

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: A person or provider of supports who has received payment for supporting participants within the reporting period.

Administrative Appeals Tribunal (AAT): An independent body that conducts reviews of administrative decisions made under Commonwealth laws.

Agency-managed: Where a registered NDIA provider makes a claim for a support item directly from the NDIA, without a Plan Manager as intermediary.

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: Average payments are calculated as the sum of the payments in the previous 12 month period to the date of the report, divided by the average number of participants that are active per working day in each month over the same 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.

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.

Complaints: An expression of dissatisfaction indicating that an experience with the NDIA or a related entity is displeasing or unacceptable and requires a resolution.

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): The nationally consistent early childhood approach is for children younger than 6 with developmental delay or younger than 9 with disability. Children younger than 6 who do not fully meet the definition of developmental delay and have developmental concerns will also be supported through the early childhood approach.

Early Connections: Early connections are part of the nationally consistent early childhood approach, to support children younger than 9 and their families. Early childhood partners link children and families to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner, designed to build capacity of the child and family and promote everyday learning. Depending on individual circumstances, a child may move through the early connections program to become an NDIS participant on either the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

First Nations Peoples: Identified as Aboriginal and/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.

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'.

On paid provider: A provider of supports paid by a participant or plan manager.

Outcomes framework questionnaires: One way in which the NDIA is measuring success for people with disability across 8 different life domains.

Paid Provider: A provider with a bank account into which the NDIA has made a payment. For Agency-managed payments this will be the support provider. For plan-managed payments this will be the plan manager. For self-managed payments there is no paid provider as the participant is paid instead.

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).

Participant Critical Incident (PCI): Circumstances or information about allegations of serious harm occurring to a participant.

Participant Provider Pathway: The process by which participants, their families, carers and providers interact with the NDIS.

Participant Reassessment Request (PRR): A review of a participant's plan requested by the participant under the NDIS Act (s.48).

Partners in the Community: The NDIA program that works with suitably experienced and qualified partner organisations to deliver Local Area Coordination (LAC) and Early Childhood Services.

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.

Plan Manager: A Plan Manager must be a registered provider who is approved in relation to managing the funding of supports under plans mentioned in the NDIS Act s70(1)(a) (NDIS Act s9).

With respect to a payment request, a plan manager is any provider that has submitted claims associated with a plan managed budget/payment OR a provider that has submitted claims for plan management fees under the Choice and Control budget.

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 NDIA will pay for that support.

Provider of support / Support provider: The provider responsible for the provision of disability supports for a NDIS participant. With respect to a payment request, the support provider is the provider paid by the NDIA for Agency-managed payments (paid provider). For self and plan-managed payments the support provider is the provider paid by the participant or plan manager respectively (on paid provider).

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:

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 tracks how they are progressing across 8 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 9 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.

Information is also collected from families and carers of participants, for example in relation to family/carer employment.

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 NDIA can track the type of supports that lead to the best outcomes.

Appendix C:

Approved plans and children accessing early connections

Table C.1 compares plan approvals with bilateral estimates. The scheme to date bilateral estimates for WA are as at 31 March 2024, 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 9 in the Scheme by State/Territory is shown in Table C.2, including children accessing early connections.

Table C.1 Plan approvals to date compared to bilateral estimates ^{1 2 3 4}

State/Territory	All plans approved	Total bilateral estimates	Comparison for all plan approvals with bilateral estimates
NSW	213,268	141,957	150%
VIC	188,824	105,324	179%
QLD	145,437	91,217	159%
WA	58,490	45,430	129%
SA	60,624	32,284	188%
TAS	14,963	10,587	141%
ACT	12,955	5,075	255%
NT	6,750	6,545	103%
Total	701,312	438,419	160%

¹ All counts are exclusive of children accessing early connections.

² All plans approved includes participants who have left the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.

³ 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.

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.

Table C.2 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status ^{5 6 7 8 9 10 11}

State/ Territory	Active approved plans (children younger than 9 as at 31 March 2024)	Access met but yet to have an approved plan (children younger than 9 as at 31 March 2024)	Access request (no decision)	Children without an access request - Accessing early connections	Other children without an access request	Total accessing early connections	Total
NSW	46,915	1,371	2,551	3,106	<11	3,220	53,948
VIC	43,692	1,108	2,303	2,263	119	2,424	49,485
QLD	33,905	820	1,923	3,272	13	3,364	39,933
SA	11,746	313	562	610	<11	642	13,232
WA	10,786	303	641	812	16	827	12,558
TAS	2,474	52	140	168	<11	173	2,835
ACT	2,127	51	104	69	<11	69	2,351
NT	1,507	66	42	55	<11	55	1,672
OT	<11	<11	<11	<11	<11	<11	<11
Missing	12	<11	<11	<11	<11	<11	22
Total	153,174	4,084	8,271	10,360	157	10,779	176,046

⁵ This table includes 22 children aged over 8 accessing early connections as at 31 March 2024, and a further 4 children aged over 8 who are waiting for early connections.

⁶ Early connections provide support for children younger than 9 and their families by linking them to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner.

⁷ The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.

⁸ The 8,271 for Access request (no decision) includes 4 children identified in the old computer system as waiting for early connections.

⁹ The lower numbers of children accessing early connections, and the higher numbers waiting for an access decision for the March 2024 quarter are attributed to adaptation to the new computer system and integration of new processes.

¹⁰ An overstatement in last quarter's figure for the number of children accessing early connections was identified. As a result, the figure reported this quarter is not comparable to the figure reported last quarter.

¹¹ The number of children accessing early connections whilst awaiting an access decision will no longer be reported separately so that results align to the way data is captured on the new computer system.

Appendix D:

State/Territory – comparison of key metrics

This appendix compares key metrics presented in this report by State/Territory.

The national rollout of the NDIA's new computer system and processes started as planned on 30 October 2023. The Quarterly Report to the Disability Minister combines data from the old and new computer systems. This may lead to some minor restatements of information in this and future reports.

Table D.1 Active participants at 31 March 2024 ¹²

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	193,468	29.8%
VIC	173,758	26.7%
QLD	139,608	21.5%
WA	56,185	8.6%
SA	55,826	8.6%
TAS	13,947	2.1%
ACT	10,780	1.7%
NT	5,925	0.9%
OT	64	0.0%
Missing	62	0.0%
National	649,623	100.0%

The results for participants in OT and participants with Missing residing state information are not shown separately in tables on participant characteristics due to small numbers. However, they are included in the National totals for each table.

Table D.2 Number of active participant plans by age group at 31 March 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,198	30,150	23,062	7,016	7,561	1,664	1,358	1,013	104,039
7 to 14	50,361	46,774	38,516	14,161	15,850	3,260	2,855	1,577	173,388
15 to 18	16,755	14,542	13,498	5,683	6,179	1,354	989	498	59,507
19 to 24	16,337	13,098	11,256	5,467	4,994	1,463	1,035	423	54,087
25 to 34	17,417	14,568	11,497	5,644	4,392	1,615	1,021	494	56,665
35 to 44	13,943	13,481	10,104	4,667	4,007	1,050	852	565	48,677
45 to 54	16,377	15,393	11,541	4,896	4,456	1,304	980	573	55,528
55 to 64	19,756	17,638	13,735	5,886	5,628	1,544	996	585	65,781
65+	10,324	8,114	6,399	2,765	2,759	693	694	197	31,951
Total	193,468	173,758	139,608	56,185	55,826	13,947	10,780	5,925	649,623

¹² OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Table D.3 Proportion of active participant plans by age group at 31 March 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	17%	17%	12%	14%	12%	13%	17%	16%
7 to 14	26%	27%	28%	25%	28%	23%	26%	27%	27%
15 to 18	9%	8%	10%	10%	11%	10%	9%	8%	9%
19 to 24	8%	8%	8%	10%	9%	10%	10%	7%	8%
25 to 34	9%	8%	8%	10%	8%	12%	9%	8%	9%
35 to 44	7%	8%	7%	8%	7%	8%	8%	10%	7%
45 to 54	8%	9%	8%	9%	8%	9%	9%	10%	9%
55 to 64	10%	10%	10%	10%	10%	11%	9%	10%	10%
65+	5%	5%	5%	5%	5%	5%	6%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.4 Number of active participant plans (participants in SIL) by age group at 31 March 2024

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	21
15 to 18	88	67	72	29	45	12	<11	<11	324
19 to 24	944	486	621	231	278	104	49	66	2,779
25 to 34	1,735	1,015	1,182	501	472	193	90	101	5,290
35 to 44	1,821	1,244	1,172	553	505	156	111	115	5,677
45 to 54	2,489	1,587	1,407	660	644	195	141	120	7,243
55 to 64	3,049	2,103	1,761	822	812	266	148	140	9,101
65+	1,429	803	710	343	352	119	72	46	3,875
Total	11,560	7,310	6,929	3,140	3,111	1,047	616	595	34,310

Table D.5 Proportion of active participant plans (participants in SIL) by age group at 31 March 2024

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%	1%	n/a	n/a	1%
19 to 24	8%	7%	9%	7%	9%	10%	8%	11%	8%
25 to 34	15%	14%	17%	16%	15%	18%	15%	17%	15%
35 to 44	16%	17%	17%	18%	16%	15%	18%	19%	17%
45 to 54	22%	22%	20%	21%	21%	19%	23%	20%	21%
55 to 64	26%	29%	25%	26%	26%	25%	24%	24%	27%
65+	12%	11%	10%	11%	11%	11%	12%	8%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.6 Number of active participant plans (participants not in SIL) by age group at 31 March 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,198	30,150	23,062	7,016	7,561	1,664	1,358	1,013	104,039
7 to 14	50,356	46,769	38,512	14,160	15,847	3,258	2,854	1,577	173,367
15 to 18	16,667	14,475	13,426	5,654	6,134	1,342	985	491	59,183
19 to 24	15,393	12,612	10,635	5,236	4,716	1,359	986	357	51,308
25 to 34	15,682	13,553	10,315	5,143	3,920	1,422	931	393	51,375
35 to 44	12,122	12,237	8,932	4,114	3,502	894	741	450	43,000
45 to 54	13,888	13,806	10,134	4,236	3,812	1,109	839	453	48,285
55 to 64	16,707	15,535	11,974	5,064	4,816	1,278	848	445	56,680
65+	8,895	7,311	5,689	2,422	2,407	574	622	151	28,076
Total	181,908	166,448	132,679	53,045	52,715	12,900	10,164	5,330	615,313

Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 31 March 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	17%	13%	14%	13%	13%	19%	17%
7 to 14	28%	28%	29%	27%	30%	25%	28%	30%	28%
15 to 18	9%	9%	10%	11%	12%	10%	10%	9%	10%
19 to 24	8%	8%	8%	10%	9%	11%	10%	7%	8%
25 to 34	9%	8%	8%	10%	7%	11%	9%	7%	8%
35 to 44	7%	7%	7%	8%	7%	7%	7%	8%	7%
45 to 54	8%	8%	8%	8%	7%	9%	8%	8%	8%
55 to 64	9%	9%	9%	10%	9%	10%	8%	8%	9%
65+	5%	4%	4%	5%	5%	4%	6%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.8 Number of active participant plans by primary disability group at 31 March 2024 ^{13 14}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	67,267	58,561	52,335	21,135	23,038	4,983	3,884	1,388	232,646
Intellectual disability	32,053	27,589	19,361	9,105	8,779	3,010	1,534	1,145	102,596
Developmental delay	21,387	26,350	18,476	4,575	5,237	1,012	1,186	841	79,075
Psychosocial disability	18,881	20,067	12,255	5,437	3,898	1,159	1,170	592	63,469
Hearing impairment	8,436	6,963	6,373	2,337	1,997	495	455	228	27,286
Other neurological	7,272	5,584	4,916	2,320	1,786	507	424	224	23,041
Other physical	5,840	4,602	4,827	1,852	1,809	411	521	199	20,066
Acquired brain injury	5,055	4,814	4,189	1,654	1,794	476	232	317	18,537
Cerebral palsy	5,685	4,221	3,831	1,852	1,302	435	303	196	17,826
Global developmental delay	6,569	3,067	3,171	1,399	2,110	215	221	218	16,973
Multiple sclerosis	2,927	3,286	1,845	1,052	991	381	230	23	10,735
Visual impairment	3,237	2,937	1,882	901	821	212	181	73	10,244
Other	2,957	2,162	2,180	1,036	736	286	150	166	9,674
Stroke	3,235	2,093	2,119	724	714	190	149	200	9,426
Spinal cord Injury	1,895	1,031	1,612	693	468	138	82	88	6,009
Other sensory/speech	772	431	236	113	346	37	58	27	2,020
Total	193,468	173,758	139,608	56,185	55,826	13,947	10,780	5,925	649,623

Table D.9 Proportion of active participant plans by primary disability group at 31 March 2024

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	34%	37%	38%	41%	36%	36%	23%	36%
Intellectual disability	17%	16%	14%	16%	16%	22%	14%	19%	16%
Developmental delay	11%	15%	13%	8%	9%	7%	11%	14%	12%
Psychosocial disability	10%	12%	9%	10%	7%	8%	11%	10%	10%
Hearing impairment	4%	4%	5%	4%	4%	4%	4%	4%	4%
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	4%
Other physical	3%	3%	3%	3%	3%	3%	5%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	3%
Global developmental delay	3%	2%	2%	2%	4%	2%	2%	4%	3%
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Visual impairment	2%	2%	1%	2%	1%	2%	2%	1%	2%
Other	2%	1%	2%	2%	1%	2%	1%	3%	1%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

¹³ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁴ Down syndrome is included in intellectual disability.

Table D.10 Number of active participant plans by other characteristics at 31 March 2024 ¹⁵

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	17,286	6,036	14,685	4,572	3,673	1,397	486	3,032	51,176
Culturally and linguistically diverse participants	20,981	20,076	7,349	4,416	3,922	359	1,034	335	58,490
Participants residing in remote and very remote areas	1,548	62	3,547	4,359	1,395	175	<11	2,437	13,587
Younger people in residential aged care (under 65)	413	475	191	116	65	32	<11	<11	1,307
Participants with supported independent living	11,560	7,310	6,929	3,140	3,111	1,047	616	595	34,310
Participants with specialised disability accommodation	7,253	6,527	3,390	1,590	2,232	469	321	240	22,022

Table D.11 Proportion of active participant plans by other characteristics at 31 March 2024 ¹⁶

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.9%	3.5%	10.5%	8.1%	6.6%	10.0%	4.5%	51.2%	7.9%
Culturally and linguistically diverse participants	10.8%	11.6%	5.3%	7.9%	7.0%	2.6%	9.6%	5.7%	9.0%
Participants residing in remote and very remote areas	0.8%	0.0%	2.5%	7.8%	2.5%	1.3%	n/a	41.1%	2.1%
Younger people in residential aged care (under 65)	0.2%	0.3%	0.1%	0.2%	0.1%	0.2%	0.0%	0.2%	0.2%
Participants with supported independent living	6.0%	4.2%	5.0%	5.6%	5.6%	7.5%	5.7%	10.0%	5.3%
Participants with specialised disability accommodation	3.7%	3.8%	2.4%	2.8%	4.0%	3.4%	3.0%	4.1%	3.4%

Table D.12 Participation rates by gender at 31 March 2024 ¹⁷

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.4%	3.5%	3.6%	2.7%	4.4%	3.4%	3.0%	3.1%	3.5%
Female	1.9%	2.2%	2.2%	1.7%	2.6%	2.2%	1.9%	1.6%	2.1%
Total	2.7%	2.9%	3.0%	2.2%	3.6%	2.9%	2.5%	2.4%	2.8%

Table D.13 Participation rates by age group at 31 March 2024 ¹⁸

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.8%	5.5%	5.2%	2.9%	5.4%	3.9%	3.4%	4.0%	4.8%
7 to 14	6.2%	7.1%	6.9%	4.8%	9.2%	6.2%	6.1%	5.6%	6.6%
15 to 18	4.1%	4.5%	4.7%	4.0%	7.0%	4.9%	4.4%	3.9%	4.5%
19 to 24	2.7%	2.6%	2.7%	2.7%	3.7%	3.9%	2.5%	1.9%	2.7%
25 to 44	1.4%	1.4%	1.5%	1.3%	1.7%	1.7%	1.2%	1.2%	1.4%
45 to 64	1.8%	2.1%	1.9%	1.6%	2.2%	1.9%	1.9%	1.9%	1.9%
Total (aged 0 to 64)	2.7%	2.9%	3.0%	2.2%	3.6%	2.9%	2.5%	2.4%	2.8%

¹⁵ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

¹⁶ Ibid.

¹⁷ Participation rate refers to the proportion of general population that are NDIS participants.

¹⁸ Ibid.

Table D.14 Proportion of respondents rating their overall experience as good or very good in 2023-24 Q3 ¹⁹

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Early Supports Process	72%	54%	62%	n/a	n/a	n/a	n/a	n/a	63%
The Community Connections Process	77%	76%	78%	73%	75%	64%	63%	n/a	76%
The Apply for NDIS Process (overall)	52%	57%	53%	54%	52%	41%	62%	n/a	54%
The Plan Approval Process	63%	65%	64%	70%	58%	69%	48%	71%	64%
The Plan Implementation Process	66%	65%	65%	65%	61%	68%	58%	n/a	65%
The Plan Reassessment Process	69%	70%	66%	64%	64%	69%	59%	61%	67%

Table D.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' ²⁰

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	18%	28%	13%	20%
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	24%	25%	18%	29%	15%	22%
Participants (15 and over) in community - Baseline	34%	33%	36%	37%	37%	30%	36%	42%	35%
Participants (15 and over) in community - Latest Reassessment	45%	38%	42%	40%	39%	34%	41%	45%	41%
Parent and carer employment rate - Baseline	48%	45%	43%	46%	45%	40%	57%	50%	46%
Parent and carer employment rate - Latest Reassessment	54%	50%	47%	51%	48%	43%	62%	55%	51%
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	64%	68%	70%	57%	67%
Participant (15 and over) choice and control - Latest Reassessment	76%	76%	81%	77%	74%	74%	78%	69%	77%

Table D.16 Distribution of active participant by method of financial plan management at 31 March 2024 ²¹

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	27%	23%	19%	18%	15%	36%	9%	23%
Self-managed partly	6%	7%	5%	10%	4%	6%	8%	4%	6%
Plan-managed	58%	63%	66%	56%	73%	70%	50%	82%	63%
Agency-managed	14%	4%	7%	15%	6%	8%	6%	5%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.17 Distribution of plan budget amount by method of financial plan management at 31 March 2024

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	13%	8%	9%	19%	4%	12%
Plan-managed	41%	54%	51%	39%	53%	34%	51%	41%	47%
Agency-managed	48%	31%	36%	47%	38%	57%	30%	56%	40%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

¹⁹ Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.

²⁰ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a second plan reassessment to date.

²¹ 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.

Table D.18 Number and rates of participant complaints ²²

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2023-24 Q3	5,244	4,656	3,955	1,356	1,505	291	210	66	17,768
% of the number of active participants	10.9%	10.7%	11.4%	9.7%	10.8%	8.4%	7.8%	4.4%	11.0%
All participant complaints	54,825	45,707	32,690	12,602	18,949	3,688	3,768	1,114	184,633
% of the number of active participants	6.1%	6.4%	6.3%	6.0%	7.6%	6.0%	6.3%	4.8%	6.7%

Table D.19 Number and rates of Participants Critical Incidents (PCIs) ^{23 24}

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2023-24 Q3	1,367	1,496	1,137	488	510	88	46	45	5,185
% of the number of active participants	2.8%	3.4%	3.3%	3.5%	3.7%	2.5%	1.7%	3.0%	3.2%
All PCIs	10,200	11,543	7,811	4,445	4,647	701	471	639	40,601
% of the number of active participants	1.4%	1.9%	1.7%	2.3%	2.3%	1.4%	1.1%	3.1%	1.8%

Table D.20 Number of active providers in 2023-24 Q3 by plan management type, registration status and the residing State/Territory ^{25 26 27 28 29 30}

Plan management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	6,357	4,953	4,475	1,995	1,889	901	886	630	13,529
Registered providers - Agency managed	3,916	2,413	2,367	1,121	796	345	330	255	8,786
Registered providers - Plan managed	5,767	4,562	4,099	1,766	1,716	781	757	558	12,703
Registered providers - Self-managed	1,955	1,536	1,325	642	543	344	224	74	5,029
Unregistered providers - Total	53,485	57,407	52,759	16,855	16,292	5,043	2,903	1,394	192,509
Unregistered providers - Agency managed	0	0	0	0	0	0	0	0	0
Unregistered providers - Plan managed	47,649	50,197	47,787	14,121	14,563	3,873	2,337	1,314	171,083
Unregistered providers - Self-managed	12,131	15,251	11,166	4,927	3,871	2,034	1,022	166	46,951
All providers - Total	59,617	62,139	57,066	18,795	18,124	5,934	3,769	2,016	205,367
All providers - Agency managed	3,916	2,413	2,367	1,121	796	345	330	255	8,786
All providers - Plan managed	53,206	54,550	51,727	15,834	16,223	4,645	3,075	1,864	183,147
All providers - Self-managed	14,048	16,754	12,459	5,560	4,406	2,375	1,244	240	51,857

²² The National totals include participant complaints where jurisdiction information was missing.

²³ The National totals include PCIs where jurisdiction information was missing.

²⁴ 2023-24 Q3 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

²⁵ The State/Territory allocation is determined by the residence of the participants supported by the provider, and it is not related to the State/Territory where the provider is registered or operates.

²⁶ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

²⁷ Total participants supported by a provider may reside across multiple States/Territories. In such cases, the provider will be included in the provider count for each respective State/Territory. The National total count of active providers includes each unique provider only once, regardless of the number of States or Territories they are included in.

²⁸ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

²⁹ Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.

³⁰ The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.

Table D.21 Committed supports by financial year (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,271	1,439	869	227	371	189	305	100	7,773
2018-19	5,901	3,454	2,530	550	1,158	401	367	201	14,566
2019-20	8,034	6,017	5,142	1,540	2,124	661	462	389	24,374
2020-21	10,178	7,920	6,828	2,734	2,770	844	557	513	32,353
2021-22	11,490	9,254	7,932	3,192	3,170	947	610	543	37,146
2022-23	13,967	11,531	9,858	4,063	3,925	1,076	713	693	45,834
2023-24 YTD	15,434	12,744	11,037	4,623	4,338	1,404	773	775	51,137
% increase from 2017-18 to 2018-19	38%	140%	191%	143%	213%	112%	20%	101%	87%
% increase from 2018-19 to 2019-20	36%	74%	103%	180%	83%	65%	26%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	21%	32%	33%
% increase from 2020-21 to 2021-22	13%	17%	16%	17%	14%	12%	9%	6%	15%
% increase from 2021-22 to 2022-23	22%	25%	24%	27%	24%	14%	17%	27%	23%

Table D.22 Payments by financial year in which support was provided (\$m)

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,102	956	553	168	222	153	221	67	5,443
2018-19	4,474	2,367	1,662	395	793	296	277	137	10,405
2019-20	5,984	4,127	3,600	1,026	1,491	477	339	266	17,313
2020-21	7,716	5,455	5,005	1,936	2,000	632	418	375	23,541
2021-22	8,947	6,811	6,129	2,359	2,418	757	477	420	28,454
2022-23	10,907	8,532	7,492	2,940	2,956	873	542	526	34,820
2023-24 YTD	8,966	7,145	6,229	2,491	2,419	686	423	427	28,799
% increase from 2017-18 to 2018-19	44%	148%	200%	135%	258%	93%	26%	104%	91%
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	36%
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	21%
% increase from 2021-22 to 2022-23	22%	25%	22%	25%	22%	15%	13%	25%	22%

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 March 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to the date of the report, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 31 March 2024. Total payments refer to those paid over the 12 months to 31 March 2024. Figures are not shown if there is insufficient data in the group.

Average payments are calculated as the sum of the payments in the previous 12 month period to the date of the report, divided by the average number of participants that are active per working day in each month over the same period.

Table D.23 Annualised committed supports as at 31 March 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	15,339	12,737	11,165	4,696	4,345	1,277	769	749	51,087
Average (\$)	79,300	73,300	80,000	83,600	77,800	91,500	71,300	126,400	78,600
Total - SIL (\$m)	4,939	3,302	3,143	1,376	1,457	490	263	379	15,350
Average - SIL (\$)	427,300	451,700	453,600	438,300	468,300	468,300	426,400	637,000	447,400

Table D.24 Payments as at 31 March 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	12,323	9,808	8,491	3,411	3,331	949	591	596	39,524
Average (\$)	65,700	58,400	63,300	63,200	61,700	69,700	56,100	102,900	63,000
Total - SIL (\$m)	4,359	2,857	2,738	1,166	1,302	410	231	326	13,391
Average - SIL (\$)	393,700	413,100	417,800	393,600	432,700	400,300	382,600	584,700	409,400

Table D.25 Total annualised committed supports by support category as at 31 March 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,404	5,547	5,488	2,212	2,235	640	388	419	24,338
Core - Consumables	246	239	214	89	75	19	13	8	903
Core - Social and Civic	3,346	2,974	2,360	929	819	300	142	132	11,006
Core - Transport	160	143	102	44	41	13	9	5	518
Capacity Building - Choice and Control	169	163	138	50	60	15	8	9	612
Capacity Building - Daily Activities	2,374	2,269	1,760	762	663	153	121	90	8,194
Capacity Building - Employment	114	77	74	49	33	10	7	5	370
Capacity Building - Health and Wellbeing	28	16	13	5	4	2	3	0.3	71
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.01	0.03	5
Capacity Building - Lifelong learning	0.2	0.3	0.1	0.06	0.2	0.04	0.002	n/a	0.8
Capacity Building - Relationships	373	285	182	130	108	29	16	19	1,143
Capacity Building - Social and Civic	130	113	71	61	23	17	12	11	438
Capacity Building - Support Coordination	375	410	295	135	114	32	18	31	1,411
Capital - Assistive Technology	422	320	320	175	115	28	22	15	1,417
Capital - Home Modifications	197	177	147	53	53	17	10	6	661
Total	15,339	12,737	11,165	4,696	4,345	1,277	769	749	51,087

Table D.26 Total payments by support category for the year ending 31 March 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,391	4,728	4,419	1,787	1,876	535	336	386	20,482
Core - Consumables	192	172	159	60	59	15	9	6	672
Core - Social and Civic	2,848	2,372	2,018	714	639	228	109	99	9,028
Core - Transport	335	219	128	51	44	13	14	8	812
Capacity Building - Choice and Control	148	146	121	43	53	13	7	7	539
Capacity Building - Daily Activities	1,491	1,366	1,048	460	424	77	71	43	4,981
Capacity Building - Employment	45	28	22	12	11	3	2	1	125
Capacity Building - Health and Wellbeing	15	7	6	2	2	1	2	0.1	35
Capacity Building - Home Living	0.1	1	0.1	0.1	0.02	0.1	0.01	0.004	1
Capacity Building - Lifelong learning	0.01	0.03	0.02	0.02	0.05	n/a	n/a	n/a	0.1
Capacity Building - Relationships	199	145	89	66	55	13	8	10	586
Capacity Building - Social and Civic	59	46	31	27	8	7	5	5	188
Capacity Building - Support Coordination	281	322	215	92	83	23	13	23	1,051
Capital - Assistive Technology	189	134	137	64	45	15	9	6	600
Capital - Home Modifications	129	121	96	24	32	6	5	2	415
Total	12,323	9,808	8,491	3,411	3,331	949	591	596	39,524

Table D.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2023 to 31 March 2024) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	1%	0%	0%	0%
-80% to -65%	1%	0%	1%	0%	0%	1%	1%	0%	1%
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-50% to -35%	2%	2%	2%	2%	2%	3%	2%	2%	2%
-35% to -20%	4%	4%	4%	4%	4%	5%	4%	3%	4%
-20% to -5%	9%	10%	9%	9%	9%	12%	10%	9%	9%
-5% to 0%	11%	12%	12%	11%	12%	18%	11%	10%	12%
0% to 5%	16%	17%	16%	16%	15%	15%	15%	17%	16%
5% to 20%	19%	18%	17%	17%	18%	16%	21%	17%	18%
20% to 35%	8%	8%	7%	8%	9%	7%	7%	8%	8%
35% to 50%	6%	5%	5%	6%	6%	4%	5%	5%	6%
50% to 65%	4%	4%	4%	4%	4%	3%	4%	4%	4%
65% to 80%	3%	3%	3%	3%	3%	2%	3%	3%	3%
above 80%	16%	15%	19%	18%	17%	11%	16%	19%	17%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{31 32 33}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	83%	78%	85%	83%	93%	n/a	n/a	n/a	83%
SIL - Subsequent plans	90%	88%	89%	87%	88%	83%	88%	89%	89%
SIL - Total	90%	88%	89%	87%	88%	82%	88%	89%	89%
Non SIL - First plan	63%	60%	59%	58%	60%	49%	54%	49%	60%
Non SIL - Subsequent plans	76%	74%	74%	70%	73%	67%	71%	67%	74%
Non SIL - Total	74%	72%	72%	68%	72%	65%	69%	64%	72%
First plan (SIL and Non SIL)	64%	61%	60%	60%	61%	50%	55%	55%	61%
Subsequent plans (SIL and Non SIL)	81%	78%	79%	76%	78%	74%	77%	80%	79%
Total (SIL and Non SIL)	80%	77%	77%	74%	77%	72%	76%	78%	77%

Table D.29 Percentage change in plan budgets for active participants as at 31 March 2024

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	4.6%	6.4%	5.7%	5.1%	7.3%	7.6%	3.0%	7.2%	5.7%
Interplan Inflation	2.6%	0.3%	2.5%	2.7%	0.7%	-1.1%	2.9%	4.6%	1.8%
Total Inflation	7.2%	6.8%	8.2%	7.8%	7.9%	6.5%	5.9%	11.7%	7.5%

³¹ Utilisation of committed supports from 1 July 2023 to 31 December 2023 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

³² 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.

³³ Utilisation is not shown if there is insufficient data in the group.

Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 March 2024 ^{34 35 36 37 38 39 40}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
2. Make an access decision, or request for more information, after an access request has been received	21 days	49%	49%	48%	51%	48%	42%	44%	57%	49%
4. Make an access decision, or request for additional information, after more information has been provided.	14 days	52%	55%	51%	61%	53%	52%	50%	50%	53%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	57%	52%	57%	57%	51%	49%	53%	68%	55%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	99%	96%	98%	98%	99%	59%	98%
8. Offer to hold a plan implementation meeting, after the plan is approved.	7 days	83%	81%	76%	75%	79%	74%	80%	80%	80%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	72%	62%	74%	71%	64%	24%	70%	42%	65%
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	17%	23%	22%	19%	24%	29%	16%	45%	21%
13. Complete a reassessment, after the decision to accept the request was made	28 days	63%	60%	63%	67%	72%	59%	57%	64%	63%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	65%	61%	56%	69%	64%	75%	69%	82%	63%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	19%	22%	19%	20%	20%	19%	18%	13%	20%

³⁴ 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.

³⁵ 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.

³⁶ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

³⁷ The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

³⁸ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

³⁹ For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

⁴⁰ Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.

Appendix C

- 1 All counts are exclusive of children accessing early connections.
- 2 All plans approved includes participants who have left the Scheme since receiving an initial plan, in line with the measurement of progress against bilateral estimates.
- 3 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.
- 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 This table includes 22 children aged over 8 accessing early connections as at 31 March 2024, and a further 4 children aged over 8 who are waiting for early connections
- 6 Early connections provide support for children younger than 9 and their families by linking them to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental concerns may also undertake a short-term program of early supports with the early childhood partner.
- 7 The number of children supported by the early childhood approach who are not receiving early connections in this figure does not include data from the new computer system.
- 8 The 8,271 for Access request (no decision) includes 4 children identified in the old computer system as waiting for early connections.
- 9 The lower numbers of children accessing early connections, and the higher numbers waiting for an access decision for the March 2024 quarter are attributed to adaptation to the new computer system and integration of new processes.
- 10 An overstatement in last quarter's figure for the number of children accessing early connections was identified. As a result, the figure reported this quarter is not comparable to the figure reported last quarter.
- 11 The number of children accessing early connections whilst awaiting an access decision will no longer be reported separately so that results align to the way data is captured on the new computer system.

Appendix D

- 12 OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 13 Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
- 14 Down syndrome is included in intellectual disability.
- 15 The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.
- 16 The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.
- 17 Participation rate refers to the proportion of general population that are NDIS participants.
- 18 Participation rate refers to the proportion of general population that are NDIS participants.
- 19 Initial changes to the PSS were introduced for the December 2023 monthly data collection. Due to the resulting discontinuity, the present quarterly report only includes data from December 2023 onwards, with December 2023 results included in the 2023-24 Q3 results.
- 20 Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 March 2022 and have had a second plan reassessment to date.
- 21 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.
- 22 The National totals include participant complaints where jurisdiction information was missing.
- 23 The National totals include PCIs where jurisdiction information was missing.
- 24 2023-24 Q3 PCI data has been sourced from the new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 25 The State/Territory allocation is determined by the residence of the participants supported by the provider, and it is not related to the State/Territory where the provider is registered or operates.
- 26 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with a missing Australian Business Number.

- 27 Total participants supported by a provider may reside across multiple States/Territories. In such cases, the provider will be included in the provider count for each respective State/Territory. The National total count of active providers includes each unique provider only once, regardless of the number of States or Territories they are included in.
- 28 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 29 Plan management fees, which are Agency-managed payments, are reclassified as Plan-managed payments for the purpose of counting providers. Therefore, the count of Agency-managed providers excludes providers that only received plan management fees and no other Agency-managed payments.
- 30 The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the March 2024 quarter, provider information was provided for 16.0% of all self-managed payment transactions.
- 31 Utilisation of committed supports from 1 July 2023 to 31 December 2023 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 32 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.
- 33 Utilisation is not shown if there is insufficient data in the group.
- 34 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.
- 35 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.
- 36 The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.
- 37 The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.
- 38 The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.
- 39 For the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 40 Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.