



# Quarterly Report

July to September 2023

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

# How to use this report



The National Disability Insurance Agency (NDIA) wrote this report.

When you see the word 'we', it means the NDIA.



We wrote this report in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

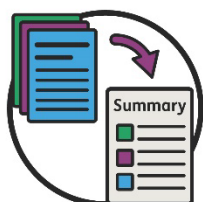
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 45.



This Easy Read is a summary of another report.

This means it only includes the most important ideas.



You can find the other report on our website.

[www.ndis.gov.au/about-us/publications/  
quarterly-reports](http://www.ndis.gov.au/about-us/publications/quarterly-reports)



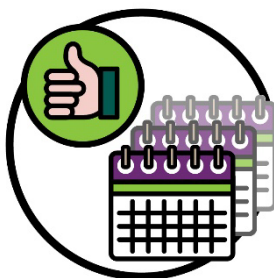
You can ask for help to read this report.

A friend, family member or support person may be able to help you.

## What's in this report?

What is this report about?	4
Who took part in the NDIS?	7
What did participants say about the NDIS?	23
What supports do participants use?	27
How did we support participants?	35
Making sure the NDIS lasts a long time	38
More information	43
Word list	45

# What is this report about?



We want to make sure the NDIS:

- works well
- lasts a long time.



We look at lots of **data** to make sure this happens.



When we talk about data, we mean:

- facts
- information
- records.



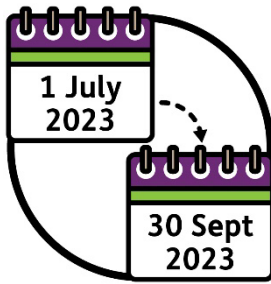
We write a report every 3 months.

3 months is a quarter of a year.

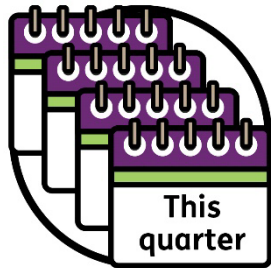
So we call our report a Quarterly Report.



This Quarterly Report is about what we did from:



- 1 July 2023
- to
- 30 September 2023.

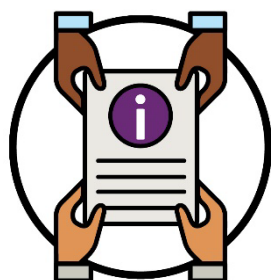


In this report, we just say 'this quarter'.

Our Quarterly Report includes:



- the data we collected



- the information we shared



- how we worked with the community.



A **minister** leads an area of the government.



We give the Quarterly Report to the:

- NDIS minister
- minister for disability in each state and territory.



And we share the Quarterly Report with the community.

## Who took part in the NDIS?



**Participants** are people with disability who take part in the NDIS.



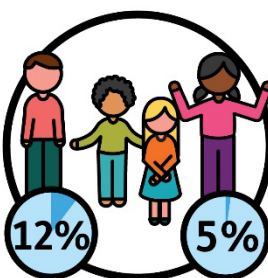
On 30 September 2023, the NDIS had 631,529 participants.



This included 151,757 children younger than 9.



We also look at how many people take part in the NDIS out of all Australians.



It's quite high for children who are 5–7 years old.

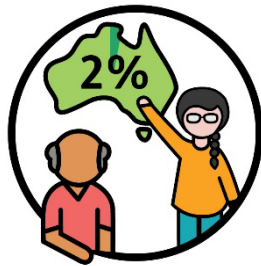
12% of boys this age take part in the NDIS.

And it's about 5% of girls.



It's a lot less for adults who are 35 to 45 years old.

About 1% of all Australians this age take part in the NDIS.



But it gets a bit higher for people who are older than 64.

About 2% of all Australians this age take part in the NDIS.



21,027 participants joined the NDIS in this quarter.



In this quarter, this included 15,865 children younger than 15.



In this quarter, this also included:



- 2,378 First Nations peoples



- 309 people who live very far away from cities and towns



- 2,023 people from **culturally and linguistically diverse (CALD)** backgrounds.

CALD people:



- come from different cultures and backgrounds
- speak languages other than English.

## Younger people in residential aged care



**Residential aged care** is where older people live when they can't live in their home anymore.



Some people under the age of 65 need to live in residential aged care.

But this doesn't happen very often.



We want to support people under the age of 65 to move out of residential aged care if they want.



Over the last 3 months, there are less people under 65 who:

- live in residential aged care
- move into residential aged care.



Our goal is for no one under 65 to live in residential aged care by 2025.



But there might still be some people under 65 who need to live in residential aged care.

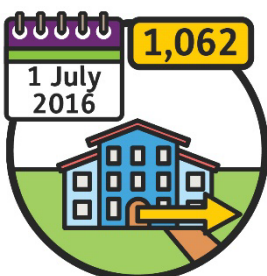
In this quarter:



- 1,565 participants under 65 lived in residential aged care



- 33 participants under 45 lived in residential aged care.



1,062 participants have moved out of residential aged care since 1 July 2016.

And moved into homes that suit their needs better.

In this quarter:



- 508 young people want to move out of residential aged care



- 16 people under 45 want to move out of residential aged care.





We want to learn about what **barriers** participants face when they don't want to move out of residential aged care.

Barriers are things that stop you from doing what you want or need to do.



This includes what barriers people who support them face.



You can go to the DSS website to find out more about how the Australian Government plans to support young people.

[www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative](http://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/younger-people-with-disability-in-residential-aged-care-initiative)

## Participants leaving hospital

When participants are ready to leave hospital, we help them leave:



- safely



- as soon as possible.



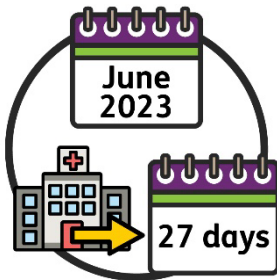
We want to make staying in hospital better for participants.



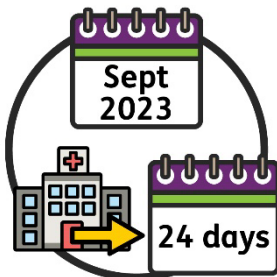
This includes making it easier for participants to know what support they will have when they leave hospital.



We offer participants a hospital discharge plan to support them when they leave hospital.



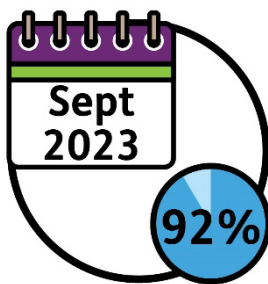
In June 2023, it took 27 days for participants to leave hospital.



And in September 2023, it took around 24 days for participants ready for discharge to leave hospital.



Our goal was to contact participants within 4 days of knowing they were in hospital.



We did this 92% of the time for the September 2023 quarter.



We also added more **Health Liaison Officers (HLOs)** to work in hospitals.



HLOs help health services and the NDIS work together to make sure participants get the right support.



## Taking part in the community and work

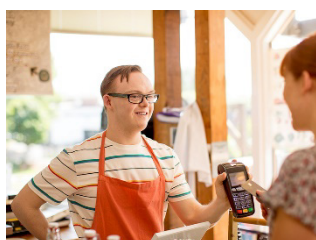


We looked at participants who have been in the NDIS for at least 2 years.



They took part in more community activities than they did before they joined the NDIS.

And more participants take part in these activities the longer they are part of the NDIS.



More participants aged 15 to 24 years old work and have jobs.

## Participant outcomes



**Outcomes** are important results we want to achieve.



Our recent outcomes reports look at data until 30 June 2022.

These reports are about:



- participants



- families and carers.

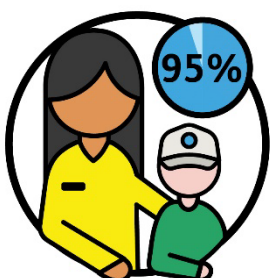


The reports share what outcomes are going well.  
And where people need more support.

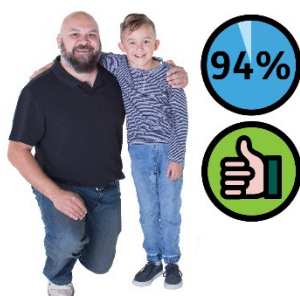
## Participants 0 to 14 years old



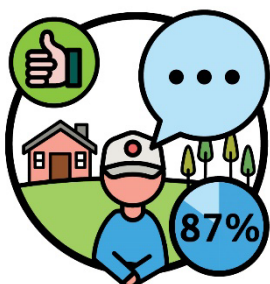
We found out about young participants who haven't started school yet.



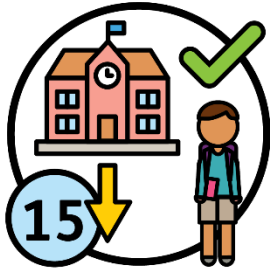
95% of their parents and carers used specialist services to support them.



And 94% of parents and carers said the NDIS has helped their child develop.



87% of parents and carers said the NDIS has helped their child's skill to communicate what they want.



We also found out about participants who:

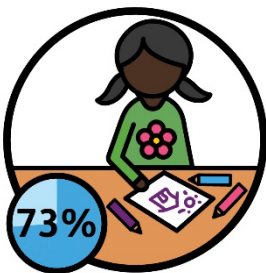
- have started school
- are younger than 15 years old.



More of these children are learning and taking part in education.



And more schools are understanding what goals participants have for their learning.



73% of parents said their child is more **independent**.



When you are independent, you can do things:

- for yourself
- on your own.



## Participants 15 years old and older

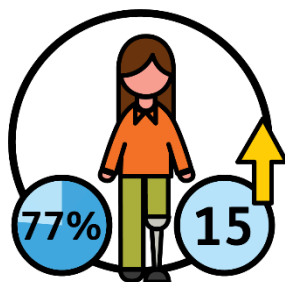


Participants 15 years old and older who have been in the NDIS for at least 2 years shared they take part in more community activities.

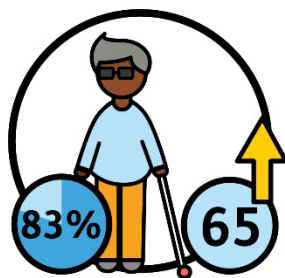


And more young people have jobs that pay them.  
This has gone up to 23%.

More people are saying the NDIS has given them more choice and control, including:



- 77% of people aged 15 years old and over

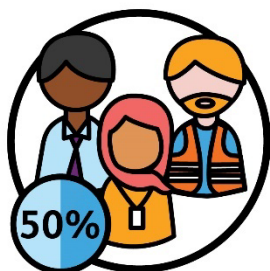


- 83% of people aged 65 and over.

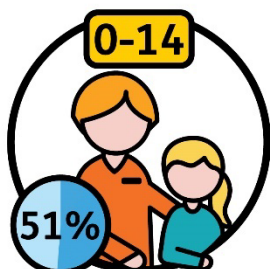
## Families and carers



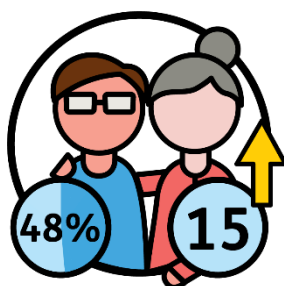
More families and carers of participants under 25 years old are reaching their work outcomes.



Overall, 50% of parents and carers for all participants have jobs that pay them.



This is 51% of parents and carers of participants aged 0–14 years old.



But it's only 48% of parents and carers of participants aged 15 years old and over.

# What did participants say about the NDIS?

In this quarter:



- 77% of participants said their experience of applying to take part in the NDIS was good or very good



- 80% of participants said their experience getting ready to make their plan was good or very good



- 86% of participants said their experience of making a plan was good or very good

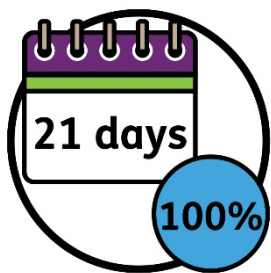


- 67% of participants said their experience of plan **reassessment** was good or very good.

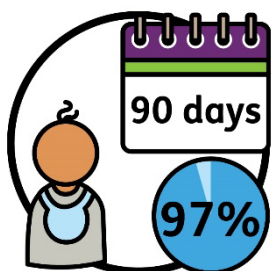


When we do a plan reassessment, we check to see if the supports in your plan still work well for you.

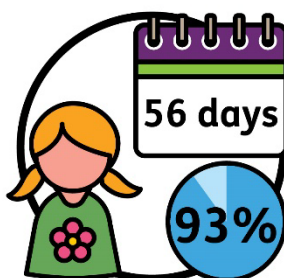
## Our decisions



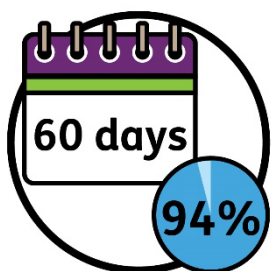
We made 100% of our decisions about who can join the NDIS within 21 days.



We made 97% of decisions about participants younger than 7 getting a plan within 90 days.



We made 93% of decisions about participants aged 7 years or older getting a plan within 56 days.



When participants asked us to **review** decisions we made, we reviewed 94% of those decisions within 60 days.



When we review something, we check to see what:

- works well
- needs to be better.

## Reviewing our decisions



The **Administrative Appeals Tribunal (AAT)** is a government organisation that is separate to the NDIS.

They review our decisions about:

- who can join the NDIS
- NDIS plans.



More participants asked the AAT to review a decision we made.



These decisions we made were about if supports were:

- reasonable – it is fair
- necessary – you need it.

We are learning from this so we can make our decisions:



- fairer
- the same every time.



Since the NDIS started, there have been 14,471 cases that:

- participants asked the AAT to review
- have been closed.



Most of the problems were fixed before the AAT needed to make a decision.



Only 325 cases needed a **hearing** with:

- us
- the participant who asked the AAT to review our decision.



A hearing is an important meeting.

Everyone explains what they think should happen.

And then the AAT makes a decision.

## What supports do participants use?



**Funding** is the money from your plan that pays for the supports and services you need.



Between the September 2021 quarter and September 2023 quarter, funding payments have grown by 53%.



More participants use plan managers instead of the NDIS managing their plan.



51% of participants used a plan manager at the end of June 2021.



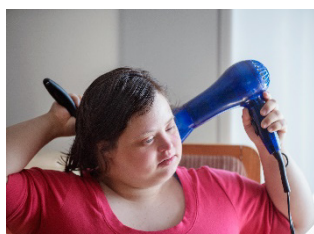
And 61% of participants used a plan manager at the end of June 2023.



## Home and living supports



We are working to give you more options to get support at home.



We can also help you be independent in your own home.

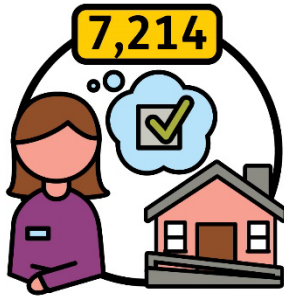


Participants can ask us for home and living supports if the NDIS can help them work towards their goals.



We will work out if these supports are:

- reasonable
- necessary.



This quarter we made decisions about 7,214 applications for home and living supports.



Another 4,727 applications were still open at the end of the quarter.

They might be waiting for:



- a decision

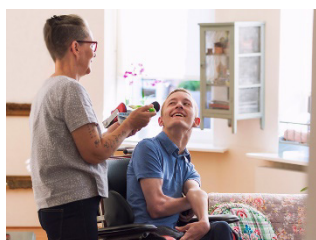


- changes to funding.

## Supported Independent Living

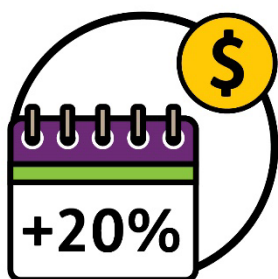


More participants receive funding for **supported independent living (SIL)**.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



Funding for SIL grew 20% each year for the past 3 years.



At the end of September 2020, 23,558 participants had SIL funding.



At the end of September 2023, 32,973 participants had SIL funding.

## Who did we work with?



We want to keep working with the community to make the NDIS the best it can be.

We call this co-design.

This includes working with:



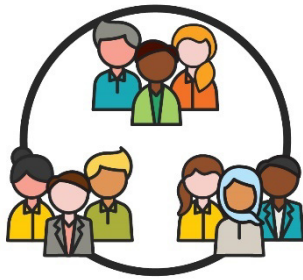
- people with disability



- families and carers



- people who speak up for people with disability.



We work with different groups of people to do this.



This quarter we kept working with the **Independent Advisory Council (IAC).**

They are a group of people who help us understand what people with disability need.



This quarter, the IAC continued to give us advice in many areas.



We also kept working with the **Co-design Advisory Group.**

They are a group of people from the community who give us advice about our plans.

Some IAC members are also part of this group.



The Co-design Advisory Group includes people from different organisations that:

- speak up for people with disability
- share their experiences with us.

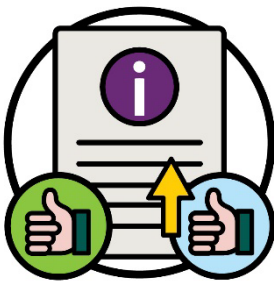
This group works together to:



- make sure we listen to what the community thinks about the NDIS



- give us advice about co-design.



They also collect information about co-design, including what:

- is working well
- can be done better.

And they work together to learn more about:



- the problems the NDIS face



- what co-design needs to focus on.

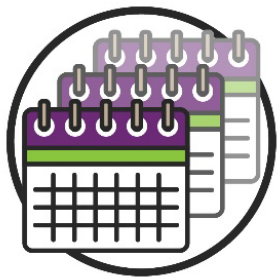


In the last 3 months, the Co-design Advisory Group agreed to the Co-design Evaluation Framework.



The Evaluation Framework is a way to measure:

- how we work with the community
- results for participants.



They also worked on making sure the NDIS lasts a long time.



They shared their ideas about our co-design plan. This includes:

- meetings to improve the myNDIS app
- important ideas we want to follow.



The Co-design Advisory Group has met 2 times this quarter.



# How did we support participants?

## COVID-19



We supported participants and NDIS workers to get a COVID-19 **vaccine**.



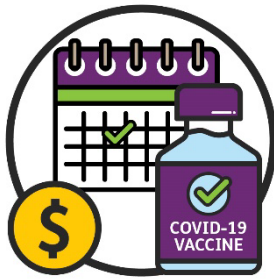
A vaccine is medicine that:

- helps people fight a virus if they come in contact with it
- can stop people from getting very sick from the virus.



We helped people book their vaccine appointment through our call centre.

We are also providing funding to help with:



- the extra cost to organise a vaccine appointment



- personal protective equipment (PPE), such as masks and gloves



- buying **Rapid Antigen Tests (RATs)**.

A RAT is a test you can do yourself to find out if you have COVID-19.



We wanted to make sure participants still have support during the quarter.



We worked with services to make a team of workers who can support participants during this time.

## Sharing information



On 14 November 2023, we shared our first quarterly report.

On our website, we updated:



- data
- the 'explore data' tool.

You can read more on our website.

[data.ndis.gov.au](https://data.ndis.gov.au)



We shared lots of data about how well the NDIS is working.



We also shared information about what happens in the NDIS.

## Making sure the NDIS lasts a long time

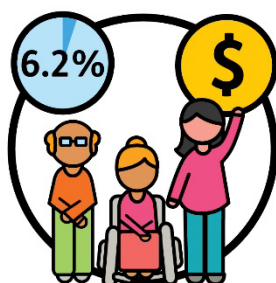


More participants join the NDIS each year.



Over the last 4 years, the amount of funding for participants went up:

- from \$10.5 billion
- to \$35.2 billion.



And from 1 October 2019 to 30 September 2023, the average amount of funding that participants receive went up by 6.2% each year.



The amount of money it costs for funding each year changes.

This is because participants need different supports.



For example, funding is higher for participants who:

- use SIL
- or
- are adults.



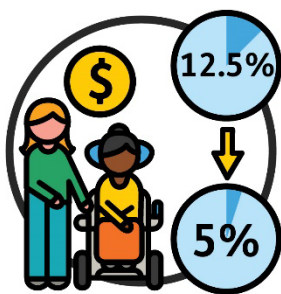
And funding is lower for participants who are children.



- from \$1.31 billion in 2018–2019



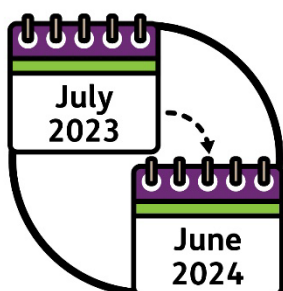
- to \$1.83 billion in 2022–2023.



But now it costs less money to support each participant.

This went down:

- from 12.5% in 2019
- to 5% this financial year.



This financial year is from July 2023 to June 2024.



We write another report that we share each year.

It's called the Annual Financial Sustainability Report (AFSR).



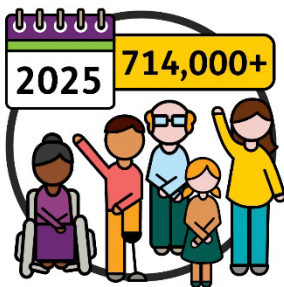
The AFSR uses data from the past 10 years.

This is how long we have had the NDIS now.



We use that data to work out how much the NDIS will cost in the future.

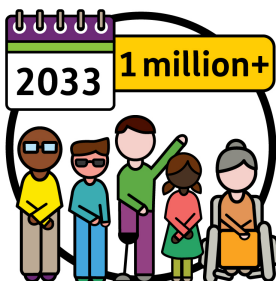
The AFSR says the NDIS expect to have more than:



- 714,000 participants at the end of June 2025



- 792,000 participants at the end of June 2027



- 1 million participants by June 2033.





There are more participants in 2023 to 2027 since the AFSR we wrote last year.



You can read an Easy Read version of the AFSR on our website.

[www.ndis.gov.au/about-us/publications/  
annual-financial-sustainability-reports](http://www.ndis.gov.au/about-us/publications/annual-financial-sustainability-reports)

## More information

For more information about this report, please contact us.



You can visit our website.

[www.ndis.gov.au](http://www.ndis.gov.au)



You can call us.

**1800 800 110**



You can follow us on Facebook.

[www.facebook.com/NDISAus](https://www.facebook.com/NDISAus)



You can follow us on Twitter.

**@NDIS**

Twitter is also called X.

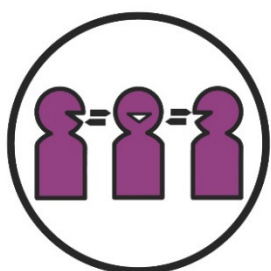
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

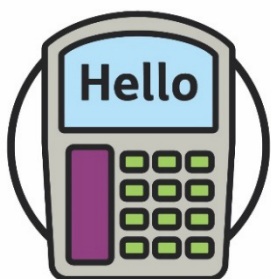
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

# Word list

This list explains what the **bold** words in this document mean.



## Administrative Appeals Tribunal (AAT)

The AAT is a government organisation that:

- reviews decisions about the NDIS
- makes their own decisions.



## Barriers

Barriers are things that stop you from doing what you want or need to do.



## Co-design Advisory Group

The Co-design Advisory Group is a group of people from the community who give us advice about our plans.



## Culturally and linguistically diverse (CALD)

CALD people:

- come from different cultures and backgrounds
- speak languages other than English.

## Data



When we talk about data, we mean:

- facts
- information
- records.



## Funding

Funding is the money from your plan that pays for the supports and services you need.



## Health Liaison Officers (HLOs)

HLOs help health services and the NDIS work together to make sure participants get the right support.

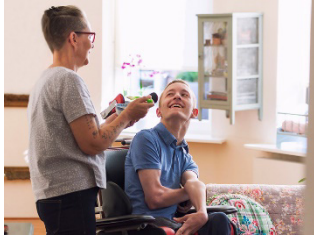


## Hearing

A hearing is an important meeting.

Everyone explains what they think should happen.

And then AAT makes a decision.



## Independent

When you are independent, you can do things:

- for yourself
- on your own.



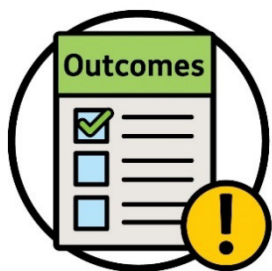
## Independent Advisory Council (IAC)

The IAC is a group of people who help us understand what people with disability need.



## Minister

A minister leads an area of the government.



## Outcomes

Outcomes are important results we want to achieve.



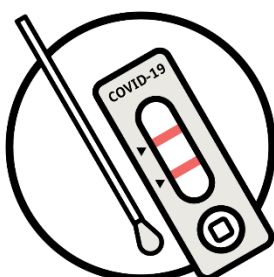
## Participants

Participants are people with disability who take part in the NDIS.



## Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



## Rapid Antigen Tests (RATs)

A RAT is a test you can do yourself to find out if you have COVID-19.



## Residential aged care

Residential aged care is where older people live when they can't live in their home anymore.



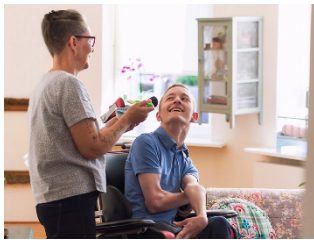
## Review



When we review something, you check to see what:

- works well
- needs to be better.

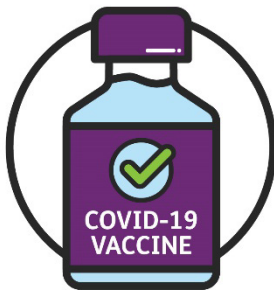
## Supported Independent Living (SIL)



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.

## Vaccine



A vaccine is medicine that:

- helps people fight a virus if they come in contact with it
- can stop people from getting very sick from the virus.



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 5552.



[ndis.gov.au](https://www.ndis.gov.au)