Appendix A:
Key Definitions

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

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

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

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

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

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

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

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

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

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

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

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 9 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

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.

Table C.2 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status [6] [7]

State/ Territory	Active approved plans (children younger than 9 as at 30 September 2023)	Access met but yet to have an approved plan (children younger than 9 as at 30 September 2023)	Access request (no decision) - Children accessing early connections	Access request (no decision) - Children waiting for early	Access request (no decision) - Neither accessing nor waiting for	Others accessing or waiting on early connections - Accessing early connections	Others accessing or waiting on early connections - Waiting for early connections	Total
NSW	46,851	1,156	854	<11	491	5,616	48	55,023
VIC	43,294	1,588	825	60	357	3,014	458	49,596
QLD	33,394	1,636	682	<11	390	5,194	46	41,347
SA	11,691	299	172	<11	102	1,420	56	13,742
WA	10,206	749	285	<11	71	1,015	33	12,364
TAS	2,572	39	11	<11	129	73	<11	2,826
ACT	2,175	38	40	<11	16	148	<11	2,417
NT	1,567	64	30	<11	43	75	<11	1,781
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	**151,757**	**5,571**	**2,899**	**79**	**1,599**	**16,555**	**645**	**179,105**

[6] This table includes 7 children aged over 8 accessing early connections as at 30 September 2023, and a further 3 children aged over 8 who are waiting for early connections.
[7] Early connections include any early childhood therapy supports and/or mainstream referrals.

Table D.3 Proportion of active participant plans by age group at 30 September 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	12%	14%	13%	13%	18%	**16%**
7 to 14	26%	27%	27%	25%	28%	23%	26%	26%	**27%**
15 to 18	8%	8%	9%	10%	11%	9%	9%	8%	**9%**
19 to 24	8%	7%	8%	10%	9%	10%	10%	7%	**8%**
25 to 34	9%	8%	8%	10%	8%	11%	9%	8%	**9%**
35 to 44	7%	8%	7%	8%	7%	8%	8%	10%	**8%**
45 to 54	9%	9%	9%	9%	8%	9%	9%	10%	**9%**
55 to 64	11%	10%	10%	11%	10%	11%	9%	10%	**10%**
65+	5%	4%	4%	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 30 September 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	**<11**
7 to 14	<11	<11	11	<11	<11	<11	<11	<11	**34**
15 to 18	96	59	77	33	45	13	<11	<11	**335**
19 to 24	915	450	581	208	267	101	51	62	**2,635**
25 to 34	1,669	999	1,137	467	457	191	92	87	**5,099**
35 to 44	1,792	1,204	1,121	533	497	159	114	117	**5,537**
45 to 54	2,466	1,550	1,383	657	665	191	132	113	**7,157**
55 to 64	2,942	1,956	1,699	793	789	268	151	133	**8,731**
65+	1,271	725	610	294	319	111	67	45	**3,443**
Total	**11,155**	**6,951**	**6,619**	**2,988**	**3,044**	**1,036**	**614**	**565**	**32,973**

Table D.5 Proportion of active participant plans (participants in SIL) by age group at 30 September 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	**n/a**
7 to 14	n/a	n/a	0%	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%	6%	9%	7%	9%	10%	8%	11%	**8%**
25 to 34	15%	14%	17%	16%	15%	18%	15%	15%	**15%**
35 to 44	16%	17%	17%	18%	16%	15%	19%	21%	**17%**
45 to 54	22%	22%	21%	22%	22%	18%	21%	20%	**22%**
55 to 64	26%	28%	26%	27%	26%	26%	25%	24%	**26%**
65+	11%	10%	9%	10%	10%	11%	11%	8%	**10%**
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 30 September 2023

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,679	30,057	22,852	6,680	7,656	1,784	1,406	1,069	**104,186**
7 to 14	48,676	45,183	36,991	13,627	15,423	3,148	2,784	1,531	**167,381**
15 to 18	15,551	13,427	12,510	5,311	5,710	1,278	919	461	**55,173**
19 to 24	14,936	11,991	9,947	4,998	4,458	1,311	962	345	**48,956**
25 to 34	15,010	13,072	9,968	5,005	3,752	1,345	899	388	**49,445**
35 to 44	12,016	12,172	8,807	3,991	3,412	910	727	444	**42,481**
45 to 54	13,827	13,850	10,114	4,254	3,820	1,105	841	458	**48,270**
55 to 64	16,977	15,530	11,977	5,143	4,831	1,274	849	431	**57,019**
65+	8,206	6,634	5,179	2,168	2,205	511	594	146	**25,645**
Total	**177,878**	**161,916**	**128,345**	**51,177**	**51,267**	**12,666**	**9,981**	**5,273**	**598,556**

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

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

Table D.8 Number of active participant plans by primary disability group at 30 September 2023 [10] [11]

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	64,924	56,217	50,174	20,253	22,244	4,723	3,761	1,333	**223,650**
Intellectual disability	31,817	27,332	19,083	9,042	8,709	2,997	1,529	1,124	**101,647**
Psychosocial disability	18,770	19,976	12,121	5,396	3,838	1,152	1,178	576	**63,010**
Developmental delay	20,612	24,847	17,156	3,777	4,871	1,070	1,150	878	**74,364**
Hearing impairment	8,342	6,889	6,274	2,294	1,972	497	454	227	**26,951**
Other neurological	7,234	5,553	4,872	2,317	1,784	502	416	222	**22,903**
Other physical	5,857	4,594	4,833	1,856	1,818	409	524	209	**20,103**
Cerebral palsy	5,668	4,209	3,804	1,846	1,297	435	305	198	**17,762**
Acquired brain injury	5,028	4,735	4,132	1,613	1,798	476	234	318	**18,335**
Global developmental delay	6,085	2,920	2,955	1,373	2,000	233	202	187	**15,956**
Visual impairment	3,253	2,964	1,880	900	824	215	183	69	**10,288**
Multiple sclerosis	2,888	3,248	1,811	1,034	987	379	231	25	**10,603**
Stroke	3,174	2,036	2,061	719	690	179	146	191	**9,198**
Spinal cord injury	1,885	1,024	1,582	689	475	134	81	84	**5,955**
Other	2,716	1,889	1,994	947	656	261	138	170	**8,771**
Other sensory/speech	780	434	232	109	348	40	63	27	**2,033**
Total	**189,033**	**168,867**	**134,964**	**54,165**	**54,311**	**13,702**	**10,595**	**5,838**	**631,529**

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

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	34%	33%	37%	37%	41%	34%	35%	23%	**35%**
Intellectual disability	17%	16%	14%	17%	16%	22%	14%	19%	**16%**
Psychosocial disability	10%	12%	9%	10%	7%	8%	11%	10%	**10%**
Developmental delay	11%	15%	13%	7%	9%	8%	11%	15%	**12%**
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%	4%	3%	3%	3%	5%	4%	**3%**
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	**3%**
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	**3%**
Global developmental delay	3%	2%	2%	3%	4%	2%	2%	3%	**3%**
Visual impairment	2%	2%	1%	2%	2%	2%	2%	1%	**2%**
Multiple sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	**2%**
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	**1%**
Spinal cord injury	1%	1%	1%	1%	1%	1%	1%	1%	**1%**
Other	1%	1%	1%	2%	1%	2%	1%	3%	**1%**
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	0%	**0%**
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

[10] Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.
[11] Down syndrome is included in intellectual disability.

Table D.10 Number of active participant plans by other characteristics at 30 September 2023 [12]

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	16,559	5,772	13,977	4,361	3,518	1,354	474	2,950	**48,966**
Culturally and linguistically diverse participants	20,644	19,788	7,160	4,320	3,880	346	1,050	354	**57,554**
Participants residing in remote and very remote areas	786	59	2,304	2,458	1,364	171	<11	2,363	**9,556**
Younger people in residential aged care (under 65)	506	550	230	144	85	35	<11	<11	**1,565**
Participants with supported independent living	11,155	6,951	6,619	2,988	3,044	1,036	614	565	**32,973**
Participants with specialised disability accommodation	7,558	6,822	3,588	1,745	2,367	587	338	272	**23,277**

Table D.11 Proportion of active participant plans by other characteristics at 30 September 2023 [13]

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.8%	3.4%	10.4%	8.1%	6.5%	9.9%	4.5%	50.5%	**7.8%**
Culturally and linguistically diverse participants	10.9%	11.7%	5.3%	8.0%	7.1%	2.5%	9.9%	6.1%	**9.1%**
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.5%	2.5%	1.2%	n/a	40.5%	**1.5%**
Younger people in residential aged care (under 65)	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.1%	0.2%	**0.2%**
Participants with supported independent living	5.9%	4.1%	4.9%	5.5%	5.6%	7.6%	5.8%	9.7%	**5.2%**
Participants with specialised disability accommodation	4.0%	4.0%	2.7%	3.2%	4.4%	4.3%	3.2%	4.7%	**3.7%**

Table D.12 Participation rates by gender at 30 September 2023

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.3%	3.5%	3.5%	2.7%	4.4%	3.4%	3.0%	3.1%	**3.4%**
Female	1.9%	2.2%	2.2%	1.6%	2.5%	2.2%	1.8%	1.6%	**2.0%**
Total	**2.6%**	**2.9%**	**2.9%**	**2.2%**	**3.5%**	**2.9%**	**2.5%**	**2.4%**	**2.8%**

Table D.13 Participation rates by age group at 30 September 2023 [14]

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.8%	5.5%	5.2%	2.8%	5.5%	4.2%	3.6%	4.2%	**4.8%**
7 to 14	6.0%	6.9%	6.6%	4.7%	8.9%	5.9%	6.0%	5.5%	**6.4%**
15 to 18	3.9%	4.2%	4.5%	3.8%	6.6%	4.7%	4.3%	3.6%	**4.3%**
19 to 24	2.6%	2.5%	2.6%	2.6%	3.5%	3.8%	2.5%	1.9%	**2.6%**
25 to 44	1.3%	1.4%	1.4%	1.2%	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)	**2.6%**	**2.9%**	**2.9%**	**2.2%**	**3.5%**	**2.9%**	**2.5%**	**2.4%**	**2.8%**

Table D.14 Proportion of participants rating their overall experience as good or very good in 2023-24 Q1 [15]

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	81%	78%	78%	74%	72%	n/a	n/a	n/a	**77%**
The Pre-Planning Process	79%	84%	82%	70%	78%	n/a	n/a	n/a	**80%**
The Planning Process	87%	88%	87%	84%	82%	n/a	73%	83%	**86%**
The Reassessment Process	69%	67%	66%	65%	65%	n/a	67%	64%	**67%**

[12] The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.
[13] Ibid.
[14] Participation rate refers to the proportion of general population that are NDIS participants.
[15] A new survey process was recently introduced for participants in Tasmania, but it is still in the testing phase. As a result, the number of participants taking the satisfaction survey has decreased significantly this quarter.

Table 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' [16]

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%	12%	**20%**
Participants (15 and over) in work - Latest Reassessment	24%	20%	18%	24%	25%	18%	29%	14%	**22%**
Participants (15 and over) in community - Baseline	34%	34%	37%	37%	37%	30%	36%	42%	**35%**
Participants (15 and over) in community - Latest Reassessment	45%	39%	42%	40%	39%	34%	42%	45%	**42%**
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	51%	**46%**
Parent and carer employment rate - Latest Reassessment	53%	50%	47%	51%	49%	43%	62%	56%	**50%**
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	64%	68%	71%	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 30 September 2023 [17]

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%	11%	4%	17%	8%	5%	**7%**
Plan-managed	57%	62%	65%	54%	72%	58%	48%	80%	**61%**
Agency-managed	15%	5%	7%	17%	6%	9%	7%	6%	**10%**
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 30 September 2023

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	13%	8%	9%	19%	4%	**12%**
Plan-managed	40%	54%	51%	38%	52%	34%	50%	40%	**47%**
Agency-managed	49%	32%	37%	49%	39%	57%	30%	57%	**41%**
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Table D.18 Number and rates of participant complaints [18]

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2023-24 Q1	2,460	2,286	2,012	719	771	45	138	52	**8,823**
% of the number of active participants	*5.3%*	*5.5%*	*6.1%*	*5.4%*	*5.8%*	*1.3%*	*5.3%*	*3.6%*	***5.7%***
All participant complaints	46,631	38,273	26,265	10,356	16,541	2,645	3,368	978	**155,756**
% of the number of active participants	*5.8%*	*6.1%*	*5.8%*	*5.6%*	*7.4%*	*4.8%*	*6.2%*	*4.8%*	***6.4%***

Table D.19 Number and rates of Participants Critical Incidents (PCIs) [19]

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2023-24 Q1	1,119	1,368	806	517	403	75	51	59	**4,402**
% of the number of active participants	*2.4%*	*3.3%*	*2.4%*	*3.9%*	*3.0%*	*2.2%*	*2.0%*	*4.1%*	**2.8%**
All PCIs	7,763	8,928	5,885	3,473	3,684	543	326	523	**31,182**
% of the number of active participants	*1.0%*	*1.4%*	*1.3%*	*1.9%*	*1.7%*	*1.0%*	*0.6%*	*2.6%*	***1.3%***

[16] 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 September 2021 and have had a second plan reassessment to date.
[17] 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.
[18] The National totals include participant complaints where jurisdiction information was missing.
[19] Ibid.

Table D.20 Number of ever active providers by legal entity type [20] [21]

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,567	2,489	2,534	679	863	429	386	176	**7,521**
Company / Organisation	7,066	5,351	5,747	2,569	2,389	1,376	1,361	902	**12,819**
Total active providers	**10,633**	**7,840**	**8,281**	**3,248**	**3,252**	**1,805**	**1,747**	**1,078**	**20,340**

Table D.21 Number of active providers in 2023-24 Q1 by legal entity type [22] [23]

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	878	485	535	202	146	95	64	41	**1,943**
Company / Organisation	3,508	2,356	2,310	1,105	891	406	416	308	**7,540**
Total active providers	**4,386**	**2,841**	**2,845**	**1,307**	**1,037**	**501**	**480**	**349**	**9,483**

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,276	1,440	866	226	370	190	305	100	**7,773**
2018-19	5,907	3,456	2,524	549	1,158	401	367	202	**14,566**
2019-20	8,043	6,020	5,135	1,538	2,124	661	462	391	**24,375**
2020-21	10,190	7,925	6,818	2,731	2,770	846	556	516	**32,357**
2021-22	11,508	9,261	7,921	3,190	3,169	962	609	546	**37,170**
2022-23	13,904	11,437	9,762	4,039	3,891	1,133	708	691	**45,570**
2023-24 YTD	12,176	10,247	8,898	3,686	3,595	1,121	628	616	**40,974**
% increase from 2017-18 to 2018-19	*38%*	*140%*	*191%*	*143%*	*213%*	*111%*	*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%*	*20%*	*32%*	***33%***
% increase from 2020-21 to 2021-22	*13%*	*17%*	*16%*	*17%*	*14%*	*14%*	*9%*	*6%*	***15%***
% increase from 2021-22 to 2022-23	*21%*	*23%*	*23%*	*27%*	*23%*	*18%*	*16%*	*27%*	***23%***

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	3,104	957	551	168	221	154	221	67	**5,443**
2018-19	4,479	2,369	1,658	394	793	297	277	137	**10,405**
2019-20	5,991	4,130	3,595	1,025	1,490	478	339	266	**17,315**
2020-21	7,723	5,458	4,996	1,934	1,998	632	418	376	**23,538**
2021-22	8,953	6,811	6,118	2,356	2,416	758	476	421	**28,440**
2022-23	10,868	8,495	7,456	2,923	2,942	870	538	526	**34,667**
2023-24 YTD	2,689	2,082	1,861	721	733	200	125	124	**8,536**
% increase from 2017-18 to 2018-19	*44%*	*147%*	*201%*	*135%*	*259%*	*93%*	*25%*	*105%*	***91%***
% increase from 2018-19 to 2019-20	*34%*	*74%*	*117%*	*160%*	*88%*	*61%*	*22%*	*94%*	***66%***
% increase from 2019-20 to 2020-21	*29%*	*32%*	*39%*	*89%*	*34%*	*32%*	*23%*	*41%*	***36%***
% increase from 2020-21 to 2021-22	*16%*	*25%*	*22%*	*22%*	*21%*	*20%*	*14%*	*12%*	***21%***
% increase from 2021-22 to 2022-23	*21%*	*25%*	*22%*	*24%*	*22%*	*15%*	*13%*	*25%*	***22%***

[20] Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.
[21] 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.
[22] Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.
[23] Providers can be active in more than one State/Territory. Hence, the National totals do not equal the sum of the number of active providers across the State/Territory.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2023. Average payments are calculated as the average of the annualised monthly payments in 12 months period to 30 September 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 September 2023. Total payments refer to those paid over the 12 months to 30 September 2023. Figures are not shown if there is insufficient data in the group.

Table D.24 Annualised committed supports as at 30 September 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total ($m)	14,715	12,174	10,521	4,437	4,137	1,222	745	707	**48,665**
Average ($)	77,800	72,100	78,000	81,900	76,200	89,200	70,300	121,200	**77,100**
Total - SIL ($m)	4,681	3,057	2,888	1,269	1,400	469	258	354	**14,376**
Average - SIL ($)	419,600	439,900	436,400	424,700	459,800	453,100	419,600	625,900	**436,000**

Table D.25 Payments as at 30 September 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total ($m)	11,482	8,977	7,836	3,099	3,114	899	559	565	**36,566**
Average ($)	64,700	56,800	62,500	60,900	61,000	68,800	55,600	102,700	**61,800**
Total - SIL ($m)	4,033	2,544	2,506	1,023	1,232	394	218	304.7	**12,254**
Average - SIL ($)	382,700	394,100	408,300	377,000	430,300	396,400	378,500	583,100	**397,900**

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

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,096	5,258	5,129	2,084	2,135	610	377	394	**23,085**
Core - Consumables	241	235	209	87	74	19	13	8	**887**
Core - Social and Civic	3,213	2,864	2,246	880	773	286	137	123	**10,523**
Core - Transport	159	143	101	44	40	13	9	5	**513**
Capacity Building - Choice and Control	160	157	131	47	57	14	8	8	**583**
Capacity Building - Daily Activities	2,287	2,179	1,674	715	632	147	117	87	**7,840**
Capacity Building - Employment	105	70	65	43	29	9	6	5	**333**
Capacity Building - Health and Wellbeing	29	17	13	5	4	2	3	0.3	**74**
Capacity Building - Home Living	1	2	1	0.3	0.2	0.1	0.02	0.03	**4**
Capacity Building - Lifelong learning	0.03	0.1	0.05	0.04	0.2	0.01	0.002	n/a	**0.4**
Capacity Building - Relationships	340	260	161	118	99	26	15	17	**1,035**
Capacity Building - Social and Civic	127	111	66	60	21	16	12	11	**424**
Capacity Building - Support Coordination	359	397	279	127	107	30	17	30	**1,346**
Capital - Assistive Technology	418	319	318	179	117	30	23	15	**1,419**
Capital - Home Modifications	180	162	129	48	48	17	9	5	**599**
Total	**14,715**	**12,174**	**10,521**	**4,437**	**4,137**	**1,222**	**745**	**707**	**48,665**

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

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	5,997	4,341	4,096	1,610	1,788	510	318	373	**19,064**
Core - Consumables	184	164	154	56	55	14	9	6	**641**
Core - Social and Civic	2,583	2,109	1,815	638	558	211	101	88	**8,103**
Core - Transport	324	216	126	51	44	13	14	7	**795**
Capacity Building - Choice and Control	138	138	114	40	50	12	7	7	**506**
Capacity Building - Daily Activities	1,377	1,251	976	427	398	72	68	40	**4,611**
Capacity Building - Employment	43	27	18	10	10	3	2	1	**114**
Capacity Building - Health and Wellbeing	17	7	6	2	2	1	2	0.1	**37**
Capacity Building - Home Living	0.1	1	0.1	0.05	0.04	0.1	0.01	0.01	**1**
Capacity Building - Lifelong learning	0.003	0.03	0.01	0.01	0.04	0.004	0	n/a	**0.1**
Capacity Building - Relationships	175	124	73	58	46	12	7	9	**504**
Capacity Building - Social and Civic	53	40	27	25	6	6	5	5	**168**
Capacity Building - Support Coordination	267	305	201	83	77	23	12	22	**990**
Capital - Assistive Technology	205	146	149	71	51	14	11	7	**653**
Capital - Home Modifications	118	109	81	20	29	7	5	2	**371**
Total	**11,482**	**8,977**	**7,836**	**3,099**	**3,114**	**899**	**559**	**565**	**36,566**

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

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	0%	0%	0%	0%
-80% to -65%	1%	0%	0%	0%	0%	0%	1%	0%	0%
-65% to -50%	1%	1%	1%	1%	1%	1%	0%	1%	1%
-50% to -35%	2%	2%	2%	2%	1%	3%	2%	1%	2%
-35% to -20%	4%	4%	3%	4%	3%	4%	4%	4%	4%
-20% to -5%	8%	9%	8%	8%	8%	11%	8%	10%	9%
-5% to 0%	8%	9%	10%	9%	9%	15%	9%	7%	9%
0% to 5%	16%	17%	17%	17%	16%	14%	15%	17%	17%
5% to 20%	22%	20%	20%	20%	20%	19%	24%	20%	20%
20% to 35%	9%	9%	8%	8%	9%	8%	7%	8%	8%
35% to 50%	6%	6%	5%	6%	7%	5%	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%	4%	3%
above 80%	16%	16%	19%	18%	18%	12%	17%	18%	17%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Table D.29 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans [24] [25] [26]

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	82%	82%	76%	76%	93%	85%	79%	90%	**81%**
SIL - Subsequent plans	90%	88%	89%	87%	88%	90%	89%	90%	**89%**
SIL - Total	90%	88%	89%	87%	88%	90%	88%	90%	**89%**
Non SIL - First plan	62%	58%	60%	57%	59%	51%	55%	49%	**59%**
Non SIL - Subsequent plans	75%	72%	74%	68%	73%	69%	71%	65%	**73%**
Non SIL - Total	73%	70%	72%	67%	71%	67%	70%	62%	**71%**
First plan (SIL and Non SIL)	**63%**	**59%**	**61%**	**58%**	**60%**	**53%**	**56%**	**55%**	**60%**
Subsequent plans (SIL and Non SIL)	**80%**	**76%**	**78%**	**74%**	**78%**	**77%**	**78%**	**79%**	**78%**
Total (SIL and Non SIL)	**79%**	**75%**	**77%**	**73%**	**77%**	**75%**	**76%**	**77%**	**77%**

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

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	8.9%	11.0%	10.1%	7.9%	11.0%	8.0%	7.7%	8.4%	**9.7%**
Interplan Inflation	5.0%	3.4%	6.3%	8.2%	6.0%	10.6%	4.8%	7.7%	**5.4%**
Total Inflation	**13.8%**	**14.4%**	**16.4%**	**16.1%**	**17.1%**	**18.6%**	**12.5%**	**16.1%**	**15.1%**

[24] Utilisation of committed supports from 1 January 2023 to 30 June 2023 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
[25] 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.
[26] 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 September 2023 [27] [28] [29] [30] [31] [32]

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
1. Explain a previous decision, after a request for explanation is received	28 days	98%	98%	98%	93%	94%	n/a	100%	100%	**97%**
2. Make an access decision, or request for more information, after an access request has been received	21 days	100%	99%	99%	100%	100%	n/a	99%	100%	**100%**
3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	100%	100%	100%	100%	100%	n/a	100%	100%	**100%**
4. Make an access decision, after more information has been provided.	14 days	91%	90%	91%	87%	92%	n/a	93%	97%	**91%**
5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	97%	94%	95%	96%	94%	n/a	99%	79%	**95%**
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	96%	93%	93%	92%	93%	n/a	97%	72%	**93%**
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	94%	95%	98%	n/a	100%	91%	**97%**
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	n/a	100%	100%	**100%**
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	76%	78%	78%	76%	74%	n/a	75%	62%	**73%**
12. Decide whether to undertake a Participant Requested Plan reassessment, after the request is received	21 days	71%	72%	73%	74%	78%	n/a	77%	75%	**72%**
13. Complete a reassessment, after the decision to accept the request was made	28 days	64%	72%	59%	54%	66%	n/a	68%	35%	**64%**
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	93%	94%	94%	93%	92%	n/a	93%	89%	**93%**
15. Amend a plan, after receipt of information relating to a complex quote that triggers a plan amendment process	50 days	100%	71%	100%	100%	n/a	n/a	n/a	100%	**88%**
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	94%	95%	94%	93%	93%	n/a	95%	94%	**94%**
18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	100%	99%	99%	99%	98%	n/a	94%	100%	**99%**
19. Cancel participant requested nominee	14 days	100%	96%	96%	97%	100%	n/a	100%	n/a	**97%**
20. Cancel CEO initiated nominee	14 days	100%	100%	100%	67%	100%	n/a	n/a	n/a	**97%**

[27] 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.
[28] 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.
[29] The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.
[30] The target timeframe for PSG #13 has been reduced from 42 to 28 days in late 2021.
[31] The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.
[32] The PSG measures for participants who have migrated to the new Information and Communications Technology (ICT) system are expected to be available from 2023-24 Q3.