.8
Capacity Building: Health and Wellbeing	\$2.4	\$4.3
Capacity Building: Home Living	\$0.001	\$0.008
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$57.1	\$97.7
Capacity Building: Social and Civic	\$1.0	\$2.5
Capacity Building: Support Coordination	\$41.9	\$53.1
Capital: Assistive Technology	\$23.3	\$48.6
Capital: Home Modifications	\$60.9	\$84.1
All	\$3,335.9	\$4,005.3

¹⁰⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁰¹ Total payments for home modifications in New South Wales were \$103.8m. Of which, \$75.3m (73%) has been paid for specialised disability accommodation (SDA) supports, and \$28.5m (27%) 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 \$156.1m. Of which, \$109.2m (70%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.9m (30%) has been allocated for non-SDA supports.

¹⁰² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁰³ Total payments for home modifications in New South Wales were \$60.9m. Of which, \$60.8m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.1m (0.2%) 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 \$84.1m. Of which, \$83.1m (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 December 2022 (\$m) – New South Wales ^{104 105}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,666.5	\$3,302.1
Core: Consumables	\$138.4	\$192.0
Core: Social and Civic	\$1,545.7	\$2,216.3
Core: Transport	\$296.7	\$128.1
Capacity Building: Choice and Control	\$113.0	\$128.6
Capacity Building: Daily Activities	\$1,088.4	\$1,892.2
Capacity Building: Employment	\$35.7	\$89.6
Capacity Building: Health and Wellbeing	\$15.7	\$28.6
Capacity Building: Home Living	\$0.1	\$0.8
Capacity Building: Lifelong learning	\$0.00	\$0.06
Capacity Building: Relationships	\$80.8	\$172.4
Capacity Building: Social and Civic	\$41.3	\$112.2
Capacity Building: Support Coordination	\$192.5	\$260.6
Capital: Assistive Technology	\$168.4	\$347.6
Capital: Home Modifications	\$42.9	\$72.1
All	\$6,426.3	\$8,943.2

Table F.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – New South Wales ¹⁰⁶

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	352.5	1,771.7	4,284.5	5,919.0	8,061.4	10,215.1	11,452.3	6,573.7
Total Paid	37.4	141.8	260.1	1,211.7	3,110.6	4,488.2	6,006.5	7,743.5	8,948.4	4,758.3
% utilised to date	74%	77%	74%	68%	73%	76%	75%	76%	78%	72%

Table F.35 Percentage change in plan budgets for active participants- New South Wales ^{107 108}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	2.7%	3.7%	4.9%	5.8%	4.9%	7.2%	10.4%	6.5%
Interplan Inflation	2.3%	-1.1%	1.0%	3.9%	2.1%	4.8%	9.7%	9.9%
Total Inflation	5.0%	2.7%	6.0%	9.7%	6.9%	12.1%	20.1%	16.4%

¹⁰⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

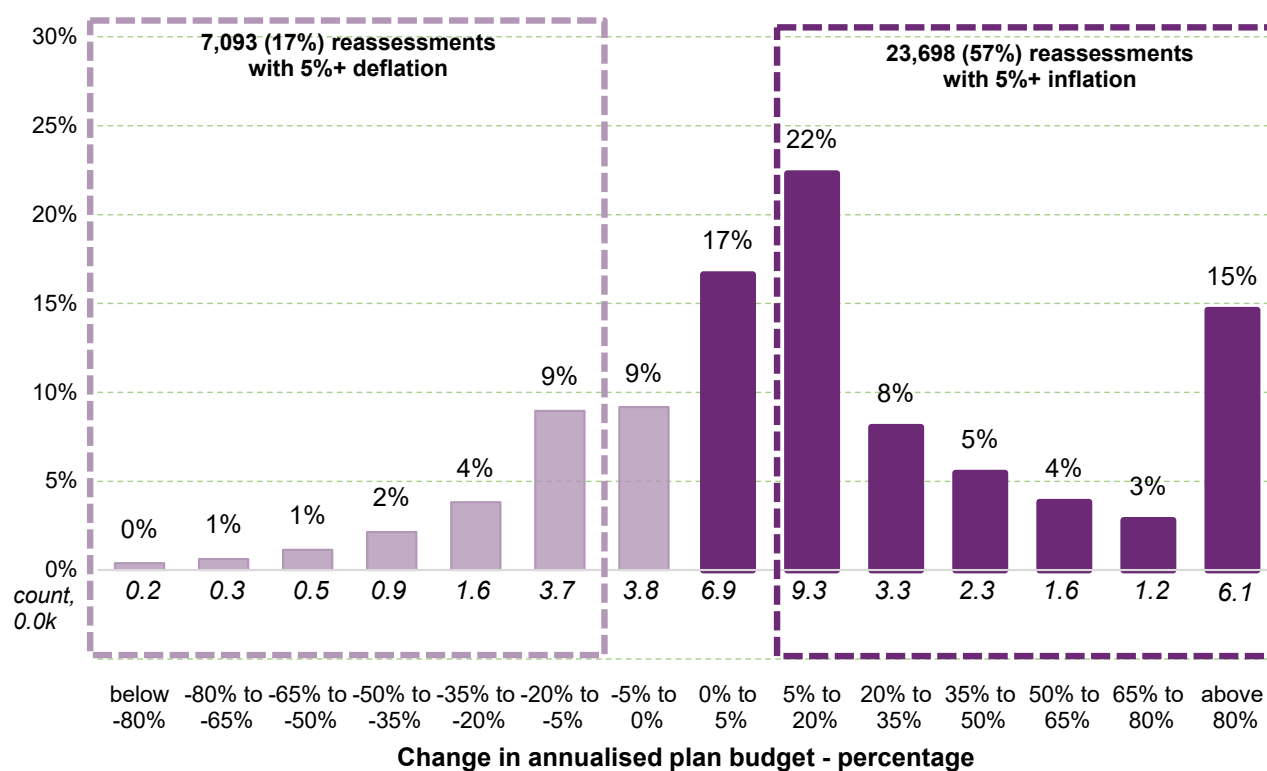
¹⁰⁵ Total payments for home modifications in New South Wales were \$42.9m. Of which, \$14.6m (34%) has been paid for specialised disability accommodation (SDA) supports, and \$28.3m (66%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.3m processed off-system in June 2022. Total annualised committed supports for home modifications in New South Wales were \$72.1m. Of which, \$26.1m (36%) has been allocated for specialised disability accommodation (SDA) supports, and \$46.0m (64%) has been allocated for non-SDA supports.

¹⁰⁶ 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.

¹⁰⁷ 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 2022, which impacts the September 2022 quarter.

¹⁰⁸ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure F.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – New South Wales ¹⁰⁹



¹⁰⁹ 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 ¹¹⁰

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	187,457	7,656	195,113
Active Eligible - Total	150,460	5,969	156,429
<i>Active Eligible - New</i>	81,422	5,749	87,171
<i>Active Eligible - State</i>	59,008	159	59,167
<i>Active Eligible - Commonwealth</i>	10,030	61	10,091
Active Participant Plans (excl ECA) - Total	147,458	5,740	153,198
<i>Active Participant Plans (excl ECA) - New</i>	79,269	5,508	84,777
<i>Active Participant Plans (excl ECA) - State</i>	58,218	171	58,389
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	9,971	61	10,032
Active Participant Plans - Total	150,596	8,917	156,375
<i>Active Participant Plans - Early Intervention (s25)</i>	41,666	3,430	45,096
<i>Active Participant Plans - Permanent Disability (s24)</i>	105,792	2,310	108,102
<i>Active Participant Plans - ECA</i>	3,138	3,177	3,177

Table G.2 People have left the Scheme since 1 July 2013 as at 31 December 2022 – Victoria

People leaving the Scheme	Total
Number of people who have left the Scheme	9,336
<i>Early Intervention participants</i>	2,084
<i>Permanent disability participants</i>	7,252

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

Age 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
0 to 6	37,283	98%	15,684	98%	797	97%	53,764	98%
7 to 14	19,651	90%	9,869	91%	508	85%	30,028	90%
15 to 18	5,887	92%	3,488	89%	183	86%	9,558	91%
19 to 24	5,189	90%	3,572	85%	127	76%	8,888	88%
25 to 34	7,033	89%	5,736	81%	182	76%	12,951	85%
35 to 44	7,147	86%	6,841	78%	136	71%	14,124	82%
45 to 54	8,641	82%	8,997	74%	164	64%	17,802	77%
55 to 64	10,046	76%	9,962	66%	161	53%	20,169	70%
65+	650	64%	548	52%	<11	n/a	1,206	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	101,527	90%	64,697	82%	2,266	81%	168,490	86%

¹¹⁰ 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 G.4 Assessment of access by primary disability group and gender – Victoria ¹¹¹

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	3,400	92%	1,695	91%	44	94%	5,139	92%
Autism	35,152	97%	14,624	97%	1,022	94%	50,798	97%
Cerebral palsy	2,365	97%	1,957	96%	41	91%	4,363	97%
Developmental delay	16,343	98%	6,729	98%	368	98%	23,440	98%
Global developmental delay	2,027	99%	848	99%	32	91%	2,907	99%
Hearing impairment	3,248	90%	3,482	88%	104	87%	6,834	89%
Intellectual disability	16,396	96%	11,630	95%	158	92%	28,184	96%
Multiple sclerosis	810	91%	2,450	90%	27	77%	3,287	90%
Psychosocial disability	9,839	78%	11,014	72%	235	59%	21,088	75%
Spinal cord injury	733	94%	349	91%	20	95%	1,102	93%
Stroke	1,271	85%	902	83%	19	73%	2,192	84%
Visual impairment	1,603	91%	1,561	90%	28	82%	3,192	90%
Other neurological	3,551	83%	3,112	81%	67	69%	6,730	82%
Other physical	2,493	47%	2,862	37%	57	31%	5,412	41%
Other sensory/speech	500	54%	206	47%	<11	n/a	712	52%
Other	1,117	43%	737	28%	32	33%	1,886	35%
Missing	679	99%	539	98%	<11	n/a	1,224	98%
Total	101,527	90%	64,697	82%	2,266	81%	168,490	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	4,732	3%	265	5%	4,997	3%
Non-First Nations Participants	117,565	80%	4,740	83%	122,305	80%
Not Stated	25,161	17%	735	13%	25,896	17%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Victoria ¹¹²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	17,339	12%	593	10%	17,932	12%
Not culturally and linguistically diverse	130,080	88%	5,147	90%	135,227	88%
Not stated	39	0%	<11	n/a	39	0%
Total	147,458	100%	5,740	100%	153,198	100%

¹¹¹ Down syndrome is included in intellectual disability.

¹¹² The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table G.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Victoria ¹¹³

Age group	Total number of active participants
Under 45	24
45 to 54	120
55 to 64	592
Total YPIRAC (under 65)	736

Table G.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Victoria ¹¹⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	37	1,002
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

Table G.9 Participant profile per quarter by remoteness – Victoria ^{115 116}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	107,092	73%	4,231	74%	111,323	73%
Population > 50,000	13,775	9%	557	10%	14,332	9%
Population between 15,000 and 50,000	9,688	7%	369	6%	10,057	7%
Population between 5,000 and 15,000	8,175	6%	245	4%	8,420	5%
Population less than 5,000	8,665	6%	335	6%	9,000	6%
Remote	58	0%	<11	n/a	61	0%
Very Remote	<11	n/a	<11	n/a	<11	n/a
Missing	<11	n/a	<11	n/a	<11	n/a
Total	147,458	100%	5,740	100%	153,198	100%

¹¹³ There are a further 531 active participants aged 65 years or over who are currently in residential aged care.

¹¹⁴ 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.

¹¹⁵ The distributions are calculated excluding active participants with a missing remoteness classification.

¹¹⁶ 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 ^{117 118 119}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	48,137	33%	1,567	27%	49,704	32%
Intellectual disability	26,199	18%	366	6%	26,565	17%
Psychosocial disability	18,678	13%	462	8%	19,140	12%
Developmental delay	17,281	12%	2,280	40%	19,561	13%
Hearing impairment	6,349	4%	177	3%	6,526	4%
Other neurological	5,126	3%	174	3%	5,300	3%
Other physical	4,319	3%	96	2%	4,415	3%
Cerebral palsy	4,128	3%	26	0%	4,154	3%
Acquired brain injury	4,341	3%	115	2%	4,456	3%
Global developmental delay	2,329	2%	179	3%	2,508	2%
Visual impairment	2,824	2%	48	1%	2,872	2%
Multiple sclerosis	2,999	2%	72	1%	3,071	2%
Stroke	1,827	1%	60	1%	1,887	1%
Spinal cord injury	959	1%	19	0%	978	1%
Other	1,499	1%	95	2%	1,594	1%
Other sensory/speech	463	0%	<11	n/a	467	0%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.11 Participant profile per quarter (participants in SIL) by primary disability group – Victoria ^{120 121}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	711	11%	<11	n/a	711	11%
Intellectual disability	3,395	55%	<11	n/a	3,396	55%
Psychosocial disability	423	7%	<11	n/a	425	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	252	4%	<11	n/a	253	4%
Other physical	57	1%	<11	n/a	57	1%
Cerebral palsy	625	10%	<11	n/a	625	10%
Acquired brain injury	452	7%	<11	n/a	453	7%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	20	0%	<11	n/a	20	0%
Multiple sclerosis	112	2%	<11	n/a	112	2%
Stroke	92	1%	<11	n/a	92	1%
Spinal cord injury	40	1%	<11	n/a	41	1%
Other	33	1%	<11	n/a	34	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	6,218	100%	<11	n/a	6,225	100%

¹¹⁷ Table order based on national proportions in Table E.10 (highest to lowest).¹¹⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.¹¹⁹ Down syndrome is included in intellectual disability, representing 2% (2,828) of all Scheme participants in Victoria.¹²⁰ 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.¹²¹ Down syndrome is included in intellectual disability, representing 8% (526) of participants in SIL.

Table G.12 Participant profile per quarter (participants not in SIL) by primary disability group – Victoria ¹²²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	47,426	34%	1,567	27%	48,993	33%
Intellectual disability	22,804	16%	365	6%	23,169	16%
Psychosocial disability	18,255	13%	460	8%	18,715	13%
Developmental delay	17,281	12%	2,280	40%	19,561	13%
Hearing impairment	6,344	4%	177	3%	6,521	4%
Other neurological	4,874	3%	173	3%	5,047	3%
Other physical	4,262	3%	96	2%	4,358	3%
Cerebral palsy	3,503	2%	26	0%	3,529	2%
Acquired brain injury	3,889	3%	114	2%	4,003	3%
Global developmental delay	2,328	2%	179	3%	2,507	2%
Visual impairment	2,804	2%	48	1%	2,852	2%
Multiple sclerosis	2,887	2%	72	1%	2,959	2%
Stroke	1,735	1%	60	1%	1,795	1%
Spinal cord injury	919	1%	18	0%	937	1%
Other	1,466	1%	94	2%	1,560	1%
Other sensory/speech	463	0%	<11	n/a	467	0%
Total	141,240	100%	5,733	100%	146,973	100%

Table G.13 Participant profile per quarter by reported level of function – Victoria ¹²³

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	16,073	11%	1,728	30%	17,801	12%
2 (High Function)	382	0%	27	0%	409	0%
3 (High Function)	7,525	5%	488	9%	8,013	5%
4 (High Function)	8,051	5%	256	4%	8,307	5%
5 (High Function)	11,713	8%	541	9%	12,254	8%
6 (Moderate Function)	31,740	22%	1,304	23%	33,044	22%
7 (Moderate Function)	8,380	6%	242	4%	8,622	6%
8 (Moderate Function)	8,545	6%	197	3%	8,742	6%
9 (Moderate Function)	706	0%	20	0%	726	0%
10 (Moderate Function)	15,596	11%	333	6%	15,929	10%
11 (Low Function)	4,549	3%	47	1%	4,596	3%
12 (Low Function)	22,594	15%	423	7%	23,017	15%
13 (Low Function)	9,328	6%	129	2%	9,457	6%
14 (Low Function)	2,166	1%	<11	n/a	2,171	1%
15 (Low Function)	48	0%	<11	n/a	48	0%
Missing	62	n/a	<11	n/a	62	n/a
Total	147,458	100%	5,740	100%	153,198	100%

¹²² Down syndrome is included in intellectual disability, representing 2%(2,302) of participants not in SIL.¹²³ The distributions are calculated excluding participants with a missing reported level of function.

Table G.14 Participant profile per quarter by age group – Victoria

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	24,057	16%	2,763	48%	26,820	18%
7 to 14	39,087	27%	1,031	18%	40,118	26%
15 to 18	11,370	8%	294	5%	11,664	8%
19 to 24	10,968	7%	173	3%	11,141	7%
25 to 34	12,806	9%	291	5%	13,097	9%
35 to 44	12,254	8%	309	5%	12,563	8%
45 to 54	14,431	10%	377	7%	14,808	10%
55 to 64	16,298	11%	459	8%	16,757	11%
65+	6,187	4%	43	1%	6,230	4%
Total	147,458	100%	5,740	100%	153,198	100%

Table G.15 Participation rates by age group and gender at 31 December 2022 – Victoria ¹²⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.9%	2.8%	4.5%
7 to 14	7.8%	3.7%	5.9%
15 to 18	4.5%	2.6%	3.6%
19 to 24	2.4%	1.5%	2.0%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.9%	1.9%
Total (aged 0-64)	3.0%	1.9%	2.5%

¹²⁴ 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/carers 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=14,974), 'participant social and community engagement rate' (n=15,021), 'parent and carer employment rate' (n=14,089) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=10,927) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Victoria ¹²⁵

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	19%	26%
Participant employment rate - Aged 25 to 34 years	25%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	23%	21%	23%	26%
Participant employment rate - Aged 45 to 54 years	20%	19%	19%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	13%	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%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	32%	37%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	33%	35%	36%	46%
Participant social and community engagement rate - Aged 45 to 54 years	32%	36%	36%	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	38%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	33%	36%	37%	46%
Participant social and community engagement rate - Aged 15+ years	33%	36%	37%	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%

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 December 2020 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=11,768), 'participant social and community engagement rate' (n=11,844), 'parent and carer employment rate' (n=8,051) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=9,849) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Victoria ¹²⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	16%	19%	26%	10%	13%
Participant employment rate - Aged 25 to 34 years	25%	25%	22%	26%	26%	25%	25%
Participant employment rate - Aged 35 to 44 years	27%	27%	22%	26%	26%	27%	27%
Participant employment rate - Aged 45 to 54 years	24%	24%	20%	22%	26%	24%	24%
Participant employment rate - Aged 55 to 64 years	18%	18%	15%	15%	26%	18%	18%
Participant employment rate - Aged 65+ years	11%	11%	10%	8%	26%	11%	11%
Participant employment rate - Aged 25 to 64 years	23%	23%	20%	22%	26%	23%	23%
Participant employment rate - Aged 15 to 64 years	20%	21%	19%	21%	26%	20%	21%
Participant social and community engagement rate - Aged 15 to 24 years	33%	37%	39%	39%	46%	33%	37%
Participant social and community engagement rate - Aged 25 to 34 years	35%	41%	44%	43%	46%	35%	41%
Participant social and community engagement rate - Aged 35 to 44 years	38%	42%	44%	43%	46%	38%	42%
Participant social and community engagement rate - Aged 45 to 54 years	33%	37%	37%	37%	46%	33%	37%
Participant social and community engagement rate - Aged 55 to 64 years	36%	39%	40%	40%	46%	36%	39%
Participant social and community engagement rate - Aged 65+ years	38%	45%	43%	45%	46%	38%	45%
Participant social and community engagement rate - Aged 25+ years	36%	40%	41%	41%	46%	36%	40%
Participant social and community engagement rate - Aged 15+ years	35%	39%	41%	41%	46%	35%	39%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	49%	52%	50%	45%	48%
Parent and carer employment rate - Aged 15+ years	47%	49%	50%	48%	50%	47%	49%
Parent and carer employment rate - All ages	46%	48%	49%	50%	50%	46%	48%
Participant Choice and Control - Aged 15 to 24 years	n/a	58%	65%	70%	75%	n/a	58%
Participant Choice and Control - Aged 25+ years	n/a	65%	73%	78%	75%	n/a	65%
Participant Choice and Control - Aged 15+ years	n/a	63%	71%	76%	75%	n/a	63%

¹²⁶ 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 December 2019 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=6,132), 'participant social and community engagement rate' (n=6,158), 'parent and carer employment rate' (n=3,299) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=5,310) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Victoria ¹²⁷

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	14%	15%	18%	21%	26%
Participant employment rate - Aged 25 to 34 years	25%	26%	27%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	28%	27%	31%	24%	28%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	25%	20%	24%	26%
Participant employment rate - Aged 55 to 64 years	20%	19%	17%	15%	14%	26%
Participant employment rate - Aged 65+ years	12%	13%	11%	12%	9%	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	25%	20%	23%	26%
Participant employment rate - Aged 15 to 64 years	22%	23%	23%	19%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	38%	42%	41%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	38%	43%	45%	47%	45%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	40%	43%	43%	45%	46%
Participant social and community engagement rate - Aged 45 to 54 years	36%	37%	40%	39%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	39%	41%	42%	44%	41%	46%
Participant social and community engagement rate - Aged 65+ years	38%	43%	47%	49%	47%	46%
Participant social and community engagement rate - Aged 25+ years	38%	41%	43%	44%	43%	46%
Participant social and community engagement rate - Aged 15+ years	37%	40%	43%	43%	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%	49%	49%	48%	50%
Parent and carer employment rate - All ages	44%	49%	48%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	55%	64%	66%	71%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	72%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	69%	72%	77%	75%

¹²⁷ 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 December 2018 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=2,102), 'participant social and community engagement rate' (n=2,133), 'parent and carer employment rate' (n=890) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,762) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Victoria ¹²⁸

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	11%	13%	17%	19%	18%	22%	26%
Participant employment rate - Aged 25 to 34 years	20%	25%	25%	31%	22%	26%	26%
Participant employment rate - Aged 35 to 44 years	29%	27%	28%	27%	20%	27%	26%
Participant employment rate - Aged 45 to 54 years	26%	28%	26%	28%	29%	23%	26%
Participant employment rate - Aged 55 to 64 years	25%	22%	19%	18%	18%	17%	26%
Participant employment rate - Aged 65+ years	13%	12%	11%	12%	9%	12%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	24%	26%	22%	23%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	25%	22%	23%	26%
Participant social and community engagement rate - Aged 15 to 24 years	30%	36%	42%	40%	40%	37%	46%
Participant social and community engagement rate - Aged 25 to 34 years	30%	38%	41%	48%	42%	39%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	42%	43%	43%	44%	42%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	41%	40%	46%	44%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	34%	38%	41%	43%	39%	42%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	50%	44%	39%	44%	46%
Participant social and community engagement rate - Aged 25+ years	34%	40%	42%	45%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	33%	39%	42%	44%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	42%	44%	53%	42%	49%	50%
Parent and carer employment rate - Aged 15+ years	43%	47%	49%	47%	38%	47%	50%
Parent and carer employment rate - All ages	41%	44%	46%	51%	40%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	62%	66%	64%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	63%	70%	73%	80%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	67%	71%	74%	77%	75%

¹²⁸ 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 December 2017 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=269), 'participant social and community engagement rate' (n=281), 'parent and carer employment rate' (n=107) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=195) 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 December 2016 - Victoria ¹²⁹

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	15%	20%	14%	14%	18%	13%	14%	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	14%	16%	13%	12%	13%	11%	13%	26%
Participant employment rate - Aged 15 to 64 years	13%	15%	13%	15%	11%	10%	13%	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	42%	42%	42%	31%	40%	46%	49%	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	33%	35%	36%	30%	23%	38%	36%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	40%	39%	50%	35%	45%	43%	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	38%	40%	43%	40%	37%	44%	45%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	40%	39%	38%	43%	44%	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	42%	48%	46%	55%	61%	50%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	70%	59%	57%	57%	70%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	67%	71%	78%	81%	78%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	68%	70%	71%	75%	78%	75%

¹²⁹ 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 December 2016 and have had a sixth plan reassessment to date.

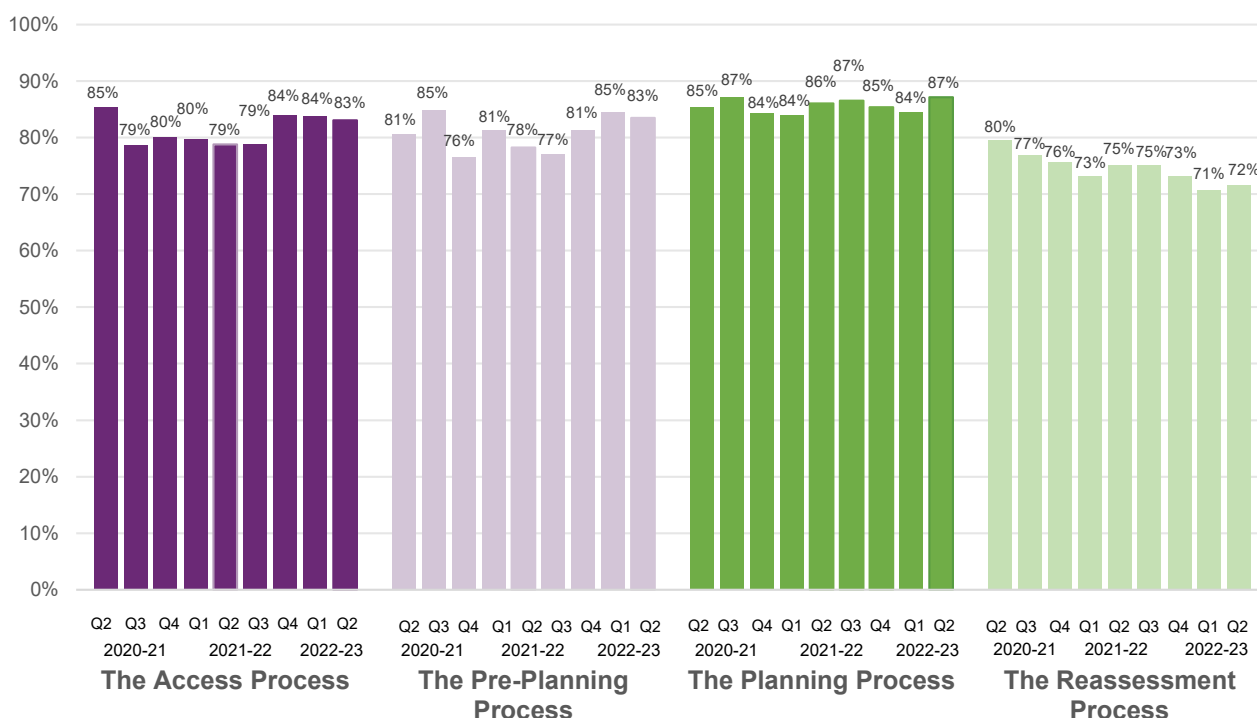
Part Three: Participant experience

Table G.21 Proportion of participants who agreed with statements about 'Access' (n = 2,094 in Prior Quarters, n = 272 in 2022-23 Q2), 'Pre-planning' (n = 1,935 in Prior Quarters, n = 236 in 2022-23 Q2), 'Planning' (n = 8,866 in Prior Quarters, n = 1,214 in 2022-23 Q2) and 'Plan reassessment' (n = 20,288 in Prior Quarters, n = 2,085 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Victoria ¹³⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	87%	88%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	77%	80%
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%	89%
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%	66%
Pre-planning - Do you know where to go for more help with your plan?	74%	76%
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?	97%	98%
Planning - Were decisions about your plan clearly explained?	89%	90%
Planning - Are you clear on what happens next with your plan?	84%	83%
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.	85%	87%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	81%	78%
Plan reassessment - Did you feel prepared for your plan reassessment?	86%	84%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	88%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	75%	72%

¹³⁰ 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 ¹³¹



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 G.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.

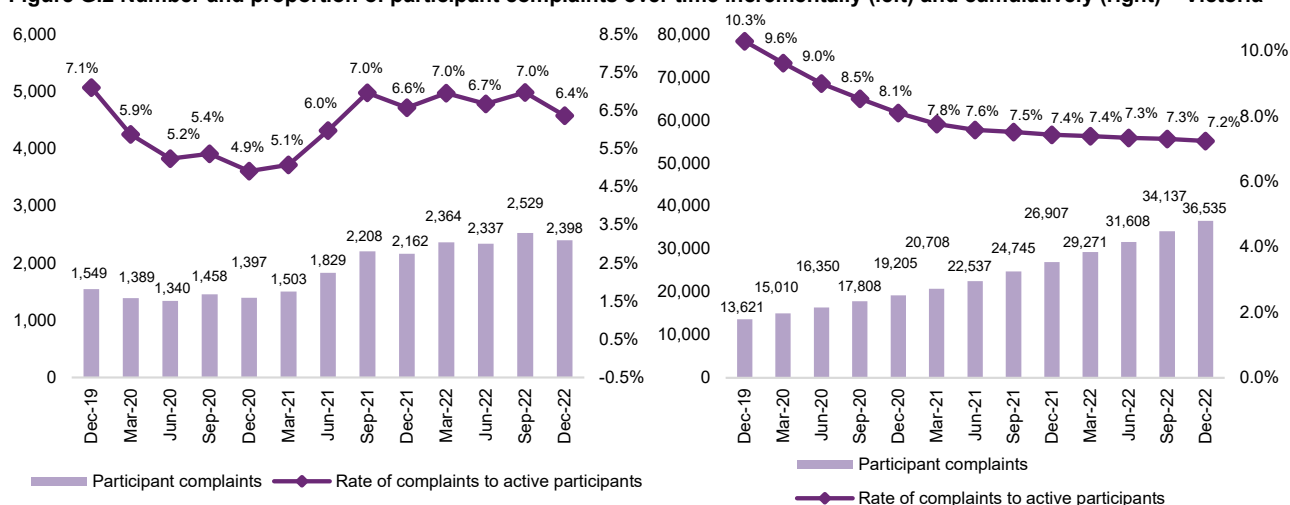
Table G.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹³¹ 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.

Table G.22 Complaints by quarter – Victoria ^{132 133}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	125	<11	128	119
People who have submitted an access request: Complaint about LAC Partner	466	42	508	464
People who have submitted an access request: Complaints about service providers	1,877	142	2,019	1,625
People who have submitted an access request: Complaints about the Agency	27,077	1,561	28,638	15,153
People who have submitted an access request: Critical/ Reportable Incident	3,954	650	4,604	3,501
People who have submitted an access request: Unclassified	638	<11	638	591
People who have submitted an access request: Total	34,137	2,398	36,535	18,913
<i>Percentage of the number of active participants</i>	<i>7.3%</i>	<i>6.4%</i>	<i>7.2%</i>	<i>n/a</i>

Figure G.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Victoria



¹³² Note that 62% of all complainants made only one complaint, 19% made two complaints and 19% made three or more complaints.

¹³³ 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 ¹³⁴

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	1,127	4%	<11	n/a	1,127	4%
Complaints about the Agency - Information unclear	476	2%	<11	n/a	480	2%
Complaints about the Agency - NDIA Access	597	2%	65	4%	662	2%
Complaints about the Agency - NDIA Engagement	24	0%	<11	n/a	25	0%
Complaints about the Agency - NDIA Finance	1,691	6%	138	9%	1,829	6%
Complaints about the Agency - NDIA Fraud and Compliance	93	0%	13	1%	106	0%
Complaints about the Agency - NDIA Plan	5,285	20%	639	41%	5,924	21%
Complaints about the Agency - NDIA Process	1,709	6%	193	12%	1,902	7%
Complaints about the Agency - NDIA Resources	168	1%	17	1%	185	1%
Complaints about the Agency - NDIA Staff	1,230	5%	153	10%	1,383	5%
Complaints about the Agency - NDIA Timeliness	4,154	15%	308	20%	4,462	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	18	0%	<11	n/a	20	0%
Complaints about the Agency - Reasonable and necessary supports	1,562	6%	<11	n/a	1,562	5%
Complaints about the Agency - Staff conduct - Agency	441	2%	<11	n/a	444	2%
Complaints about the Agency - The way the NDIA carried out its decision making	757	3%	<11	n/a	763	3%
Complaints about the Agency - Timeliness	4,476	17%	<11	n/a	4,481	16%
Complaints about the Agency - Other	3,142	12%	14	1%	3,156	11%
Complaints about the Agency - Total	27,077	100%	1,561	100%	28,638	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	13	10%	<11	n/a	14	11%
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	32	26%	<11	n/a	33	26%
Complaints about ECA Partner - ECA Timeliness	69	55%	<11	n/a	69	54%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	125	100%	<11	n/a	128	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	77	17%	<11	n/a	84	17%
Complaints about LAC Partner - LAC Process	55	12%	<11	n/a	56	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	286	61%	29	69%	315	62%
Complaints about LAC Partner - LAC Timeliness	43	9%	<11	n/a	48	9%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	466	100%	42	100%	508	100%

¹³⁴ There are 34,137 total participant complaints in Prior Quarters, 2,398 total participant complaints in 2022-23 Q2, and 36,535 total participant complaints as at 31 December 2022, including 638 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider costs	50	3%	<11	n/a	50	2%
Complaints about service providers - Provider Finance	86	5%	<11	n/a	95	5%
Complaints about service providers - Provider Fraud and Compliance	145	8%	17	12%	162	8%
Complaints about service providers - Provider process	89	5%	<11	n/a	89	4%
Complaints about service providers - Provider Service	662	35%	78	55%	740	37%
Complaints about service providers - Provider Staff	270	14%	35	25%	305	15%
Complaints about service providers - Service Delivery	119	6%	<11	n/a	119	6%
Complaints about service providers - Staff conduct	114	6%	<11	n/a	116	6%
Complaints about service providers - Supports being provided	131	7%	<11	n/a	132	7%
Complaints about service providers - Other	211	11%	<11	n/a	211	10%
Complaints about service providers - Total	1,877	100%	142	100%	2,019	100%
Critical/ Reportable Incident - Allegations against a provider	1,043	26%	152	23%	1,195	26%
Critical/ Reportable Incident - Allegations against Informal Supports	394	10%	95	15%	489	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	798	20%	135	21%	933	20%
Critical/ Reportable Incident - Provider reporting	1,713	43%	268	41%	1,981	43%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	3,954	100%	650	100%	4,604	100%

Table G.24 AAT Cases by category at 31 December 2022 – Victoria

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	648	20%	63	20%	711	20%
Plan	2,299	70%	224	71%	2,523	70%
Plan Reassessment	91	3%	<11	n/a	95	3%
Other	227	7%	25	8%	252	7%
Total cases	3,265	100%	316	100%	3,581	100%
Percentage of the number of active participants	0.70%	n/a	0.84%	n/a	0.71%	n/a

Figure G.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Victoria

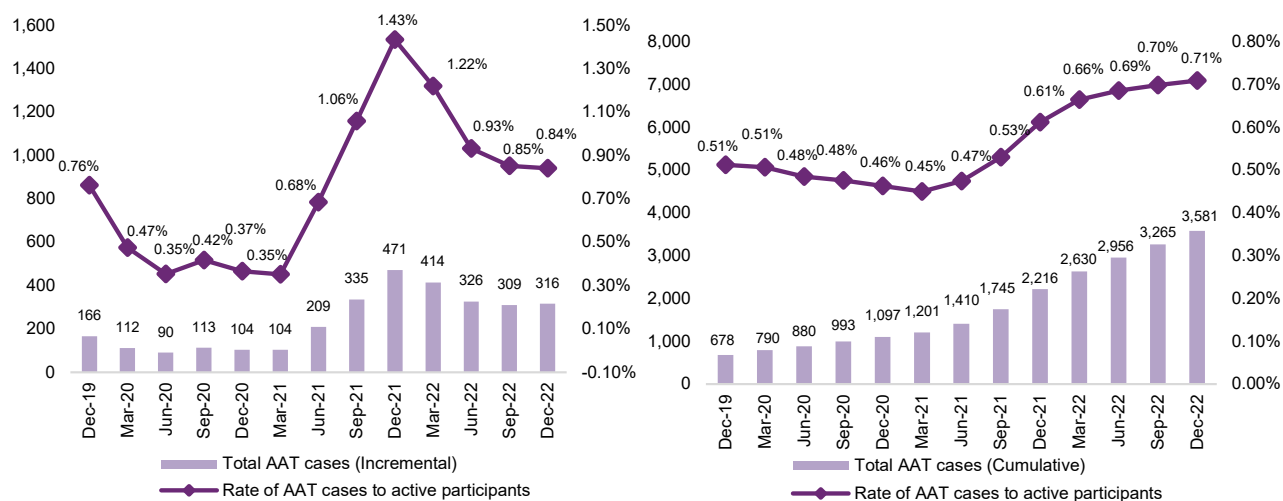


Table G.25 AAT cases by open/closed and decision – Victoria ^{135 136}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	3,581	3,239
Open AAT Cases	929	917
Closed AAT Cases	2,652	2,424
<i>Resolved before hearing</i>	<i>2,586</i>	<i>2,368</i>
<i>Gone to hearing and received a substantive decision</i>	<i>66</i>	<i>56</i>

¹³⁵ Of the 66 cases which went to hearing and received a substantive decision: 20 affirmed the Agency's decision, 14 varied the Agency's decision and 32 set aside the Agency's decision.

¹³⁶ 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 ^{137 138}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.09	1.07
Number of providers delivering new types of supports	558	497
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	91%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	97%
Share of payments - top 25%: Participate Community (Percentage)	95%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	92%	92%
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 December 2022 by quarter of activity – Victoria ¹³⁹

Activity	Number of providers
Active for the first time in 2022-23 Q2	135
Active in 2022-23 Q2 and also in previous quarters	2,659
Active in 2022-23 Q2	2,794
Inactive in 2022-23 Q2	4,445
Active ever	7,239

Table G.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Victoria ¹⁴⁰

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	428	93	49	570
\$2,001-\$10,000	522	46	49	617
\$10,001-\$100,000	819	16	30	865
\$100,001-\$250,000	276	<5	<5	283
\$250,000+	454	<5	<5	459
Total	2,499	160	387	2,794

Table G.29 Proportion of active participants with approved plans accessing mainstream supports – Victoria ¹⁴¹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	15%	18%	15%
Health & Wellbeing	61%	62%	61%
Lifelong Learning	25%	24%	25%
Other	19%	21%	20%
Non-categorised	19%	17%	18%
Any mainstream service	96%	96%	96%

¹³⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹³⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹³⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁴⁰ 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.

¹⁴¹ 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 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 G.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Victoria

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	1.8%	1.8%
\$5,001-\$10,000	5.2%	5.4%
\$10,001-\$15,000	10.5%	11.0%
\$15,001-\$20,000	13.9%	14.5%
\$20,001-\$25,000	11.9%	12.4%
\$25,001-\$30,000	5.7%	5.9%
\$30,001-\$50,000	15.7%	16.4%
\$50,001-\$100,000	18.1%	18.9%
\$100,001-\$150,000	6.1%	6.3%
\$150,001-\$200,000	2.9%	2.9%
\$200,001-\$250,000	1.7%	1.5%
\$250,001+	6.1%	2.6%

Figure G.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Victoria

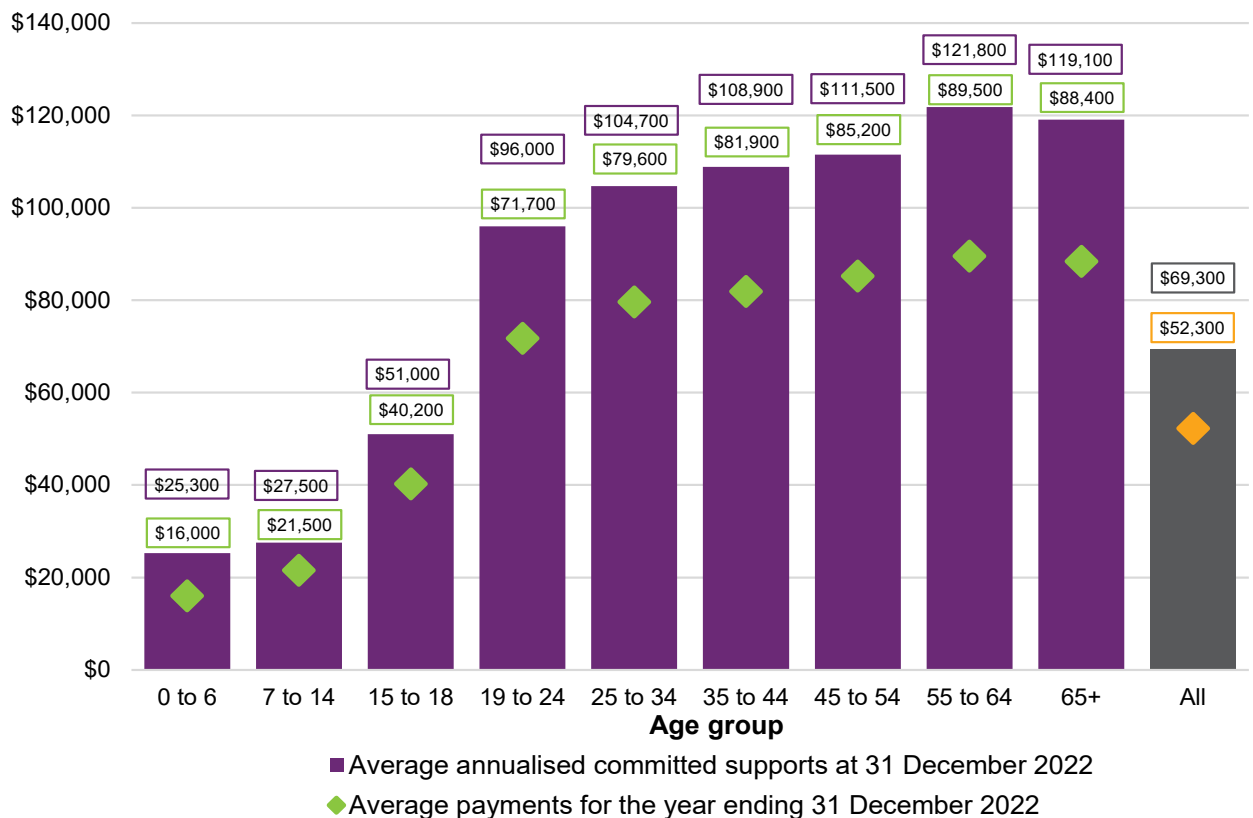


Figure G.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Victoria

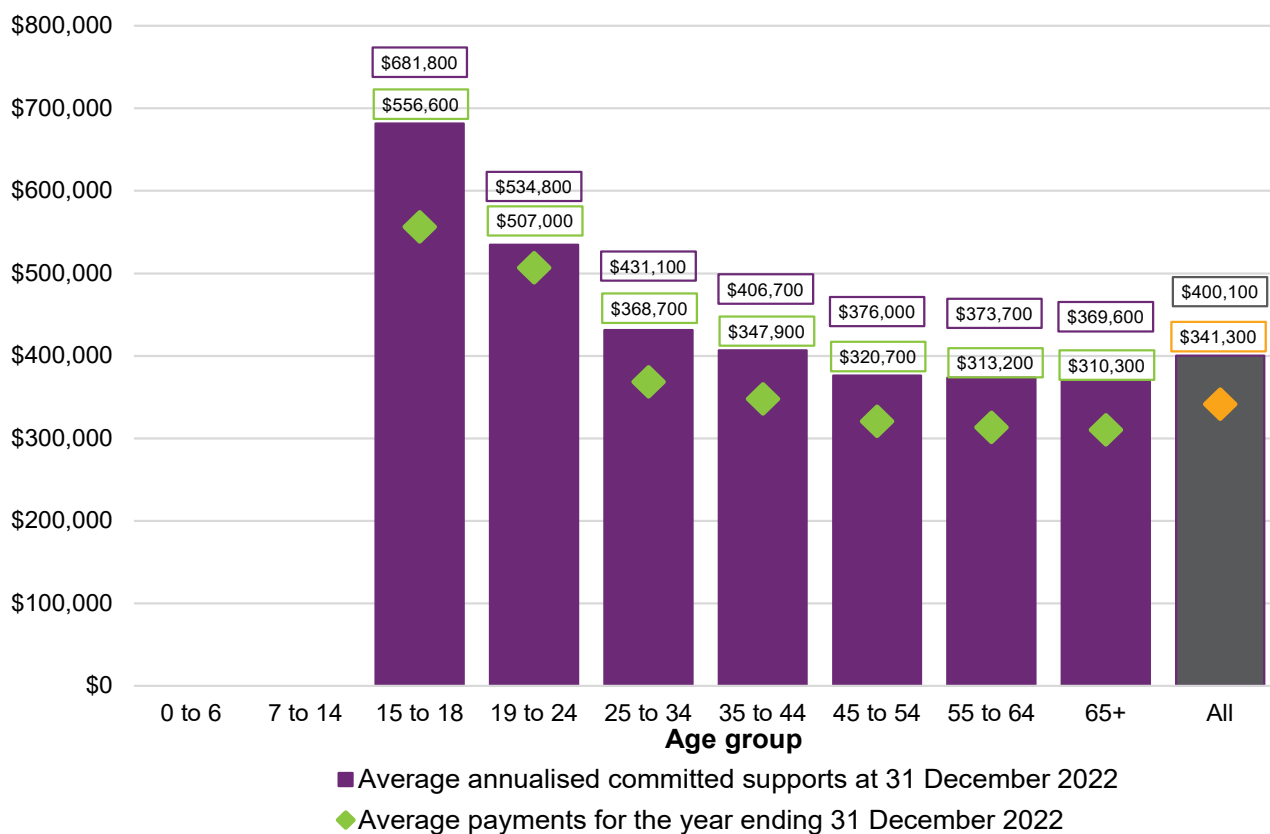


Figure G.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Victoria

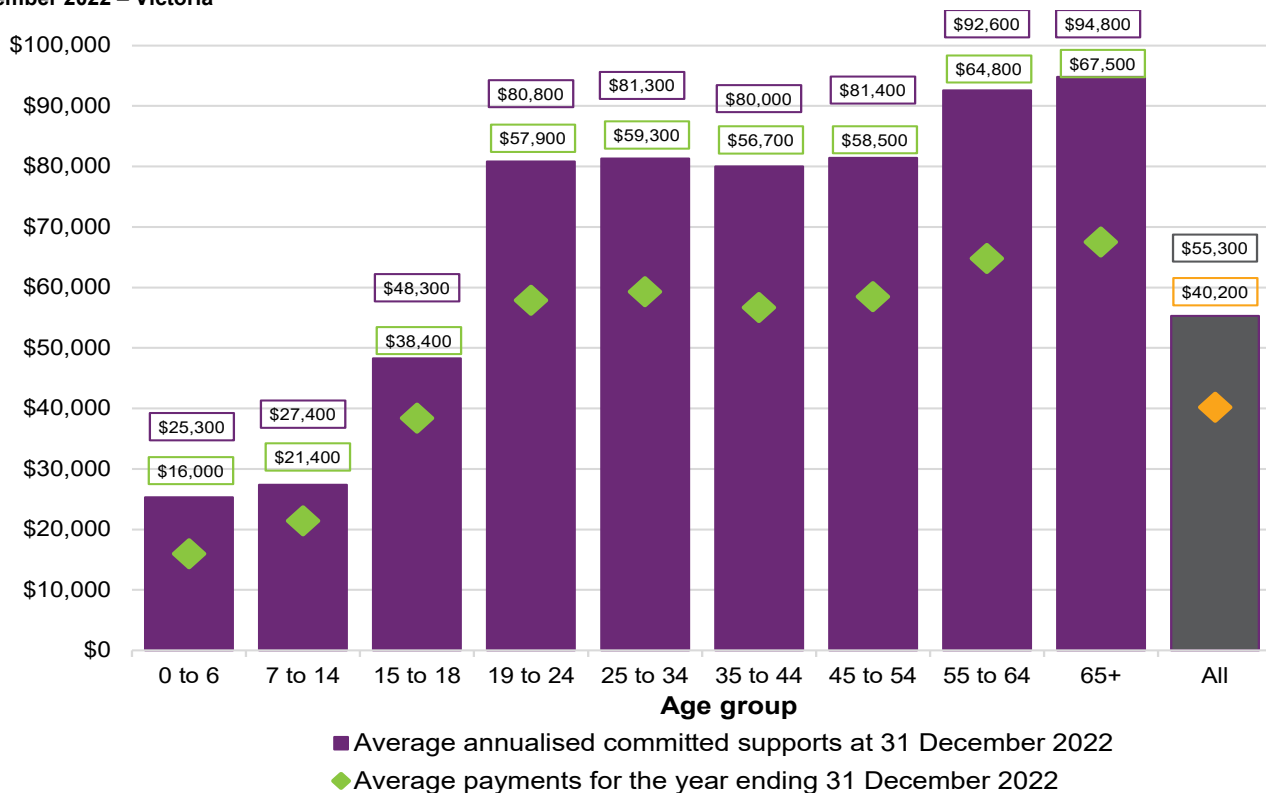


Figure G.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Victoria

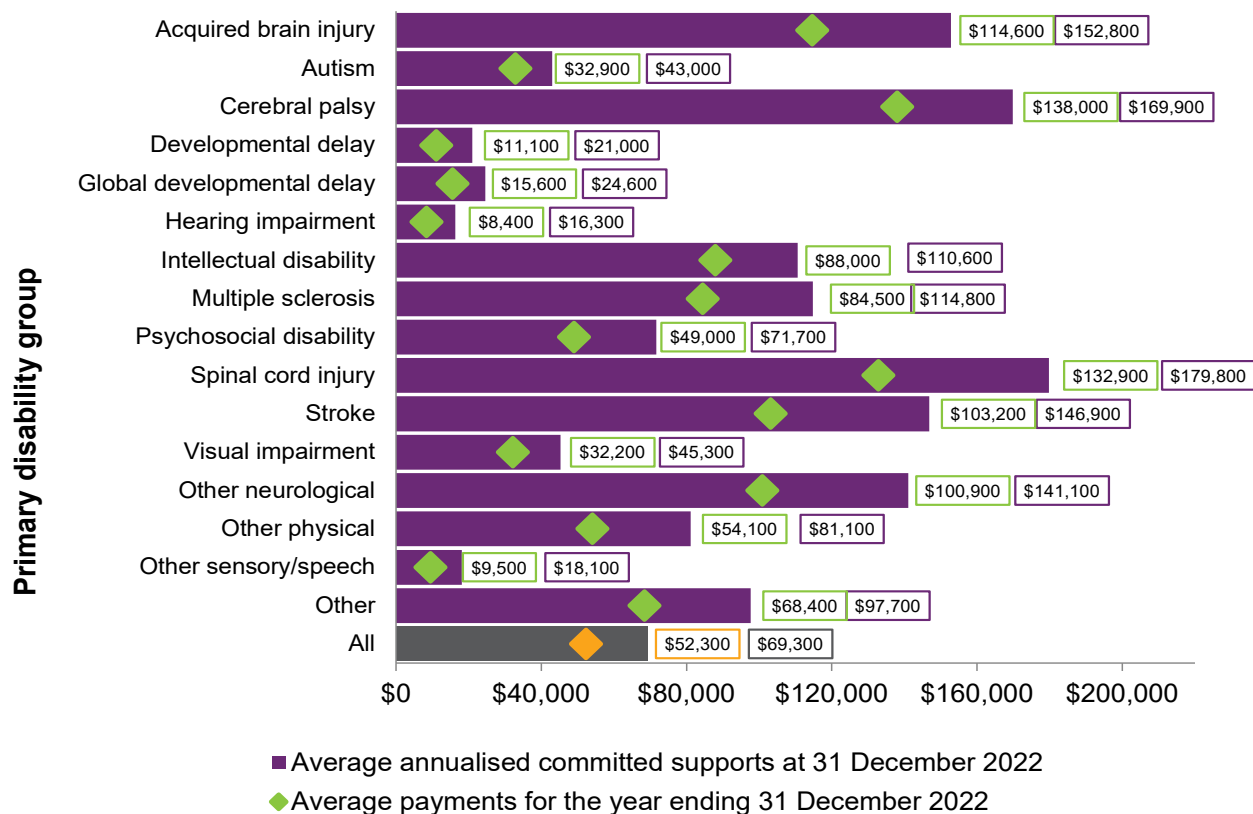


Figure G.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Victoria

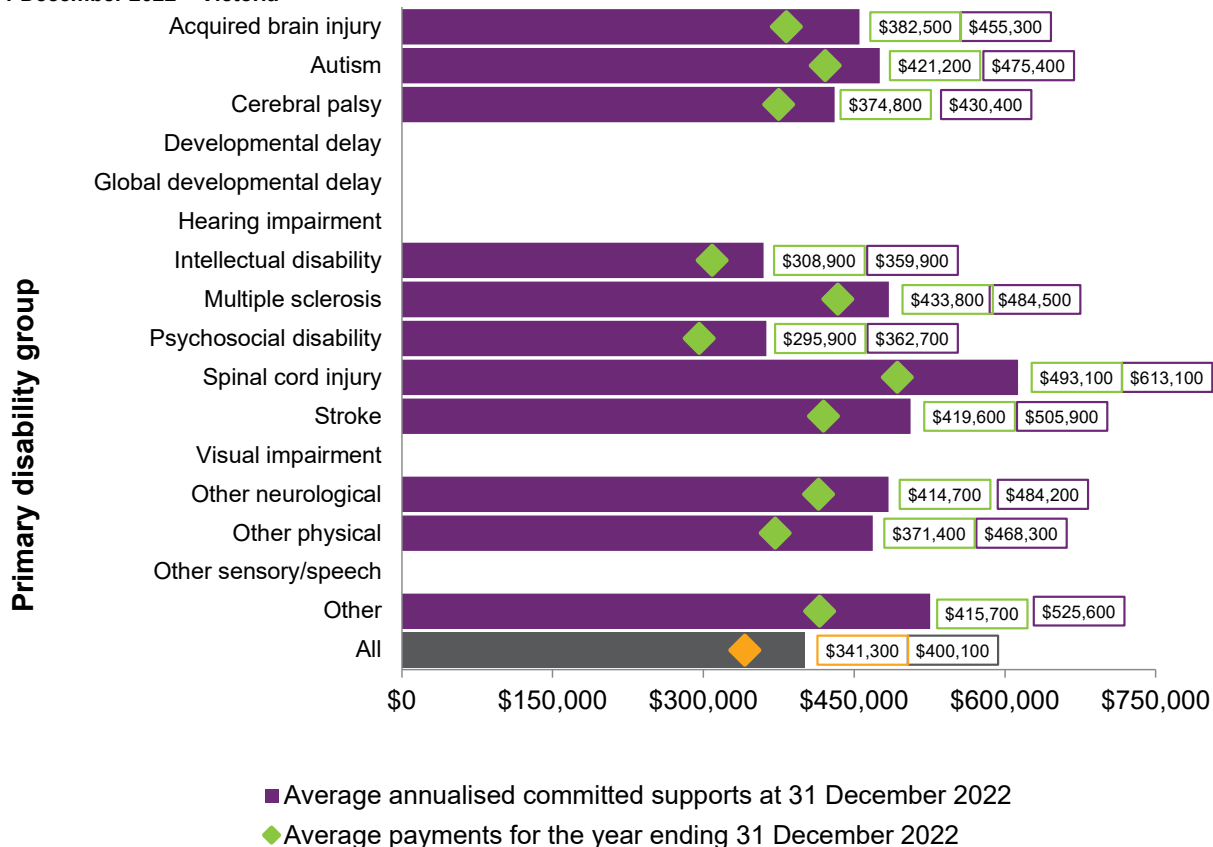


Figure G.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Victoria

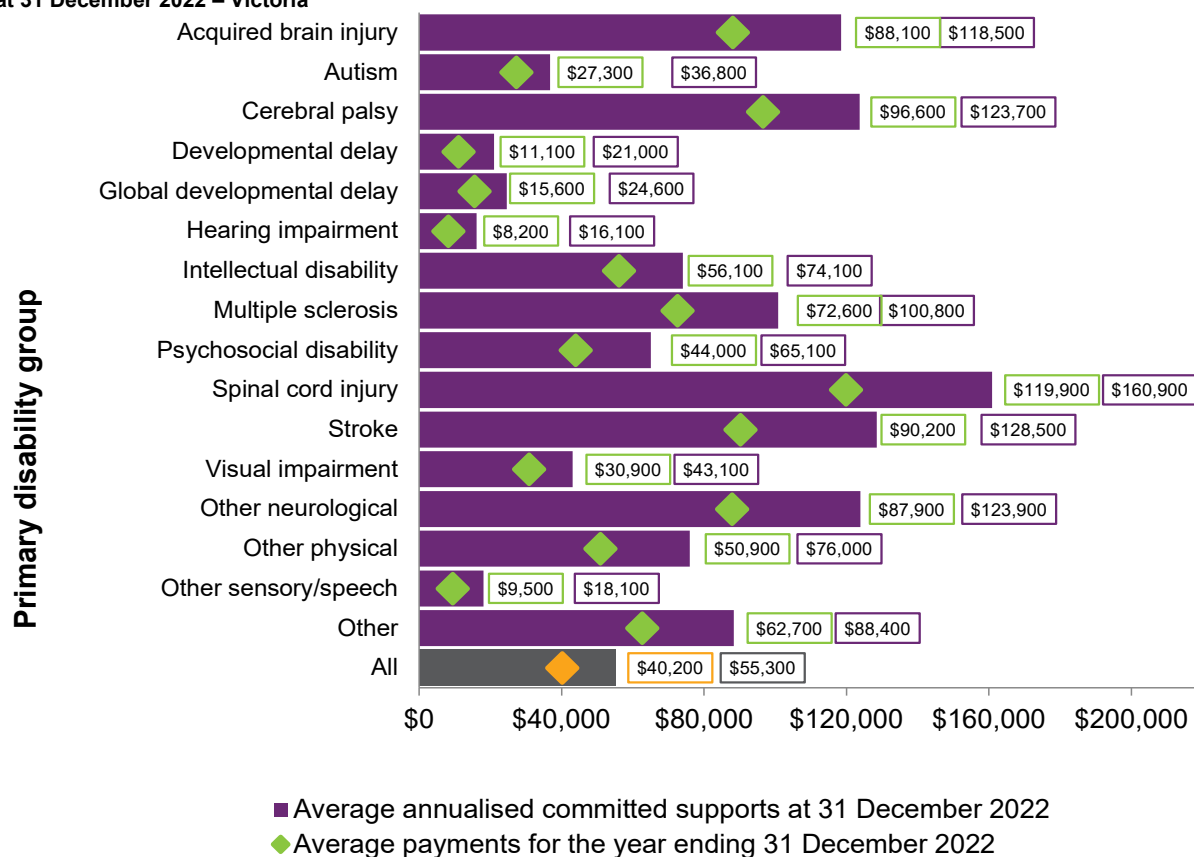


Figure G.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Victoria

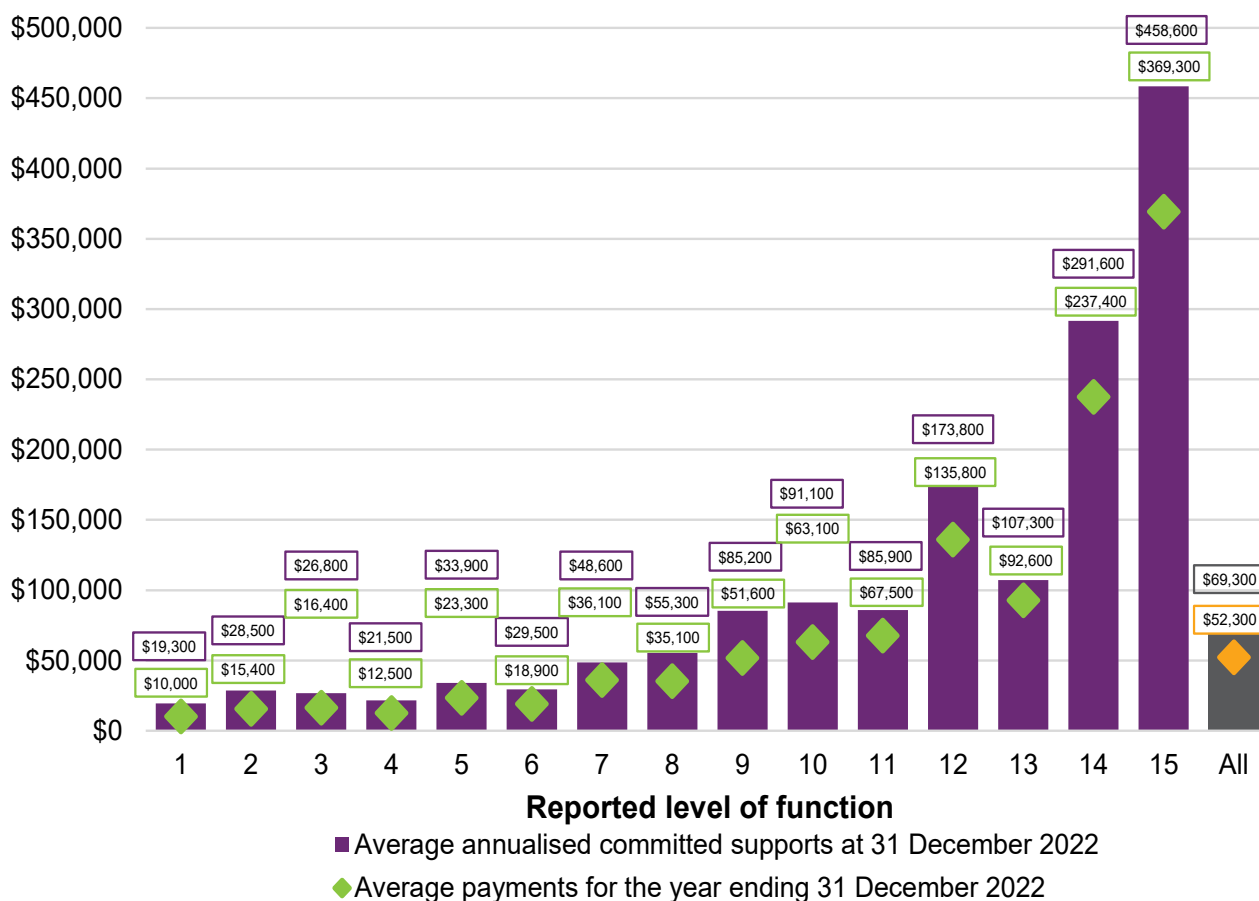


Figure G.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Victoria

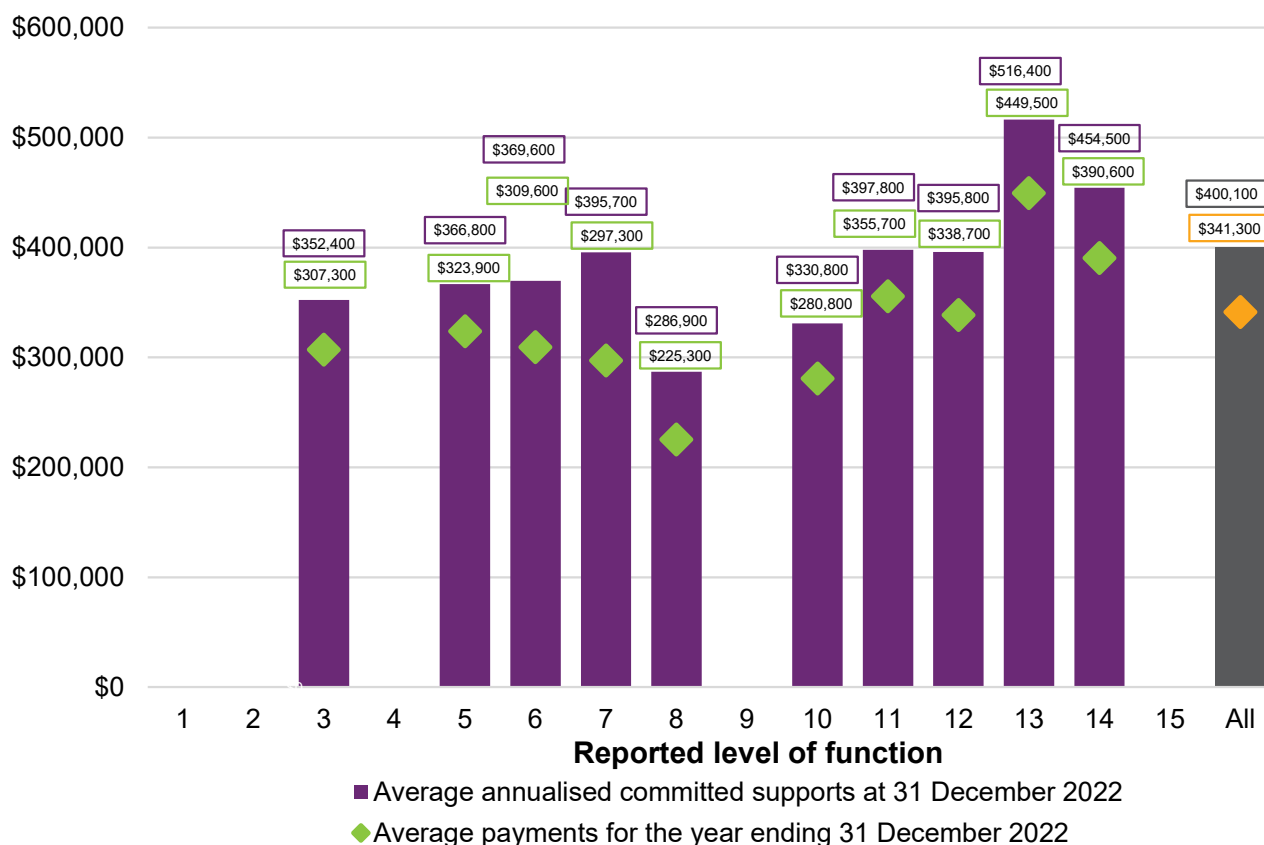


Figure G.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Victoria

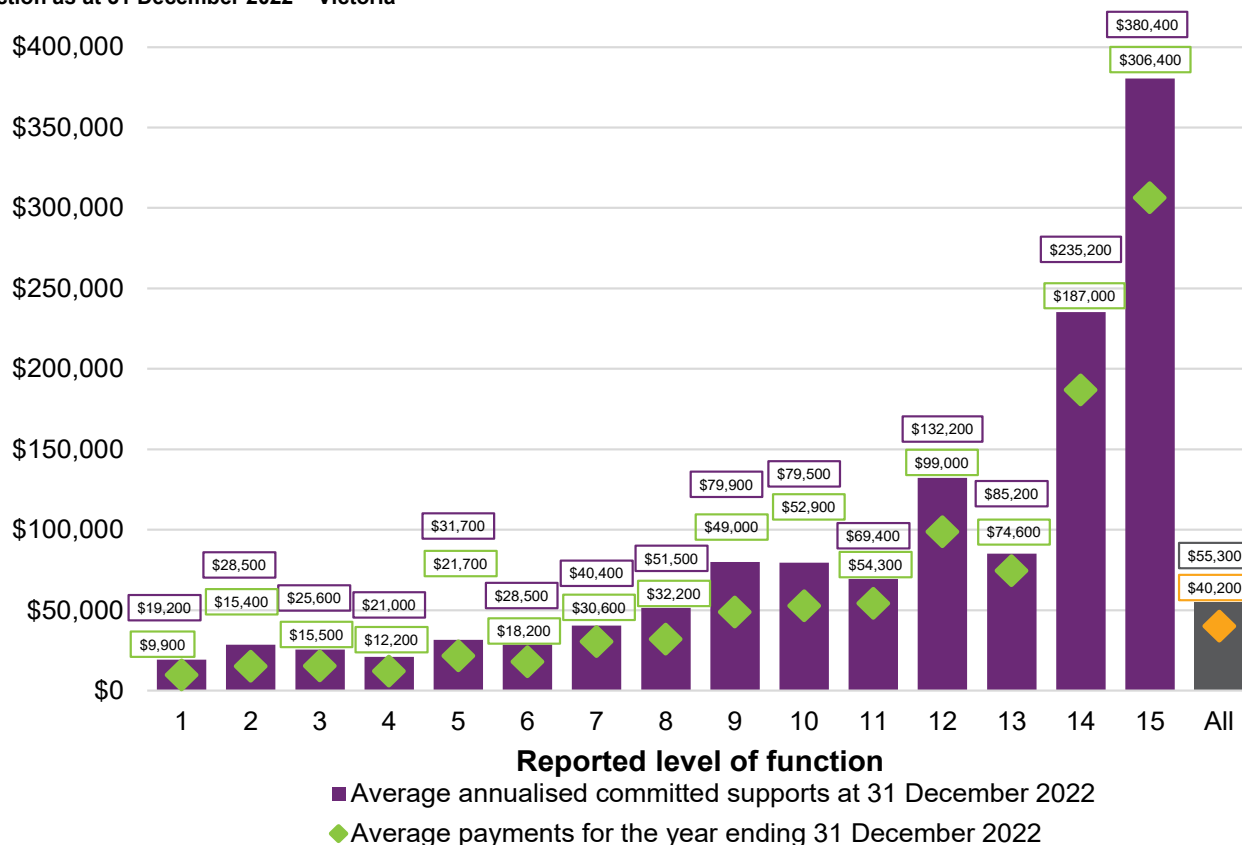


Table G.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Victoria ^{142 143}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$3,756.1	\$4,485.3
Core: Consumables	\$142.2	\$215.4
Core: Social and Civic	\$1,567.2	\$2,524.2
Core: Transport	\$207.6	\$136.9
Capacity Building: Choice and Control	\$125.7	\$138.1
Capacity Building: Daily Activities	\$1,044.0	\$1,924.7
Capacity Building: Employment	\$24.2	\$59.1
Capacity Building: Health and Wellbeing	\$7.7	\$17.7
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$97.8	\$206.5
Capacity Building: Social and Civic	\$32.2	\$371.2
Capacity Building: Support Coordination	\$265.2	\$358.7
Capital: Assistive Technology	\$142.7	\$316.5
Capital: Home Modifications	\$88.5	\$137.5
All	\$7,501.8	\$10,620.9

Table G.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Victoria ^{144 145}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,451.7	\$1,670.2
Core: Consumables	\$12.7	\$20.5
Core: Social and Civic	\$301.7	\$479.5
Core: Transport	\$13.3	\$18.0
Capacity Building: Choice and Control	\$7.3	\$7.7
Capacity Building: Daily Activities	\$50.7	\$90.5
Capacity Building: Employment	\$0.4	\$1.0
Capacity Building: Health and Wellbeing	\$0.4	\$1.3
Capacity Building: Home Living	\$0.001	\$0.01
Capacity Building: Lifelong learning	\$0.0	\$0.027
Capacity Building: Relationships	\$29.8	\$58.7
Capacity Building: Social and Civic	\$0.3	\$1.1
Capacity Building: Support Coordination	\$31.1	\$40.1
Capital: Assistive Technology	\$15.9	\$34.3
Capital: Home Modifications	\$51.4	\$67.7
All	\$1,966.6	\$2,490.8

¹⁴² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁴³ Total payments for home modifications in Victoria were \$88.5m. Of which, \$60.6m (68%) has been paid for specialised disability accommodation (SDA) supports, and \$28.0m (32%) 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 \$137.5m. Of which, \$88.7m (64%) has been allocated for specialised disability accommodation (SDA) supports, and \$48.8m (36%) has been allocated for non-SDA supports.

¹⁴⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁴⁵ Total payments for home modifications in Victoria were \$51.4m. Of which, \$51.2m (99.6%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (0.4%) 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 \$67.7m. Of which, \$66.8m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1%) 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 December 2022 (\$m) – Victoria ^{146 147}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$2,304.4	\$2,815.2
Core: Consumables	\$129.5	\$194.9
Core: Social and Civic	\$1,265.5	\$2,044.7
Core: Transport	\$194.2	\$118.9
Capacity Building: Choice and Control	\$118.4	\$130.4
Capacity Building: Daily Activities	\$993.4	\$1,834.2
Capacity Building: Employment	\$23.9	\$58.1
Capacity Building: Health and Wellbeing	\$7.3	\$16.3
Capacity Building: Home Living	\$0.6	\$2.4
Capacity Building: Lifelong learning	\$0.03	\$0.2
Capacity Building: Relationships	\$68.0	\$147.8
Capacity Building: Social and Civic	\$31.9	\$96.5
Capacity Building: Support Coordination	\$234.1	\$318.6
Capital: Assistive Technology	\$126.8	\$282.1
Capital: Home Modifications	\$37.1	\$69.8
All	\$5,535.1	\$8,130.1

Table G.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Victoria ¹⁴⁸

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	162.4	204.6	498.0	1,439.7	3,456.9	6,020.1	7,925.9	9,192.6	5,347.7
Total Paid	32.3	127.8	161.3	338.9	956.7	2,369.1	4,130.3	5,456.5	6,788.8	3,674.7
% utilised to date	60%	79%	79%	68%	66%	69%	69%	69%	74%	69%

Table G.35 Percentage change in plan budgets for active participants ^{149 150}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	-1.1%	4.4%	5.7%	6.5%	7.0%	9.3%	13.0%	8.4%
Interplan Inflation	5.4%	2.8%	3.1%	2.8%	2.0%	3.4%	6.4%	6.8%
Total Inflation	4.3%	7.2%	8.9%	9.3%	9.0%	12.7%	19.4%	15.1%

¹⁴⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

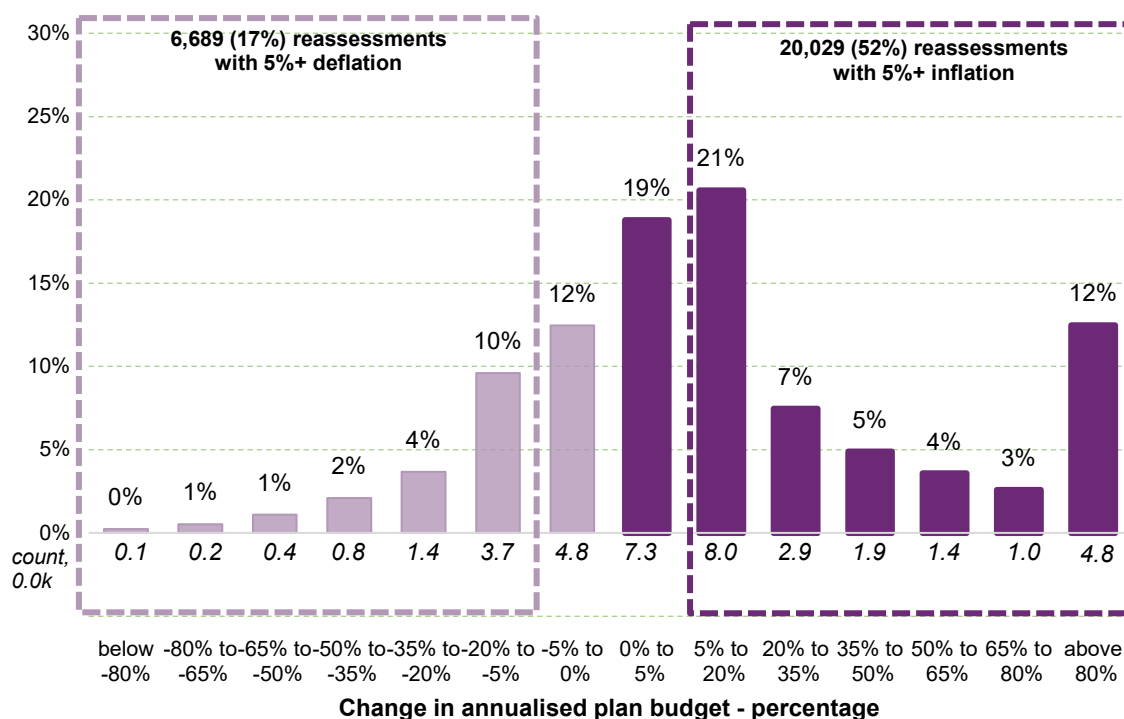
¹⁴⁷ Total payments for home modifications in Victoria were \$37.1m. Of which, \$9.4m (25%) has been paid for specialised disability accommodation (SDA) supports, and \$27.7m (75%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in Victoria were \$69.8m. Of which, \$21.9m (31%) has been allocated for specialised disability accommodation (SDA) supports, and \$47.9m (69%) has been allocated for non-SDA supports.

¹⁴⁸ 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.

¹⁴⁹ 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 2022, which impacts the September 2022 quarter.

¹⁵⁰ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure G.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Victoria ¹⁵¹



¹⁵¹ 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 ¹⁵²

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	148,359	6,308	154,667
Active Eligible - Total	118,452	4,982	123,434
Active Eligible - New	74,821	4,823	79,644
Active Eligible - State	33,606	93	33,699
Active Eligible - Commonwealth	10,025	66	10,091
Active Participant Plans (excl ECA) - Total	116,303	4,595	120,898
Active Participant Plans (excl ECA) - New	72,832	4,458	77,290
Active Participant Plans (excl ECA) - State	33,505	75	33,580
Active Participant Plans (excl ECA) - Commonwealth	9,966	62	10,028
Active Participant Plans - Total	120,376	8,854	125,157
Active Participant Plans - Early Intervention (s25)	33,295	2,527	35,822
Active Participant Plans - Permanent Disability (s24)	83,008	2,068	85,076
Active Participant Plans - ECA	4,073	4,259	4,259

Table H.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Queensland

People leaving the Scheme	Total
Number of people who have left the Scheme	6,384
Early Intervention participants	2,035
Permanent disability participants	4,349

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

Age 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
0 to 6	26,414	98%	11,656	98%	188	95%	38,258	98%
7 to 14	17,984	90%	9,037	90%	306	83%	27,327	90%
15 to 18	5,364	91%	3,233	90%	171	89%	8,768	91%
19 to 24	4,313	90%	2,785	86%	102	78%	7,200	89%
25 to 34	5,267	89%	4,166	81%	138	76%	9,571	85%
35 to 44	5,353	84%	4,685	76%	77	60%	10,115	80%
45 to 54	6,706	80%	6,235	70%	112	60%	13,053	75%
55 to 64	8,586	73%	7,693	61%	138	46%	16,417	67%
65+	506	63%	446	52%	<11	n/a	958	57%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	80,493	89%	49,936	80%	1,238	73%	131,667	85%

¹⁵² 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 H.4 Assessment of access by primary disability group and gender – Queensland ¹⁵³

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	2,870	93%	1,477	92%	24	83%	4,371	92%
Autism	31,470	97%	13,287	97%	619	93%	45,376	97%
Cerebral palsy	2,191	96%	1,698	95%	14	78%	3,903	96%
Developmental delay	10,690	98%	4,572	98%	66	97%	15,328	98%
Global developmental delay	1,852	99%	859	99%	19	100%	2,730	99%
Hearing impairment	2,997	90%	3,187	89%	58	81%	6,242	89%
Intellectual disability	10,436	95%	8,730	95%	78	78%	19,244	95%
Multiple sclerosis	418	90%	1,329	88%	12	86%	1,759	89%
Psychosocial disability	6,130	75%	5,858	66%	185	60%	12,173	70%
Spinal cord injury	1,186	94%	462	91%	12	80%	1,660	93%
Stroke	1,201	85%	950	84%	15	65%	2,166	85%
Visual impairment	990	85%	921	83%	<11	n/a	1,917	84%
Other neurological	3,132	81%	2,524	76%	45	64%	5,701	79%
Other physical	2,922	52%	2,633	38%	54	27%	5,609	44%
Other sensory/speech	270	38%	91	31%	<11	n/a	363	36%
Other	1,115	46%	858	33%	21	28%	1,994	39%
Missing	623	99%	500	99%	<11	n/a	1,131	99%
Total	80,493	89%	49,936	80%	1,238	73%	131,667	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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	11,557	10%	516	11%	12,073	10%
Non-First Nations Participants	91,822	79%	3,737	81%	95,559	79%
Not Stated	12,924	11%	342	7%	13,266	11%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Queensland ¹⁵⁴

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	6,270	5%	205	4%	6,475	5%
Not culturally and linguistically diverse	110,003	95%	4,390	96%	114,393	95%
Not stated	30	0%	<11	n/a	30	0%
Total	116,303	100%	4,595	100%	120,898	100%

¹⁵³ Down syndrome is included in intellectual disability.

¹⁵⁴ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table H.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Queensland ¹⁵⁵

Age group	Total number of active participants
Under 45	<11
45 to 54	54
55 to 64	296
Total YPIRAC (under 65)	355

Table H.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Queensland ¹⁵⁶

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	15	756
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

Table H.9 Participant profile per quarter by remoteness – Queensland ^{157 158}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	70,046	60%	2,932	64%	72,978	60%
Population > 50,000	27,011	23%	978	21%	27,989	23%
Population between 15,000 and 50,000	4,484	4%	161	4%	4,645	4%
Population between 5,000 and 15,000	4,925	4%	176	4%	5,101	4%
Population less than 5,000	7,761	7%	275	6%	8,036	7%
Remote	1,086	1%	31	1%	1,117	1%
Very Remote	986	1%	42	1%	1,028	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	116,303	100%	4,595	100%	120,898	100%

¹⁵⁵ There are a further 404 active participants aged 65 years or over who are currently in residential aged care.

¹⁵⁶ 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.

¹⁵⁷ The distributions are calculated excluding active participants with a missing remoteness classification.

¹⁵⁸ 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 ^{159 160 161}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	42,714	37%	1,541	34%	44,255	37%
Intellectual disability	18,072	16%	247	5%	18,319	15%
Psychosocial disability	10,983	9%	346	8%	11,329	9%
Developmental delay	11,160	10%	1,543	34%	12,703	11%
Hearing impairment	5,868	5%	104	2%	5,972	5%
Other neurological	4,526	4%	120	3%	4,646	4%
Other physical	4,662	4%	80	2%	4,742	4%
Cerebral palsy	3,710	3%	30	1%	3,740	3%
Acquired brain injury	3,788	3%	105	2%	3,893	3%
Global developmental delay	2,310	2%	205	4%	2,515	2%
Visual impairment	1,741	1%	40	1%	1,781	1%
Multiple sclerosis	1,644	1%	28	1%	1,672	1%
Stroke	1,836	2%	65	1%	1,901	2%
Spinal cord injury	1,489	1%	24	1%	1,513	1%
Other	1,562	1%	116	3%	1,678	1%
Other sensory/speech	238	0%	<11	n/a	239	0%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.11 Participant profile per quarter (participants in SIL) by primary disability group – Queensland ^{162 163}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	652	11%	<11	n/a	652	11%
Intellectual disability	2,729	46%	<11	n/a	2,729	46%
Psychosocial disability	569	10%	<11	n/a	570	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	428	7%	<11	n/a	429	7%
Other physical	72	1%	<11	n/a	72	1%
Cerebral palsy	505	9%	<11	n/a	505	9%
Acquired brain injury	545	9%	<11	n/a	548	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	21	0%	<11	n/a	21	0%
Multiple sclerosis	63	1%	<11	n/a	63	1%
Stroke	183	3%	<11	n/a	185	3%
Spinal cord injury	44	1%	<11	n/a	44	1%
Other	87	1%	<11	n/a	91	2%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	5,903	100%	11	100%	5,914	100%

¹⁵⁹ Table order based on national proportions in Table E.10 (highest to lowest).¹⁶⁰ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.¹⁶¹ Down syndrome is included in intellectual disability, representing 2% (2,447) of all Scheme participants in Queensland.¹⁶² 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.¹⁶³ Down syndrome is included in intellectual disability, representing 7% (421) of participants in SIL.

Table H.12 Participant profile per quarter (participants not in SIL) by primary disability group – Queensland ¹⁶⁴

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	42,062	38%	1,541	34%	43,603	38%
Intellectual disability	15,343	14%	247	5%	15,590	14%
Psychosocial disability	10,414	9%	345	8%	10,759	9%
Developmental delay	11,160	10%	1,543	34%	12,703	11%
Hearing impairment	5,864	5%	104	2%	5,968	5%
Other neurological	4,098	4%	119	3%	4,217	4%
Other physical	4,590	4%	80	2%	4,670	4%
Cerebral palsy	3,205	3%	30	1%	3,235	3%
Acquired brain injury	3,243	3%	102	2%	3,345	3%
Global developmental delay	2,310	2%	205	4%	2,515	2%
Visual impairment	1,720	2%	40	1%	1,760	2%
Multiple sclerosis	1,581	1%	28	1%	1,609	1%
Stroke	1,653	1%	63	1%	1,716	1%
Spinal cord injury	1,445	1%	24	1%	1,469	1%
Other	1,475	1%	112	2%	1,587	1%
Other sensory/speech	237	0%	<11	n/a	238	0%
Total	110,400	100%	4,584	100%	114,984	100%

Table H.13 Participant profile per quarter by reported level of function – Queensland ¹⁶⁵

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	13,589	12%	1,407	31%	14,996	12%
2 (High Function)	139	0%	<11	n/a	142	0%
3 (High Function)	5,761	5%	344	7%	6,105	5%
4 (High Function)	7,429	6%	243	5%	7,672	6%
5 (High Function)	6,581	6%	307	7%	6,888	6%
6 (Moderate Function)	31,229	27%	1,264	28%	32,493	27%
7 (Moderate Function)	5,220	4%	133	3%	5,353	4%
8 (Moderate Function)	7,836	7%	198	4%	8,034	7%
9 (Moderate Function)	674	1%	22	0%	696	1%
10 (Moderate Function)	12,726	11%	258	6%	12,984	11%
11 (Low Function)	3,176	3%	30	1%	3,206	3%
12 (Low Function)	12,613	11%	282	6%	12,895	11%
13 (Low Function)	7,088	6%	93	2%	7,181	6%
14 (Low Function)	2,198	2%	<11	n/a	2,208	2%
15 (Low Function)	38	0%	<11	n/a	39	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	116,303	100%	4,595	100%	120,898	100%

¹⁶⁴ Down syndrome is included in intellectual disability, representing 2% (2,026) of participants not in SIL.

¹⁶⁵ The distributions are calculated excluding participants with a missing reported level of function.

Table H.14 Participant profile per quarter by age group – Queensland

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	18,084	16%	2,093	46%	20,177	17%
7 to 14	31,731	27%	911	20%	32,642	27%
15 to 18	10,263	9%	280	6%	10,543	9%
19 to 24	9,156	8%	163	4%	9,319	8%
25 to 34	9,884	8%	211	5%	10,095	8%
35 to 44	9,008	8%	236	5%	9,244	8%
45 to 54	10,700	9%	282	6%	10,982	9%
55 to 64	12,726	11%	381	8%	13,107	11%
65+	4,751	4%	38	1%	4,789	4%
Total	116,303	100%	4,595	100%	120,898	100%

Table H.15 Participation rates by age group and gender at 31 December 2022 – Queensland ¹⁶⁶

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.7%	2.8%	4.3%
7 to 14	7.7%	3.7%	5.8%
15 to 18	4.7%	2.8%	3.8%
19 to 24	2.8%	1.7%	2.3%
25 to 44	1.5%	1.1%	1.3%
45 to 64	1.9%	1.7%	1.9%
Total (aged 0 to 64)	3.2%	1.9%	2.6%

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

Part Two: Participant and family/carers outcomes

Note: In Tables H.16 to H.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 H.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=10,257), 'participant social and community engagement rate' (n=10,327), 'parent and carer employment rate' (n=8,911) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=7,109) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Queensland ¹⁶⁷

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	16%	18%	26%
Participant employment rate - Aged 25 to 34 years	22%	21%	23%	26%
Participant employment rate - Aged 35 to 44 years	22%	24%	21%	26%
Participant employment rate - Aged 45 to 54 years	19%	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	19%	19%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	18%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	41%	41%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	44%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	46%	45%	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	32%	37%	37%	46%
Participant social and community engagement rate - Aged 25+ years	36%	42%	42%	46%
Participant social and community engagement rate - Aged 15+ years	36%	42%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	47%	50%
Parent and carer employment rate - Aged 15+ years	45%	46%	44%	50%
Parent and carer employment rate - All ages	44%	47%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	68%	74%	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%

¹⁶⁷ 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 December 2020 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=7,816), 'participant social and community engagement rate' (n=7,874), 'parent and carer employment rate' (n=4,356) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=6,122) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Queensland ¹⁶⁸

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	17%	16%	21%	26%
Participant employment rate - Aged 25 to 34 years	22%	23%	19%	21%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	19%	21%	26%
Participant employment rate - Aged 45 to 54 years	19%	19%	15%	17%	26%
Participant employment rate - Aged 55 to 64 years	15%	14%	11%	12%	26%
Participant employment rate - Aged 65+ years	10%	10%	7%	6%	26%
Participant employment rate - Aged 25 to 64 years	19%	19%	16%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	16%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	38%	43%	46%	45%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	49%	47%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	46%	43%	47%	46%
Participant social and community engagement rate - Aged 45 to 54 years	39%	44%	44%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	42%	41%	42%	46%
Participant social and community engagement rate - Aged 65+ years	40%	43%	42%	41%	46%
Participant social and community engagement rate - Aged 25+ years	39%	45%	43%	45%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	44%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	41%	43%	45%	48%	50%
Parent and carer employment rate - Aged 15+ years	41%	43%	43%	42%	50%
Parent and carer employment rate - All ages	41%	43%	44%	46%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	71%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	73%	77%	81%	75%

¹⁶⁸ 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 December 2019 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=4,167), 'participant social and community engagement rate' (n=4,189), 'parent and carer employment rate' (n=1,881) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=3,626) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Queensland ¹⁶⁹

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	17%	19%	20%	24%	26%
Participant employment rate - Aged 25 to 34 years	25%	25%	24%	18%	25%	26%
Participant employment rate - Aged 35 to 44 years	26%	28%	25%	21%	24%	26%
Participant employment rate - Aged 45 to 54 years	21%	22%	19%	15%	19%	26%
Participant employment rate - Aged 55 to 64 years	17%	16%	15%	13%	14%	26%
Participant employment rate - Aged 65+ years	10%	9%	6%	3%	4%	26%
Participant employment rate - Aged 25 to 64 years	22%	23%	20%	17%	20%	26%
Participant employment rate - Aged 15 to 64 years	20%	22%	20%	18%	21%	26%
Participant social and community engagement rate - Aged 15 to 24 years	35%	44%	44%	44%	46%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	50%	51%	49%	50%	46%
Participant social and community engagement rate - Aged 35 to 44 years	44%	52%	52%	48%	52%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	46%	51%	56%	51%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	40%	40%	43%	43%	46%
Participant social and community engagement rate - Aged 65+ years	36%	41%	45%	42%	44%	46%
Participant social and community engagement rate - Aged 25+ years	40%	46%	48%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	39%	46%	47%	47%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	40%	44%	44%	43%	47%	50%
Parent and carer employment rate - Aged 15+ years	43%	45%	50%	48%	46%	50%
Parent and carer employment rate - All ages	41%	44%	46%	45%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	69%	70%	70%	77%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	81%	82%	85%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	78%	83%	75%

¹⁶⁹ 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 December 2018 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=1,408), 'participant social and community engagement rate' (n=1,422), 'parent and carer employment rate' (n=458) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=1,214) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Queensland¹⁷⁰

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	15%	18%	19%	19%	19%	18%	26%
Participant employment rate - Aged 25 to 34 years	26%	25%	26%	28%	19%	23%	26%
Participant employment rate - Aged 35 to 44 years	23%	23%	20%	18%	20%	20%	26%
Participant employment rate - Aged 45 to 54 years	27%	28%	24%	31%	23%	22%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	16%	13%	11%	17%	26%
Participant employment rate - Aged 65+ years	7%	7%	4%	7%	5%	6%	26%
Participant employment rate - Aged 25 to 64 years	25%	24%	22%	22%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	23%	23%	21%	22%	18%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	32%	38%	41%	46%	47%	43%	46%
Participant social and community engagement rate - Aged 25 to 34 years	39%	46%	54%	51%	57%	49%	46%
Participant social and community engagement rate - Aged 35 to 44 years	41%	48%	62%	50%	48%	54%	46%
Participant social and community engagement rate - Aged 45 to 54 years	44%	53%	52%	57%	53%	56%	46%
Participant social and community engagement rate - Aged 55 to 64 years	33%	42%	47%	45%	45%	44%	46%
Participant social and community engagement rate - Aged 65+ years	28%	38%	42%	51%	42%	42%	46%
Participant social and community engagement rate - Aged 25+ years	38%	46%	52%	50%	50%	49%	46%
Participant social and community engagement rate - Aged 15+ years	37%	45%	50%	50%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	35%	35%	39%	48%	56%	48%	50%
Parent and carer employment rate - Aged 15+ years	43%	49%	50%	47%	50%	53%	50%
Parent and carer employment rate - All ages	39%	42%	44%	48%	53%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	68%	69%	73%	74%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	76%	81%	84%	84%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	77%	80%	81%	75%

¹⁷⁰ 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 December 2017 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=269), 'participant social and community engagement rate' (n=277), 'parent and carer employment rate' (n=66) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=240) 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 December 2016 - Queensland ¹⁷¹

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	17%	25%	28%	20%	15%	23%	23%	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	19%	23%	25%	20%	18%	18%	19%	26%
Participant employment rate - Aged 15 to 64 years	19%	23%	26%	21%	18%	19%	20%	26%
Participant social and community engagement rate - Aged 15 to 24 years	n/a	n/a	n/a	n/a	n/a	n/a	n/a	46%
Participant social and community engagement rate - Aged 25 to 34 years	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	38%	43%	47%	48%	48%	50%	44%	46%
Participant social and community engagement rate - Aged 15+ years	39%	44%	48%	49%	48%	51%	43%	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	59%	73%	73%	72%	77%	79%	75%
Participant Choice and Control - Aged 25+ years	n/a	73%	78%	80%	85%	82%	86%	75%
Participant Choice and Control - Aged 15+ years	n/a	68%	76%	77%	80%	81%	84%	75%

¹⁷¹ 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 December 2016 and have had a sixth plan reassessment to date.

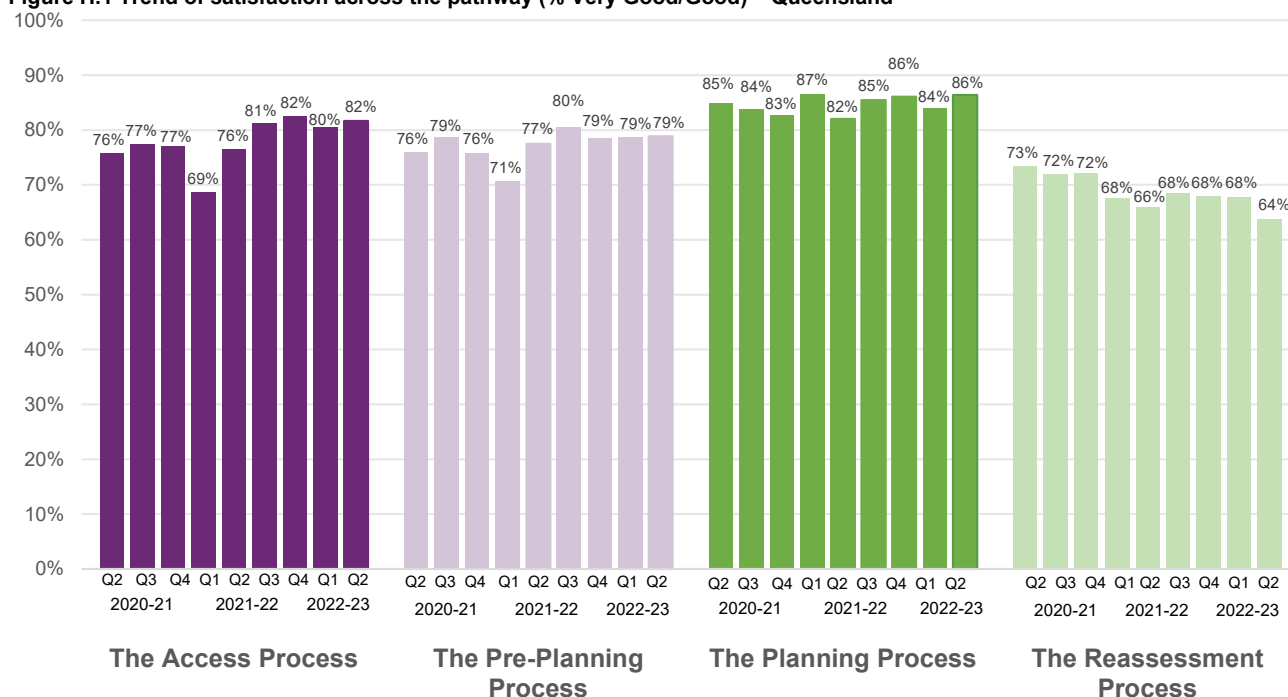
Part Three: Participant experience

Table H.21 Proportion of participants who agreed with statements about 'Access' (n = 2,098 in Prior Quarters, n = 234 in 2022-23 Q2), 'Pre-planning' (n = 1,668 in Prior Quarters, n = 189 in 2022-23 Q2), 'Planning' (n = 8,018 in Prior Quarters, n = 982 in 2022-23 Q2) and 'Plan reassessment' (n = 18,829 in Prior Quarters, n = 2,221 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Queensland¹⁷²

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	85%	86%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	75%	79%
Access - % of participants rating their overall experience as Very Good or Good.	77%	82%
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	84%	87%
Pre-planning - Did you understand why you needed to give the information you did?	95%	92%
Pre-planning - Were decisions about your plan clearly explained?	76%	77%
Pre-planning - Are you clear on what happens next with your plan?	67%	67%
Pre-planning - Do you know where to go for more help with your plan?	70%	68%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	79%
Planning - Did the person from the NDIS understand how your disability affects your life?	90%	90%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	87%	89%
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?	88%	90%
Planning - % of participants rating their overall experience as Very Good or Good.	84%	86%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	76%	71%
Plan reassessment - Did you feel prepared for your plan reassessment?	83%	78%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	69%	64%

¹⁷² 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 ¹⁷³



The tables in part three summarise complaints submitted from the 1 July 2016 until the end of 2022-23 Q2. 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 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.

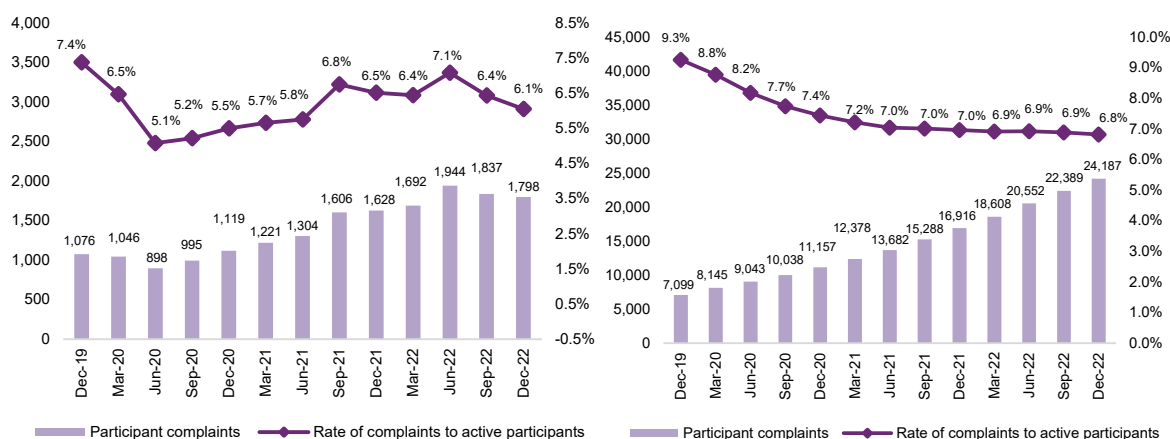
Table H.23 show the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

¹⁷³ 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.

Table H.22 Complaints by quarter – Queensland ^{174 175}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	212	<11	218	199
People who have submitted an access request: Complaint about LAC Partner	505	51	556	498
People who have submitted an access request: Complaints about service providers	1,556	112	1,668	1,281
People who have submitted an access request: Complaints about the Agency	17,051	1,223	18,274	9,847
People who have submitted an access request: Critical/ Reportable Incident	2,830	406	3,236	2,470
People who have submitted an access request: Unclassified	235	<11	235	215
People who have submitted an access request: Total	22,389	1,798	24,187	12,671
<i>Percentage of the number of active participants</i>	<i>6.9%</i>	<i>6.1%</i>	<i>6.8%</i>	<i>n/a</i>

Figure H.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Queensland



¹⁷⁴ Note that 63% of all complainants made only one complaint, 19% made two complaints and 18% made three or more complaints.

¹⁷⁵ 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 H.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Queensland

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Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	749	4%	<11	n/a	749	4%
Complaints about the Agency - Information unclear	274	2%	<11	n/a	275	2%
Complaints about the Agency - NDIA Access	513	3%	45	4%	558	3%
Complaints about the Agency - NDIA Engagement	18	0%	<11	n/a	19	0%
Complaints about the Agency - NDIA Finance	1,101	6%	98	8%	1,199	7%
Complaints about the Agency - NDIA Fraud and Compliance	70	0%	15	1%	85	0%
Complaints about the Agency - NDIA Plan	4,308	25%	540	44%	4,848	27%
Complaints about the Agency - NDIA Process	1,287	8%	158	13%	1,445	8%
Complaints about the Agency - NDIA Resources	125	1%	11	1%	136	1%
Complaints about the Agency - NDIA Staff	859	5%	131	11%	990	5%
Complaints about the Agency - NDIA Timeliness	2,766	16%	202	17%	2,968	16%
Complaints about the Agency - Participation, engagement and inclusion	74	0%	<11	n/a	74	0%
Complaints about the Agency - Provider Portal	27	0%	<11	n/a	27	0%
Complaints about the Agency - Quality & Safeguards Commission	<11	n/a	<11	n/a	12	0%
Complaints about the Agency - Reasonable and necessary supports	753	4%	<11	n/a	753	4%
Complaints about the Agency - Staff conduct - Agency	252	1%	<11	n/a	252	1%
Complaints about the Agency - The way the NDIA carried out its decision making	476	3%	<11	n/a	480	3%
Complaints about the Agency - Timeliness	1,642	10%	<11	n/a	1,645	9%
Complaints about the Agency - Other	1,747	10%	12	1%	1,759	10%
Complaints about the Agency - Total	17,051	100%	1,223	100%	18,274	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	25	12%	<11	n/a	27	12%
Complaints about ECA Partner - ECA Process	31	15%	<11	n/a	32	15%
Complaints about ECA Partner - ECA Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - ECA Staff	102	48%	<11	n/a	105	48%
Complaints about ECA Partner - ECA Timeliness	52	25%	<11	n/a	52	24%
Complaints about ECA Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about ECA Partner - Total	212	100%	<11	n/a	218	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	94	19%	<11	n/a	101	18%
Complaints about LAC Partner - LAC Process	57	11%	<11	n/a	61	11%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	260	51%	35	69%	295	53%
Complaints about LAC Partner - LAC Timeliness	89	18%	<11	n/a	92	17%

176 There are 22,389 total participant complaints in Prior Quarters, 1,798 total participant complaints in 2022-23 Q2, and 24,187 total participant complaints as at 31 December 2022, including 235 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	505	100%	51	100%	556	100%
Complaints about service providers - Provider costs	69	4%	<11	n/a	70	4%
Complaints about service providers - Provider Finance	64	4%	12	11%	76	5%
Complaints about service providers - Provider Fraud and Compliance	108	7%	15	13%	123	7%
Complaints about service providers - Provider process	64	4%	<11	n/a	64	4%
Complaints about service providers - Provider Service	490	31%	58	52%	548	33%
Complaints about service providers - Provider Staff	238	15%	21	19%	259	16%
Complaints about service providers - Service Delivery	104	7%	<11	n/a	104	6%
Complaints about service providers - Staff conduct	116	7%	<11	n/a	119	7%
Complaints about service providers - Supports being provided	117	8%	<11	n/a	117	7%
Complaints about service providers - Other	186	12%	<11	n/a	188	11%
Complaints about service providers - Total	1,556	100%	112	100%	1,668	100%
Critical/ Reportable Incident - Allegations against a provider	751	27%	112	28%	863	27%
Critical/ Reportable Incident - Allegations against Informal Supports	309	11%	73	18%	382	12%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	458	16%	69	17%	527	16%
Critical/ Reportable Incident - Provider reporting	1,308	46%	152	37%	1,460	45%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,830	100%	406	100%	3,236	100%

Table H.24 AAT Cases by category at 31 December 2022 – Queensland

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	497	19%	25	12%	522	19%
Plan	1,885	73%	164	79%	2,049	74%
Plan Reassessment	62	2%	<11	n/a	65	2%
Other	132	5%	15	7%	147	5%
Total cases	2,576	100%	207	100%	2,783	100%
Percentage of the number of active participants	0.79%	n/a	0.70%	n/a	0.78%	n/a

Figure H.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Queensland

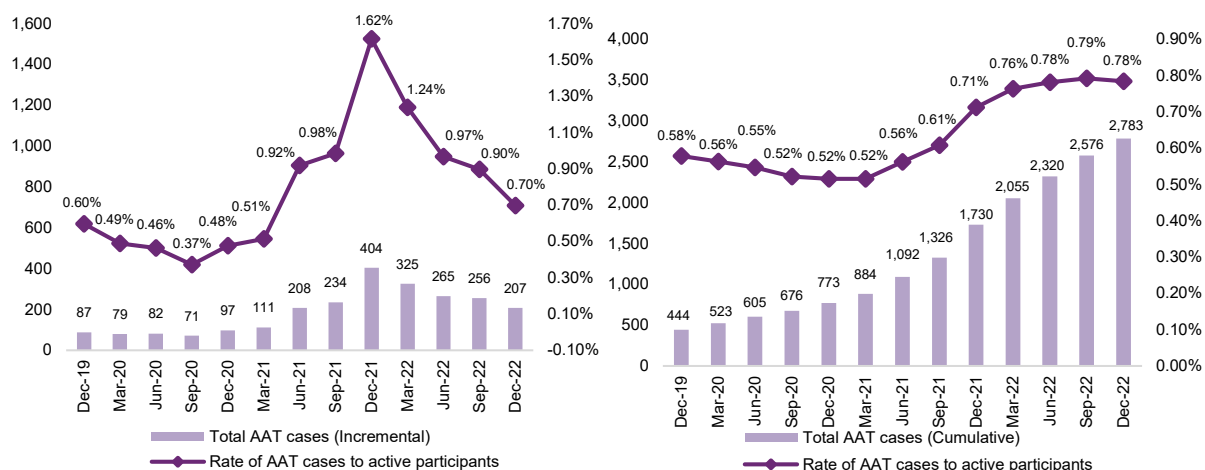


Table H.25 AAT cases by open/closed and decision – Queensland ^{177 178}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	2,783	2,592
Open AAT Cases	839	833
Closed AAT Cases	1,944	1,810
Resolved before hearing	1,910	1,780
Gone to hearing and received a substantive decision	34	30

¹⁷⁷ Of the 34 cases which went to hearing and received a substantive decision: 13 affirmed the Agency's decision, 11 varied the Agency's decision and 10 set aside the Agency's decision.

¹⁷⁸ 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 ^{179 180}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.09	1.08
Number of providers delivering new types of supports	493	443
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	82%	82%
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)	92%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table H.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Queensland ¹⁸¹

Activity	Number of providers
Active for the first time in 2022-23 Q2	110
Active in 2022-23 Q2 and also in previous quarters	2,704
Active in 2022-23 Q2	2,814
Inactive in 2022-23 Q2	4,769
Active ever	7,583

Table H.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Queensland ¹⁸²

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	456	90	42	588
\$2,001-\$10,000	519	34	33	586
\$10,001-\$100,000	790	23	26	839
\$100,001-\$250,000	248	<5	8	256
\$250,000+	544	<5	<5	545
Total	2,557	147	387	2,814

Table H.29 Proportion of active participants with approved plans accessing mainstream supports – Queensland ¹⁸³

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	17%	17%	17%
Health & Wellbeing	64%	69%	65%
Lifelong Learning	25%	26%	25%
Other	19%	20%	19%
Non-categorised	17%	13%	17%
Any mainstream service	95%	95%	95%

¹⁷⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

¹⁸⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

¹⁸¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

¹⁸² 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.

¹⁸³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figure H.4 to H.12 and Table H.30, 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 H.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – 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	6.5%	6.8%
\$10,001-\$15,000	12.7%	13.3%
\$15,001-\$20,000	14.1%	14.9%
\$20,001-\$25,000	9.7%	10.2%
\$25,001-\$30,000	4.8%	5.1%
\$30,001-\$50,000	13.0%	13.6%
\$50,001-\$100,000	17.1%	17.7%
\$100,001-\$150,000	7.8%	8.0%
\$150,001-\$200,000	3.7%	3.7%
\$200,001-\$250,000	2.1%	1.8%
\$250,001+	6.8%	2.8%

Figure H.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Queensland

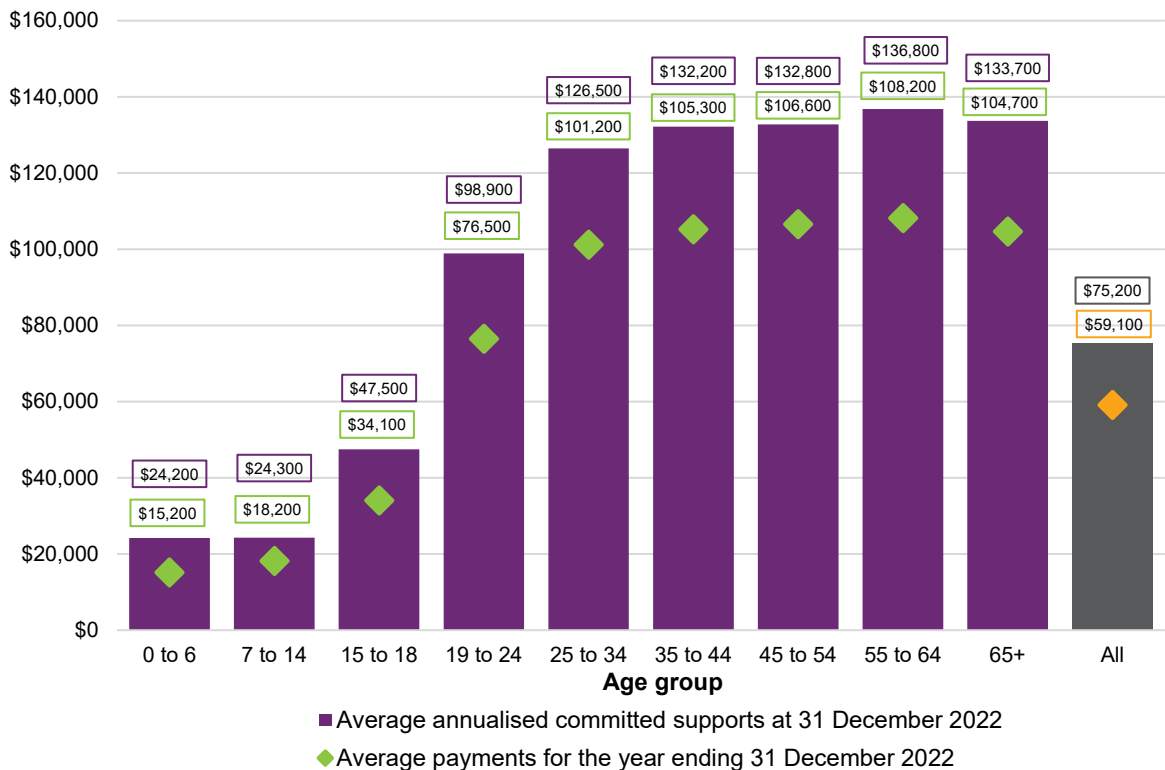


Figure H.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Queensland

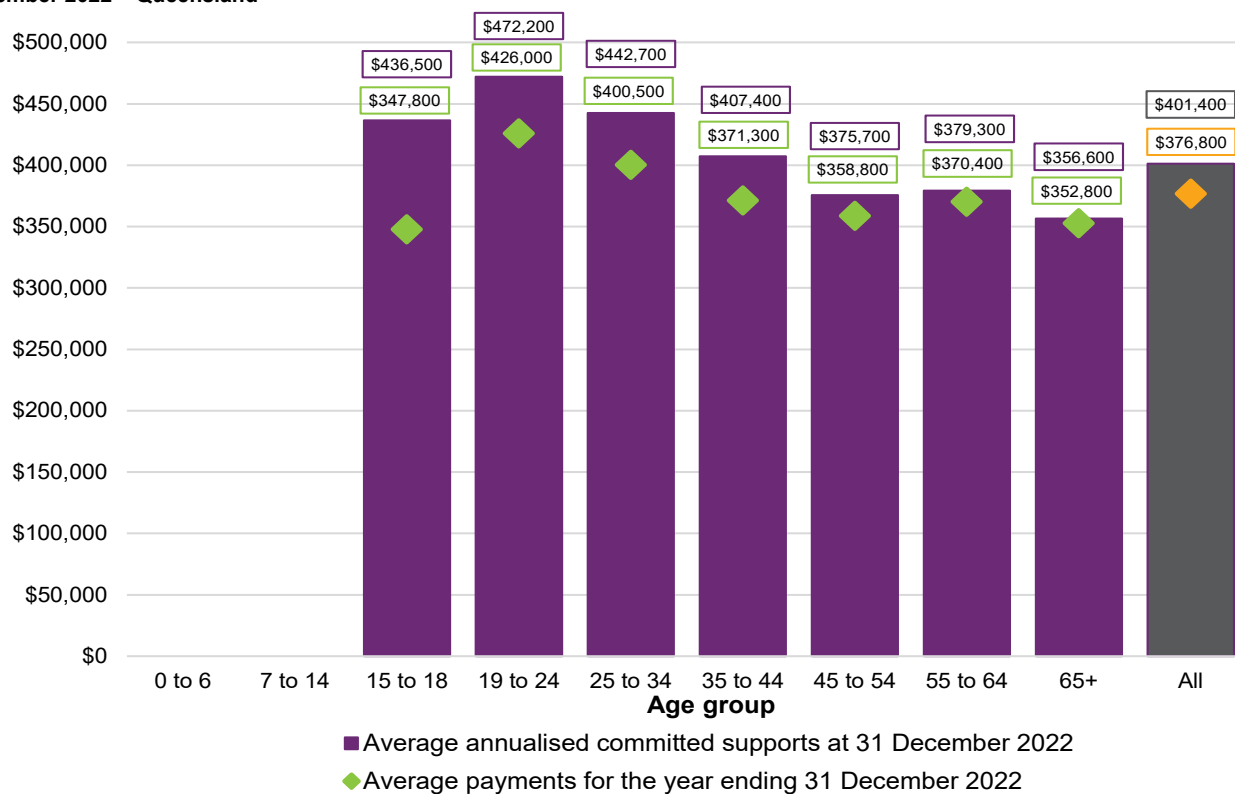


Figure H.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Queensland

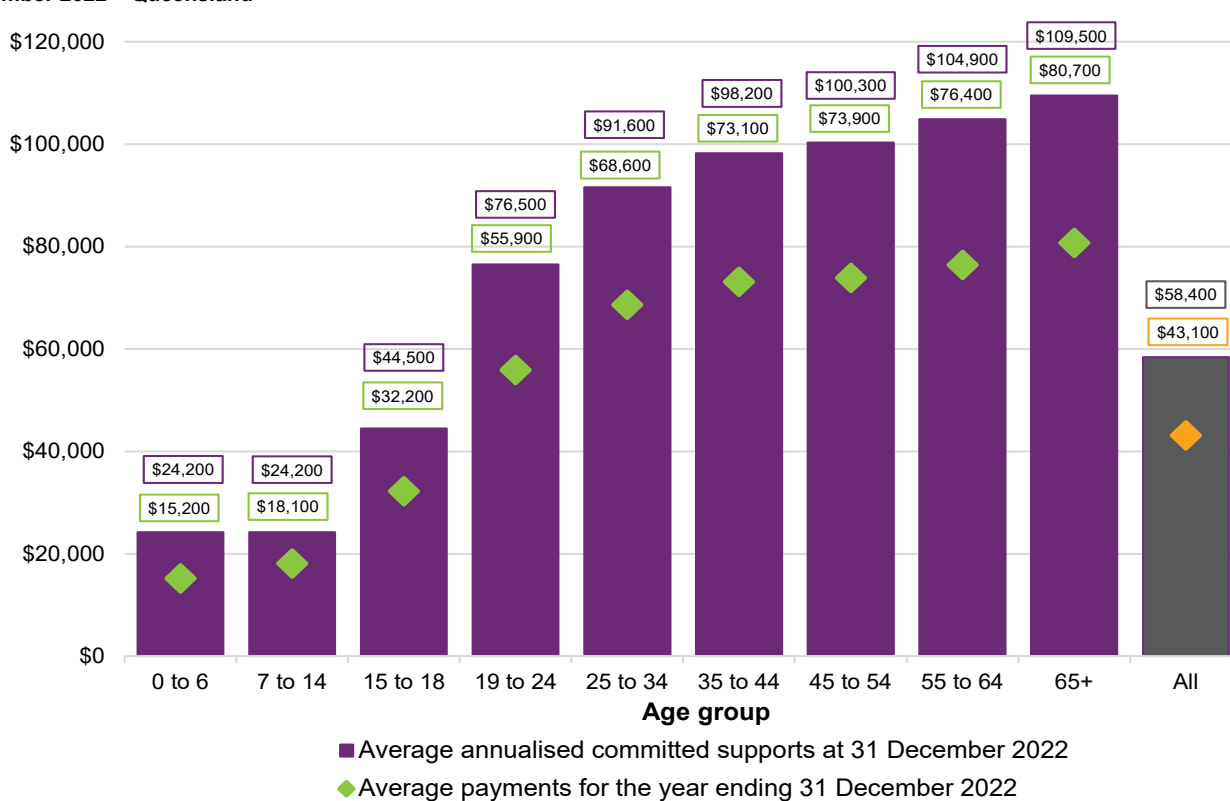


Figure H.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Queensland

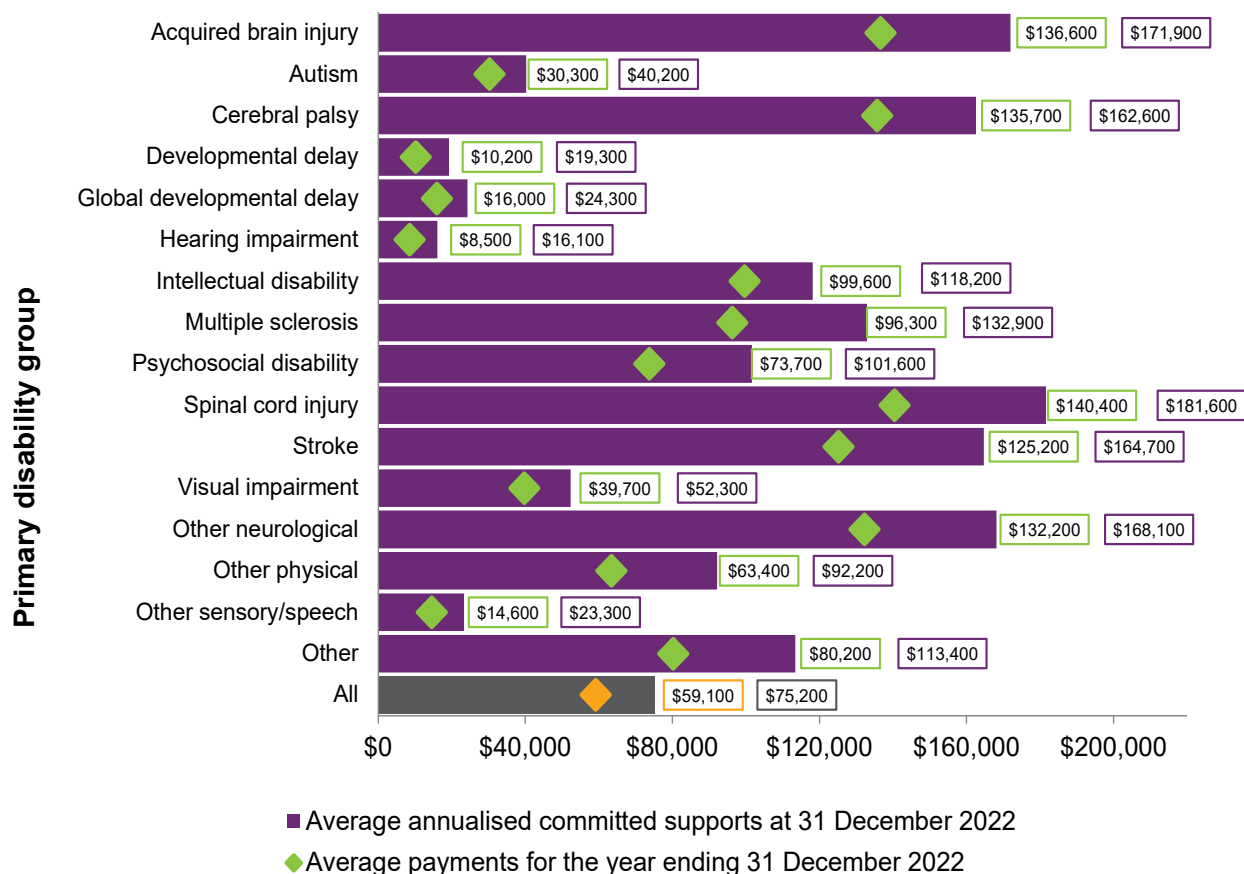


Figure H.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Queensland

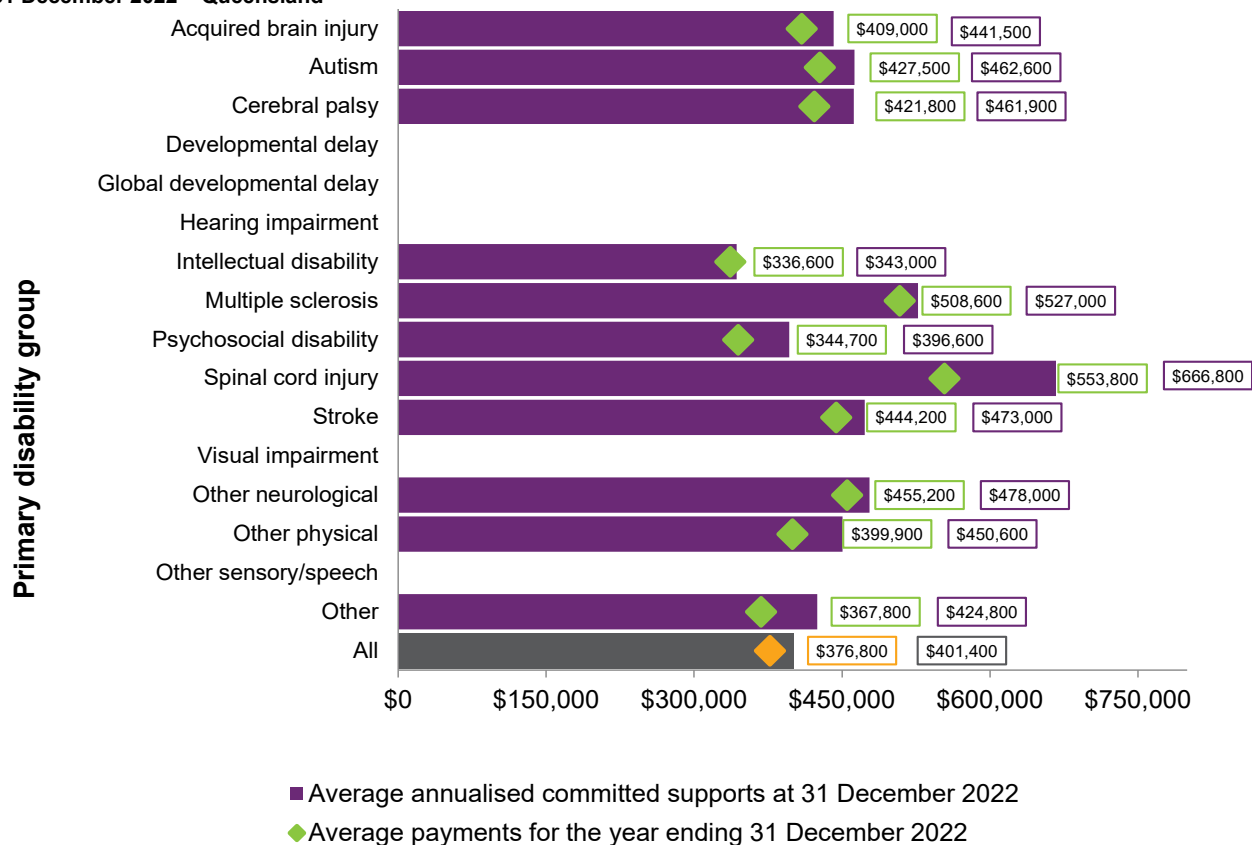


Figure H.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Queensland

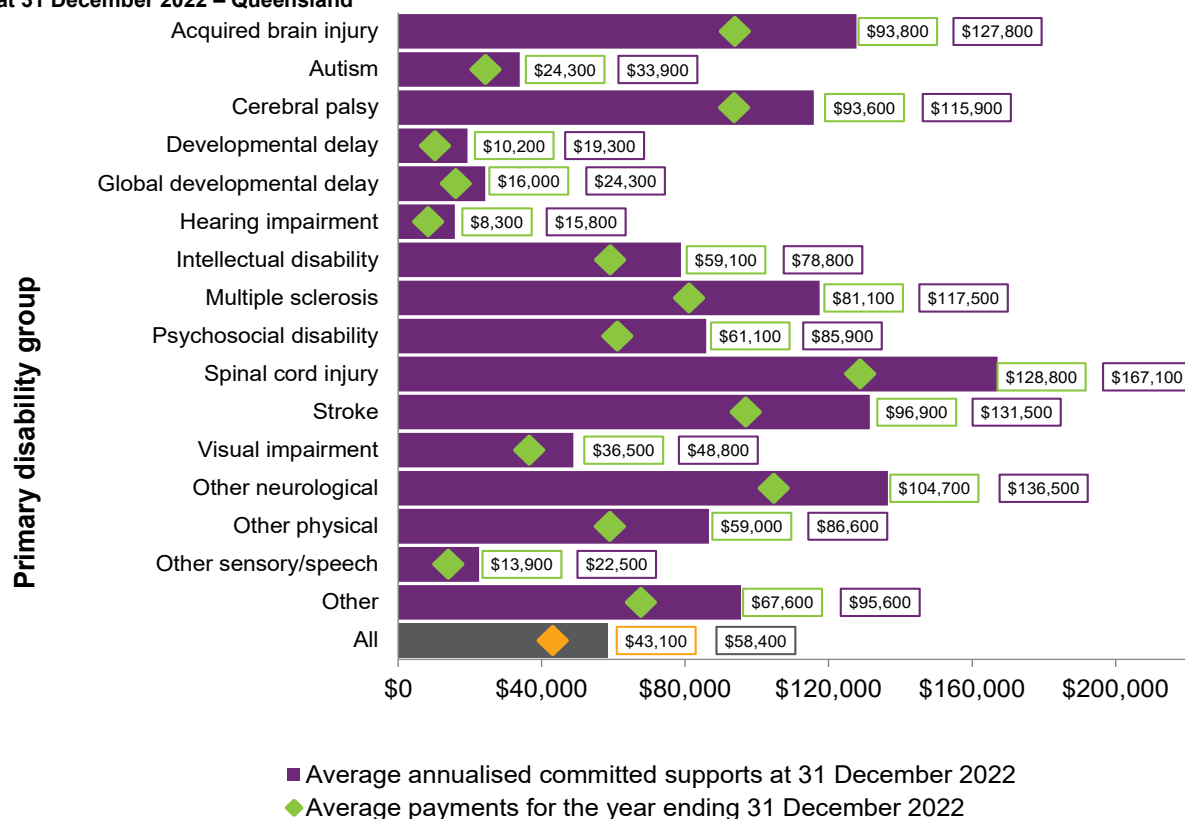


Figure H.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Queensland

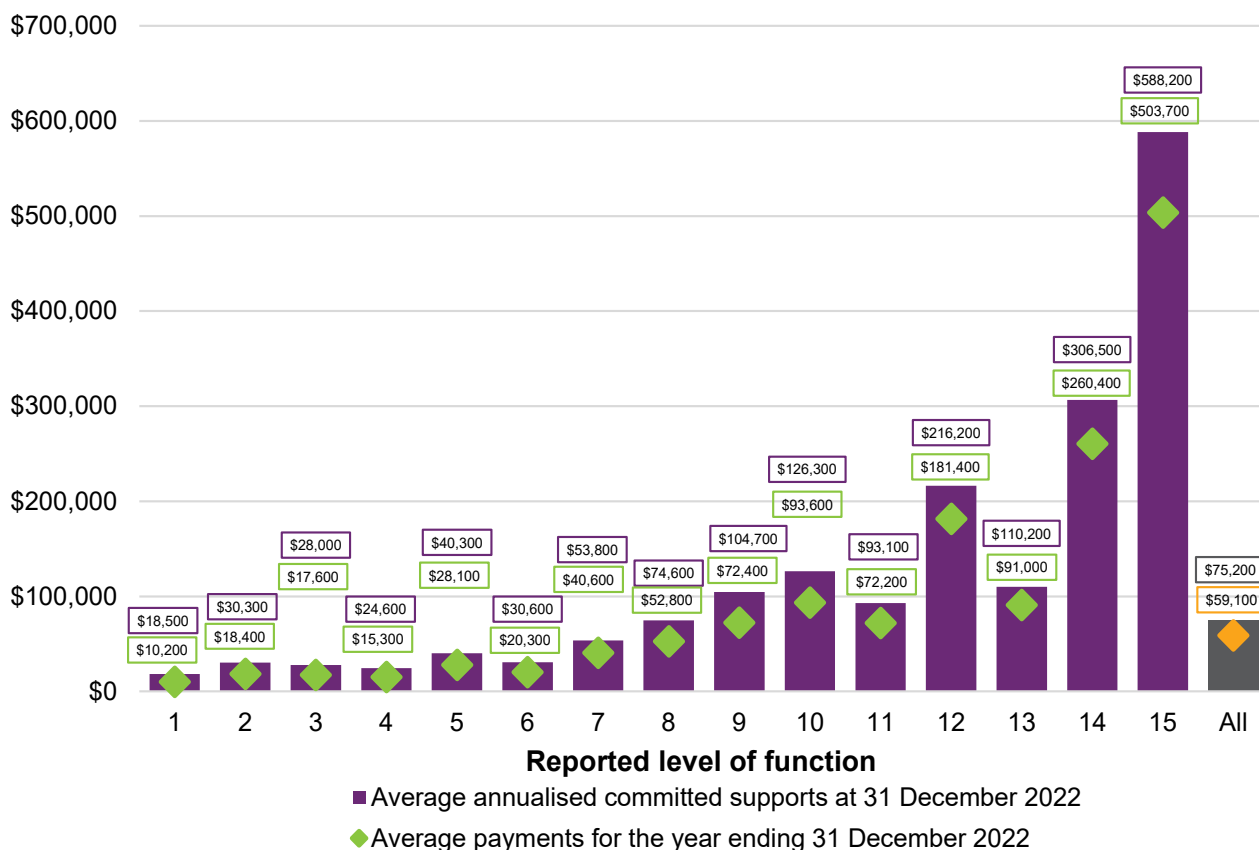


Figure H.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Queensland

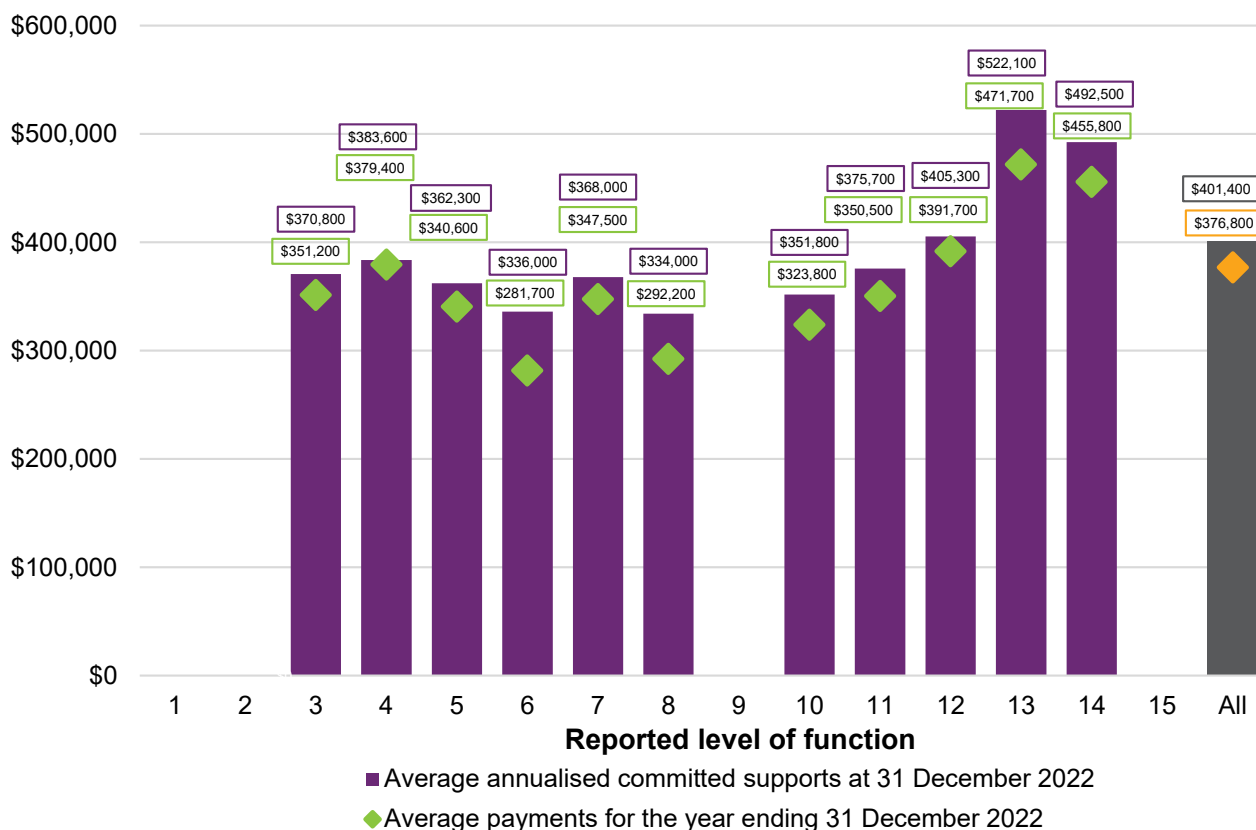


Figure H.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Queensland

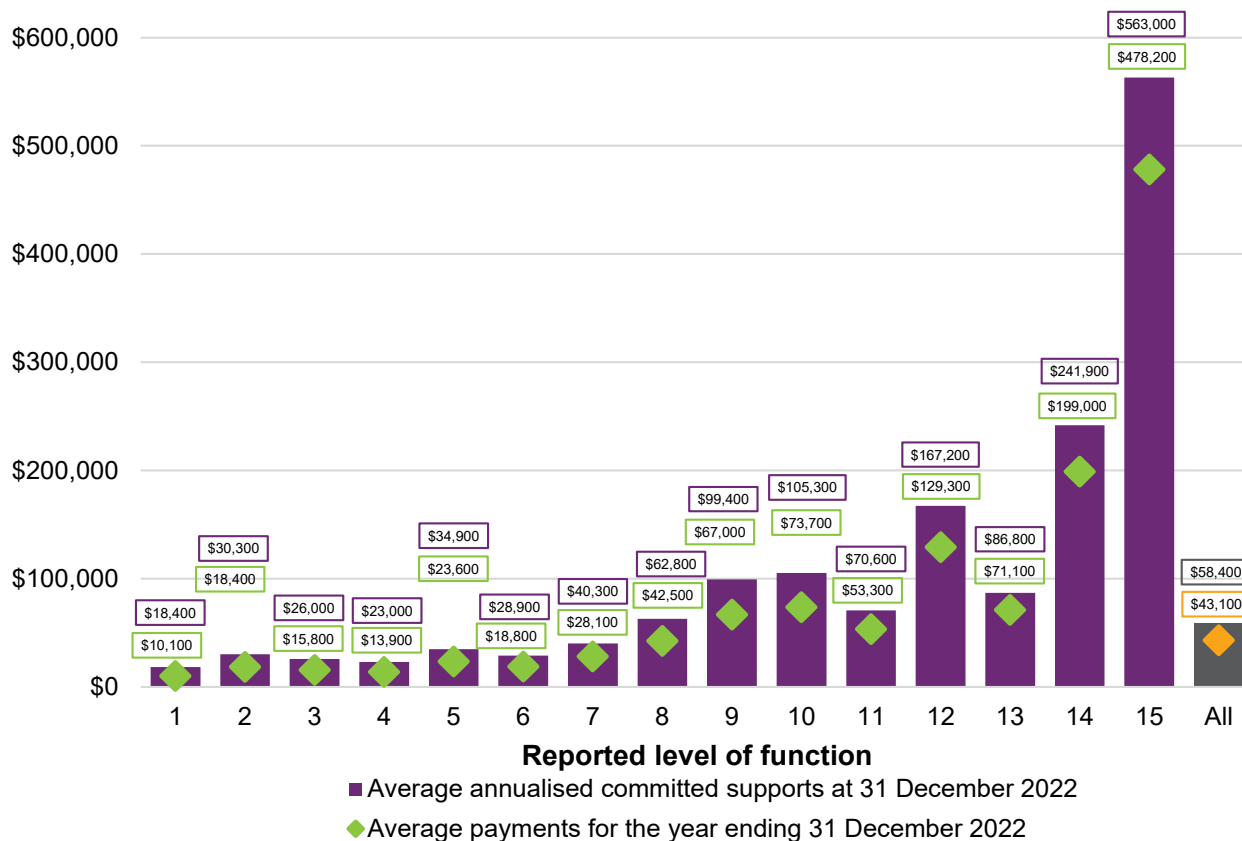


Table H.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Queensland ^{184 185}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$3,496.3	\$4,405.1
Core: Consumables	\$137.7	\$192.3
Core: Social and Civic	\$1,433.3	\$1,946.4
Core: Transport	\$118.5	\$95.8
Capacity Building: Choice and Control	\$99.1	\$112.1
Capacity Building: Daily Activities	\$833.7	\$1,458.6
Capacity Building: Employment	\$14.6	\$47.0
Capacity Building: Health and Wellbeing	\$7.0	\$14.3
Capacity Building: Home Living	\$0.1	\$0.6
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$56.8	\$118.6
Capacity Building: Social and Civic	\$20.1	\$371.2
Capacity Building: Support Coordination	\$174.7	\$240.1
Capital: Assistive Technology	\$144.7	\$305.3
Capital: Home Modifications	\$62.3	\$104.4
All	\$6,599.0	\$9,092.5

Table H.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Queensland ^{186 187}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,564.4	\$1,702.6
Core: Consumables	\$15.1	\$20.5
Core: Social and Civic	\$285.9	\$409.9
Core: Transport	\$9.3	\$14.0
Capacity Building: Choice and Control	\$5.0	\$5.6
Capacity Building: Daily Activities	\$39.8	\$65.2
Capacity Building: Employment	\$0.4	\$1.3
Capacity Building: Health and Wellbeing	\$0.5	\$1.0
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.00	\$0.00
Capacity Building: Relationships	\$24.1	\$41.5
Capacity Building: Social and Civic	\$0.4	\$0.6
Capacity Building: Support Coordination	\$28.4	\$35.8
Capital: Assistive Technology	\$14.3	\$32.2
Capital: Home Modifications	\$26.6	\$43.9
All	\$2,014.2	\$2,374.2

¹⁸⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁵ Total payments for home modifications in Queensland were \$62.3m. Of which, \$32.8m (53%) has been paid for specialised disability accommodation (SDA) supports, and \$29.5m (47%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$104.4m. Of which, \$63.7m (61%) has been allocated for specialised disability accommodation (SDA) supports, and \$40.7m (39%) has been allocated for non-SDA supports.

¹⁸⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁷ Total payments for home modifications in Queensland were \$26.6m. Of which, \$23.1m (87%) has been paid for specialised disability accommodation (SDA) supports, and \$3.5m (13%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$43.9m. Of which, \$43.1m (98.1%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.9m (1.9%) 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 December 2022 (\$m) – Queensland ^{188 189}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,931.9	\$2,702.5
Core: Consumables	\$122.6	\$171.8
Core: Social and Civic	\$1,147.4	\$1,536.6
Core: Transport	\$109.3	\$81.7
Capacity Building: Choice and Control	\$94.1	\$106.5
Capacity Building: Daily Activities	\$793.8	\$1,393.4
Capacity Building: Employment	\$14.2	\$45.7
Capacity Building: Health and Wellbeing	\$6.6	\$13.3
Capacity Building: Home Living	\$0.10	\$0.59
Capacity Building: Lifelong learning	\$0.01	\$0.04
Capacity Building: Relationships	\$32.7	\$77.1
Capacity Building: Social and Civic	\$19.7	\$51.3
Capacity Building: Support Coordination	\$146.3	\$204.3
Capital: Assistive Technology	\$130.4	\$273.1
Capital: Home Modifications	\$35.8	\$60.5
All	\$4,584.8	\$6,718.4

Table H.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Queensland ¹⁹⁰

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	1.2	4.4	12.1	227.0	858.7	2,514.3	5,121.8	6,798.1	7,832.2	4,551.6
Total Paid	0.6	2.2	5.5	128.0	546.5	1,651.2	3,585.3	4,980.7	6,088.2	3,266.3
% utilised to date	46%	50%	46%	56%	64%	66%	70%	73%	78%	72%

Table H.35 Percentage change in plan budgets for active participants – Queensland ^{192 193}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	4.9%	6.0%	6.8%	7.5%	8.3%	9.1%	11.8%	7.2%
Interplan Inflation	-0.7%	-3.1%	-0.9%	-0.3%	1.6%	3.9%	8.6%	7.2%
Total Inflation	4.1%	2.9%	5.9%	7.2%	9.9%	13.0%	20.4%	14.4%

¹⁸⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

¹⁸⁹ Total payments for home modifications in Queensland were \$35.8m. Of which, \$9.7m (27%) has been paid for specialised disability accommodation (SDA) supports, and \$26.1m (73%) has been paid for non-SDA supports. Total annualised committed supports for home modifications in Queensland were \$60.5m. Of which, \$20.6m (34%) has been allocated for specialised disability accommodation (SDA) supports, and \$39.9m (66%) has been allocated for non-SDA supports.

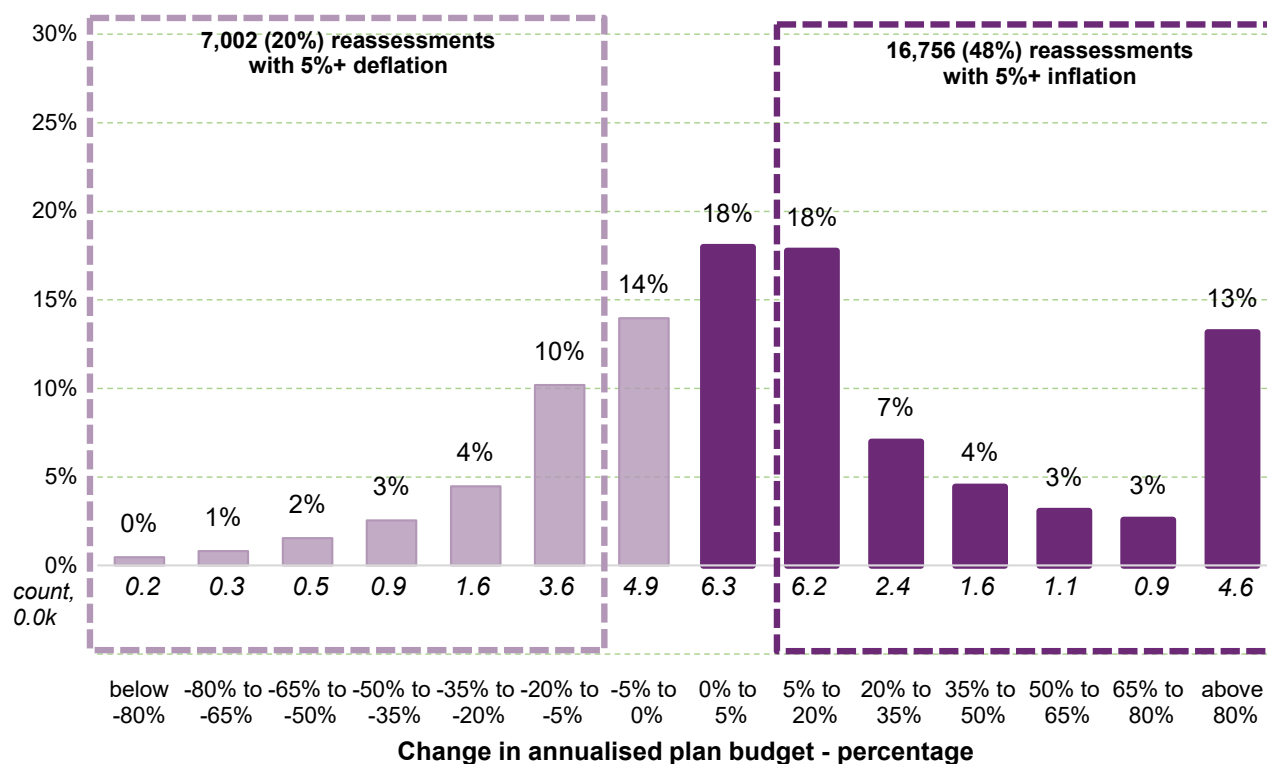
¹⁹⁰ The utilisation rate for 2022-23 to date will likely increase due to a lag between when support is provided and when it is paid.

¹⁹¹ 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.

¹⁹² 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 2022, which impacts the September 2022 quarter.

¹⁹³ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the total overall inflation has not changed.

Figure H.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Queensland ¹⁹⁴



¹⁹⁴ 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 ¹⁹⁵

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	58,898	2,127	61,025
Active Eligible - Total	48,767	1,606	50,373
Active Eligible - New	29,875	1,574	31,449
Active Eligible - State	16,130	13	16,143
Active Eligible - Commonwealth	2,762	19	2,781
Active Participant Plans (excl ECA) - Total	47,780	1,639	49,419
Active Participant Plans (excl ECA) - New	28,984	1,604	30,588
Active Participant Plans (excl ECA) - State	16,057	15	16,072
Active Participant Plans (excl ECA) - Commonwealth	2,739	20	2,759
Active Participant Plans - Total	48,626	2,613	50,393
Active Participant Plans - Early Intervention (s25)	8,769	841	9,610
Active Participant Plans - Permanent Disability (s24)	39,011	798	39,809
Active Participant Plans - ECA	846	974	974

Table I.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Western Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	2,033
Early Intervention participants	298
Permanent disability participants	1,735

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

Age 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
0 to 6	8,413	97%	3,442	97%	67	97%	11,922	97%
7 to 14	7,983	93%	3,631	92%	127	88%	11,741	93%
15 to 18	2,403	94%	1,337	92%	67	88%	3,807	93%
19 to 24	2,206	94%	1,310	88%	52	88%	3,568	92%
25 to 34	2,672	91%	2,039	85%	61	84%	4,772	88%
35 to 44	2,289	88%	2,060	78%	35	64%	4,384	83%
45 to 54	2,872	84%	2,618	74%	44	61%	5,534	79%
55 to 64	3,558	77%	3,349	66%	57	54%	6,964	71%
65+	231	71%	203	63%	<11	n/a	442	67%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	32,628	91%	19,989	82%	518	78%	53,135	87%

¹⁹⁵ 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 I.4 Assessment of access by primary disability group and gender – Western Australia¹⁹⁶

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	1,113	93%	609	94%	<11	n/a	1,729	93%
Autism	13,248	98%	5,040	98%	261	97%	18,549	98%
Cerebral palsy	1,015	98%	813	97%	<11	n/a	1,836	97%
Developmental delay	2,264	97%	831	96%	20	100%	3,115	97%
Global developmental delay	1,037	98%	376	99%	12	100%	1,425	98%
Hearing impairment	1,019	91%	1,152	88%	19	90%	2,190	90%
Intellectual disability	5,222	97%	4,019	97%	33	83%	9,274	97%
Multiple sclerosis	241	91%	735	91%	<11	n/a	985	91%
Psychosocial disability	2,775	79%	2,648	68%	50	53%	5,473	73%
Spinal cord injury	506	96%	195	95%	<11	n/a	706	96%
Stroke	451	85%	318	82%	<11	n/a	774	84%
Visual impairment	450	88%	442	89%	<11	n/a	900	88%
Other neurological	1,435	84%	1,179	83%	20	74%	2,634	83%
Other physical	999	54%	1,095	43%	22	33%	2,116	48%
Other sensory/speech	107	42%	37	34%	<11	n/a	147	40%
Other	542	51%	360	34%	21	51%	923	43%
Missing	204	92%	140	86%	15	100%	359	90%
Total	32,628	91%	19,989	82%	518	78%	53,135	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	3,718	8%	132	8%	3,850	8%
Non-First Nations Participants	38,707	81%	1,217	74%	39,924	81%
Not Stated	5,355	11%	290	18%	5,645	11%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Western Australia¹⁹⁷

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,879	8%	125	8%	4,004	8%
Not culturally and linguistically diverse	39,116	82%	1,514	92%	40,630	82%
Not stated	4,785	10%	<11	n/a	4,785	10%
Total	47,780	100%	1,639	100%	49,419	100%

¹⁹⁶ Down syndrome is included in intellectual disability.

¹⁹⁷ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to 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 December 2022 – Western Australia ¹⁹⁸

Age group	Total number of active participants
Under 45	<11
45 to 54	18
55 to 64	168
Total YPIRAC (under 65)	186

Table I.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Western Australia ¹⁹⁹

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	31	138
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

Table I.9 Participant profile per quarter by remoteness – Western Australia ^{200 201}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	37,598	79%	1,348	82%	38,946	79%
Population > 50,000	2,372	5%	82	5%	2,454	5%
Population between 15,000 and 50,000	3,012	6%	72	4%	3,084	6%
Population between 5,000 and 15,000	540	1%	15	1%	555	1%
Population less than 5,000	2,117	4%	54	3%	2,171	4%
Remote	1,338	3%	35	2%	1,373	3%
Very Remote	797	2%	33	2%	830	2%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	47,780	100%	1,639	100%	49,419	100%

¹⁹⁸ There are a further 137 active participants aged 65 years or over who are currently in residential aged care.

¹⁹⁹ 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.

²⁰⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

²⁰¹ 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 ^{202 203 204}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	17,556	37%	553	34%	18,109	37%
Intellectual disability	8,772	18%	66	4%	8,838	18%
Psychosocial disability	4,976	10%	130	8%	5,106	10%
Developmental delay	2,234	5%	453	28%	2,687	5%
Hearing impairment	2,052	4%	58	4%	2,110	4%
Other neurological	2,119	4%	67	4%	2,186	4%
Other physical	1,788	4%	30	2%	1,818	4%
Cerebral palsy	1,763	4%	24	1%	1,787	4%
Acquired brain injury	1,454	3%	52	3%	1,506	3%
Global developmental delay	1,173	2%	81	5%	1,254	3%
Visual impairment	826	2%	17	1%	843	2%
Multiple sclerosis	921	2%	26	2%	947	2%
Stroke	652	1%	26	2%	678	1%
Spinal cord injury	640	1%	<11	n/a	649	1%
Other	742	2%	47	3%	789	2%
Other sensory/speech	112	0%	<11	n/a	112	0%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.11 Participant profile per quarter (participants in SIL) by primary disability group – Western Australia ^{205 206}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	327	13%	<11	n/a	327	13%
Intellectual disability	1,129	44%	<11	n/a	1,129	44%
Psychosocial disability	208	8%	<11	n/a	209	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	187	7%	<11	n/a	188	7%
Other physical	27	1%	<11	n/a	27	1%
Cerebral palsy	246	10%	<11	n/a	246	10%
Acquired brain injury	259	10%	<11	n/a	261	10%
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	37	1%	<11	n/a	37	1%
Stroke	64	2%	<11	n/a	66	3%
Spinal cord injury	35	1%	<11	n/a	35	1%
Other	32	1%	<11	n/a	33	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,561	100%	<11	n/a	2,568	100%

²⁰² Table order based on national proportions in Table E.10 (highest to lowest).

²⁰³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

²⁰⁴ Down syndrome is included in intellectual disability, representing 2% (1,101) of all Scheme participants in Western Australia.

²⁰⁵ 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.

²⁰⁶ Down syndrome is included in intellectual disability, representing 7% (169) of participants in SIL.

Table I.12 Participant profile per quarter (participants not in SIL) by primary disability group – Western Australia ²⁰⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	17,229	38%	553	34%	17,782	38%
Intellectual disability	7,643	17%	66	4%	7,709	16%
Psychosocial disability	4,768	11%	129	8%	4,897	10%
Developmental delay	2,234	5%	453	28%	2,687	6%
Hearing impairment	2,052	5%	58	4%	2,110	5%
Other neurological	1,932	4%	66	4%	1,998	4%
Other physical	1,761	4%	30	2%	1,791	4%
Cerebral palsy	1,517	3%	24	1%	1,541	3%
Acquired brain injury	1,195	3%	50	3%	1,245	3%
Global developmental delay	1,173	3%	81	5%	1,254	3%
Visual impairment	817	2%	17	1%	834	2%
Multiple sclerosis	884	2%	26	2%	910	2%
Stroke	588	1%	24	1%	612	1%
Spinal cord injury	605	1%	<11	n/a	614	1%
Other	710	2%	46	3%	756	2%
Other sensory/speech	111	0%	<11	n/a	111	0%
Total	45,219	100%	1,632	100%	46,851	100%

Table I.13 Participant profile per quarter by reported level of function – Western Australia ²⁰⁸

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	3,505	7%	397	24%	3,902	8%
2 (High Function)	175	0%	<11	n/a	178	0%
3 (High Function)	2,335	5%	127	8%	2,462	5%
4 (High Function)	2,381	5%	69	4%	2,450	5%
5 (High Function)	2,609	5%	99	6%	2,708	5%
6 (Moderate Function)	10,729	22%	439	27%	11,168	23%
7 (Moderate Function)	2,248	5%	73	4%	2,321	5%
8 (Moderate Function)	3,301	7%	88	5%	3,389	7%
9 (Moderate Function)	255	1%	<11	n/a	264	1%
10 (Moderate Function)	5,393	11%	95	6%	5,488	11%
11 (Low Function)	1,827	4%	13	1%	1,840	4%
12 (Low Function)	8,077	17%	129	8%	8,206	17%
13 (Low Function)	4,050	8%	82	5%	4,132	8%
14 (Low Function)	853	2%	16	1%	869	2%
15 (Low Function)	14	0%	<11	n/a	14	0%
Missing	28	n/a	<11	n/a	28	n/a
Total	47,780	100%	1,639	100%	49,419	100%

²⁰⁷ Down syndrome is included in intellectual disability, representing 2% (932) of participants not in SIL.

²⁰⁸ The distributions are calculated excluding participants with a missing reported level of function.

Table I.14 Participant profile per quarter by age group – Western Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	5,265	11%	713	44%	5,978	12%
7 to 14	11,992	25%	315	19%	12,307	25%
15 to 18	4,620	10%	86	5%	4,706	10%
19 to 24	4,676	10%	59	4%	4,735	10%
25 to 34	4,983	10%	80	5%	5,063	10%
35 to 44	4,094	9%	105	6%	4,199	8%
45 to 54	4,574	10%	107	7%	4,681	9%
55 to 64	5,506	12%	160	10%	5,666	11%
65+	2,070	4%	14	1%	2,084	4%
Total	47,780	100%	1,639	100%	49,419	100%

Table I.15 Participation rates by age group and gender at 31 December 2022 – Western Australia ²⁰⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	3.3%	1.5%	2.4%
7 to 14	5.9%	2.6%	4.4%
15 to 18	4.5%	2.3%	3.5%
19 to 24	3.0%	1.6%	2.3%
25 to 44	1.3%	1.0%	1.2%
45 to 64	1.6%	1.5%	1.6%
Total (aged 0 to 64)	2.5%	1.5%	2.0%

²⁰⁹ 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/carers outcomes

Note: In Tables H.16 to H.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=5,100), 'participant social and community engagement rate' (n=5,113), 'parent and carer employment rate' (n=3,585) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,943) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Western Australia ²¹⁰

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	21%	27%	26%
Participant employment rate - Aged 25 to 34 years	36%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	30%	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%	8%	11%	26%
Participant employment rate - Aged 25 to 64 years	28%	27%	27%	26%
Participant employment rate - Aged 15 to 64 years	25%	25%	27%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	39%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	43%	42%	46%
Participant social and community engagement rate - Aged 35 to 44 years	39%	41%	41%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	41%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	37%	46%
Participant social and community engagement rate - Aged 65+ years	34%	41%	41%	46%
Participant social and community engagement rate - Aged 25+ years	38%	40%	40%	46%
Participant social and community engagement rate - Aged 15+ years	38%	40%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	48%	50%	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%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	75%

²¹⁰ 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 December 2020 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=2,570), 'participant social and community engagement rate' (n=2,565), 'parent and carer employment rate' (n=1,579) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=1,882) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Western Australia ²¹¹

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	17%	19%	26%	26%
Participant employment rate - Aged 25 to 34 years	35%	33%	26%	34%	26%
Participant employment rate - Aged 35 to 44 years	29%	31%	29%	26%	26%
Participant employment rate - Aged 45 to 54 years	25%	27%	25%	24%	26%
Participant employment rate - Aged 55 to 64 years	16%	15%	19%	13%	26%
Participant employment rate - Aged 65+ years	9%	10%	6%	6%	26%
Participant employment rate - Aged 25 to 64 years	26%	26%	24%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	24%	23%	25%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	39%	45%	40%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	44%	46%	47%	46%
Participant social and community engagement rate - Aged 35 to 44 years	40%	44%	45%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	35%	37%	35%	34%	46%
Participant social and community engagement rate - Aged 65+ years	37%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 25+ years	39%	42%	42%	43%	46%
Participant social and community engagement rate - Aged 15+ years	39%	41%	43%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	45%	47%	43%	50%	50%
Parent and carer employment rate - Aged 15+ years	46%	51%	48%	48%	50%
Parent and carer employment rate - All ages	46%	49%	45%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	80%	82%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	78%	75%

²¹¹ 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 December 2019 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=712), 'participant social and community engagement rate' (n=711), 'parent and carer employment rate' (n=444) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=570) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Western Australia ²¹²

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	21%	28%	37%	32%	26%
Participant employment rate - Aged 25 to 34 years	27%	29%	21%	25%	31%	26%
Participant employment rate - Aged 35 to 44 years	25%	28%	20%	26%	25%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	28%	18%	24%	26%
Participant employment rate - Aged 55 to 64 years	19%	19%	18%	8%	17%	26%
Participant employment rate - Aged 65+ years	7%	7%	6%	4%	3%	26%
Participant employment rate - Aged 25 to 64 years	25%	26%	22%	19%	24%	26%
Participant employment rate - Aged 15 to 64 years	23%	25%	23%	22%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	39%	40%	40%	31%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	42%	43%	44%	44%	46%
Participant social and community engagement rate - Aged 35 to 44 years	54%	56%	53%	65%	48%	46%
Participant social and community engagement rate - Aged 45 to 54 years	47%	50%	47%	58%	52%	46%
Participant social and community engagement rate - Aged 55 to 64 years	42%	49%	50%	47%	45%	46%
Participant social and community engagement rate - Aged 65+ years	36%	42%	41%	40%	44%	46%
Participant social and community engagement rate - Aged 25+ years	45%	48%	47%	50%	47%	46%
Participant social and community engagement rate - Aged 15+ years	43%	46%	45%	46%	45%	46%
Parent and carer employment rate - Aged 0 to 14 years	39%	38%	47%	49%	53%	50%
Parent and carer employment rate - Aged 15+ years	46%	46%	43%	65%	50%	50%
Parent and carer employment rate - All ages	42%	41%	46%	53%	52%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	64%	69%	72%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	75%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	76%	77%	75%

²¹² 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 December 2018 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=171), 'participant social and community engagement rate' (n=176), 'parent and carer employment rate' (n=112) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=157) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Western Australia ²¹³

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	33%	28%	32%	32%	18%	26%	26%
Participant employment rate - Aged 15 to 64 years	29%	27%	29%	32%	21%	26%	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%	43%	44%	55%	40%	46%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	40%	49%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	48%	37%	45%	54%	46%	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	48%	54%	42%	57%	58%	51%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	62%	60%	69%	69%	57%	75%
Participant Choice and Control - Aged 25+ years	n/a	76%	79%	86%	78%	81%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	73%	80%	74%	73%	75%

²¹³ 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 December 2017 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=50), 'participant social and community engagement rate' (n=50), 'parent and carer employment rate' (n=13) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=40) 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 December 2016 - Western Australia ²¹⁴

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	n/a	n/a	n/a	n/a	n/a	n/a	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	68%	64%	71%	90%	81%	82%	75%

²¹⁴ 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 December 2016 and have had a sixth plan reassessment to date.

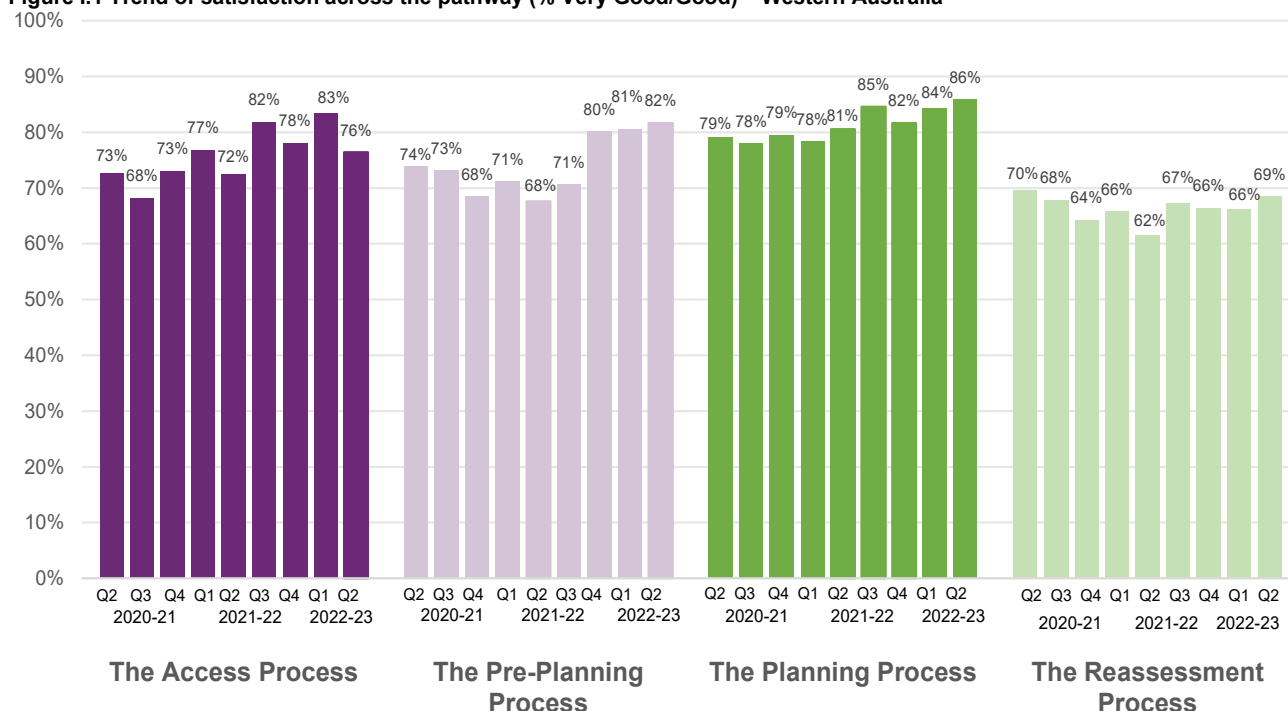
Part Three: Participant experience

Table I.21 Proportion of participants who agreed with statements about 'Access' (n = 1,185 in Prior Quarters, n = 144 in 2022-23 Q2), 'Pre-planning' (n = 830 in Prior Quarters, n = 98 in 2022-23 Q2), 'Planning' (n = 3,877 in Prior Quarters, n = 459 in 2022-23 Q2) and 'Plan reassessment' (n = 8,716 in Prior Quarters, n = 1,162 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Western Australia ²¹⁵

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	86%	83%
Access - Was the person from the NDIS respectful?	97%	97%
Access - Do you understand what will happen next with your plan?	72%	80%
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?	83%	89%
Pre-planning - Did you understand why you needed to give the information you did?	93%	94%
Pre-planning - Were decisions about your plan clearly explained?	69%	81%
Pre-planning - Are you clear on what happens next with your plan?	59%	66%
Pre-planning - Do you know where to go for more help with your plan?	65%	74%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	73%	82%
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	89%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	85%	89%
Planning - Are you clear on what happens next with your plan?	80%	82%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	81%	86%
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?	83%	79%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	86%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	66%	69%

²¹⁵ 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 ²¹⁶



The tables in part three 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 I.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.

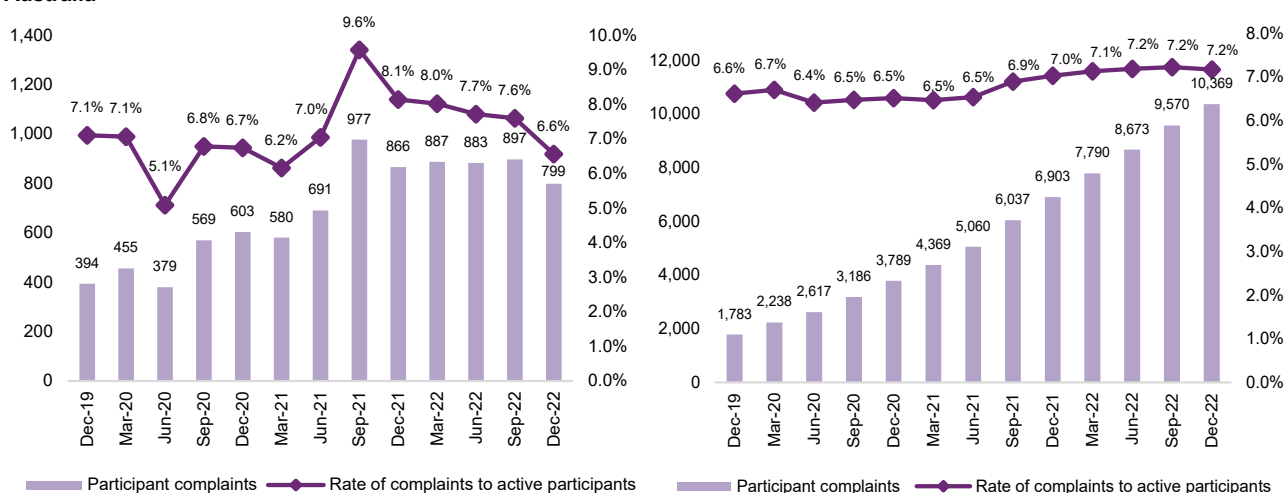
Table I.23 shows the number of complaints by type as well as by source and subject of complaint based on records. These results include all complaints submitted from 1 July 2016 and complaints made during that quarter.

²¹⁶ 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.

Table I.22 Complaints by quarter – Western Australia ^{217 218}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	18	<11	18	17
People who have submitted an access request: Complaint about LAC Partner	283	27	310	279
People who have submitted an access request: Complaints about service providers	516	35	551	451
People who have submitted an access request: Complaints about the Agency	6,841	534	7,375	4,239
People who have submitted an access request: Critical/ Reportable Incident	1,825	202	2,027	1,450
People who have submitted an access request: Unclassified	87	<11	88	83
People who have submitted an access request: Total	9,570	799	10,369	5,690
<i>Percentage of the number of active participants</i>	<i>7.2%</i>	<i>6.6%</i>	<i>7.2%</i>	<i>n/a</i>

Figure I.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Western Australia



²¹⁷ Note that 63% of all complainants made only one complaint, 19% made two complaints and 17% made three or more complaints.

²¹⁸ 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 I.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Western Australia ²¹⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	145	2%	<11	n/a	145	2%
Complaints about the Agency - Information unclear	73	1%	<11	n/a	74	1%
Complaints about the Agency - NDIA Access	173	3%	17	3%	190	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	464	7%	40	7%	504	7%
Complaints about the Agency - NDIA Fraud and Compliance	24	0%	<11	n/a	30	0%
Complaints about the Agency - NDIA Plan	1,793	26%	214	40%	2,007	27%
Complaints about the Agency - NDIA Process	699	10%	72	13%	771	10%
Complaints about the Agency - NDIA Resources	73	1%	<11	n/a	82	1%
Complaints about the Agency - NDIA Staff	379	6%	68	13%	447	6%
Complaints about the Agency - NDIA Timeliness	1,631	24%	96	18%	1,727	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	169	2%	<11	n/a	170	2%
Complaints about the Agency - Staff conduct - Agency	64	1%	<11	n/a	64	1%
Complaints about the Agency - The way the NDIA carried out its decision making	135	2%	<11	n/a	137	2%
Complaints about the Agency - Timeliness	518	8%	<11	n/a	518	7%
Complaints about the Agency - Other	469	7%	<11	n/a	476	6%
Complaints about the Agency - Total	6,841	100%	534	100%	7,375	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	18	100%	<11	n/a	18	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	43	15%	<11	n/a	43	14%
Complaints about LAC Partner - LAC Process	33	12%	<11	n/a	37	12%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	165	58%	18	67%	183	59%
Complaints about LAC Partner - LAC Timeliness	35	12%	<11	n/a	39	13%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	283	100%	27	100%	310	100%
Complaints about service providers - Provider costs	15	3%	<11	n/a	15	3%

²¹⁹ There are 9,570 total participant complaints in Prior Quarters, 799 total participant complaints in 2022-23 Q2, and 10,369 total participant complaints as at 31 December 2022, including 88 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Finance	30	6%	<11	n/a	32	6%
Complaints about service providers - Provider Fraud and Compliance	38	7%	<11	n/a	41	7%
Complaints about service providers - Provider process	12	2%	<11	n/a	13	2%
Complaints about service providers - Provider Service	224	43%	24	69%	248	45%
Complaints about service providers - Provider Staff	88	17%	<11	n/a	93	17%
Complaints about service providers - Service Delivery	25	5%	<11	n/a	25	5%
Complaints about service providers - Staff conduct	18	3%	<11	n/a	18	3%
Complaints about service providers - Supports being provided	24	5%	<11	n/a	24	4%
Complaints about service providers - Other	42	8%	<11	n/a	42	8%
Complaints about service providers - Total	516	100%	35	100%	551	100%
Critical/ Reportable Incident - Allegations against a provider	477	26%	68	34%	545	27%
Critical/ Reportable Incident - Allegations against Informal Supports	216	12%	16	8%	232	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	367	20%	39	19%	406	20%
Critical/ Reportable Incident - Provider reporting	765	42%	79	39%	844	42%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	1,825	100%	202	100%	2,027	100%

Table I.24 AAT Cases by category at 31 December 2022 – Western Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	159	17%	16	14%	175	17%
Plan	727	78%	90	80%	817	78%
Plan Reassessment	22	2%	<11	n/a	23	2%
Other	27	3%	<11	n/a	32	3%
Total cases	935	100%	112	100%	1,047	100%
Percentage of the number of active participants	0.71%	n/a	0.92%	n/a	0.72%	n/a

Figure I.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Western Australia

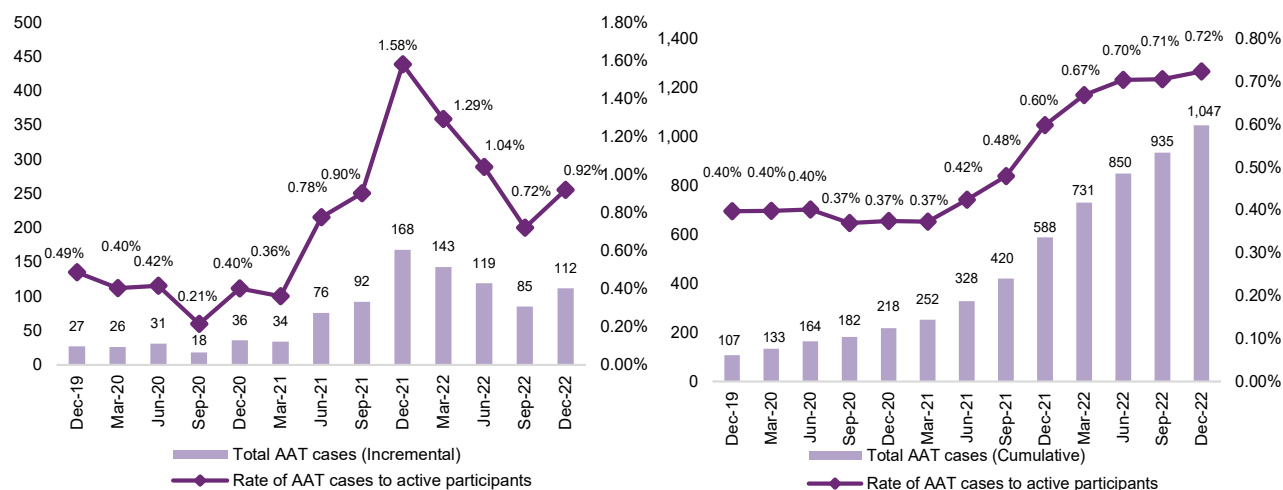


Table I.25 AAT cases by open/closed and decision – Western Australia ²²⁰ ²²¹

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,047	988
Open AAT Cases	373	371
Closed AAT Cases	674	651
<i>Resolved before hearing</i>	668	646
<i>Gone to hearing and received a substantive decision</i>	<11	<11

²²⁰ The numbers of AAT cases that went to hearing and received a substantive decision for Western Australia are not shown due to insufficient numbers.

²²¹ 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 ^{222 223}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.26	1.24
Number of providers delivering new types of supports	260	247
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	90%	91%
Share of payments - top 25%: Therapeutic Supports (Percentage)	95%	95%
Share of payments - top 25%: Participate Community (Percentage)	91%	91%
Share of payments - top 25%: Early Childhood Supports (Percentage)	90%	91%
Share of payments - top 25%: Assist Personal Activities (Percentage)	93%	93%

Table I.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Western Australia ²²⁴

Activity	Number of providers
Active for the first time in 2022-23 Q2	75
Active in 2022-23 Q2 and also in previous quarters	1,167
Active in 2022-23 Q2	1,242
Inactive in 2022-23 Q2	1,609
Active ever	2,851

Table I.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Western Australia ²²⁵

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	195	38	35	268
\$2,001-\$10,000	237	16	19	272
\$10,001-\$100,000	352	8	18	378
\$100,001-\$250,000	110	<5	<5	113
\$250,000+	210	<5	<5	211
Total	1,104	63	75	1,242

Table I.29 Proportion of active participants with approved plans accessing mainstream supports – Western Australia ²²⁶

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	11%	11%	11%
Health & Wellbeing	70%	73%	71%
Lifelong Learning	31%	30%	31%
Other	29%	28%	28%
Non-categorised	12%	10%	12%
Any mainstream service	96%	96%	96%

²²² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²²³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²²⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²²⁵ 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.

²²⁶ 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 Q2 – 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	5.5%	5.8%
\$10,001-\$15,000	9.0%	9.4%
\$15,001-\$20,000	9.7%	10.2%
\$20,001-\$25,000	10.9%	11.5%
\$25,001-\$30,000	7.1%	7.5%
\$30,001-\$50,000	17.9%	18.9%
\$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+	7.7%	3.4%

Figure I.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Western Australia

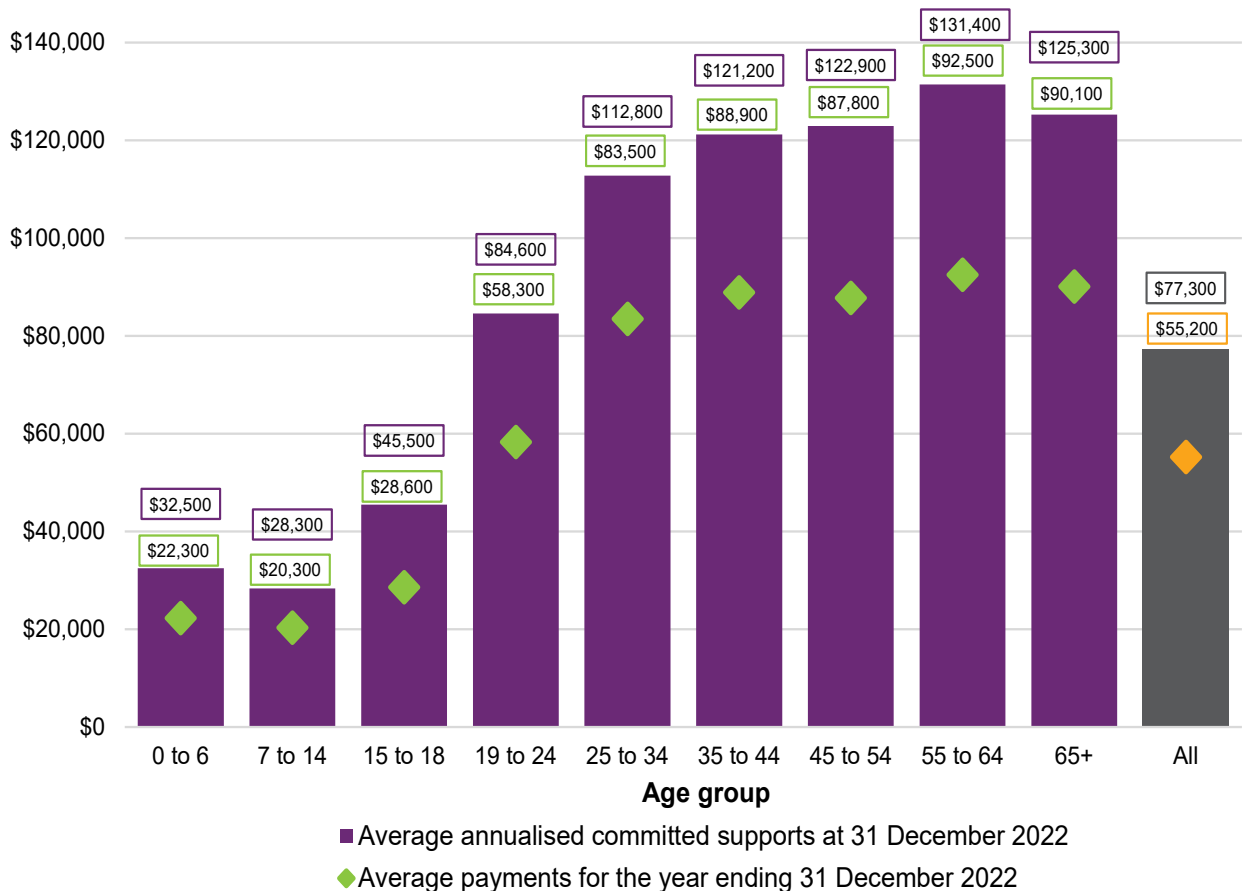


Figure I.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Western Australia

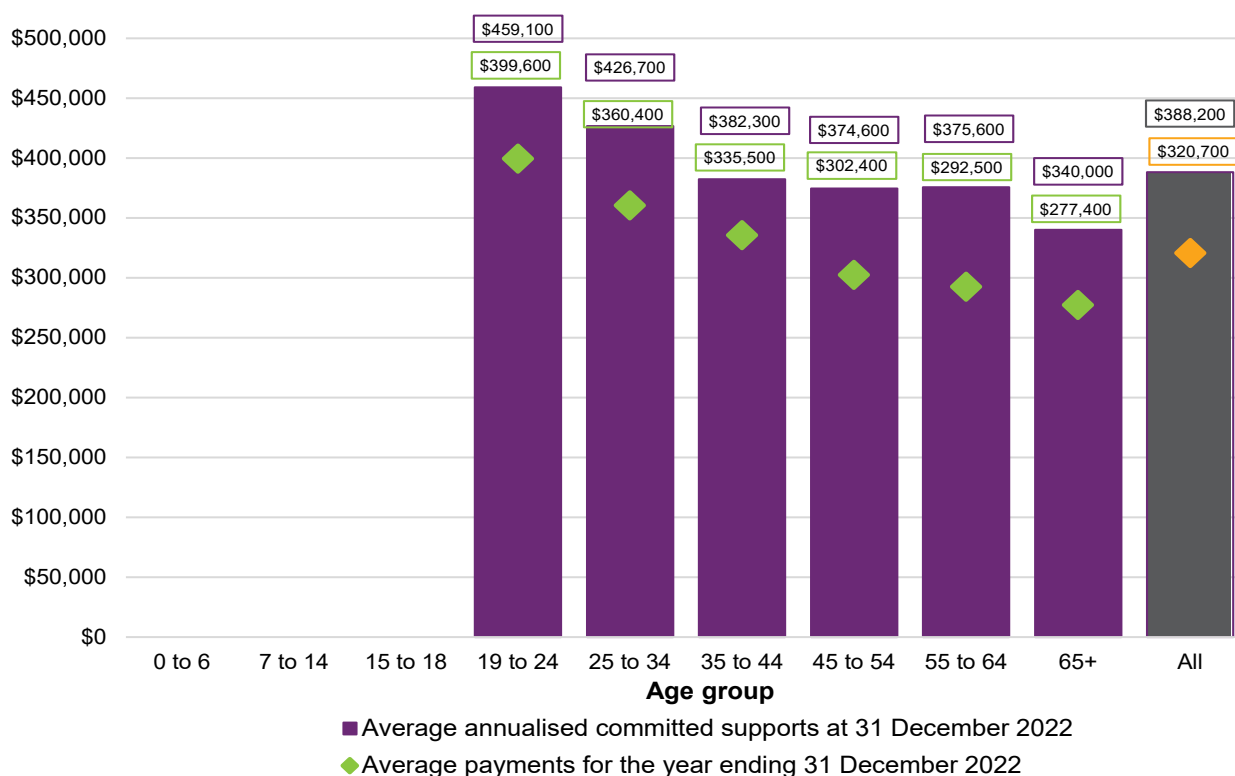


Figure I.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Western Australia

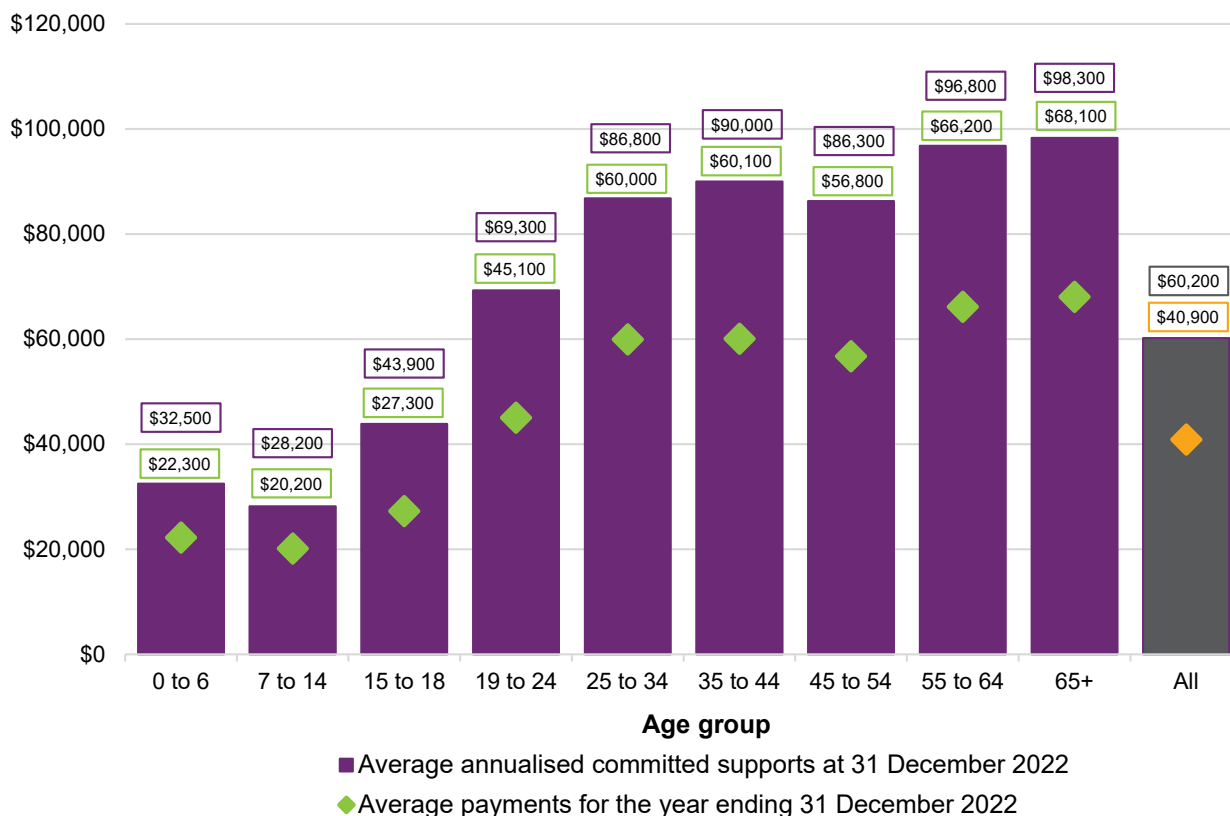


Figure I.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Western Australia

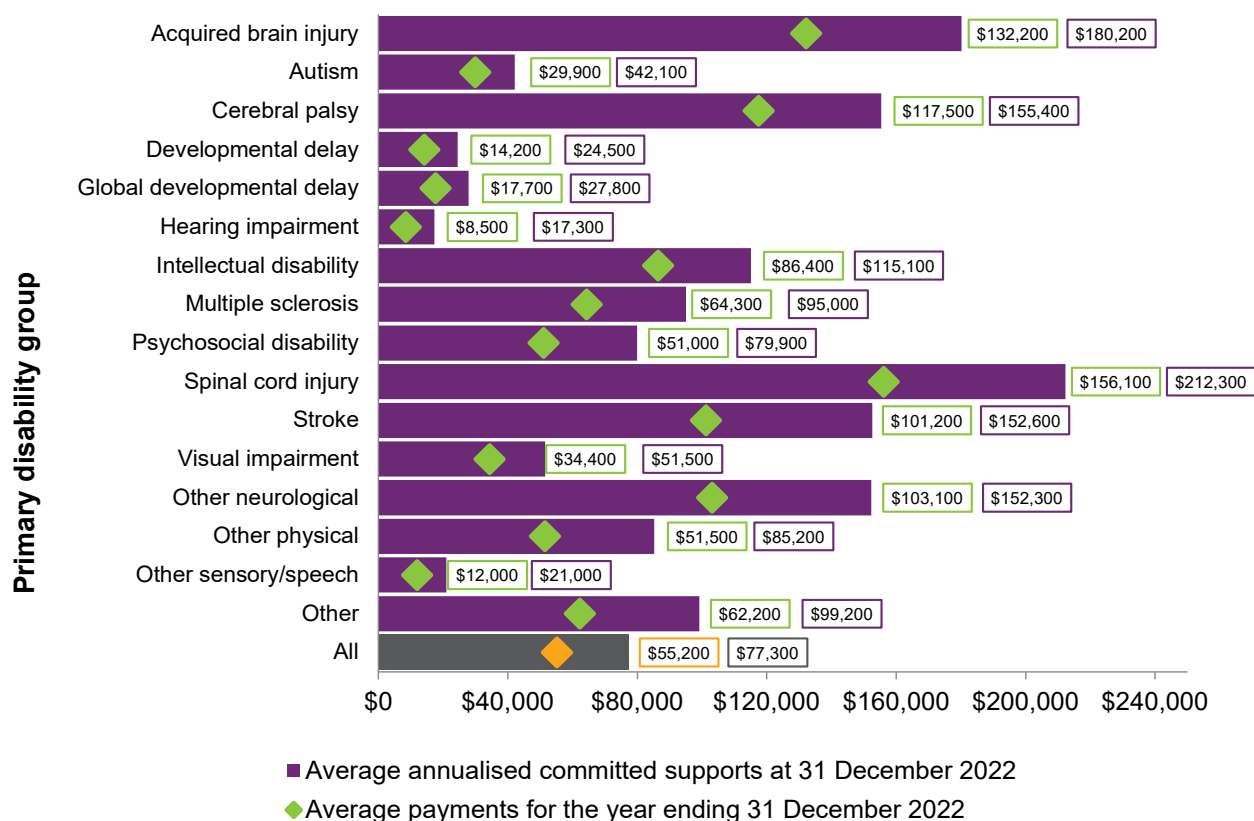


Figure I.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Western Australia

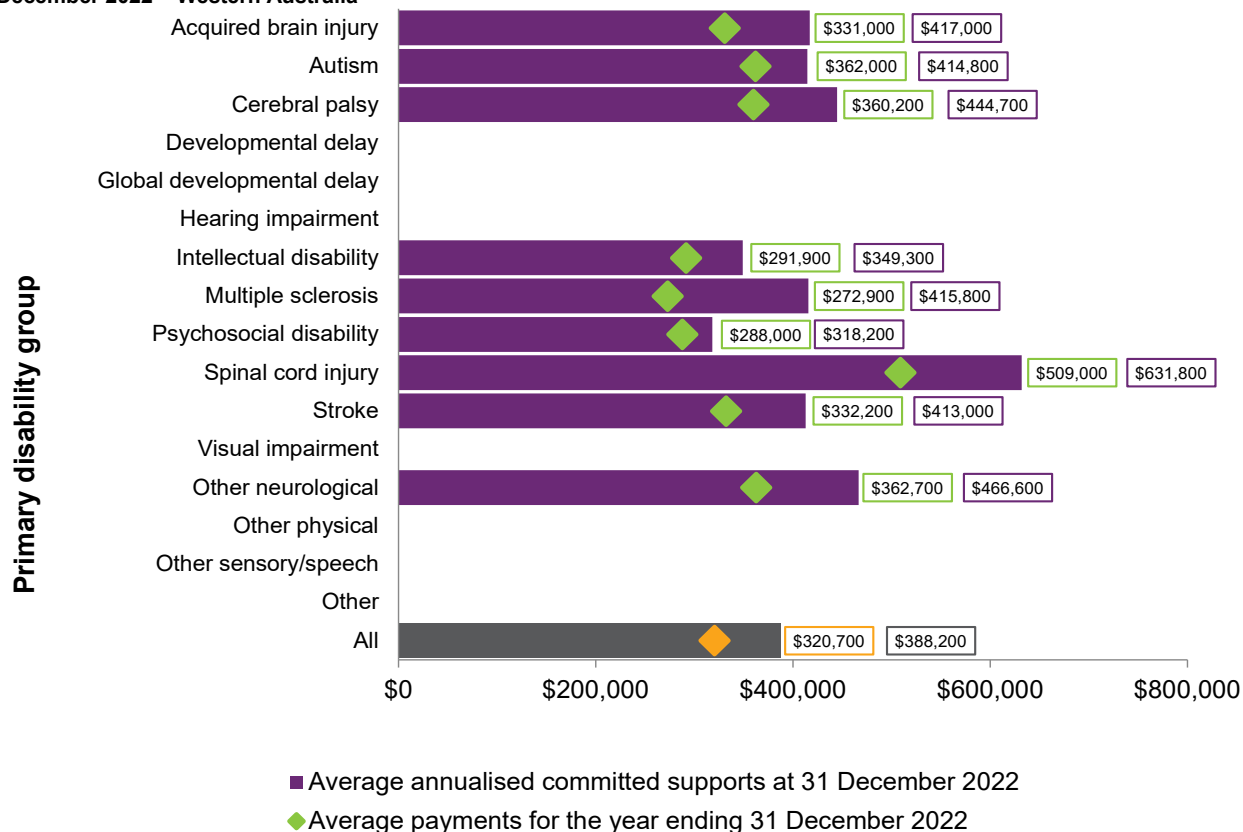


Figure I.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Western Australia

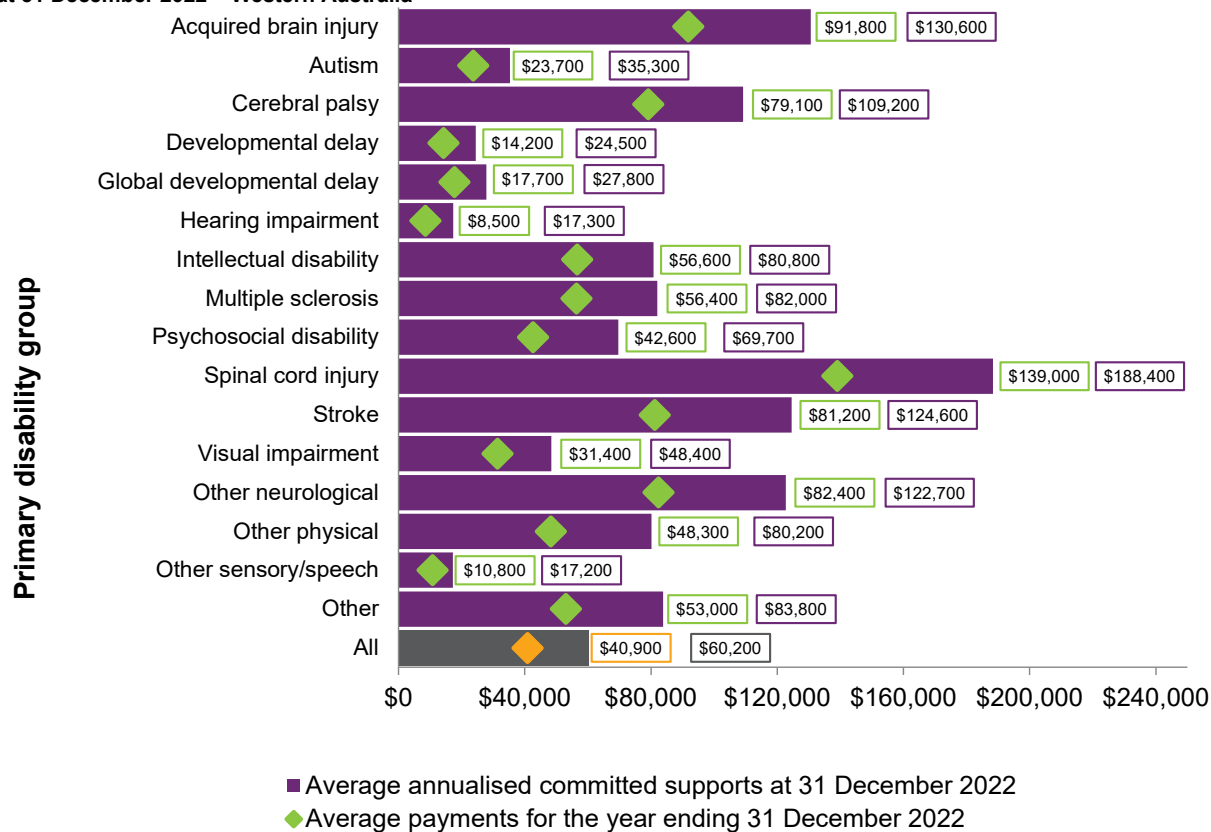


Figure I.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Western Australia

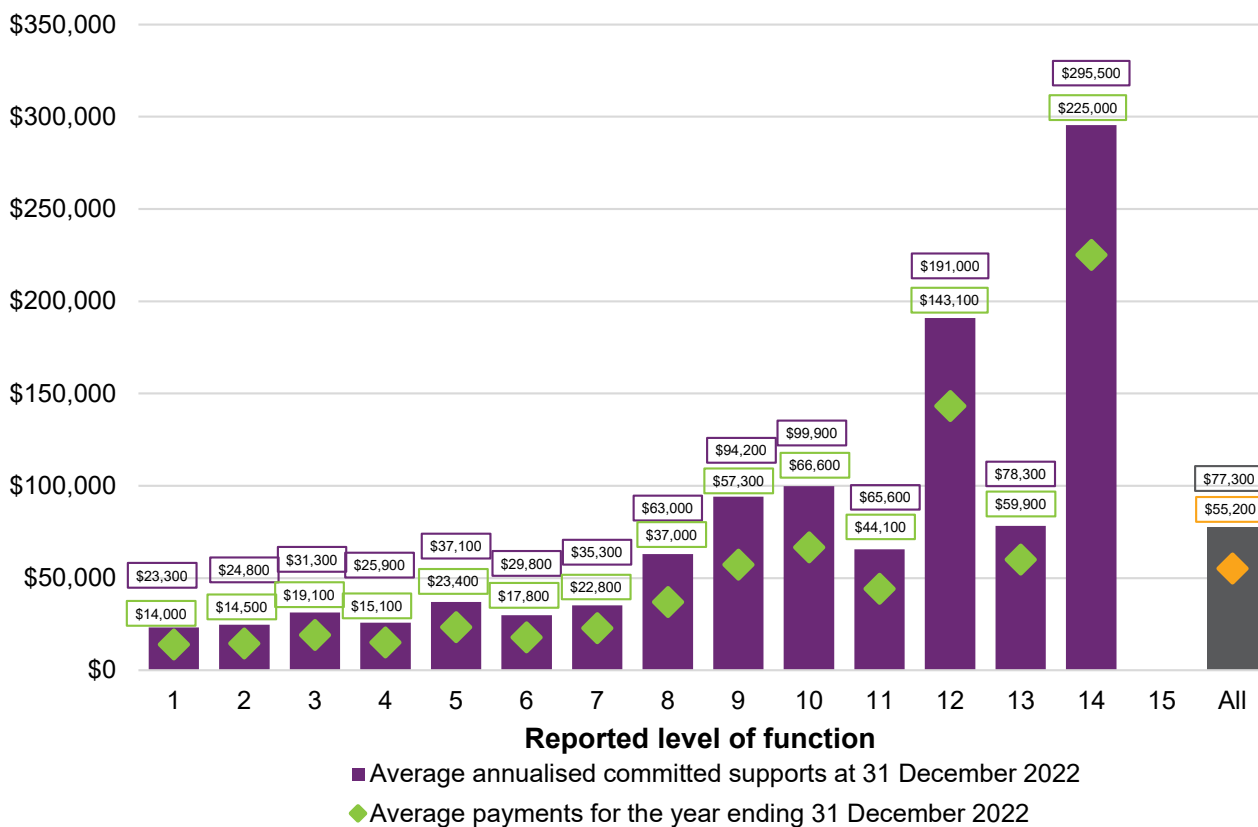


Figure I.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Western Australia

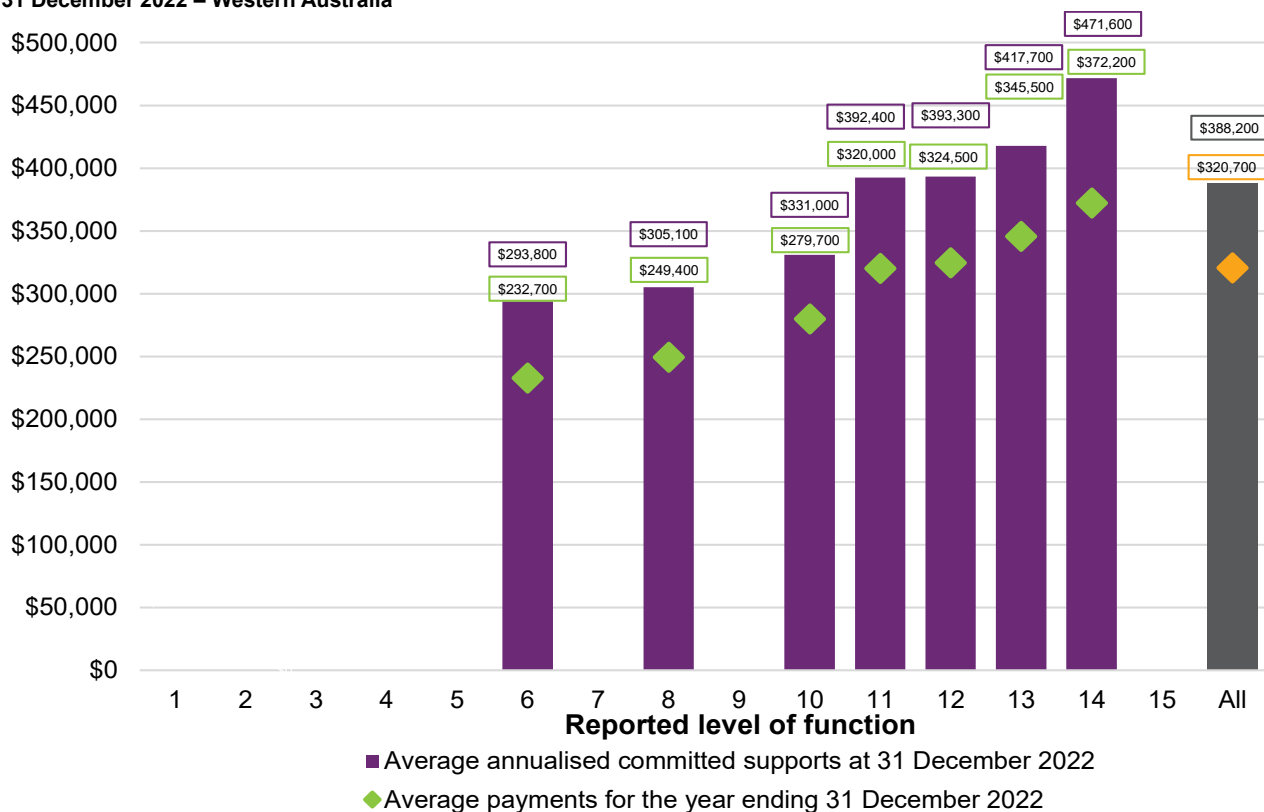


Figure I.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Western Australia

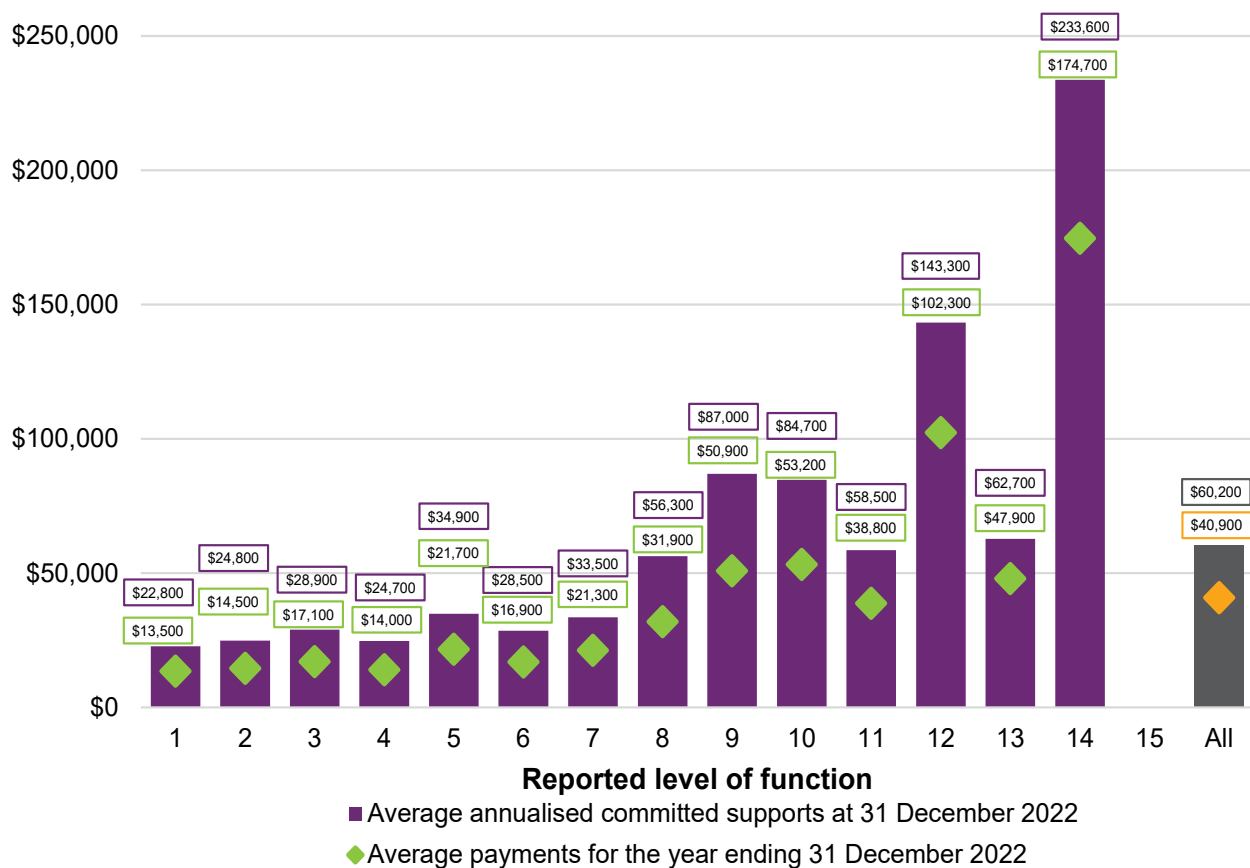


Table I.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Western Australia ^{227 228}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,340.0	\$1,766.1
Core: Consumables	\$50.3	\$79.2
Core: Social and Civic	\$494.0	\$759.3
Core: Transport	\$43.7	\$41.3
Capacity Building: Choice and Control	\$33.9	\$39.3
Capacity Building: Daily Activities	\$363.9	\$624.8
Capacity Building: Employment	\$8.1	\$34.9
Capacity Building: Health and Wellbeing	\$2.0	\$4.4
Capacity Building: Home Living	\$0.03	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.04
Capacity Building: Relationships	\$42.4	\$89.5
Capacity Building: Social and Civic	\$21.0	\$54.3
Capacity Building: Support Coordination	\$70.7	\$107.3
Capital: Assistive Technology	\$72.0	\$178.4
Capital: Home Modifications	\$12.7	\$38.5
All	\$2,561.8	\$3,817.6

²²⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. A small quantity of payments and committed supports have missing support category and are included in totals.

²²⁸ Total payments for home modifications in Western Australia were \$12.7m. Of which, \$4.6m (36%) has been paid for specialised disability accommodation (SDA) supports, and \$8.1m (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 \$38.5m. Of which, \$22.6m (59%) has been allocated for specialised disability accommodation (SDA) supports, and \$15.9m (41%) has been allocated for non-SDA supports.

Table I.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Western Australia ^{229 230}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$590.2	\$711.8
Core: Consumables	\$5.7	\$10.3
Core: Social and Civic	\$95.5	\$150.5
Core: Transport	\$3.2	\$6.1
Capacity Building: Choice and Control	\$1.1	\$1.5
Capacity Building: Daily Activities	\$21.4	\$35.0
Capacity Building: Employment	\$0.2	\$1.0
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	\$14.3	\$25.6
Capacity Building: Social and Civic	\$0.2	\$0.5
Capacity Building: Support Coordination	\$9.5	\$13.3
Capital: Assistive Technology	\$8.2	\$23.5
Capital: Home Modifications	\$3.2	\$17.2
All	\$759.2	\$996.8

²²⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²³⁰ Total payments for home modifications in Western Australia were \$3.2m. Of which, \$3.0m (93%) has been paid for specialised disability accommodation (SDA) supports, and \$0.2m (7%) 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 \$17.2m. Of which, \$16.7m (97%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.6m (3%) 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 December 2022 (\$m) – Western Australia ^{231 232}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$749.8	\$1,054.3
Core: Consumables	\$44.5	\$68.9
Core: Social and Civic	\$398.5	\$608.7
Core: Transport	\$40.5	\$35.2
Capacity Building: Choice and Control	\$32.8	\$37.8
Capacity Building: Daily Activities	\$342.5	\$589.7
Capacity Building: Employment	\$7.9	\$34.0
Capacity Building: Health and Wellbeing	\$1.7	\$3.7
Capacity Building: Home Living	\$0.0	\$0.3
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$28.1	\$63.9
Capacity Building: Social and Civic	\$20.9	\$53.8
Capacity Building: Support Coordination	\$61.2	\$94.1
Capital: Assistive Technology	\$63.8	\$155.0
Capital: Home Modifications	\$9.5	\$21.3
All	\$1,802.6	\$2,820.8

Table I.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Western Australia ^{233 234}

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	173.3	225.2	546.4	1,534.2	2,728.3	3,171.5	1,888.5
Total Paid	0.0	11.2	51.8	133.3	167.0	392.8	1,021.7	1,929.8	2,343.8	1,259.1
% utilised to date	14%	57%	73%	77%	74%	72%	67%	71%	74%	67%

Table I.35 Percentage change in plan budgets for active participants – Western Australia ^{235 236}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	1.9%	3.3%	3.3%	4.9%	5.2%	5.8%	9.0%	5.2%
Interplan Inflation	-1.6%	-1.4%	1.0%	6.0%	5.3%	10.5%	15.9%	12.3%
Total Inflation	0.3%	1.9%	4.3%	11.0%	10.5%	16.2%	24.9%	17.6%

²³¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²³² Total payments for home modifications in Western Australia were \$9.5m. Of which, \$1.6m (17%) has been paid for specialised disability accommodation (SDA) supports, and \$7.9m (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 \$21.3m. Of which, \$6.0m (28%) has been allocated for specialised disability accommodation (SDA) supports, and \$15.3m (72%) has been allocated for non-SDA supports.

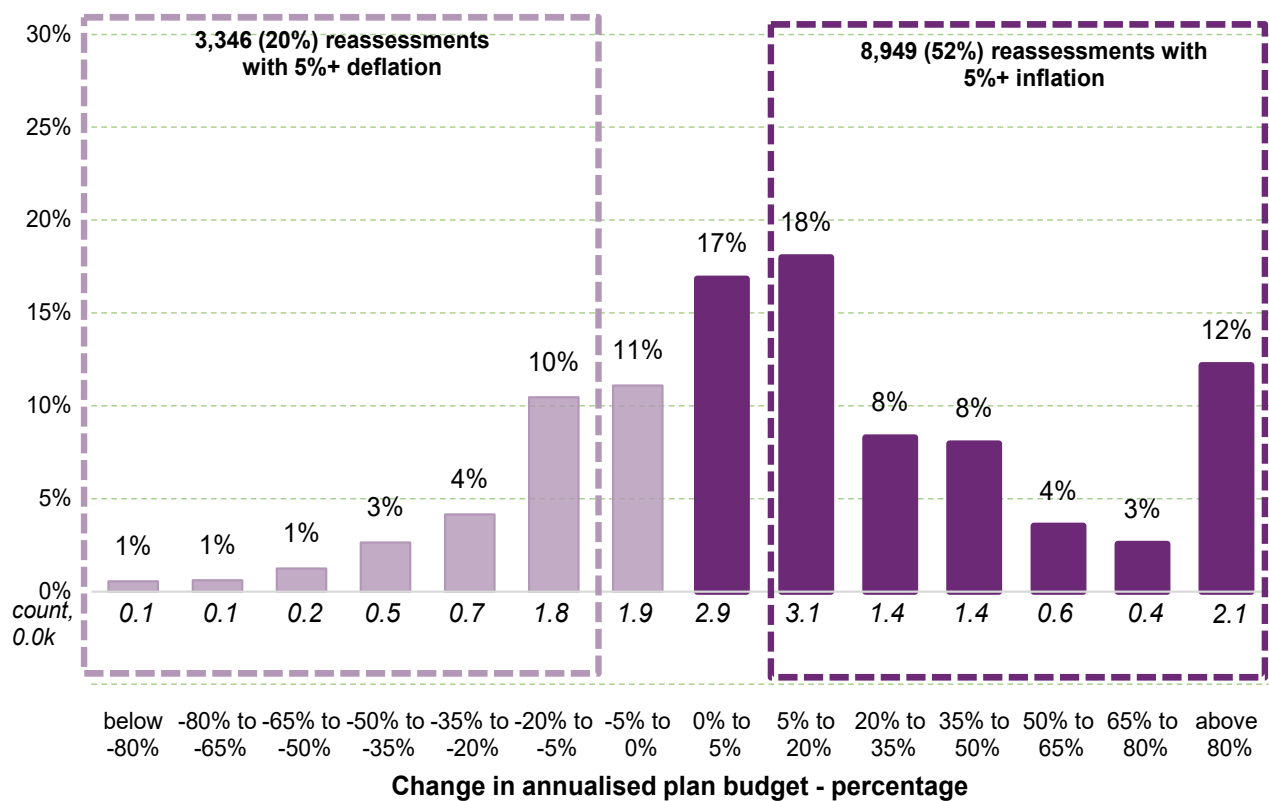
²³³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Western Australia.

²³⁴ 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.

²³⁵ 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 2022, which impacts the September 2022 quarter.

²³⁶ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure I.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Western Australia ²³⁷



²³⁷ 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 ²³⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	61,318	2,159	63,477
Active Eligible - Total	48,695	1,671	50,366
<i>Active Eligible - New</i>	33,112	1,639	34,751
<i>Active Eligible - State</i>	12,697	14	12,711
<i>Active Eligible - Commonwealth</i>	2,886	18	2,904
Active Participant Plans (excl ECA) - Total	47,917	1,679	49,596
<i>Active Participant Plans (excl ECA) - New</i>	32,437	1,638	34,075
<i>Active Participant Plans (excl ECA) - State</i>	12,613	21	12,634
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	2,867	20	2,887
Active Participant Plans - Total	48,846	2,656	50,573
<i>Active Participant Plans - Early Intervention (s25)</i>	15,786	821	16,607
<i>Active Participant Plans - Permanent Disability (s24)</i>	32,131	858	32,989
<i>Active Participant Plans - ECA</i>	929	977	977

Table J.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – South Australia

People leaving the Scheme	Total
Number of people who have left the Scheme	3,416
<i>Early Intervention participants</i>	1,553
<i>Permanent disability participants</i>	1,863

²³⁸ 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

Age 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
0 to 6	12,654	97%	5,108	97%	96	90%	17,858	97%
7 to 14	7,521	90%	3,703	89%	176	90%	11,400	90%
15 to 18	1,506	90%	991	88%	87	92%	2,584	89%
19 to 24	1,515	89%	987	84%	99	89%	2,601	87%
25 to 34	2,129	87%	1,551	81%	104	89%	3,784	85%
35 to 44	2,107	85%	1,689	76%	108	89%	3,904	81%
45 to 54	2,757	82%	2,411	71%	143	79%	5,311	76%
55 to 64	3,550	77%	3,030	64%	171	71%	6,751	71%
65+	201	65%	191	58%	26	72%	418	62%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	33,940	89%	19,661	81%	1,010	84%	54,611	86%

Table J.4 Assessment of access by primary disability group and gender – South Australia ²³⁹

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	1,275	95%	686	92%	45	92%	2,006	94%
Autism	14,243	98%	5,822	98%	338	97%	20,403	98%
Cerebral palsy	711	97%	598	98%	27	96%	1,336	97%
Developmental delay	3,479	97%	1,391	96%	23	92%	4,893	96%
Global developmental delay	1,316	99%	601	99%	11	100%	1,928	99%
Hearing impairment	969	91%	1,001	89%	36	88%	2,006	90%
Intellectual disability	4,934	96%	3,790	95%	254	95%	8,978	95%
Multiple sclerosis	267	91%	707	89%	18	78%	992	89%
Psychosocial disability	2,112	69%	1,676	58%	65	61%	3,853	64%
Spinal cord injury	331	96%	165	96%	20	100%	516	96%
Stroke	401	86%	300	82%	20	87%	721	84%
Visual impairment	427	86%	409	84%	19	90%	855	85%
Other neurological	1,167	81%	943	79%	26	87%	2,136	80%
Other physical	1,117	56%	985	40%	52	45%	2,154	47%
Other sensory/speech	607	54%	220	45%	<11	n/a	832	51%
Other	409	48%	232	26%	11	28%	652	37%
Missing	175	91%	135	95%	40	100%	350	94%
Total	33,940	89%	19,661	81%	1,010	84%	54,611	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

²³⁹ Down syndrome is included in intellectual disability.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,914	6%	151	9%	3,065	6%
Non-First Nations Participants	38,395	80%	1,283	76%	39,678	80%
Not Stated	6,608	14%	245	15%	6,853	14%
Total	47,917	100%	1,679	100%	49,596	100%

Table J.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – South Australia ²⁴⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	3,474	7%	105	6%	3,579	7%
Not culturally and linguistically diverse	44,403	93%	1,574	94%	45,977	93%
Not stated	40	0%	<11	n/a	40	0%
Total	47,917	100%	1,679	100%	49,596	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 December 2022 – South Australia ²⁴¹

Age group	Total number of active participants
Under 45	<11
45 to 54	13
55 to 64	102
Total YPIRAC (under 65)	118

Table J.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – South Australia ²⁴²

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	-1	220
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

²⁴⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²⁴¹ There are a further 123 active participants aged 65 years or over who are currently in residential aged care.

²⁴² 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 ^{243 244}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	36,207	76%	1,271	76%	37,478	76%
Population > 50,000	816	2%	33	2%	849	2%
Population between 15,000 and 50,000	4,270	9%	145	9%	4,415	9%
Population between 5,000 and 15,000	1,655	3%	60	4%	1,715	3%
Population less than 5,000	3,770	8%	132	8%	3,902	8%
Remote	839	2%	29	2%	868	2%
Very Remote	357	1%	<11	n/a	366	1%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	47,917	100%	1,679	100%	49,596	100%

Table J.10 Participant profile per quarter by primary disability group – South Australia ^{245 246 247}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	19,330	40%	547	33%	19,877	40%
Intellectual disability	8,351	17%	105	6%	8,456	17%
Psychosocial disability	3,424	7%	142	8%	3,566	7%
Developmental delay	3,445	7%	481	29%	3,926	8%
Hearing impairment	1,840	4%	50	3%	1,890	4%
Other neurological	1,647	3%	53	3%	1,700	3%
Other physical	1,738	4%	32	2%	1,770	4%
Cerebral palsy	1,259	3%	<11	n/a	1,268	3%
Acquired brain injury	1,674	3%	43	3%	1,717	3%
Global developmental delay	1,573	3%	111	7%	1,684	3%
Visual impairment	795	2%	11	1%	806	2%
Multiple sclerosis	895	2%	28	2%	923	2%
Stroke	620	1%	19	1%	639	1%
Spinal cord injury	449	1%	<11	n/a	454	1%
Other	503	1%	42	3%	545	1%
Other sensory/speech	374	1%	<11	n/a	375	1%
Total	47,917	100%	1,679	100%	49,596	100%

²⁴³ The distributions are calculated excluding active participants with a missing remoteness classification.²⁴⁴ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.²⁴⁵ Table order based on national proportions in Table E.10 (highest to lowest).²⁴⁶ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.²⁴⁷ Down syndrome is included in intellectual disability, representing 2% (804) of all Scheme participants in South Australia.

Table J.11 Participant profile per quarter (participants in SIL) by primary disability group – South Australia ^{248 249}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	359	13%	<11	n/a	359	13%
Intellectual disability	1,442	52%	<11	n/a	1,443	52%
Psychosocial disability	211	8%	<11	n/a	211	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	153	5%	<11	n/a	153	5%
Other physical	26	1%	<11	n/a	26	1%
Cerebral palsy	199	7%	<11	n/a	199	7%
Acquired brain injury	253	9%	<11	n/a	253	9%
Global developmental delay	<11	n/a	<11	n/a	<11	n/a
Visual impairment	11	0%	<11	n/a	11	0%
Multiple sclerosis	42	2%	<11	n/a	43	2%
Stroke	52	2%	<11	n/a	52	2%
Spinal cord injury	18	1%	<11	n/a	18	1%
Other	23	1%	<11	n/a	23	1%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	2,789	100%	<11	n/a	2,791	100%

Table J.12 Participant profile per quarter (participants not in SIL) by primary disability group – South Australia ²⁵⁰

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	18,971	42%	547	33%	19,518	42%
Intellectual disability	6,909	15%	104	6%	7,013	15%
Psychosocial disability	3,213	7%	142	8%	3,355	7%
Developmental delay	3,445	8%	481	29%	3,926	8%
Hearing impairment	1,840	4%	50	3%	1,890	4%
Other neurological	1,494	3%	53	3%	1,547	3%
Other physical	1,712	4%	32	2%	1,744	4%
Cerebral palsy	1,060	2%	<11	n/a	1,069	2%
Acquired brain injury	1,421	3%	43	3%	1,464	3%
Global developmental delay	1,573	3%	111	7%	1,684	4%
Visual impairment	784	2%	11	1%	795	2%
Multiple sclerosis	853	2%	27	2%	880	2%
Stroke	568	1%	19	1%	587	1%
Spinal cord injury	431	1%	<11	n/a	436	1%
Other	480	1%	42	3%	522	1%
Other sensory/speech	374	1%	<11	n/a	375	1%
Total	45,128	100%	1,677	100%	46,805	100%

²⁴⁸ 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.

²⁴⁹ Down syndrome is included in intellectual disability, representing 7% (194) of participants in SIL.

²⁵⁰ Down syndrome is included in intellectual disability, representing 1% (610) of participants not in SIL.

Table J.13 Participant profile per quarter by reported level of function – South Australia ²⁵¹

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	4,144	9%	422	25%	4,566	9%
2 (High Function)	77	0%	<11	n/a	87	0%
3 (High Function)	2,463	5%	125	7%	2,588	5%
4 (High Function)	2,252	5%	55	3%	2,307	5%
5 (High Function)	3,076	6%	139	8%	3,215	6%
6 (Moderate Function)	13,301	28%	475	28%	13,776	28%
7 (Moderate Function)	2,392	5%	51	3%	2,443	5%
8 (Moderate Function)	3,132	7%	83	5%	3,215	6%
9 (Moderate Function)	233	0%	<11	n/a	239	0%
10 (Moderate Function)	4,776	10%	117	7%	4,893	10%
11 (Low Function)	1,631	3%	<11	n/a	1,637	3%
12 (Low Function)	5,498	11%	113	7%	5,611	11%
13 (Low Function)	4,299	9%	77	5%	4,376	9%
14 (Low Function)	579	1%	<11	n/a	579	1%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	59	n/a	<11	n/a	59	n/a
Total	47,917	100%	1,679	100%	49,596	100%

Table J.14 Participant profile per quarter by age group – South Australia

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	6,284	13%	723	43%	7,007	14%
7 to 14	13,789	29%	299	18%	14,088	28%
15 to 18	4,974	10%	76	5%	5,050	10%
19 to 24	4,097	9%	74	4%	4,171	8%
25 to 34	3,734	8%	78	5%	3,812	8%
35 to 44	3,526	7%	119	7%	3,645	7%
45 to 54	4,199	9%	119	7%	4,318	9%
55 to 64	5,185	11%	174	10%	5,359	11%
65+	2,129	4%	17	1%	2,146	4%
Total	47,917	100%	1,679	100%	49,596	100%

Table J.15 Participation rates by age group and gender at 31 December 2022 – SA ²⁵²

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	6.6%	3.1%	5.0%
7 to 14	11.1%	5.0%	8.2%
15 to 18	7.5%	4.1%	5.9%
19 to 24	3.8%	2.2%	3.1%
25 to 44	1.8%	1.3%	1.6%
45 to 64	2.3%	2.0%	2.2%
Total (aged 0 to 64)	4.1%	2.4%	3.3%

²⁵¹ The distributions are calculated excluding participants with a missing reported level of function.

²⁵² 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/carers 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=4,266), 'participant social and community engagement rate' (n=4,285), 'parent and carer employment rate' (n=3,099) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=2,606) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - South Australia ²⁵³

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	20%	23%	26%
Participant employment rate - Aged 25 to 34 years	37%	36%	36%	26%
Participant employment rate - Aged 35 to 44 years	33%	31%	31%	26%
Participant employment rate - Aged 45 to 54 years	29%	29%	27%	26%
Participant employment rate - Aged 55 to 64 years	21%	20%	19%	26%
Participant employment rate - Aged 65+ years	11%	8%	8%	26%
Participant employment rate - Aged 25 to 64 years	29%	28%	27%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	38%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	37%	43%	43%	46%
Participant social and community engagement rate - Aged 35 to 44 years	38%	43%	37%	46%
Participant social and community engagement rate - Aged 45 to 54 years	35%	39%	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	37%	38%	39%	46%
Participant social and community engagement rate - Aged 25+ years	36%	40%	39%	46%
Participant social and community engagement rate - Aged 15+ years	35%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	47%	49%	51%	50%
Parent and carer employment rate - Aged 15+ years	42%	43%	42%	50%
Parent and carer employment rate - All ages	46%	47%	48%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	60%	64%	75%
Participant Choice and Control - Aged 25+ years	n/a	69%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	73%	75%

²⁵³ 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 December 2020 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=3,548), 'participant social and community engagement rate' (n=3,559), 'parent and carer employment rate' (n=2,032) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=2,250) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - South Australia ²⁵⁴

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	14%	17%	20%	28%	26%
Participant employment rate - Aged 25 to 34 years	33%	35%	35%	32%	26%
Participant employment rate - Aged 35 to 44 years	34%	33%	30%	32%	26%
Participant employment rate - Aged 45 to 54 years	30%	30%	29%	28%	26%
Participant employment rate - Aged 55 to 64 years	22%	21%	18%	16%	26%
Participant employment rate - Aged 65+ years	15%	13%	12%	11%	26%
Participant employment rate - Aged 25 to 64 years	29%	29%	28%	26%	26%
Participant employment rate - Aged 15 to 64 years	26%	26%	25%	26%	26%
Participant social and community engagement rate - Aged 15 to 24 years	33%	34%	34%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	43%	42%	46%	46%	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	43%	43%	36%	45%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	37%	38%	40%	46%
Participant social and community engagement rate - Aged 65+ years	37%	38%	39%	40%	46%
Participant social and community engagement rate - Aged 25+ years	40%	40%	40%	42%	46%
Participant social and community engagement rate - Aged 15+ years	38%	38%	38%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	48%	50%	51%	51%	50%
Parent and carer employment rate - Aged 15+ years	45%	50%	52%	46%	50%
Parent and carer employment rate - All ages	47%	50%	51%	49%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	65%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	66%	72%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	64%	70%	75%	75%

²⁵⁴ 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 December 2019 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=2,087), 'participant social and community engagement rate' (n=2,096), 'parent and carer employment rate' (n=1,138) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=1,459) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - South Australia ²⁵⁵

Age group	Baseline	R1	R2	R3	R4	2022-23 Target
Participant employment rate - Aged 15 to 24 years	13%	19%	24%	22%	28%	26%
Participant employment rate - Aged 25 to 34 years	41%	41%	40%	32%	40%	26%
Participant employment rate - Aged 35 to 44 years	39%	38%	33%	33%	33%	26%
Participant employment rate - Aged 45 to 54 years	32%	26%	29%	28%	29%	26%
Participant employment rate - Aged 55 to 64 years	23%	22%	21%	18%	17%	26%
Participant employment rate - Aged 65+ years	19%	17%	15%	11%	12%	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	31%	27%	29%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	29%	26%	29%	26%
Participant social and community engagement rate - Aged 15 to 24 years	37%	39%	36%	36%	35%	46%
Participant social and community engagement rate - Aged 25 to 34 years	41%	42%	41%	46%	47%	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	44%	45%	42%	35%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	38%	39%	37%	38%	38%	46%
Participant social and community engagement rate - Aged 65+ years	32%	27%	19%	28%	34%	46%
Participant social and community engagement rate - Aged 25+ years	39%	40%	38%	39%	41%	46%
Participant social and community engagement rate - Aged 15+ years	39%	40%	37%	38%	40%	46%
Parent and carer employment rate - Aged 0 to 14 years	44%	47%	48%	54%	51%	50%
Parent and carer employment rate - Aged 15+ years	43%	45%	48%	45%	42%	50%
Parent and carer employment rate - All ages	44%	46%	48%	51%	47%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	53%	61%	66%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	64%	72%	75%	77%	75%
Participant Choice and Control - Aged 15+ years	n/a	61%	68%	71%	74%	75%

²⁵⁵ 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 December 2018 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=420), 'participant social and community engagement rate' (n=426), 'parent and carer employment rate' (n=524) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=364) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - South Australia²⁵⁶

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	7%	8%	18%	25%	27%	30%	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	28%	25%	27%	23%	21%	20%	26%
Participant employment rate - Aged 15 to 64 years	19%	18%	23%	24%	24%	24%	26%
Participant social and community engagement rate - Aged 15 to 24 years	27%	32%	39%	38%	39%	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	39%	45%	49%	39%	41%	43%	46%
Participant social and community engagement rate - Aged 15+ years	34%	39%	45%	38%	40%	38%	46%
Parent and carer employment rate - Aged 0 to 14 years	46%	54%	59%	54%	40%	57%	50%
Parent and carer employment rate - Aged 15+ years	51%	54%	59%	69%	49%	54%	50%
Parent and carer employment rate - All ages	48%	54%	59%	61%	44%	56%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	64%	65%	71%	69%	75%
Participant Choice and Control - Aged 25+ years	n/a	62%	72%	81%	71%	78%	75%
Participant Choice and Control - Aged 15+ years	n/a	60%	67%	69%	71%	72%	75%

²⁵⁶ 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 December 2017 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=23), 'participant social and community engagement rate' (n=23), 'parent and carer employment rate' (n=124) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=27) 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 December 2016 - South Australia ²⁵⁷

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%	63%	65%	65%	69%	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	44%	64%	65%	65%	67%	72%	75%

²⁵⁷ 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 December 2016 and have had a sixth plan reassessment to date.

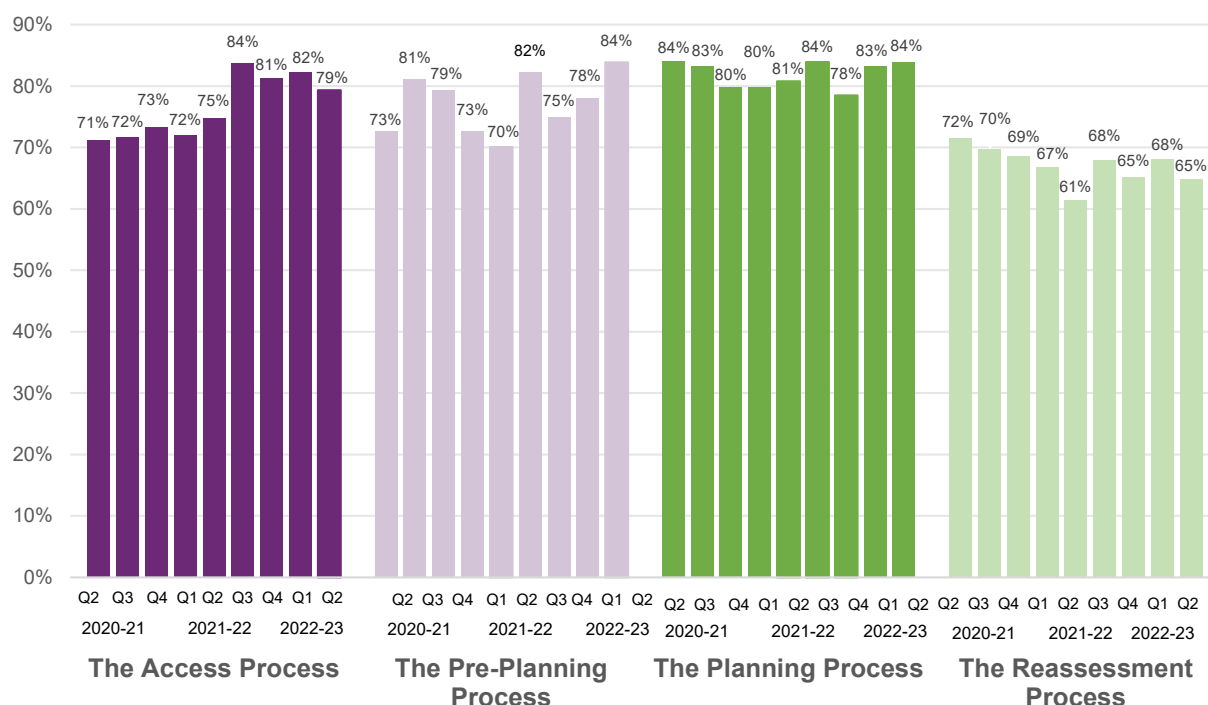
Part Three: Participant experience

Table J.21 Proportion of participants who agreed with statements about 'Access' (n = 945 in Prior Quarters, n = 116 in 2022-23 Q2), 'Pre-planning' (n = 820 in Prior Quarters, n = 93 in 2022-23 Q2), 'Planning' (n = 3,368 in Prior Quarters, n = 380 in 2022-23 Q2) and 'Plan reassessment' (n = 9,181 in Prior Quarters, n = 1,215 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – South Australia²⁵⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' - Prior Quarters	Proportion of participants responding with 'Yes' - 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	85%	88%
Access - Was the person from the NDIS respectful?	96%	97%
Access - Do you understand what will happen next with your plan?	76%	73%
Access - % of participants rating their overall experience as Very Good or Good.	77%	79%
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%	92%
Pre-planning - Were decisions about your plan clearly explained?	77%	86%
Pre-planning - Are you clear on what happens next with your plan?	66%	73%
Pre-planning - Do you know where to go for more help with your plan?	69%	69%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	76%	84%
Planning - Did the person from the NDIS understand how your disability affects your life?	88%	88%
Planning - Did you understand why you needed to give the information you did?	97%	97%
Planning - Were decisions about your plan clearly explained?	86%	89%
Planning - Are you clear on what happens next with your plan?	82%	83%
Planning - Do you know where to go for more help with your plan?	87%	89%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	75%	73%
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%	85%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	67%	65%

²⁵⁸ 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 ²⁵⁹



The tables in part three 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 J.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 J.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.

²⁵⁹ 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.

Table J.22 Complaints by quarter – South Australia ^{260 261}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	Total	Number of unique complainants
People who have submitted an access request: Complaint about ECA Partner	31	<11	31	27
People who have submitted an access request: Complaint about LAC Partner	302	27	329	292
People who have submitted an access request: Complaints about service providers	603	45	648	546
People who have submitted an access request: Complaints about the Agency	12,425	522	12,947	6,516
People who have submitted an access request: Critical/ Reportable Incident	2,039	255	2,294	1,641
People who have submitted an access request: Unclassified	504	<11	504	467
People who have submitted an access request: Total	15,904	849	16,753	8,152
<i>Percentage of the number of active participants</i>	<i>9.3%</i>	<i>7.0%</i>	<i>9.1%</i>	<i>n/a</i>

Figure J.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – South Australia

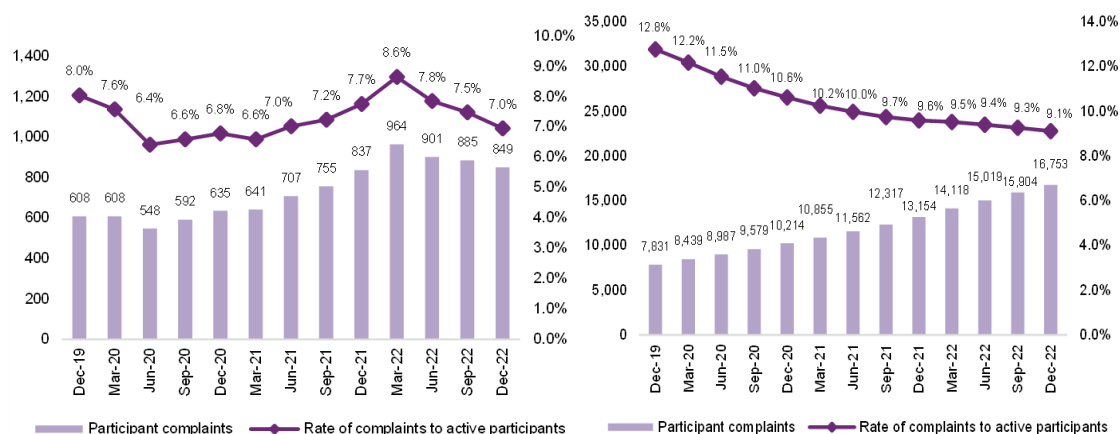


Table J.23 Participant complaints by type. Complaints with a related party who has submitted an access request – South Australia ²⁶²

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	553	4%	<11	n/a	553	4%
Complaints about the Agency - Information unclear	291	2%	<11	n/a	291	2%
Complaints about the Agency - NDIA Access	200	2%	24	5%	224	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	550	4%	32	6%	582	4%
Complaints about the Agency - NDIA Fraud and Compliance	32	0%	<11	n/a	33	0%
Complaints about the Agency - NDIA Plan	1,978	16%	199	38%	2,177	17%
Complaints about the Agency - NDIA Process	714	6%	76	15%	790	6%
Complaints about the Agency - NDIA Resources	66	1%	<11	n/a	72	1%
Complaints about the Agency - NDIA Staff	389	3%	57	11%	446	3%
Complaints about the Agency - NDIA Timeliness	1,565	13%	116	22%	1,681	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

²⁶⁰ Note that 58% of all complainants made only one complaint, 20% made two complaints and 22% made three or more complaints.

²⁶¹ 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.

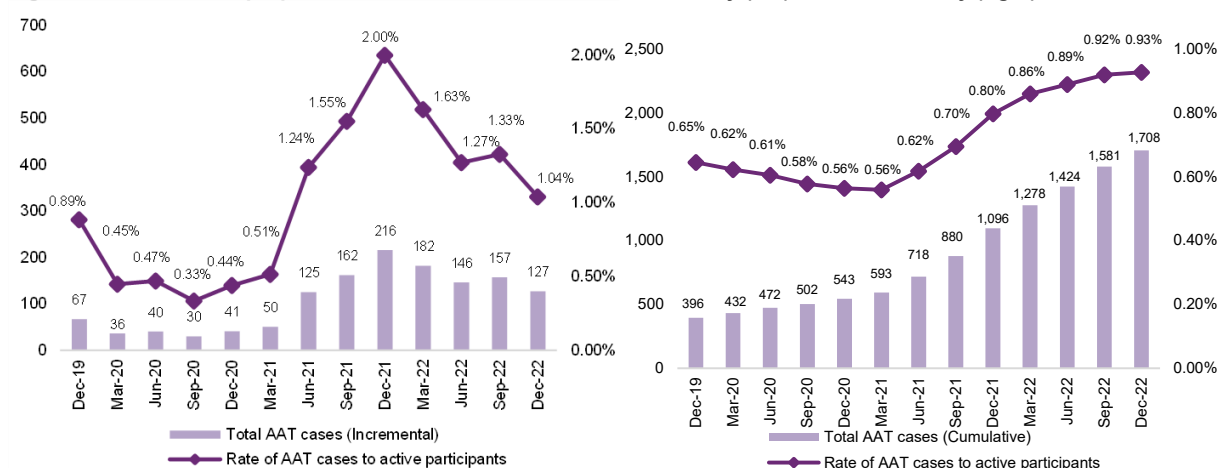
²⁶² There are 15,904 total participant complaints in Prior Quarters, 849 total participant complaints in 2022-23 Q2, and 16,753 total participant complaints as at 31 December 2022, including 504 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Reasonable and necessary supports	1,163	9%	<11	n/a	1,163	9%
Complaints about the Agency - Staff conduct - Agency	142	1%	<11	n/a	142	1%
Complaints about the Agency - The way the NDIA carried out its decision making	293	2%	<11	n/a	294	2%
Complaints about the Agency - Timeliness	2,956	24%	<11	n/a	2,956	23%
Complaints about the Agency - Other	1,459	12%	<11	n/a	1,467	11%
Complaints about the Agency - Total	12,425	100%	522	100%	12,947	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	39%
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	31	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	60	20%	<11	n/a	69	21%
Complaints about LAC Partner - LAC Process	43	14%	<11	n/a	44	13%
Complaints about LAC Partner - LAC Resources	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - LAC Staff	150	50%	14	52%	164	50%
Complaints about LAC Partner - LAC Timeliness	46	15%	<11	n/a	48	15%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	302	100%	27	100%	329	100%
Complaints about service providers - Provider costs	30	5%	<11	n/a	31	5%
Complaints about service providers - Provider Finance	26	4%	<11	n/a	36	6%
Complaints about service providers - Provider Fraud and Compliance	42	7%	<11	n/a	48	7%
Complaints about service providers - Provider process	35	6%	<11	n/a	35	5%
Complaints about service providers - Provider Service	189	31%	17	38%	206	32%
Complaints about service providers - Provider Staff	80	13%	<11	n/a	88	14%
Complaints about service providers - Service Delivery	35	6%	<11	n/a	35	5%
Complaints about service providers - Staff conduct	40	7%	<11	n/a	41	6%
Complaints about service providers - Supports being provided	46	8%	<11	n/a	47	7%
Complaints about service providers - Other	80	13%	<11	n/a	81	13%
Complaints about service providers - Total	603	100%	45	100%	648	100%
Critical/ Reportable Incident - Allegations against a provider	591	29%	68	27%	659	29%
Critical/ Reportable Incident - Allegations against Informal Supports	282	14%	36	14%	318	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	345	17%	38	15%	383	17%
Critical/ Reportable Incident - Provider reporting	819	40%	113	44%	932	41%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	2,039	100%	255	100%	2,294	100%

Table J.24 AAT Cases by category at 31 December 2022 – South Australia

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	242	15%	13	10%	255	15%
Plan	1,221	77%	99	78%	1,320	77%
Plan Reassessment	42	3%	<11	n/a	44	3%
Other	76	5%	13	10%	89	5%
Total cases	1,581	100%	127	100%	1,708	100%
Percentage of the number of active participants	0.92%	n/a	1.04%	n/a	0.93%	n/a

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 ²⁶³ ²⁶⁴

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	1,708	1,540
Open AAT Cases	434	429
Closed AAT Cases	1,274	1,150
<i>Resolved before hearing</i>	1,255	1,134
<i>Gone to hearing and received a substantive decision</i>	19	16

²⁶³ Of the 19 cases which went to hearing and received a substantive decision: 10 affirmed the Agency's decision, 5 varied the Agency's decision and 4 set aside the Agency's decision.

²⁶⁴ 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 ^{265 266}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.01	0.99
Number of providers delivering new types of supports	201	191
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	84%
Share of payments - top 25%: Therapeutic Supports (Percentage)	97%	98%
Share of payments - top 25%: Participate Community (Percentage)	94%	95%
Share of payments - top 25%: Early Childhood Supports (Percentage)	93%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	94%	94%

Table J.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – South Australia ²⁶⁷

Activity	Number of providers
Active for the first time in 2022-23 Q2	62
Active in 2022-23 Q2 and also in previous quarters	908
Active in 2022-23 Q2	970
Inactive in 2022-23 Q2	1,961
Active ever	2,931

Table J.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – South Australia ²⁶⁸

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	172	35	27	234
\$2,001-\$10,000	174	9	11	194
\$10,001-\$100,000	241	8	21	270
\$100,001-\$250,000	87	<5	<5	88
\$250,000+	182	<5	<5	184
Total	856	52	62	970

Table J.29 Proportion of active participants with approved plans accessing mainstream supports – South Australia ²⁶⁹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	10%	12%	11%
Health & Wellbeing	61%	64%	61%
Lifelong Learning	28%	27%	28%
Other	17%	18%	17%
Non-categorised	19%	15%	18%
Any mainstream service	94%	94%	94%

²⁶⁵ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

²⁶⁶ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

²⁶⁷ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

²⁶⁸ 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.

²⁶⁹ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures J.4 to J.12 and in Table L.30, 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 J.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – South Australia

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.3%	2.4%
\$5,001-\$10,000	8.6%	9.1%
\$10,001-\$15,000	12.2%	12.9%
\$15,001-\$20,000	11.9%	12.6%
\$20,001-\$25,000	11.8%	12.5%
\$25,001-\$30,000	6.0%	6.3%
\$30,001-\$50,000	14.2%	15.0%
\$50,001-\$100,000	15.4%	16.0%
\$100,001-\$150,000	6.1%	6.0%
\$150,001-\$200,000	3.1%	3.0%
\$200,001-\$250,000	1.7%	1.4%
\$250,001+	6.3%	2.3%

Figure J.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – South Australia

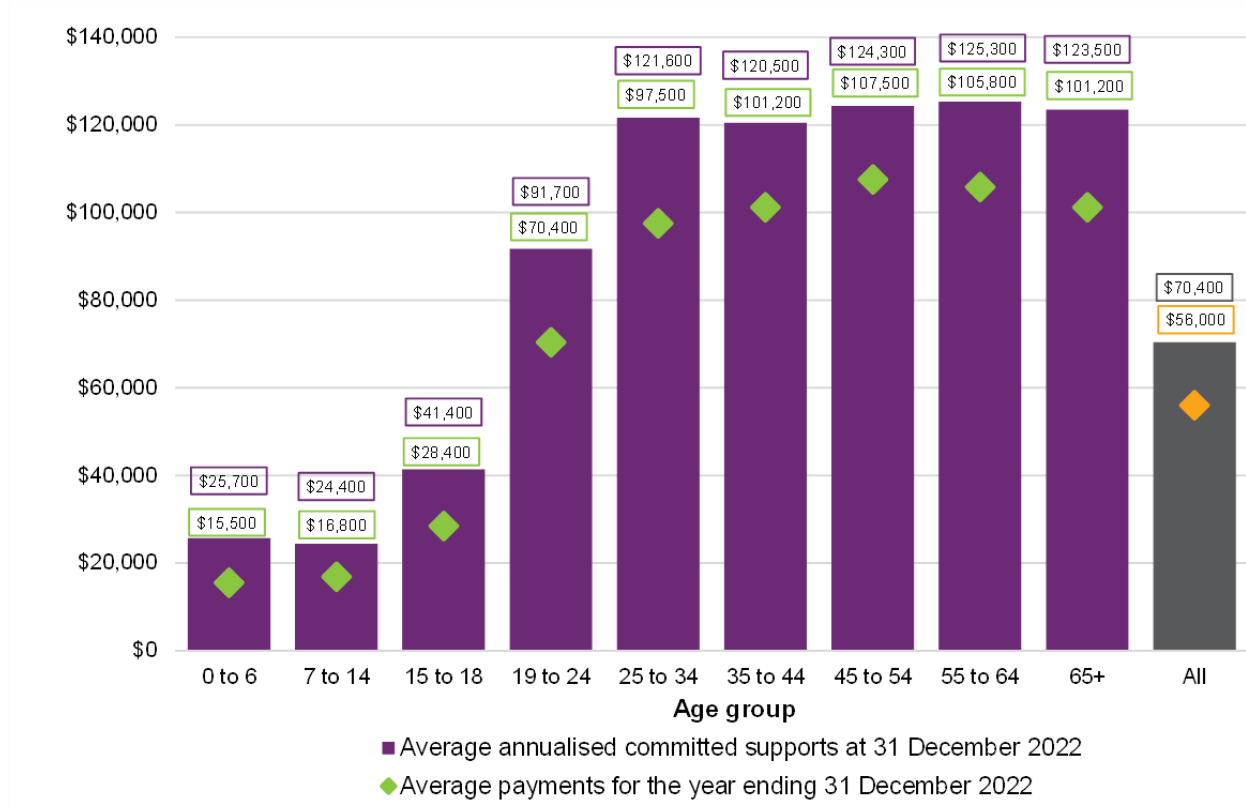


Figure J.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – South Australia

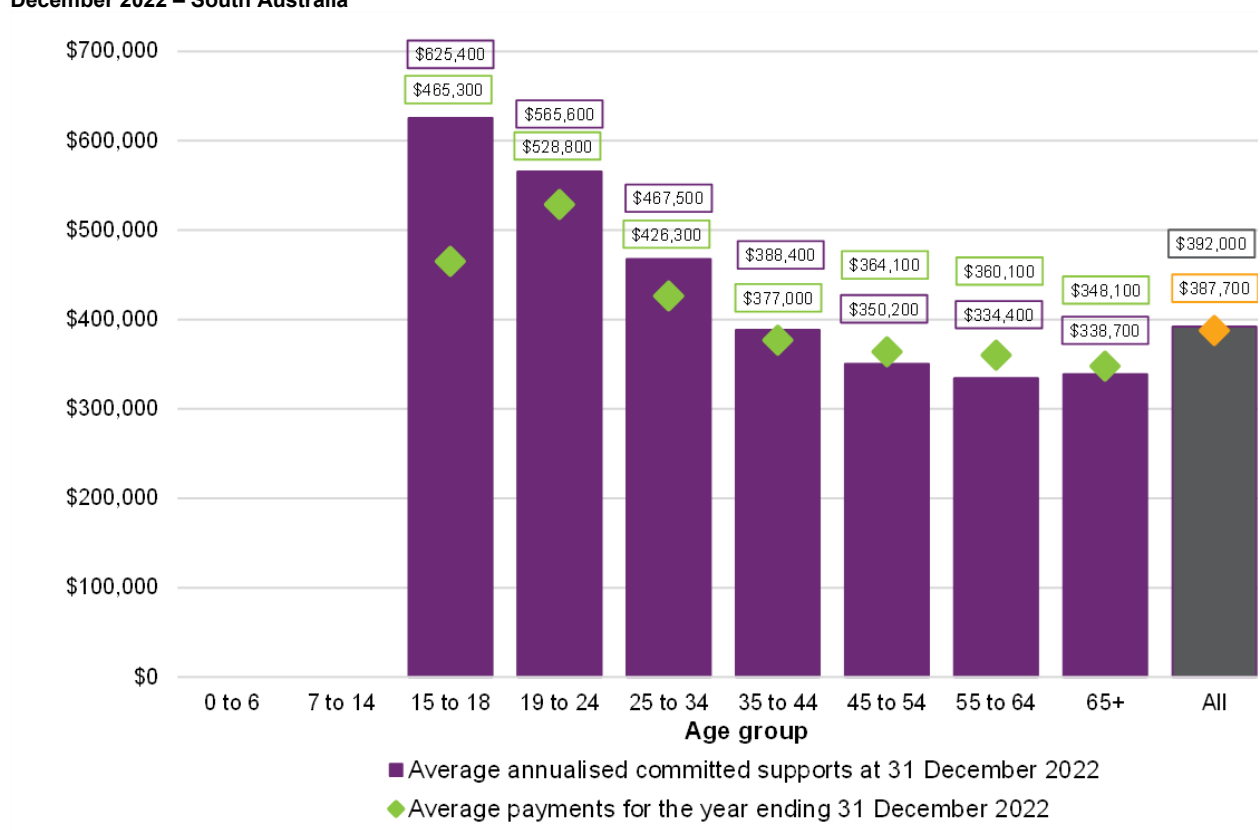


Figure J.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – South Australia

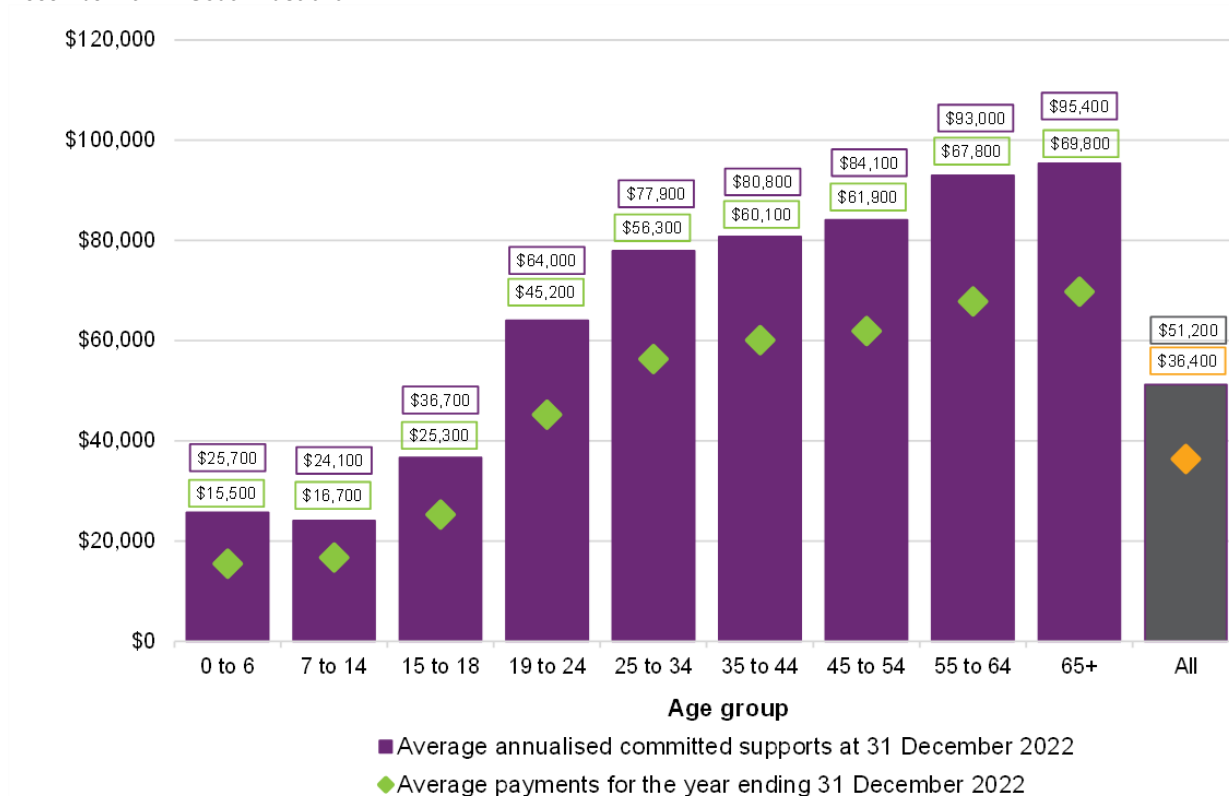


Figure J.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – South Australia

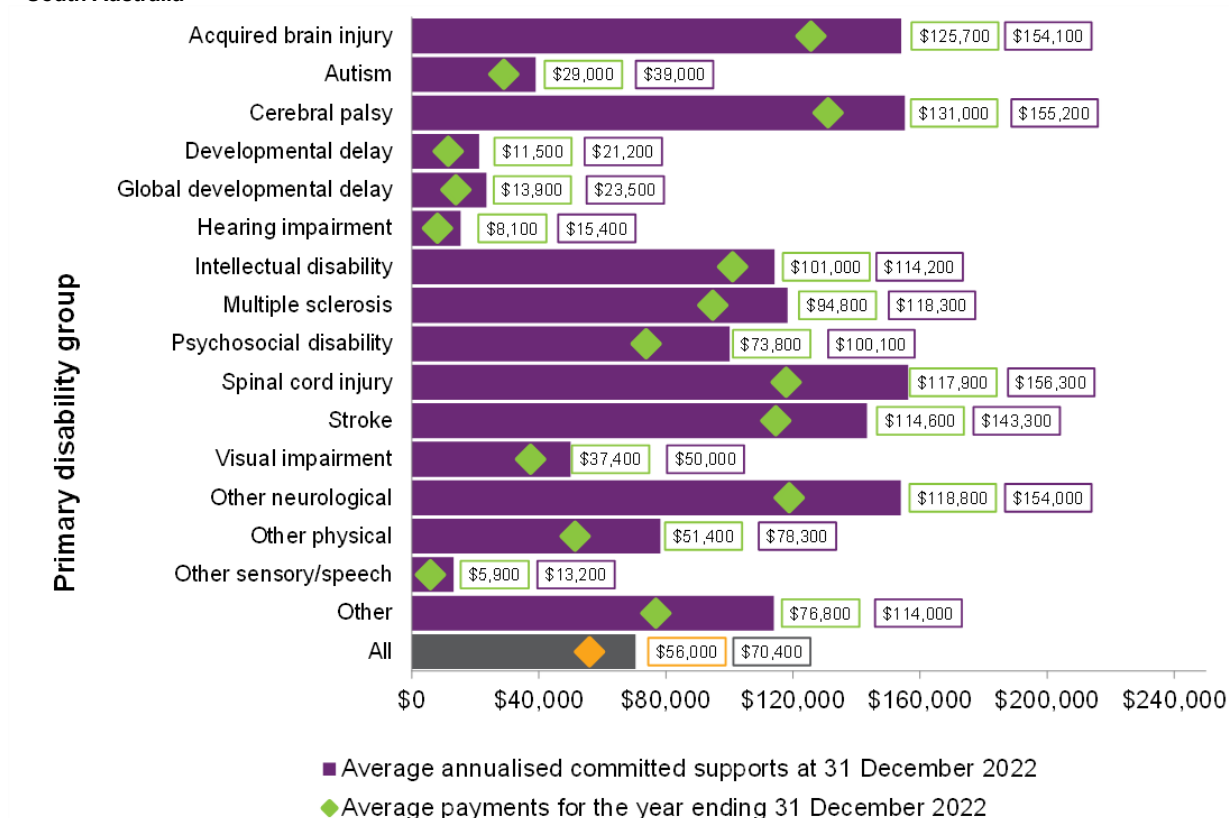


Figure J.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – South Australia

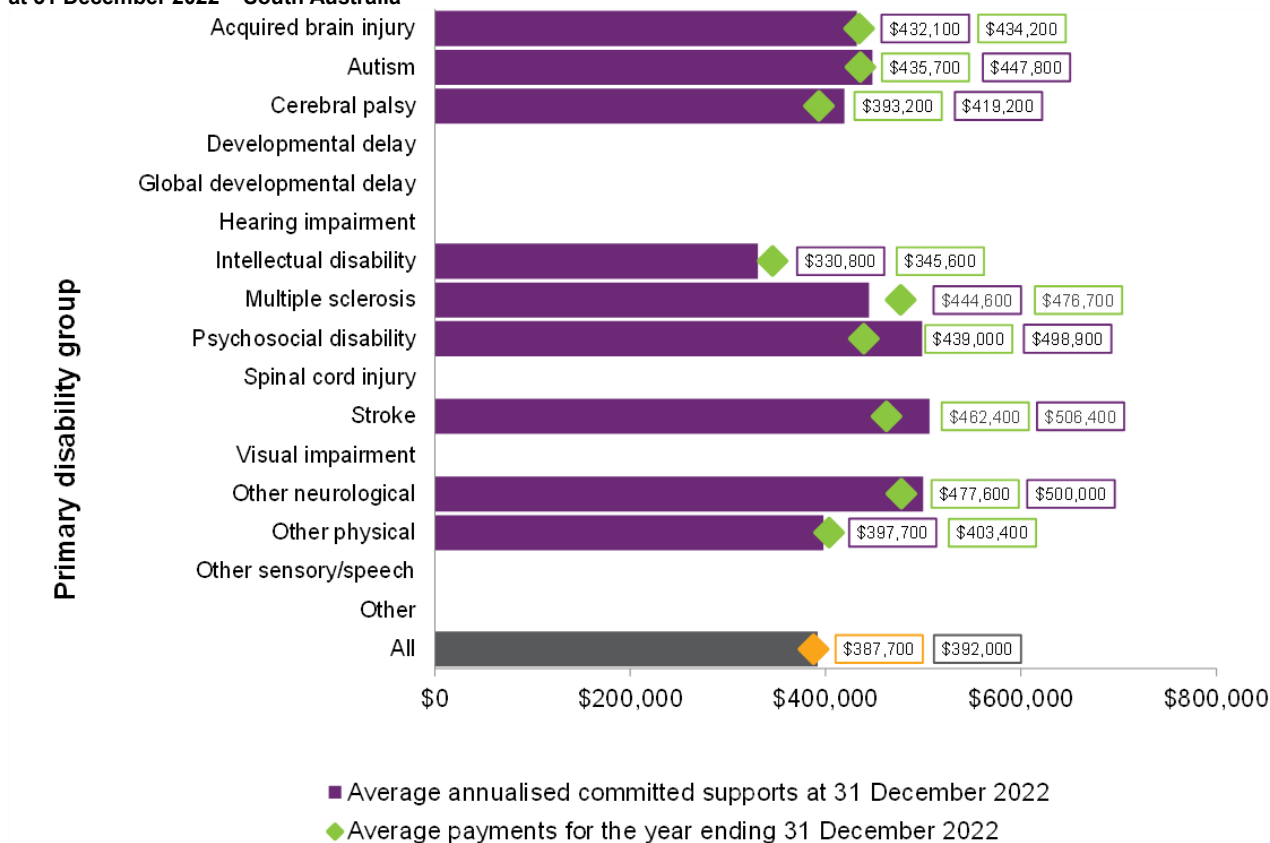


Figure J.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – South Australia

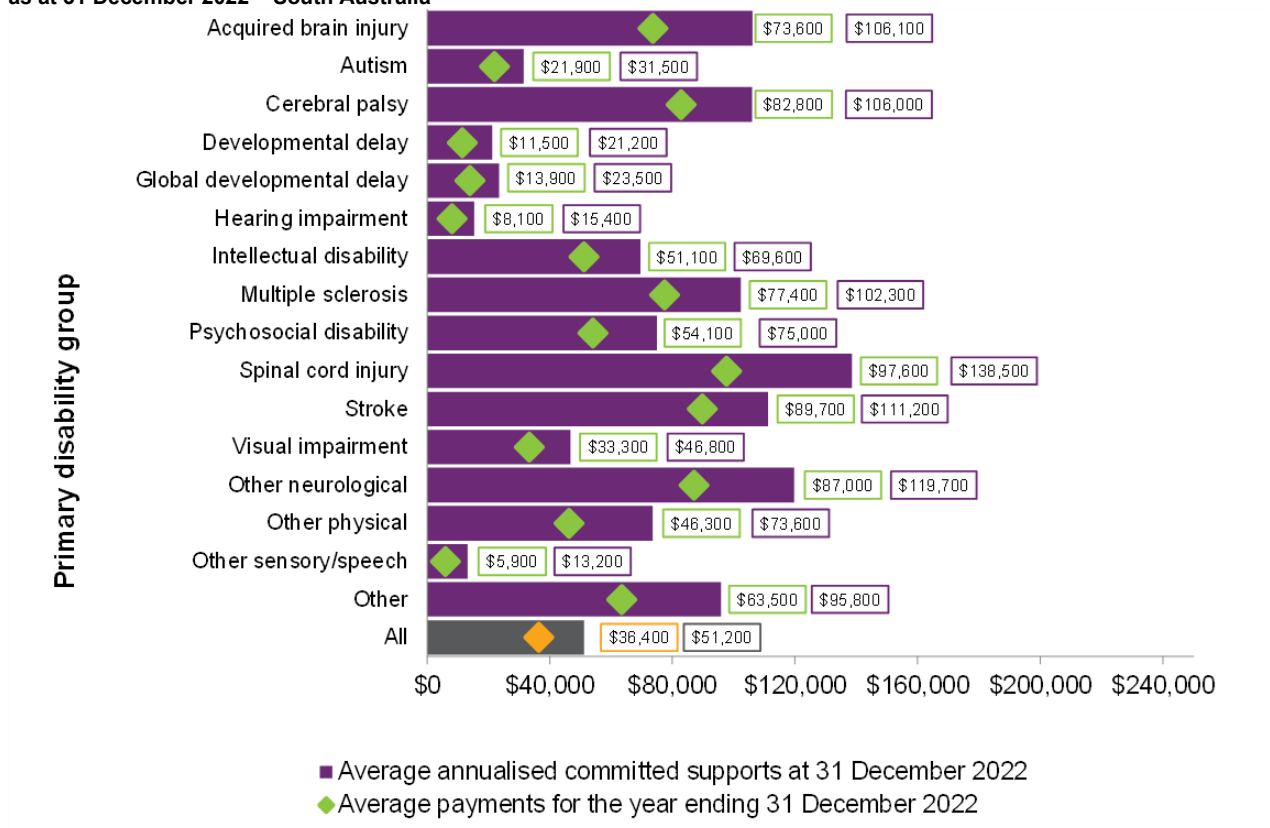


Figure J.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – South Australia

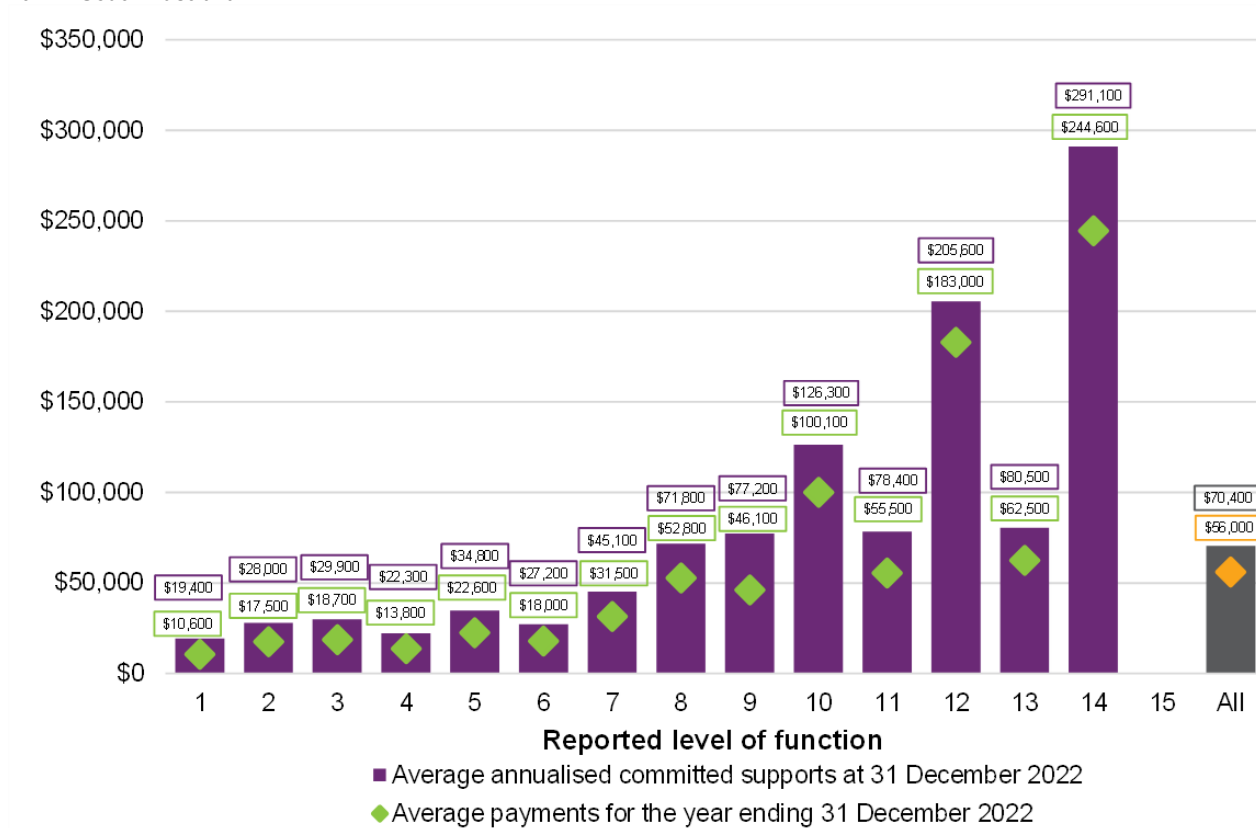


Figure J.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – South Australia

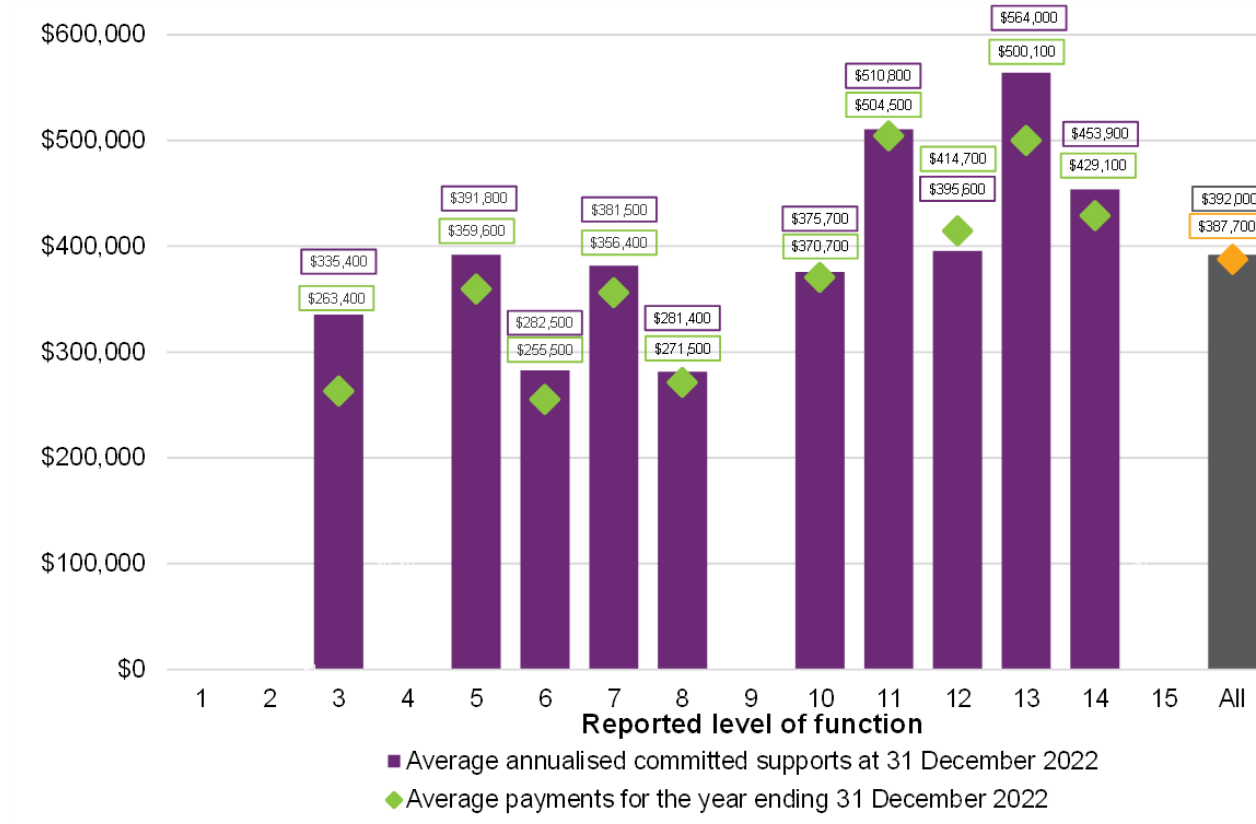


Figure J.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – South Australia

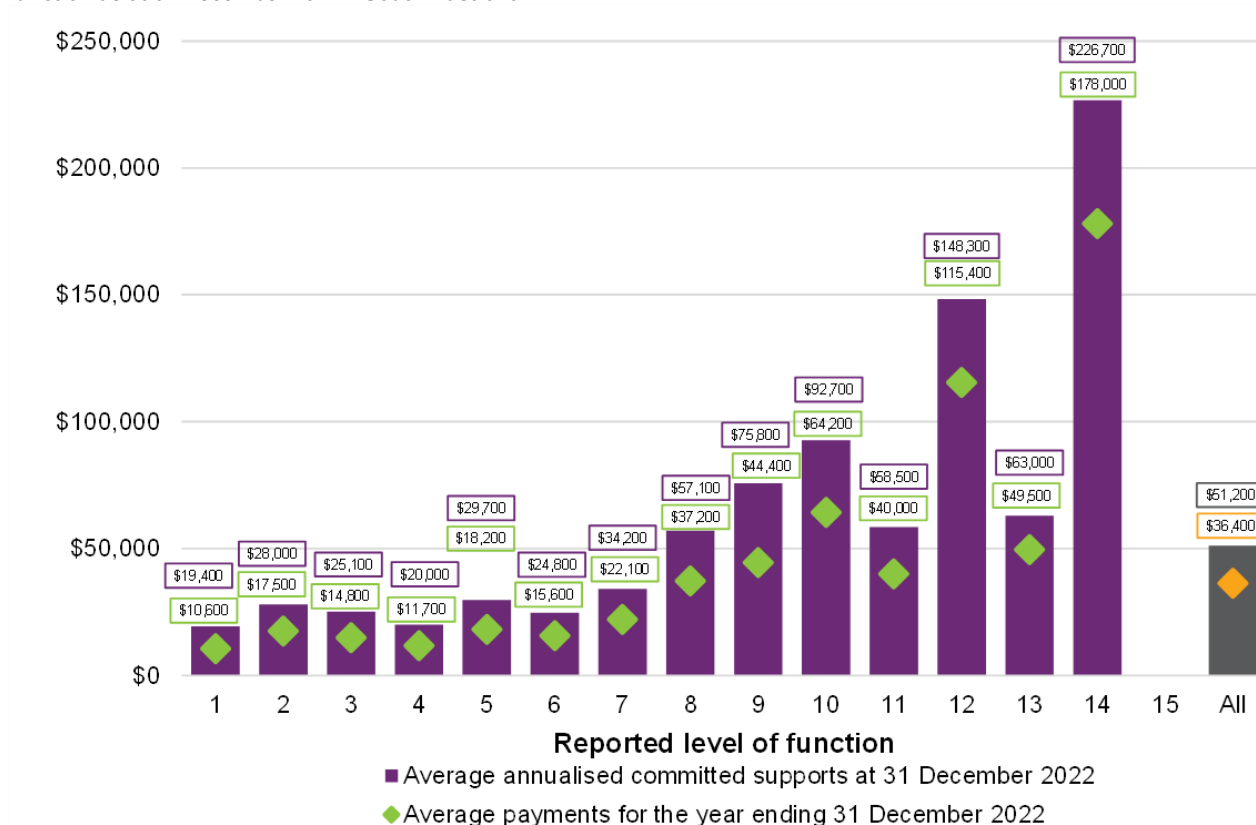


Table J.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – South Australia ^{270 271}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$1,601.7	\$1,760.1
Core: Consumables	\$42.3	\$67.9
Core: Social and Civic	\$363.8	\$656.4
Core: Transport	\$41.7	\$38.2
Capacity Building: Choice and Control	\$45.7	\$50.7
Capacity Building: Daily Activities	\$335.4	\$554.9
Capacity Building: Employment	\$8.1	\$23.3
Capacity Building: Health and Wellbeing	\$1.9	\$4.6
Capacity Building: Home Living	\$0.02	\$0.2
Capacity Building: Lifelong learning	\$0.06	\$0.2
Capacity Building: Relationships	\$34.8	\$75.8
Capacity Building: Social and Civic	\$4.5	\$15.9
Capacity Building: Support Coordination	\$65.6	\$89.9
Capital: Assistive Technology	\$47.7	\$112.5
Capital: Home Modifications	\$25.1	\$40.0
All	\$2,618.5	\$3,490.6

²⁷⁰ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²⁷¹ Total payments for home modifications in South Australia were \$25.1m. Of which, \$18.8m (75%) has been paid for specialised disability accommodation (SDA) supports, and \$6.3m (25%) 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 \$40.0m. Of which, \$30.0m (75%) has been allocated for specialised disability accommodation (SDA) supports, and \$10.0m (25%) has been allocated for non-SDA supports.

Table J.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – South Australia ^{272 273}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$846.7	\$794.6
Core: Consumables	\$6.6	\$10.4
Core: Social and Civic	\$73.7	\$154.1
Core: Transport	\$3.6	\$6.5
Capacity Building: Choice and Control	\$3.4	\$3.7
Capacity Building: Daily Activities	\$22.9	\$33.4
Capacity Building: Employment	\$0.2	\$0.7
Capacity Building: Health and Wellbeing	\$0.3	\$0.7
Capacity Building: Home Living	\$0	\$0.00
Capacity Building: Lifelong learning	\$0	\$0.04
Capacity Building: Relationships	\$15.2	\$33.1
Capacity Building: Social and Civic	\$0.3	\$0.7
Capacity Building: Support Coordination	\$12.0	\$16.4
Capital: Assistive Technology	\$7.6	\$15.9
Capital: Home Modifications	\$15.9	\$24.0
All	\$1,008.4	\$1,094.2

²⁷² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

²⁷³ Total payments for home modifications in South Australia were \$15.9m. Of which, \$15.83m (99.8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.04m (0.2%) 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 \$24.0m. Of which, \$23.5m (98%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.5m (2%) 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 December 2022 (\$m) – South Australia ^{274 275}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$754.9	\$965.5
Core: Consumables	\$35.6	\$57.5
Core: Social and Civic	\$290.1	\$502.3
Core: Transport	\$38.2	\$31.6
Capacity Building: Choice and Control	\$42.3	\$47.0
Capacity Building: Daily Activities	\$312.5	\$521.5
Capacity Building: Employment	\$7.9	\$22.6
Capacity Building: Health and Wellbeing	\$1.6	\$4.0
Capacity Building: Home Living	\$0.0	\$0.2
Capacity Building: Lifelong learning	\$0.1	\$0.1
Capacity Building: Relationships	\$19.6	\$42.7
Capacity Building: Social and Civic	\$4.2	\$15.2
Capacity Building: Support Coordination	\$53.6	\$73.5
Capital: Assistive Technology	\$40.1	\$96.5
Capital: Home Modifications	\$9.3	\$16.0
All	\$1,610.1	\$2,396.4

Table J.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – South Australia ²⁷⁶

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	186.0	369.2	1,156.6	2,121.6	2,767.7	3,142.0	1,804.8
Total Paid	5.6	29.5	62.8	104.3	220.6	792.5	1,488.6	1,995.0	2,405.6	1,280.3
% utilised to date	54%	61%	62%	56%	60%	69%	70%	72%	77%	71%

Table J.35 Percentage change in plan budgets for active participants – South Australia ^{277 278}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	1.0%	3.6%	4.7%	6.3%	6.7%	9.3%	13.1%	8.8%
Interplan Inflation	2.4%	0.5%	-2.0%	-1.7%	-0.6%	3.5%	8.6%	9.3%
Total Inflation	3.4%	4.1%	2.6%	4.6%	6.1%	12.8%	21.7%	18.0%

²⁷⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

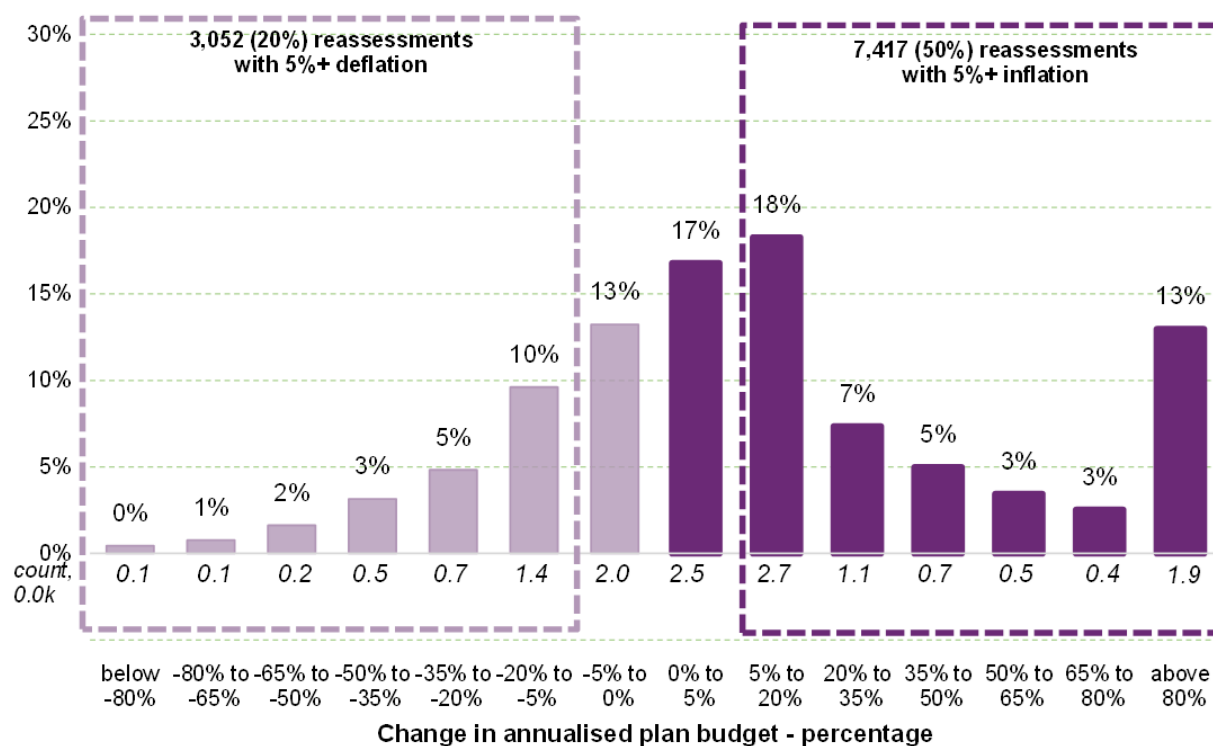
²⁷⁵ Total payments for home modifications in South Australia were \$9.3m. Of which, \$3.0m (32%) has been paid for specialised disability accommodation (SDA) supports, and \$6.3m (68%) has been paid for non-SDA supports. In addition, there were once-off SDA payments of \$0.2m processed off-system in June 2022. Total annualised committed supports for home modifications in South Australia were \$16.0m. Of which, \$6.5m (40%) has been allocated for specialised disability accommodation (SDA) supports, and \$9.5m (60%) has been allocated for non-SDA supports.

²⁷⁶ 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.

²⁷⁷ 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 2022, which impacts the September 2022 quarter.

²⁷⁸ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure J.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – South Australia ²⁷⁹



²⁷⁹ 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. This is the first Quarterly Report to the Disability Minister that combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and 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 ²⁸⁰

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	15,580	532	16,112
Active Eligible - Total	12,614	395	13,009
<i>Active Eligible - New</i>	8,229	387	8,616
<i>Active Eligible - State</i>	2,918	<11	2,919
<i>Active Eligible - Commonwealth</i>	1,467	<11	1,474
Active Participant Plans (excl ECA) - Total	12,459	360	12,819
<i>Active Participant Plans (excl ECA) - New</i>	8,086	359	8,445
<i>Active Participant Plans (excl ECA) - State</i>	2,912	<11	2,912
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	1,461	<11	1,462
Active Participant Plans - Total	12,723	543	13,002
<i>Active Participant Plans - Early Intervention (s25)</i>	3,323	196	3,519
<i>Active Participant Plans - Permanent Disability (s24)</i>	9,136	164	9,300
<i>Active Participant Plans - ECA</i>	264	183	183

Table K.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Tasmania

People leaving the Scheme	Total
Number of people who have left the Scheme	674
<i>Early Intervention participants</i>	159
<i>Permanent disability participants</i>	515

²⁸⁰ 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

Age 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
0 to 6	2,203	97%	996	96%	89	100%	3,288	97%
7 to 14	1,848	89%	894	88%	101	85%	2,843	89%
15 to 18	961	91%	561	89%	29	94%	1,551	90%
19 to 24	522	86%	341	82%	21	100%	884	85%
25 to 34	431	83%	352	74%	16	76%	799	78%
35 to 44	560	83%	516	78%	<11	n/a	1,083	81%
45 to 54	745	83%	721	76%	25	89%	1,491	80%
55 to 64	934	81%	847	71%	33	87%	1,814	76%
65+	40	68%	44	57%	<11	n/a	85	62%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	8,244	89%	5,272	82%	322	90%	13,838	86%

Table K.4 Assessment of access by primary disability group and gender – Tasmania ²⁸¹

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	335	93%	165	89%	<11	n/a	509	92%
Autism	2,923	96%	1,225	97%	157	93%	4,305	96%
Cerebral palsy	238	96%	204	97%	15	100%	457	96%
Developmental delay	816	96%	345	96%	17	100%	1,178	96%
Global developmental delay	182	99%	71	99%	<11	n/a	256	99%
Hearing impairment	243	89%	242	88%	<11	n/a	495	89%
Intellectual disability	1,710	94%	1,342	94%	51	98%	3,103	94%
Multiple sclerosis	85	89%	285	92%	<11	n/a	375	91%
Psychosocial disability	623	71%	529	62%	22	76%	1,174	67%
Spinal cord injury	93	95%	39	91%	<11	n/a	133	94%
Stroke	96	83%	92	84%	<11	n/a	193	84%
Visual impairment	108	92%	105	83%	<11	n/a	217	88%
Other neurological	323	83%	268	82%	12	100%	603	83%
Other physical	250	58%	214	41%	<11	n/a	468	49%
Other sensory/speech	31	42%	15	48%	<11	n/a	46	44%
Other	146	50%	95	33%	<11	n/a	247	42%
Missing	42	91%	36	90%	<11	n/a	79	91%
Total	8,244	89%	5,272	82%	322	90%	13,838	86%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

²⁸¹ Down syndrome is included in intellectual disability.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	1,176	9%	42	12%	1,218	10%
Non-First Nations Participants	9,117	73%	259	72%	9,376	73%
Not Stated	2,166	17%	59	16%	2,225	17%
Total	12,459	100%	360	100%	12,819	100%

Table K.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Tasmania ²⁸²

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	384	3%	<11	n/a	390	3%
Not culturally and linguistically diverse	11,972	96%	320	89%	12,292	96%
Not stated	103	1%	34	9%	137	1%
Total	12,459	100%	360	100%	12,819	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 December 2022 – Tasmania ²⁸³

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 ²⁸⁴

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	20	66
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

²⁸² The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

²⁸³ There are a further 48 active participants aged 65 years or over who are currently in residential aged care.

²⁸⁴ 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 ^{285 286}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	8,148	65%	232	65%	8,380	65%
Population between 15,000 and 50,000	2,268	18%	46	13%	2,314	18%
Population between 5,000 and 15,000	58	0%	<11	n/a	59	0%
Population less than 5,000	1,814	15%	78	22%	1,892	15%
Remote	146	1%	<11	n/a	148	1%
Very Remote	24	0%	<11	n/a	24	0%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	12,459	100%	360	100%	12,819	100%

Table K.10 Participant profile per quarter by primary disability group – Tasmania ^{287 288 289}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	4,095	33%	95	26%	4,190	33%
Intellectual disability	2,900	23%	36	10%	2,936	23%
Psychosocial disability	1,073	9%	30	8%	1,103	9%
Developmental delay	916	7%	116	32%	1,032	8%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	466	4%	12	3%	478	4%
Other physical	372	3%	11	3%	383	3%
Cerebral palsy	427	3%	<11	n/a	431	3%
Acquired brain injury	451	4%	<11	n/a	461	4%
Global developmental delay	228	2%	<11	n/a	235	2%
Visual impairment	197	2%	<11	n/a	201	2%
Multiple sclerosis	342	3%	14	4%	356	3%
Stroke	163	1%	<11	n/a	168	1%
Spinal cord injury	123	1%	<11	n/a	125	1%
Other	197	2%	<11	n/a	203	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	12,459	100%	360	100%	12,819	100%

²⁸⁵ The distributions are calculated excluding active participants with a missing remoteness classification.²⁸⁶ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.²⁸⁷ Table order based on national proportions in Table E.10 (highest to lowest).²⁸⁸ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.²⁸⁹ Down syndrome is included in intellectual disability, representing 2% (312) of all Scheme participants in Tasmania.

Table K.11 Participant profile per quarter (participants in SIL) by primary disability group – Tasmania ^{290 291}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	152	15%	<11	n/a	152	15%
Intellectual disability	445	45%	<11	n/a	445	45%
Psychosocial disability	127	13%	<11	n/a	127	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	52	5%	<11	n/a	52	5%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	71	7%	<11	n/a	71	7%
Acquired brain injury	87	9%	<11	n/a	88	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	12	1%	<11	n/a	12	1%
Stroke	17	2%	<11	n/a	17	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	990	100%	<11	n/a	991	100%

²⁹⁰ 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.

²⁹¹ Down syndrome is included in intellectual disability, representing 7% (69) of participants in SIL.

Table K.12 Participant profile per quarter (participants not in SIL) by primary disability group – Tasmania ²⁹²

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,943	34%	95	26%	4,038	34%
Intellectual disability	2,455	21%	36	10%	2,491	21%
Psychosocial disability	946	8%	30	8%	976	8%
Developmental delay	916	8%	116	32%	1,032	9%
Hearing impairment	468	4%	<11	n/a	476	4%
Other neurological	414	4%	12	3%	426	4%
Other physical	364	3%	11	3%	375	3%
Cerebral palsy	356	3%	<11	n/a	360	3%
Acquired brain injury	364	3%	<11	n/a	373	3%
Global developmental delay	228	2%	<11	n/a	235	2%
Visual impairment	189	2%	<11	n/a	193	2%
Multiple sclerosis	330	3%	14	4%	344	3%
Stroke	146	1%	<11	n/a	151	1%
Spinal cord injury	118	1%	<11	n/a	120	1%
Other	191	2%	<11	n/a	197	2%
Other sensory/speech	41	0%	<11	n/a	41	0%
Total	11,469	100%	359	100%	11,828	100%

Table K.13 Participant profile per quarter by reported level of function – Tasmania ²⁹³

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,153	9%	70	26%	1,223	10%
2 (High Function)	27	0%	<11	n/a	28	0%
3 (High Function)	566	5%	12	4%	578	5%
4 (High Function)	736	6%	15	6%	751	6%
5 (High Function)	851	7%	24	9%	875	7%
6 (Moderate Function)	2,806	23%	69	26%	2,875	23%
7 (Moderate Function)	838	7%	12	4%	850	7%
8 (Moderate Function)	741	6%	<11	n/a	748	6%
9 (Moderate Function)	90	1%	<11	n/a	93	1%
10 (Moderate Function)	1,204	10%	13	5%	1,217	10%
11 (Low Function)	384	3%	<11	n/a	385	3%
12 (Low Function)	1,907	15%	29	11%	1,936	15%
13 (Low Function)	826	7%	<11	n/a	836	7%
14 (Low Function)	222	2%	<11	n/a	224	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	102	n/a	92	n/a	194	n/a
Total	12,459	100%	360	100%	12,819	100%

²⁹² Down syndrome is included in intellectual disability, representing 2% (243) of participants not in SIL.

²⁹³ The distributions are calculated excluding participants with a missing reported level of function.

Table K.14 Participant profile per quarter by age group – Tasmania

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,567	13%	146	41%	1,713	13%
7 to 14	2,862	23%	64	18%	2,926	23%
15 to 18	1,116	9%	24	7%	1,140	9%
19 to 24	1,344	11%	15	4%	1,359	11%
25 to 34	1,390	11%	15	4%	1,405	11%
35 to 44	1,001	8%	19	5%	1,020	8%
45 to 54	1,235	10%	32	9%	1,267	10%
55 to 64	1,437	12%	43	12%	1,480	12%
65+	507	4%	<11	n/a	509	4%
Total	12,459	100%	360	100%	12,819	100%

Table K.15 Participation rates by age group and gender at 31 December 2022 – Tasmania ²⁹⁴

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.2%	2.7%	4.0%
7 to 14	7.1%	3.4%	5.6%
15 to 18	5.3%	2.9%	4.3%
19 to 24	4.4%	2.8%	3.7%
25 to 44	2.1%	1.5%	1.8%
45 to 64	2.0%	1.8%	1.9%
Total (aged 0 to 64)	3.4%	2.1%	2.8%

²⁹⁴ 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/carers 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=1,142), 'participant social and community engagement rate' (n=1,158), 'parent and carer employment rate' (n=1,037) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=687) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Tasmania²⁹⁵

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	10%	13%	14%	26%
Participant employment rate - Aged 25 to 34 years	26%	24%	29%	26%
Participant employment rate - Aged 35 to 44 years	22%	21%	18%	26%
Participant employment rate - Aged 45 to 54 years	19%	17%	19%	26%
Participant employment rate - Aged 55 to 64 years	15%	12%	13%	26%
Participant employment rate - Aged 65+ years	13%	10%	10%	26%
Participant employment rate - Aged 25 to 64 years	19%	17%	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%	26%	24%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	30%	30%	46%
Participant social and community engagement rate - Aged 35 to 44 years	29%	34%	31%	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%	34%	46%
Participant social and community engagement rate - Aged 65+ years	25%	33%	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%	57%	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%

²⁹⁵ 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 December 2020 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=780), 'participant social and community engagement rate' (n=787), 'parent and carer employment rate' (n=609) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=528) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Tasmania ²⁹⁶

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	31%	33%	20%	29%	26%
Participant employment rate - Aged 45 to 54 years	27%	30%	24%	20%	26%
Participant employment rate - Aged 55 to 64 years	17%	21%	13%	14%	26%
Participant employment rate - Aged 65+ years	8%	0%	5%	8%	26%
Participant employment rate - Aged 25 to 64 years	24%	28%	18%	21%	26%
Participant employment rate - Aged 15 to 64 years	19%	21%	15%	19%	26%
Participant social and community engagement rate - Aged 15 to 24 years	28%	29%	30%	33%	46%
Participant social and community engagement rate - Aged 25 to 34 years	28%	34%	29%	32%	46%
Participant social and community engagement rate - Aged 35 to 44 years	34%	38%	46%	43%	46%
Participant social and community engagement rate - Aged 45 to 54 years	34%	40%	39%	42%	46%
Participant social and community engagement rate - Aged 55 to 64 years	36%	43%	39%	42%	46%
Participant social and community engagement rate - Aged 65+ years	34%	32%	40%	38%	46%
Participant social and community engagement rate - Aged 25+ years	34%	39%	40%	41%	46%
Participant social and community engagement rate - Aged 15+ years	32%	36%	36%	39%	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%	43%	37%	40%	50%
Parent and carer employment rate - All ages	37%	40%	37%	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%

²⁹⁶ 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 December 2019 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=422), 'participant social and community engagement rate' (n=422), 'parent and carer employment rate' (n=277) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=330) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Tasmania ²⁹⁷

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	36%	35%	36%	22%	27%	26%
Participant employment rate - Aged 35 to 44 years	23%	26%	21%	36%	21%	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%	19%	19%	13%	9%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	25%	25%	24%	20%	18%	26%
Participant employment rate - Aged 15 to 64 years	17%	19%	17%	16%	18%	26%
Participant social and community engagement rate - Aged 15 to 24 years	23%	28%	28%	27%	31%	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%	37%	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%	43%	48%	42%	41%	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%	36%	38%	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%	44%	48%	45%	46%	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%	50%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	52%	63%	65%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	80%	77%	86%	83%	75%
Participant Choice and Control - Aged 15+ years	n/a	67%	69%	73%	75%	75%

²⁹⁷ 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 December 2018 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=156), 'participant social and community engagement rate' (n=156), 'parent and carer employment rate' (n=99) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=155) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Tasmania ²⁹⁸

Age group	Baseline	R1	R2	R3	R4	R5	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	7%	18%	28%	25%	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	18%	17%	17%	23%	22%	25%	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	33%	31%	34%	40%	36%	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	42%	48%	57%	51%	40%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	45%	51%	54%	56%	65%	75%
Participant Choice and Control - Aged 25+ years	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	49%	56%	58%	61%	69%	75%

²⁹⁸ 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 December 2017 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=37), 'participant social and community engagement rate' (n=39), '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=38) 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 December 2016 - Tasmania ²⁹⁹

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%	65%	63%	72%	65%	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	66%	69%	62%	70%	68%	73%	75%

²⁹⁹ 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 December 2016 and have had a sixth plan reassessment to date.

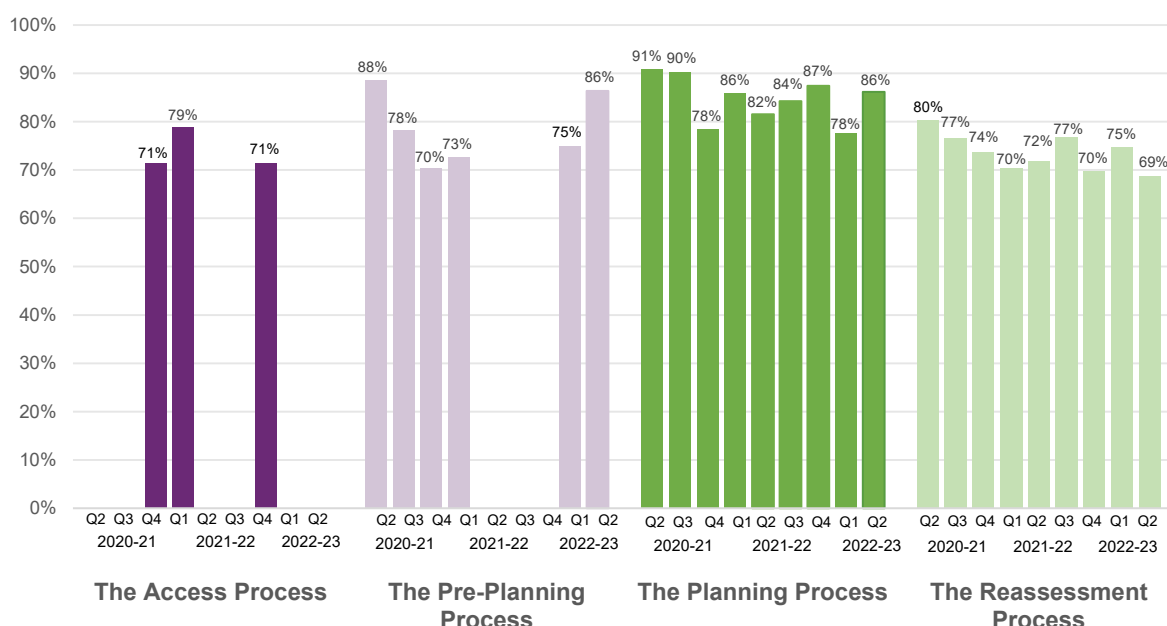
Part Three: Participant experience

Table K.21 Proportion of participants who agreed with statements about 'Access' (n = 154 in Prior Quarters, n = 17 in 2022-23 Q2), 'Pre-planning' (n = 180 in Prior Quarters, n = 22 in 2022-23 Q2), 'Planning' (n = 1,013 in Prior Quarters, n = 94 in 2022-23 Q2) and 'Plan reassessment' (n = 3,309 in Prior Quarters, n = 341 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Tasmania ³⁰⁰

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	84%	n/a
Access - Was the person from the NDIS respectful?	95%	n/a
Access - Do you understand what will happen next with your plan?	75%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	76%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	86%	77%
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%	73%
Pre-planning - Are you clear on what happens next with your plan?	64%	59%
Pre-planning - Do you know where to go for more help with your plan?	72%	73%
Pre-planning - % of participants rating their overall experience as Very Good or Good.	77%	86%
Planning - Did the person from the NDIS understand how your disability affects your life?	91%	84%
Planning - Did you understand why you needed to give the information you did?	97%	100%
Planning - Were decisions about your plan clearly explained?	86%	88%
Planning - Are you clear on what happens next with your plan?	82%	79%
Planning - Do you know where to go for more help with your plan?	90%	88%
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?	82%	75%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	76%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	86%	83%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	74%	69%

³⁰⁰ 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 K.1 Trend of satisfaction across the pathway (% Very Good/Good) – Tasmania ^{301 302}



The tables in part three 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.

Records are allocated to state/territory based on the residing address of the participant or potential participant recorded as the source of the complaint. It is not possible to allocate complaints made by providers or other parties to a state/territory. Therefore, the results in this section only include complaints made by people who have submitted an access request.

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 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 K.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.

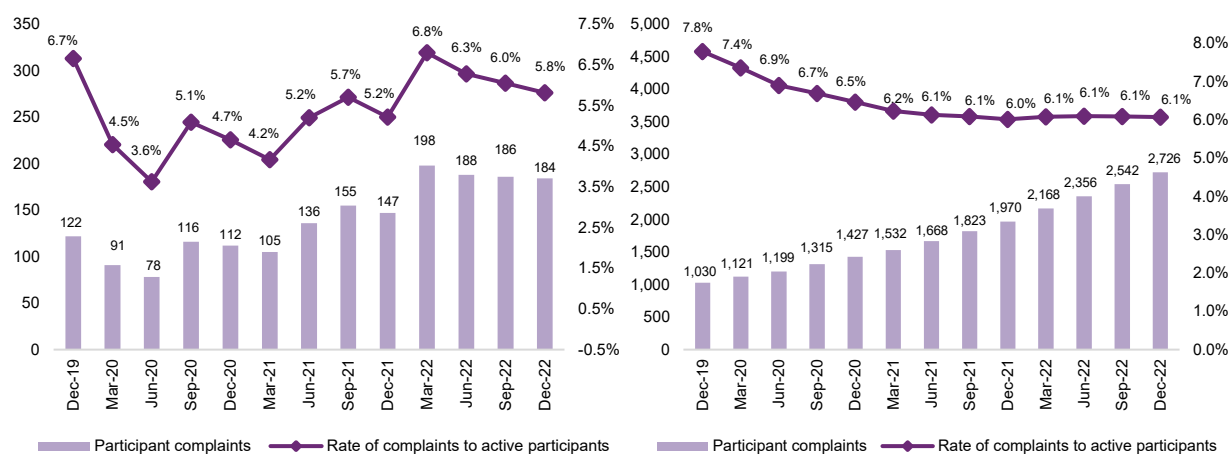
³⁰¹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁰² Participant satisfaction results are not shown if there is insufficient data in the group.

Table K.22 Complaints by quarter – Tasmania ^{303 304}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	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	25	<11	27	25
People who have submitted an access request: Complaints about service providers	159	11	170	142
People who have submitted an access request: Complaints about the Agency	2,048	128	2,176	1,240
People who have submitted an access request: Critical/ Reportable Incident	262	43	305	243
People who have submitted an access request: Unclassified	39	<11	39	35
People who have submitted an access request: Total	2,542	184	2,726	1,517
<i>Percentage of the number of active participants</i>	<i>6.1%</i>	<i>5.8%</i>	<i>6.1%</i>	<i>n/a</i>

Figure K.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Tasmania



³⁰³ Note that 64% of all complainants made only one complaint, 18% made two complaints and 18% made three or more complaints.

³⁰⁴ 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 K.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Tasmania ³⁰⁵

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	83	4%	<11	n/a	83	4%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	53	3%	<11	n/a	60	3%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	102	5%	14	11%	116	5%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	403	20%	63	49%	466	21%
Complaints about the Agency - NDIA Process	141	7%	15	12%	156	7%
Complaints about the Agency - NDIA Resources	16	1%	<11	n/a	18	1%
Complaints about the Agency - NDIA Staff	89	4%	<11	n/a	95	4%
Complaints about the Agency - NDIA Timeliness	299	15%	19	15%	318	15%
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	4%
Complaints about the Agency - Staff conduct - Agency	45	2%	<11	n/a	45	2%
Complaints about the Agency - The way the NDIA carried out its decision making	70	3%	<11	n/a	71	3%
Complaints about the Agency - Timeliness	291	14%	<11	n/a	291	13%
Complaints about the Agency - Other	315	15%	<11	n/a	316	15%
Complaints about the Agency - Total	2,048	100%	128	100%	2,176	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	44%	<11	n/a	13	48%
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	25	100%	<11	n/a	27	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

³⁰⁵ There are 2,542 total participant complaints in Prior Quarters, 184 total participant complaints in 2022-23 Q2, and 2,726 total participant complaints as at 31 December 2022, including 39 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about service providers - Provider Fraud and Compliance	14	9%	<11	n/a	15	9%
Complaints about service providers - Provider process	13	8%	<11	n/a	13	8%
Complaints about service providers - Provider Service	41	26%	<11	n/a	45	26%
Complaints about service providers - Provider Staff	<11	n/a	<11	n/a	12	7%
Complaints about service providers - Service Delivery	20	13%	<11	n/a	21	12%
Complaints about service providers - Staff conduct	16	10%	<11	n/a	17	10%
Complaints about service providers - Supports being provided	14	9%	<11	n/a	14	8%
Complaints about service providers - Other	22	14%	<11	n/a	22	13%
Complaints about service providers - Total	159	100%	11	100%	170	100%
Critical/ Reportable Incident - Allegations against a provider	58	22%	<11	n/a	67	22%
Critical/ Reportable Incident - Allegations against Informal Supports	32	12%	<11	n/a	42	14%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	43	16%	<11	n/a	51	17%
Critical/ Reportable Incident - Provider reporting	129	49%	16	37%	145	48%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	262	100%	43	100%	305	100%

Table K.24 AAT Cases by category at 31 December 2022 – Tasmania

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	39	18%	<11	n/a	43	18%
Plan	157	73%	12	60%	169	72%
Plan Reassessment	11	5%	<11	n/a	11	5%
Other	<11	n/a	<11	n/a	13	6%
Total cases	216	100%	20	100%	236	100%
Percentage of the number of active participants	0.52%	n/a	0.63%	n/a	0.53%	n/a

Figure K.3 Number and proportion of AAT cases over time cumulatively – Tasmania ³⁰⁶

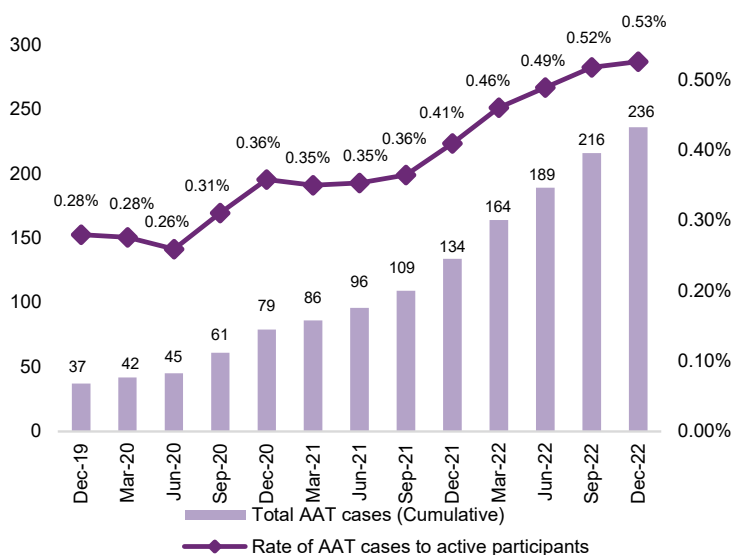


Table K.25 AAT cases by open/closed and decision – Tasmania ^{307 308}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	236	230
Open AAT Cases	65	65
Closed AAT Cases	171	167
<i>Resolved before hearing</i>	<i>168</i>	<i>164</i>
<i>Gone to hearing and received a substantive decision</i>	<i><11</i>	<i><11</i>

³⁰⁶ There are insufficient numbers to show the incremental count of AAT cases.

³⁰⁷ The numbers of AAT cases that went to hearing and received a substantive decision for Tasmania are not shown due to insufficient numbers.

³⁰⁸ 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 ^{309 310}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.41	1.38
Number of providers delivering new types of supports	85	95
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	86%	86%
Share of payments - top 25%: Therapeutic Supports (Percentage)	94%	94%
Share of payments - top 25%: Participate Community (Percentage)	89%	89%
Share of payments - top 25%: Early Childhood Supports (Percentage)	91%	93%
Share of payments - top 25%: Assist Personal Activities (Percentage)	90%	90%

Table K.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Tasmania ³¹¹

Activity	Number of providers
Active for the first time in 2022-23 Q2	36
Active in 2022-23 Q2 and also in previous quarters	486
Active in 2022-23 Q2	522
Inactive in 2022-23 Q2	1,133
Active ever	1,655

Table K.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Tasmania ³¹²

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	101	21	22	144
\$2,001-\$10,000	106	9	6	121
\$10,001-\$100,000	127	<5	<5	133
\$100,001-\$250,000	47	<5	<5	48
\$250,000+	75	<5	<5	76
Total	456	32	387	522

Table K.29 Proportion of active participants with approved plans accessing mainstream supports – Tasmania ³¹³

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	14%	13%	14%
Health & Wellbeing	66%	63%	66%
Lifelong Learning	24%	20%	24%
Other	27%	24%	27%
Non-categorised	16%	13%	16%
Any mainstream service	95%	86%	94%

³⁰⁹ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³¹⁰ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³¹¹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³¹² 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.

³¹³ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures K.4 to K.12 and Table K.30, 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 K.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Tasmania

Average annualised committed supports band	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	2.7%	3.0%
\$5,001-\$10,000	6.0%	6.5%
\$10,001-\$15,000	9.7%	10.5%
\$15,001-\$20,000	11.6%	12.6%
\$20,001-\$25,000	9.3%	10.1%
\$25,001-\$30,000	5.5%	6.0%
\$30,001-\$50,000	15.4%	16.6%
\$50,001-\$100,000	17.3%	18.7%
\$100,001-\$150,000	6.8%	7.4%
\$150,001-\$200,000	3.2%	3.2%
\$200,001-\$250,000	2.1%	1.6%
\$250,001+	9.3%	2.8%

Figure K.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Tasmania

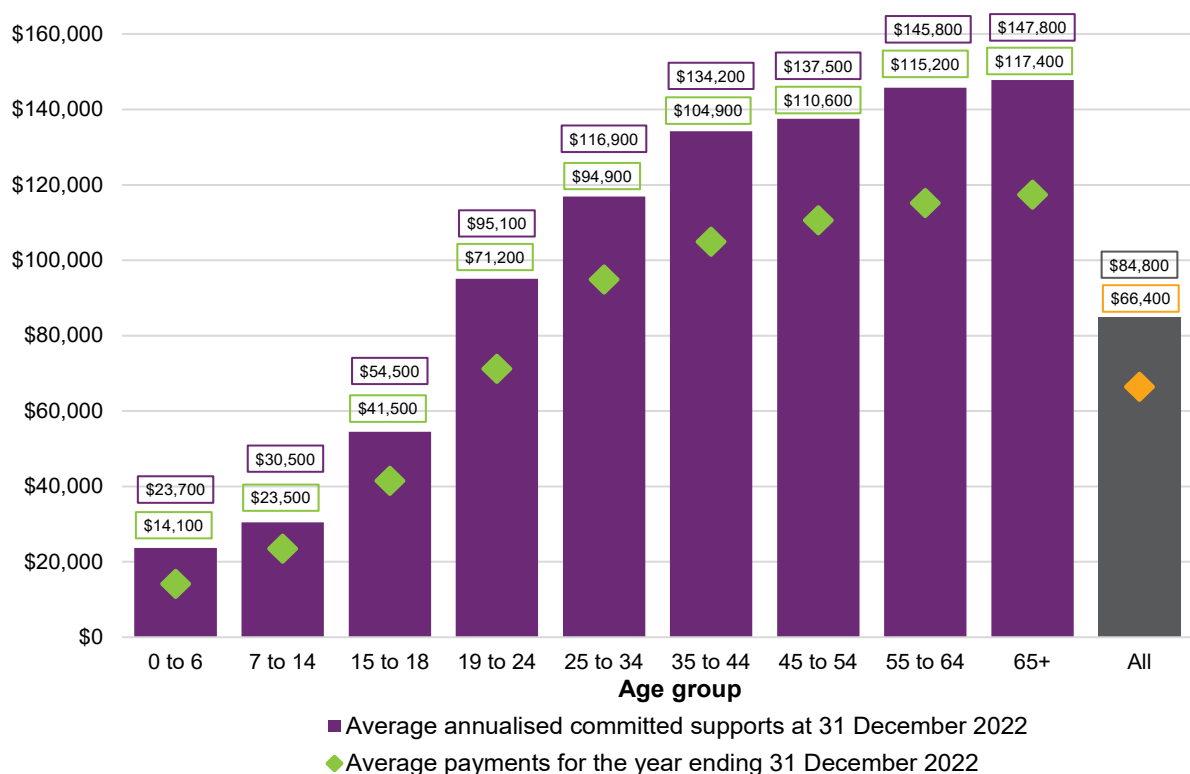


Figure K.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Tasmania

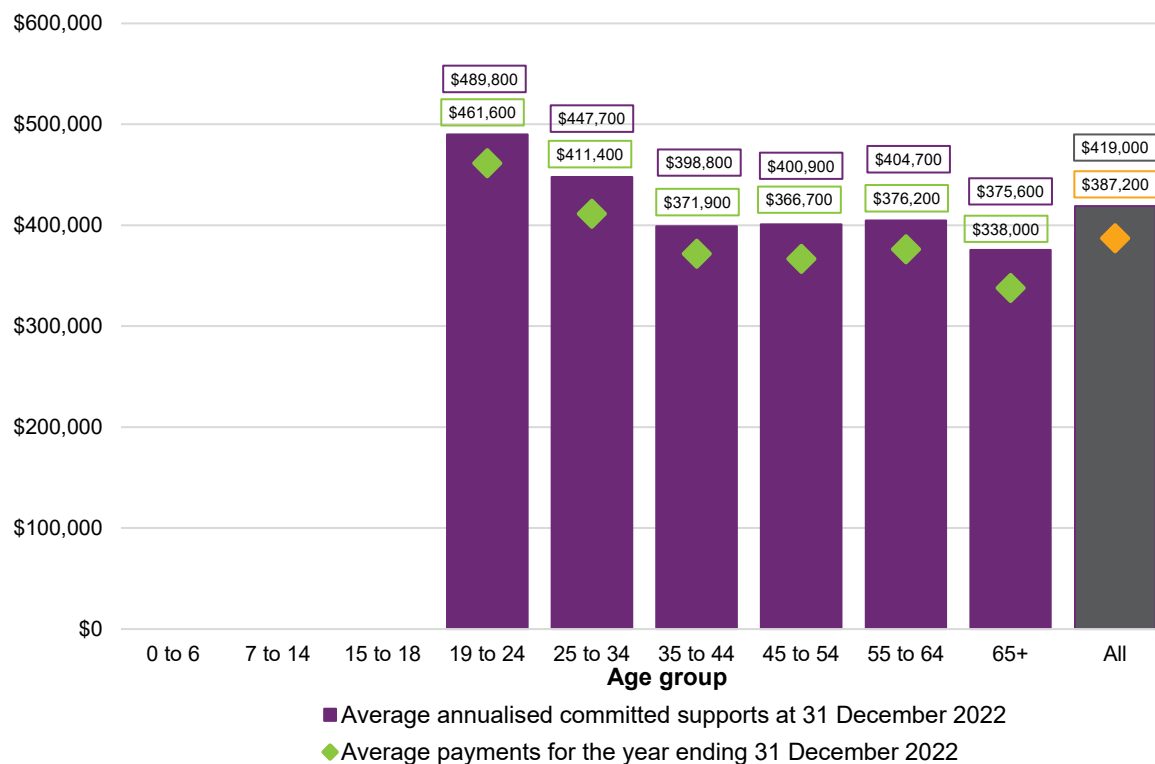


Figure K.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Tasmania

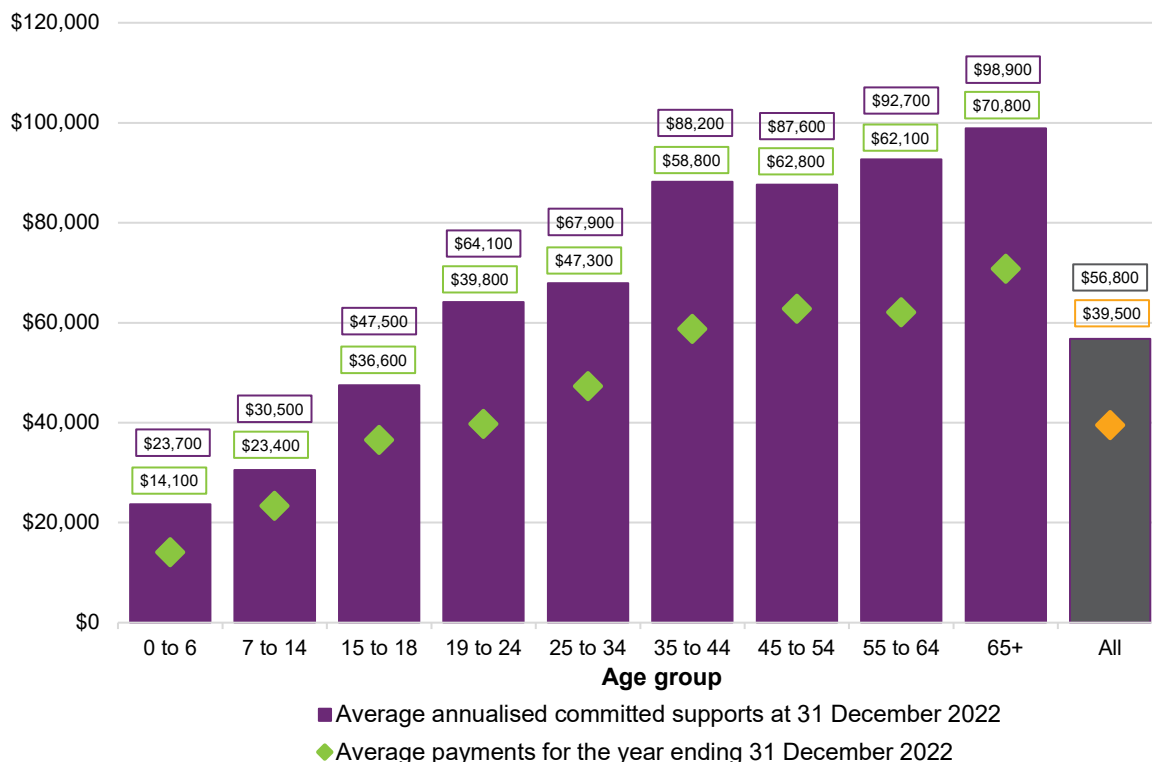


Figure K.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Tasmania

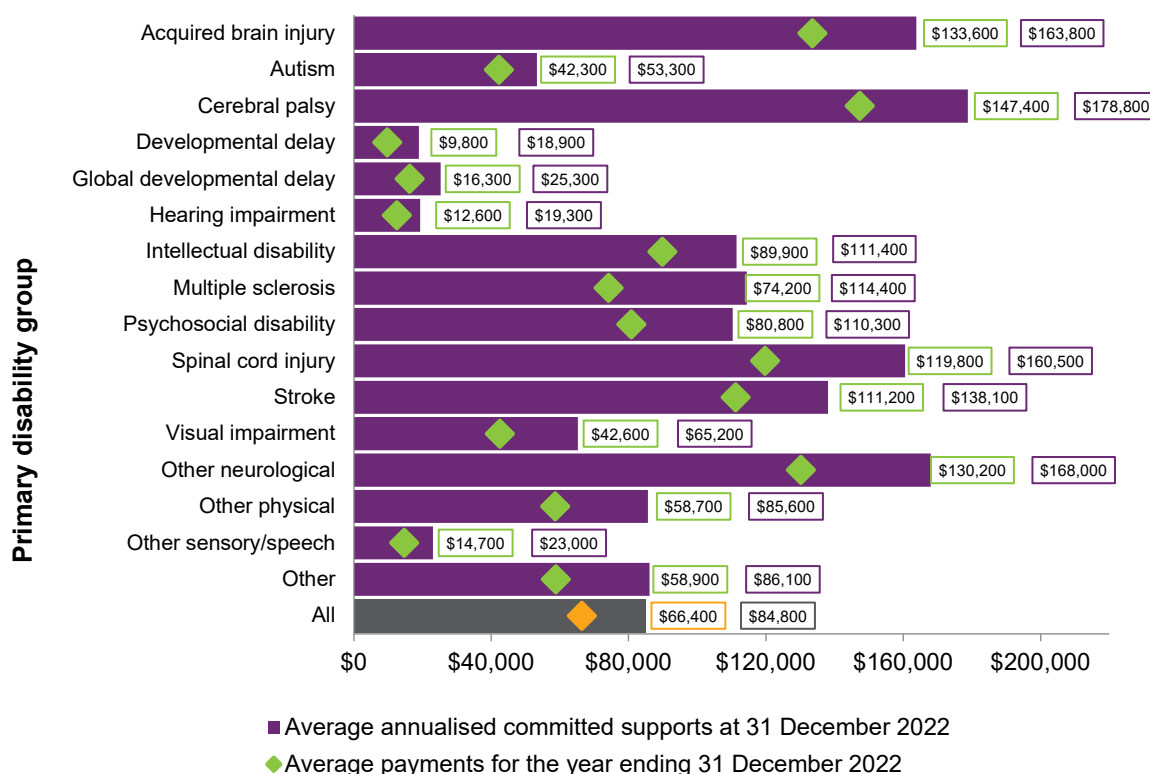


Figure K.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Tasmania

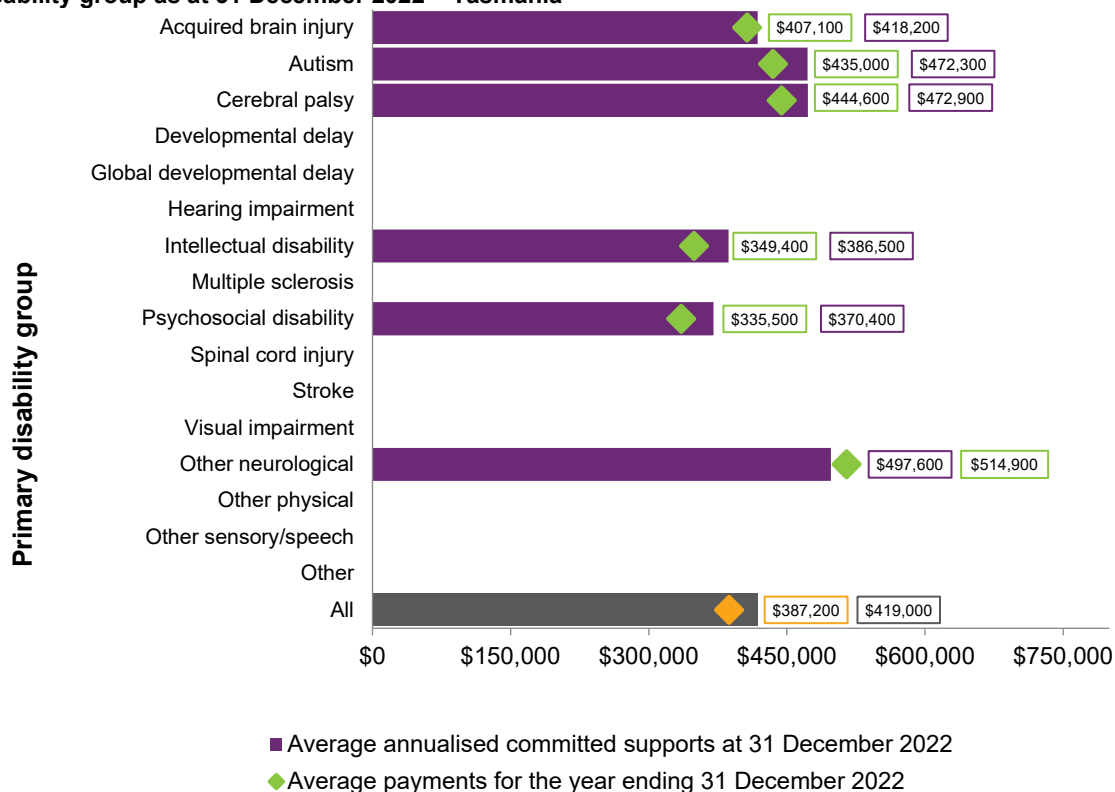


Figure K.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Tasmania

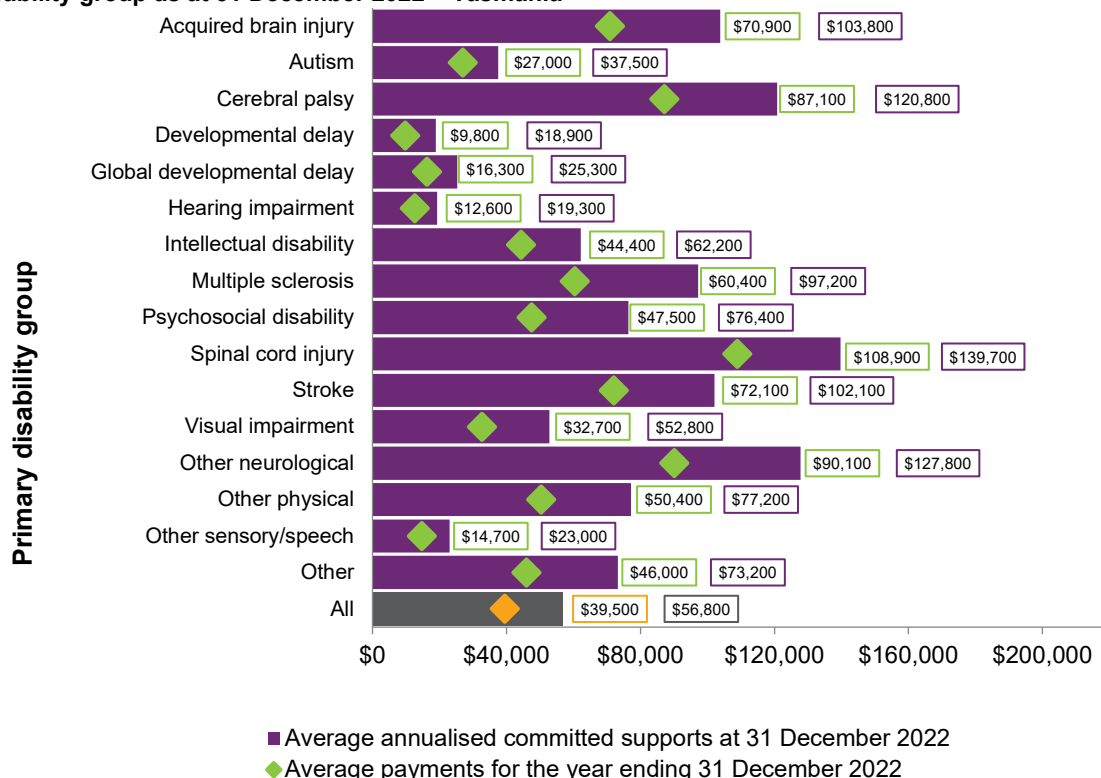


Figure K.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Tasmania

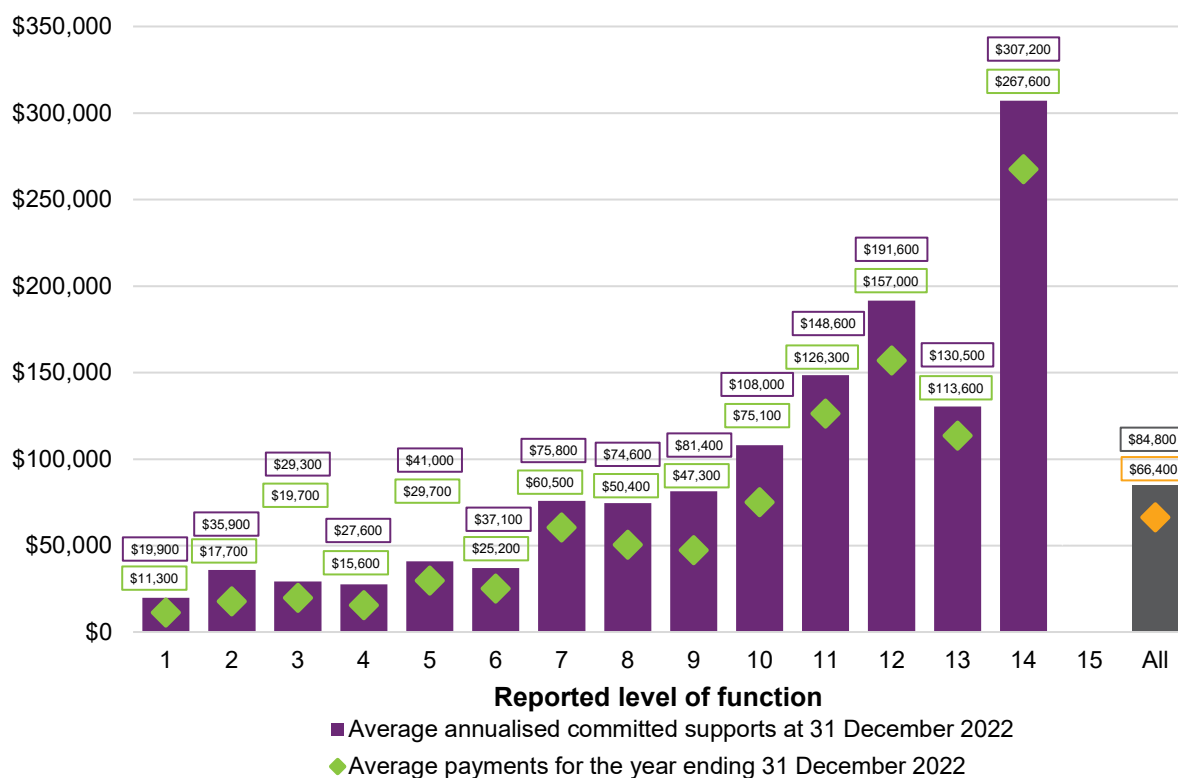


Figure K.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Tasmania

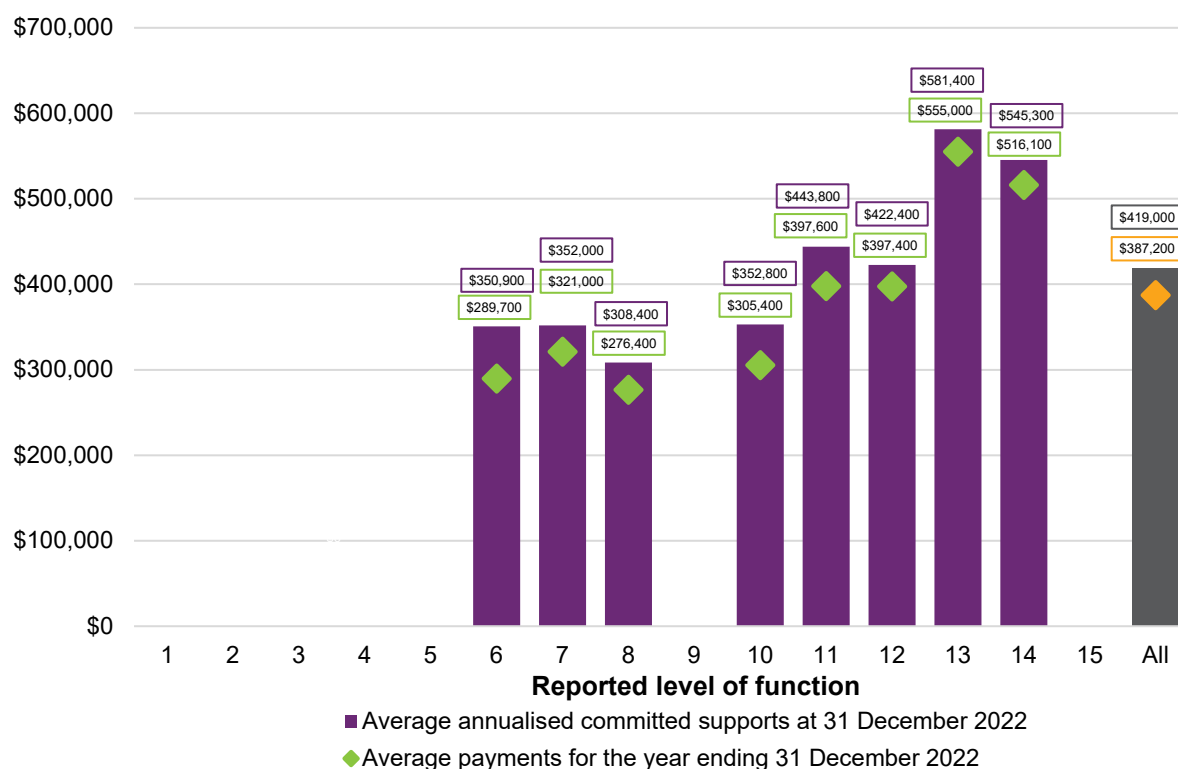


Figure K.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Tasmania

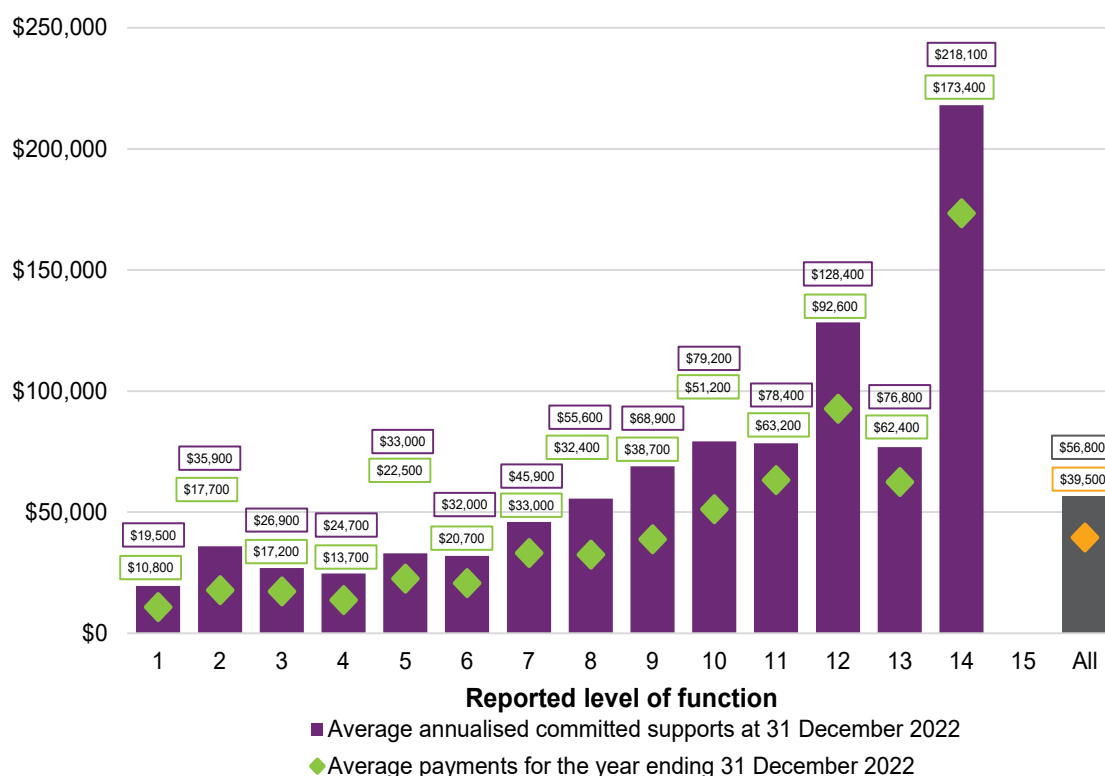


Table K.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Tasmania ^{314 315}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$468.9	\$537.9
Core: Consumables	\$13.0	\$18.2
Core: Social and Civic	\$174.8	\$256.0
Core: Transport	\$13.0	\$12.9
Capacity Building: Choice and Control	\$10.9	\$12.3
Capacity Building: Daily Activities	\$62.7	\$131.8
Capacity Building: Employment	\$2.5	\$7.8
Capacity Building: Health and Wellbeing	\$1.0	\$2.7
Capacity Building: Home Living	\$0.01	\$0.09
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$11.2	\$20.7
Capacity Building: Social and Civic	\$5.5	\$14.7
Capacity Building: Support Coordination	\$20.9	\$27.8
Capital: Assistive Technology	\$14.2	\$30.1
Capital: Home Modifications	\$7.4	\$12.7
All	\$806.2	\$1,087.5

³¹⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁵ Total payments for home modifications in Tasmania were \$7.4m. Of which, \$3.6m (48%) has been paid for specialised disability accommodation (SDA) supports, and \$3.9m (52%) 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 \$12.7m. Of which, \$6.3m (49%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.5m (51%) has been allocated for non-SDA supports.

Table K.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Tasmania ^{316 317}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$275.2	\$290.4
Core: Consumables	\$2.0	\$2.7
Core: Social and Civic	\$62.9	\$82.2
Core: Transport	\$1.8	\$2.6
Capacity Building: Choice and Control	\$0.9	\$1.0
Capacity Building: Daily Activities	\$6.0	\$10.9
Capacity Building: Employment	\$0.1	\$0.3
Capacity Building: Health and Wellbeing	\$0.1	\$0.2
Capacity Building: Home Living	\$0.0	\$0.0
Capacity Building: Lifelong learning	\$0.0	\$0.0
Capacity Building: Relationships	\$5.4	\$9.6
Capacity Building: Social and Civic	\$0.4	\$0.6
Capacity Building: Support Coordination	\$4.4	\$5.3
Capital: Assistive Technology	\$1.7	\$3.5
Capital: Home Modifications	\$3.2	\$5.6
All	\$364.2	\$415.3

Table K.33 Total annualised committed supports and total payments (participants not in SIL) by support category as at 31 December 2022 (\$m) – Tasmania ^{318 319}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$193.7	\$247.5
Core: Consumables	\$11.0	\$15.5
Core: Social and Civic	\$112.0	\$173.8
Core: Transport	\$11.2	\$10.3
Capacity Building: Choice and Control	\$10.0	\$11.3
Capacity Building: Daily Activities	\$56.7	\$121.0
Capacity Building: Employment	\$2.4	\$7.5
Capacity Building: Health and Wellbeing	\$0.9	\$2.5
Capacity Building: Home Living	\$0.01	\$0.09
Capacity Building: Lifelong learning	\$0.01	\$0.01
Capacity Building: Relationships	\$5.8	\$11.1
Capacity Building: Social and Civic	\$5.2	\$14.0
Capacity Building: Support Coordination	\$16.5	\$22.5
Capital: Assistive Technology	\$12.4	\$26.6
Capital: Home Modifications	\$4.2	\$7.1
All	\$442.1	\$672.2

³¹⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁷ Total payments for home modifications in Tasmania were \$3.18m. Of which, \$3.11m (98%) has been paid for specialised disability accommodation (SDA) supports, and \$0.07m (2%) 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 \$5.6m. Of which, \$5.4m (94.9%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.3m (5.1%) has been allocated for non-SDA supports.

³¹⁸ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³¹⁹ Total payments for home modifications in Tasmania were \$4.2m. Of which, \$0.4m (10%) has been paid for specialised disability accommodation (SDA) supports, and \$3.8m (90%) 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 \$7.1m. Of which, \$0.9m (13%) has been allocated for specialised disability accommodation (SDA) supports, and \$6.2m (87%) has been allocated for non-SDA supports.

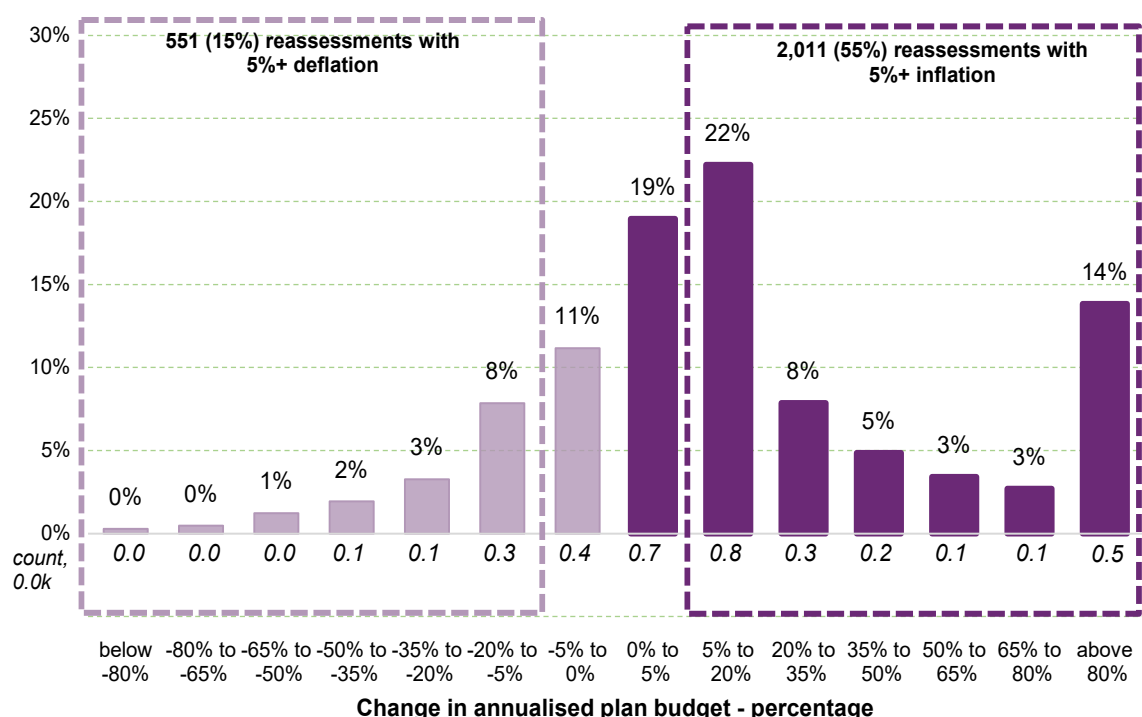
Table K.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Tasmania ³²⁰

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	17.4	50.5	65.8	100.7	190.4	401.8	662.4	847.4	963.8	550.5
Total Paid	9.7	35.9	48.2	78.0	154.2	297.3	478.6	632.9	757.9	387.5
% utilised to date	56%	71%	73%	77%	81%	74%	72%	75%	79%	70%

Table K.35 Percentage change in plan budgets for active participants – Tasmania ^{321 322}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	3.7%	6.1%	5.5%	7.1%	5.7%	7.8%	9.8%	6.6%
Interplan Inflation	1.8%	-2.3%	3.6%	4.2%	1.1%	2.6%	11.7%	8.3%
Total Inflation	5.5%	3.8%	9.1%	11.4%	6.8%	10.4%	21.5%	14.9%

Figure K.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Tasmania ³²³



³²⁰ 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.

³²¹ 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 2022, which impacts the September 2022 quarter.

³²² Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

³²³ 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 ³²⁴

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	13,411	355	13,766
Active Eligible - Total	9,627	275	9,902
<i>Active Eligible - New</i>	6,893	267	7,160
<i>Active Eligible - State</i>	2,425	<11	2,430
<i>Active Eligible - Commonwealth</i>	309	<11	312
Active Participant Plans (excl ECA) - Total	9,505	288	9,793
<i>Active Participant Plans (excl ECA) - New</i>	6,773	284	7,057
<i>Active Participant Plans (excl ECA) - State</i>	2,423	<11	2,425
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	309	<11	311
Active Participant Plans - Total	9,695	487	9,992
<i>Active Participant Plans - Early Intervention (s25)</i>	3,349	172	3,521
<i>Active Participant Plans - Permanent Disability (s24)</i>	6,156	116	6,272
<i>Active Participant Plans - ECA</i>	190	199	199

Table L.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Australian Capital Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	1,434
<i>Early Intervention participants</i>	803
<i>Permanent disability participants</i>	631

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

Age 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
0 to 6	2,596	95%	1,050	93%	27	93%	3,673	95%
7 to 14	1,466	85%	724	82%	31	84%	2,221	84%
15 to 18	430	88%	254	82%	17	100%	701	86%
19 to 24	279	88%	224	77%	15	88%	518	83%
25 to 34	429	85%	394	77%	15	71%	838	80%
35 to 44	493	79%	478	73%	<11	n/a	981	76%
45 to 54	545	82%	539	71%	14	70%	1,098	76%
55 to 64	630	76%	736	70%	<11	n/a	1,374	73%
65+	35	57%	37	48%	<11	n/a	73	53%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	6,903	87%	4,436	78%	138	80%	11,477	83%

³²⁴ 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.4 Assessment of access by primary disability group and gender – Australian Capital Territory³²⁵

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	181	93%	80	95%	<11	n/a	263	94%
Autism	2,417	97%	996	96%	68	100%	3,481	97%
Cerebral palsy	180	96%	142	93%	<11	n/a	322	95%
Developmental delay	1,023	94%	430	93%	<11	n/a	1,461	94%
Global developmental delay	151	98%	52	98%	<11	n/a	204	98%
Hearing impairment	216	86%	262	83%	<11	n/a	485	84%
Intellectual disability	908	96%	687	95%	<11	n/a	1,605	96%
Multiple sclerosis	57	92%	180	91%	<11	n/a	241	91%
Psychosocial disability	674	72%	599	64%	20	71%	1,293	68%
Spinal cord injury	68	94%	26	93%	<11	n/a	95	93%
Stroke	83	87%	73	90%	<11	n/a	158	89%
Visual impairment	101	90%	96	93%	<11	n/a	198	92%
Other neurological	292	80%	227	75%	<11	n/a	523	77%
Other physical	266	56%	408	51%	<11	n/a	683	53%
Other sensory/speech	189	59%	75	56%	<11	n/a	264	58%
Other	78	53%	85	41%	<11	n/a	163	45%
Missing	19	33%	18	42%	<11	n/a	38	38%
Total	6,903	87%	4,436	78%	138	80%	11,477	83%

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	420	4%	15	5%	435	4%
Non-First Nations Participants	7,811	82%	251	87%	8,062	82%
Not Stated	1,274	13%	22	8%	1,296	13%
Total	9,505	100%	288	100%	9,793	100%

Table L.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Australian Capital Territory³²⁶

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	975	10%	18	6%	993	10%
Not culturally and linguistically diverse	8,465	89%	270	94%	8,735	89%
Not stated	65	1%	<11	n/a	65	1%
Total	9,505	100%	288	100%	9,793	100%

³²⁵ Down syndrome is included in intellectual disability.

³²⁶ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to the September 2021 quarter.

Table L.7 Number of active participants with an approved plan who are identified as Younger People in Residential Aged Care (YPIRAC) as at 31 December 2022 – Australian Capital Territory ^{327 328}

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 ³²⁹

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	-1	18
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

Table L.9 Participant profile per quarter by remoteness – Australian Capital Territory ^{330 331}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	9,493	100%	288	100%	9,781	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	9,505	100%	288	100%	9,793	100%

³²⁷ The age breakdown of YPIRAC participants in ACT cannot be reported due to small numbers in some age groups.

³²⁸ There are a further 26 active participants aged 65 years or over who are currently in residential aged care.

³²⁹ 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.

³³⁰ The distributions are calculated excluding active participants with a missing remoteness classification.

³³¹ The number of active participants by remoteness is based on the Modified Monash Model (MMM) measure of remoteness.

Table L.10 Participant profile per quarter by primary disability group – Australian Capital Territory ^{332 333 334}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,279	34%	107	37%	3,386	35%
Intellectual disability	1,477	16%	13	5%	1,490	15%
Psychosocial disability	1,130	12%	17	6%	1,147	12%
Developmental delay	793	8%	101	35%	894	9%
Hearing impairment	437	5%	<11	n/a	442	5%
Other neurological	392	4%	<11	n/a	400	4%
Other physical	531	6%	<11	n/a	535	5%
Cerebral palsy	297	3%	<11	n/a	297	3%
Acquired brain injury	220	2%	<11	n/a	225	2%
Global developmental delay	144	2%	12	4%	156	2%
Visual impairment	180	2%	<11	n/a	180	2%
Multiple sclerosis	216	2%	<11	n/a	223	2%
Stroke	140	1%	<11	n/a	141	1%
Spinal cord injury	77	1%	<11	n/a	80	1%
Other	120	1%	<11	n/a	125	1%
Other sensory/speech	72	1%	<11	n/a	72	1%
Total	9,505	100%	288	100%	9,793	100%

Table L.11 Participant profile per quarter (participants in SIL) by primary disability group – Australian Capital Territory ^{335 336}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	67	12%	<11	n/a	67	12%
Intellectual disability	223	40%	<11	n/a	223	40%
Psychosocial disability	101	18%	<11	n/a	101	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	46	8%	<11	n/a	46	8%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	44	8%	<11	n/a	44	8%
Acquired brain injury	37	7%	<11	n/a	37	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	12	2%	<11	n/a	12	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	556	100%	<11	n/a	556	100%

³³² Table order based on national proportions in Table E.10 (highest to lowest).³³³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.³³⁴ Down syndrome is included in intellectual disability, representing 2% (226) of all Scheme participants in Australian Capital Territory.³³⁵ 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.³³⁶ Down syndrome is included in intellectual disability, representing 8% (42) of participants in SIL.

Table L.12 Participant profile per quarter (participants not in SIL) by primary disability group – Australian Capital Territory ³³⁷

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	3,212	36%	107	37%	3,319	36%
Intellectual disability	1,254	14%	13	5%	1,267	14%
Psychosocial disability	1,029	11%	17	6%	1,046	11%
Developmental delay	793	9%	101	35%	894	10%
Hearing impairment	437	5%	<11	n/a	442	5%
Other neurological	346	4%	<11	n/a	354	4%
Other physical	526	6%	<11	n/a	530	6%
Cerebral palsy	253	3%	<11	n/a	253	3%
Acquired brain injury	183	2%	<11	n/a	188	2%
Global developmental delay	144	2%	12	4%	156	2%
Visual impairment	180	2%	<11	n/a	180	2%
Multiple sclerosis	207	2%	<11	n/a	214	2%
Stroke	128	1%	<11	n/a	129	1%
Spinal cord injury	71	1%	<11	n/a	74	1%
Other	114	1%	<11	n/a	119	1%
Other sensory/speech	72	1%	<11	n/a	72	1%
Total	8,949	100%	288	100%	9,237	100%

Table L.13 Participant profile per quarter by reported level of function – Australian Capital Territory ³³⁸

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	1,016	11%	66	23%	1,082	11%
2 (High Function)	24	0%	<11	n/a	24	0%
3 (High Function)	489	5%	21	7%	510	5%
4 (High Function)	912	10%	22	8%	934	10%
5 (High Function)	579	6%	28	10%	607	6%
6 (Moderate Function)	2,217	23%	87	30%	2,304	24%
7 (Moderate Function)	473	5%	20	7%	493	5%
8 (Moderate Function)	650	7%	14	5%	664	7%
9 (Moderate Function)	57	1%	<11	n/a	58	1%
10 (Moderate Function)	937	10%	<11	n/a	943	10%
11 (Low Function)	278	3%	<11	n/a	279	3%
12 (Low Function)	1,049	11%	16	6%	1,065	11%
13 (Low Function)	654	7%	<11	n/a	660	7%
14 (Low Function)	153	2%	<11	n/a	153	2%
15 (Low Function)	<11	n/a	<11	n/a	<11	n/a
Missing	17	n/a	<11	n/a	17	n/a
Total	9,505	100%	288	100%	9,793	100%

³³⁷ Down syndrome is included in intellectual disability, representing 2% (184) of participants not in SIL.³³⁸ The distributions are calculated excluding participants with a missing reported level of function.

Table L.14 Participant profile per quarter by age group – Australian Capital Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	1,118	12%	137	48%	1,255	13%
7 to 14	2,499	26%	56	19%	2,555	26%
15 to 18	827	9%	12	4%	839	9%
19 to 24	920	10%	16	6%	936	10%
25 to 34	850	9%	21	7%	871	9%
35 to 44	817	9%	<11	n/a	827	8%
45 to 54	911	10%	15	5%	926	9%
55 to 64	973	10%	17	6%	990	10%
65+	590	6%	<11	n/a	594	6%
Total	9,505	100%	288	100%	9,793	100%

Table L.15 Participation rates by age group and gender at 31 December 2022 – Australian Capital Territory ³³⁹

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	4.2%	1.8%	3.1%
7 to 14	7.5%	3.4%	5.6%
15 to 18	5.2%	3.0%	4.2%
19 to 24	3.0%	1.7%	2.4%
25 to 44	1.3%	1.1%	1.2%
45 to 64	1.9%	1.8%	1.9%
Total (aged 0 to 64)	2.9%	1.8%	2.4%

³³⁹ 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/carers outcomes

Note: In Tables L.16 to L.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 L.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=457), 'participant social and community engagement rate' (n=453), 'parent and carer employment rate' (n=548) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=309) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Australian Capital Territory ³⁴⁰

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	16%	23%	26%
Participant employment rate - Aged 25 to 34 years	39%	45%	43%	26%
Participant employment rate - Aged 35 to 44 years	34%	30%	30%	26%
Participant employment rate - Aged 45 to 54 years	31%	32%	29%	26%
Participant employment rate - Aged 55 to 64 years	25%	22%	17%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	33%	32%	30%	26%
Participant employment rate - Aged 15 to 64 years	29%	29%	28%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	33%	36%	46%
Participant social and community engagement rate - Aged 25 to 34 years	42%	48%	51%	46%
Participant social and community engagement rate - Aged 35 to 44 years	31%	39%	34%	46%
Participant social and community engagement rate - Aged 45 to 54 years	31%	33%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	44%	51%	45%	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%	43%	42%	46%
Participant social and community engagement rate - Aged 15+ years	37%	41%	41%	46%
Parent and carer employment rate - Aged 0 to 14 years	57%	61%	63%	50%
Parent and carer employment rate - Aged 15+ years	59%	61%	61%	50%
Parent and carer employment rate - All ages	57%	61%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	61%	70%	75%
Participant Choice and Control - Aged 25+ years	n/a	75%	79%	75%
Participant Choice and Control - Aged 15+ years	n/a	72%	77%	75%

³⁴⁰ 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 December 2020 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=458), 'participant social and community engagement rate' (n=461), 'parent and carer employment rate' (n=281) at entry, first (R1), second (R2) and third (R3) plan reassessment, and 'participant choice and control' (n=396) at first (R1), second (R2) and third (R3) plan reassessment - participants who entered between 1 July 2016 and 31 December 2019 - Australian Capital Territory³⁴¹

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	16%	20%	25%	20%	26%
Participant employment rate - Aged 25 to 34 years	34%	32%	30%	39%	26%
Participant employment rate - Aged 35 to 44 years	41%	41%	29%	36%	26%
Participant employment rate - Aged 45 to 54 years	33%	34%	26%	32%	26%
Participant employment rate - Aged 55 to 64 years	23%	25%	22%	23%	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%	27%	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	34%	31%	29%	30%	46%
Participant social and community engagement rate - Aged 25 to 34 years	29%	31%	34%	38%	46%
Participant social and community engagement rate - Aged 35 to 44 years	43%	45%	40%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	38%	41%	42%	38%	46%
Participant social and community engagement rate - Aged 55 to 64 years	37%	39%	45%	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%	41%	41%	41%	46%
Participant social and community engagement rate - Aged 15+ years	38%	39%	39%	39%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	52%	62%	57%	50%
Parent and carer employment rate - Aged 15+ years	63%	68%	72%	62%	50%
Parent and carer employment rate - All ages	52%	56%	64%	58%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	67%	69%	73%	75%
Participant Choice and Control - Aged 25+ years	n/a	72%	76%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	75%	79%	75%

³⁴¹ 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 December 2019 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=301), 'participant social and community engagement rate' (n=299), 'parent and carer employment rate' (n=125) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=278) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Australian Capital Territory ³⁴²

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	34%	32%	34%	29%	29%	26%
Participant employment rate - Aged 35 to 44 years	37%	37%	40%	47%	39%	26%
Participant employment rate - Aged 45 to 54 years	39%	47%	40%	36%	31%	26%
Participant employment rate - Aged 55 to 64 years	30%	25%	34%	22%	22%	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	35%	35%	37%	33%	31%	26%
Participant employment rate - Aged 15 to 64 years	31%	32%	35%	32%	32%	26%
Participant social and community engagement rate - Aged 15 to 24 years	36%	42%	45%	39%	47%	46%
Participant social and community engagement rate - Aged 25 to 34 years	45%	47%	51%	59%	58%	46%
Participant social and community engagement rate - Aged 35 to 44 years	35%	40%	49%	54%	44%	46%
Participant social and community engagement rate - Aged 45 to 54 years	42%	40%	48%	54%	49%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	43%	46%	44%	47%	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	38%	42%	47%	51%	49%	46%
Participant social and community engagement rate - Aged 15+ years	37%	42%	47%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	54%	54%	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	56%	57%	62%	60%	62%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	54%	68%	67%	68%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	75%	79%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	73%	76%	77%	75%

³⁴² 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 December 2018 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=230), 'participant social and community engagement rate' (n=227), 'parent and carer employment rate' (n=47) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=203) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Australian Capital Territory ³⁴³

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%	42%	36%	34%	32%	34%	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	34%	32%	29%	31%	31%	29%	26%
Participant employment rate - Aged 15 to 64 years	31%	30%	28%	30%	30%	31%	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%	44%	39%	36%	52%	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	37%	39%	43%	43%	45%	45%	46%
Participant social and community engagement rate - Aged 15+ years	37%	39%	41%	44%	45%	44%	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	64%	67%	61%	67%	75%	75%
Participant Choice and Control - Aged 25+ years	n/a	74%	79%	83%	78%	80%	75%
Participant Choice and Control - Aged 15+ years	n/a	71%	76%	78%	75%	79%	75%

³⁴³ 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 December 2017 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=118), 'participant social and community engagement rate' (n=121), 'parent and carer employment rate' (n=17) at entry, first (R1), second (R2), third (R3), fourth (R4), fifth (R5) and sixth (R6) plan reassessment, and 'participant choice and control' (n=105) 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 December 2016 - Australian Capital Territory ³⁴⁴

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	29%	29%	25%	36%	25%	15%	25%	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	37%	44%	49%	48%	54%	60%	48%	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	n/a	n/a	n/a	n/a	n/a	n/a	75%
Participant Choice and Control - Aged 15+ years	n/a	69%	69%	73%	77%	100%	79%	75%

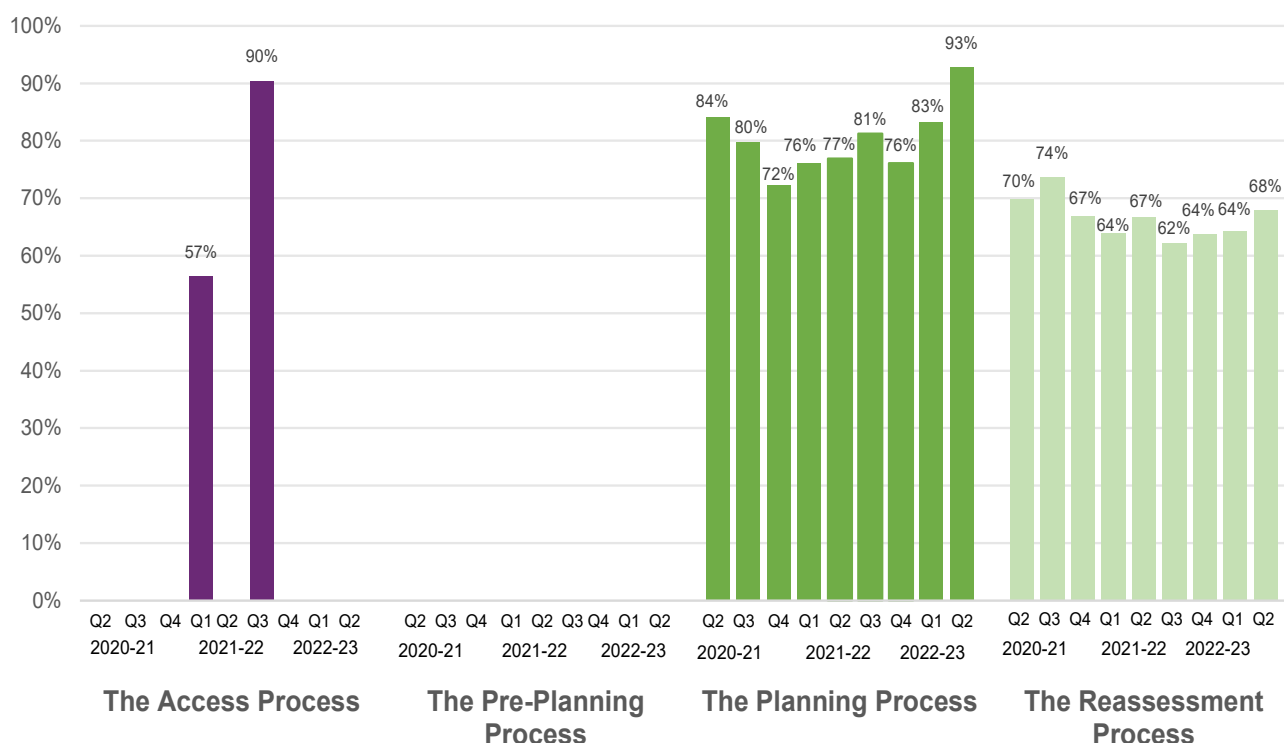
³⁴⁴ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2016 and have had a sixth plan reassessment to date.

Part Three: Participant experience

Table L.21 Proportion of participants who agreed with statements about 'Access' (n = 142 in Prior Quarters, n = 14 in 2022-23 Q2), 'Pre-planning' (n = 106 in Prior Quarters, n = 13 in 2022-23 Q2), 'Planning' (n = 704 in Prior Quarters, n = 69 in 2022-23 Q2) and 'Plan reassessment' (n = 2,834 in Prior Quarters, n = 312 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 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 Q2
Access - Are you happy with how coming into the NDIS has gone?	82%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	82%	n/a
Access - % of participants rating their overall experience as Very Good or Good.	73%	n/a
Pre-planning - Did the person from the NDIS understand how your disability affects your life?	75%	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?	61%	n/a
Pre-planning - Are you clear on what happens next with your plan?	62%	n/a
Pre-planning - Do you know where to go for more help with your plan?	63%	n/a
Pre-planning - % of participants rating their overall experience as Very Good or Good.	70%	n/a
Planning - Did the person from the NDIS understand how your disability affects your life?	87%	94%
Planning - Did you understand why you needed to give the information you did?	95%	99%
Planning - Were decisions about your plan clearly explained?	82%	90%
Planning - Are you clear on what happens next with your plan?	82%	91%
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.	79%	93%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	74%	74%
Plan reassessment - Did you feel prepared for your plan reassessment?	84%	82%
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%	68%

Figure L.1 Trend of satisfaction across the pathway (% Very Good/Good) – Australian Capital Territory ^{345 346}



The tables in part three 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 L.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.

Tables L.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.

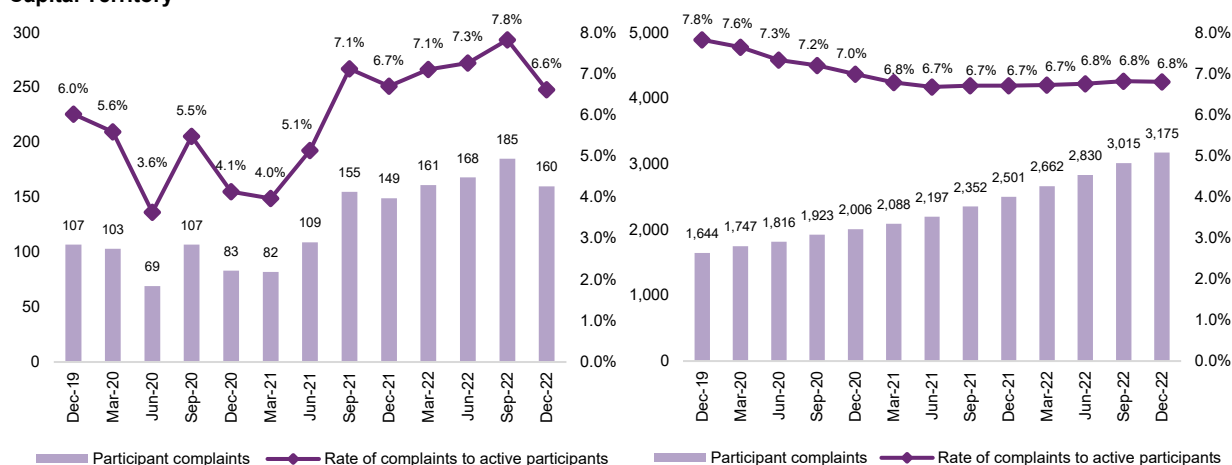
³⁴⁵ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁴⁶ Participant satisfaction results are not shown if there is insufficient data in the group.

Table L.22 Complaints by quarter – Australian Capital Territory ^{347 348}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	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	51	<11	55	52
People who have submitted an access request: Complaints about service providers	127	<11	131	116
People who have submitted an access request: Complaints about the Agency	2,503	129	2,632	1,362
People who have submitted an access request: Critical/ Reportable Incident	162	23	185	143
People who have submitted an access request: Unclassified	168	<11	168	145
People who have submitted an access request: Total	3,015	160	3,175	1,599
<i>Percentage of the number of active participants</i>	<i>6.8%</i>	<i>6.6%</i>	<i>6.8%</i>	<i>n/a</i>

Figure L.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Australian Capital Territory



³⁴⁷ Note that 59% of all complainants made only one complaint, 21% made two complaints and 20% made three or more complaints.

³⁴⁸ 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 L.23 Participant complaints by type. Complaints with a related party who has submitted an access request – Australian Capital Territory³⁴⁹

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	190	8%	<11	n/a	190	7%
Complaints about the Agency - Information unclear	42	2%	<11	n/a	42	2%
Complaints about the Agency - NDIA Access	56	2%	<11	n/a	62	2%
Complaints about the Agency - NDIA Engagement	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Finance	118	5%	<11	n/a	127	5%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	414	17%	51	40%	465	18%
Complaints about the Agency - NDIA Process	158	6%	19	15%	177	7%
Complaints about the Agency - NDIA Resources	23	1%	<11	n/a	24	1%
Complaints about the Agency - NDIA Staff	86	3%	19	15%	105	4%
Complaints about the Agency - NDIA Timeliness	266	11%	20	16%	286	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	133	5%	<11	n/a	133	5%
Complaints about the Agency - Staff conduct - Agency	28	1%	<11	n/a	28	1%
Complaints about the Agency - The way the NDIA carried out its decision making	66	3%	<11	n/a	66	3%
Complaints about the Agency - Timeliness	417	17%	<11	n/a	418	16%
Complaints about the Agency - Other	460	18%	<11	n/a	463	18%
Complaints about the Agency - Total	2,503	100%	129	100%	2,632	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	24	47%	<11	n/a	27	49%
Complaints about LAC Partner - LAC Timeliness	<11	n/a	<11	n/a	11	20%
Complaints about LAC Partner - Other	<11	n/a	<11	n/a	<11	n/a
Complaints about LAC Partner - Total	51	100%	<11	n/a	55	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a

³⁴⁹ There are 3,015 total participant complaints in Prior Quarters, 160 total participant complaints in 2022-23 Q2, and 3,175 total participant complaints as at 31 December 2022, including 168 unclassified participant complaints as at 31 December 2022.

Complaints by source, subject and type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
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	15	12%	<11	n/a	15	11%
Complaints about service providers - Provider Service	19	15%	<11	n/a	21	16%
Complaints about service providers - Provider Staff	12	9%	<11	n/a	12	9%
Complaints about service providers - Service Delivery	20	16%	<11	n/a	20	15%
Complaints about service providers - Staff conduct	<11	n/a	<11	n/a	<11	n/a
Complaints about service providers - Supports being provided	14	11%	<11	n/a	14	11%
Complaints about service providers - Other	19	15%	<11	n/a	19	15%
Complaints about service providers - Total	127	100%	<11	n/a	131	100%
Critical/ Reportable Incident - Allegations against a provider	23	14%	<11	n/a	26	14%
Critical/ Reportable Incident - Allegations against Informal Supports	18	11%	<11	n/a	23	12%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	42	26%	<11	n/a	45	24%
Critical/ Reportable Incident - Provider reporting	79	49%	12	52%	91	49%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	162	100%	23	100%	185	100%

Table L.24 AAT Cases by category at 31 December 2022 – Australian Capital Territory

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Access	213	29%	14	21%	227	28%
Plan	459	63%	44	65%	503	63%
Plan Reassessment	27	4%	<11	n/a	30	4%
Other	35	5%	<11	n/a	42	5%
Total cases	734	100%	68	100%	802	100%
Percentage of the number of active participants	1.66%	n/a	2.81%	n/a	1.72%	n/a

Figure L.3 Number and proportion of AAT cases over time incrementally (left) and cumulatively (right) – Australian Capital Territory

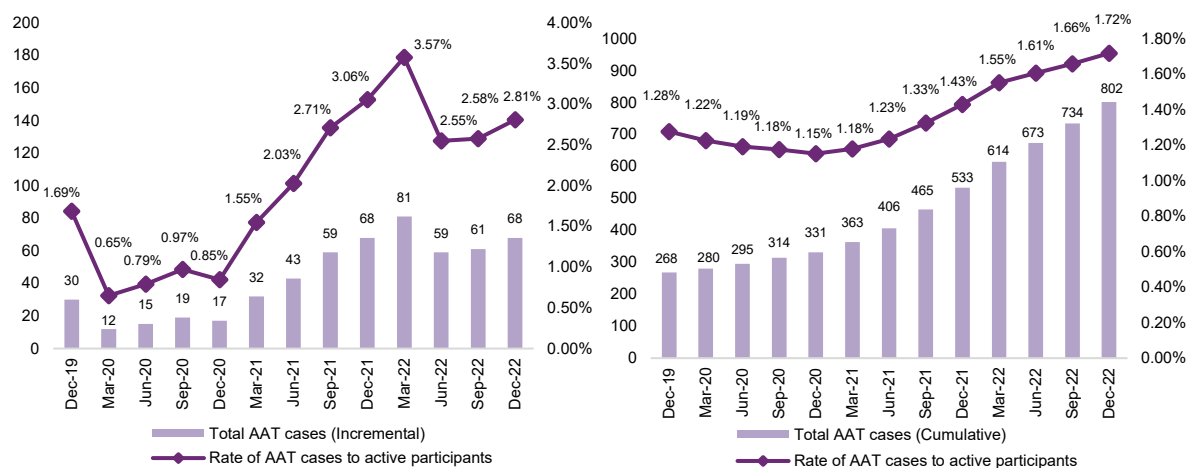


Table L.25 AAT cases by open/closed and decision – Australian Capital Territory ^{350 351}

AAT cases by open/closed and decision	Number of cases	Number of unique active participants
AAT Cases	802	727
Open AAT Cases	189	187
Closed AAT Cases	613	558
<i>Resolved before hearing</i>	<i>589</i>	<i>537</i>
<i>Gone to hearing and received a substantive decision</i>	<i>24</i>	<i>21</i>

³⁵⁰ Of the 24 cases which went to hearing and received a substantive decision: 15 affirmed the Agency's decision, 3 varied the Agency's decision and 6 set aside the Agency's decision.

³⁵¹ 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 ^{352 353}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	0.92	0.90
Number of providers delivering new types of supports	99	80
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	80%	84%
Share of payments - top 25%: Therapeutic Supports (Percentage)	92%	93%
Share of payments - top 25%: Participate Community (Percentage)	94%	94%
Share of payments - top 25%: Early Childhood Supports (Percentage)	85%	83%
Share of payments - top 25%: Assist Personal Activities (Percentage)	92%	92%

Table L.27 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Australian Capital Territory ³⁵⁴

Activity	Number of providers
Active for the first time in 2022-23 Q2	32
Active in 2022-23 Q2 and also in previous quarters	414
Active in 2022-23 Q2	446
Inactive in 2022-23 Q2	1,124
Active ever	1,570

Table L.28 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Australian Capital Territory ³⁵⁵

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	84	18	18	120
\$2,001-\$10,000	87	8	5	100
\$10,001-\$100,000	124	6	8	138
\$100,001-\$250,000	41	<5	<5	42
\$250,000+	46	<5	<5	46
Total	382	32	387	446

Table L.29 Proportion of active participants with approved plans accessing mainstream supports – Australian Capital Territory ³⁵⁶

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	9%	10%	9%
Health & Wellbeing	70%	72%	70%
Lifelong Learning	35%	33%	35%
Other	26%	31%	27%
Non-categorised	8%	5%	8%
Any mainstream service	95%	95%	95%

³⁵² In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁵³ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁵⁴ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

³⁵⁵ 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.

³⁵⁶ Trial participants (participants with initial plans approved prior to 1 July 2016) are not included.

Part Five: Financial sustainability

Note: In Figures L.4 to L.12 and in Tables L.30, 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 L.30 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – Australian Capital Territory

Column1	Distribution of all participants	Distribution of participants (excluding SIL participants)
\$0-\$5,000	3.6%	3.8%
\$5,001-\$10,000	8.6%	9.2%
\$10,001-\$15,000	13.5%	14.4%
\$15,001-\$20,000	14.8%	15.6%
\$20,001-\$25,000	9.6%	10.2%
\$25,001-\$30,000	5.5%	5.8%
\$30,001-\$50,000	14.3%	15.2%
\$50,001-\$100,000	13.0%	13.8%
\$100,001-\$150,000	5.2%	5.5%
\$150,001-\$200,000	2.7%	2.7%
\$200,001-\$250,000	1.5%	1.2%
\$250,001+	7.2%	2.2%

Figure L.4 Average annualised committed supports and average payments by age group as at 31 December 2022 – Australian Capital Territory

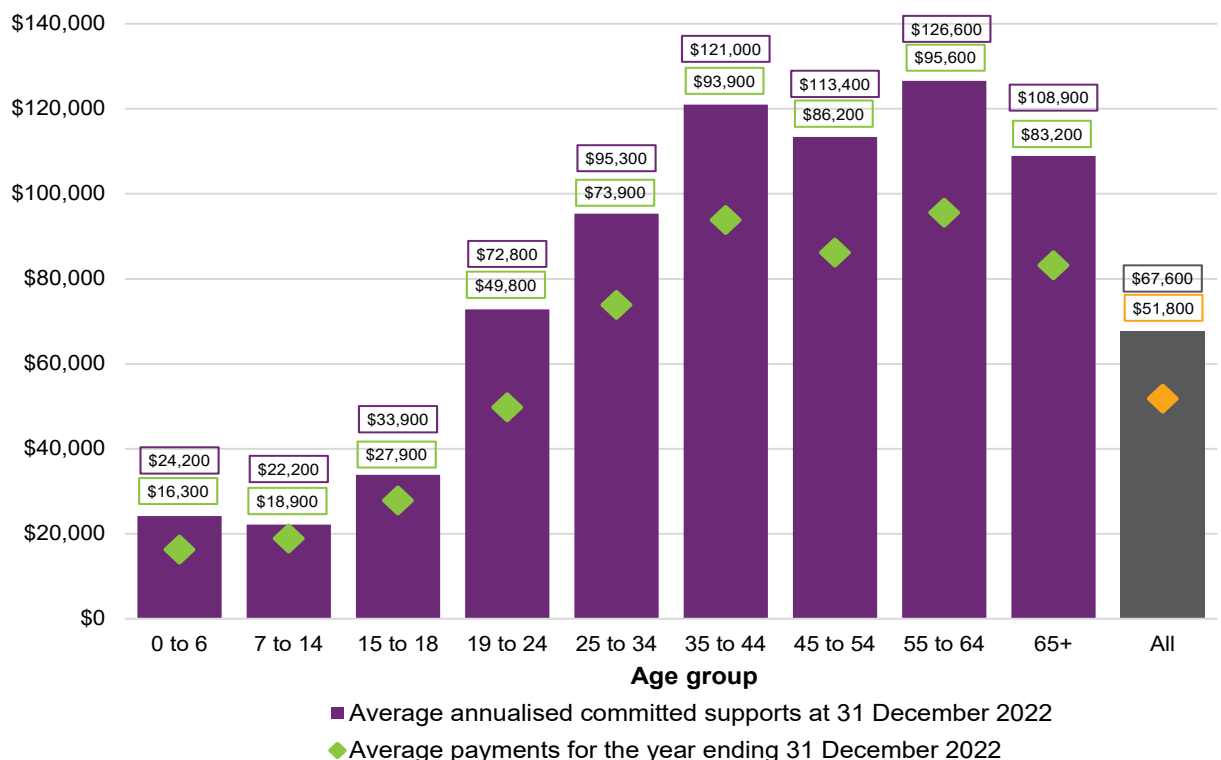


Figure L.5 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Australian Capital Territory

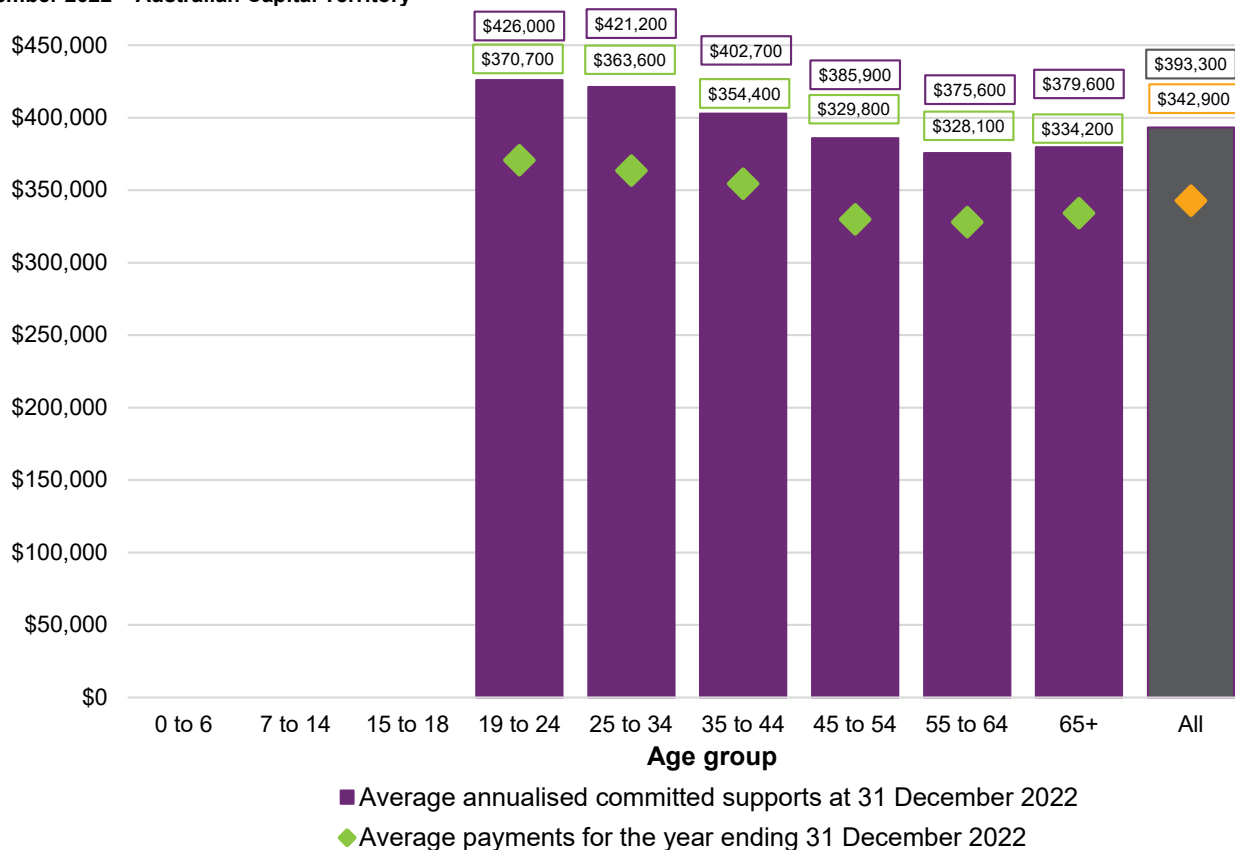


Figure L.6 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Australian Capital Territory

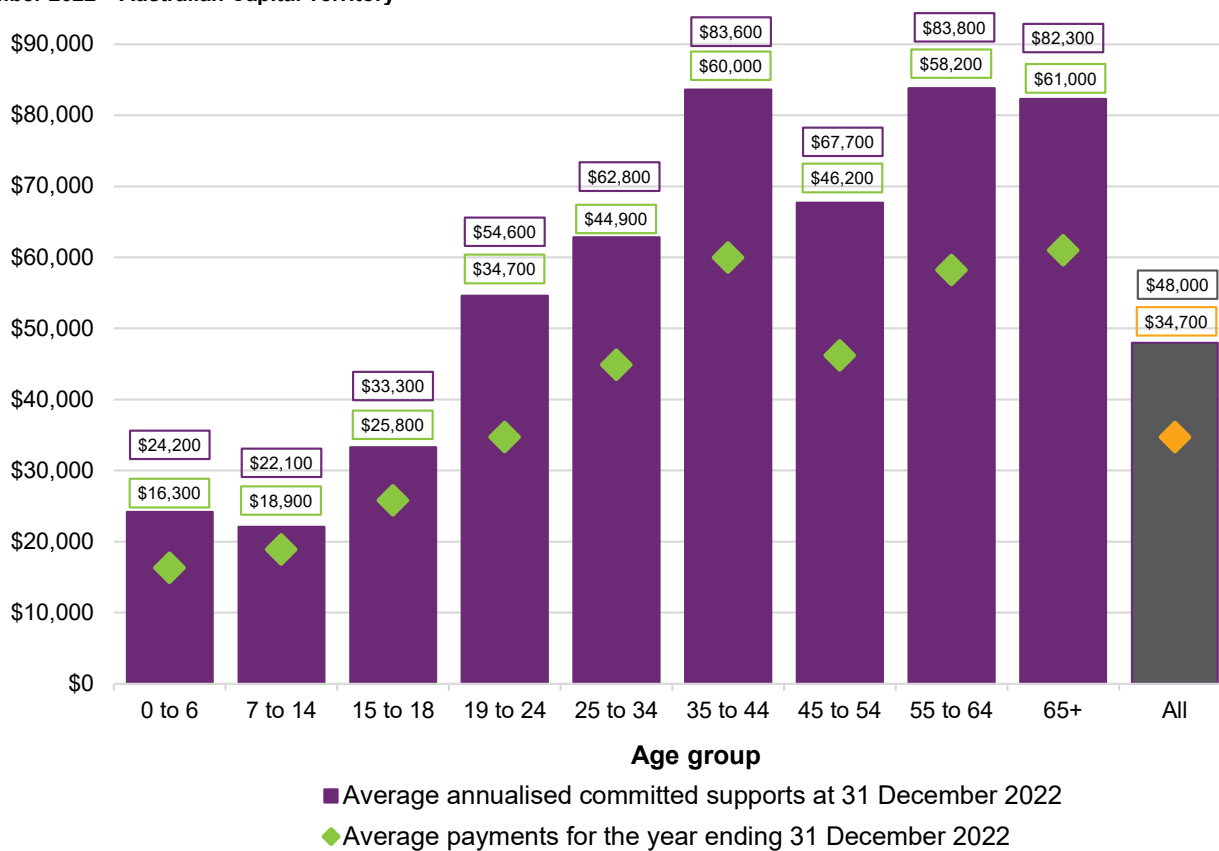


Figure L.7 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Australian Capital Territory

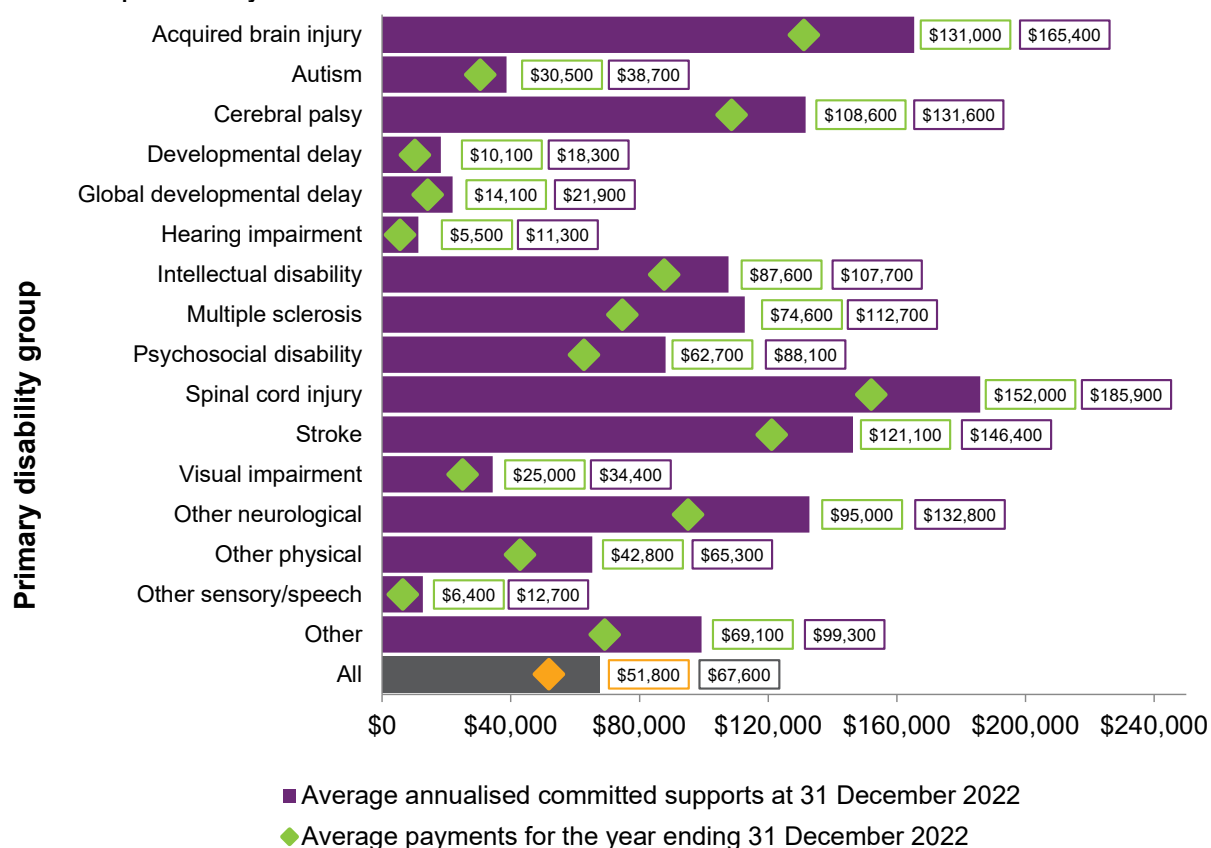


Figure L.8 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Australian Capital Territory

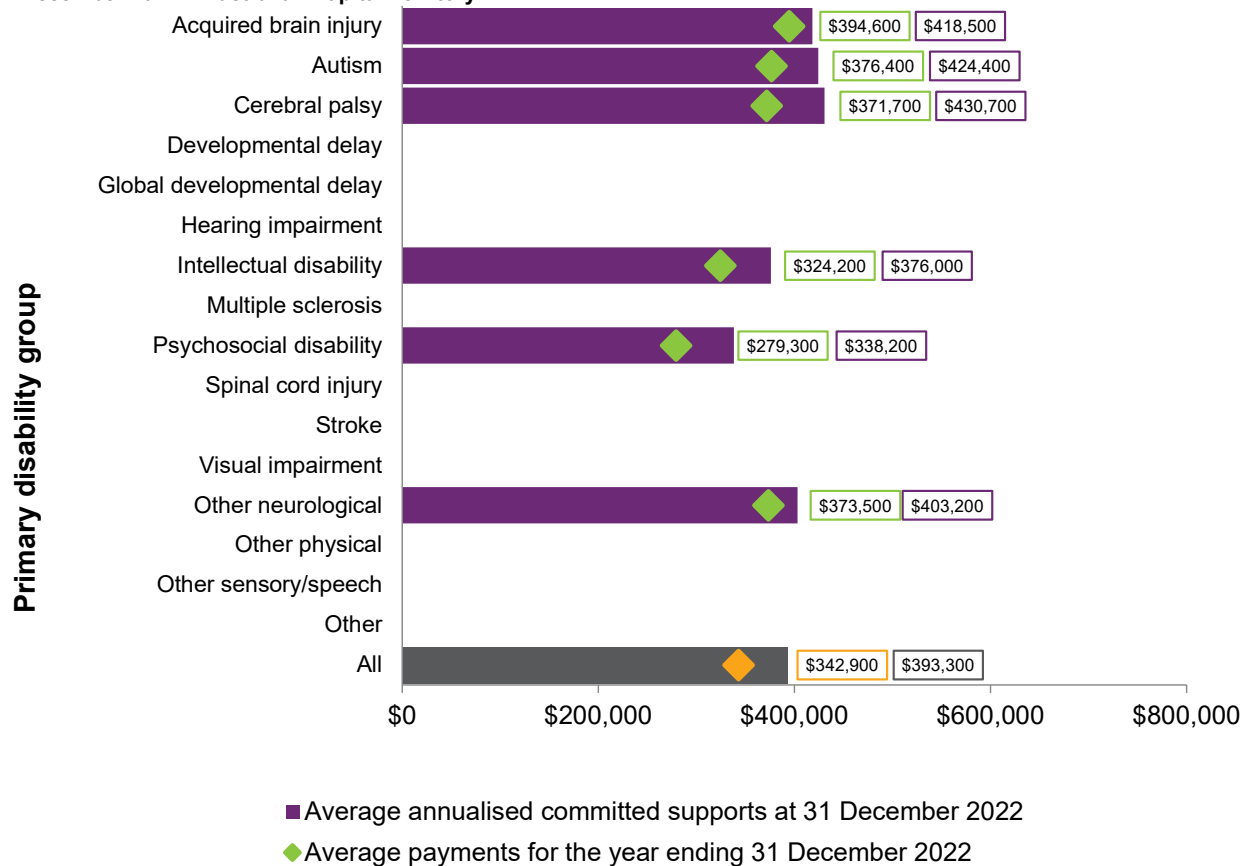


Figure L.9 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Australian Capital Territory

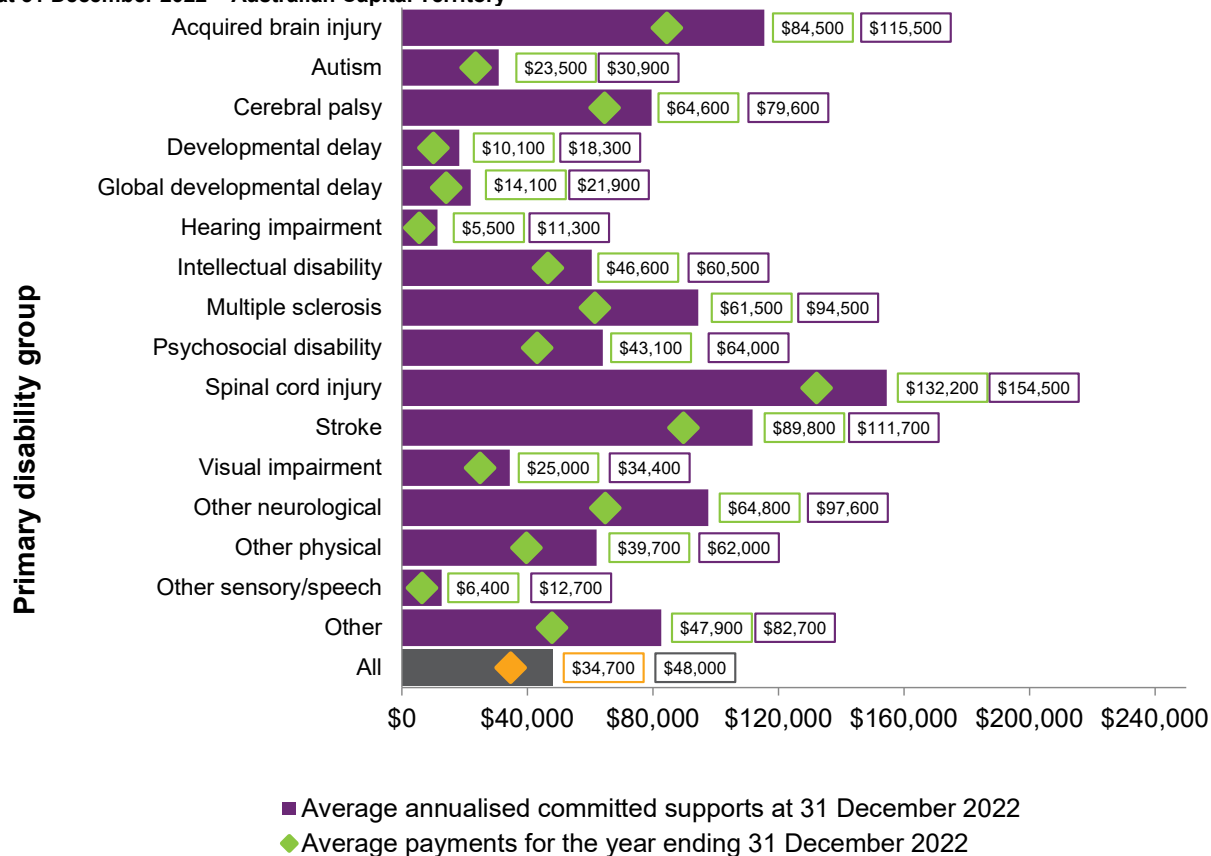


Figure L.10 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Australian Capital Territory

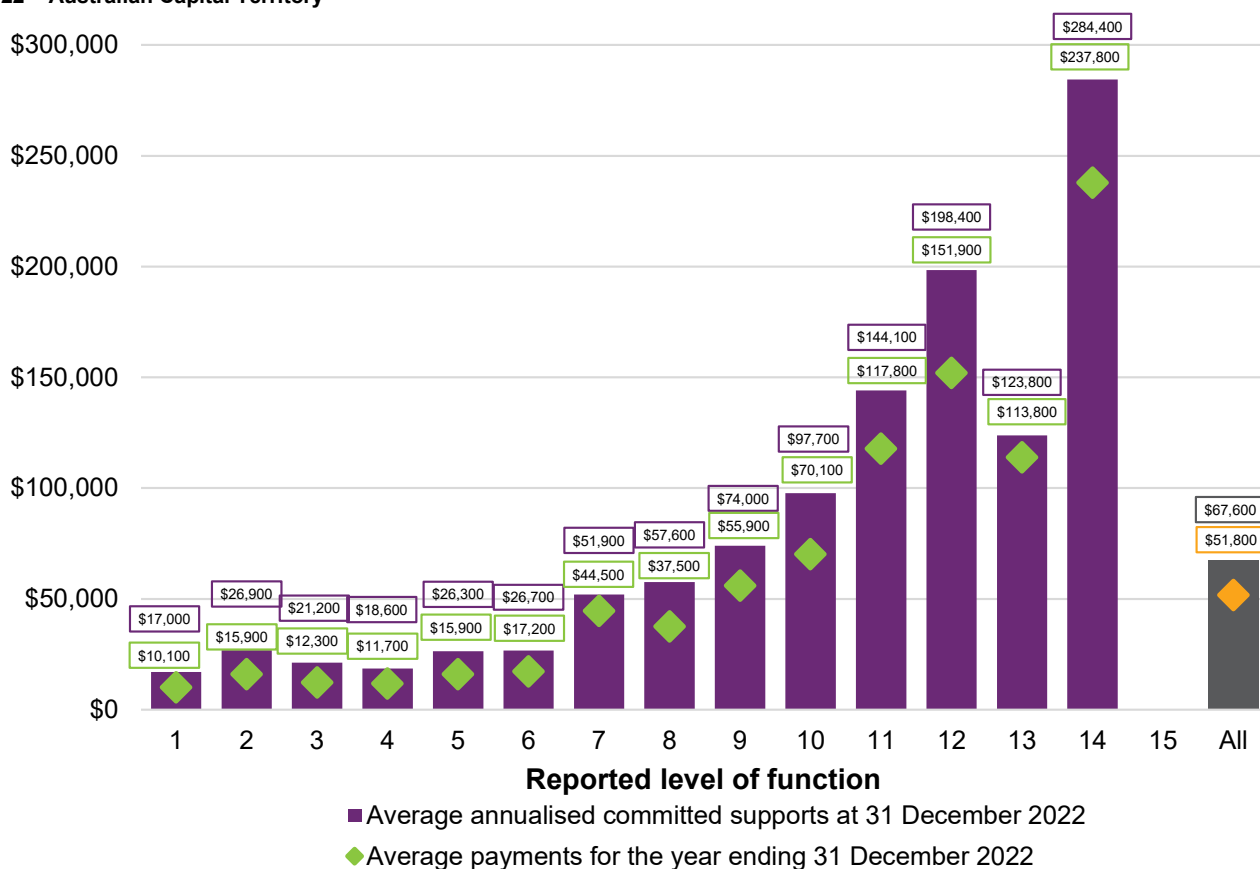


Figure L.11 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Australian Capital Territory

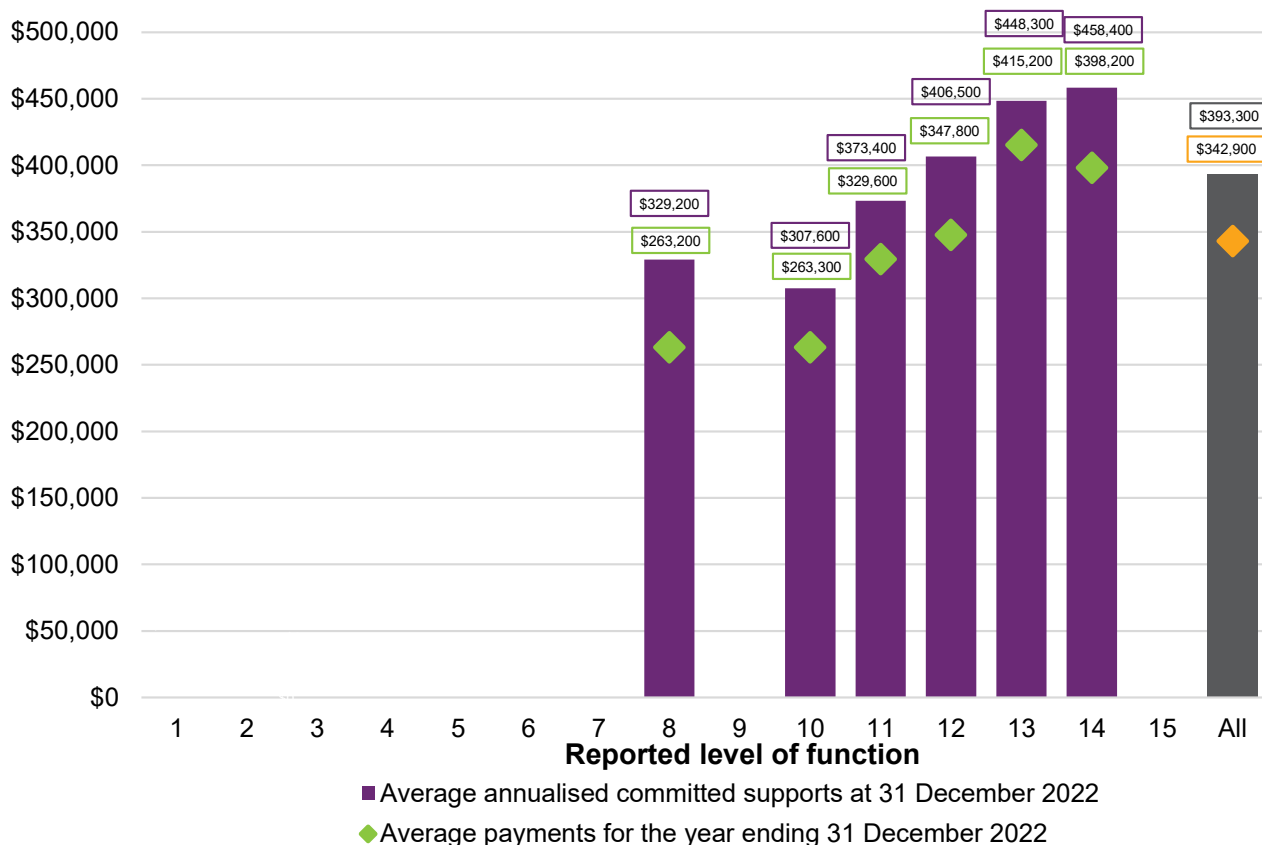


Figure L.12 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Australian Capital Territory

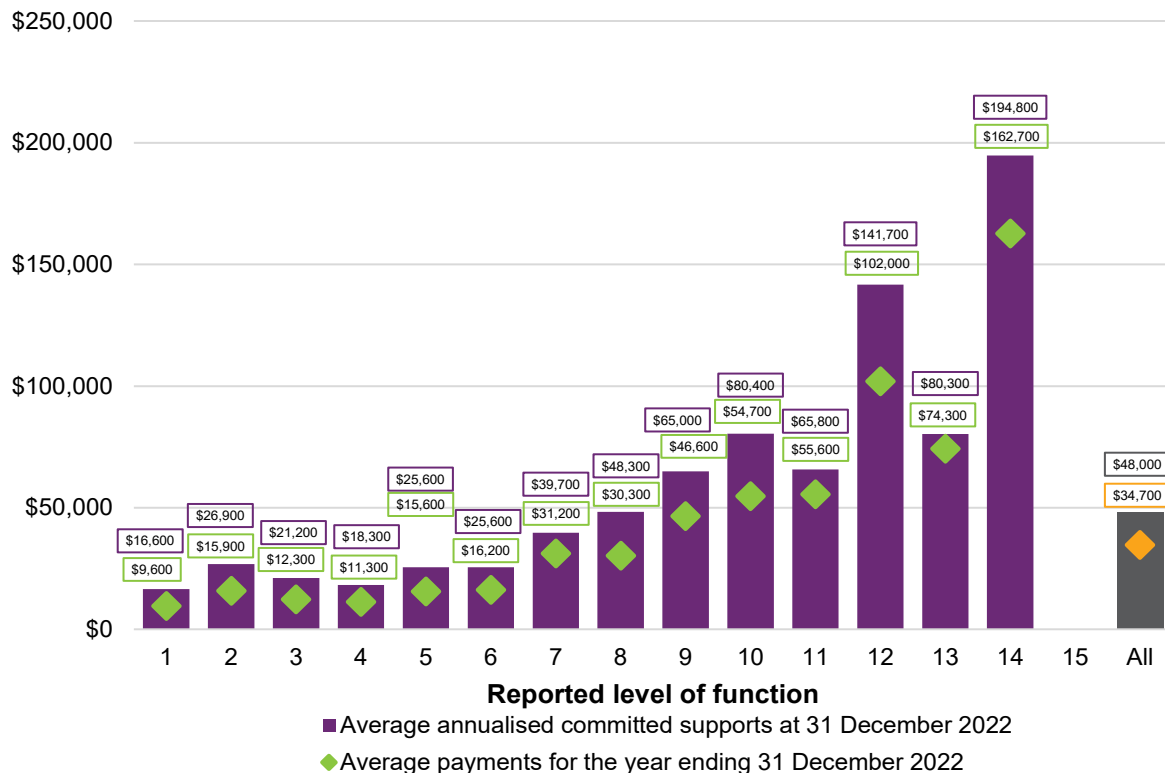


Table L.31 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Australian Capital Territory ^{357 358}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$282.6	\$333.2
Core: Consumables	\$7.4	\$11.9
Core: Social and Civic	\$77.8	\$120.7
Core: Transport	\$14.2	\$8.3
Capacity Building: Choice and Control	\$5.9	\$6.8
Capacity Building: Daily Activities	\$60.8	\$105.7
Capacity Building: Employment	\$2.2	\$5.5
Capacity Building: Health and Wellbeing	\$1.7	\$3.1
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$5.5	\$11.8
Capacity Building: Social and Civic	\$4.6	\$371.2
Capacity Building: Support Coordination	\$10.8	\$15.3
Capital: Assistive Technology	\$9.0	\$20.7
Capital: Home Modifications	\$3.2	\$7.9
All	\$485.8	\$661.9

³⁵⁷ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁵⁸ Total payments for home modifications in Australian Capital Territory were \$3.2m. Of which, \$1.8m (57.4%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (42.6%) 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 \$7.9m. Of which, \$5.4m (68%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.5m (32%) has been allocated for non-SDA supports.

Table L.32 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Australian Capital Territory ^{359 360}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$145.4	\$163.2
Core: Consumables	\$1.2	\$1.9
Core: Social and Civic	\$19.6	\$31.3
Core: Transport	\$1.0	\$1.3
Capacity Building: Choice and Control	\$0.5	\$0.6
Capacity Building: Daily Activities	\$4.1	\$6.7
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	n/a
Capacity Building: Relationships	\$2.0	\$4.1
Capacity Building: Social and Civic	\$0.1	\$0.2
Capacity Building: Support Coordination	\$2.1	\$2.7
Capital: Assistive Technology	\$1.3	\$2.8
Capital: Home Modifications	\$0.9	\$3.6
All	\$178.3	\$218.7

³⁵⁹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁶⁰ Total payments for home modifications in Australian Capital Territory were \$0.85m. Of which, \$0.85m (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 \$3.56m. Of which, \$3.55m (99.7%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.01m (0.3%) 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 December 2022 (\$m) – Australian Capital Territory ^{361 362}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$137.2	\$170.0
Core: Consumables	\$6.2	\$10.1
Core: Social and Civic	\$58.3	\$89.5
Core: Transport	\$13.2	\$7.0
Capacity Building: Choice and Control	\$5.4	\$6.1
Capacity Building: Daily Activities	\$56.7	\$99.0
Capacity Building: Employment	\$2.1	\$5.4
Capacity Building: Health and Wellbeing	\$1.6	\$2.8
Capacity Building: Home Living	\$0.00	\$0.01
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$3.5	\$7.7
Capacity Building: Social and Civic	\$4.5	\$10.8
Capacity Building: Support Coordination	\$8.7	\$12.7
Capital: Assistive Technology	\$7.8	\$17.9
Capital: Home Modifications	\$2.3	\$4.3
All	\$307.5	\$443.2

Table L.34 Payments by financial year in which support was provided, compared to committed supports (\$m) – Australian Capital Territory ^{363 364}

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	127.3	266.4	304.7	365.6	458.4	552.4	600.5	335.2
Total Paid	0.2	20.8	110.3	181.2	220.4	275.8	336.2	414.4	470.4	232.4
% utilised to date	57%	83%	87%	68%	72%	75%	73%	75%	78%	69%

Table L.35 Percentage change in plan budgets for active participants – Australian Capital Territory ^{365 366}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	2.5%	3.3%	4.3%	2.9%	3.9%	5.4%	7.9%	3.8%
Interplan Inflation	0.0%	-0.8%	0.9%	5.5%	2.0%	4.7%	8.7%	9.9%
Total Inflation	2.4%	2.6%	5.2%	8.5%	5.9%	10.0%	16.6%	13.7%

³⁶¹ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

³⁶² Total payments for home modifications in Australian Capital Territory were \$2.3m. Of which, \$1.0m (41.8%) has been paid for specialised disability accommodation (SDA) supports, and \$1.4m (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 \$4.3m. Of which, \$1.8m (42%) has been allocated for specialised disability accommodation (SDA) supports, and \$2.5m (58%) has been allocated for non-SDA supports.

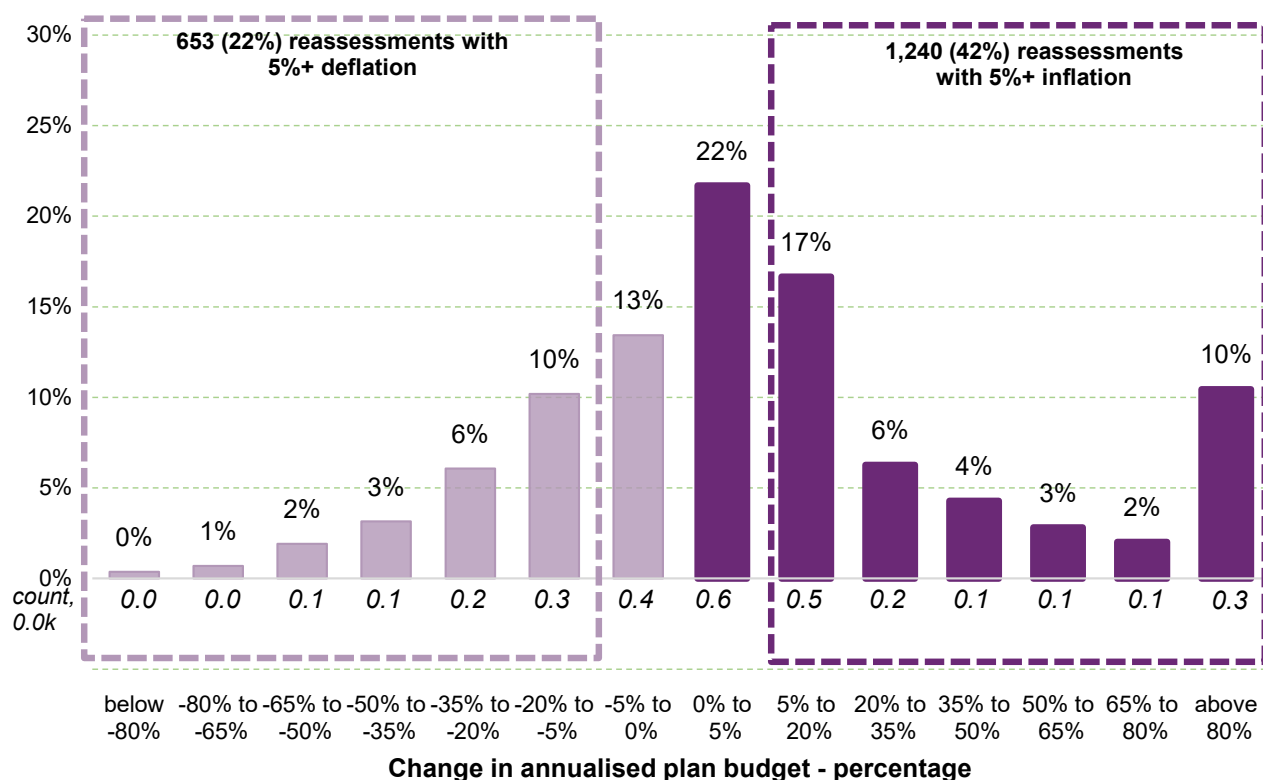
³⁶³ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Australian Capital Territory.

³⁶⁴ 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.

³⁶⁵ 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 2022, which impacts the September 2022 quarter.

³⁶⁶ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure L.13 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Australian Capital Territory ³⁶⁷



³⁶⁷ 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 ³⁶⁸

Participant breakdown	Prior Quarters	2022-23 Q2	Total
Access decisions	6,656	281	6,937
Active Eligible - Total	5,321	236	5,557
<i>Active Eligible - New</i>	3,226	224	3,450
<i>Active Eligible - State</i>	1,680	<11	1,688
<i>Active Eligible - Commonwealth</i>	415	<11	419
Active Participant Plans (excl ECA) - Total	5,144	231	5,375
<i>Active Participant Plans (excl ECA) - New</i>	3,072	219	3,291
<i>Active Participant Plans (excl ECA) - State</i>	1,660	<11	1,667
<i>Active Participant Plans (excl ECA) - Commonwealth</i>	412	<11	417
Active Participant Plans - Total	5,262	329	5,473
<i>Active Participant Plans - Early Intervention (s25)</i>	1,595	138	1,733
<i>Active Participant Plans - Permanent Disability (s24)</i>	3,549	93	3,642
<i>Active Participant Plans - ECA</i>	118	98	98

Table M.2 People who have left the Scheme since 1 July 2013 as at 31 December 2022 – Northern Territory

People leaving the Scheme	Total
Number of people who have left the Scheme	380
<i>Early Intervention participants</i>	97
<i>Permanent disability participants</i>	283

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

Age 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
0 to 6	1,293	97%	511	96%	<11	n/a	1,812	97%
7 to 14	756	86%	322	86%	<11	n/a	1,085	86%
15 to 18	238	87%	113	80%	<11	n/a	354	84%
19 to 24	190	89%	103	84%	<11	n/a	295	87%
25 to 34	312	89%	181	80%	<11	n/a	497	85%
35 to 44	366	89%	234	82%	<11	n/a	605	86%
45 to 54	373	83%	298	79%	<11	n/a	673	81%
55 to 64	370	81%	297	74%	<11	n/a	672	78%
65+	12	46%	22	69%	<11	n/a	34	58%
Missing	<11	n/a	<11	n/a	<11	n/a	<11	n/a
Total	3,910	89%	2,081	83%	36	75%	6,027	87%

³⁶⁸ 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 M.4 Assessment of access by primary disability group and gender – Northern Territory³⁶⁹

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	253	94%	96	93%	<11	n/a	349	94%
Autism	931	98%	292	98%	15	94%	1,238	98%
Cerebral palsy	115	98%	92	97%	<11	n/a	207	97%
Developmental delay	615	97%	231	98%	<11	n/a	849	98%
Global developmental delay	108	98%	55	96%	<11	n/a	163	98%
Hearing impairment	119	89%	116	83%	<11	n/a	238	86%
Intellectual disability	672	95%	448	94%	<11	n/a	1,125	95%
Multiple sclerosis	<11	n/a	22	96%	<11	n/a	28	93%
Psychosocial disability	429	80%	167	65%	<11	n/a	601	75%
Spinal cord injury	76	97%	26	100%	<11	n/a	102	98%
Stroke	111	90%	110	89%	<11	n/a	221	89%
Visual impairment	39	81%	42	81%	<11	n/a	81	81%
Other neurological	147	79%	122	76%	<11	n/a	270	78%
Other physical	153	62%	156	61%	<11	n/a	309	61%
Other sensory/speech	30	49%	<11	n/a	<11	n/a	36	46%
Other	92	51%	85	54%	<11	n/a	177	52%
Missing	14	100%	15	94%	<11	n/a	33	97%
Total	3,910	89%	2,081	83%	36	75%	6,027	87%

In the tables below, the percentage figures have been rounded. Therefore, the totals may not always add up to one hundred percent.

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 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
First Nations Participants	2,592	50%	121	52%	2,713	50%
Non-First Nations Participants	2,114	41%	84	36%	2,198	41%
Not Stated	438	9%	26	11%	464	9%
Total	5,144	100%	231	100%	5,375	100%

Table M.6 Participant profile per quarter by culturally and linguistically diverse (CALD) status – Northern Territory³⁷⁰

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Culturally and linguistically diverse	328	6%	12	5%	340	6%
Not culturally and linguistically diverse	4,805	93%	219	95%	5,024	93%
Not stated	11	0%	<11	n/a	11	0%
Total	5,144	100%	231	100%	5,375	100%

³⁶⁹ Down syndrome is included in intellectual disability.

³⁷⁰ The number of CALD participants excludes participants who identify as First Nations Peoples from the September 2021 quarter, but they are included in the results prior to 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 December 2022 – Northern Territory ^{371 372}

Age group	Total number of active participants
Under 45	<11
45 to 54	<11
55 to 64	19
Total YPIRAC (under 65)	20

Table M.8 Number of active participants under 65 in residential aged care with an approved plan over time incrementally and cumulatively – Northern Territory ³⁷³

Participants in residential aged care (under 65)	Incremental	Cumulative
Dec-19	4	41
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

Table M.9 Participant profile per quarter by remoteness – Northern Territory ^{374 375}

Participant profile	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Major cities	<11	n/a	<11	n/a	<11	n/a
Population > 50,000	2,961	58%	133	58%	3,094	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	65	1%	<11	n/a	67	1%
Remote	1,052	20%	40	17%	1,092	20%
Very Remote	1,062	21%	55	24%	1,117	21%
Missing	<11	n/a	<11	n/a	<11	n/a
Total	5,144	100%	231	100%	5,375	100%

³⁷¹ The age breakdown of YPIRAC participants in NT cannot be reported due to small numbers in some age groups.

³⁷² There are a further 15 active participants aged 65 years or over who are currently in residential aged care.

³⁷³ 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.

³⁷⁴ The distributions are calculated excluding active participants with a missing remoteness classification.

³⁷⁵ 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 ^{376 377 378}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,180	23%	29	13%	1,209	22%
Intellectual disability	1,003	19%	44	19%	1,047	19%
Psychosocial disability	527	10%	18	8%	545	10%
Developmental delay	654	13%	77	33%	731	14%
Hearing impairment	214	4%	<11	n/a	221	4%
Other neurological	210	4%	<11	n/a	219	4%
Other physical	222	4%	<11	n/a	226	4%
Cerebral palsy	196	4%	<11	n/a	197	4%
Acquired brain injury	304	6%	<11	n/a	308	6%
Global developmental delay	125	2%	14	6%	139	3%
Visual impairment	69	1%	<11	n/a	71	1%
Multiple sclerosis	25	0%	<11	n/a	25	0%
Stroke	171	3%	11	5%	182	3%
Spinal cord injury	83	2%	<11	n/a	84	2%
Other	132	3%	<11	n/a	142	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	5,144	100%	231	100%	5,375	100%

Table M.11 Participant profile per quarter (participants in SIL) by primary disability group – Northern Territory ^{379 380}

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	32	6%	<11	n/a	32	6%
Intellectual disability	146	29%	<11	n/a	146	29%
Psychosocial disability	72	14%	<11	n/a	73	14%
Developmental delay	<11	n/a	<11	n/a	<11	n/a
Hearing impairment	<11	n/a	<11	n/a	<11	n/a
Other neurological	34	7%	<11	n/a	34	7%
Other physical	<11	n/a	<11	n/a	<11	n/a
Cerebral palsy	60	12%	<11	n/a	60	12%
Acquired brain injury	81	16%	<11	n/a	81	16%
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	42	8%	<11	n/a	44	9%
Spinal cord injury	14	3%	<11	n/a	14	3%
Other	15	3%	<11	n/a	15	3%
Other sensory/speech	<11	n/a	<11	n/a	<11	n/a
Total	507	100%	<11	n/a	512	100%

³⁷⁶ Table order based on national proportions in Table E.10 (highest to lowest).³⁷⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.³⁷⁸ Down syndrome is included in intellectual disability, representing 2% (106) of all Scheme participants in Northern Territory.³⁷⁹ 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.³⁸⁰ 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 ³⁸¹

Primary disability group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Autism	1,148	25%	29	13%	1,177	24%
Intellectual disability	857	18%	44	19%	901	19%
Psychosocial disability	455	10%	17	8%	472	10%
Developmental delay	654	14%	77	34%	731	15%
Hearing impairment	214	5%	<11	n/a	221	5%
Other neurological	176	4%	<11	n/a	185	4%
Other physical	215	5%	<11	n/a	218	4%
Cerebral palsy	136	3%	<11	n/a	137	3%
Acquired brain injury	223	5%	<11	n/a	227	5%
Global developmental delay	125	3%	14	6%	139	3%
Visual impairment	66	1%	<11	n/a	67	1%
Multiple sclerosis	24	1%	<11	n/a	24	0%
Stroke	129	3%	<11	n/a	138	3%
Spinal cord injury	69	1%	<11	n/a	70	1%
Other	117	3%	<11	n/a	127	3%
Other sensory/speech	29	1%	<11	n/a	29	1%
Total	4,637	100%	226	100%	4,863	100%

Table M.13 Participant profile per quarter by reported level of function – Northern Territory ³⁸²

Reported level of function	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
1 (High Function)	838	16%	68	29%	906	17%
2 (High Function)	<11	n/a	<11	n/a	<11	n/a
3 (High Function)	320	6%	28	12%	348	6%
4 (High Function)	279	5%	<11	n/a	285	5%
5 (High Function)	344	7%	31	13%	375	7%
6 (Moderate Function)	979	19%	31	13%	1,010	19%
7 (Moderate Function)	279	5%	14	6%	293	5%
8 (Moderate Function)	416	8%	12	5%	428	8%
9 (Moderate Function)	28	1%	<11	n/a	29	1%
10 (Moderate Function)	551	11%	24	10%	575	11%
11 (Low Function)	126	2%	<11	n/a	126	2%
12 (Low Function)	531	10%	11	5%	542	10%
13 (Low Function)	331	6%	<11	n/a	336	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	5,144	100%	231	100%	5,375	100%

³⁸¹ Down syndrome is included in intellectual disability, representing 2% (91) of participants not in SIL.³⁸² The distributions are calculated excluding participants with a missing reported level of function.

Table M.14 Participant profile per quarter by age group – Northern Territory

Age Group	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
0 to 6	875	17%	105	45%	980	18%
7 to 14	1,315	26%	39	17%	1,354	25%
15 to 18	388	8%	12	5%	400	7%
19 to 24	371	7%	<11	n/a	378	7%
25 to 34	425	8%	11	5%	436	8%
35 to 44	535	10%	21	9%	556	10%
45 to 54	544	11%	14	6%	558	10%
55 to 64	529	10%	19	8%	548	10%
65+	162	3%	<11	n/a	165	3%
Total	5,144	100%	231	100%	5,375	100%

Table M.15 Participation rates by age group and gender at 31 December 2022 – Northern Territory ³⁸³

Age group	Participation Rate - Male	Participation Rate - Female	Participation Rate - Total
0 to 6	5.1%	2.3%	3.8%
7 to 14	6.7%	2.8%	4.8%
15 to 18	3.9%	1.9%	3.0%
19 to 24	2.5%	1.2%	1.9%
25 to 44	1.4%	0.9%	1.1%
45 to 64	2.1%	1.6%	1.9%
Total (aged 0 to 64)	2.9%	1.5%	2.2%

³⁸³ 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/carers 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.

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.

Table M.16 Progress against the NDIA's corporate plan metrics for 'participant employment rate' (n=439), 'participant social and community engagement rate' (n=443), 'parent and carer employment rate' (n=246) at entry, first (R1) and second (R2) plan reassessment and 'participant choice and control' (n=226) at first (R1) and second (R2) plan reassessment - participants who entered between 1 July 2016 and 31 December 2020 - Northern Territory ³⁸⁴

Age group	Baseline	R1	R2	2022-23 Target
Participant employment rate - Aged 15 to 24 years	8%	7%	16%	26%
Participant employment rate - Aged 25 to 34 years	16%	17%	17%	26%
Participant employment rate - Aged 35 to 44 years	10%	5%	10%	26%
Participant employment rate - Aged 45 to 54 years	15%	10%	15%	26%
Participant employment rate - Aged 55 to 64 years	8%	11%	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%	10%	14%	26%
Participant social and community engagement rate - Aged 15 to 24 years	48%	53%	49%	46%
Participant social and community engagement rate - Aged 25 to 34 years	48%	59%	56%	46%
Participant social and community engagement rate - Aged 35 to 44 years	46%	49%	49%	46%
Participant social and community engagement rate - Aged 45 to 54 years	41%	44%	43%	46%
Participant social and community engagement rate - Aged 55 to 64 years	46%	39%	47%	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	43%	48%	48%	46%
Participant social and community engagement rate - Aged 15+ years	44%	49%	48%	46%
Parent and carer employment rate - Aged 0 to 14 years	49%	53%	54%	50%
Parent and carer employment rate - Aged 15+ years	47%	58%	52%	50%
Parent and carer employment rate - All ages	48%	55%	53%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	59%	61%	75%
Participant Choice and Control - Aged 25+ years	n/a	55%	67%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	66%	75%

³⁸⁴ 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 December 2020 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=287), 'participant social and community engagement rate' (n=292), 'parent and carer employment rate' (n=179) 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 December 2019 - Northern Territory³⁸⁵

Age group	Baseline	R1	R2	R3	2022-23 Target
Participant employment rate - Aged 15 to 24 years	12%	18%	4%	19%	26%
Participant employment rate - Aged 25 to 34 years	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	26%
Participant employment rate - Aged 45 to 54 years	23%	21%	10%	19%	26%
Participant employment rate - Aged 55 to 64 years	8%	3%	0%	8%	26%
Participant employment rate - Aged 65+ years	n/a	n/a	n/a	n/a	26%
Participant employment rate - Aged 25 to 64 years	15%	15%	6%	15%	26%
Participant employment rate - Aged 15 to 64 years	15%	15%	5%	16%	26%
Participant social and community engagement rate - Aged 15 to 24 years	40%	41%	43%	39%	46%
Participant social and community engagement rate - Aged 25 to 34 years	34%	40%	35%	43%	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	31%	26%	31%	34%	46%
Participant social and community engagement rate - Aged 55 to 64 years	30%	30%	33%	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%	36%	37%	43%	46%
Participant social and community engagement rate - Aged 15+ years	38%	37%	38%	42%	46%
Parent and carer employment rate - Aged 0 to 14 years	56%	63%	58%	63%	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	55%	62%	59%	61%	50%
Participant Choice and Control - Aged 15 to 24 years	n/a	66%	83%	67%	75%
Participant Choice and Control - Aged 25+ years	n/a	61%	62%	71%	75%
Participant Choice and Control - Aged 15+ years	n/a	62%	67%	70%	75%

³⁸⁵ 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 December 2019 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=199), 'participant social and community engagement rate' (n=199), 'parent and carer employment rate' (n=65) at entry, first (R1), second (R2), third (R3) and fourth (R4) plan reassessment, and 'participant choice and control' (n=153) at first (R1), second (R2), third (R3) and fourth (R4) plan reassessment - participants who entered between 1 July 2016 and 31 December 2018 - Northern Territory³⁸⁶

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%	12%	14%	16%	26%
Participant employment rate - Aged 15 to 64 years	13%	10%	10%	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	49%	46%	48%	47%	49%	46%
Participant social and community engagement rate - Aged 15+ years	48%	46%	46%	45%	48%	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%	75%	75%	75%
Participant Choice and Control - Aged 15+ years	n/a	56%	69%	70%	70%	75%

³⁸⁶ 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 December 2018 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=77), 'participant social and community engagement rate' (n=80), 'parent and carer employment rate' (n=15) at entry, first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment, and 'participant choice and control' (n=56) at first (R1), second (R2), third (R3), fourth (R4) and fifth (R5) plan reassessment - participants who entered between 1 July 2016 and 31 December 2017 - Northern Territory³⁸⁷

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	13%	8%	12%	5%	10%	12%	26%
Participant employment rate - Aged 15 to 64 years	12%	9%	13%	4%	9%	12%	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	44%	43%	42%	54%	57%	49%	46%
Participant social and community engagement rate - Aged 15+ years	45%	45%	43%	48%	57%	50%	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	45%	70%	64%	71%	73%	75%
Participant Choice and Control - Aged 15+ years	n/a	46%	67%	55%	71%	71%	75%

³⁸⁷ 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 December 2017 and have had a fifth plan reassessment to date.

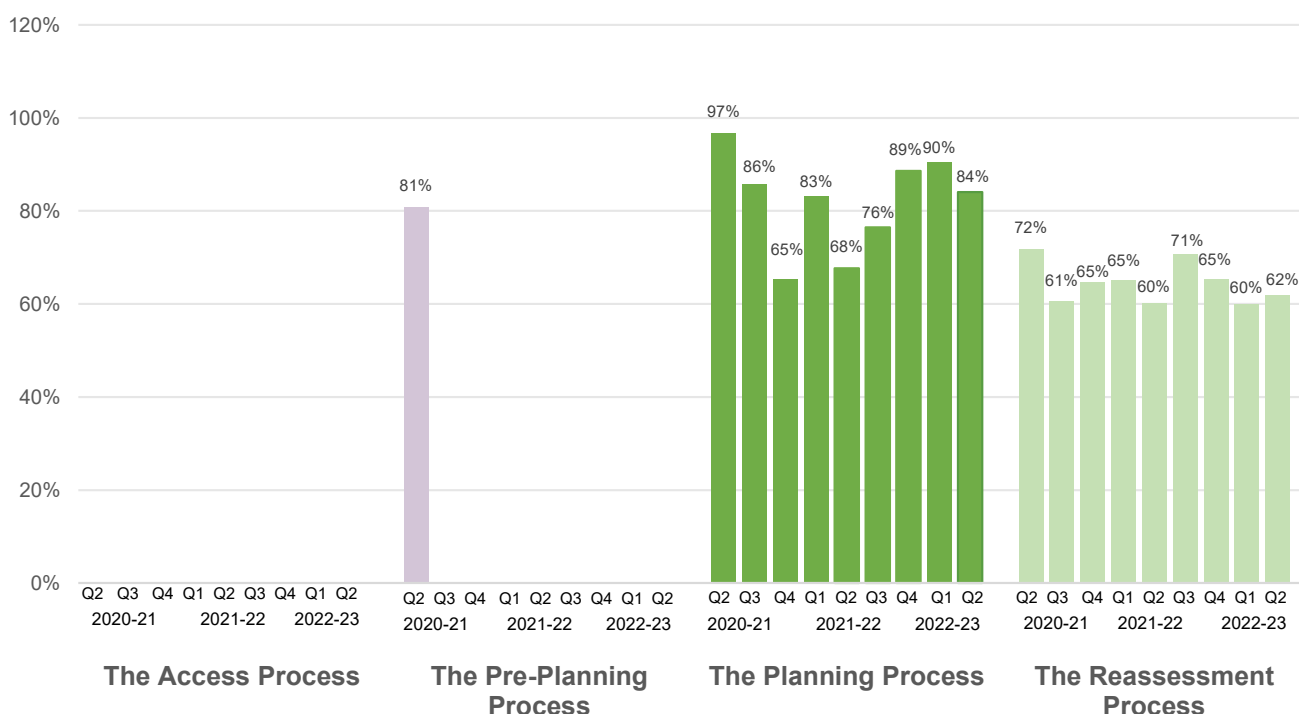
Part Three: Participant experience

Table M.20 Proportion of participants who agreed with statements about 'Access' (n = 103 in Prior Quarters, n = 14 in 2022-23 Q2), 'Pre-planning' (n = 115 in Prior Quarters, n = 9 in 2022-23 Q2), 'Planning' (n = 330 in Prior Quarters, n = 44 in 2022-23 Q2) and 'Plan reassessment' (n = 759 in Prior Quarters, n = 144 in 2022-23 Q2) of NDIS journey in 2022-23 Q2 compared to Prior Quarters – Survey administered by the AHA from the Dec 2020 quarter and previously by the Contact Centre – Northern Territory³⁸⁸

Stage of NDIS journey	Proportion of participants responding with 'Yes' Prior Quarters	Proportion of participants responding with 'Yes' 2022-23 Q2
Access - Are you happy with how coming into the NDIS has gone?	80%	n/a
Access - Was the person from the NDIS respectful?	97%	n/a
Access - Do you understand what will happen next with your plan?	72%	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?	83%	n/a
Pre-planning - Did you understand why you needed to give the information you did?	88%	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?	58%	n/a
Pre-planning - Do you know where to go for more help with your plan?	71%	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?	88%	82%
Planning - Did you understand why you needed to give the information you did?	97%	98%
Planning - Were decisions about your plan clearly explained?	83%	91%
Planning - Are you clear on what happens next with your plan?	78%	86%
Planning - Do you know where to go for more help with your plan?	87%	86%
Planning - % of participants rating their overall experience as Very Good or Good.	82%	84%
Plan reassessment - Did the person from the NDIS understand how your disability affects your life?	73%	77%
Plan reassessment - Did you feel prepared for your plan reassessment?	80%	75%
Plan reassessment - Is your NDIS plan helping you to make progress towards your goals?	83%	81%
Plan reassessment - % of participants rating their overall experience as Very Good or Good.	64%	62%

³⁸⁸ 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 ^{389 390}



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 M.21 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 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.

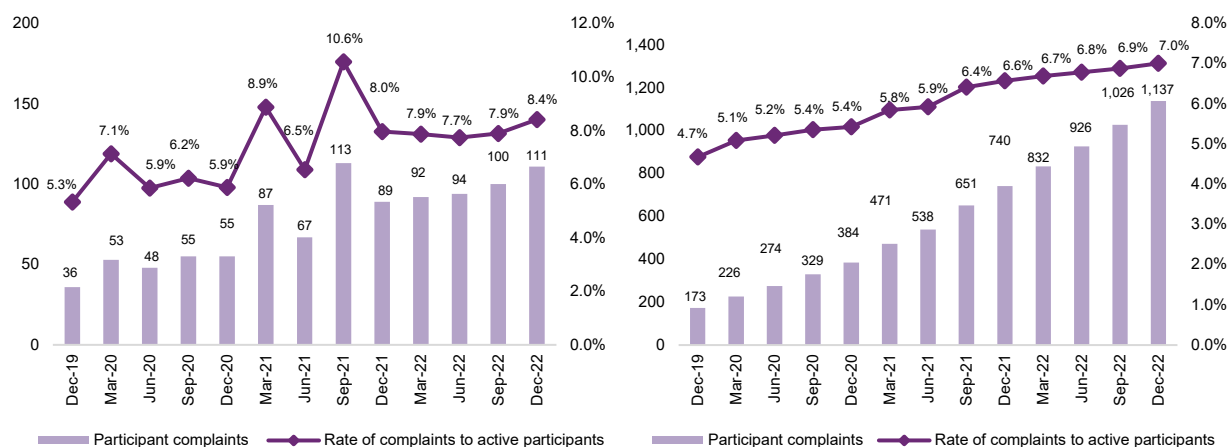
³⁸⁹ Participant satisfaction results for prior quarters have been restated using data as at 31 December 2022 due to retrospective changes in the underlying data. These changes mainly arise from lags in data collection.

³⁹⁰ Participant satisfaction results are not shown if there is insufficient data in the group.

Table M.21 Complaints by quarter – Northern Territory ^{391 392}

Complaints made by or on behalf of:	Prior Quarters	2022-23 Q2	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	14	<11	16	15
People who have submitted an access request: Complaints about service providers	55	<11	61	44
People who have submitted an access request: Complaints about the Agency	670	49	719	450
People who have submitted an access request: Critical/ Reportable Incident	268	54	322	230
People who have submitted an access request: Unclassified	18	<11	18	15
People who have submitted an access request: Total	1,026	111	1,137	663
<i>Percentage of the number of active participants</i>	<i>6.9%</i>	<i>8.4%</i>	<i>7.0%</i>	<i>n/a</i>

Figure M.2 Number and proportion of participant complaints over time incrementally (left) and cumulatively (right) – Northern Territory



³⁹¹ Note that 66% of all complainants made only one complaint, 19% made two complaints and 15% made three or more complaints.

³⁹² 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 ³⁹³

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
Complaints about the Agency - Individual needs	11	2%	<11	n/a	11	2%
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	82	12%	<11	n/a	87	12%
Complaints about the Agency - NDIA Fraud and Compliance	<11	n/a	<11	n/a	<11	n/a
Complaints about the Agency - NDIA Plan	168	25%	19	39%	187	26%
Complaints about the Agency - NDIA Process	74	11%	<11	n/a	82	11%
Complaints about the Agency - NDIA Resources	12	2%	<11	n/a	13	2%
Complaints about the Agency - NDIA Staff	32	5%	<11	n/a	39	5%
Complaints about the Agency - NDIA Timeliness	159	24%	<11	n/a	166	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	n/a	<11	n/a	<11	n/a
Complaints about the Agency - Timeliness	36	5%	<11	n/a	36	5%
Complaints about the Agency - Other	54	8%	<11	n/a	54	8%
Complaints about the Agency - Total	670	100%	49	100%	719	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	14	100%	<11	n/a	16	100%
Complaints about service providers - Provider costs	<11	n/a	<11	n/a	<11	n/a

³⁹³ There are 1,026 total participant complaints in Prior Quarters, 111 total participant complaints in 2022-23 Q1, and 1,137 total participant complaints as at 31 December 2022, including 18 unclassified participant complaints as at 31 December 2022.

Type	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - Percentage	Total - Count	Total - Percentage
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
Complaints about service providers - Provider Service	14	25%	<11	n/a	15	25%
Complaints about service providers - Provider Staff	<11	n/a	<11	n/a	<11	n/a
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	25%	<11	n/a	14	23%
Complaints about service providers - Total	55	100%	<11	n/a	61	100%
Critical/ Reportable Incident - Allegations against a provider	88	33%	24	44%	112	35%
Critical/ Reportable Incident - Allegations against Informal Supports	32	12%	<11	n/a	36	11%
Critical/ Reportable Incident - Allegations against NDIA Staff/Partners	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Participant threat	48	18%	<11	n/a	50	16%
Critical/ Reportable Incident - Provider reporting	100	37%	24	44%	124	39%
Critical/ Reportable Incident - Other	<11	n/a	<11	n/a	<11	n/a
Critical/ Reportable Incident - Total	268	100%	54	100%	322	100%

Table M.23 AAT Cases by category at 31 December 2022 – Northern Territory ³⁹⁴

Category	Prior Quarters - Count	Prior Quarters - Percentage	2022-23 Q2 - Count	2022-23 Q2 - 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%
Percentage of the number of active participants	0.07%	n/a	0.00%	n/a	0.07%	n/a

Table M.24 AAT cases by open/closed and decision – Northern Territory ^{395 396}

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>

³⁹⁴ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁹⁵ The numbers of AAT cases for Northern Territory by category are not shown due to insufficient numbers.

³⁹⁶ 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 ^{397 398}

Market indicators	Previous Quarter	2022-23 Q2
Average number of active providers per active participant	1.79	1.68
Number of providers delivering new types of supports	83	69
Share of payments - top 25%: Daily Tasks/Shared Living (Percentage)	77%	74%
Share of payments - top 25%: Therapeutic Supports (Percentage)	89%	93%
Share of payments - top 25%: Participate Community (Percentage)	86%	86%
Share of payments - top 25%: Early Childhood Supports (Percentage)	85%	86%
Share of payments - top 25%: Assist Personal Activities (Percentage)	89%	87%

Table M.26 Cumulative number of providers that have been ever active as at 31 December 2022 by quarter of activity – Northern Territory ³⁹⁹

Activity	Number of providers
Active for the first time in 2022-23 Q2	19
Active in 2022-23 Q2 and also in previous quarters	298
Active in 2022-23 Q2	317
Inactive in 2022-23 Q2	658
Active ever	975

Table M.27 Distribution of active providers in 2022-23 Q2 by their status in 2022-23 Q1 and payment band in 2022-23 Q2 – Northern Territory ⁴⁰⁰

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	47	16	7	70
\$2,001-\$10,000	53	7	9	69
\$10,001-\$100,000	81	<5	<5	84
\$100,001-\$250,000	23	<5	<5	23
\$250,000+	70	<5	<5	71
Total	274	24	19	317

Table M.28 Proportion of active participants with approved plans accessing mainstream supports – Northern Territory ⁴⁰¹

Mainstream service	Prior Quarters	2022-23 Q2	Total
Daily Activities	16%	15%	16%
Health & Wellbeing	60%	64%	61%
Lifelong Learning	22%	22%	22%
Other	23%	28%	24%
Non-categorised	13%	10%	13%
Any mainstream service	96%	96%	96%

³⁹⁷ In-kind payments are not included. However, if in-kind payments were included, the average number of providers per participant would be higher.

³⁹⁸ Share of payments going to the top 25% of active providers relates to the top five registration groups by payment amount.

³⁹⁹ Active providers refer to those who have received payment for supports provided to Agency-managed participants and plan managers.

⁴⁰⁰ 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.

⁴⁰¹ 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 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 M.29 Distribution of participants by annualised committed support band - active participants with initial plan approvals as at 2022-23 Q2 – 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%	7.6%
\$15,001-\$20,000	10.0%	11.1%
\$20,001-\$25,000	13.3%	14.7%
\$25,001-\$30,000	6.6%	7.3%
\$30,001-\$50,000	16.2%	17.9%
\$50,001-\$100,000	16.8%	18.5%
\$100,001-\$150,000	6.1%	6.8%
\$150,001-\$200,000	3.4%	3.7%
\$200,001-\$250,000	2.1%	2.1%
\$250,001+	13.4%	4.6%

Figure M.3 Average annualised committed supports and average payments by age group as at 31 December 2022 – Northern Territory

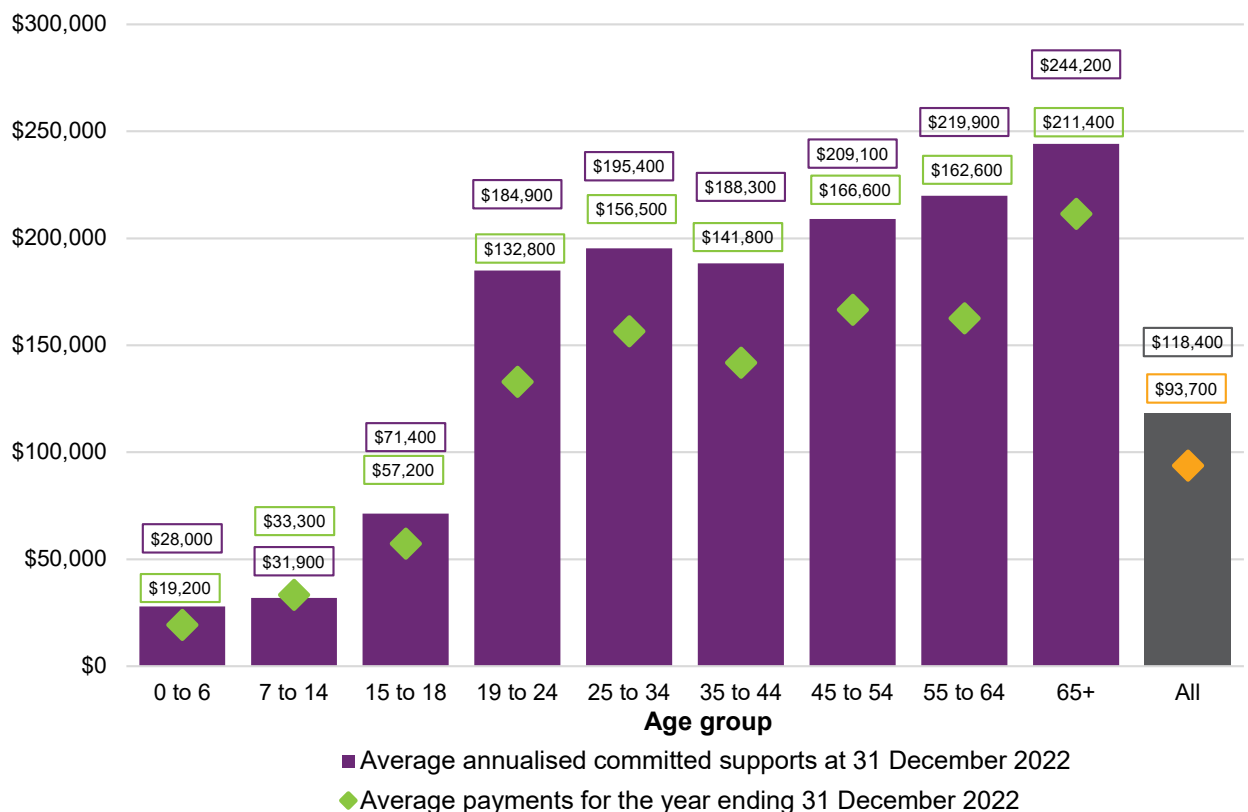


Figure M.4 Average annualised committed supports and average payments (participants in SIL) by age group as at 31 December 2022 – Northern Territory

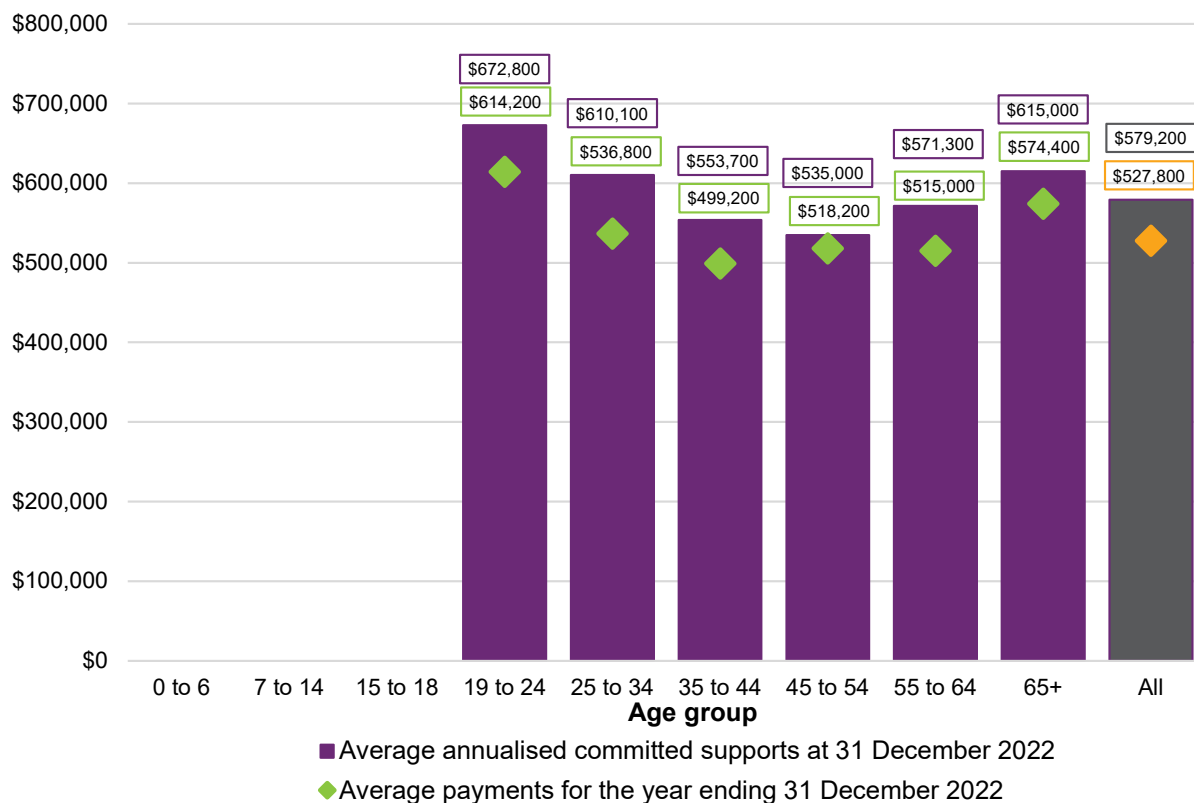


Figure M.5 Average annualised committed supports and average payments (participants not in SIL) by age group as at 31 December 2022 – Northern Territory

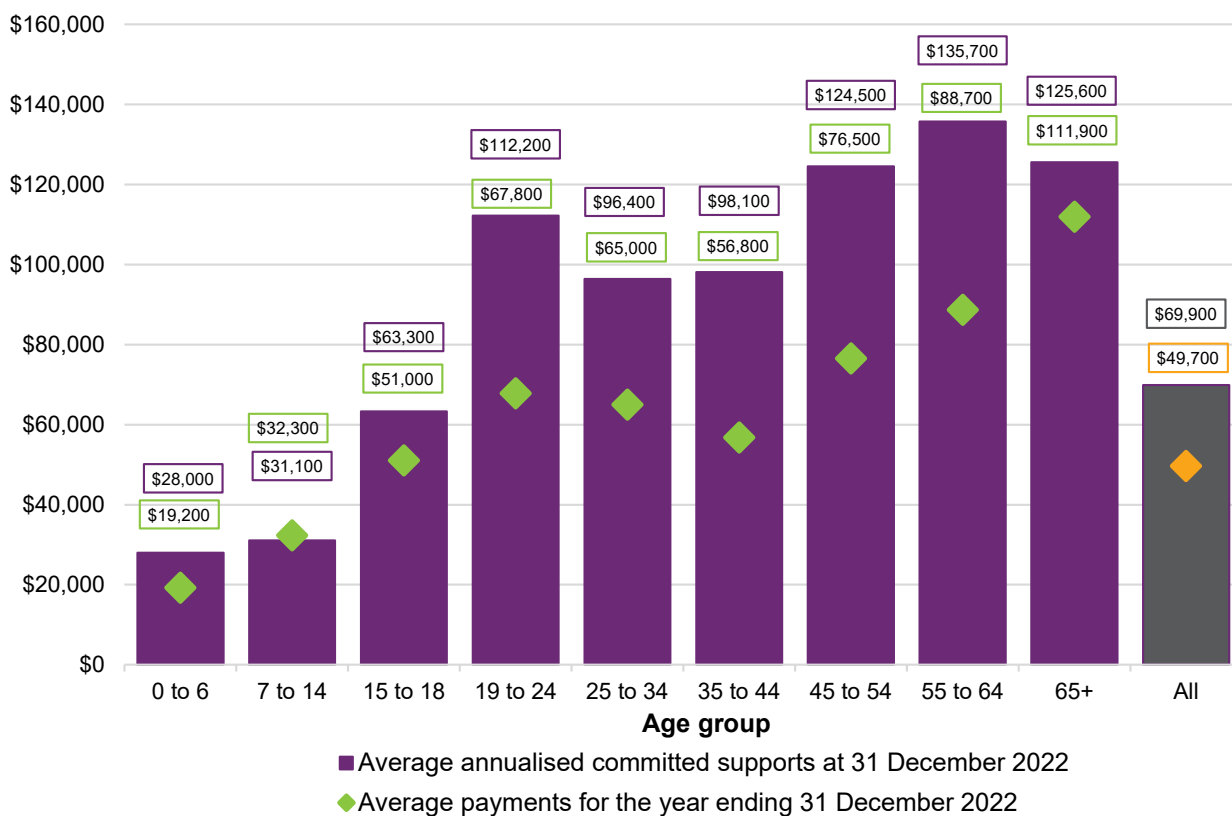


Figure M.6 Average annualised committed supports and average payments by primary disability group as at 31 December 2022 – Northern Territory

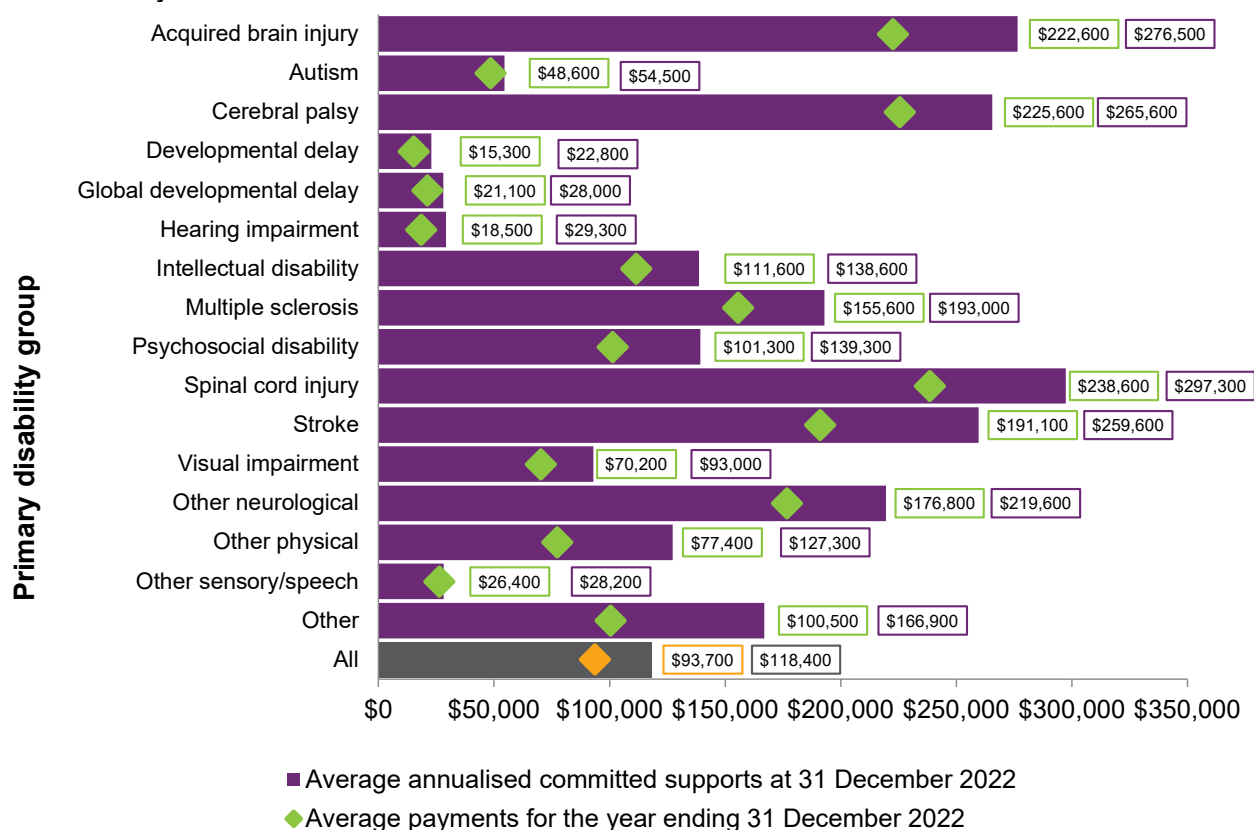


Figure M.7 Average annualised committed supports and average payments (participants in SIL) by primary disability group as at 31 December 2022 – Northern Territory

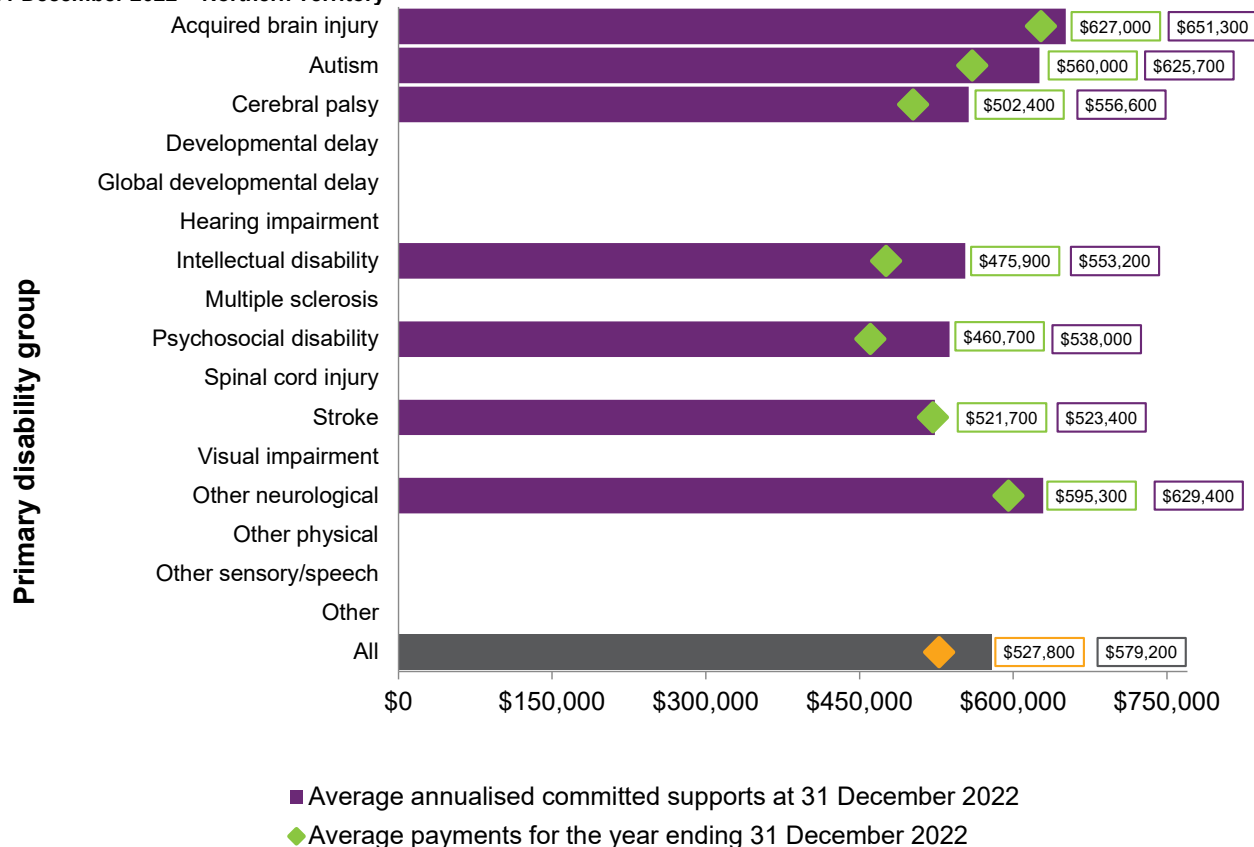


Figure M.8 Average annualised committed supports and average payments (participants not in SIL) by primary disability group as at 31 December 2022 – Northern Territory

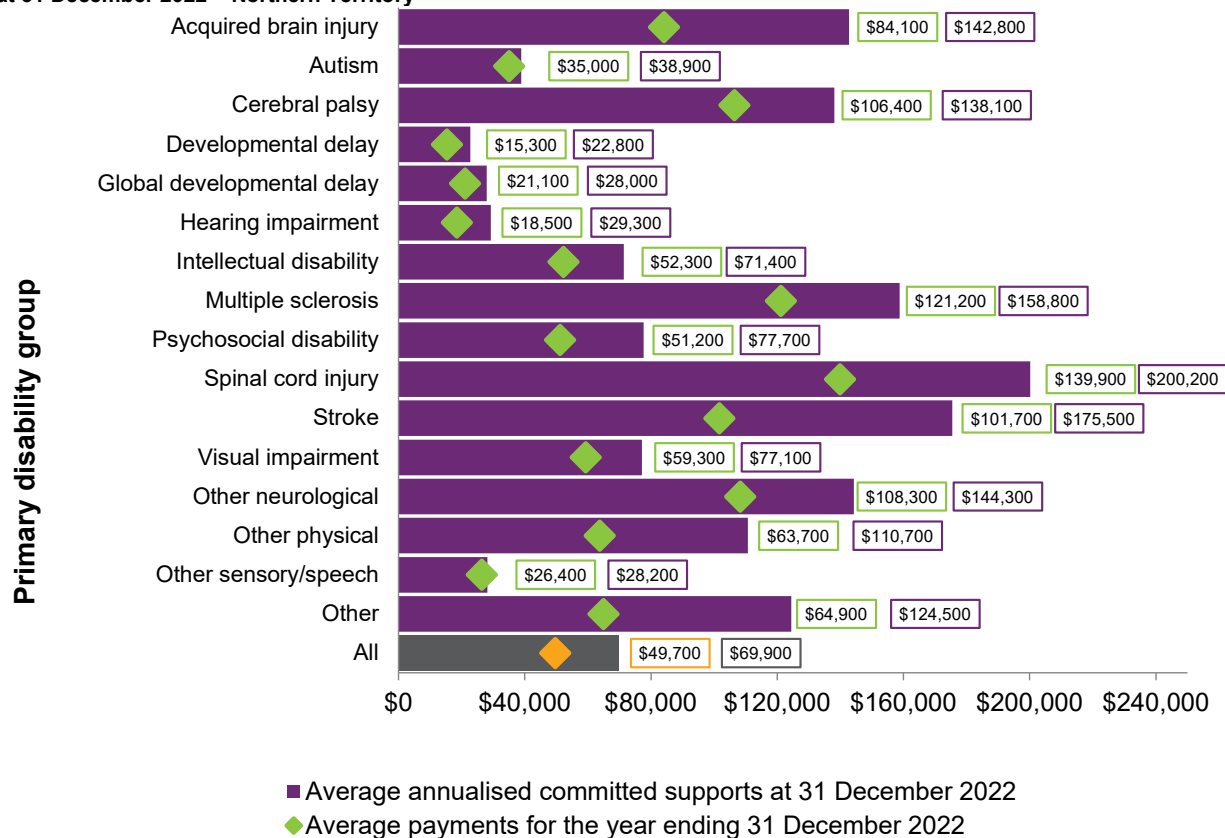


Figure M.9 Average annualised committed supports and average payments by reported level of function as at 31 December 2022 – Northern Territory

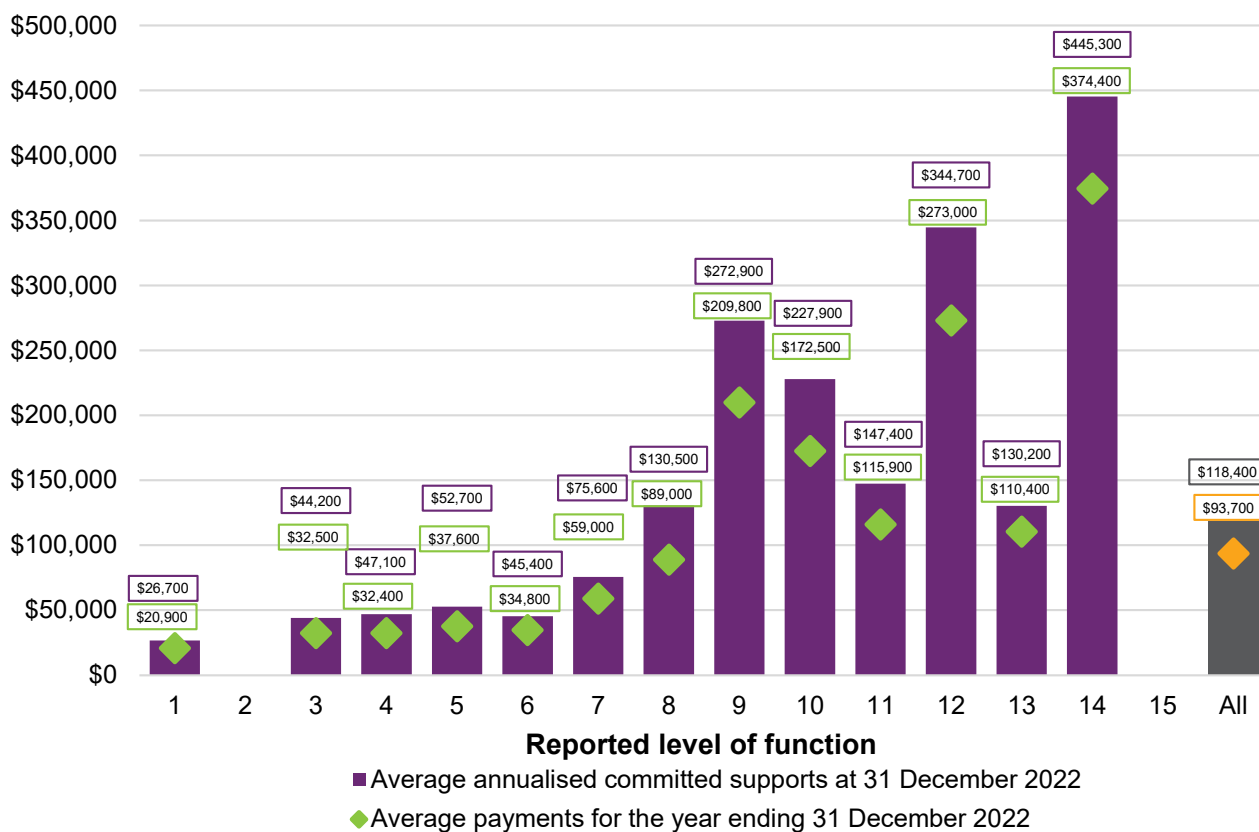


Figure M.10 Average annualised committed supports and average payments (participants in SIL) by reported level of function as at 31 December 2022 – Northern Territory

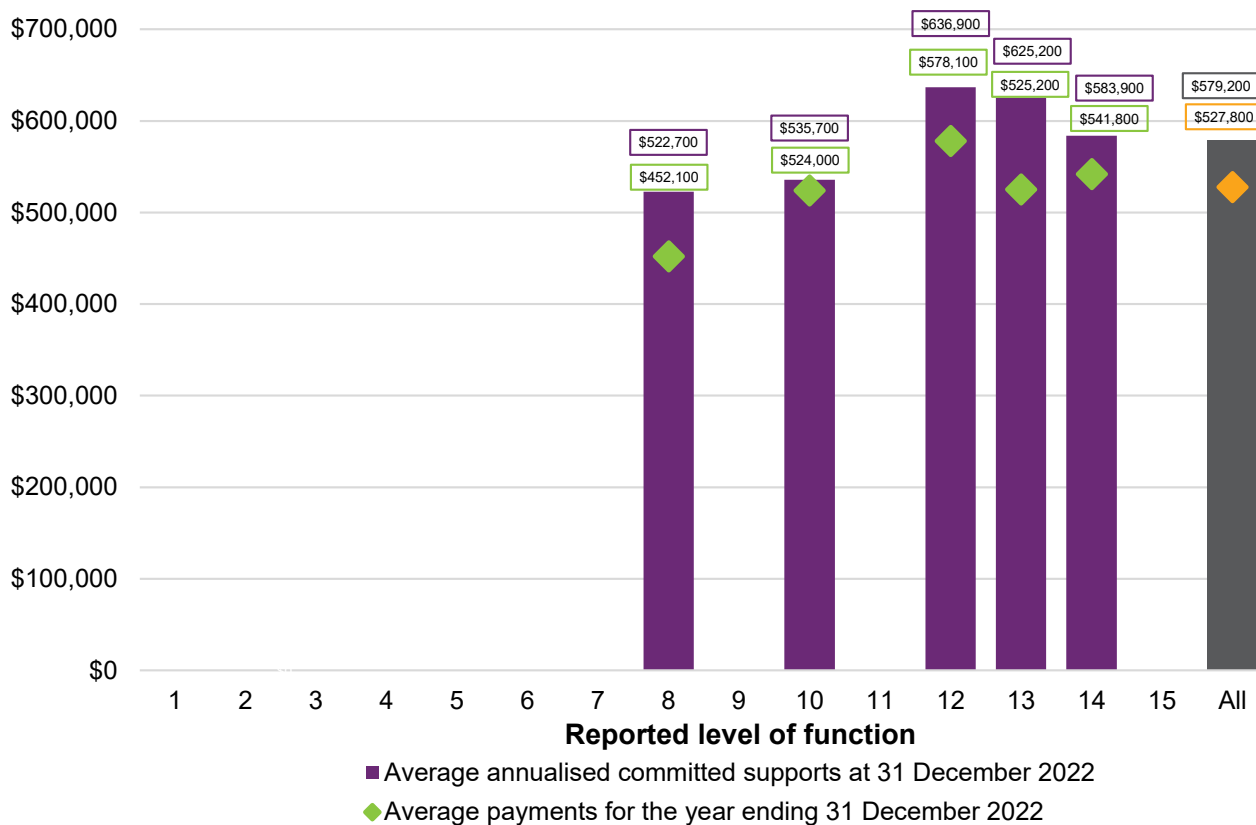


Figure M.11 Average annualised committed supports and average payments (participants not in SIL) by reported level of function as at 31 December 2022 – Northern Territory

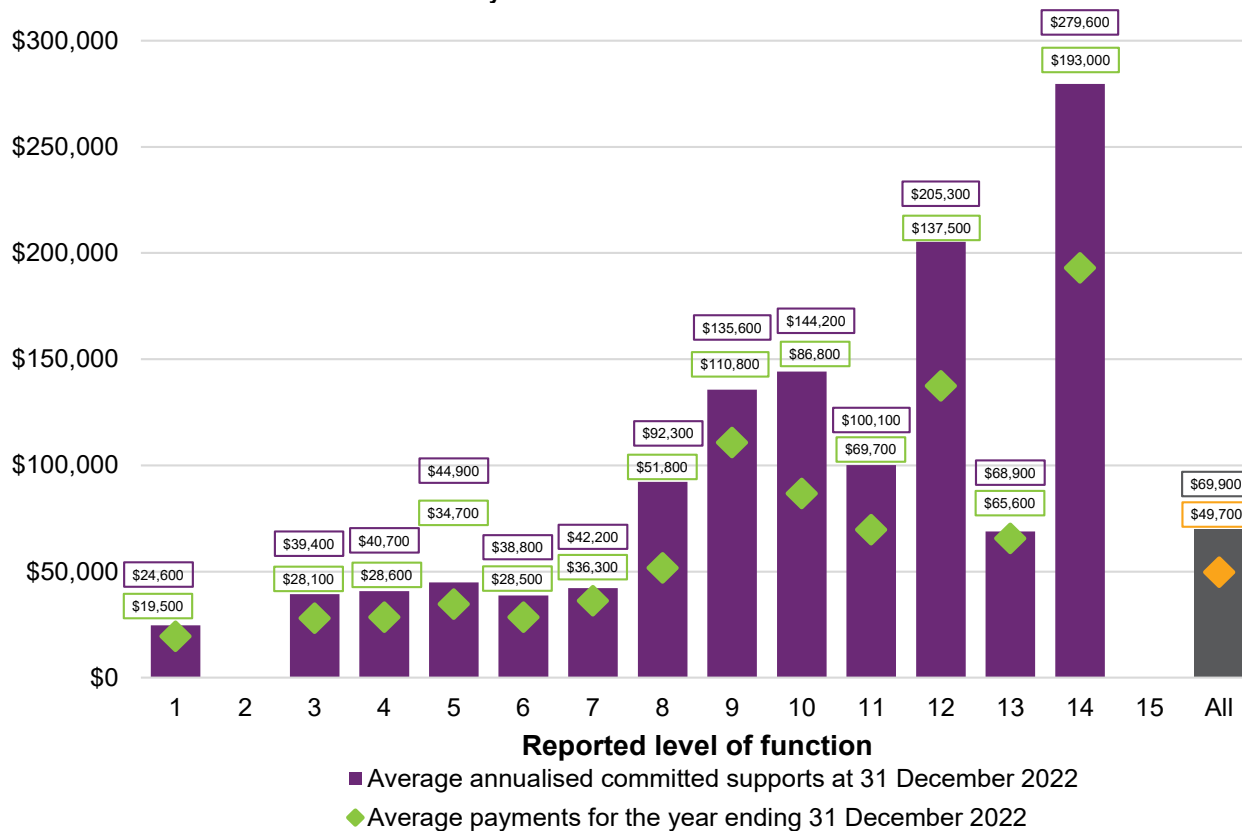


Table M.30 Total annualised committed supports and total payments by support category as at 31 December 2022 (\$m) – Northern Territory ^{402 403}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$306.9	\$359.0
Core: Consumables	\$4.5	\$7.3
Core: Social and Civic	\$66.3	\$105.4
Core: Transport	\$7.3	\$4.4
Capacity Building: Choice and Control	\$6.3	\$7.4
Capacity Building: Daily Activities	\$36.1	\$77.6
Capacity Building: Employment	\$1.0	\$3.6
Capacity Building: Health and Wellbeing	\$0.1	\$0.4
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	n/a
Capacity Building: Relationships	\$6.5	\$13.8
Capacity Building: Social and Civic	\$4.8	\$371.2
Capacity Building: Support Coordination	\$19.4	\$26.4
Capital: Assistive Technology	\$5.8	\$15.1
Capital: Home Modifications	\$1.9	\$5.0
All	\$466.8	\$636.4

Table M.31 Total annualised committed supports and total payments (participants in SIL) by support category as at 31 December 2022 (\$m) – Northern Territory ^{404 405}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$198.5	\$225.1
Core: Consumables	\$1.3	\$1.5
Core: Social and Civic	\$27.4	\$42.7
Core: Transport	\$0.4	\$1.1
Capacity Building: Choice and Control	\$0.5	\$0.7
Capacity Building: Daily Activities	\$4.1	\$7.1
Capacity Building: Employment	\$0.1	\$0.4
Capacity Building: Health and Wellbeing	\$0.03	\$0.07
Capacity Building: Home Living	\$0.00	\$0.00
Capacity Building: Lifelong learning	\$0.0	n/a
Capacity Building: Relationships	\$3.3	\$6.0
Capacity Building: Social and Civic	\$0.3	\$0.8
Capacity Building: Support Coordination	\$4.1	\$4.9
Capital: Assistive Technology	\$1.3	\$3.2
Capital: Home Modifications	\$0.9	\$3.0
All	\$242.3	\$296.6

⁴⁰² Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰³ Total payments for home modifications in Northern Territory were \$1.9m. Of which, \$1.0m (51%) has been paid for specialised disability accommodation (SDA) supports, and \$0.9m (49%) 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 \$5.0m. Of which, \$3.8m (76%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.2m (24%) has been allocated for non-SDA supports.

⁴⁰⁴ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰⁵ 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 \$3.0m. Of which, \$2.95m (99%) has been allocated for specialised disability accommodation (SDA) supports, and \$0.04m (1%) 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 December 2022 (\$m) – Northern Territory ^{406 407}

Support Category	Total payments for the year ending 31 December 2022	Total annualised committed supports at 31 December 2022
Core: Daily Activities	\$108.4	\$133.9
Core: Consumables	\$3.2	\$5.7
Core: Social and Civic	\$38.9	\$62.8
Core: Transport	\$6.9	\$3.2
Capacity Building: Choice and Control	\$5.7	\$6.7
Capacity Building: Daily Activities	\$32.0	\$70.5
Capacity Building: Employment	\$0.8	\$3.2
Capacity Building: Health and Wellbeing	\$0.1	\$0.3
Capacity Building: Home Living	\$0.00	\$0.04
Capacity Building: Lifelong learning	\$0.00	n/a
Capacity Building: Relationships	\$3.2	\$7.8
Capacity Building: Social and Civic	\$4.5	\$10.2
Capacity Building: Support Coordination	\$15.4	\$21.5
Capital: Assistive Technology	\$4.5	\$11.9
Capital: Home Modifications	\$1.0	\$2.0
All	\$224.5	\$339.9

Table M.33 Payments by financial year in which support was provided, compared to committed supports (\$m) – Northern Territory ^{408 409}

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	0.0	2.0	5.8	20.4	100.8	203.5	393.6	520.2	547.7	329.1
Total Paid	0.0	1.7	4.2	11.8	67.3	138.3	268.0	378.3	422.9	224.5
% utilised to date	31%	82%	72%	58%	67%	68%	68%	73%	77%	68%

Table M.34 Percentage change in plan budgets for active participants – Northern Territory ^{410 411}

Inflation type	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22
Intraplan Inflation	8.1%	4.6%	5.6%	4.9%	6.6%	4.3%	7.9%	8.9%
Interplan Inflation	-11.0%	-10.2%	-10.1%	2.0%	2.6%	2.0%	10.3%	14.3%
Total Inflation	-3.0%	-5.6%	-4.5%	7.0%	9.2%	6.3%	18.2%	23.2%

⁴⁰⁶ Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022.

⁴⁰⁷ Total payments for home modifications in Northern Territory were \$1.01m. Of which, \$0.08m (8%) has been paid for specialised disability accommodation (SDA) supports, and \$0.93m (92%) 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 Northern Territory were \$1.98m. Of which, \$0.82m (41%) has been allocated for specialised disability accommodation (SDA) supports, and \$1.16m (59%) has been allocated for non-SDA supports.

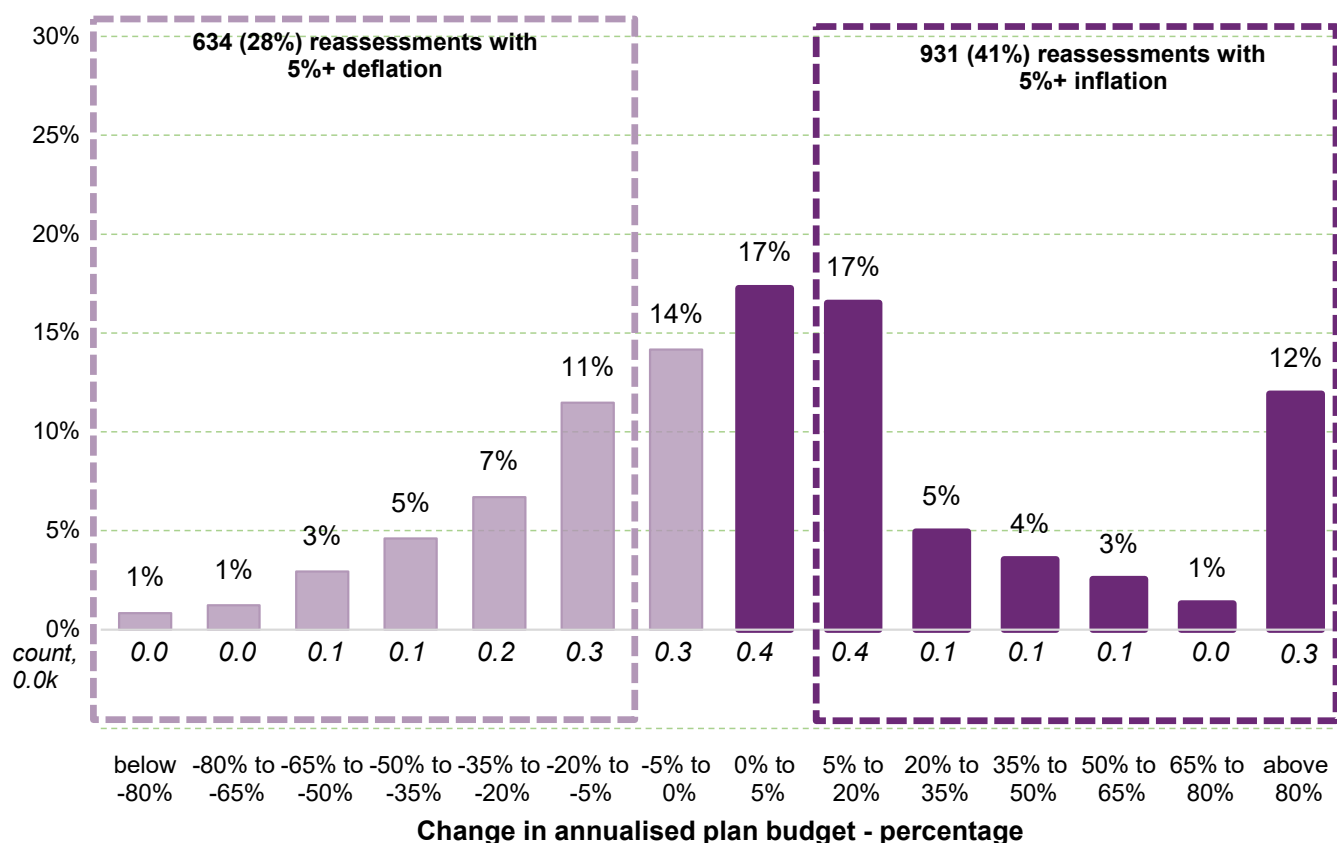
⁴⁰⁸ Jurisdiction is defined by the current residing address of the participant. As a result, there are small amounts of committed supports and payments in respect of 2013-14 for Northern Territory.

⁴⁰⁹ 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.

⁴¹⁰ 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 2022, which impacts the September 2022 quarter..

⁴¹¹ Rescaling adjustments have been applied to how the total inflation is split into inflation at plan reassessment and inflation within a plan. This has resulted in small one-off changes in historical values, the overall total inflation has not changed.

Figure M.12 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2022 to 31 December 2022) - all participants – Northern Territory ⁴¹²



⁴¹² 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.

Table N.1 Active participants including ECA at 31 December 2022 ^{413 414}

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	172,190	30.0%	5,047	177,237	30.1%
VIC	153,198	26.7%	3,177	156,375	26.6%
QLD	120,898	21.1%	4,259	125,157	21.3%
WA	49,419	8.6%	974	50,393	8.6%
SA	49,596	8.7%	977	50,573	8.6%
TAS	12,819	2.2%	183	13,002	2.2%
ACT	9,793	1.7%	199	9,992	1.7%
NT	5,375	0.9%	98	5,473	0.9%
OT	52	0.0%	<11	52	0.0%
Missing	<11	n/a	<11	<11	n/a
National	573,342	100.0%	14,914	588,256	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 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	28,436	26,820	20,177	5,978	7,007	1,713	1,255	980	92,368
7 to 14	43,727	40,118	32,642	12,307	14,088	2,926	2,555	1,354	149,734
15 to 18	13,790	11,664	10,543	4,706	5,050	1,140	839	400	48,138
19 to 24	14,901	11,141	9,319	4,735	4,171	1,359	936	378	46,948
25 to 34	15,273	13,097	10,095	5,063	3,812	1,405	871	436	50,057
35 to 44	12,998	12,563	9,244	4,199	3,645	1,020	827	556	45,056
45 to 54	15,614	14,808	10,982	4,681	4,318	1,267	926	558	53,155
55 to 64	19,158	16,757	13,107	5,666	5,359	1,480	990	548	63,074
65+	8,293	6,230	4,789	2,084	2,146	509	594	165	24,812
Total	172,190	153,198	120,898	49,419	49,596	12,819	9,793	5,375	573,342

⁴¹³ 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.

⁴¹⁴ 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 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	18%	16%
7 to 14	25%	26%	27%	25%	28%	23%	26%	25%	26%
15 to 18	8%	8%	9%	10%	10%	9%	9%	7%	8%
19 to 24	9%	7%	8%	10%	8%	11%	10%	7%	8%
25 to 34	9%	9%	8%	10%	8%	11%	9%	8%	9%
35 to 44	8%	8%	8%	8%	7%	8%	8%	10%	8%
45 to 54	9%	10%	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%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.4 Number of active participant plans (participants in SIL) by age group at 31 December 2022

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	24
15 to 18	83	49	79	14	40	16	<11	<11	290
19 to 24	824	373	527	186	230	99	46	49	2,334
25 to 34	1,539	876	1,003	387	428	181	79	84	4,577
35 to 44	1,666	1,111	1,016	449	471	151	97	110	5,071
45 to 54	2,377	1,513	1,295	594	652	202	133	115	6,881
55 to 64	2,691	1,745	1,521	703	717	252	145	106	7,880
65+	1,071	549	469	233	248	90	53	40	2,753
Total	10,255	6,225	5,914	2,568	2,791	991	556	512	29,812

Table N.5 Proportion of active participant plans (participants in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	1%	1%	1%	1%	2%	n/a	n/a	1%
19 to 24	8%	6%	9%	7%	8%	10%	8%	10%	8%
25 to 34	15%	14%	17%	15%	15%	18%	14%	16%	15%
35 to 44	16%	18%	17%	17%	17%	15%	17%	21%	17%
45 to 54	23%	24%	22%	23%	23%	20%	24%	22%	23%
55 to 64	26%	28%	26%	27%	26%	25%	26%	21%	26%
65+	10%	9%	8%	9%	9%	9%	10%	8%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.6 Number of active participant plans (participants not in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	28,436	26,818	20,177	5,978	7,007	1,713	1,255	980	92,366
7 to 14	43,723	40,111	32,638	12,305	14,083	2,926	2,554	1,353	149,710
15 to 18	13,707	11,615	10,464	4,692	5,010	1,124	837	393	47,848
19 to 24	14,077	10,768	8,792	4,549	3,941	1,260	890	329	44,614
25 to 34	13,734	12,221	9,092	4,676	3,384	1,224	792	352	45,480
35 to 44	11,332	11,452	8,228	3,750	3,174	869	730	446	39,985
45 to 54	13,237	13,295	9,687	4,087	3,666	1,065	793	443	46,274
55 to 64	16,467	15,012	11,586	4,963	4,642	1,228	845	442	55,194
65+	7,222	5,681	4,320	1,851	1,898	419	541	125	22,059
Total	161,935	146,973	114,984	46,851	46,805	11,828	9,237	4,863	543,530

Table N.7 Proportion of active participant plans (participants not in SIL) by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	18%	13%	15%	14%	14%	20%	17%
7 to 14	27%	27%	28%	26%	30%	25%	28%	28%	28%
15 to 18	8%	8%	9%	10%	11%	10%	9%	8%	9%
19 to 24	9%	7%	8%	10%	8%	11%	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%	9%
55 to 64	10%	10%	10%	11%	10%	10%	9%	9%	10%
65+	4%	4%	4%	4%	4%	4%	6%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.8 Number of active participant plans by primary disability group at 31 December 2022 ^{415 416}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	58,616	49,704	44,255	18,109	19,877	4,190	3,386	1,209	199,367
Intellectual disability	31,141	26,565	18,319	8,838	8,456	2,936	1,490	1,047	98,807
Psychosocial disability	17,571	19,140	11,329	5,106	3,566	1,103	1,147	545	59,512
Developmental delay	15,275	19,561	12,703	2,687	3,926	1,032	894	731	56,811
Hearing impairment	7,978	6,526	5,972	2,110	1,890	476	442	221	25,615
Other neurological	6,879	5,300	4,646	2,186	1,700	478	400	219	21,811
Other physical	5,741	4,415	4,742	1,818	1,770	383	535	226	19,633
Cerebral palsy	5,594	4,154	3,740	1,787	1,268	431	297	197	17,468
Acquired brain injury	4,818	4,456	3,893	1,506	1,717	461	225	308	17,385
Global developmental delay	4,820	2,508	2,515	1,254	1,684	235	156	139	13,312
Visual impairment	3,123	2,872	1,781	843	806	201	180	71	9,877
Multiple sclerosis	2,721	3,071	1,672	947	923	356	223	25	9,938
Stroke	2,994	1,887	1,901	678	639	168	141	182	8,592
Spinal cord injury	1,813	978	1,513	649	454	125	80	84	5,697
Other	2,287	1,594	1,678	789	545	203	125	142	7,363
Other sensory/speech	819	467	239	112	375	41	72	29	2,154
Total	172,190	153,198	120,898	49,419	49,596	12,819	9,793	5,375	573,342

Table N.9 Proportion of active participant plans by primary disability group at 31 December 2022

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	32%	37%	37%	40%	33%	35%	22%	35%
Intellectual disability	18%	17%	15%	18%	17%	23%	15%	19%	17%
Psychosocial disability	10%	12%	9%	10%	7%	9%	12%	10%	10%
Developmental delay	9%	13%	11%	5%	8%	8%	9%	14%	10%
Hearing impairment	5%	4%	5%	4%	4%	4%	5%	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%	100%	100%	100%	100%	100%	100%	100%	100%

⁴¹⁵ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

⁴¹⁶ Down syndrome is included in intellectual disability.

Table N.10 Number of active participant plans by other characteristics at 31 December 2022 ^{417 418}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	14,326	4,997	12,073	3,850	3,065	1,218	435	2,713	42,679
Culturally and linguistically diverse participants	18,793	17,932	6,475	4,004	3,579	390	993	340	52,521
Participants residing in remote and very remote areas	733	61	2,145	2,203	1,234	172	<11	2,209	8,809
Younger people in residential aged care (under 65)	687	736	355	186	118	44	<11	20	2,153
Participants with supported independent living	10,255	6,225	5,914	2,568	2,791	991	556	512	29,812
Participants with specialised disability accommodation	7,226	6,560	3,235	1,684	2,247	529	319	269	22,069

Table N.11 Proportion of active participant plans by other characteristics at 31 December 2022 ^{419 420}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.3%	3.3%	10.0%	7.8%	6.2%	9.5%	4.4%	50.5%	7.4%
Culturally and linguistically diverse participants	10.9%	11.7%	5.4%	8.1%	7.2%	3.0%	10.1%	6.3%	9.2%
Participants residing in remote and very remote areas	0.4%	0.0%	1.8%	4.5%	2.5%	1.3%	n/a	41.1%	1.5%
Younger people in residential aged care (under 65)	0.4%	0.4%	0.2%	0.1%	0.1%	0.0%	n/a	0.0%	1.3%
Participants with supported independent living	6.0%	4.1%	4.9%	5.2%	5.6%	7.7%	5.7%	9.5%	5.2%
Participants with specialised disability accommodation	4.2%	4.3%	2.7%	3.4%	4.5%	4.1%	3.3%	5.0%	3.8%

Table N.12 Participation rates by gender at 31 December 2022 ⁴²¹

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	2.9%	3.0%	3.2%	2.5%	4.1%	3.4%	2.9%	2.9%	3.0%
Female	1.7%	1.9%	1.9%	1.5%	2.4%	2.1%	1.8%	1.5%	1.8%
Total	2.3%	2.5%	2.6%	2.0%	3.3%	2.8%	2.4%	2.2%	2.5%

⁴¹⁷ 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.

⁴¹⁸ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

⁴¹⁹ Ibid.

⁴²⁰ 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.

⁴²¹ Participation rate refers to the proportion of general population that are NDIS participants.

Table N.13 Participation rates by age group at 31 December 2022

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-6	3.9%	4.5%	4.3%	2.4%	5.0%	4.0%	3.1%	3.8%	4.0%
7-14	5.3%	5.9%	5.8%	4.4%	8.2%	5.6%	5.6%	4.8%	5.6%
15-18	3.5%	3.6%	3.8%	3.5%	5.9%	4.3%	4.2%	3.0%	3.8%
19-24	2.3%	2.0%	2.3%	2.3%	3.1%	3.7%	2.4%	1.9%	2.3%
25-44	1.2%	1.2%	1.3%	1.2%	1.6%	1.8%	1.2%	1.1%	1.2%
45-64	1.7%	1.9%	1.9%	1.6%	2.2%	1.9%	1.9%	1.9%	1.8%
Total (aged 0-64)	2.3%	2.5%	2.6%	2.0%	3.3%	2.8%	2.4%	2.2%	2.5%

Table N.14 Proportion of participants rating their overall experience as good or very good in the latest quarter

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	81%	83%	82%	76%	79%	n/a	n/a	n/a	81%
The Pre-Planning Process	83%	83%	79%	82%	84%	86%	n/a	n/a	82%
The Planning Process	87%	87%	86%	86%	84%	86%	93%	84%	87%
The Reassessment Process	70%	72%	64%	69%	65%	69%	68%	62%	68%

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' ⁴²²

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%	12%	21%
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	25%	26%	18%	28%	14%	22%
Participants (15 and over) in community - Baseline	34%	34%	37%	38%	37%	30%	37%	44%	35%
Participants (15 and over) in community - Latest Reassessment	45%	39%	44%	41%	39%	34%	43%	46%	42%
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	53%	46%
Parent and carer employment rate - Latest Reassessment	53%	49%	46%	50%	49%	43%	61%	56%	50%
Participant (15 and over) choice and control - First Reassessment	65%	63%	73%	71%	64%	68%	71%	57%	66%
Participant (15 and over) choice and control - Latest Reassessment	76%	75%	81%	77%	74%	74%	78%	69%	77%

Table N.16 Distribution of active participant by method of financial plan management at 31 December 2022 ⁴²³

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Agency-managed	18%	6%	9%	21%	8%	13%	9%	9%	12%
Self-managed partly	7%	8%	5%	12%	4%	7%	9%	6%	7%
Self-managed fully	21%	26%	24%	18%	19%	15%	36%	10%	23%
Plan-managed	53%	60%	62%	49%	69%	64%	46%	76%	58%
Total	100%	100%	100%	100%	100%	100%	100%	100%	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
Agency-managed	52%	34%	39%	53%	41%	57%	32%	60%	44%
Self-managed	11%	15%	13%	14%	9%	9%	20%	4%	12%
Plan-managed	37%	51%	48%	33%	50%	34%	48%	36%	44%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.18 Number and rates of participant complaints ⁴²⁴

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q2	2,331	2,398	1,798	799	849	184	160	111	8,872
<i>% of the number of active participants</i>	<i>5.5%</i>	<i>6.4%</i>	<i>6.1%</i>	<i>6.6%</i>	<i>7.0%</i>	<i>5.8%</i>	<i>6.6%</i>	<i>8.4%</i>	6.3%
All participant complaints	44,645	36,535	24,187	10,369	16,753	2,726	3,175	1,137	149,665
<i>% of the number of active participants</i>	<i>6.7%</i>	<i>7.2%</i>	<i>6.8%</i>	<i>7.2%</i>	<i>9.1%</i>	<i>6.1%</i>	<i>6.8%</i>	<i>7.0%</i>	7.6%

⁴²² 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 December 2020 and have had a second plan reassessment to date.

⁴²³ 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.

⁴²⁴ The National totals include participant complaints where jurisdiction information was missing.

Table N.19 Number of ever active providers by legal entity type ^{425 426}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,435	2,377	2,364	613	797	393	349	170	7,345
Company / Organisation	6,523	4,862	5,219	2,238	2,134	1,262	1,221	805	11,955
Total active providers	9,958	7,239	7,583	2,851	2,931	1,655	1,570	975	19,300

Table N.20 Number of active providers in 2022-23 Q2 by legal entity type ^{427 428}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	993	555	592	208	155	113	61	44	2,279
Company / Organisation	3,401	2,239	2,222	1,034	815	409	385	273	7,381
Total active providers	4,394	2,794	2,814	1,242	970	522	446	317	9,660

Table N.21 Committed supports by financial year (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,284	1,440	859	225	369	190	305	101	7,773
2018-19	5,919	3,457	2,514	546	1,157	402	366	203	14,565
2019-20	8,061	6,020	5,122	1,534	2,122	662	458	394	24,376
2020-21	10,215	7,926	6,798	2,728	2,768	847	552	520	32,359
2021-22	11,452	9,193	7,832	3,172	3,142	964	601	548	36,906
2022-23 YTD	6,574	5,348	4,552	1,888	1,805	550	335	329	21,384
% 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%	25%	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	12%	16%	15%	16%	14%	14%	9%	5%	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	3,111	957	546	167	221	154	220	67	5,443
2018-19	4,488	2,369	1,651	393	792	297	276	138	10,406
2019-20	6,007	4,130	3,585	1,022	1,489	479	336	268	17,316
2020-21	7,743	5,456	4,981	1,930	1,995	633	414	378	23,532
2021-22	8,948	6,789	6,088	2,344	2,406	758	470	423	28,356
2022-23 YTD	4,758	3,675	3,266	1,259	1,280	387	232	225	15,111
% increase from 2017-18 to 2018-19	44%	148%	202%	135%	259%	93%	25%	105%	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%	24%	22%	21%	21%	20%	13%	12%	20%

⁴²⁵ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴²⁶ 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.⁴²⁷ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.⁴²⁸ 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 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. Total annualised committed supports refer to those in the current plans of active participants at 31 December 2022. Total payments refer to those paid over the 12 months to 31 December 2022. 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 December 2022 (\$m)

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total	12,949	10,621	9,093	3,818	3,491	1,087	662	636	42,361
Average	75,200	69,300	75,200	77,300	70,400	84,800	67,600	118,400	73,900
Total (SIL)	4,005	2,491	2,374	997	1,094	415	219	297	11,892
Average (SIL)	390,600	400,100	401,400	388,200	392,000	419,000	393,300	579,200	398,900

Table N.24 Payment as at 31 December 2022 (\$m)

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total	9,762	7,502	6,599	2,562	2,618	806	486	467	30,959
Average	59,900	52,300	59,100	55,200	56,000	66,400	51,800	93,700	57,600
Total (SIL)	3,336	1,967	2,014	759	1,008	364	178	242	9,869
Average (SIL)	346,500	341,300	376,800	320,700	387,700	387,200	342,900	527,800	357,300

Table N.25 Total annualised committed supports by support category as at 31 December 2022 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,217	4,485	4,405	1,766	1,760	538	333	359	19,866
Core - Consumables	222	215	192	79	68	18	12	7	815
Core - Social and Civic	2,843	2,524	1,946	759	656	256	121	105	9,213
Core - Transport	153	137	96	41	38	13	8	4	491
Capacity Building - Choice and Control	137	138	112	39	51	12	7	7	504
Capacity Building - Daily Activities	1,998	1,925	1,459	625	555	132	106	78	6,877
Capacity Building - Employment	92	59	47	35	23	8	6	4	274
Capacity Building - Health and Wellbeing	33	18	14	4	5	3	3	0.4	80
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.01	0.04	5
Capacity Building - Lifelong learning	0.1	0.2	0.04	0.04	0.2	0.01	n/a	n/a	1
Capacity Building - Relationships	270	206	119	89	76	21	12	14	807
Capacity Building - Social and Civic	115	98	52	54	16	15	11	11	371
Capacity Building - Support Coordination	314	359	240	107	90	28	15	26	1,180
Capital - Assistive Technology	396	316	305	178	112	30	21	15	1,375
Capital - Home Modifications	156	138	104	39	40	13	8	5	502
Total	12,949	10,621	9,093	3,818	3,491	1,087	662	636	42,361

Table N.26 Total payments by support category for the year ending 31 December 2022 (\$m)

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,282	3,756	3,496	1,340	1,602	469	283	307	16,691
Core - Consumables	160	142	138	50	42	13	7	4	557
Core - Social and Civic	1,967	1,567	1,433	494	364	175	78	66	6,144
Core - Transport	318	208	119	44	42	13	14	7	764
Capacity Building - Choice and Control	120	126	99	34	46	11	6	6	448
Capacity Building - Daily Activities	1,151	1,044	834	364	335	63	61	36	3,888
Capacity Building - Employment	37	24	15	8	8	3	2	1	97
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0.1	40
Capacity Building - Home Living	0.1	0.6	0.1	0.03	0.02	0.01	0.00	0.00	0.9
Capacity Building - Lifelong learning	0.00	0.03	0.01	0.0	0.06	0.01	0.0	0.00	0.1
Capacity Building - Relationships	138	98	57	42	35	11	6	7	393
Capacity Building - Social and Civic	42	32	20	21	5	6	5	5	135
Capacity Building - Support Coordination	234	265	175	71	66	21	11	19	862
Capital - Assistive Technology	192	143	145	72	48	14	9	6	628
Capital - Home Modifications	104	89	62	13	25	7	3	2	305
Total	9,762	7,502	6,599	2,562	2,618	806	486	467	30,959

Table N.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 31 December 2022) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	1%	0%	0%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	0%	1%	1%	1%
-65% to -50%	1%	1%	2%	1%	2%	1%	2%	3%	1%
-50% to -35%	2%	2%	3%	3%	3%	2%	3%	5%	2%
-35% to -20%	4%	4%	4%	4%	5%	3%	6%	7%	4%
-20% to -5%	9%	10%	10%	10%	10%	8%	10%	11%	10%
-5% to 0%	9%	12%	14%	11%	13%	11%	13%	14%	12%
0% to 5%	17%	19%	18%	17%	17%	19%	22%	17%	18%
5% to 20%	22%	21%	18%	18%	18%	22%	17%	17%	20%
20% to 35%	8%	7%	7%	8%	7%	8%	6%	5%	8%
35% to 50%	5%	5%	4%	8%	5%	5%	4%	4%	5%
50% to 65%	4%	4%	3%	4%	3%	3%	3%	3%	3%
65% to 80%	3%	3%	3%	3%	3%	3%	2%	1%	3%
above 80%	15%	12%	13%	12%	13%	14%	10%	12%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table N.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{429 430 431}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	73%	76%	77%	89%	88%	n/a	n/a	n/a	85%
SIL - Subsequent plans	89%	86%	89%	84%	88%	90%	88%	89%	88%
SIL - Total	89%	86%	89%	85%	88%	90%	88%	89%	88%
Non SIL - First plan	58%	54%	58%	55%	57%	51%	50%	54%	56%
Non SIL - Subsequent plans	73%	71%	73%	68%	72%	68%	70%	66%	71%
Non SIL - Total	72%	69%	71%	66%	70%	66%	69%	63%	70%
First plan (SIL and Non SIL)	58%	54%	58%	59%	57%	51%	50%	57%	57%
Subsequent plans (SIL and Non SIL)	79%	75%	77%	72%	77%	76%	77%	78%	77%
Total (SIL and Non SIL)	78%	73%	76%	71%	76%	74%	75%	76%	75%

⁴²⁹ Utilisation of committed supports from 1 April 2022 to 30 September 2022 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

⁴³⁰ 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.

⁴³¹ 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 December 2022 ^{432 433 434 435}

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	98%	98%	100%	100%	100%	100%	100%	100%	99%
2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	99%	100%	100%	100%
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	98%	100%	91%	100%	93%	100%	100%	n/a	97%
4. Make an access decision, after more information has been provided.	14 days	99%	99%	98%	97%	99%	97%	100%	100%	99%
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	95%	97%	97%	97%	95%	99%	88%	96%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	95%	94%	95%	95%	94%	92%	95%	75%	95%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	97%	95%	98%	98%	98%	92%	98%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	100%	100%	100%	100%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	82%	83%	76%	72%	59%	58%	73%	64%	77%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	82%	82%	82%	76%	79%	92%	80%	75%	81%
13. Complete a reassessment, after the decision to accept the request was made	28 days	68%	80%	67%	74%	70%	62%	67%	54%	71%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	96%	94%	96%	92%	90%	91%	85%	94%
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	100%	100%	80%	100%	100%	n/a	n/a	97%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	95%	94%	97%	96%	94%	97%	91%	92%	95%
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	97%	97%	98%	100%	98%	98%	95%	91%	97%
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	100%	100%	100%	100%
20. Cancel CEO initiated nominee	14 days	100%	100%	n/a	100%	n/a	n/a	n/a	n/a	100%

⁴³² 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.

⁴³³ 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.

⁴³⁴ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

⁴³⁵ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

⁴³⁶ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

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 December 2022 ^{437 438 439 440 441 442 443 444}

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	138,006	80%	169,414	98%	35,070	20%	172,190
NSW - Hunter New England	Jul-13	23,479	81%	28,214	98%	5,732	20%	28,921
NSW - Central Coast	Jul-16	7,548	77%	9,620	99%	1,811	19%	9,747
NSW - Far West	Jul-17	689	84%	819	100%	174	21%	821
NSW - Illawarra Shoalhaven	Jul-17	8,349	84%	9,772	98%	2,233	22%	9,991
NSW - Mid North Coast	Jul-17	6,324	89%	7,068	99%	1,386	19%	7,111
NSW - Murrumbidgee	Jul-17	6,676	88%	7,526	100%	1,717	23%	7,552
NSW - Nepean Blue Mountains	Jul-15	7,342	73%	9,888	98%	1,887	19%	10,120
NSW - North Sydney	Jul-16	9,289	80%	11,434	98%	2,744	24%	11,633
NSW - Northern NSW	Jul-17	7,709	94%	8,130	100%	1,642	20%	8,168
NSW - South Eastern Sydney	Jul-17	9,809	84%	11,527	99%	2,516	22%	11,641
NSW - South Western Sydney	Jul-16	19,949	75%	26,276	98%	5,092	19%	26,709
NSW - Southern NSW	Jul-16	3,931	83%	4,625	98%	1,042	22%	4,714
NSW - Sydney	Jul-17	6,071	88%	6,783	99%	1,441	21%	6,867
NSW - Western NSW	Jul-17	6,124	83%	7,261	99%	1,691	23%	7,349
NSW - Western Sydney	Jul-16	14,698	71%	20,444	98%	3,959	19%	20,818
NSW - Other	n/a	19	68%	27	96%	<11	n/a	28
VIC	Jan-19	147,136	96%	151,685	99%	28,442	19%	153,198
VIC - Barwon	Jul-13	9,893	93%	10,458	99%	2,024	19%	10,593
VIC - Central Highlands	Jan-17	5,468	90%	5,963	98%	1,177	19%	6,059
VIC - Loddon	May-17	7,686	96%	7,966	99%	1,404	17%	8,045
VIC - North East Melbourne	Jul-16	13,617	94%	14,336	99%	2,845	20%	14,543
VIC - Inner Gippsland	Oct-17	5,672	97%	5,750	99%	1,065	18%	5,820
VIC - Ovens Murray	Oct-17	3,592	93%	3,820	99%	736	19%	3,868

⁴³⁷ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴³⁸ 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).

⁴³⁹ 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.

⁴⁴⁰ 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.

⁴⁴¹ The phasing date shown for Hunter New England is for the Hunter Trial Site.

⁴⁴² Since the phasing schedule for South Australia is by age, each service district in the state has the phasing date Jul-13.

⁴⁴³ Since the phasing schedule for Tasmania is by age, each service district in the state has the phasing date Jul-13.

⁴⁴⁴ 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 - Western District	Oct-17	3,959	95%	4,137	99%	917	22%	4,189
VIC - Inner East Melbourne	Nov-17	10,374	96%	10,682	99%	2,410	22%	10,839
VIC - Outer East Melbourne	Nov-17	10,532	97%	10,695	99%	2,183	20%	10,823
VIC - Hume Moreland	Mar-18	10,472	97%	10,692	99%	1,731	16%	10,785
VIC - Bayside Peninsula	Apr-18	18,210	98%	18,366	99%	3,740	20%	18,505
VIC - Southern Melbourne	Sep-18	14,120	97%	14,386	99%	2,655	18%	14,509
VIC - Brimbank Melton	Oct-18	9,880	97%	10,131	100%	1,450	14%	10,177
VIC - Western Melbourne	Oct-18	14,359	97%	14,647	99%	2,218	15%	14,752
VIC - Goulburn	Jan-19	4,245	95%	4,461	100%	857	19%	4,480
VIC - Mallee	Jan-19	2,566	97%	2,643	100%	490	19%	2,648
VIC - Outer Gippsland	Jan-19	2,481	97%	2,542	100%	539	21%	2,553
VIC - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
QLD	Jan-19	115,946	96%	120,382	100%	24,281	20%	120,898
QLD - Bundaberg	Sep-17	3,224	93%	3,428	99%	750	22%	3,458
QLD - Ipswich	Jul-17	9,155	94%	9,661	100%	1,913	20%	9,696
QLD - Mackay	Nov-16	3,632	93%	3,885	99%	809	21%	3,907
QLD - Toowoomba	Jan-17	7,256	96%	7,512	100%	1,692	22%	7,538
QLD - Townsville	Apr-16	6,533	92%	7,066	99%	1,458	21%	7,103
QLD - Rockhampton	Nov-17	6,097	90%	6,691	99%	1,238	18%	6,760
QLD - Beenleigh	Jul-18	12,799	98%	13,070	100%	2,344	18%	13,096
QLD - Brisbane	Jul-18	21,695	98%	22,132	100%	4,565	21%	22,220
QLD - Cairns	Jul-18	5,920	98%	6,033	100%	1,398	23%	6,051
QLD - Maryborough	Jul-18	4,569	94%	4,816	100%	1,020	21%	4,836
QLD - Robina	Jul-18	12,249	98%	12,473	99%	2,317	18%	12,546
QLD - Caboolture/Strathpine	Jan-19	12,414	95%	13,050	100%	2,543	19%	13,094
QLD - Maroochydore	Jan-19	10,390	98%	10,552	100%	2,230	21%	10,580
QLD - Other	n/a	13	100%	13	100%	<11	n/a	13
WA	Jul-19	43,367	88%	48,632	98%	12,630	26%	49,419
WA - North East Metro	Jul-14	6,499	86%	7,392	98%	2,111	28%	7,529
WA - Wheat Belt	Jan-17	1,014	87%	1,153	99%	297	25%	1,169
WA - South Metro	Jul-18	6,511	83%	7,641	98%	1,883	24%	7,804
WA - Central South Metro	Jul-18	5,485	88%	6,090	98%	1,538	25%	6,215
WA - South West	Sep-18	3,635	89%	3,971	98%	932	23%	4,072
WA - Goldfields-Esperance	Oct-18	674	83%	805	100%	184	23%	809
WA - North Metro	Oct-18	5,771	87%	6,547	99%	1,751	26%	6,622
WA - Kimberley-Pilbara	Oct-18	1,329	88%	1,503	100%	321	21%	1,504
WA - South East Metro	Jul-19	5,197	93%	5,531	99%	1,620	29%	5,599
WA - Central North Metro	Jul-19	5,224	92%	5,605	99%	1,520	27%	5,669
WA - Great Southern	Jul-19	1,012	87%	1,142	98%	236	20%	1,162
WA - Midwest-Gascoyne	Jul-19	1,008	80%	1,244	99%	236	19%	1,257
WA - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
SA	Jul-13	46,480	94%	49,108	99%	9,773	20%	49,596
SA - Adelaide Hills	Jul-13	1,778	93%	1,869	98%	319	17%	1,908
SA - Barossa, Light and Lower North	Jul-13	2,269	93%	2,428	100%	366	15%	2,440

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 - Eastern Adelaide	Jul-13	4,001	93%	4,286	99%	872	20%	4,314
SA - Eyre and Western	Jul-13	1,412	94%	1,477	98%	324	22%	1,504
SA - Far North (SA)	Jul-13	495	95%	510	98%	110	21%	521
SA - Fleurieu and Kangaroo Island	Jul-13	1,332	94%	1,398	99%	309	22%	1,415
SA - Limestone Coast	Jul-13	1,506	93%	1,584	98%	327	20%	1,618
SA - Murray and Mallee	Jul-13	1,869	92%	1,986	98%	384	19%	2,031
SA - Northern Adelaide	Jul-13	15,690	93%	16,650	99%	3,180	19%	16,828
SA - Southern Adelaide	Jul-13	10,115	95%	10,604	99%	2,263	21%	10,658
SA - Western Adelaide	Jul-13	4,111	95%	4,309	99%	933	22%	4,338
SA - Yorke and Mid North	Jul-13	1,866	94%	1,968	99%	381	19%	1,981
SA - Other	n/a	36	90%	39	98%	<11	n/a	40
TAS	Jul-13	11,985	93%	12,470	97%	2,674	21%	12,819
TAS - North	Jul-13	3,588	97%	3,644	98%	809	22%	3,701
TAS - North West	Jul-13	2,549	89%	2,772	97%	598	21%	2,852
TAS - South East	Jul-13	2,583	90%	2,748	96%	586	20%	2,864
TAS - South West	Jul-13	3,263	96%	3,304	97%	681	20%	3,400
TAS - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
ACT	Jul-14	8,387	86%	9,667	99%	1,816	19%	9,793
ACT	Jul-14	8,386	86%	9,666	99%	1,815	19%	9,792
ACT - Other	n/a	<11	n/a	<11	n/a	<11	n/a	<11
NT	Jul-17	5,095	95%	5,356	100%	1,126	21%	5,375
NT - Barkly	Jul-14	141	97%	145	99%	34	23%	146
NT - Central Australia	Jul-17	836	94%	887	100%	262	30%	888
NT - Darwin Remote	Jul-17	446	96%	467	100%	80	17%	467
NT - Darwin Urban	Jan-17	2,999	94%	3,162	100%	587	18%	3,176
NT - East Arnhem	Jan-17	215	97%	222	100%	40	18%	222
NT - Katherine	Jul-17	250	97%	257	100%	81	31%	258
NT - Other	n/a	208	95%	216	99%	42	19%	218
OT	n/a	51	98%	51	98%	<11	n/a	52
Missing	n/a	<11	n/a	<11	n/a	<11	n/a	<11
Total	n/a	516,454	90%	566,767	99%	115,822	20%	573,342

Table O.2 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants by service district as at 31 December 2022 ^{445 446 447}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NSW	\$75,200	\$29,900	\$59,900	\$20,700	172,200
NSW - Hunter New England	\$75,300	\$28,800	\$59,500	\$19,700	28,921
NSW - Central Coast	\$68,200	\$25,300	\$53,900	\$18,200	9,747
NSW - Far West	\$79,900	\$40,900	\$50,900	\$16,700	821
NSW - Illawarra Shoalhaven	\$78,400	\$36,400	\$62,500	\$24,800	9,991
NSW - Mid North Coast	\$71,800	\$27,100	\$56,400	\$17,900	7,111
NSW - Murrumbidgee	\$71,600	\$30,900	\$53,200	\$18,000	7,552
NSW - Nepean Blue Mountains	\$72,600	\$24,900	\$57,400	\$18,200	10,120
NSW - North Sydney	\$86,500	\$33,000	\$68,700	\$22,100	11,633
NSW - Northern NSW	\$75,500	\$35,600	\$58,400	\$22,100	8,168
NSW - South Eastern Sydney	\$81,400	\$33,500	\$65,000	\$22,200	11,641
NSW - South Western Sydney	\$71,000	\$27,200	\$60,600	\$22,700	26,709
NSW - Southern NSW	\$65,600	\$30,600	\$48,600	\$19,000	4,714
NSW - Sydney	\$80,200	\$42,900	\$61,100	\$25,200	6,867
NSW - Western NSW	\$79,200	\$33,100	\$56,700	\$17,500	7,349
NSW - Western Sydney	\$75,000	\$26,000	\$62,800	\$21,400	20,818
NSW - Other	\$51,000	\$26,000	\$32,900	\$7,600	28
VIC	\$69,300	\$30,900	\$52,300	\$18,200	153,198
VIC - Barwon	\$71,200	\$33,700	\$53,200	\$20,100	10,593
VIC - Central Highlands	\$67,500	\$27,200	\$49,500	\$15,700	6,059
VIC - Loddon	\$61,400	\$24,900	\$42,700	\$13,100	8,045
VIC - North East Melbourne	\$74,400	\$31,000	\$57,700	\$18,700	14,543
VIC - Inner Gippsland	\$63,600	\$31,200	\$47,800	\$17,500	5,820
VIC - Ovens Murray	\$61,900	\$28,900	\$45,100	\$16,700	3,868
VIC - Western District	\$69,600	\$31,800	\$50,300	\$17,600	4,189
VIC - Inner East Melbourne	\$83,600	\$37,300	\$64,900	\$21,100	10,839
VIC - Outer East Melbourne	\$71,600	\$33,900	\$53,500	\$20,200	10,823
VIC - Hume Moreland	\$62,400	\$26,700	\$49,200	\$17,700	10,785
VIC - Bayside Peninsula	\$77,200	\$40,100	\$57,800	\$21,500	18,505
VIC - Southern Melbourne	\$67,400	\$29,300	\$52,100	\$18,600	14,509
VIC - Brimbank Melton	\$62,900	\$24,800	\$49,100	\$16,300	10,177
VIC - Western Melbourne	\$64,800	\$27,900	\$48,600	\$17,400	14,752
VIC - Goulburn	\$59,200	\$28,000	\$40,800	\$14,300	4,480
VIC - Mallee	\$66,100	\$30,200	\$47,300	\$15,500	2,648
VIC - Outer Gippsland	\$70,800	\$38,200	\$51,000	\$20,400	2,553
VIC - Other	n/a	\$54,000	n/a	n/a	<11
QLD	\$75,200	\$30,400	\$59,100	\$18,100	120,898
QLD - Bundaberg	\$73,100	\$32,800	\$55,900	\$17,400	3,458
QLD - Ipswich	\$71,000	\$29,700	\$56,900	\$17,000	9,696
QLD - Mackay	\$67,400	\$24,900	\$50,200	\$13,800	3,907
QLD - Toowoomba	\$79,700	\$32,800	\$60,800	\$18,700	7,538

⁴⁴⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁴⁶ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁴⁷ 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.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
QLD - Townsville	\$77,500	\$28,600	\$58,300	\$15,700	7,103
QLD - Rockhampton	\$64,600	\$25,200	\$46,200	\$13,200	6,760
QLD - Beenleigh	\$70,900	\$24,700	\$58,400	\$16,800	13,096
QLD - Brisbane	\$78,900	\$35,600	\$62,900	\$20,900	22,220
QLD - Cairns	\$89,300	\$39,200	\$66,600	\$19,800	6,051
QLD - Maryborough	\$75,300	\$34,500	\$59,700	\$21,300	4,836
QLD - Robina	\$73,900	\$29,500	\$60,100	\$19,100	12,546
QLD - Caboolture/Strathpine	\$72,800	\$26,800	\$58,700	\$17,600	13,094
QLD - Maroochydore	\$78,800	\$35,000	\$60,800	\$20,400	10,580
QLD - Other	n/a	n/a	n/a	\$20,400	13
WA	\$77,300	\$35,000	\$55,200	\$20,100	49,419
WA - North East Metro	\$82,600	\$34,600	\$60,200	\$21,000	7,529
WA - Wheat Belt	\$62,700	\$34,400	\$36,000	\$15,400	1,169
WA - South Metro	\$68,900	\$29,000	\$50,700	\$18,600	7,804
WA - Central South Metro	\$74,900	\$34,600	\$54,100	\$20,100	6,215
WA - South West	\$67,900	\$33,100	\$47,200	\$18,400	4,072
WA - Goldfields-Esperance	\$83,200	\$36,300	\$53,200	\$18,700	809
WA - North Metro	\$71,500	\$31,400	\$50,500	\$18,000	6,622
WA - Kimberley-Pilbara	\$83,500	\$43,200	\$49,400	\$18,500	1,504
WA - South East Metro	\$87,600	\$39,900	\$64,900	\$24,300	5,599
WA - Central North Metro	\$91,900	\$44,100	\$68,000	\$24,900	5,669
WA - Great Southern	\$70,500	\$32,200	\$47,000	\$15,000	1,162
WA - Midwest-Gascoyne	\$65,900	\$35,000	\$39,800	\$16,900	1,257
WA - Other	n/a	\$40,800	n/a	n/a	<11
SA	\$70,400	\$27,300	\$56,000	\$16,100	49,596
SA - Adelaide Hills	\$58,600	\$22,900	\$45,300	\$12,700	1,908
SA - Barossa, Light and Lower North	\$54,300	\$22,600	\$38,500	\$12,700	2,440
SA - Eastern Adelaide	\$79,200	\$31,700	\$64,700	\$18,400	4,314
SA - Eyre and Western	\$71,500	\$34,800	\$46,600	\$15,900	1,504
SA - Far North (SA)	\$76,900	\$39,200	\$46,800	\$15,800	521
SA - Fleurieu and Kangaroo Island	\$74,300	\$31,600	\$55,200	\$15,900	1,415
SA - Limestone Coast	\$64,700	\$25,700	\$47,600	\$11,700	1,618
SA - Murray and Mallee	\$62,800	\$25,200	\$46,700	\$13,400	2,031
SA - Northern Adelaide	\$68,400	\$24,800	\$57,600	\$15,900	16,828
SA - Southern Adelaide	\$76,800	\$30,600	\$62,000	\$17,600	10,658
SA - Western Adelaide	\$74,900	\$31,500	\$58,500	\$19,000	4,338
SA - Yorke and Mid North	\$61,900	\$29,000	\$43,900	\$15,600	1,981
SA - Other	\$56,900	\$38,700	\$22,400	\$12,000	40
TAS	\$84,800	\$34,700	\$66,400	\$19,900	12,819
TAS - North	\$83,700	\$37,400	\$63,800	\$20,800	3,701
TAS - North West	\$90,200	\$37,800	\$70,300	\$20,600	2,852
TAS - South East	\$71,300	\$26,500	\$55,900	\$16,000	2,864
TAS - South West	\$93,000	\$38,600	\$74,900	\$22,900	3,400
TAS - Other	n/a	\$31,600	n/a	n/a	<11
ACT	\$67,600	\$24,700	\$51,800	\$16,500	9,793
ACT	\$67,600	\$24,800	\$51,800	\$16,500	9,792
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$118,400	\$37,600	\$93,700	\$26,500	5,375

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants
NT - Barkly	\$106,700	\$36,000	\$70,700	\$21,300	146
NT - Central Australia	\$201,000	\$65,700	\$156,600	\$37,300	888
NT - Darwin Remote	\$67,600	\$45,100	\$40,700	\$21,000	467
NT - Darwin Urban	\$102,600	\$26,200	\$86,500	\$25,300	3,176
NT - East Arnhem	\$102,500	\$57,100	\$53,500	\$27,200	222
NT - Katherine	\$165,700	\$59,000	\$140,000	\$39,900	258
NT - Other	\$89,600	\$47,200	\$68,400	\$17,300	218
OT	\$97,100	\$69,000	\$43,300	\$21,900	52
Missing	\$36,900	\$36,900	n/a	\$15,400	<11
Total	\$73,900	\$30,600	\$57,600	\$19,000	573,342

Table O.3 Average annualised committed supports, median annualised committed supports, average payments, median payments and active participants not in SIL by service district as at 31 December 2022 ^{448 449 450}

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NSW	\$55,200	\$26,500	\$41,900	\$18,700	161,935
NSW - Hunter New England	\$52,800	\$25,400	\$38,200	\$17,500	27,051
NSW - Central Coast	\$49,800	\$23,000	\$37,000	\$16,700	9,211
NSW - Far West	\$64,900	\$39,200	\$37,100	\$15,500	793
NSW - Illawarra Shoalhaven	\$58,800	\$32,900	\$44,500	\$22,200	9,382
NSW - Mid North Coast	\$58,700	\$25,500	\$44,600	\$17,000	6,841
NSW - Murrumbidgee	\$52,900	\$27,700	\$37,200	\$16,400	7,127
NSW - Nepean Blue Mountains	\$49,900	\$23,000	\$36,800	\$16,400	9,446
NSW - North Sydney	\$58,800	\$27,400	\$44,100	\$19,100	10,662
NSW - Northern NSW	\$60,800	\$33,200	\$45,400	\$20,300	7,805
NSW - South Eastern Sydney	\$61,100	\$29,500	\$47,500	\$20,000	10,929
NSW - South Western Sydney	\$53,600	\$24,400	\$45,200	\$20,600	25,350
NSW - Southern NSW	\$51,800	\$27,500	\$35,900	\$17,800	4,491
NSW - Sydney	\$64,500	\$39,900	\$47,800	\$23,000	6,515
NSW - Western NSW	\$55,800	\$29,300	\$35,700	\$15,600	6,804
NSW - Western Sydney	\$53,200	\$23,000	\$43,400	\$19,200	19,500
NSW - Other	\$51,000	\$26,000	\$32,900	\$7,600	28
VIC	\$55,300	\$28,900	\$40,200	\$16,800	146,973
VIC - Barwon	\$55,200	\$31,800	\$39,200	\$18,600	10,140
VIC - Central Highlands	\$50,800	\$25,100	\$34,900	\$14,400	5,744
VIC - Loddon	\$49,300	\$23,500	\$32,500	\$12,400	7,764
VIC - North East Melbourne	\$54,900	\$28,100	\$40,100	\$16,800	13,741
VIC - Inner Gippsland	\$53,100	\$30,000	\$38,300	\$16,500	5,652
VIC - Ovens Murray	\$49,900	\$26,900	\$34,500	\$15,400	3,715
VIC - Western District	\$49,800	\$29,200	\$32,600	\$15,900	3,908
VIC - Inner East Melbourne	\$61,000	\$33,100	\$44,700	\$18,500	10,086
VIC - Outer East Melbourne	\$56,100	\$31,000	\$39,900	\$18,400	10,346
VIC - Hume Moreland	\$53,200	\$25,800	\$42,100	\$16,900	10,515
VIC - Bayside Peninsula	\$62,800	\$37,000	\$45,400	\$19,600	17,618
VIC - Southern Melbourne	\$55,300	\$27,800	\$42,200	\$17,500	14,053
VIC - Brimbank Melton	\$52,700	\$24,200	\$40,000	\$15,600	9,915
VIC - Western Melbourne	\$54,700	\$26,800	\$40,800	\$16,600	14,385
VIC - Goulburn	\$52,000	\$26,700	\$35,100	\$13,600	4,367
VIC - Mallee	\$53,300	\$28,100	\$35,300	\$14,600	2,548
VIC - Outer Gippsland	\$61,100	\$36,100	\$43,900	\$19,200	2,466
VIC - Other	n/a	\$54,000	n/a	\$38,900	<11
QLD	\$58,400	\$27,700	\$43,100	\$16,400	114,984
QLD - Bundaberg	\$56,700	\$29,300	\$40,800	\$15,600	3,294
QLD - Ipswich	\$54,200	\$27,100	\$38,900	\$15,500	9,224
QLD - Mackay	\$53,000	\$23,500	\$37,400	\$12,800	3,751
QLD - Toowoomba	\$59,000	\$29,500	\$40,800	\$16,100	7,032

⁴⁴⁸ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁴⁹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁰ 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.

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
QLD - Townsville	\$57,400	\$26,100	\$39,400	\$14,400	6,709
QLD - Rockhampton	\$51,200	\$24,000	\$33,200	\$12,300	6,505
QLD - Beenleigh	\$54,100	\$23,300	\$42,300	\$15,500	12,515
QLD - Brisbane	\$63,400	\$32,100	\$47,300	\$18,900	21,116
QLD - Cairns	\$69,000	\$35,600	\$48,900	\$17,700	5,715
QLD - Maryborough	\$59,300	\$31,500	\$44,200	\$18,900	4,604
QLD - Robina	\$57,400	\$26,700	\$44,800	\$17,500	11,942
QLD - Caboolture/Strathpine	\$56,200	\$24,600	\$43,200	\$16,200	12,478
QLD - Maroochydore	\$62,500	\$32,000	\$46,700	\$18,700	10,086
QLD - Other	n/a	n/a	n/a	n/a	13
WA	\$60,200	\$32,500	\$40,900	\$18,300	46,851
WA - North East Metro	\$58,700	\$30,900	\$40,400	\$18,100	6,956
WA - Wheat Belt	\$55,600	\$33,800	\$31,500	\$14,600	1,143
WA - South Metro	\$54,000	\$27,200	\$38,000	\$17,200	7,452
WA - Central South Metro	\$59,600	\$32,200	\$42,000	\$18,600	5,932
WA - South West	\$56,800	\$31,500	\$38,300	\$17,400	3,939
WA - Goldfields-Esperance	\$65,200	\$34,400	\$36,100	\$16,900	775
WA - North Metro	\$58,700	\$29,900	\$40,600	\$17,100	6,394
WA - Kimberley-Pilbara	\$70,000	\$42,100	\$37,600	\$17,800	1,472
WA - South East Metro	\$63,100	\$35,800	\$44,000	\$21,400	5,146
WA - Central North Metro	\$71,200	\$39,900	\$49,600	\$22,100	5,286
WA - Great Southern	\$58,900	\$30,900	\$37,800	\$14,000	1,121
WA - Midwest-Gascoyne	\$59,100	\$34,300	\$33,400	\$16,300	1,227
WA - Other	n/a	\$40,800	n/a	\$12,600	<11
SA	\$51,200	\$25,200	\$36,400	\$14,600	46,805
SA - Adelaide Hills	\$44,600	\$22,000	\$32,300	\$12,200	1,836
SA - Barossa, Light and Lower North	\$44,000	\$22,000	\$30,600	\$12,300	2,381
SA - Eastern Adelaide	\$56,700	\$28,100	\$41,000	\$16,300	4,032
SA - Eyre and Western	\$58,800	\$33,600	\$36,300	\$15,300	1,457
SA - Far North (SA)	\$57,700	\$36,500	\$29,400	\$14,100	494
SA - Fleurieu and Kangaroo Island	\$61,400	\$30,000	\$43,400	\$15,000	1,364
SA - Limestone Coast	\$47,200	\$23,900	\$29,200	\$10,500	1,527
SA - Murray and Mallee	\$46,400	\$24,000	\$31,500	\$12,000	1,932
SA - Northern Adelaide	\$47,500	\$23,500	\$34,900	\$14,400	15,847
SA - Southern Adelaide	\$53,400	\$26,900	\$38,900	\$15,400	9,863
SA - Western Adelaide	\$58,600	\$28,500	\$42,200	\$17,400	4,122
SA - Yorke and Mid North	\$51,800	\$27,600	\$33,700	\$14,500	1,911
SA - Other	\$51,300	\$37,900	\$19,600	\$11,700	39
TAS	\$56,800	\$30,600	\$39,500	\$17,100	11,828
TAS - North	\$61,900	\$33,400	\$41,600	\$18,000	3,479
TAS - North West	\$58,400	\$32,200	\$40,400	\$17,600	2,628
TAS - South East	\$48,700	\$24,100	\$34,300	\$14,300	2,691
TAS - South West	\$56,900	\$32,200	\$40,800	\$18,500	3,028
TAS - Other	n/a	\$31,600	n/a	\$6,400	<11
ACT	\$48,000	\$23,000	\$34,700	\$14,900	9,237
ACT	\$48,000	\$23,000	\$34,700	\$14,900	9,236
ACT - Other	n/a	n/a	n/a	n/a	<11
NT	\$69,900	\$32,800	\$49,700	\$22,400	4,863

Service district	Average annualised committed supports	Median annualised committed supports	Average payments	Median payments	Total active participants not in SIL
NT - Barkly	\$70,300	\$34,300	\$39,400	\$18,700	135
NT - Central Australia	\$110,700	\$50,100	\$68,300	\$28,400	750
NT - Darwin Remote	\$63,100	\$44,500	\$37,900	\$20,500	463
NT - Darwin Urban	\$57,700	\$23,900	\$47,000	\$21,400	2,875
NT - East Arnhem	\$95,300	\$56,900	\$47,100	\$26,300	217
NT - Katherine	\$77,800	\$42,500	\$61,100	\$29,200	213
NT - Other	\$71,200	\$44,400	\$46,300	\$16,600	210
Other Territories	\$97,100	\$69,000	\$43,300	\$21,900	52
Missing	\$73,800	\$36,900	n/a	\$15,400	<11
Total	\$56,100	\$27,900	\$41,000	\$17,300	543,530

Table O.4 Participation rates for all participants by service district and age group as at 31 December 2022 ⁴⁵¹

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	3.9%	5.3%	3.6%	2.3%	1.2%	1.1%	1.5%	2.0%	2.4%
NSW - Hunter New England	5.5%	7.3%	5.5%	3.9%	2.1%	1.9%	2.1%	2.5%	3.5%
NSW - Central Coast	4.1%	7.9%	5.4%	3.6%	2.1%	1.7%	1.8%	2.4%	3.3%
NSW - Far West	4.3%	7.6%	4.9%	3.7%	2.3%	2.4%	1.9%	2.6%	3.5%
NSW - Illawarra Shoalhaven	3.3%	5.5%	4.1%	2.8%	1.9%	1.7%	2.0%	2.2%	2.7%
NSW - Mid North Coast	6.9%	8.6%	5.2%	4.5%	2.6%	2.1%	2.0%	2.3%	3.9%
NSW - Murrumbidgee	5.0%	5.7%	3.8%	3.1%	2.0%	1.5%	1.8%	2.1%	3.0%
NSW - Nepean Blue Mountains	4.6%	7.0%	4.7%	3.0%	1.5%	1.3%	1.7%	1.9%	2.9%
NSW - North Sydney	2.2%	2.9%	1.9%	1.4%	0.8%	0.6%	1.0%	1.4%	1.4%
NSW - Northern NSW	4.6%	6.7%	4.9%	4.5%	2.6%	1.8%	1.9%	2.0%	3.3%
NSW - South Eastern Sydney	2.7%	3.6%	2.3%	1.3%	0.6%	0.7%	1.2%	1.5%	1.5%
NSW - South Western Sydney	4.1%	5.4%	3.2%	2.3%	1.2%	1.1%	1.4%	2.0%	2.4%
NSW - Southern NSW	3.7%	5.3%	3.8%	3.5%	1.9%	1.5%	1.5%	1.8%	2.6%
NSW - Sydney	2.2%	3.7%	2.2%	0.7%	0.4%	0.6%	1.3%	1.9%	1.1%
NSW - Western NSW	4.4%	5.7%	4.0%	3.4%	1.8%	1.7%	2.0%	2.4%	3.0%
NSW - Western Sydney	4.2%	4.4%	2.8%	1.9%	1.0%	0.9%	1.4%	1.9%	2.1%
VIC	4.5%	6.0%	3.8%	2.0%	1.2%	1.3%	1.7%	2.2%	2.5%
VIC - Barwon	4.9%	8.2%	6.1%	3.9%	2.2%	2.1%	2.3%	2.7%	3.7%
VIC - Central Highlands	4.3%	7.0%	4.9%	3.4%	2.2%	1.9%	2.0%	2.7%	3.3%
VIC - Loddon	6.0%	8.3%	5.7%	3.5%	2.4%	2.2%	2.0%	2.4%	3.8%
VIC - North East Melbourne	4.0%	5.3%	3.7%	1.7%	0.9%	1.2%	1.8%	2.4%	2.2%
VIC - Inner Gippsland	5.0%	7.3%	4.2%	3.4%	2.4%	2.2%	2.4%	2.7%	3.5%
VIC - Ovens Murray	5.3%	7.5%	4.5%	3.6%	2.1%	2.0%	2.2%	2.4%	3.5%
VIC - Western District	4.3%	6.2%	4.3%	3.7%	2.4%	2.3%	2.5%	2.3%	3.3%
VIC - Inner East Melbourne	3.3%	3.9%	2.3%	1.2%	0.8%	1.0%	1.3%	1.8%	1.7%
VIC - Outer East Melbourne	3.9%	6.7%	4.0%	2.4%	1.6%	1.5%	1.8%	2.1%	2.7%
VIC - Hume Moreland	5.7%	6.7%	4.3%	1.9%	1.0%	1.1%	1.8%	2.6%	2.7%
VIC - Bayside Peninsula	3.9%	4.9%	3.0%	1.6%	1.0%	1.2%	1.6%	2.1%	2.1%
VIC - Southern Melbourne	4.6%	5.2%	3.1%	2.0%	1.1%	1.1%	1.6%	2.0%	2.4%
VIC - Brimbank Melton	6.2%	7.2%	4.0%	2.3%	1.2%	1.3%	1.4%	1.9%	2.9%
VIC - Western Melbourne	4.4%	6.1%	3.4%	1.1%	0.7%	0.8%	1.5%	1.8%	2.0%
VIC - Goulburn	4.9%	6.3%	4.0%	2.8%	1.9%	1.7%	1.9%	2.3%	3.1%
VIC - Mallee	5.5%	7.2%	4.5%	3.3%	2.1%	1.9%	2.0%	2.2%	3.4%
VIC - Outer Gippsland	4.2%	6.4%	4.4%	4.2%	2.7%	2.4%	2.7%	2.4%	3.5%
QLD	4.4%	5.8%	3.9%	2.3%	1.3%	1.3%	1.6%	2.1%	2.6%
QLD - Bundaberg	7.0%	8.4%	6.5%	5.9%	3.0%	2.5%	2.5%	3.1%	4.5%
QLD - Ipswich	4.2%	6.8%	4.8%	2.8%	1.6%	1.5%	1.8%	2.6%	3.1%
QLD - Mackay	5.0%	5.2%	3.8%	2.5%	1.2%	0.9%	1.2%	1.8%	2.4%
QLD - Toowoomba	4.4%	5.6%	4.6%	3.2%	1.7%	1.9%	2.3%	2.7%	3.1%
QLD - Townsville	5.9%	5.9%	3.7%	2.2%	1.4%	1.3%	2.0%	2.3%	2.9%
QLD - Rockhampton	5.6%	7.3%	4.5%	3.1%	1.5%	1.4%	1.5%	2.0%	3.2%
QLD - Beenleigh	5.0%	6.7%	4.0%	2.4%	1.5%	1.4%	1.6%	1.9%	2.9%
QLD - Brisbane	3.3%	4.3%	2.9%	1.4%	0.9%	1.0%	1.5%	2.1%	1.9%
QLD - Cairns	3.2%	4.2%	3.2%	2.5%	1.5%	1.4%	1.7%	2.0%	2.3%
QLD - Maryborough	5.6%	7.5%	5.6%	5.0%	3.1%	2.4%	2.8%	2.9%	4.1%

⁴⁵¹ Participation rate refers to the proportion of general population that are NDIS participants.

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 - Robina	4.1%	5.5%	3.7%	1.9%	1.1%	1.0%	1.3%	1.7%	2.2%
QLD - Caboolture/Strathpine	5.1%	7.1%	4.7%	2.8%	1.7%	1.5%	1.6%	2.2%	3.1%
QLD - Maroochydore	4.3%	6.5%	4.1%	2.7%	1.9%	1.6%	1.5%	2.0%	2.8%
WA	2.4%	4.4%	3.6%	2.4%	1.3%	1.1%	1.3%	1.8%	2.1%
WA - North East Metro	2.8%	5.1%	4.6%	2.8%	1.5%	1.3%	1.7%	2.3%	2.5%
WA - Wheat Belt	1.7%	3.9%	3.6%	2.8%	1.6%	1.1%	1.0%	1.3%	1.9%
WA - South Metro	2.7%	5.1%	4.2%	2.7%	1.4%	1.1%	1.4%	1.9%	2.4%
WA - Central South Metro	2.2%	4.4%	3.8%	2.3%	1.3%	1.0%	1.3%	1.7%	2.0%
WA - South West	2.4%	4.7%	3.7%	3.4%	2.3%	1.4%	1.6%	2.0%	2.5%
WA - Goldfields-Esperance	1.8%	3.9%	3.0%	2.4%	1.0%	0.9%	0.9%	1.1%	1.7%
WA - North Metro	2.6%	4.3%	3.6%	2.3%	1.4%	0.9%	0.9%	1.3%	2.0%
WA - Kimberley-Pilbara	1.8%	3.6%	3.0%	3.2%	0.8%	0.8%	1.0%	1.2%	1.6%
WA - South East Metro	2.7%	4.3%	3.5%	1.8%	1.1%	1.2%	1.7%	2.2%	2.1%
WA - Central North Metro	1.9%	3.1%	2.4%	1.6%	0.9%	1.0%	1.5%	2.0%	1.6%
WA - Great Southern	2.1%	4.2%	3.5%	3.5%	2.2%	1.4%	1.2%	1.7%	2.3%
WA - Midwest-Gascoyne	3.8%	5.4%	3.0%	3.1%	1.6%	1.0%	1.2%	1.5%	2.4%
SA	5.0%	8.2%	6.1%	3.1%	1.6%	1.6%	1.9%	2.4%	3.3%
SA - Adelaide Hills	4.5%	7.5%	5.3%	3.0%	1.6%	1.3%	0.9%	1.3%	2.9%
SA - Barossa, Light and Lower North	6.8%	9.6%	7.9%	3.8%	2.0%	1.3%	1.5%	1.9%	3.8%
SA - Eastern Adelaide	3.0%	5.3%	3.5%	1.7%	1.1%	1.2%	1.7%	2.2%	2.2%
SA - Eyre and Western	4.1%	7.3%	5.2%	3.2%	2.0%	1.7%	1.4%	2.2%	3.1%
SA - Far North (SA)	2.0%	4.7%	5.1%	2.4%	1.3%	1.9%	2.6%	1.9%	2.5%
SA - Fleurieu and Kangaroo Island	5.1%	8.4%	6.6%	5.0%	2.4%	1.8%	2.1%	2.0%	3.7%
SA - Limestone Coast	3.4%	5.8%	4.9%	3.5%	2.1%	1.7%	1.7%	2.1%	2.9%
SA - Murray and Mallee	5.6%	7.9%	5.8%	3.6%	1.8%	1.7%	2.1%	2.2%	3.4%
SA - Northern Adelaide	6.4%	10.6%	7.4%	3.6%	1.7%	1.8%	2.3%	2.9%	4.1%
SA - Southern Adelaide	4.4%	8.0%	6.6%	3.4%	1.7%	1.7%	2.1%	2.5%	3.3%
SA - Western Adelaide	4.3%	7.6%	5.0%	2.2%	1.3%	1.4%	1.9%	2.8%	2.8%
SA - Yorke and Mid North	4.6%	7.5%	5.8%	4.2%	2.3%	1.8%	1.9%	1.8%	3.3%
TAS	4.1%	5.6%	4.4%	3.7%	2.1%	1.6%	1.9%	2.0%	2.9%
TAS - North	4.8%	5.9%	4.5%	3.7%	2.4%	1.6%	2.0%	2.0%	3.0%
TAS - North West	3.4%	5.8%	5.0%	4.9%	2.5%	1.8%	1.9%	2.2%	3.1%
TAS - South East	4.6%	6.3%	4.4%	4.0%	1.7%	1.5%	1.6%	1.7%	2.9%
TAS - South West	3.4%	4.5%	4.0%	2.7%	1.8%	1.6%	1.9%	2.0%	2.5%
ACT	3.1%	5.7%	4.4%	2.4%	1.2%	1.2%	1.7%	2.2%	2.4%
ACT	3.1%	5.7%	4.4%	2.4%	1.2%	1.2%	1.7%	2.2%	2.4%
NT	3.8%	4.9%	3.1%	1.9%	1.0%	1.4%	1.7%	2.1%	2.3%
NT - Barkly	1.3%	1.8%	3.2%	1.2%	1.0%	1.5%	2.7%	4.3%	1.9%
NT - Central Australia	2.2%	5.0%	3.1%	1.7%	1.3%	2.0%	2.1%	3.1%	2.5%
NT - Darwin Remote	1.8%	2.0%	1.6%	1.2%	1.6%	2.5%	2.8%	2.4%	2.0%
NT - Darwin Urban	5.0%	5.9%	3.8%	2.1%	0.7%	1.0%	1.3%	1.6%	2.3%
NT - East Arnhem	1.4%	2.1%	1.0%	2.5%	1.5%	2.9%	3.1%	3.5%	2.2%
NT - Katherine	3.2%	6.3%	2.7%	2.0%	0.7%	2.1%	2.2%	2.9%	2.5%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	4.1%	5.7%	3.9%	2.3%	1.3%	1.3%	1.6%	2.1%	2.5%

Table O.5 Participation rates for male participants by service district and age group as at 31 December 2022 ⁴⁵²

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	5.4%	7.2%	4.6%	2.9%	1.5%	1.3%	1.7%	2.1%	3.0%
NSW - Hunter New England	7.4%	10.0%	7.3%	5.0%	2.5%	2.1%	2.3%	2.6%	4.5%
NSW - Central Coast	5.5%	10.6%	6.8%	4.5%	2.4%	1.8%	1.9%	2.4%	4.2%
NSW - Far West	5.5%	10.9%	7.0%	4.4%	3.0%	3.0%	2.3%	3.1%	4.5%
NSW - Illawarra Shoalhaven	4.6%	7.3%	5.2%	3.5%	2.1%	2.0%	2.1%	2.3%	3.4%
NSW - Mid North Coast	9.0%	11.3%	6.7%	5.4%	3.2%	2.5%	2.3%	2.6%	5.0%
NSW - Murrumbidgee	6.6%	7.6%	5.1%	3.6%	2.4%	1.6%	2.0%	2.2%	3.7%
NSW - Nepean Blue Mountains	6.5%	9.5%	6.1%	3.7%	1.9%	1.5%	1.8%	2.1%	3.8%
NSW - North Sydney	3.1%	3.9%	2.4%	1.6%	1.0%	0.7%	1.1%	1.6%	1.8%
NSW - Northern NSW	6.2%	9.0%	6.3%	5.4%	3.1%	2.1%	2.1%	2.2%	4.1%
NSW - South Eastern Sydney	3.8%	4.7%	2.9%	1.6%	0.8%	0.8%	1.3%	1.6%	1.8%
NSW - South Western Sydney	5.7%	7.4%	4.2%	2.9%	1.5%	1.2%	1.5%	2.1%	3.1%
NSW - Southern NSW	5.1%	7.0%	4.8%	4.3%	2.2%	1.6%	1.5%	1.8%	3.2%
NSW - Sydney	3.0%	5.0%	2.7%	0.9%	0.4%	0.7%	1.5%	2.3%	1.4%
NSW - Western NSW	5.7%	7.7%	4.8%	4.2%	2.0%	2.0%	2.2%	2.7%	3.8%
NSW - Western Sydney	5.8%	6.0%	3.7%	2.3%	1.1%	0.9%	1.5%	2.1%	2.6%
VIC	6.0%	8.0%	4.7%	2.4%	1.3%	1.3%	1.7%	2.2%	3.1%
VIC - Barwon	6.5%	10.5%	7.9%	4.8%	2.6%	2.2%	2.3%	2.7%	4.4%
VIC - Central Highlands	5.7%	9.3%	6.0%	3.9%	2.5%	2.0%	2.0%	2.6%	4.0%
VIC - Loddon	7.8%	10.8%	6.7%	4.2%	2.8%	2.3%	1.9%	2.5%	4.6%
VIC - North East Melbourne	5.3%	7.1%	4.5%	2.0%	1.0%	1.3%	2.0%	2.6%	2.7%
VIC - Inner Gippsland	6.7%	9.4%	5.6%	3.9%	2.7%	2.2%	2.2%	2.6%	4.1%
VIC - Ovens Murray	7.0%	9.7%	6.0%	4.4%	2.3%	2.4%	2.3%	2.6%	4.3%
VIC - Western District	5.7%	8.0%	5.4%	4.4%	2.7%	2.4%	2.6%	2.4%	3.9%
VIC - Inner East Melbourne	4.5%	5.0%	2.9%	1.3%	0.9%	1.0%	1.4%	1.8%	2.1%
VIC - Outer East Melbourne	5.3%	8.3%	5.0%	2.9%	1.7%	1.5%	1.7%	2.0%	3.2%
VIC - Hume Moreland	7.3%	8.9%	5.2%	2.3%	1.0%	1.1%	1.8%	2.5%	3.2%
VIC - Bayside Peninsula	5.2%	6.5%	3.6%	1.9%	1.1%	1.2%	1.6%	2.1%	2.5%
VIC - Southern Melbourne	6.2%	7.1%	3.7%	2.3%	1.2%	1.0%	1.4%	2.0%	2.9%
VIC - Brimbank Melton	8.2%	10.0%	5.0%	2.7%	1.4%	1.3%	1.5%	1.9%	3.6%
VIC - Western Melbourne	5.9%	8.4%	4.4%	1.3%	0.8%	0.9%	1.5%	1.9%	2.5%
VIC - Goulburn	6.2%	8.3%	5.3%	3.5%	2.2%	1.9%	1.8%	2.3%	3.7%
VIC - Mallee	7.5%	9.2%	5.8%	4.0%	2.3%	1.9%	1.9%	2.2%	4.0%
VIC - Outer Gippsland	5.7%	8.7%	5.8%	4.7%	2.7%	2.3%	2.5%	2.3%	4.0%
QLD	5.8%	7.7%	4.9%	2.8%	1.6%	1.5%	1.7%	2.2%	3.2%
QLD - Bundaberg	9.6%	11.1%	7.9%	6.8%	3.4%	3.0%	2.6%	3.2%	5.5%
QLD - Ipswich	5.5%	9.0%	5.9%	3.6%	1.9%	1.7%	1.8%	2.8%	3.8%
QLD - Mackay	6.7%	7.1%	4.9%	3.1%	1.4%	1.0%	1.3%	1.7%	3.1%
QLD - Toowoomba	5.8%	7.3%	5.7%	3.7%	2.0%	2.1%	2.5%	2.9%	3.8%
QLD - Townsville	7.6%	8.1%	4.7%	2.7%	1.6%	1.6%	2.2%	2.4%	3.6%
QLD - Rockhampton	7.6%	9.7%	5.4%	4.1%	1.9%	1.5%	1.4%	2.1%	4.0%
QLD - Beenleigh	6.6%	8.8%	5.2%	2.9%	1.7%	1.4%	1.5%	2.0%	3.6%
QLD - Brisbane	4.5%	5.6%	3.5%	1.8%	1.0%	1.2%	1.5%	2.2%	2.3%
QLD - Cairns	4.3%	5.8%	4.0%	3.0%	1.8%	1.7%	1.9%	2.2%	2.9%
QLD - Maryborough	7.2%	9.7%	6.3%	6.4%	3.8%	2.8%	3.1%	3.2%	5.0%

⁴⁵² Ibid.

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 - Robina	5.5%	7.3%	4.5%	2.4%	1.3%	1.1%	1.4%	1.8%	2.8%
QLD - Caboolture/Strathpine	6.7%	9.3%	5.8%	3.3%	2.0%	1.5%	1.6%	2.1%	3.8%
QLD - Maroochydore	5.8%	8.4%	5.1%	3.2%	2.1%	1.7%	1.5%	2.0%	3.5%
WA	3.3%	6.0%	4.7%	3.0%	1.6%	1.1%	1.4%	1.9%	2.5%
WA - North East Metro	3.8%	6.9%	6.2%	3.7%	1.9%	1.4%	1.7%	2.4%	3.1%
WA - Wheat Belt	2.0%	5.3%	4.6%	2.9%	2.0%	1.1%	1.2%	1.3%	2.3%
WA - South Metro	3.5%	6.9%	5.2%	3.5%	1.7%	1.1%	1.4%	1.9%	2.9%
WA - Central South Metro	3.0%	5.7%	4.7%	2.9%	1.5%	1.1%	1.3%	1.8%	2.4%
WA - South West	3.1%	6.4%	4.9%	4.1%	2.8%	1.4%	1.5%	2.0%	3.0%
WA - Goldfields-Esperance	2.6%	5.3%	3.5%	3.1%	1.1%	0.9%	0.9%	1.1%	2.0%
WA - North Metro	3.4%	5.9%	4.5%	2.8%	1.6%	0.9%	0.9%	1.2%	2.4%
WA - Kimberley-Pilbara	2.4%	5.0%	3.8%	4.7%	0.9%	0.8%	1.0%	1.0%	1.8%
WA - South East Metro	3.7%	6.0%	4.6%	2.4%	1.3%	1.3%	1.9%	2.4%	2.6%
WA - Central North Metro	2.5%	4.2%	3.2%	1.9%	1.1%	1.2%	1.6%	2.1%	2.0%
WA - Great Southern	2.9%	5.5%	4.6%	3.8%	2.3%	1.2%	1.2%	1.9%	2.7%
WA - Midwest-Gascoyne	5.2%	7.6%	3.7%	4.2%	2.0%	1.1%	1.0%	1.5%	3.0%
SA	6.6%	11.2%	7.7%	3.8%	1.9%	1.8%	2.1%	2.5%	4.1%
SA - Adelaide Hills	6.4%	9.6%	6.9%	3.4%	1.6%	1.4%	0.9%	1.4%	3.5%
SA - Barossa, Light and Lower North	9.0%	12.7%	10.5%	4.4%	2.4%	1.5%	1.5%	1.9%	4.9%
SA - Eastern Adelaide	4.0%	7.3%	4.5%	2.0%	1.3%	1.4%	1.9%	2.4%	2.7%
SA - Eyre and Western	5.3%	10.9%	6.4%	3.6%	2.3%	1.7%	1.5%	2.1%	3.9%
SA - Far North (SA)	2.9%	6.3%	6.0%	4.1%	1.6%	2.3%	2.9%	2.0%	3.1%
SA - Fleurieu and Kangaroo Island	6.8%	10.9%	8.5%	6.2%	3.0%	2.0%	2.3%	2.4%	4.6%
SA - Limestone Coast	4.7%	7.8%	6.0%	4.3%	2.6%	2.1%	1.9%	2.2%	3.6%
SA - Murray and Mallee	7.8%	11.1%	7.1%	4.2%	1.9%	1.9%	2.2%	2.1%	4.2%
SA - Northern Adelaide	8.6%	14.2%	9.3%	4.5%	1.9%	1.9%	2.3%	3.1%	5.1%
SA - Southern Adelaide	5.7%	10.7%	8.4%	4.3%	1.9%	1.8%	2.3%	2.6%	4.1%
SA - Western Adelaide	5.8%	11.0%	6.0%	2.7%	1.5%	1.6%	2.2%	2.9%	3.5%
SA - Yorke and Mid North	6.2%	10.3%	7.2%	4.8%	2.7%	2.0%	2.2%	1.9%	4.1%
TAS	5.3%	7.1%	5.4%	4.4%	2.4%	1.7%	1.9%	2.1%	3.4%
TAS - North	6.4%	7.4%	5.7%	4.4%	2.7%	1.6%	2.0%	2.0%	3.6%
TAS - North West	4.5%	7.5%	6.3%	5.8%	2.9%	1.8%	2.0%	2.4%	3.7%
TAS - South East	5.7%	8.1%	5.3%	4.8%	2.2%	1.8%	1.6%	1.8%	3.5%
TAS - South West	4.4%	5.7%	4.6%	3.3%	2.1%	1.8%	2.0%	2.0%	2.9%
ACT	4.2%	7.7%	5.4%	3.0%	1.4%	1.2%	1.7%	2.2%	2.9%
ACT	4.2%	7.7%	5.4%	3.0%	1.4%	1.2%	1.7%	2.2%	2.9%
NT	5.1%	6.8%	4.1%	2.5%	1.2%	1.6%	1.9%	2.3%	2.9%
NT - Barkly	1.8%	2.6%	3.8%	1.3%	0.8%	1.1%	2.9%	7.0%	2.3%
NT - Central Australia	2.8%	7.3%	4.4%	2.4%	1.7%	2.2%	2.3%	3.4%	3.2%
NT - Darwin Remote	2.6%	2.9%	2.5%	1.7%	2.3%	3.6%	3.4%	3.2%	2.8%
NT - Darwin Urban	6.7%	8.1%	4.7%	2.7%	1.0%	1.1%	1.4%	1.7%	2.9%
NT - East Arnhem	1.8%	2.8%	1.3%	3.5%	2.4%	4.3%	3.8%	3.9%	2.9%
NT - Katherine	4.6%	8.5%	3.9%	2.7%	0.8%	1.5%	2.0%	2.9%	3.0%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	5.5%	7.6%	4.9%	2.8%	1.5%	1.4%	1.7%	2.2%	3.1%

Table O.6 Participation rates for female participants by service district and age group as at 31 December 2022 ⁴⁵³

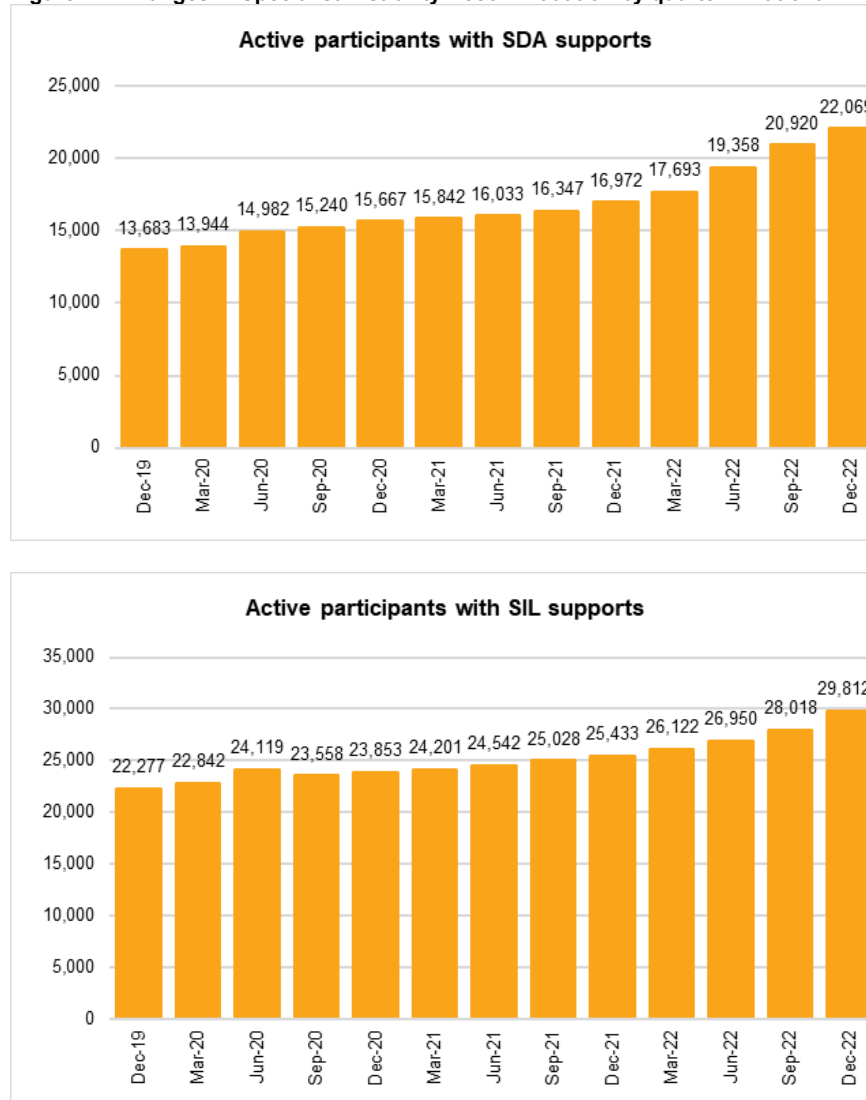
Service District	0 to 6 years	7 to 14 years	15 to 18 years	19 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	Total excl. 65+ years
NSW	2.4%	3.2%	2.4%	1.7%	1.0%	1.0%	1.4%	1.8%	1.7%
NSW - Hunter New England	3.6%	4.3%	3.5%	2.7%	1.7%	1.7%	1.9%	2.3%	2.6%
NSW - Central Coast	2.5%	4.8%	3.7%	2.5%	1.8%	1.5%	1.7%	2.3%	2.4%
NSW - Far West	3.0%	4.3%	2.5%	2.7%	1.6%	1.9%	1.4%	2.0%	2.3%
NSW - Illawarra Shoalhaven	1.9%	3.3%	2.8%	2.0%	1.5%	1.5%	1.8%	2.2%	2.0%
NSW - Mid North Coast	4.6%	5.5%	3.5%	3.2%	1.9%	1.7%	1.7%	2.1%	2.8%
NSW - Murrumbidgee	3.3%	3.5%	2.5%	2.5%	1.6%	1.4%	1.7%	2.0%	2.2%
NSW - Nepean Blue Mountains	2.6%	4.2%	3.1%	2.1%	1.2%	1.2%	1.5%	1.6%	2.0%
NSW - North Sydney	1.3%	1.7%	1.3%	1.0%	0.6%	0.5%	0.8%	1.3%	1.0%
NSW - Northern NSW	2.8%	4.1%	3.1%	3.5%	2.0%	1.5%	1.6%	1.8%	2.3%
NSW - South Eastern Sydney	1.5%	2.1%	1.6%	0.9%	0.5%	0.7%	1.0%	1.4%	1.1%
NSW - South Western Sydney	2.4%	3.0%	2.0%	1.7%	0.9%	0.9%	1.3%	1.8%	1.6%
NSW - Southern NSW	2.2%	3.4%	2.7%	2.4%	1.5%	1.3%	1.5%	1.8%	2.0%
NSW - Sydney	1.2%	2.1%	1.5%	0.4%	0.3%	0.5%	1.0%	1.5%	0.8%
NSW - Western NSW	2.9%	3.3%	3.1%	2.4%	1.5%	1.4%	1.7%	2.1%	2.2%
NSW - Western Sydney	2.6%	2.5%	1.8%	1.4%	0.8%	0.8%	1.3%	1.7%	1.5%
VIC	2.8%	3.8%	2.6%	1.5%	1.0%	1.2%	1.7%	2.2%	1.9%
VIC - Barwon	3.1%	5.6%	4.0%	2.9%	1.8%	1.9%	2.3%	2.8%	2.8%
VIC - Central Highlands	2.8%	4.3%	3.6%	2.9%	1.7%	1.6%	2.0%	2.6%	2.5%
VIC - Loddon	3.8%	5.3%	4.2%	2.7%	1.9%	2.0%	2.1%	2.2%	2.8%
VIC - North East Melbourne	2.3%	3.3%	2.5%	1.2%	0.7%	1.0%	1.6%	2.2%	1.6%
VIC - Inner Gippsland	3.1%	4.8%	2.6%	2.8%	2.2%	2.1%	2.5%	2.7%	2.8%
VIC - Ovens Murray	3.6%	4.8%	2.8%	2.4%	1.9%	1.7%	2.1%	2.1%	2.6%
VIC - Western District	2.8%	4.0%	2.9%	2.9%	2.1%	2.2%	2.3%	2.2%	2.6%
VIC - Inner East Melbourne	2.0%	2.3%	1.6%	0.9%	0.7%	0.9%	1.3%	1.8%	1.3%
VIC - Outer East Melbourne	2.5%	4.4%	2.9%	1.7%	1.4%	1.4%	1.8%	2.1%	2.1%
VIC - Hume Moreland	3.5%	4.4%	3.1%	1.5%	0.8%	1.1%	1.8%	2.7%	2.1%
VIC - Bayside Peninsula	2.4%	3.2%	2.3%	1.2%	0.8%	1.2%	1.6%	2.1%	1.7%
VIC - Southern Melbourne	2.9%	3.1%	2.4%	1.6%	0.9%	1.1%	1.7%	2.0%	1.8%
VIC - Brimbank Melton	3.8%	4.3%	2.7%	1.8%	1.0%	1.2%	1.3%	1.9%	2.1%
VIC - Western Melbourne	2.7%	3.6%	2.1%	0.7%	0.6%	0.8%	1.5%	1.7%	1.4%
VIC - Goulburn	3.3%	3.9%	2.5%	2.0%	1.5%	1.6%	1.9%	2.4%	2.3%
VIC - Mallee	3.3%	5.0%	3.0%	2.4%	1.9%	1.9%	2.1%	2.2%	2.6%
VIC - Outer Gippsland	2.6%	3.8%	3.0%	3.6%	2.5%	2.5%	2.9%	2.6%	2.9%
QLD	2.8%	3.8%	2.8%	1.7%	1.1%	1.2%	1.5%	2.0%	2.0%
QLD - Bundaberg	4.2%	5.4%	4.9%	4.8%	2.6%	2.1%	2.4%	3.0%	3.4%
QLD - Ipswich	2.7%	4.2%	3.6%	2.1%	1.2%	1.3%	1.8%	2.3%	2.3%
QLD - Mackay	3.2%	3.2%	2.6%	1.9%	0.9%	0.8%	1.1%	1.8%	1.8%
QLD - Toowoomba	3.0%	3.8%	3.4%	2.6%	1.4%	1.6%	2.0%	2.4%	2.4%
QLD - Townsville	3.9%	3.5%	2.7%	1.6%	1.3%	1.1%	1.8%	2.1%	2.1%
QLD - Rockhampton	3.5%	4.8%	3.5%	2.1%	1.1%	1.2%	1.6%	1.9%	2.3%
QLD - Beenleigh	3.2%	4.3%	2.6%	1.8%	1.3%	1.3%	1.6%	1.9%	2.1%
QLD - Brisbane	2.1%	2.7%	2.1%	1.0%	0.7%	0.9%	1.4%	1.9%	1.4%
QLD - Cairns	1.8%	2.5%	2.3%	1.9%	1.1%	1.2%	1.4%	1.8%	1.7%
QLD - Maryborough	3.9%	5.0%	4.6%	3.5%	2.3%	2.1%	2.5%	2.6%	3.1%
QLD - Robina	2.6%	3.6%	2.7%	1.4%	0.9%	0.9%	1.2%	1.6%	1.6%
QLD - Caboolture/Strathpine	3.4%	4.7%	3.3%	2.1%	1.3%	1.4%	1.6%	2.2%	2.4%
QLD - Maroochydore	2.8%	4.4%	3.0%	2.1%	1.7%	1.5%	1.5%	1.9%	2.2%

⁴⁵³ Ibid.

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
WA	1.5%	2.7%	2.4%	1.6%	1.0%	1.0%	1.3%	1.7%	1.5%
WA - North East Metro	1.6%	3.0%	2.7%	1.7%	1.1%	1.2%	1.6%	2.1%	1.7%
WA - Wheat Belt	1.3%	2.4%	2.5%	2.5%	1.2%	0.9%	0.7%	1.4%	1.4%
WA - South Metro	1.9%	3.0%	3.0%	1.8%	1.1%	1.1%	1.4%	1.9%	1.8%
WA - Central South Metro	1.3%	2.9%	2.8%	1.6%	1.0%	1.0%	1.2%	1.5%	1.5%
WA - South West	1.6%	2.9%	2.4%	2.5%	1.7%	1.3%	1.7%	2.0%	1.9%
WA - Goldfields-Esperance	0.9%	2.4%	2.5%	1.6%	0.9%	0.8%	0.8%	1.1%	1.2%
WA - North Metro	1.7%	2.6%	2.4%	1.8%	1.1%	0.9%	0.9%	1.4%	1.5%
WA - Kimberley-Pilbara	1.1%	2.1%	2.1%	1.7%	0.6%	0.9%	1.0%	1.4%	1.2%
WA - South East Metro	1.6%	2.5%	2.1%	1.2%	0.9%	1.0%	1.5%	1.9%	1.5%
WA - Central North Metro	1.2%	2.0%	1.4%	1.2%	0.7%	0.8%	1.3%	1.9%	1.2%
WA - Great Southern	1.2%	2.9%	2.1%	3.0%	2.0%	1.4%	1.3%	1.6%	1.8%
WA - Midwest-Gascoyne	2.2%	3.0%	2.2%	2.0%	1.2%	1.0%	1.3%	1.3%	1.7%
SA	3.1%	5.0%	4.2%	2.2%	1.3%	1.4%	1.7%	2.2%	2.4%
SA - Adelaide Hills	2.5%	5.3%	3.5%	2.5%	1.6%	1.1%	0.9%	1.3%	2.1%
SA - Barossa, Light and Lower North	4.4%	6.1%	4.7%	2.8%	1.4%	1.1%	1.4%	1.7%	2.6%
SA - Eastern Adelaide	1.9%	3.0%	2.5%	1.2%	0.9%	0.9%	1.5%	1.9%	1.6%
SA - Eyre and Western	2.9%	3.5%	3.7%	2.8%	1.6%	1.8%	1.4%	2.2%	2.3%
SA - Far North (SA)	1.2%	3.0%	3.5%	0.6%	0.9%	1.4%	2.3%	1.7%	1.7%
SA - Fleurieu and Kangaroo Island	3.2%	5.6%	4.6%	3.6%	1.8%	1.6%	1.9%	1.6%	2.7%
SA - Limestone Coast	2.0%	3.4%	3.4%	2.5%	1.5%	1.2%	1.4%	1.9%	2.0%
SA - Murray and Mallee	3.3%	4.6%	4.1%	2.7%	1.5%	1.3%	1.8%	2.2%	2.5%
SA - Northern Adelaide	3.9%	6.5%	5.1%	2.5%	1.3%	1.6%	2.0%	2.5%	2.8%
SA - Southern Adelaide	3.0%	5.0%	4.5%	2.4%	1.3%	1.6%	1.8%	2.4%	2.5%
SA - Western Adelaide	2.8%	3.9%	3.7%	1.6%	0.9%	1.1%	1.7%	2.6%	2.0%
SA - Yorke and Mid North	2.9%	4.4%	4.0%	3.1%	1.9%	1.5%	1.6%	1.7%	2.4%
TAS	2.7%	3.4%	3.0%	2.7%	1.6%	1.4%	1.8%	1.9%	2.2%
TAS - North	3.1%	3.8%	2.9%	2.8%	1.9%	1.5%	1.9%	2.0%	2.3%
TAS - North West	2.1%	3.7%	3.4%	3.9%	2.1%	1.7%	1.7%	2.0%	2.4%
TAS - South East	3.2%	3.7%	2.8%	2.8%	1.3%	1.1%	1.6%	1.6%	2.0%
TAS - South West	2.3%	2.7%	2.9%	2.1%	1.4%	1.5%	1.8%	1.9%	1.9%
ACT	1.8%	3.5%	3.1%	1.7%	1.0%	1.2%	1.6%	2.2%	1.8%
ACT	1.8%	3.5%	3.1%	1.7%	1.0%	1.2%	1.6%	2.2%	1.8%
NT	2.3%	2.8%	2.0%	1.2%	0.6%	1.2%	1.5%	1.8%	1.6%
NT - Barkly	0.8%	1.1%	2.3%	1.2%	1.3%	1.8%	2.6%	1.9%	1.5%
NT - Central Australia	1.4%	2.7%	1.4%	1.0%	1.0%	1.8%	1.9%	2.8%	1.8%
NT - Darwin Remote	0.9%	1.0%	0.6%	0.7%	0.9%	1.4%	2.2%	1.6%	1.2%
NT - Darwin Urban	3.1%	3.5%	2.7%	1.4%	0.5%	0.8%	1.1%	1.4%	1.5%
NT - East Arnhem	1.1%	1.2%	0.5%	1.5%	0.5%	1.6%	2.5%	3.1%	1.4%
NT - Katherine	1.4%	3.6%	1.3%	1.5%	0.5%	2.7%	2.4%	2.8%	2.0%
Missing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	2.5%	3.5%	2.7%	1.7%	1.0%	1.1%	1.5%	2.0%	1.8%

Appendix P: Specialist Disability Accommodation

Figure P.1 Changes in Specialist Disability Accommodation by quarter – National ⁴⁵⁴



⁴⁵⁴ 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.

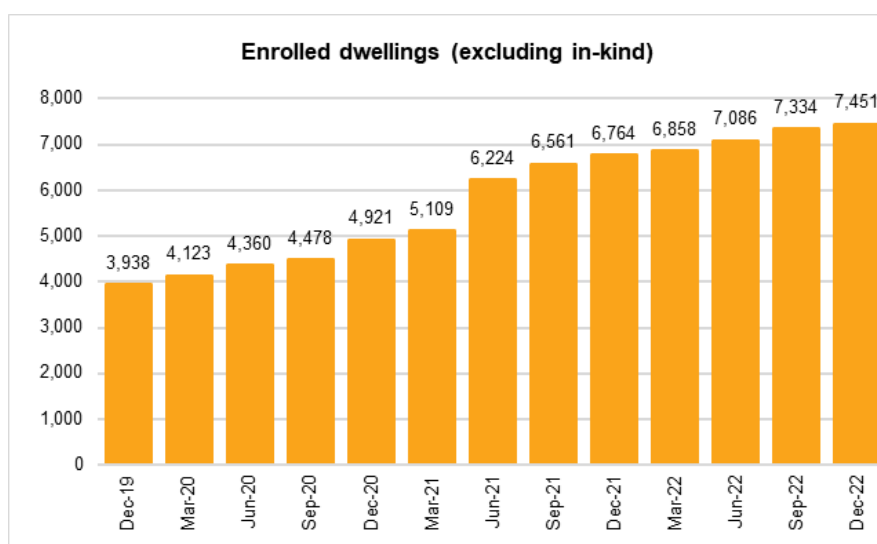
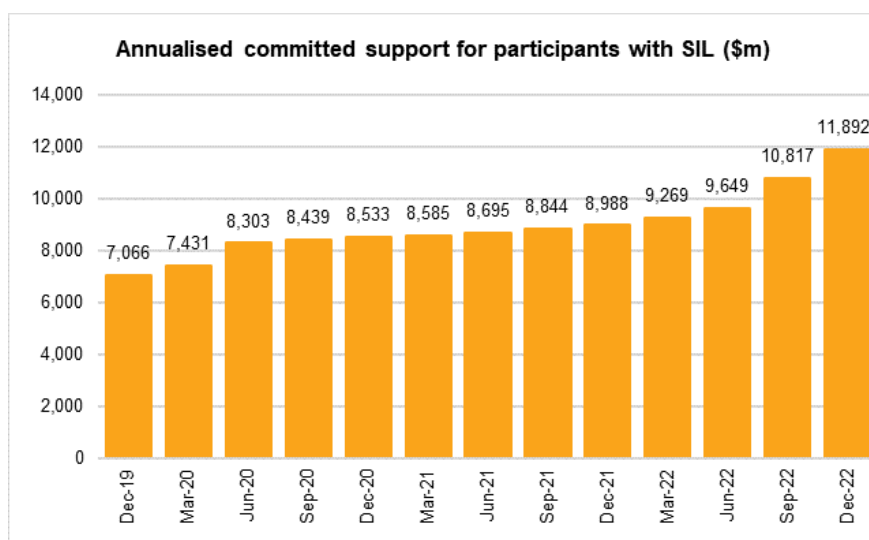
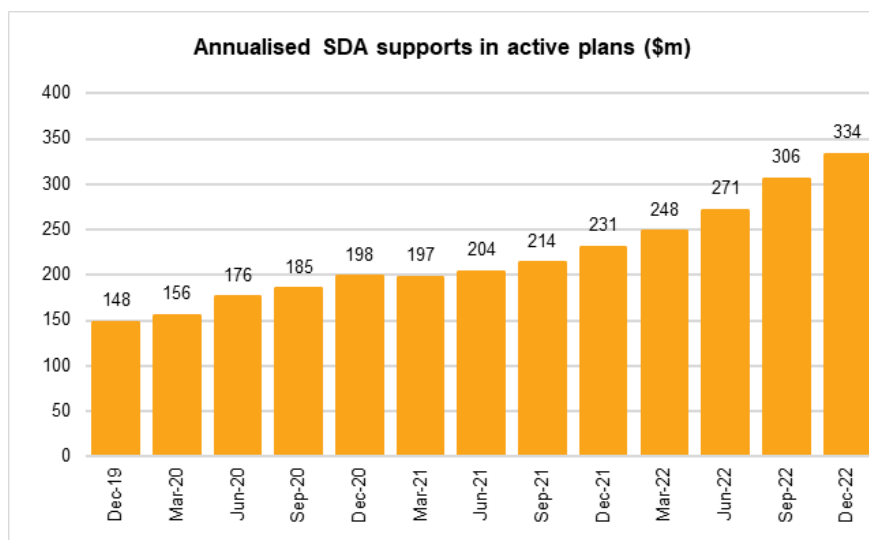


Table P.1 Active participants with SDA and SIL funding in current NDIS plan as at 31 December 2022 ⁴⁵⁵ ⁴⁵⁶

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	7,226	4.2%	10,255	6.0%	172,190
NSW - Hunter New England	1,005	3.5%	1,870	6.5%	28,921
NSW - Central Coast	377	3.9%	536	5.5%	9,747
NSW - Far West	16	1.9%	28	3.4%	821
NSW - Illawarra Shoalhaven	448	4.5%	609	6.1%	9,991
NSW - Mid North Coast	221	3.1%	270	3.8%	7,111
NSW - Murrumbidgee	316	4.2%	425	5.6%	7,552
NSW - Nepean Blue Mountains	501	5.0%	674	6.7%	10,120
NSW - North Sydney	885	7.6%	971	8.3%	11,633
NSW - Northern NSW	289	3.5%	363	4.4%	8,168
NSW - South Eastern Sydney	604	5.2%	712	6.1%	11,641
NSW - South Western Sydney	804	3.0%	1,359	5.1%	26,709
NSW - Southern NSW	161	3.4%	223	4.7%	4,714
NSW - Sydney	244	3.6%	352	5.1%	6,867
NSW - Western NSW	387	5.3%	545	7.4%	7,349
NSW - Western Sydney	968	4.6%	1,318	6.3%	20,818
NSW - Other	<11	n/a	<11	n/a	28
VIC	6,560	4.3%	6,225	4.1%	153,198
VIC - Barwon	452	4.3%	453	4.3%	10,593
VIC - Central Highlands	344	5.7%	315	5.2%	6,059
VIC - Loddon	287	3.6%	281	3.5%	8,045
VIC - North East Melbourne	830	5.7%	802	5.5%	14,543
VIC - Inner Gippsland	176	3.0%	168	2.9%	5,820
VIC - Ovens Murray	153	4.0%	153	4.0%	3,868
VIC - Western District	295	7.0%	281	6.7%	4,189
VIC - Inner East Melbourne	822	7.6%	753	6.9%	10,839
VIC - Outer East Melbourne	540	5.0%	477	4.4%	10,823
VIC - Hume Moreland	292	2.7%	270	2.5%	10,785
VIC - Bayside Peninsula	902	4.9%	887	4.8%	18,505
VIC - Southern Melbourne	425	2.9%	456	3.1%	14,509
VIC - Brimbank Melton	285	2.8%	262	2.6%	10,177
VIC - Western Melbourne	435	2.9%	367	2.5%	14,752
VIC - Goulburn	123	2.7%	113	2.5%	4,480
VIC - Mallee	102	3.9%	100	3.8%	2,648
VIC - Outer Gippsland	97	3.8%	87	3.4%	2,553
VIC - Other	<11	n/a	<11	n/a	<11
QLD	3,235	2.7%	5,914	4.9%	120,898
QLD - Bundaberg	101	2.9%	164	4.7%	3,458
QLD - Ipswich	322	3.3%	472	4.9%	9,696
QLD - Mackay	66	1.7%	156	4.0%	3,907
QLD - Toowoomba	291	3.9%	506	6.7%	7,538

⁴⁵⁵ Service districts are defined by the current address the participant resides in. 'Other' includes participants where the service district information is missing.

⁴⁵⁶ 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 - Townsville	151	2.1%	394	5.5%	7,103
QLD - Rockhampton	154	2.3%	255	3.8%	6,760
QLD - Beenleigh	313	2.4%	581	4.4%	13,096
QLD - Brisbane	625	2.8%	1,104	5.0%	22,220
QLD - Cairns	159	2.6%	336	5.6%	6,051
QLD - Maryborough	134	2.8%	232	4.8%	4,836
QLD - Robina	327	2.6%	604	4.8%	12,546
QLD - Caboolture/Strathpine	336	2.6%	616	4.7%	13,094
QLD - Maroochydore	255	2.4%	494	4.7%	10,580
QLD - Other	<11	n/a	<11	n/a	13
WA	1,684	3.4%	2,568	5.2%	49,419
WA - North East Metro	364	4.8%	573	7.6%	7,529
WA - Wheat Belt	12	1.0%	26	2.2%	1,169
WA - South Metro	198	2.5%	352	4.5%	7,804
WA - Central South Metro	161	2.6%	283	4.6%	6,215
WA - South West	72	1.8%	133	3.3%	4,072
WA - Goldfields-Esperance	16	2.0%	34	4.2%	809
WA - North Metro	187	2.8%	228	3.4%	6,622
WA - Kimberley-Pilbara	19	1.3%	32	2.1%	1,504
WA - South East Metro	313	5.6%	453	8.1%	5,599
WA - Central North Metro	295	5.2%	383	6.8%	5,669
WA - Great Southern	24	2.1%	41	3.5%	1,162
WA - Midwest-Gascoyne	23	1.8%	30	2.4%	1,257
WA - Other	<11	n/a	<11	n/a	<11
SA	2,247	4.5%	2,791	5.6%	49,596
SA - Adelaide Hills	42	2.2%	72	3.8%	1,908
SA - Barossa, Light and Lower North	54	2.2%	59	2.4%	2,440
SA - Eastern Adelaide	245	5.7%	282	6.5%	4,314
SA - Eyre and Western	41	2.7%	47	3.1%	1,504
SA - Far North (SA)	17	3.3%	27	5.2%	521
SA - Fleurieu and Kangaroo Island	50	3.5%	51	3.6%	1,415
SA - Limestone Coast	65	4.0%	91	5.6%	1,618
SA - Murray and Mallee	74	3.6%	99	4.9%	2,031
SA - Northern Adelaide	768	4.6%	981	5.8%	16,828
SA - Southern Adelaide	654	6.1%	795	7.5%	10,658
SA - Western Adelaide	193	4.4%	216	5.0%	4,338
SA - Yorke and Mid North	44	2.2%	70	3.5%	1,981
SA - Other	<11	n/a	<11	n/a	40
TAS	529	4.1%	991	7.7%	12,819
TAS - North	142	3.8%	222	6.0%	3,701
TAS - North West	135	4.7%	224	7.9%	2,852
TAS - South East	97	3.4%	173	6.0%	2,864
TAS - South West	155	4.6%	372	10.9%	3,400
TAS - Other	<11	n/a	<11	n/a	<11
ACT	319	3.3%	556	5.7%	9,793

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	319	3.3%	556	5.7%	9,792
ACT - Other	<11	n/a	<11	n/a	<11
NT	269	5.0%	512	9.5%	5,375
NT - Barkly	<11	n/a	11	7.5%	146
NT - Central Australia	68	7.7%	138	15.5%	888
NT - Darwin Remote	<11	n/a	<11	n/a	467
NT - Darwin Urban	158	5.0%	301	9.5%	3,176
NT - East Arnhem	<11	n/a	<11	n/a	222
NT - Katherine	29	11.2%	45	17.4%	258
NT - Other	<11	n/a	<11	n/a	218
OT	<11	n/a	<11	n/a	52
Missing	<11	n/a	<11	n/a	<11
Total	22,069	3.8%	29,812	5.2%	573,342

Table P.2 Annualised committed supports in current NDIS plans as at 31 December 2022 ^{457 458 459}

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	\$110,207,141	0.85%	\$4,005,332,713	31%	\$12,948,521,617
VIC	\$90,163,464	0.85%	\$2,490,774,372	23%	\$10,620,852,608
QLD	\$64,169,972	0.71%	\$2,374,156,021	26%	\$9,092,535,814
WA	\$23,084,673	0.60%	\$996,840,840	26%	\$3,817,644,917
SA	\$30,450,743	0.87%	\$1,094,192,087	31%	\$3,490,553,095
TAS	\$6,431,011	0.59%	\$415,254,998	38%	\$1,087,470,600
ACT	\$5,383,261	0.81%	\$218,661,768	33%	\$661,894,389
NT	\$3,803,247	0.60%	\$296,572,335	47%	\$636,433,455
Other Territories	n/a	n/a	n/a	n/a	\$5,051,463
Missing	n/a	n/a	n/a	n/a	\$73,754
Total	\$333,693,511	0.79%	\$11,891,785,133	28%	\$42,361,031,713

Table P.3 Active SDA providers by State/Territory as at 31 December 2022 ^{460 461 462}

State/Territory	SDA providers that have ever been active	SDA providers active in 2022-23 Q2
NSW	192	148
VIC	125	82
QLD	118	77
WA	39	30
SA	47	28
TAS	19	9
ACT	17	7
NT	6	<5
OT	<5	<5
National	441	337

⁴⁵⁷ State/Territory is defined by the current residing address of the participant.

⁴⁵⁸ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁵⁹ Annualised supports committed to SDA in current plans refer to annualised supports committed for active participants who have SDA in their plans at 31 December 2022.

⁴⁶⁰ 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.

⁴⁶¹ Other Territories includes Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

⁴⁶² Providers can be registered in more than one jurisdiction. Therefore, the National Totals of active providers is not equal to the respective sums across all states and territories.

SDA Building Types:

Existing: Dwellings built before 1 April 2016 that were used as disability related supported accommodation under a previous State, Territory or Commonwealth scheme. Existing dwellings must substantially comply with the requirements of a new build, and must meet the maximum resident requirement (5 residents or less).

Legacy: Existing dwellings that do not meet the maximum resident requirement of 5 residents or less. Over time, the NDIA will stop making SDA payments towards Legacy dwellings.

New Build: An SDA dwelling that was built (has a certificate of occupancy dated) after 1 April 2016 and meets all of the requirements under the SDA Rules and NDIS Price Guide.

New Build (refurbished): A dwelling that was built before 1 April 2016 but has been significantly refurbished since and now meets all of the requirements for a new build in the SDA Rules and NDIS Price Guide. In order to qualify for as a New Build (refurbished) providers must spend a minimum amount. These minimum amounts are specified per dwelling type in the SDA Price Guide.

Table P.4 Number of Enrolled SDA Dwellings by SA4 Region and Building Type as at 31 December 2022 (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	1,329	56	1,057	18	2,460
NSW - Capital Region	58	1	15	0	74
NSW - Central Coast	65	3	64	1	133
NSW - Central West	48	3	16	0	67
NSW - Coffs Harbour - Grafton	24	5	1	0	30
NSW - Far West and Orana	43	4	20	0	67
NSW - Hunter Valley exc Newcastle	35	1	24	0	60
NSW - Illawarra	41	1	59	0	101
NSW - Mid North Coast	43	2	12	0	57
NSW - Murray	51	1	23	0	75
NSW - New England and North West	36	2	9	0	47
NSW - Newcastle and Lake Macquarie	75	1	117	2	195
NSW - Richmond - Tweed	44	1	19	0	64
NSW - Riverina	24	1	20	0	45
NSW - Southern Highlands and Shoalhaven	17	0	24	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	47	6	20	1	74
NSW - Sydney - Blacktown	71	4	40	2	117
NSW - Sydney - City and Inner South	15	3	21	2	41
NSW - Sydney - Eastern Suburbs	10	2	4	0	16
NSW - Sydney - Inner South West	83	2	50	4	139
NSW - Sydney - Inner West	19	1	1	0	21
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	17	2	69
NSW - Sydney - Outer West and Blue Mountains	91	4	131	2	228
NSW - Sydney - Parramatta	99	0	108	1	208
NSW - Sydney - Ryde	75	1	59	0	135
NSW - Sydney - South West	40	1	68	1	110
NSW - Sydney - Sutherland	59	4	38	0	101
NT	17	2	10	2	31

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
NT - Darwin	10	2	8	2	22
NT - Northern Territory - Outback	7	0	2	0	9
QLD	367	27	933	15	1,342
QLD - Brisbane - East	11	0	28	0	39
QLD - Brisbane - North	20	0	36	0	56
QLD - Brisbane - South	17	2	38	0	57
QLD - Brisbane - West	46	2	7	0	55
QLD - Brisbane Inner City	8	0	39	1	48
QLD - Cairns	11	1	44	0	56
QLD - Darling Downs - Maranoa	2	1	6	1	10
QLD - Fitzroy	24	2	9	1	36
QLD - Gold Coast	29	2	148	1	180
QLD - Ipswich	35	1	127	0	163
QLD - Logan - Beaudesert	12	1	121	1	135
QLD - Mackay	7	0	1	0	8
QLD - Moreton Bay - North	18	2	95	2	117
QLD - Moreton Bay - South	17	0	36	0	53
QLD - Queensland - Outback	0	0	0	0	0
QLD - Sunshine Coast	16	2	61	1	80
QLD - Toowoomba	14	6	40	2	62
QLD - Townsville	24	2	23	4	53
QLD - Wide Bay	56	3	74	1	134
SA	941	6	319	3	1,269
SA - Adelaide - Central and Hills	80	1	84	2	167
SA - Adelaide - North	305	1	106	0	412
SA - Adelaide - South	288	2	52	1	343
SA - Adelaide - West	148	0	58	0	206
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	24	3	19	1	47
TAS - Hobart	13	0	2	0	15
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	7	0	13
VIC	1,155	122	642	51	1,970
VIC - Ballarat	37	8	77	1	123
VIC - Bendigo	26	5	31	0	62
VIC - Geelong	52	4	39	8	103
VIC - Hume	50	2	2	1	55
VIC - Latrobe - Gippsland	57	13	11	0	81
VIC - Melbourne - Inner	45	6	94	9	154
VIC - Melbourne - Inner East	81	10	21	0	112
VIC - Melbourne - Inner South	112	12	18	8	150
VIC - Melbourne - North East	146	11	43	5	205

SA4 Region	Existing	Legacy	New Build	New Build (refurbished)	Total
VIC - Melbourne - North West	43	4	17	0	64
VIC - Melbourne - Outer East	126	6	48	4	184
VIC - Melbourne - South East	120	9	64	4	197
VIC - Melbourne - West	70	11	110	4	195
VIC - Mornington Peninsula	53	6	31	1	91
VIC - North West	70	8	13	6	97
VIC - Shepparton	31	4	7	0	42
VIC - Warrnambool and South West	36	3	16	0	55
WA	10	1	146	0	157
WA - Bunbury	0	0	5	0	5
WA - Mandurah	0	0	9	0	9
WA - Perth - Inner	5	0	4	0	9
WA - Perth - North East	1	1	7	0	9
WA - Perth - North West	1	0	29	0	30
WA - Perth - South East	3	0	51	0	54
WA - Perth - South West	0	0	35	0	35
WA - Western Australia - Outback	0	0	6	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0
Total	3,957	217	3,187	90	7,451

Table P.5 Number of Enrolled SDA Dwellings by SA4 Region and Design Category as at 31 December 2022 (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	1,080	399	656	107	208	10	2,460
NSW - Capital Region	52	3	9	3	7	0	74
NSW - Central Coast	60	12	40	5	16	0	133
NSW - Central West	35	10	6	7	9	0	67
NSW - Coffs Harbour - Grafton	18	4	4	2	2	0	30
NSW - Far West and Orana	40	6	10	3	3	5	67
NSW - Hunter Valley exc Newcastle	29	2	17	3	9	0	60
NSW - Illawarra	42	16	42	1	0	0	101
NSW - Mid North Coast	39	11	0	6	1	0	57
NSW - Murray	34	17	7	13	2	2	75
NSW - New England and North West	19	12	6	0	10	0	47
NSW - Newcastle and Lake Macquarie	66	12	105	3	9	0	195
NSW - Richmond - Tweed	34	14	9	1	6	0	64
NSW - Riverina	23	8	10	3	1	0	45
NSW - Southern Highlands and Shoalhaven	9	19	7	6	0	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	33	20	11	3	7	0	74
NSW - Sydney - Blacktown	63	11	30	1	12	0	117
NSW - Sydney - City and Inner South	15	23	1	2	0	0	41
NSW - Sydney - Eastern Suburbs	11	0	1	3	0	1	16
NSW - Sydney - Inner South West	78	14	43	0	4	0	139
NSW - Sydney - Inner West	18	0	2	1	0	0	21
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	3	24	3	2	0	69
NSW - Sydney - Outer West and Blue Mountains	67	65	48	19	29	0	228
NSW - Sydney - Parramatta	66	40	77	1	24	0	208
NSW - Sydney - Ryde	44	12	51	3	25	0	135
NSW - Sydney - South West	32	27	32	6	13	0	110
NSW - Sydney - Sutherland	55	22	18	2	2	2	101
NT	8	3	5	0	15	0	31
NT - Darwin	4	2	3	0	13	0	22
NT - Northern Territory - Outback	4	1	2	0	2	0	9
QLD	102	210	652	162	215	1	1,342
QLD - Brisbane - East	4	6	21	5	3	0	39
QLD - Brisbane - North	12	7	33	1	2	1	56
QLD - Brisbane - South	9	6	27	3	12	0	57
QLD - Brisbane - West	1	23	31	0	0	0	55
QLD - Brisbane Inner City	5	2	31	0	10	0	48
QLD - Cairns	2	2	31	4	17	0	56
QLD - Darling Downs - Maranoa	1	3	3	0	3	0	10
QLD - Fitzroy	3	9	5	0	19	0	36

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Gold Coast	8	18	120	9	25	0	180
QLD - Ipswich	6	21	75	46	15	0	163
QLD - Logan - Beaudesert	5	14	77	23	16	0	135
QLD - Mackay	2	5	0	0	1	0	8
QLD - Moreton Bay - North	0	13	63	25	16	0	117
QLD - Moreton Bay - South	2	14	28	3	6	0	53
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	4	8	32	25	11	0	80
QLD - Toowoomba	11	16	25	1	9	0	62
QLD - Townsville	6	11	17	4	15	0	53
QLD - Wide Bay	21	32	33	13	35	0	134
SA	536	304	252	58	119	0	1,269
SA - Adelaide - Central and Hills	58	19	74	6	10	0	167
SA - Adelaide - North	139	139	89	15	30	0	412
SA - Adelaide - South	172	57	57	13	44	0	343
SA - Adelaide - West	94	49	29	13	21	0	206
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	6	17	4	4	16	0	47
TAS - Hobart	5	7	0	2	1	0	15
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	2	1	0	10	0	13
VIC	327	475	542	233	390	3	1,970
VIC - Ballarat	9	63	21	19	9	2	123
VIC - Bendigo	4	16	25	14	3	0	62
VIC - Geelong	13	28	40	15	7	0	103
VIC - Hume	24	10	9	3	9	0	55
VIC - Latrobe - Gippsland	17	36	5	15	8	0	81
VIC - Melbourne - Inner	20	28	97	2	8	0	155
VIC - Melbourne - Inner East	16	22	27	13	34	0	112
VIC - Melbourne - Inner South	46	26	19	15	43	0	149
VIC - Melbourne - North East	31	59	40	24	51	0	205
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	31	46	64	31	25	0	197
VIC - Melbourne - West	8	31	91	28	37	0	195
VIC - Mornington Peninsula	12	21	25	7	26	0	91
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	110	4	26	2	157
WA - Bunbury	0	0	3	0	2	0	5
WA - Mandurah	0	0	1	0	8	0	9

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - Inner	0	0	9	0	0	0	9
WA - Perth - North East	1	0	6	0	2	0	9
WA - Perth - North West	1	0	27	1	1	0	30
WA - Perth - South East	1	12	37	2	2	0	54
WA - Perth - South West	0	0	27	0	8	0	35
WA - Western Australia - Outback	0	0	0	1	3	2	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,094	1,479	2,284	582	996	16	7,451

Table P.6 Number of Enrolled SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2022 (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	896	327	218	315	648	56	2,460
NSW - Capital Region	34	10	3	10	16	1	74
NSW - Central Coast	47	21	7	18	37	3	133
NSW - Central West	10	5	5	13	31	3	67
NSW - Coffs Harbour - Grafton	6	5	4	2	8	5	30
NSW - Far West and Orana	20	17	3	11	12	4	67
NSW - Hunter Valley exc Newcastle	14	2	12	13	18	1	60
NSW - Illawarra	49	3	10	10	28	1	101
NSW - Mid North Coast	20	12	6	1	16	2	57
NSW - Murray	35	9	7	6	17	1	75
NSW - New England and North West	7	7	7	3	21	2	47
NSW - Newcastle and Lake Macquarie	78	32	25	20	39	1	195
NSW - Richmond - Tweed	23	8	5	7	20	1	64
NSW - Riverina	10	6	8	11	9	1	45
NSW - Southern Highlands and Shoalhaven	4	15	4	5	13	0	41
NSW - Sydney - Baulkham Hills and Hawkesbury	11	5	2	21	29	6	74
NSW - Sydney - Blacktown	31	6	15	16	45	4	117
NSW - Sydney - City and Inner South	13	11	0	5	9	3	41
NSW - Sydney - Eastern Suburbs	3	0	2	4	5	2	16
NSW - Sydney - Inner South West	55	12	8	14	48	2	139
NSW - Sydney - Inner West	0	1	3	5	11	1	21
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	18	7	6	15	23	0	69
NSW - Sydney - Outer West and Blue Mountains	89	34	36	30	35	4	228
NSW - Sydney - Parramatta	129	16	10	13	40	0	208
NSW - Sydney - Ryde	53	32	7	16	26	1	135
NSW - Sydney - South West	46	24	6	13	20	1	110
NSW - Sydney - Sutherland	39	15	8	11	24	4	101
NT	1	17	1	3	7	2	31
NT - Darwin	0	12	0	2	6	2	22
NT - Northern Territory - Outback	1	5	1	1	1	0	9
QLD	658	218	291	108	40	27	1,342
QLD - Brisbane - East	20	6	11	1	1	0	39
QLD - Brisbane - North	33	6	9	4	4	0	56
QLD - Brisbane - South	32	13	6	2	2	2	57
QLD - Brisbane - West	29	16	3	3	2	2	55
QLD - Brisbane Inner City	42	0	3	2	1	0	48
QLD - Cairns	30	5	13	7	0	1	56
QLD - Darling Downs - Maranoa	3	1	3	1	1	1	10
QLD - Fitzroy	10	9	7	7	1	2	36

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
QLD - Gold Coast	135	7	31	3	2	2	180
QLD - Ipswich	70	30	48	13	1	1	163
QLD - Logan - Beaudesert	63	20	37	12	2	1	135
QLD - Mackay	0	0	0	6	2	0	8
QLD - Moreton Bay - North	46	14	38	10	7	2	117
QLD - Moreton Bay - South	21	13	11	6	2	0	53
QLD - Queensland - Outback	0	0	0	0	0	0	0
QLD - Sunshine Coast	50	5	16	4	3	2	80
QLD - Toowoomba	22	17	6	9	2	6	62
QLD - Townsville	5	25	8	9	4	2	53
QLD - Wide Bay	47	31	41	9	3	3	134
SA	374	493	194	121	81	6	1,269
SA - Adelaide - Central and Hills	81	41	21	17	6	1	167
SA - Adelaide - North	94	165	78	47	27	1	412
SA - Adelaide - South	111	134	34	28	34	2	343
SA - Adelaide - West	69	79	33	14	11	0	206
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	12	59	23	9	2	1	106
TAS	15	9	3	17	0	3	47
TAS - Hobart	5	3	3	4	0	0	15
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	3	5	0	4	0	1	13
VIC	617	224	235	155	617	122	1,970
VIC - Ballarat	68	15	13	4	15	8	123
VIC - Bendigo	31	4	6	6	10	5	62
VIC - Geelong	34	21	13	5	26	4	103
VIC - Hume	5	22	4	6	16	2	55
VIC - Latrobe - Gippsland	31	12	5	2	18	13	81
VIC - Melbourne - Inner	113	6	7	6	17	6	155
VIC - Melbourne - Inner East	23	4	5	11	59	10	112
VIC - Melbourne - Inner South	43	12	18	10	54	12	149
VIC - Melbourne - North East	41	23	36	15	79	11	205
VIC - Melbourne - North West	3	13	10	4	30	4	64
VIC - Melbourne - Outer East	38	17	27	25	71	6	184
VIC - Melbourne - South East	59	8	31	23	67	9	197
VIC - Melbourne - West	68	28	30	9	49	11	195
VIC - Mornington Peninsula	19	14	12	7	33	6	91
VIC - North West	22	15	8	11	33	8	97
VIC - Shepparton	12	2	3	6	15	4	42
VIC - Warrnambool and South West	7	8	7	5	25	3	55
WA	86	22	34	9	5	1	157
WA - Bunbury	0	3	2	0	0	0	5
WA - Mandurah	0	0	8	1	0	0	9

SA4 Region	1 Resident	2 Residents	3 Residents	4 Residents	5 Residents	6+ Residents	Total
WA - Perth - Inner	4	5	0	0	0	0	9
WA - Perth - North East	0	3	2	2	1	1	9
WA - Perth - North West	21	2	3	2	2	0	30
WA - Perth - South East	35	7	7	3	2	0	54
WA - Perth - South West	24	2	8	1	0	0	35
WA - Western Australia - Outback	2	0	4	0	0	0	6
WA - Western Australia - Wheat Belt	0	0	0	0	0	0	0
Total	2,702	1,366	1,006	752	1,408	217	7,451

Table P.7 New Build/New Build (Refurbished) Maximum Residents by Design Category by SA4 Region (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	616	995	136	326	29	2,102
NSW - Capital Region	0	18	7	4	0	29
NSW - Central Coast	22	78	3	45	0	148
NSW - Central West	13	6	15	0	0	34
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	36	62	3	0	0	101
NSW - Mid North Coast	16	0	6	3	0	25
NSW - Murray	10	12	10	0	6	38
NSW - New England and North West	0	2	0	21	0	23
NSW - Newcastle and Lake Macquarie	34	223	3	13	0	273
NSW - Richmond - Tweed	15	15	1	7	0	38
NSW - Riverina	13	25	3	4	0	45
NSW - Southern Highlands and Shoalhaven	27	19	13	0	0	59
NSW - Sydney - Baulkham Hills and Hawkesbury	27	10	1	20	0	58
NSW - Sydney - Blacktown	17	44	0	30	0	91
NSW - Sydney - City and Inner South	36	5	0	0	0	41
NSW - Sydney - Eastern Suburbs	0	1	2	0	3	6
NSW - Sydney - Inner South West	26	64	0	5	0	95
NSW - Sydney - Inner West	0	5	0	0	0	5
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	8	27	0	2	0	37
NSW - Sydney - Outer West and Blue Mountains	108	54	28	43	0	233
NSW - Sydney - Parramatta	68	66	2	12	0	148
NSW - Sydney - Ryde	31	28	4	40	0	103
NSW - Sydney - South West	36	51	13	22	0	122
NSW - Sydney - Sutherland	27	26	2	5	10	70
NT	0	7	0	16	0	23
NT - Darwin	0	4	0	16	0	20
NT - Northern Territory - Outback	0	3	0	0	0	3
QLD	123	1,110	175	276	4	1,688
QLD - Brisbane - East	5	31	3	6	0	45
QLD - Brisbane - North	3	34	3	3	4	47
QLD - Brisbane - South	1	33	6	19	0	59
QLD - Brisbane - West	2	17	0	0	0	19
QLD - Brisbane Inner City	0	32	0	16	0	48
QLD - Cairns	0	56	4	12	0	72
QLD - Darling Downs - Maranoa	5	7	0	4	0	16
QLD - Fitzroy	0	13	0	9	0	22
QLD - Gold Coast	13	156	11	35	0	215

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Ipswich	12	164	46	27	0	249
QLD - Logan - Beaudesert	18	159	26	27	0	230
QLD - Mackay	0	0	0	4	0	4
QLD - Moreton Bay - North	11	143	23	21	0	198
QLD - Moreton Bay - South	5	54	5	2	0	66
QLD - Queensland - Outback	0	0	0	0	0	0
QLD - Sunshine Coast	2	62	21	16	0	101
QLD - Toowoomba	16	42	2	23	0	83
QLD - Townsville	7	34	10	16	0	67
QLD - Wide Bay	23	73	15	36	0	147
SA	166	275	125	47	0	613
SA - Adelaide - Central and Hills	30	80	15	2	0	127
SA - Adelaide - North	72	136	30	9	0	247
SA - Adelaide - South	17	38	27	19	0	101
SA - Adelaide - West	38	17	31	12	0	98
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	6	2	3	30	0	41
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
TAS - West and North West	0	1	0	14	0	15
VIC	233	654	159	113	9	1,168
VIC - Ballarat	73	29	5	3	6	116
VIC - Bendigo	12	30	9	0	0	51
VIC - Geelong	10	70	16	7	0	103
VIC - Hume	2	6	0	0	0	8
VIC - Latrobe - Gippsland	10	10	2	2	0	24
VIC - Melbourne - Inner	13	88	0	3	0	104
VIC - Melbourne - Inner East	2	15	4	2	0	23
VIC - Melbourne - Inner South	5	15	18	4	0	42
VIC - Melbourne - North East	27	41	21	0	0	89
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	114	38	12	0	191
VIC - Mornington Peninsula	3	42	6	20	0	71
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	159	12	70	6	260
WA - Bunbury	0	6	0	6	0	12
WA - Mandurah	0	3	0	25	0	28
WA - Perth - Inner	0	4	0	0	0	4

SA4 Region	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
WA - Perth - North East	0	18	0	2	0	20
WA - Perth - North West	0	40	4	3	0	47
WA - Perth - South East	13	55	7	4	0	79
WA - Perth - South West	0	33	0	23	0	56
WA - Western Australia - Outback	0	0	1	7	6	14
WA - Western Australia - Wheat Belt	0	0	0	0	0	0
Total	1,179	3,268	616	880	48	5,991

Table P.8 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Design Category as at 31 December 2022 ⁴⁶³

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

Table P.9 Number of Enrolled In-Kind SDA Dwellings by SA4 Region and Maximum number of residents as at 31 December 2022 ⁴⁶⁴

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

⁴⁶³ 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.

⁴⁶⁴ Ibid.

Table P.10 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category and SA4 Region as at 31 December 2022 ⁴⁶⁵

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
ACT	0	0	23	1	0	1	25
ACT - Australian Capital Territory	0	0	23	1	0	1	25
NSW	81	81	498	89	56	13	737
NSW - Capital Region	0	0	1	0	0	0	1
NSW - Central Coast	1	1	27	0	6	0	34
NSW - Central West	0	0	10	13	0	1	24
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	1	1	11	1	0	0	13
NSW - Illawarra	4	4	9	0	0	0	13
NSW - Mid North Coast	1	1	1	3	4	0	9
NSW - Murray	0	0	11	7	0	1	19
NSW - New England and North West	0	0	2	0	2	0	4
NSW - Newcastle and Lake Macquarie	0	0	17	3	3	1	24
NSW - Richmond - Tweed	1	1	3	2	6	0	12
NSW - Riverina	1	1	13	0	2	0	16
NSW - Southern Highlands and Shoalhaven	0	0	4	0	0	1	5
NSW - Sydney - Baulkham Hills and Hawkesbury	1	1	10	0	2	0	13
NSW - Sydney - Blacktown	14	14	44	17	2	1	78
NSW - Sydney - City and Inner South	0	0	13	0	0	0	13
NSW - Sydney - Eastern Suburbs	1	1	5	1	0	0	7
NSW - Sydney - Inner South West	0	0	27	1	1	0	29
NSW - Sydney - Inner West	0	0	14	4	2	0	20
NSW - Sydney - North Sydney and Hornsby	5	5	19	1	8	2	35
NSW - Sydney - Northern Beaches	1	1	4	1	1	0	7
NSW - Sydney - Outer South West	3	3	31	3	1	0	38
NSW - Sydney - Outer West and Blue Mountains	23	23	34	3	1	0	61
NSW - Sydney - Parramatta	9	9	100	3	6	6	124
NSW - Sydney - Ryde	2	2	16	2	0	0	20
NSW - Sydney - South West	13	13	49	15	9	0	86
NSW - Sydney - Sutherland	0	0	13	3	0	0	16
NT	0	0	13	9	4	0	26
NT - Darwin	0	0	6	9	1	0	16
NT - Northern Territory - Outback	0	0	7	0	3	0	10
QLD	52	52	873	168	41	4	1,138
QLD - Brisbane - East	0	0	49	3	0	0	52
QLD - Brisbane - North	11	11	15	0	0	0	26
QLD - Brisbane - South	0	0	40	1	16	3	60
QLD - Brisbane - West	0	0	7	0	0	0	7

⁴⁶⁵ 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.

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
QLD - Brisbane Inner City	0	0	36	0	2	0	38
QLD - Cairns	0	0	9	7	1	0	17
QLD - Darling Downs - Maranoa	0	0	2	3	0	0	5
QLD - Fitzroy	0	0	47	0	1	0	48
QLD - Gold Coast	1	1	78	3	1	0	83
QLD - Ipswich	6	6	77	51	6	0	140
QLD - Logan - Beaudesert	14	14	110	27	4	0	155
QLD - Mackay	0	0	51	7	1	1	60
QLD - Moreton Bay - North	0	0	58	5	0	0	63
QLD - Moreton Bay - South	0	0	20	5	1	0	26
QLD - Queensland - Outback	0	0	6	0	0	0	6
QLD - Sunshine Coast	0	0	16	13	1	0	30
QLD - Toowoomba	3	3	65	26	1	0	95
QLD - Townsville	1	1	131	4	3	0	139
QLD - Wide Bay	16	16	56	13	3	0	88
SA	79	79	172	29	14	7	301
SA - Adelaide - Central and Hills	5	5	62	0	0	0	67
SA - Adelaide - North	36	36	63	18	6	2	125
SA - Adelaide - South	9	9	28	10	3	5	55
SA - Adelaide - West	25	25	11	0	0	0	36
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	4	4	6	1	5	0	16
TAS	18	18	20	5	1	3	47
TAS - Hobart	0	0	8	0	0	0	8
TAS - Launceston and North East	2	2	10	1	1	3	17
TAS - South East	0	0	0	0	0	0	0
TAS - West and North West	16	16	2	4	0	0	22
VIC	94	94	685	227	49	8	1,063
VIC - Ballarat	13	13	35	16	1	1	66
VIC - Bendigo	5	5	7	6	2	0	20
VIC - Geelong	8	8	48	9	0	0	65
VIC - Hume	1	1	4	0	1	0	6
VIC - Latrobe - Gippsland	7	7	20	0	9	0	36
VIC - Melbourne - Inner	15	15	117	0	2	0	134
VIC - Melbourne - Inner East	9	9	14	1	3	0	27
VIC - Melbourne - Inner South	8	8	66	9	3	4	90
VIC - Melbourne - North East	0	0	64	13	5	0	82
VIC - Melbourne - North West	0	0	8	6	0	0	14
VIC - Melbourne - Outer East	4	4	8	1	2	0	15
VIC - Melbourne - South East	9	9	52	43	1	0	105
VIC - Melbourne - West	4	4	226	105	9	0	344
VIC - Mornington Peninsula	2	2	1	8	6	3	20
VIC - North West	0	0	2	0	4	0	6
VIC - Shepparton	7	7	8	5	0	0	20

SA4 Region	Basic	Improved Liveability	High Physical Support	Robust	Fully Accessible	Multi-Design Category	Total
VIC - Warrnambool and South West	2	2	5	5	1	0	13
WA	43	43	211	7	47	7	315
WA - Bunbury	0	0	0	0	0	0	0
WA - Mandurah	1	1	21	2	10	0	34
WA - Perth - Inner	0	0	14	0	0	5	19
WA - Perth - North East	0	0	22	0	2	0	24
WA - Perth - North West	1	1	45	1	1	0	48
WA - Perth - South East	41	41	48	3	14	1	107
WA - Perth - South West	0	0	54	1	20	1	76
WA - Western Australia - Outback	0	0	4	0	0	0	4
WA - Western Australia - Wheat Belt	0	0	3	0	0	0	3
Total	367	367	2,495	535	212	43	3,652

Table P.11 Number of Participants with identified SDA needs by status and SA4 Region as at 31 December 2022 ⁴⁶⁶

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
ACT	270	49	12	331
ACT - Australian Capital Territory	270	49	12	331
ACT - Other	0	0	0	0
NSW	5,891	1,335	368	7,594
NSW - Capital Region	146	27	5	178
NSW - Central Coast	301	76	24	401
NSW - Central West	234	31	18	283
NSW - Coffs Harbour - Grafton	126	18	10	154
NSW - Far West and Orana	135	19	8	162
NSW - Hunter Valley exc Newcastle	205	29	15	249
NSW - Illawarra	260	62	12	334
NSW - Mid North Coast	196	25	11	232
NSW - Murray	120	37	6	163
NSW - New England and North West	132	29	5	166
NSW - Newcastle and Lake Macquarie	437	79	27	543
NSW - Richmond - Tweed	201	38	14	253
NSW - Riverina	121	25	10	156
NSW - Southern Highlands and Shoalhaven	140	24	3	167
NSW - Sydney - Baulkham Hills and Hawkesbury	193	52	9	254
NSW - Sydney - Blacktown	349	50	10	409
NSW - Sydney - City and Inner South	114	16	7	137
NSW - Sydney - Eastern Suburbs	90	10	5	105
NSW - Sydney - Inner South West	344	78	26	448
NSW - Sydney - Inner West	153	10	15	178
NSW - Sydney - North Sydney and Hornsby	194	37	11	242
NSW - Sydney - Northern Beaches	160	83	9	252
NSW - Sydney - Outer South West	186	45	18	249
NSW - Sydney - Outer West and Blue Mountains	370	107	28	505
NSW - Sydney - Parramatta	326	120	25	471
NSW - Sydney - Ryde	239	100	7	346
NSW - Sydney - South West	223	53	23	299
NSW - Sydney - Sutherland	196	55	7	258
NSW - Other	0	0	0	0
NT	250	19	19	288
NT - Darwin	144	14	9	167
NT - Northern Territory - Outback	105	5	10	120
NT - Other	1	0	0	1
QLD	2,507	728	338	3,573
QLD - Brisbane - East	108	19	18	145
QLD - Brisbane - North	116	31	18	165
QLD - Brisbane - South	131	21	26	178
QLD - Brisbane - West	84	34	15	133

⁴⁶⁶ For participants with an SDA need identified in CRM, there is likely a delay between when they move into an appropriate SDA arrangement and when the Agency is informed. The outstanding need for SDA may be overstated as a result.

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
QLD - Brisbane Inner City	68	27	13	108
QLD - Cairns	136	22	12	170
QLD - Darling Downs - Maranoa	51	5	8	64
QLD - Fitzroy	136	18	9	163
QLD - Gold Coast	212	118	44	374
QLD - Ipswich	291	76	54	421
QLD - Logan - Beaudesert	164	74	21	259
QLD - Mackay	60	6	5	71
QLD - Moreton Bay - North	170	58	24	252
QLD - Moreton Bay - South	74	36	11	121
QLD - Queensland - Outback	4	0	2	6
QLD - Sunshine Coast	165	59	20	244
QLD - Toowoomba	212	34	13	259
QLD - Townsville	114	34	13	161
QLD - Wide Bay	210	56	12	278
QLD - Other	1	0	0	1
SA	1,882	365	152	2,399
SA - Adelaide - Central and Hills	224	63	23	310
SA - Adelaide - North	593	132	38	763
SA - Adelaide - South	557	97	48	702
SA - Adelaide - West	233	41	21	295
SA - Barossa - Yorke - Mid North	56	4	5	65
SA - South Australia - Outback	53	5	6	64
SA - South Australia - South East	166	23	11	200
TAS	487	42	28	557
TAS - Hobart	235	7	11	253
TAS - Launceston and North East	123	19	7	149
TAS - South East	10	0	1	11
TAS - West and North West	119	16	9	144
VIC	5,366	1,194	362	6,922
VIC - Ballarat	199	68	13	280
VIC - Bendigo	162	38	10	210
VIC - Geelong	297	85	31	413
VIC - Hume	160	12	7	179
VIC - Latrobe - Gippsland	227	46	19	292
VIC - Melbourne - Inner	230	81	39	350
VIC - Melbourne - Inner East	387	64	15	466
VIC - Melbourne - Inner South	387	82	26	495
VIC - Melbourne - North East	610	123	28	761
VIC - Melbourne - North West	244	41	20	305
VIC - Melbourne - Outer East	537	124	28	689
VIC - Melbourne - South East	573	141	46	760
VIC - Melbourne - West	494	112	31	637
VIC - Mornington Peninsula	274	64	27	365

SA4 Region	Participants in an SDA dwelling or having SDA Funding	Participants in SDA dwelling, seeking alternative	Participants not currently in SDA, seeking dwelling	Total Participants with SDA need
VIC - North West	248	48	5	301
VIC - Shepparton	141	27	10	178
VIC - Warrnambool and South West	196	38	7	241
WA	1,568	116	103	1,787
WA - Bunbury	72	0	4	76
WA - Mandurah	58	8	6	72
WA - Perth - Inner	70	15	9	94
WA - Perth - North East	291	14	12	317
WA - Perth - North West	372	25	14	411
WA - Perth - South East	417	36	25	478
WA - Perth - South West	200	12	21	233
WA - Western Australia - Outback	52	6	10	68
WA - Western Australia - Wheat Belt	36	0	2	38
Missing	0	0	0	0
Total	18,221	3,848	1,382	23,451

Table P.12 Number of Participants seeking SDA dwelling SA4 Region and Design Category as at 31 December 2022 ⁴⁶⁷

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
ACT	6	14	24	3	14	61	18%
ACT - Australian Capital Territory	6	14	24	3	14	61	18%
NSW	222	645	434	81	321	1,703	22%
NSW - Capital Region	5	9	6	0	12	32	18%
NSW - Central Coast	16	34	35	1	14	100	25%
NSW - Central West	15	17	9	2	6	49	17%
NSW - Coffs Harbour - Grafton	3	15	3	2	5	28	18%
NSW - Far West and Orana	4	12	6	2	3	27	17%
NSW - Hunter Valley exc Newcastle	6	14	12	4	8	44	18%
NSW - Illawarra	7	24	25	0	18	74	22%
NSW - Mid North Coast	5	15	5	4	7	36	16%
NSW - Murray	7	18	9	3	6	43	26%
NSW - New England and North West	3	14	9	0	8	34	20%
NSW - Newcastle and Lake Macquarie	16	25	34	10	21	106	20%
NSW - Richmond - Tweed	5	19	11	5	12	52	21%
NSW - Riverina	7	15	7	1	5	35	22%
NSW - Southern Highlands and Shoalhaven	2	18	5	0	2	27	16%
NSW - Sydney - Baulkham Hills and Hawkesbury	2	30	13	5	11	61	24%
NSW - Sydney - Blacktown	11	22	10	4	13	60	15%
NSW - Sydney - City and Inner South	4	8	5	1	5	23	17%
NSW - Sydney - Eastern Suburbs	1	10	3	1	0	15	14%
NSW - Sydney - Inner South West	16	31	35	4	18	104	23%
NSW - Sydney - Inner West	5	9	5	1	5	25	14%
NSW - Sydney - North Sydney and Hornsby	3	19	16	4	6	48	20%
NSW - Sydney - Northern Beaches	4	44	23	0	21	92	37%
NSW - Sydney - Outer South West	14	28	9	2	10	63	25%
NSW - Sydney - Outer West and Blue Mountains	19	54	29	7	26	135	27%
NSW - Sydney - Parramatta	15	43	57	3	27	145	31%
NSW - Sydney - Ryde	6	52	19	3	27	107	31%
NSW - Sydney - South West	13	21	21	7	14	76	25%
NSW - Sydney - Sutherland	8	25	13	5	11	62	24%
NT	6	13	10	1	8	38	13%
NT - Darwin	2	10	7	1	3	23	14%
NT - Northern Territory - Outback	4	3	3	0	5	15	13%
QLD	117	238	372	73	266	1,066	30%
QLD - Brisbane - East	3	8	10	3	13	37	26%
QLD - Brisbane - North	4	17	18	4	6	49	30%
QLD - Brisbane - South	5	11	15	3	13	47	26%
QLD - Brisbane - West	4	8	27	0	10	49	37%
QLD - Brisbane Inner City	5	5	22	0	8	40	37%

⁴⁶⁷ Ibid.

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
QLD - Cairns	3	3	18	0	10	34	20%
QLD - Darling Downs - Maranoa	2	4	4	0	3	13	20%
QLD - Fitzroy	5	9	7	1	5	27	17%
QLD - Gold Coast	16	24	60	9	53	162	43%
QLD - Ipswich	8	40	37	13	32	130	31%
QLD - Logan - Beaudesert	12	12	29	14	28	95	37%
QLD - Mackay	5	4	2	0	0	11	15%
QLD - Moreton Bay - North	7	21	26	8	20	82	33%
QLD - Moreton Bay - South	6	4	20	4	13	47	39%
QLD - Queensland - Outback	1	0	0	0	1	2	33%
QLD - Sunshine Coast	9	13	29	8	20	79	32%
QLD - Toowoomba	7	17	11	2	10	47	18%
QLD - Townsville	6	17	16	0	8	47	29%
QLD - Wide Bay	9	21	21	4	13	68	24%
SA	65	167	130	24	131	517	22%
SA - Adelaide - Central and Hills	11	20	39	2	14	86	28%
SA - Adelaide - North	24	49	37	10	50	170	22%
SA - Adelaide - South	14	54	36	6	35	145	21%
SA - Adelaide - West	6	19	11	6	20	62	21%
SA - Barossa - Yorke - Mid North	2	4	2	0	1	9	14%
SA - South Australia - Outback	3	7	1	0	0	11	17%
SA - South Australia - South East	5	14	4	0	11	34	17%
TAS	16	22	17	1	14	70	13%
TAS - Hobart	8	4	3	0	3	18	7%
TAS - Launceston and North East	7	9	6	1	3	26	17%
TAS - South East	0	0	0	0	1	1	9%
TAS - West and North West	1	9	8	0	7	25	17%
VIC	252	617	356	98	233	1,556	22%
VIC - Ballarat	16	33	11	8	13	81	29%
VIC - Bendigo	6	23	6	7	6	48	23%
VIC - Geelong	15	39	27	10	25	116	28%
VIC - Hume	3	6	3	1	6	19	11%
VIC - Latrobe - Gippsland	16	26	7	5	11	65	22%
VIC - Melbourne - Inner	22	21	54	1	22	120	34%
VIC - Melbourne - Inner East	13	30	23	4	9	79	17%
VIC - Melbourne - Inner South	17	45	26	6	14	108	22%
VIC - Melbourne - North East	25	58	34	10	24	151	20%
VIC - Melbourne - North West	11	16	17	7	10	61	20%
VIC - Melbourne - Outer East	20	70	34	8	20	152	22%
VIC - Melbourne - South East	31	70	50	16	20	187	25%
VIC - Melbourne - West	24	45	39	8	27	143	22%
VIC - Mornington Peninsula	13	52	7	3	16	91	25%
VIC - North West	11	27	7	2	6	53	18%

SA4 Region	Not Defined	Improved Liveability	High Physical Support	Robust	Fully Accessible	Total participants seeking SDA	Percentage of participants seeking SDA dwellings
VIC - Shepparton	4	27	4	1	1	37	21%
VIC - Warrnambool and South West	5	29	7	1	3	45	19%
WA	40	45	83	7	44	219	12%
WA - Bunbury	0	1	2	0	1	4	5%
WA - Mandurah	4	5	0	0	5	14	19%
WA - Perth - Inner	5	3	11	0	5	24	26%
WA - Perth - North East	2	5	14	1	4	26	8%
WA - Perth - North West	6	3	18	3	9	39	9%
WA - Perth - South East	14	14	22	3	8	61	13%
WA - Perth - South West	6	7	12	0	8	33	14%
WA - Western Australia - Outback	2	6	4	0	4	16	24%
WA - Western Australia - Wheat Belt	1	1	0	0	0	2	5%
Missing	0	0	0	0	0	0	0%
Total	724	1,761	1,426	288	1,031	5,230	22%

Further detailed tables relating to enrolled SDA dwellings and SDA demand within the NDIS as at 31 December 2022 are included in a separate data release, which is available on the NDIS public website. The following is a list of these tables:

Table P.13 New Build and New Build (Refurbished) Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022 (excluding in-kind arrangements)

Table P.14 Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022 (excluding in-kind arrangements)

Table P.15 In-kind Existing Stock and Legacy Stock Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022

Table P.16 Number of Enrolled SDA Dwellings by SA3 Region and Build Type as at 31 December 2022 (excluding in-kind arrangements)

Table P.17 Number of Enrolled SDA Dwellings by SA3 Region and Design Category as at 31 December 2022 (excluding in-kind arrangements)

Table P.18 Number of Enrolled SDA Dwellings by SA3 Region and Maximum number of residents as at 31 December 2022 (excluding in-kind arrangements)

Table P.19 Number of Enrolled In-Kind SDA Dwellings by SA3 Region and Design Category as at 31 December 2022

Table P.20 Number of Unfinished (Unenrolled) New Build SDA Dwellings by Design Category, Build Type and SA4 Region as at 31 December 2022

Table P.21 Number of Participants with identified SDA needs by status and SA3 Region as at 31 December 2022

Table P.22 Number of Participants seeking SDA dwelling SA3 Region and Design Category as at 31 December 2022