

# Appendix A:

## Key Definitions

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**Access request:** A formal request by an individual for a determination of eligibility to access the Scheme.

**Access requirements:** The criteria someone must meet to become a participant in the NDIS. The access requirements are: age (under 65 years); residency (live in Australia and be an Australian citizen or have paperwork to live here permanently); disability: a disability which is permanent and significant, or early intervention (support is required early to help reduce the future needs for supports).

**Active participant:** Those who have been determined eligible and have an approved plan. (There are also cases where a participant's plan has expired and a new plan has not formally commenced, but they have not exited the Scheme. These individuals are also counted as active participants.)

**Active provider:** An approved person or provider of supports who has received payment for supporting Agency-managed participants.

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

**Assistive Technology (AT):** The full range of technological solutions that allow people with disability to be more independent and more connected. The primary purpose of AT is to maintain or improve an individual's functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being.

**Average annualised committed supports:** Annualised committed supports divided by the number of active participants. The annualised committed supports are the committed supports (on the current plan) scaled to a 12 month period.

**Average payments:** Total payments paid in a period divided by the average number of active participants in that period. The average number of active participants is the average of the active participants at the start and the end of the period.

**Bilateral Agreement:** An agreement between the Commonwealth and a State or Territory that formalises the commitments of each government in relation to NDIS.

**Bilateral estimates:** Estimates for the number of people expected to enter the NDIS by quarter in each State and Territory. These figures are estimates only.

**Carer:** Someone who provides personal care, support and assistance to a person with a disability and who is not contracted as a paid or voluntary worker.

**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 agency 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):** 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 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. 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'.

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

**Outcomes framework questionnaires:** One way in which the Agency is measuring success for people with disability across eight 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 Provider Pathway:** The process by which participants, their families, carers and providers interact with the NDIS.

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

**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.

**Plan manager:** A registered plan management provider means a registered provider of support 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 OR a provider that has submitted claims for plan management fees.

**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 of support:** 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

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### 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 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 30 June 2023, for NT are as at 30 June 2020, and for all other States/Territories are unchanged from 30 June 2019.

A detailed summary of children younger than 7 in the Scheme by State/Territory is also included in Table C.2, including children accessing early connections.

**Table C.1 Plan approvals to date (including children accessing early connections) compared to bilateral estimates** <sup>1 2 3 4 5</sup>

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	197,147	5,891	203,038	141,957	143%
VIC	173,278	3,567	176,845	105,324	168%
QLD	132,297	4,903	137,200	91,217	150%
WA	53,677	1,184	54,861	45,417	121%
SA	55,934	1,299	57,233	32,284	177%
TAS	13,855	125	13,980	10,587	132%
ACT	12,217	175	12,392	5,075	244%
NT	6,161	125	6,286	6,545	96%
<b>Total</b>	<b>644,567</b>	<b>17,269</b>	<b>661,836</b>	<b>438,406</b>	<b>151%</b>

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.

<sup>5</sup> There are no children accessing early connections at 30 June 2023 with Missing jurisdiction information.

**Table C.2 Summary of children younger than 7 who have approached the Scheme for support by jurisdiction and status** <sup>6 7</sup>

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	30,479	1,018	1,137	<11	422	4,754	23	37,837
VIC	28,550	1,102	876	29	320	2,691	353	33,921
QLD	21,459	1,395	801	<11	372	4,102	46	28,183
SA	7,241	273	195	<11	94	1,104	89	8,996
WA	6,261	555	251	<11	61	933	34	8,097
TAS	1,697	27	17	<11	117	108	<11	1,969
ACT	1,331	34	42	<11	14	133	<11	1,554
NT	1,024	56	24	<11	39	101	<11	1,245
OT	<11	<11	<11	<11	<11	<11	<11	<11
<b>Total</b>	<b>98,044</b>	<b>4,460</b>	<b>3,343</b>	<b>44</b>	<b>1,439</b>	<b>13,926</b>	<b>548</b>	<b>121,804</b>

<sup>6</sup> This table includes 305 children aged over 6 accessing early connections as at 30 June 2023, and a further 24 children aged over 6 who are waiting for early connections.

<sup>7</sup> Early connections include any early childhood therapy supports and/or mainstream referrals.

## Appendix D: State/Territory – comparison of key metrics

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

The new Information and Communications Technology (ICT) system test commenced in Tasmania in the December 2022 quarter. The Quarterly Report to the Disability Minister combines data from the current and new ICT systems. This may lead to some minor restatements of information in this and future reports.

**Table D.1 Active participants including ECA at 30 June 2023**<sup>8 9</sup>

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	182,920	30.0%	6,071	188,991	30.1%
VIC	163,241	26.7%	3,592	166,833	26.6%
QLD	129,989	21.3%	4,973	134,962	21.5%
WA	52,451	8.6%	1,172	53,623	8.5%
SA	52,501	8.6%	1,358	53,859	8.6%
TAS	13,371	2.2%	116	13,487	2.1%
ACT	10,328	1.7%	175	10,503	1.7%
NT	5,647	0.9%	132	5,779	0.9%
OT	51	0.0%	<11	51	0.0%
Missing	<11	n/a	<11	<11	n/a
<b>National</b>	<b>610,502</b>	<b>100.0%</b>	<b>17,589</b>	<b>628,091</b>	<b>100.0%</b>

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 30 June 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	31,045	28,875	21,693	6,347	7,334	1,736	1,342	1,021	<b>99,395</b>
7 to 14	46,929	43,384	35,603	13,196	14,889	3,034	2,732	1,494	<b>161,279</b>
15 to 18	14,895	12,799	11,907	5,136	5,499	1,234	893	432	<b>52,802</b>
19 to 24	15,492	11,951	10,035	5,063	4,531	1,385	988	394	<b>49,846</b>
25 to 34	16,167	13,750	10,804	5,314	4,067	1,486	944	453	<b>52,991</b>
35 to 44	13,552	13,076	9,665	4,413	3,822	1,059	833	551	<b>46,974</b>
45 to 54	16,141	15,256	11,326	4,843	4,441	1,288	957	575	<b>54,828</b>
55 to 64	19,655	17,219	13,546	5,832	5,533	1,554	1,003	554	<b>64,903</b>
65+	9,044	6,931	5,410	2,307	2,385	595	636	173	<b>27,484</b>
<b>Total</b>	<b>182,920</b>	<b>163,241</b>	<b>129,989</b>	<b>52,451</b>	<b>52,501</b>	<b>13,371</b>	<b>10,328</b>	<b>5,647</b>	<b>610,502</b>

<sup>8</sup> 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.

<sup>9</sup> 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 30 June 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	18%	<b>16%</b>
7 to 14	26%	27%	27%	25%	28%	23%	26%	26%	<b>26%</b>
15 to 18	8%	8%	9%	10%	10%	9%	9%	8%	<b>9%</b>
19 to 24	8%	7%	8%	10%	9%	10%	10%	7%	<b>8%</b>
25 to 34	9%	8%	8%	10%	8%	11%	9%	8%	<b>9%</b>
35 to 44	7%	8%	7%	8%	7%	8%	8%	10%	<b>8%</b>
45 to 54	9%	9%	9%	9%	8%	10%	9%	10%	<b>9%</b>
55 to 64	11%	11%	10%	11%	11%	12%	10%	10%	<b>11%</b>
65+	5%	4%	4%	4%	5%	4%	6%	3%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.4 Number of active participant plans (participants in SIL) by age group at 30 June 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<b>&lt;11</b>
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	<b>25</b>
15 to 18	82	65	72	24	37	13	<11	<11	<b>305</b>
19 to 24	863	400	540	192	238	105	46	51	<b>2,435</b>
25 to 34	1,617	952	1,091	449	442	195	87	84	<b>4,917</b>
35 to 44	1,745	1,157	1,064	502	484	163	105	115	<b>5,335</b>
45 to 54	2,402	1,523	1,335	638	664	193	127	112	<b>6,994</b>
55 to 64	2,826	1,873	1,616	733	758	277	152	127	<b>8,362</b>
65+	1,170	639	551	282	286	110	60	36	<b>3,135</b>
<b>Total</b>	<b>10,708</b>	<b>6,614</b>	<b>6,276</b>	<b>2,825</b>	<b>2,913</b>	<b>1,057</b>	<b>583</b>	<b>532</b>	<b>31,509</b>

**Table D.5 Proportion of active participant plans (participants in SIL) by age group at 30 June 2023**

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	<b>n/a</b>
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	<b>0%</b>
15 to 18	1%	1%	1%	1%	1%	1%	n/a	n/a	<b>1%</b>
19 to 24	8%	6%	9%	7%	8%	10%	8%	10%	<b>8%</b>
25 to 34	15%	14%	17%	16%	15%	18%	15%	16%	<b>16%</b>
35 to 44	16%	17%	17%	18%	17%	15%	18%	22%	<b>17%</b>
45 to 54	22%	23%	21%	23%	23%	18%	22%	21%	<b>22%</b>
55 to 64	26%	28%	26%	26%	26%	26%	26%	24%	<b>27%</b>
65+	11%	10%	9%	10%	10%	10%	10%	7%	<b>10%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.6 Number of active participant plans (participants not in SIL) by age group at 30 June 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	31,044	28,875	21,693	6,347	7,334	1,736	1,342	1,021	<b>99,394</b>
7 to 14	46,927	43,379	35,596	13,191	14,885	3,033	2,731	1,494	<b>161,254</b>
15 to 18	14,813	12,734	11,835	5,112	5,462	1,221	888	425	<b>52,497</b>
19 to 24	14,629	11,551	9,495	4,871	4,293	1,280	942	343	<b>47,411</b>
25 to 34	14,550	12,798	9,713	4,865	3,625	1,291	857	369	<b>48,074</b>
35 to 44	11,807	11,919	8,601	3,911	3,338	896	728	436	<b>41,639</b>
45 to 54	13,739	13,733	9,991	4,205	3,777	1,095	830	463	<b>47,834</b>
55 to 64	16,829	15,346	11,930	5,099	4,775	1,277	851	427	<b>56,541</b>
65+	7,874	6,292	4,859	2,025	2,099	485	576	137	<b>24,349</b>
<b>Total</b>	<b>172,212</b>	<b>156,627</b>	<b>123,713</b>	<b>49,626</b>	<b>49,588</b>	<b>12,314</b>	<b>9,745</b>	<b>5,115</b>	<b>578,993</b>

**Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 30 June 2023**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	18%	18%	18%	13%	15%	14%	14%	20%	<b>17%</b>
7 to 14	27%	28%	29%	27%	30%	25%	28%	29%	<b>28%</b>
15 to 18	9%	8%	10%	10%	11%	10%	9%	8%	<b>9%</b>
19 to 24	8%	7%	8%	10%	9%	10%	10%	7%	<b>8%</b>
25 to 34	8%	8%	8%	10%	7%	10%	9%	7%	<b>8%</b>
35 to 44	7%	8%	7%	8%	7%	7%	7%	9%	<b>7%</b>
45 to 54	8%	9%	8%	8%	8%	9%	9%	9%	<b>8%</b>
55 to 64	10%	10%	10%	10%	10%	10%	9%	8%	<b>10%</b>
65+	5%	4%	4%	4%	4%	4%	6%	3%	<b>4%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.8 Number of active participant plans by primary disability group at 30 June 2023** <sup>10 11</sup>

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	62,634	53,866	48,146	19,481	21,322	4,505	3,623	1,281	<b>214,880</b>
Intellectual disability	31,572	27,088	18,802	8,980	8,643	2,975	1,518	1,100	<b>100,692</b>
Psychosocial disability	18,431	19,749	11,873	5,317	3,766	1,138	1,173	560	<b>62,011</b>
Developmental delay	18,573	22,831	15,458	3,338	4,451	1,016	1,068	821	<b>67,558</b>
Hearing impairment	8,204	6,784	6,161	2,244	1,947	488	451	227	<b>26,507</b>
Other neurological	7,083	5,436	4,791	2,250	1,740	510	411	218	<b>22,442</b>
Other physical	5,820	4,535	4,818	1,837	1,804	402	530	212	<b>19,961</b>
Cerebral palsy	5,645	4,199	3,793	1,825	1,287	436	299	196	<b>17,680</b>
Acquired brain injury	4,958	4,634	4,077	1,577	1,773	478	232	315	<b>18,045</b>
Global developmental delay	5,602	2,775	2,759	1,328	1,872	232	188	169	<b>14,926</b>
Visual impairment	3,220	2,923	1,850	885	819	215	182	64	<b>10,158</b>
Multiple sclerosis	2,813	3,184	1,756	1,004	955	369	231	25	<b>10,337</b>
Stroke	3,117	1,995	2,004	699	669	180	144	187	<b>8,997</b>
Spinal cord injury	1,862	1,007	1,573	682	473	132	81	84	<b>5,895</b>
Other	2,593	1,790	1,897	892	623	255	131	160	<b>8,341</b>
Other sensory/speech	793	445	231	112	357	40	66	28	<b>2,072</b>
<b>Total</b>	<b>182,920</b>	<b>163,241</b>	<b>129,989</b>	<b>52,451</b>	<b>52,501</b>	<b>13,371</b>	<b>10,328</b>	<b>5,647</b>	<b>610,502</b>

**Table D.9 Proportion of active participant plans by primary disability group at 30 June 2023**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	33%	37%	37%	41%	34%	35%	23%	<b>35%</b>
Intellectual disability	17%	17%	14%	17%	16%	22%	15%	19%	<b>16%</b>
Psychosocial disability	10%	12%	9%	10%	7%	9%	11%	10%	<b>10%</b>
Developmental delay	10%	14%	12%	6%	8%	8%	10%	15%	<b>11%</b>
Hearing impairment	4%	4%	5%	4%	4%	4%	4%	4%	<b>4%</b>
Other neurological	4%	3%	4%	4%	3%	4%	4%	4%	<b>4%</b>
Other physical	3%	3%	4%	4%	3%	3%	5%	4%	<b>3%</b>
Cerebral palsy	3%	3%	3%	3%	2%	3%	3%	3%	<b>3%</b>
Acquired brain injury	3%	3%	3%	3%	3%	4%	2%	6%	<b>3%</b>
Global developmental delay	3%	2%	2%	3%	4%	2%	2%	3%	<b>2%</b>
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	<b>2%</b>
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
Other	1%	1%	1%	2%	1%	2%	1%	3%	<b>1%</b>
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>10</sup> Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

<sup>11</sup> Down syndrome is included in intellectual disability.

**Table D.10 Number of active participant plans by other characteristics at 30 June 2023**<sup>12</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	15,741	5,506	13,303	4,185	3,360	1,282	462	2,854	<b>46,694</b>
Culturally and linguistically diverse participants	19,965	19,145	6,943	4,202	3,743	352	1,033	355	<b>55,751</b>
Participants residing in remote and very remote areas	770	59	2,249	2,405	1,330	173	<11	2,298	<b>9,335</b>
Younger people in residential aged care (under 65)	571	599	261	162	93	41	<11	<11	<b>1,743</b>
Participants with supported independent living	10,708	6,614	6,276	2,825	2,913	1,057	583	532	<b>31,509</b>
Participants with specialised disability accommodation	7,513	6,769	3,500	1,762	2,349	593	329	277	<b>23,092</b>

**Table D.11 Proportion of active participant plans by other characteristics at 30 June 2023**<sup>13</sup>

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.6%	3.4%	10.2%	8.0%	6.4%	9.6%	4.5%	50.5%	<b>7.6%</b>
Culturally and linguistically diverse participants	10.9%	11.7%	5.3%	8.0%	7.1%	2.6%	10.0%	6.3%	<b>9.1%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.6%	2.5%	1.3%	n/a	40.7%	<b>1.5%</b>
Younger people in residential aged care (under 65)	0.3%	0.4%	0.2%	0.3%	0.2%	0.3%	0.1%	0.2%	<b>0.3%</b>
Participants with supported independent living	5.9%	4.1%	4.8%	5.4%	5.5%	7.9%	5.6%	9.4%	<b>5.2%</b>
Participants with specialised disability accommodation	4.1%	4.1%	2.7%	3.4%	4.5%	4.4%	3.2%	4.9%	<b>3.8%</b>

**Table D.12 Participation rates by gender at 30 June 2023**<sup>14</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.2%	3.4%	3.4%	2.6%	4.2%	3.3%	2.9%	3.0%	<b>3.3%</b>
Female	1.8%	2.1%	2.1%	1.6%	2.4%	2.1%	1.8%	1.6%	<b>2.0%</b>
<b>Total</b>	<b>2.6%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>2.1%</b>	<b>3.4%</b>	<b>2.8%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.7%</b>

**Table D.13 Participation rates by age group at 30 June 2023**<sup>15</sup>

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.6%	5.3%	5.0%	2.6%	5.3%	4.1%	3.4%	4.0%	<b>4.6%</b>
7 to 14	5.7%	6.6%	6.4%	4.5%	8.6%	5.7%	5.9%	5.3%	<b>6.1%</b>
15 to 18	3.7%	4.0%	4.3%	3.7%	6.4%	4.6%	4.2%	3.3%	<b>4.1%</b>
19 to 24	2.6%	2.4%	2.5%	2.5%	3.4%	3.7%	2.4%	1.9%	<b>2.6%</b>
25 to 44	1.3%	1.4%	1.4%	1.2%	1.6%	1.7%	1.2%	1.1%	<b>1.3%</b>
45 to 64	1.8%	2.0%	1.9%	1.6%	2.2%	1.9%	1.9%	1.9%	<b>1.9%</b>
<b>Total (aged 0 to 64)</b>	<b>2.6%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>2.1%</b>	<b>3.4%</b>	<b>2.8%</b>	<b>2.4%</b>	<b>2.3%</b>	<b>2.7%</b>

<sup>12</sup> The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

<sup>13</sup> Ibid.

<sup>14</sup> Participation rate refers to the proportion of general population that are NDIS participants.

<sup>15</sup> Ibid.

**Table D.14 Proportion of participants rating their overall experience as good or very good in 2022-23 Q4** <sup>16</sup>

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	84%	82%	76%	74%	82%	n/a	n/a	n/a	<b>80%</b>
The Pre-Planning Process	79%	81%	80%	80%	79%	n/a	n/a	n/a	<b>80%</b>
The Planning Process	87%	87%	88%	79%	81%	n/a	82%	87%	<b>86%</b>
The Reassessment Process	70%	69%	65%	65%	64%	n/a	50%	68%	<b>67%</b>

**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'** <sup>17</sup>

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%	<b>20%</b>
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	24%	25%	18%	29%	14%	<b>22%</b>
Participants (15 and over) in community - Baseline	34%	34%	37%	37%	37%	30%	37%	43%	<b>35%</b>
Participants (15 and over) in community - Latest Reassessment	45%	39%	43%	40%	39%	34%	42%	45%	<b>42%</b>
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	52%	<b>46%</b>
Parent and carer employment rate - Latest Reassessment	53%	50%	46%	51%	49%	43%	62%	56%	<b>50%</b>
Participant (15 and over) choice and control - First Reassessment	65%	64%	73%	72%	64%	68%	71%	56%	<b>67%</b>
Participant (15 and over) choice and control - Latest Reassessment	76%	76%	81%	77%	74%	74%	78%	69%	<b>77%</b>

**Table D.16 Distribution of active participant by method of financial plan management at 30 June 2023** <sup>18</sup>

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	26%	23%	19%	18%	15%	36%	9%	<b>23%</b>
Self-managed partly	7%	7%	5%	11%	4%	13%	9%	5%	<b>7%</b>
Plan-managed	56%	61%	64%	52%	71%	61%	48%	79%	<b>60%</b>
Agency-managed	16%	5%	8%	18%	7%	11%	8%	7%	<b>10%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.17 Distribution of plan budget amount by method of financial plan management at 30 June 2023**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	14%	8%	9%	20%	4%	<b>12%</b>
Plan-managed	39%	53%	50%	36%	52%	34%	49%	38%	<b>46%</b>
Agency-managed	50%	32%	37%	50%	40%	57%	31%	58%	<b>42%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

The number of complaints reported prior to 2022-23 Q4 has changed due to PCIs being reported separately from 2022-23 Q4.

Complaints and participant critical incidents (PCIs) have commenced transitioning from old ICT system to new ICT system. However, this report excludes a small number of complaints for participants who have migrated to the new ICT system. The numbers of complaints reported for the most recent quarter, based on data from old ICT system, may still increase due to lag in data collection. However, any increase due to lag is not expected to have a material impact on the results.

<sup>16</sup> A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

<sup>17</sup> Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2021 and have had a second plan reassessment to date.

<sup>18</sup> 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**<sup>19</sup>

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2022-23 Q4	2,072	2,133	1,647	590	665	48	106	78	<b>7,677</b>
% of the number of active participants	4.6%	5.3%	5.2%	4.6%	5.1%	1.5%	4.2%	5.6%	<b>5.1%</b>
All participant complaints	44,134	35,975	24,176	9,604	15,754	2,602	3,233	931	<b>146,870</b>
% of the number of active participants	5.8%	6.2%	5.8%	5.6%	7.5%	5.1%	6.3%	4.9%	<b>6.5%</b>

**Table D.19 Number and rates of Participants Critical Incidents (PCIs)**<sup>20</sup>

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2022-23 Q4	983	1,255	794	400	378	48	42	71	<b>3,976</b>
% of the number of active participants	2.2%	3.1%	2.5%	3.1%	2.9%	1.5%	1.6%	5.1%	<b>2.6%</b>
All PCIs	6,625	7,537	5,065	2,951	3,273	455	272	464	<b>26,700</b>
% of the number of active participants	0.9%	1.3%	1.2%	1.7%	1.6%	0.9%	0.5%	2.4%	<b>1.2%</b>

**Table D.20 Number of ever active providers by legal entity type**<sup>21 22</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,535	2,446	2,474	666	837	420	374	177	<b>7,464</b>
Company / Organisation	6,873	5,190	5,564	2,459	2,317	1,332	1,310	867	<b>12,505</b>
<b>Total active providers</b>	<b>10,408</b>	<b>7,636</b>	<b>8,038</b>	<b>3,125</b>	<b>3,154</b>	<b>1,752</b>	<b>1,684</b>	<b>1,044</b>	<b>19,969</b>

**Table D.21 Number of active providers in 2022-23 Q4 by legal entity type**<sup>23 24</sup>

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	912	518	554	201	134	99	68	42	<b>2,030</b>
Company / Organisation	3,501	2,319	2,269	1,071	868	405	405	294	<b>7,525</b>
<b>Total active providers</b>	<b>4,413</b>	<b>2,837</b>	<b>2,823</b>	<b>1,272</b>	<b>1,002</b>	<b>504</b>	<b>473</b>	<b>336</b>	<b>9,555</b>

**Table D.22 Committed supports by financial year (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,279	1,440	863	226	370	190	305	100	<b>7,773</b>
2018-19	5,911	3,457	2,521	548	1,158	401	366	202	<b>14,566</b>
2019-20	8,050	6,019	5,131	1,537	2,124	661	460	390	<b>24,375</b>
2020-21	10,199	7,925	6,810	2,730	2,769	846	555	515	<b>32,354</b>
2021-22	11,494	9,242	7,893	3,184	3,162	966	606	546	<b>37,096</b>
2022-23	13,690	11,222	9,572	3,971	3,817	1,139	695	682	<b>44,793</b>
% increase from 2017-18 to 2018-19	38%	140%	192%	143%	213%	111%	20%	101%	<b>87%</b>
% increase from 2018-19 to 2019-20	36%	74%	104%	180%	83%	65%	26%	93%	<b>67%</b>
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	20%	32%	<b>33%</b>
% increase from 2020-21 to 2021-22	13%	17%	16%	17%	14%	14%	9%	6%	<b>15%</b>
% increase from 2021-22 to 2022-23	19%	21%	21%	25%	21%	18%	15%	25%	<b>21%</b>

<sup>19</sup> The National totals include participant complaints where jurisdiction information was missing.<sup>20</sup> The National totals include participant complaints where jurisdiction information was missing.<sup>21</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>22</sup> 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.<sup>23</sup> Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.<sup>24</sup> 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.

**Table D.23 Payments by financial year in which support was provided (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,107	957	549	167	221	154	220	67	<b>5,443</b>
2018-19	4,483	2,369	1,656	394	794	297	276	137	<b>10,406</b>
2019-20	5,997	4,129	3,592	1,024	1,490	478	338	266	<b>17,316</b>
2020-21	7,732	5,458	4,991	1,933	1,998	632	416	375	<b>23,537</b>
2021-22	8,956	6,808	6,110	2,353	2,414	758	475	420	<b>28,426</b>
2022-23	10,441	8,130	7,178	2,794	2,825	783	511	501	<b>33,259</b>
% increase from 2017-18 to 2018-19	44%	147%	202%	135%	259%	93%	25%	105%	<b>91%</b>
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	<b>66%</b>
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	<b>36%</b>
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	<b>21%</b>
% increase from 2021-22 to 2022-23	17%	19%	17%	19%	17%	3%	8%	19%	<b>17%</b>

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 June 2023. Average payments are calculated as the average of the annualised monthly payments in 12 months period to 30 June 2023, weighted by the participants that are active in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 June 2023. Total payments refer to those paid over the 12 months to 30 June 2023. Figures are not shown if there is insufficient data in the group.

**Table D.24 Annualised committed supports as at 30 June 2023**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,885	11,442	9,834	4,153	3,860	1,170	702	664	<b>45,715</b>
Average (\$)	75,900	70,100	75,700	79,200	73,500	87,500	68,000	117,500	<b>74,900</b>
Total - SIL (\$m)	4,302	2,769	2,589	1,142	1,267	456	234	315	<b>13,075</b>
Average - SIL (\$)	401,700	418,700	412,500	404,400	435,000	431,300	401,400	591,900	<b>414,900</b>

**Table D.25 Payments as at 30 June 2023**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	10,897	8,504	7,435	2,919	2,958	872	535	535	<b>34,724</b>
Average (\$)	63,400	55,600	61,500	59,100	59,800	68,400	54,600	100,200	<b>60,700</b>
Total - SIL (\$m)	3,800	2,359	2,352	931	1,166	385	205	283	<b>11,481</b>
Average - SIL (\$)	372,300	381,800	401,200	361,700	422,000	396,600	367,600	565,200	<b>387,700</b>

**Table D.26 Total annualised committed supports by support category as at 30 June 2023 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,664	4,882	4,760	1,932	1,981	584	352	369	<b>21,526</b>
Core - Consumables	231	224	200	82	71	19	12	7	<b>847</b>
Core - Social and Civic	3,010	2,678	2,087	817	712	272	128	113	<b>9,819</b>
Core - Transport	157	140	99	42	39	13	8	4	<b>505</b>
Capacity Building - Choice and Control	152	150	125	44	55	13	7	8	<b>555</b>
Capacity Building - Daily Activities	2,180	2,084	1,592	682	600	142	113	83	<b>7,477</b>
Capacity Building - Employment	100	66	57	40	27	8	6	4	<b>308</b>
Capacity Building - Health and Wellbeing	30	17	14	5	4	2	3	0.4	<b>76</b>
Capacity Building - Home Living	1	2	1	0.3	0.2	0.2	0.02	0.03	<b>4</b>
Capacity Building - Lifelong learning	0.03	0.2	0.04	0.04	0.2	0.01	n/a	n/a	<b>0.5</b>
Capacity Building - Relationships	315	240	147	108	91	24	14	16	<b>954</b>
Capacity Building - Social and Civic	118	103	59	56	19	15	11	11	<b>392</b>
Capacity Building - Support Coordination	344	384	265	120	101	30	17	28	<b>1,289</b>
Capital - Assistive Technology	409	318	312	178	115	31	22	15	<b>1,399</b>
Capital - Home Modifications	174	152	118	45	45	15	9	5	<b>563</b>
<b>Total</b>	<b>13,885</b>	<b>11,442</b>	<b>9,834</b>	<b>4,153</b>	<b>3,860</b>	<b>1,170</b>	<b>702</b>	<b>664</b>	<b>45,715</b>

**Table D.27 Total payments by support category for the year ending 30 June 2023 (\$m)**

Reported level of function	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,747	4,159	3,906	1,521	1,737	498	305	352	<b>18,291</b>
Core - Consumables	176	156	148	54	51	14	8	5	<b>613</b>
Core - Social and Civic	2,383	1,937	1,688	590	492	200	93	81	<b>7,464</b>
Core - Transport	317	214	124	47	43	13	15	7	<b>779</b>
Capacity Building - Choice and Control	132	133	109	38	48	12	6	7	<b>485</b>
Capacity Building - Daily Activities	1,300	1,179	927	405	379	70	65	39	<b>4,363</b>
Capacity Building - Employment	41	26	17	9	9	3	2	1	<b>108</b>
Capacity Building - Health and Wellbeing	18	8	7	2	2	1	2	0.1	<b>39</b>
Capacity Building - Home Living	0.1	1	0.1	0.04	0.04	0.04	0.01	0.004	<b>1</b>
Capacity Building - Lifelong learning	0.002	0.02	0.01	0.01	0.1	0.01	0	0	<b>0.1</b>
Capacity Building - Relationships	163	114	67	52	43	12	6	8	<b>465</b>
Capacity Building - Social and Civic	48	38	24	23	6	6	5	5	<b>155</b>
Capacity Building - Support Coordination	255	291	193	79	73	22	12	21	<b>947</b>
Capital - Assistive Technology	205	147	152	73	50	14	10	6	<b>657</b>
Capital - Home Modifications	112	103	75	18	27	8	4	2	<b>350</b>
<b>Total</b>	<b>10,897</b>	<b>8,504</b>	<b>7,435</b>	<b>2,919</b>	<b>2,958</b>	<b>872</b>	<b>535</b>	<b>535</b>	<b>34,724</b>

**Table D.28 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2022 to 30 June 2023) - all participants**

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	2%	0%	1%	0%
-80% to -65%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-65% to -50%	1%	1%	1%	1%	2%	1%	2%	2%	1%
-50% to -35%	2%	2%	2%	2%	3%	2%	3%	4%	2%
-35% to -20%	4%	4%	4%	4%	5%	4%	5%	5%	4%
-20% to -5%	9%	10%	10%	10%	10%	8%	10%	11%	10%
-5% to 0%	10%	12%	14%	11%	13%	13%	13%	14%	12%
0% to 5%	18%	19%	18%	18%	17%	18%	21%	18%	18%
5% to 20%	21%	20%	17%	18%	17%	19%	17%	16%	19%
20% to 35%	8%	7%	7%	8%	8%	8%	6%	6%	8%
35% to 50%	5%	5%	5%	7%	5%	5%	4%	5%	5%
50% to 65%	4%	4%	3%	4%	4%	3%	3%	2%	4%
65% to 80%	3%	3%	3%	3%	3%	3%	2%	2%	3%
above 80%	14%	13%	14%	13%	14%	14%	11%	13%	14%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.29 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans** <sup>25 26 27</sup>

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	71%	71%	68%	69%	92%	n/a	n/a	91%	<b>72%</b>
SIL - Subsequent plans	89%	86%	88%	86%	88%	90%	88%	88%	<b>88%</b>
SIL - Total	89%	86%	88%	85%	88%	89%	88%	88%	<b>88%</b>
Non SIL - First plan	59%	55%	58%	55%	56%	46%	53%	45%	<b>57%</b>
Non SIL - Subsequent plans	73%	70%	72%	68%	71%	64%	70%	63%	<b>71%</b>
Non SIL - Total	72%	68%	71%	66%	69%	63%	69%	60%	<b>69%</b>
<b>First plan (SIL and Non SIL)</b>	<b>60%</b>	<b>56%</b>	<b>59%</b>	<b>56%</b>	<b>57%</b>	<b>46%</b>	<b>54%</b>	<b>52%</b>	<b>57%</b>
<b>Subsequent plans (SIL and Non SIL)</b>	<b>79%</b>	<b>75%</b>	<b>77%</b>	<b>73%</b>	<b>77%</b>	<b>73%</b>	<b>77%</b>	<b>77%</b>	<b>77%</b>
<b>Total (SIL and Non SIL)</b>	<b>78%</b>	<b>73%</b>	<b>75%</b>	<b>72%</b>	<b>75%</b>	<b>71%</b>	<b>76%</b>	<b>75%</b>	<b>75%</b>

**Table D.30 Percentage change in plan budgets for active participants as at 30 June 2023**

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	6.8%	8.9%	8.4%	5.0%	10.1%	n/a	4.9%	5.5%	<b>7.7%</b>
Interplan Inflation	4.4%	2.5%	3.8%	7.8%	9.3%	n/a	5.3%	7.4%	<b>4.7%</b>
<b>Total Inflation</b>	<b>11.2%</b>	<b>11.4%</b>	<b>12.1%</b>	<b>12.8%</b>	<b>19.3%</b>	<b>n/a</b>	<b>10.2%</b>	<b>12.9%</b>	<b>12.3%</b>

<sup>25</sup> Utilisation of committed supports from 1 October 2022 to 31 March 2023 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>26</sup> 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.

<sup>27</sup> Utilisation is not shown if there is insufficient data in the group.

**Table D.31 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 June 2023** <sup>28 29 30 31 32 33</sup>

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explain a previous decision, after a request for explanation is received	28 days	100%	100%	98%	96%	100%	n/a	100%	n/a	<b>99%</b>
2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	100%	100%	100%	100%	n/a	100%	100%	<b>100%</b>
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%	50%	n/a	100%	n/a	n/a	n/a	<b>95%</b>
4. Make an access decision, after more information has been provided.	14 days	96%	97%	98%	98%	97%	n/a	100%	98%	<b>97%</b>
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	96%	95%	96%	94%	n/a	98%	87%	<b>96%</b>
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	96%	94%	95%	94%	93%	n/a	93%	76%	<b>94%</b>
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	95%	97%	99%	n/a	99%	86%	<b>98%</b>
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	n/a	100%	100%	<b>100%</b>
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	81%	80%	77%	74%	72%	n/a	87%	65%	<b>76%</b>
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	82%	81%	83%	81%	85%	n/a	79%	88%	<b>82%</b>
13. Complete a reassessment, after the decision to accept the request was made	28 days	65%	72%	59%	59%	65%	n/a	66%	37%	<b>64%</b>
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	89%	92%	91%	91%	91%	n/a	90%	85%	<b>90%</b>
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	92%	100%	100%	100%	n/a	n/a	n/a	100%	<b>96%</b>
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	98%	98%	98%	98%	97%	n/a	97%	96%	<b>98%</b>
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	96%	99%	98%	98%	97%	n/a	91%	100%	<b>97%</b>
19. Cancel participant requested nominee	14 days	100%	100%	100%	100%	100%	n/a	100%	100%	<b>100%</b>
20. Cancel CEO initiated nominee	14 days	100%	100%	100%	100%	n/a	n/a	n/a	n/a	<b>100%</b>

<sup>28</sup> 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.

<sup>29</sup> 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.

<sup>30</sup> The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

<sup>31</sup> The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.

<sup>32</sup> The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

<sup>33</sup> The PSG measures currently do not include participants who have migrated to the new Information and Communications Technology (ICT) system in Tasmania. However, the PSG measures are being remediated where there is a similar process and data available between the new and old systems.