

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.

Agency-managed

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

Assistive Technology (AT)

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

Average annualised committed supports

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

Average payments

Average payments are calculated as the average of the annualised monthly payments in 12 months period to date of report, weighted by the participants that are active in each month over the same period.

Bilateral Agreement

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

Bilateral estimates

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

Carer

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

Committed support

The cost of supports contained within a participant's plan, approved to be provided to support a participant's needs. In some sections of this report, this amount is annualised to allow for comparison of plans of different lengths.

Complaints

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

Culturally and Linguistically Diverse (CALD)

Country of birth is not Australia, New Zealand, the United Kingdom, Ireland, the United States of America, Canada or South Africa, or primary language spoken at home is not English. From September 2021, it excludes participants identifying as being part of First Nations Peoples.

Early Childhood Approach (ECA)

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

Early Connections

Early connections are part of the nationally consistent early childhood approach, to support children younger than 9 and their families. Early childhood partners link children and families to practical information, mainstream and community supports, and peer supports. Eligible children who are younger than 6 and have developmental

concerns may also undertake a short-term program of early supports with the early childhood partner, designed to build capacity of the child and family and promote everyday learning. Depending on individual circumstances, a child may move through the early connections program to become an NDIS participant on either the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

First Nations Peoples

Identified as Aboriginal and/or Torres Strait Islander.

Individualised Living Options (ILO)

Give people with disability more choice about where they live, who with and how they can use their NDIS funding. ILO funding supports participants to live where they choose, increase their independence and maximise their social and economic participation.

In-kind

Existing Commonwealth or State/Territory government programs delivered under existing block grant funding arrangements.

Internal Review of Decision request

An internal review of a decision the NDIA has made about participants under the NDIS Act (s.100).

Mainstream services

The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Market

Under the NDIS, the market is the place where participants and providers interact to trade for disability supports.

National Disability Insurance Agency (NDIA)

The Commonwealth government organisation administering the NDIS.

National Disability Insurance Scheme (NDIS)

Provides support for Australians with disability, their families and carers. In this report the NDIS is also referred to as 'the Scheme'.

On paid provider

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

Outcomes framework questionnaires

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

Paid Provider

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

Participant

An individual whose access request has been determined 'eligible'. A participant can be made eligible under the permanent disability criteria of the NDIS Act (s.24) or the early intervention criteria of the NDIS Act (s.25).

Participant Critical Incident (PCI)

Circumstances or information about allegations of serious harm occurring to a participant.

Participant Provider Pathway

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

Participant Reassessment Request (PRR)

A review of a participant's plan requested by the participant under the NDIS Act (s.48).

Payment

Made to participants or their nominees for supports received as part of a participant's plan, and to providers on behalf of participants as part of a participant's plan.

Plan

A written agreement worked out with each participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them.

Plan Manager

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

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

Pricing

Guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price the NDIA will pay for that support.

Provider of support

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

Registered provider

An approved person or provider of supports that has registered as a provider with the NDIS Quality and Safeguard Commission.

Revenue

The amount received from both States/Territories and the Commonwealth governments for participant supports as outlined in the bilateral agreement. This includes both cash and in-kind amounts.

Specialist Disability Accommodation (SDA)

Accommodation for people who require specialist housing solutions, including to assist with the delivery of supports that cater for their extreme functional impairment or very high support needs.

SDA does not refer to the support services, but the homes in which these are delivered. SDA may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living.

Supported Independent Living (SIL)

Help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. Assistance provided to a participant will be included as part of their plan depending on the level of support they require to live independently in the housing option of their choice.

Unregistered provider

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

Appendix B:

Outcomes Framework Questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 99% of participants who received their initial plan since 1 July 2016.

The information collected from participants tracks how they are progressing across 8 life domains:

Choice and Control

Includes independence, decision-making and whether the participant would like to have more choice and control in their life.

Relationships

Relates to whether a participant has someone to call on for practical advice or emotional support, about contact with family and friends and about relationships with staff.

Health and Wellbeing

Relates to health, lifestyle and access to health services.

Work

Explores participants' experiences in the workforce and goals for employment.

Daily Living Activities

Explores how independent participants are in 9 areas of daily living, for example shopping and home cleaning.

Home

Relates to participants' satisfaction in their home now and in five years' time, and whether they feel safe.

Lifelong Learning

Includes educational, training and learning experiences.

Social, Community and Civic Participation

Relates to hobbies, volunteering, involvement in community, voting, leisure activities and whether the participant feels they have a voice.

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

The outcomes framework questionnaires adopt a lifespan approach to measuring outcomes, recognising that different outcomes will be important to participants at different stages of their life. The information is collected as participants enter the Scheme, and as their plans are reviewed, so that the NDIA can track the type of supports that lead to the best outcomes.

Appendix C:

Approved plans and children accessing early connections

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

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

State/Territory	All plans approved	Total bilateral estimates	Comparison for all plan approvals with bilateral estimates
NSW	210,978	141,957	150%
VIC	186,740	105,324	179%
QLD	143,766	91,217	163%
WA	57,701	45,429	129%
SA	59,940	32,284	188%
TAS	14,767	10,587	140%
ACT	12,840	5,075	253%
NT	6,661	6,545	103%
Total	693,393	438,418	161%

¹ All counts are exclusive of children accessing early connections.

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

³ State/Territory in this table is defined by the address of first plan approval of the participant, in line with the method used to measure progress against bilateral estimates. Under this original definition of jurisdiction, there are no participants recorded under Other Territories.

⁴ These results do not differentiate between approved plans for participants who met Section 25 of the NDIS Act for access (Early Intervention), compared with plans for those who met Section 24 of the NDIS Act for access (Permanent Disability). Table E.5 shows numbers of active participants split into these Early Intervention and Permanent Disability categories.

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

State/ Territory	Active approved plans (children younger than 9 as at 31 December 2023)	Access met but yet to have an approved plan (children younger than 9 as at 31 December 2023)	Access request (no decision) - Children accessing early connections	Access request (no decision) - Other children	Children without an access request - Accessing early connections	Other children without an access request	Total accessing early connections	Total
NSW	47,570	693	369	1,606	2,620	16	2,989	52,874
VIC	44,652	735	1,016	582	3,195	209	4,211	50,389
QLD	34,551	700	759	401	4,734	22	5,493	41,167
SA	11,896	228	130	342	658	<11	788	13,263
WA	10,730	398	150	169	1,241	29	1,391	12,717
TAS	2,497	59	12	99	114	<11	126	2,782
ACT	2,168	30	<11	68	20	<11	21	2,287
NT	1,596	41	23	14	90	<11	113	1,766
OT	<11	<11	<11	<11	<11	<11	<11	<11
Missing	<11	<11	<11	<11	<11	<11	<11	17
Total	155,677	2,884	2,462	3,285	12,673	288	15,135	177,269

⁵ This table includes 15 children aged over 8 accessing early connections as at 31 December 2023, and a further 3 children aged over 8 who are waiting for early connections.

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

⁷ Data from the new computer system does not yet identify children waiting for early connections, as such only those children recorded as waiting for early connections in the old computer system are reported.

⁸ The number of Other children without an access request does not include data from the new computer system.

⁹ The 3,285 for Access request (no decision) Other children includes 87 children identified in the old computer system as waiting for early connections.

Appendix D: State/Territory – comparison of key metrics

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

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

For 30 September 2023, refinements have been made to the logic for identifying participants receiving Supported Independent Living (SIL) to reduce known issues with under-identification following plan reassessments. The improved logic at 30 September increases the number of SIL participants identified.

Table D.1 Active participants at 31 December 2023 ¹⁰

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	192,668	29.8%
VIC	173,214	26.8%
QLD	138,705	21.5%
WA	55,636	8.6%
SA	55,499	8.6%
TAS	13,854	2.1%
ACT	10,748	1.7%
NT	5,949	0.9%
OT	56	0.0%
Missing	120	0.0%
National	646,449	100.0%

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

¹⁰ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
December 2023 | NDIS Quarterly Report to disability ministers

Table D.2 Number of active participant plans by age group at 31 December 2023 ¹¹

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,865	30,864	23,662	7,001	7,738	1,694	1,392	1,086	106,314
7 to 14	50,071	46,690	38,156	14,018	15,774	3,227	2,846	1,577	172,402
15 to 18	16,340	14,069	13,131	5,579	6,025	1,335	958	485	57,938
19 to 24	16,093	12,806	10,935	5,347	4,870	1,450	1,038	413	52,973
25 to 34	17,113	14,425	11,304	5,576	4,320	1,582	1,003	490	55,833
35 to 44	13,962	13,516	10,098	4,636	3,976	1,059	852	559	48,679
45 to 54	16,379	15,451	11,574	4,936	4,501	1,309	981	571	55,711
55 to 64	19,951	17,620	13,748	5,917	5,649	1,536	990	571	66,003
65+	9,893	7,773	6,097	2,626	2,646	662	688	197	30,595
Total	192,668	173,214	138,705	55,636	55,499	13,854	10,748	5,949	646,449

Table D.3 Proportion of active participant plans by age group at 31 December 2023 ¹²

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	13%	14%	12%	13%	18%	16%
7 to 14	26%	27%	28%	25%	28%	23%	26%	27%	27%
15 to 18	8%	8%	9%	10%	11%	10%	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%	9%	8%
45 to 54	9%	9%	8%	9%	8%	9%	9%	10%	9%
55 to 64	10%	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%

¹¹ Totals include a small number of participants with missing age information.

¹² Ibid.

Table D.4 Number of active participant plans (participants in SIL) by age group at 31 December 2023 ¹³

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	29
15 to 18	86	68	71	33	44	15	<11	<11	325
19 to 24	918	475	601	226	278	104	52	63	2,717
25 to 34	1,695	1,004	1,150	494	462	192	89	93	5,180
35 to 44	1,809	1,238	1,136	556	500	159	110	113	5,623
45 to 54	2,454	1,558	1,396	654	646	191	137	121	7,158
55 to 64	2,986	2,037	1,721	808	806	252	146	141	8,901
65+	1,334	762	659	319	333	121	71	45	3,647
Total	11,286	7,147	6,743	3,093	3,074	1,036	609	582	33,581

Table D.5 Proportion of active participant plans (participants in SIL) by age group at 31 December 2023 ¹⁴

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0%
15 to 18	1%	1%	1%	1%	1%	1%	n/a	n/a	1%
19 to 24	8%	7%	9%	7%	9%	10%	9%	11%	8%
25 to 34	15%	14%	17%	16%	15%	19%	15%	16%	15%
35 to 44	16%	17%	17%	18%	16%	15%	18%	19%	17%
45 to 54	22%	22%	21%	21%	21%	18%	22%	21%	21%
55 to 64	26%	29%	26%	26%	26%	24%	24%	24%	27%
65+	12%	11%	10%	10%	11%	12%	12%	8%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

¹³ Totals include a small number of participants with missing age information.

¹⁴ Ibid.

Table D.6 Number of active participant plans (participants not in SIL) by age group at 31 December 2023 ¹⁵

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,865	30,864	23,662	7,001	7,738	1,694	1,392	1,086	106,314
7 to 14	50,068	46,685	38,147	14,015	15,769	3,225	2,844	1,577	172,373
15 to 18	16,254	14,001	13,060	5,546	5,981	1,320	956	479	57,613
19 to 24	15,175	12,331	10,334	5,121	4,592	1,346	986	350	50,256
25 to 34	15,418	13,421	10,154	5,082	3,858	1,390	914	397	50,653
35 to 44	12,153	12,278	8,962	4,080	3,476	900	742	446	43,056
45 to 54	13,925	13,893	10,178	4,282	3,855	1,118	844	450	48,553
55 to 64	16,965	15,583	12,027	5,109	4,843	1,284	844	430	57,102
65+	8,559	7,011	5,438	2,307	2,313	541	617	152	26,948
Total	181,382	166,067	131,962	52,543	52,425	12,818	10,139	5,367	612,868

Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 31 December 2023 ¹⁶

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

¹⁵ Ibid.

¹⁶ Ibid.

Table D.8 Number of active participant plans by primary disability group at 31 December 2023 ^{17 18}

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	66,575	57,906	51,734	20,897	22,815	4,908	3,848	1,370	230,119
Intellectual Disability	31,984	27,540	19,287	9,094	8,767	3,013	1,534	1,138	102,395
Developmental Delay	21,564	26,592	18,477	4,317	5,174	1,001	1,189	909	79,230
Psychosocial disability	18,901	20,111	12,240	5,441	3,889	1,150	1,174	582	63,508
Hearing Impairment	8,412	6,946	6,346	2,327	1,984	493	458	226	27,202
Other Neurological	7,277	5,593	4,927	2,332	1,806	503	420	223	23,089
Other Physical	5,871	4,624	4,850	1,859	1,816	411	527	201	20,166
Acquired brain injury	5,061	4,787	4,169	1,643	1,800	479	236	321	18,502
Cerebral Palsy	5,680	4,212	3,824	1,855	1,299	437	304	198	17,810
Global Developmental Delay	6,436	3,082	3,123	1,394	2,099	225	208	205	16,775
Multiple Sclerosis	2,912	3,289	1,841	1,050	992	382	235	25	10,728
Visual Impairment	3,280	2,979	1,894	912	833	214	183	73	10,370
Stroke	3,223	2,070	2,085	716	710	186	147	195	9,334
Other	2,823	2,012	2,075	991	694	277	143	169	9,186
Spinal Cord Injury	1,891	1,030	1,597	695	472	138	82	86	5,993
Other Sensory/Speech	778	441	236	113	349	37	60	28	2,042
Total	192,668	173,214	138,705	55,636	55,499	13,854	10,748	5,949	646,449

¹⁷ Since 2017-18 Q1, the disability groups developmental delay and global developmental delay have been reported separately to the intellectual disability group.

¹⁸ Down syndrome is included in intellectual disability.

Table D.9 Proportion of active participant plans by primary disability group at 31 December 2023

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	35%	33%	37%	38%	41%	35%	36%	23%	36%
Intellectual Disability	17%	16%	14%	16%	16%	22%	14%	19%	16%
Developmental Delay	11%	15%	13%	8%	9%	7%	11%	15%	12%
Psychosocial disability	10%	12%	9%	10%	7%	8%	11%	10%	10%
Hearing Impairment	4%	4%	5%	4%	4%	4%	4%	4%	4%
Other Neurological	4%	3%	4%	4%	3%	4%	4%	4%	4%
Other Physical	3%	3%	3%	3%	3%	3%	5%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Cerebral Palsy	3%	2%	3%	3%	2%	3%	3%	3%	3%
Global Developmental Delay	3%	2%	2%	3%	4%	2%	2%	3%	3%
Multiple Sclerosis	2%	2%	1%	2%	2%	3%	2%	0%	2%
Visual Impairment	2%	2%	1%	2%	2%	2%	2%	1%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Other	1%	1%	1%	2%	1%	2%	1%	3%	1%
Spinal Cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other Sensory/Speech	0%	0%	0%	0%	1%	0%	1%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.10 Number of active participant plans by other characteristics at 31 December 2023 ¹⁹

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	17,133	5,984	14,488	4,502	3,621	1,384	489	3,021	50,630
Culturally and linguistically diverse participants	20,895	20,043	7,288	4,378	3,921	358	1,043	348	58,294
Participants residing in remote and very remote areas	806	60	2,347	2,542	1,376	170	<11	2,421	9,778
Younger people in residential aged care (under 65)	456	509	217	133	71	33	<11	<11	1,433
Participants with supported independent living	11,286	7,147	6,743	3,093	3,074	1,036	609	582	33,581
Participants with specialised disability accommodation	7,526	6,781	3,554	1,712	2,342	541	333	266	23,058

Table D.11 Proportion of active participant plans by other characteristics at 31 December 2023 ²⁰

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	8.9%	3.5%	10.4%	8.1%	6.5%	10.0%	4.5%	50.8%	7.8%
Culturally and linguistically diverse participants	10.8%	11.6%	5.3%	7.9%	7.1%	2.6%	9.7%	5.8%	9.0%
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.6%	2.5%	1.2%	n/a	40.7%	1.5%
Younger people in residential aged care (under 65)	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.0%	0.2%	0.2%
Participants with supported independent living	5.9%	4.1%	4.9%	5.6%	5.5%	7.5%	5.7%	9.8%	5.2%
Participants with specialised disability accommodation	3.9%	3.9%	2.6%	3.1%	4.2%	3.9%	3.1%	4.5%	3.6%

¹⁹ The numbers of participants residing in remote and very remote areas are based on the Modified Monash Model (MMM) measure of remoteness.

²⁰ Ibid.

Table D.12 Participation rates by gender at 31 December 2023 ²¹

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

Table D.13 Participation rates by age group at 31 December 2023 ^{22 23}

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.9%	5.6%	5.4%	2.9%	5.6%	4.0%	3.5%	4.3%	4.9%
7 to 14	6.1%	7.1%	6.8%	4.8%	9.1%	6.1%	6.1%	5.6%	6.6%
15 to 18	4.0%	4.3%	4.6%	3.9%	6.9%	4.9%	4.4%	3.7%	4.5%
19 to 24	2.7%	2.5%	2.7%	2.6%	3.6%	3.9%	2.5%	1.9%	2.7%
25 to 44	1.3%	1.4%	1.5%	1.3%	1.7%	1.7%	1.2%	1.2%	1.4%
45 to 64	1.8%	2.1%	1.9%	1.6%	2.2%	1.9%	1.9%	1.9%	1.9%
Total (aged 0 to 64)	2.7%	2.9%	3.0%	2.2%	3.6%	2.9%	2.5%	2.4%	2.8%

Table D.14 Proportion of participants rating their overall experience as good or very good in 2023-24 Q2 ²⁴

NDIA planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Access Process	81%	79%	81%	81%	71%	n/a	n/a	n/a	79%
The Pre-Planning Process	81%	78%	81%	71%	81%	n/a	n/a	n/a	79%
The Planning Process	88%	87%	86%	81%	84%	n/a	80%	87%	86%
The Reassessment Process	66%	65%	63%	70%	63%	n/a	63%	62%	65%

²¹ Participation rate refers to the proportion of general population that are NDIS participants.

²² Ibid.

²³ Totals include a small number of participants with missing age information.

²⁴ A new survey process was recently introduced for participants across all states and territories. 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' ²⁵

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	24%	17%	28%	13%	20%
Participants (15 and over) in work - Latest Reassessment	23%	20%	18%	24%	25%	18%	29%	15%	21%
Participants (15 and over) in community - Baseline	34%	33%	36%	37%	37%	30%	36%	42%	35%
Participants (15 and over) in community - Latest Reassessment	45%	38%	42%	39%	38%	34%	42%	45%	41%
Parent and carer employment rate - Baseline	48%	45%	43%	46%	46%	40%	56%	50%	46%
Parent and carer employment rate - Latest Reassessment	54%	50%	47%	51%	49%	43%	62%	55%	51%
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	64%	68%	71%	56%	67%
Participant (15 and over) choice and control - Latest Reassessment	76%	76%	81%	77%	74%	74%	78%	69%	77%

Table D.16 Distribution of active participant by method of financial plan management at 31 December 2023 ²⁶

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	27%	23%	19%	18%	15%	36%	9%	23%
Self-managed partly	6%	7%	5%	10%	4%	7%	8%	5%	6%
Plan-managed	58%	62%	66%	55%	72%	69%	49%	81%	62%
Agency-managed	14%	4%	7%	15%	6%	9%	7%	5%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

²⁵ Results are drawn from participants' responses to SFOF questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 31 December 2021 and have had a second plan reassessment to date.

²⁶ 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.17 Distribution of plan budget amount by method of financial plan management at 31 December 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	41%	54%	51%	39%	53%	34%	51%	40%	47%
Agency-managed	48%	31%	36%	48%	39%	57%	30%	56%	40%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.18 Number and rates of participant complaints ²⁷

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2023-24 Q2	2,777	2,472	2,192	802	790	283	151	69	9,716
% of the number of active participants	5.8%	5.8%	6.4%	5.8%	5.8%	8.2%	5.7%	4.7%	6.1%
All participant complaints	49,382	40,801	28,501	11,160	17,367	3,410	3,545	1,044	166,016
% of the number of active participants	5.8%	6.1%	5.9%	5.7%	7.3%	5.9%	6.2%	4.8%	6.4%

Table D.19 Number and rates of Participants Critical Incidents (PCIs) ^{28 29}

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2023-24 Q2	1,043	1,234	746	431	460	67	60	71	4,125
% of the number of active participants	2.2%	2.9%	2.2%	3.1%	3.4%	1.9%	2.2%	4.8%	2.6%
All PCIs	8,807	10,162	6,633	3,905	4,145	612	387	594	35,311
% of the number of active participants	1.3%	1.8%	1.5%	2.2%	2.2%	1.3%	1.0%	3.1%	1.7%

²⁷ The National totals include participant complaints where jurisdiction information was missing.

²⁸ The National totals include PCIs where jurisdiction information was missing.

²⁹ November 2023 and December 2023 PCI data has been sourced from new computer system. The new computer system PCI data remediation continues and hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Table D.20 Number of ever active providers by legal entity type ^{30 31 32}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	3,584	2,518	2,581	711	879	433	403	180	7,577
Company / Organisation	7,219	5,529	5,899	2,682	2,471	1,394	1,406	929	13,114
Total active providers	10,803	8,047	8,480	3,393	3,350	1,827	1,809	1,109	20,691

Table D.21 Number of active providers in 2023-24 Q2 by legal entity type ^{33 34 35}

Legal entity type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Individual / Sole Trader	839	448	492	201	145	84	66	39	1,815
Company / Organisation	3,500	2,377	2,329	1,150	913	392	418	307	7,570
Total active providers	4,339	2,825	2,821	1,351	1,058	476	484	346	9,385

³⁰ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.

³¹ 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.

³² This table excludes providers servicing self-managed participants and therefore differs from the provider numbers in Section 4 of the report.

³³ Active providers refer to those who have received payment for supporting Agency-managed participants and plan managers.

³⁴ 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.

³⁵ This table excludes providers servicing self-managed participants and therefore differs from the provider numbers in Section 4 of the report.

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,271	1,440	867	227	370	190	306	100	7,773
2018-19	5,901	3,455	2,526	550	1,158	401	368	202	14,566
2019-20	8,034	6,018	5,137	1,540	2,123	661	463	390	24,374
2020-21	10,179	7,924	6,821	2,734	2,769	845	558	514	32,355
2021-22	11,496	9,261	7,925	3,193	3,168	957	611	545	37,168
2022-23	13,963	11,521	9,833	4,062	3,918	1,115	714	693	45,833
2023-24 YTD	14,262	11,817	10,277	4,279	4,018	1,364	722	719	47,472
% 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%	13%	9%	6%	15%
% increase from 2021-22 to 2022-23	21%	24%	24%	27%	24%	17%	17%	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	3,101	956	552	168	221	154	221	67	5,443
2018-19	4,474	2,368	1,660	395	793	297	278	137	10,405
2019-20	5,985	4,128	3,596	1,026	1,490	477	340	266	17,314
2020-21	7,715	5,458	4,999	1,936	1,998	632	419	375	23,540
2021-22	8,946	6,814	6,122	2,359	2,416	758	478	421	28,450
2022-23	10,895	8,525	7,476	2,936	2,950	873	541	527	34,779
2023-24 YTD	5,793	4,616	4,022	1,606	1,566	434	273	272	18,591
% increase from 2017-18 to 2018-19	44%	148%	201%	135%	258%	93%	26%	104%	91%
% increase from 2018-19 to 2019-20	34%	74%	117%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	32%	23%	41%	36%
% increase from 2020-21 to 2021-22	16%	25%	22%	22%	21%	20%	14%	12%	21%
% increase from 2021-22 to 2022-23	22%	25%	22%	24%	22%	15%	13%	25%	22%

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 31 December 2023. Average payments are calculated as the average of the annualised monthly payments in 12 months period to 31 December 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 31 December 2023. Total payments refer to those paid over the 12 months to 31 December 2023. Figures are not shown if there is insufficient data in the group.

Table D.24 Annualised committed supports as at 31 December 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	15,096	12,544	10,947	4,613	4,271	1,259	759	731	50,236
Average (\$)	78,400	72,400	78,900	82,900	77,000	90,900	70,600	122,800	77,700
Total - SIL (\$m)	4,781	3,195	3,029	1,344	1,434	482	258	367	14,894
Average - SIL (\$)	423,700	447,100	449,100	434,600	466,600	465,100	423,100	629,800	443,500

Table D.25 Payments as at 31 December 2023

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	11,980	9,464	8,218	3,275	3,241	923	577	582	38,288
Average (\$)	65,500	57,900	63,200	62,400	61,600	69,100	55,900	102,900	62,700
Total - SIL (\$m)	4,223	2,734	2,647	1,108	1,277	397	225	319	12,931
Average - SIL (\$)	389,500	407,000	414,900	387,900	432,300	394,100	380,200	587,400	405,400

Table D.26 Total annualised committed supports by support category as at 31 December 2023 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,260	5,425	5,357	2,171	2,196	630	383	406	23,835
Core - Consumables	244	238	212	89	75	19	13	8	899
Core - Social and Civic	3,300	2,935	2,320	911	802	296	140	127	10,836
Core - Transport	160	144	102	44	41	13	9	5	518
Capacity Building - Choice and Control	166	162	136	49	59	15	8	9	604
Capacity Building - Daily Activities	2,349	2,254	1,737	748	654	151	119	90	8,105
Capacity Building - Employment	112	75	71	48	32	9	7	5	359

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Capacity Building - Health and Wellbeing	29	17	13	5	4	2	3	0.3	73
Capacity Building - Home Living	1	3	1	0.3	0.2	0.1	0.01	0.03	5
Capacity Building - Lifelong learning	0.16	0.2	0.10	0.04	0.2	0.04	0.002	n/a	0.7
Capacity Building - Relationships	360	276	174	126	105	28	16	18	1,103
Capacity Building - Social and Civic	130	113	70	62	23	17	12	11	438
Capacity Building - Support Coordination	369	407	289	132	111	31	18	31	1,389
Capital - Assistive Technology	423	321	319	176	117	29	22	15	1,421
Capital - Home Modifications	193	174	144	52	52	18	10	6	650
Total	15,096	12,544	10,947	4,613	4,271	1,259	759	731	50,236

Table D.27 Total payments by support category for the year ending 31 December 2023 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,214	4,550	4,278	1,705	1,829	519	327	381	19,827
Core - Consumables	190	169	158	58	58	15	9	6	663
Core - Social and Civic	2,741	2,272	1,930	682	611	221	106	94	8,657
Core - Transport	330	218	127	50	44	13	14	7	804
Capacity Building - Choice and Control	146	144	119	42	53	13	7	7	531
Capacity Building - Daily Activities	1,448	1,321	1,021	448	415	75	70	42	4,842
Capacity Building - Employment	45	28	20	11	11	3	2	1	121
Capacity Building - Health and Wellbeing	16	7	6	2	2	1	2	0.1	36
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	0.02	0.02	0.04	0.000	0	n/a	0.1
Capacity Building - Relationships	189	136	81	62	51	13	8	10	548
Capacity Building - Social and Civic	56	44	29	26	7	6	5	5	179
Capacity Building - Support Coordination	276	316	210	88	81	23	12	22	1,029
Capital - Assistive Technology	204	143	148	69	49	15	11	6	645
Capital - Home Modifications	124	117	90	23	31	6	5	2	397
Total	11,980	9,464	8,218	3,275	3,241	923	577	582	38,288

Table D.28 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2023 to 31 December 2023) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	0%	1%	0%	0%	0%
-80% to -65%	1%	0%	1%	0%	0%	1%	1%	0%	1%
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-50% to -35%	2%	2%	2%	2%	2%	2%	2%	1%	2%
-35% to -20%	4%	4%	4%	4%	4%	5%	4%	3%	4%
-20% to -5%	9%	9%	9%	8%	8%	12%	10%	10%	9%
-5% to 0%	10%	11%	11%	10%	11%	18%	10%	9%	11%
0% to 5%	16%	17%	16%	16%	15%	15%	16%	17%	16%
5% to 20%	20%	19%	18%	18%	18%	17%	22%	18%	19%
20% to 35%	8%	8%	8%	8%	9%	7%	7%	8%	8%
35% to 50%	6%	6%	5%	6%	6%	5%	5%	5%	6%
50% to 65%	4%	4%	4%	4%	4%	3%	3%	5%	4%
65% to 80%	3%	3%	3%	3%	4%	2%	3%	3%	3%
above 80%	16%	15%	19%	18%	18%	11%	15%	19%	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 ^{36 37 38}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	88%	81%	80%	78%	84%	n/a	n/a	n/a	82%
SIL - Subsequent plans	90%	88%	89%	87%	88%	86%	88%	90%	89%
SIL - Total	90%	88%	89%	87%	88%	86%	88%	90%	89%
Non SIL - First plan	64%	60%	60%	58%	61%	51%	54%	53%	61%
Non SIL - Subsequent plans	76%	73%	74%	69%	73%	69%	72%	66%	74%
Non SIL - Total	74%	72%	72%	68%	72%	67%	70%	64%	72%
First plan (SIL and Non SIL)	65%	61%	61%	60%	62%	52%	56%	57%	62%
Subsequent plans (SIL and Non SIL)	81%	78%	79%	75%	79%	75%	78%	80%	79%
Total (SIL and Non SIL)	80%	76%	77%	74%	77%	74%	77%	78%	77%

Table D.30 Percentage change in plan budgets for active participants as at 31 December 2023

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	6.2%	8.0%	7.0%	6.2%	8.2%	6.8%	4.1%	6.8%	7.0%
Interplan Inflation	3.4%	1.6%	7.0%	7.4%	3.1%	6.4%	2.4%	7.6%	4.2%
Total Inflation	9.6%	9.6%	14.0%	13.6%	11.3%	13.3%	6.5%	14.4%	11.2%

³⁶ Utilisation of committed supports from 1 April 2023 to 30 September 2023 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

³⁷ 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.

³⁸ 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 31 December 2023 ^{39 40 41 42 43}
^{44 45}

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%	100%	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%	100%	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%	100%	100%	100%	100%
4. Make an access decision, after more information has been provided.	14 days	91%	90%	91%	87%	92%	80%	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%	2%	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%	77%	97%	72%	93%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	98%	94%	95%	98%	100%	100%	91%	97%
9. If the participant accepts the offer, hold a plan implementation meeting	28 days	100%	100%	100%	100%	100%	0%	100%	100%	100%

³⁹ 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.

⁴⁰ 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.

⁴¹ The target timeframe for PSG #6 has been reduced from 70 to 56 days in early 2021.

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

⁴³ The target timeframe for PSG #17 has been reduced from 90 to 60 days in late 2021.

⁴⁴ The PSG measures for participants who have migrated to the new computer system are expected to be available from 2023-24 Q3.

⁴⁵ Performance against the service standards in the December 2023 quarter is interrupted whilst the functionality is being rebuilt in the new computer system. The data in this table is as at September 2023.

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	76%	78%	78%	76%	74%	100%	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%	1%	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%	46%	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	45%	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%	84%	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%	96%	n/a	n/a	97%