

Appendix A:

Key definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

First Nations Peoples: Identified as Aboriginal and/or Torres Strait Islander.

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

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

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

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

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

National Disability Insurance Agency (NDIA): The Commonwealth government organisation administering the NDIS.

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

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

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

Paid Provider: A provider with a bank account into which the NDIA has made a payment. For Agency-managed payments this will be the support provider. For plan-managed payments this will be

the plan manager. For self-managed payments there is no paid provider as the participant is paid instead.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix B:

Outcomes framework questionnaires

About the outcomes framework questionnaires

The NDIS outcomes framework questionnaires measure the medium and long-term benefits of the Scheme to participants. These questionnaires are one way the NDIA is measuring Scheme outcomes. The questionnaires collect baseline measures when participants enter the Scheme, and track future outcomes against baseline measures to assess progress. Baseline measures were collected from 98% 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 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.

Table B.1: PSS questions mapped to PSC principles for reporting in the quarterly report

Engagement Principle		QRef	PSS question
Transparent	We will make it easy to access and understand our information and decisions	1.1	Was information easy to understand?
		1.2	Was communication in your preferred format?
		1.3	Were decisions and outcomes explained to you?
		1.4	Were your questions and concerns acknowledged?
Responsive	We will respond to your individual needs and circumstances	2.1	To what extent were your circumstances and needs considered?
		2.2	How well does your NDIS plan meet your needs?
		2.3	How well does your early supports plan meet your child's needs?
		2.4	To what extent is your NDIS plan helping you to meet your goals?
		1.4	Were your questions and concerns acknowledged?
Respectful	We will recognise your individual experience and acknowledge you are an expert in their own life	3.1	Were you treated with respect?
		3.2	To what extent were you included in decisions that were made?
		3.3	To what extent did the person you spoke with understand how your disability, delay or concern affects your day-to-day life?
		2.1	To what extent were your circumstances and needs considered?
Empowering	We will make it easy to access information and be supported by the NDIS to lead your life	4.1 ¹	Did you feel prepared for your [<i>plan implementation / check-in/ plan reassessment</i>] meeting?
		4.2	Do you feel confident in using your plan?
		4.3	Do you know where to go for more help with using your plan?
		2.4	To what extent is your NDIS plan helping you to meet your goals?
Connected	We will support you to access the services and supports you need	5.1	Were you able to connect with the NDIS in your preferred way?
		5.2	Do you feel confident in accessing supports?
		5.3	Are you happy with the providers of services and supports under your NDIS plan?
		5.4	How confident are you in reaching out to community supports and other government services?
		4.2	Do you feel confident in using your plan?
		4.3	Do you know where to go for more help with using your plan?

The result for each principle is the average of the aggregated PSS questions.

¹ Some PSS questions are consolidated questions based on two or more questions asked at different pathway stages but similar in nature (e.g. question 4.1).

Appendix C:

Approved plans and children accessing early connections

A detailed summary of children younger than 9 in the Scheme by State/Territory is shown in Table C.1, including children accessing early connections.

Table C.1 Summary of children younger than 9 who have approached the Scheme for support by jurisdiction and status ²

State/ Territory	Active approved plans (children younger than 9 as at 30 September 2024)	Access met but yet to have an approved plan (children younger than 9 as at 30 September 2024)	Access request (no decision)	Children without an access request - Accessing early connections	Total accessing early connections	Total	Number of children accessing early connections throughout the quarter
NSW	48,906	339	4,396	3,178	3,309	56,819	8,805
VIC	45,668	293	4,418	1,772	1,871	52,151	7,581
QLD	35,030	293	3,395	2,065	2,158	40,783	7,389
SA	11,981	72	936	655	680	13,644	1,805
WA	11,457	116	1,173	462	475	13,208	2,471
TAS	2,541	13	323	167	174	3,044	499
ACT	2,174	18	233	249	249	2,674	512
NT	1,554	48	69	32	40	1,703	168
OT	<11	0	0	0	0	<11	0
Missing	<11	0	16	18	18	<50	54
Total	159,326	1,192	14,959	8,598	8,974	184,075	29,284

² 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.

Appendix D: State/Territory – comparison of key metrics

This supplement 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 and the report combines data from the old and new computer systems. The proportions of not stated First Nations status, not stated culturally and linguistically diverse (CALD) status, other gender, missing reported level of function, access met and first planning decisions and other disability types have been impacted by adaptation to the new computer system processes. There may be some minor restatements of information in this report as data is further refined.

Please also consider the following when interpreting results in this supplement:

Percentage figures have been rounded and may not always total to one hundred per cent.

Totals include participants with missing characteristics, where applicable.

Throughout the supplements, results are not adjusted for underlying differences in population characteristics, and hence comparisons of the results for subsections of the population should be interpreted with caution.

The disability group down syndrome is reported separately to the intellectual disability group.

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

Targets are not provided for 'parent and carer employment rate' and 'participant choice and control' as these are no longer NDIA corporate plan metrics.

An improving experience was first observed in the September 2024 quarter since late 2023, indicating that the NDIA's improvement initiatives are reducing complaint volumes.

Reported PCI figures exclude counts of 'withdrawn' or 'miscategorised' PCIs.

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

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

The number of self-managed providers is understated as provider information for self-managed participants is provided on a voluntary basis. In the September 2024 quarter, provider information was provided for 24.5% of all self-managed payment transactions.

Providers can offer support across multiple categories. Therefore, the total number of unique active providers will be lower than the sum of active providers across all support categories.

Average annualised committed supports are derived from total annualised committed supports in the current plans of active participants at 30 September 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 30 September 2024, divided by the average number of participants that are active per working day in each month over the same period. They have been rounded to the nearest hundred dollars. Figures are not shown if there is insufficient data in the group.

Total annualised committed supports refer to those in the current plans of active participants at 30 September 2024. Total payments refer to those paid over the 12 months to 30 September 2024.

The utilisation rate for the current financial year will likely increase due to a lag between when support is provided and when it is paid.

As needed additional masking has been applied to preserve masking of small counts.

Table D.1 Active participants at 30 September 2024 ³

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	202,154	29.7%
VIC	182,330	26.8%
QLD	146,354	21.5%
WA	59,224	8.7%
SA	58,135	8.5%
TAS	14,514	2.1%
ACT	11,141	1.6%
NT	6,181	0.9%
OT	69	0.0%
Missing	21	0.0%
National	680,123	100.0%

Table D.2 Number of active participant plans by age group at 30 September 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,978	31,161	23,046	7,461	7,556	1,689	1,373	1,029	106,303
7 to 14	53,692	49,952	41,351	15,004	16,598	3,449	2,958	1,677	184,706
15 to 18	18,015	15,848	14,518	6,111	6,555	1,451	1,071	538	64,115
19 to 24	17,156	14,018	12,228	5,867	5,377	1,504	1,091	472	57,722
25 to 34	18,203	15,184	12,089	5,895	4,658	1,707	1,063	491	59,301
35 to 44	14,231	13,762	10,370	4,876	4,171	1,088	867	583	49,957
45 to 54	16,599	15,615	11,678	4,999	4,541	1,308	992	584	56,323
55 to 64	20,053	17,969	14,020	5,982	5,690	1,563	999	592	66,876
65+	11,227	8,821	7,054	3,029	2,989	755	727	215	34,820
Total	202,154	182,330	146,354	59,224	58,135	14,514	11,141	6,181	680,123

Table D.3 Proportion of active participant plans by age group at 30 September 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	16%	17%	16%	13%	13%	12%	12%	17%	16%
7 to 14	27%	27%	28%	25%	29%	24%	27%	27%	27%
15 to 18	9%	9%	10%	10%	11%	10%	10%	9%	9%
19 to 24	8%	8%	8%	10%	9%	10%	10%	8%	8%
25 to 34	9%	8%	8%	10%	8%	12%	10%	8%	9%
35 to 44	7%	8%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	9%	8%	8%	8%	9%	9%	9%	8%
55 to 64	10%	10%	10%	10%	10%	11%	9%	10%	10%
65+	6%	5%	5%	5%	5%	5%	7%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

³ OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

Table D.4 Number of active participant plans (participants in SIL) by age group at 30 September 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	<11	<11	<11	<11	<11	<11	<11	<11	<11
7 to 14	<11	<11	<11	<11	<11	<11	<11	<11	<11
15 to 18	92	60	89	25	33	15	<11	<11	328
19 to 24	942	502	613	265	280	110	46	72	2,830
25 to 34	1,795	1,026	1,214	522	484	204	93	95	5,433
35 to 44	1,834	1,266	1,210	579	500	153	108	112	5,762
45 to 54	2,424	1,590	1,427	673	642	203	142	116	7,217
55 to 64	3,167	2,172	1,835	855	833	272	150	145	9,429
65+	1,590	909	805	397	401	135	80	43	4,361
Total	11,849	7,529	7,193	3,316	3,174	1,092	627	590	35,371

Table D.5 Proportion of active participant plans (participants in SIL) by age group at 30 September 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
7 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	1%	1%	1%	1%	1%	1%	n/a	n/a	1%
19 to 24	8%	7%	9%	8%	9%	10%	7%	12%	8%
25 to 34	15%	14%	17%	16%	15%	19%	15%	16%	15%
35 to 44	15%	17%	17%	17%	16%	14%	17%	19%	16%
45 to 54	20%	21%	20%	20%	20%	19%	23%	20%	20%
55 to 64	27%	29%	26%	26%	26%	25%	24%	25%	27%
65+	13%	12%	11%	12%	13%	12%	13%	7%	12%
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 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	32,978	31,161	23,046	7,461	7,556	1,689	1,373	1,029	106,303
7 to 14	53,687	49,948	41,351	15,004	16,597	3,449	2,957	1,677	184,695
15 to 18	17,923	15,788	14,429	6,086	6,522	1,436	1,064	531	63,787
19 to 24	16,214	13,516	11,615	5,602	5,097	1,394	1,045	400	54,892
25 to 34	16,408	14,158	10,875	5,373	4,174	1,503	970	396	53,868
35 to 44	12,397	12,496	9,160	4,297	3,671	935	759	471	44,195
45 to 54	14,175	14,025	10,251	4,326	3,899	1,105	850	468	49,106
55 to 64	16,886	15,797	12,185	5,127	4,857	1,291	849	447	57,447
65+	9,637	7,912	6,249	2,632	2,588	620	647	172	30,459
Total	190,305	174,801	139,161	55,908	54,961	13,422	10,514	5,591	644,752

Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 30 September 2024

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	17%	18%	17%	13%	14%	13%	13%	18%	16%
7 to 14	28%	29%	30%	27%	30%	26%	28%	30%	29%
15 to 18	9%	9%	10%	11%	12%	11%	10%	9%	10%
19 to 24	9%	8%	8%	10%	9%	10%	10%	7%	9%
25 to 34	9%	8%	8%	10%	8%	11%	9%	7%	8%
35 to 44	7%	7%	7%	8%	7%	7%	7%	8%	7%
45 to 54	7%	8%	7%	8%	7%	8%	8%	8%	8%
55 to 64	9%	9%	9%	9%	9%	10%	8%	8%	9%
65+	5%	5%	4%	5%	5%	5%	6%	3%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.8 Number of active participant plans by primary disability group at 30 September 2024

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	72,516	64,028	56,433	22,840	24,846	5,353	4,171	1,494	251,718
Intellectual disability	28,918	25,322	17,355	8,125	8,124	2,746	1,316	1,096	93,018
Developmental delay	22,197	27,375	19,346	5,222	5,153	1,090	1,203	859	82,451
Psychosocial disability	19,196	20,221	12,413	5,553	3,978	1,167	1,164	605	64,306
Hearing impairment	8,611	7,158	6,540	2,420	2,054	508	457	235	27,984
Other neurological	7,458	5,697	5,070	2,406	1,817	515	429	227	23,622
Other physical	5,866	4,630	4,826	1,851	1,783	405	523	192	20,080
Acquired brain injury	5,145	4,926	4,308	1,685	1,820	488	232	321	18,928
Cerebral palsy	5,741	4,269	3,859	1,884	1,313	426	300	195	17,987
Global developmental delay	6,947	3,180	3,198	1,326	2,149	214	225	246	17,487
Down syndrome	3,750	2,871	2,480	1,138	807	304	225	106	11,684
Other	3,454	2,590	2,568	1,188	863	311	188	184	11,348
Multiple sclerosis	3,020	3,389	1,933	1,092	1,020	396	236	23	11,109
Visual impairment	3,299	2,995	1,929	920	832	209	189	72	10,445
Stroke	3,326	2,193	2,219	758	760	210	145	209	9,822
Spinal cord Injury	1,940	1,056	1,646	707	468	137	81	89	6,125
Other sensory/speech	770	430	231	109	348	35	57	28	2,009
Total	202,154	182,330	146,354	59,224	58,135	14,514	11,141	6,181	680,123

Table D.9 Proportion of active participant plans by primary disability group at 30 September 2024

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	36%	35%	39%	39%	43%	37%	37%	24%	37%
Intellectual disability	14%	14%	12%	14%	14%	19%	12%	18%	14%
Developmental delay	11%	15%	13%	9%	9%	8%	11%	14%	12%
Psychosocial disability	9%	11%	8%	9%	7%	8%	10%	10%	9%
Hearing impairment	4%	4%	4%	4%	4%	4%	4%	4%	4%
Other neurological	4%	3%	3%	4%	3%	4%	4%	4%	3%
Other physical	3%	3%	3%	3%	3%	3%	5%	3%	3%
Acquired brain injury	3%	3%	3%	3%	3%	3%	2%	5%	3%
Cerebral palsy	3%	2%	3%	3%	2%	3%	3%	3%	3%
Global developmental delay	3%	2%	2%	2%	4%	1%	2%	4%	3%
Down syndrome	2%	2%	2%	2%	1%	2%	2%	2%	2%
Other	2%	1%	2%	2%	1%	2%	2%	3%	2%
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	2%
Visual impairment	2%	2%	1%	2%	1%	1%	2%	1%	2%
Stroke	2%	1%	2%	1%	1%	1%	1%	3%	1%
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other sensory/speech	0%	0%	0%	0%	1%	0%	1%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.10 Number of active participant plans by other characteristics at 30 September 2024⁴

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	18,430	6,500	15,530	4,870	3,887	1,484	521	3,180	54,407
Culturally and linguistically diverse participants	21,741	20,765	7,599	4,611	4,006	368	1,050	339	60,495
Participants residing in remote and very remote areas	750	<60	1,329	2,745	1,053	172	<11	2,601	10,508
Younger people in residential aged care (under 65)	290	359	113	66	54	<30	<11	0	911
Participants with supported independent living	11,849	7,529	7,193	3,316	3,174	1,092	627	590	35,371
Participants using specialised disability accommodation	4,885	4,982	2,225	417	1,408	93	200	80	14,290
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	2,852	2,051	1,864	1,375	989	415	133	212	9,891

⁴ [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

⁵ [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

Table D.11 Proportion of active participant plans by other characteristics at 30 September 2024 ^{6 7}

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.1%	3.6%	10.6%	8.2%	6.7%	10.2%	4.7%	51.4%	8.0%
Culturally and linguistically diverse participants	10.8%	11.4%	5.2%	7.8%	6.9%	2.5%	9.4%	5.5%	8.9%
Participants residing in remote and very remote areas	0.4%	0.0%	0.9%	4.6%	1.8%	1.2%	n/a	42.1%	1.5%
Younger people in residential aged care (under 65)	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	n/a	0.0%	0.1%
Participants with supported independent living	5.9%	4.1%	4.9%	5.6%	5.5%	7.5%	5.6%	9.5%	5.2%
Participants using specialised disability accommodation	2.4%	2.7%	1.5%	0.7%	2.4%	0.6%	1.8%	1.3%	2.1%
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.4%	1.1%	1.3%	2.3%	1.7%	2.9%	1.2%	3.4%	1.5%

Table D.12 Participation rates by gender at 30 September 2024 ⁸

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.5%	3.6%	3.7%	2.8%	4.5%	3.5%	3.0%	3.2%	3.6%
Female	2.0%	2.3%	2.3%	1.7%	2.7%	2.2%	1.9%	1.7%	2.1%
Total	2.8%	3.0%	3.1%	2.3%	3.7%	3.0%	2.5%	2.5%	2.9%

Table D.13 Participation rates by age group at 30 September 2024 ⁹

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 6	4.9%	5.6%	5.2%	3.1%	5.4%	3.9%	3.5%	4.0%	4.9%
7 to 14	6.6%	7.5%	7.4%	5.1%	9.6%	6.6%	6.3%	6.0%	7.0%
15 to 18	4.4%	4.8%	5.0%	4.2%	7.4%	5.2%	4.7%	4.1%	4.8%
19 to 24	2.8%	2.7%	2.9%	2.8%	4.0%	4.0%	2.7%	2.2%	2.9%
25 to 44	1.4%	1.4%	1.5%	1.3%	1.8%	1.8%	1.2%	1.2%	1.4%
45 to 64	1.9%	2.1%	1.9%	1.6%	2.3%	2.0%	1.9%	1.9%	1.9%
Total (aged 0 to 64)	2.8%	3.0%	3.1%	2.3%	3.7%	3.0%	2.5%	2.5%	2.9%

⁶ [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.

⁷ [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.

⁸ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

⁹ Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.

Table D.14 Proportion of respondents rating their overall experience as good or very good in 2024-25 Q1

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Early Supports Process	79%	57%	74%	n/a	n/a	n/a	n/a	n/a	69%
The Community Connections Process	69%	78%	73%	69%	77%	n/a	62%	n/a	73%
The Apply for NDIS Process (overall)	42%	41%	43%	44%	35%	31%	26%	n/a	41%
The Plan Approval Process	51%	50%	49%	51%	45%	64%	55%	60%	51%
The Plan Implementation Process	61%	56%	61%	57%	55%	66%	53%	58%	59%
The Plan Reassessment Process	62%	62%	62%	63%	59%	71%	59%	56%	62%

Table D.15 Progress against the NDIA's corporate plan metrics for 'participant employment rate', 'participant social and community engagement rate', and metrics for 'parent and carer employment rate' and 'participant choice and control'¹⁰

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	17%	23%	25%	18%	29%	13%	21%
Participants (15 and over) in work - Latest Reassessment	24%	20%	19%	25%	25%	19%	30%	15%	22%
Participants (15 and over) in community - Baseline	34%	33%	36%	38%	37%	30%	37%	43%	35%
Participants (15 and over) in community - Latest Reassessment	45%	40%	43%	41%	40%	36%	43%	48%	42%
Parent and carer employment rate - Baseline	49%	46%	44%	47%	46%	42%	57%	50%	47%
Parent and carer employment rate - Latest Reassessment	55%	52%	49%	52%	49%	48%	64%	54%	52%
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	65%	68%	71%	56%	67%
Participant (15 and over) choice and control - Latest Reassessment	79%	79%	83%	79%	76%	79%	80%	73%	79%

Table D.16 Distribution of active participant by method of financial plan management at 30 September 2024

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	26%	22%	19%	18%	15%	36%	9%	23%
Self-managed partly	6%	6%	4%	9%	4%	6%	7%	4%	6%
Plan-managed	60%	63%	67%	59%	73%	72%	51%	83%	64%
Agency-managed	12%	4%	6%	13%	5%	7%	6%	4%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

¹⁰ Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date.

Table D.17 Distribution of plan budget amount by method of financial plan management at 30 September 2024 ¹¹

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Plan-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Agency-managed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Table D.18 Number and rates of participant complaints ^{12 13}

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2024-25 Q1	5,027	4,976	3,994	1,502	1,499	308	233	60	17,751
% of the number of active participants	11.6%	12.6%	12.5%	11.6%	11.2%	10.0%	8.5%	5.3%	12.0%
All participant complaints	65,771	56,433	41,388	15,911	22,132	4,336	4,273	1,257	222,767
% of the number of active participants	6.1%	6.4%	6.3%	6.0%	7.4%	5.9%	6.2%	4.5%	6.7%

Table D.19 Number and rates of Participants Critical Incidents (PCIs) ^{14 15}

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in Q1 2024-25	1,116	1,321	921	397	509	80	31	40	4,415
% of the number of active participants	2.2%	2.9%	2.6%	2.7%	3.5%	2.2%	1.1%	2.6%	2.6%
All PCIs	11,382	13,059	8,898	4,786	5,160	786	497	654	45,325
% of the number of active participants	1.1%	1.6%	1.5%	2.0%	1.8%	1.1%	0.8%	2.5%	1.5%

¹¹ Information on budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

¹² The National totals include participant complaints where jurisdiction information was missing.

¹³ The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.

¹⁴ The National totals include PCIs where jurisdiction information was missing.

¹⁵ 2024-25 Q1 PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.

Table D.20 Number of active providers in 2024-25 Q1 by plan management type, registration status and the residing State/Territory ¹⁶

Plan management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	6,913	5,500	4,780	2,227	2,043	984	952	689	14,776
Registered providers - Agency-managed	4,137	2,535	2,454	1,207	856	358	347	275	9,203
Registered providers - Plan-managed	6,263	5,050	4,356	1,970	1,865	843	807	605	13,870
Registered providers - Self-managed	2,538	1,997	1,736	810	691	365	302	108	6,470
Unregistered providers - Total	60,107	64,132	56,848	19,381	18,096	5,640	3,371	1,604	213,090
Unregistered providers - Agency-managed	0	0	0	0	0	0	0	0	0
Unregistered providers - Plan-managed	50,553	53,874	49,530	15,358	15,513	4,320	2,525	1,432	180,882
Unregistered providers - Self-managed	18,498	21,279	15,804	7,141	5,612	2,349	1,429	310	67,388
All providers - Total	66,695	69,372	61,403	21,546	20,054	6,596	4,298	2,283	227,033
All providers - Agency-managed	4,137	2,535	2,454	1,207	856	358	347	275	9,203
All providers - Plan-managed	56,512	58,682	53,680	17,272	17,295	5,139	3,313	2,027	193,979
All providers - Self-managed	20,939	23,194	17,461	7,928	6,284	2,704	1,723	418	73,578

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,269	1,440	872	227	371	189	305	100	7,773
2018-19	5,897	3,456	2,533	551	1,159	400	366	201	14,566
2019-20	8,029	6,020	5,145	1,542	2,124	660	461	388	24,374
2020-21	10,172	7,926	6,832	2,738	2,770	845	556	512	32,356
2021-22	11,494	9,266	7,944	3,199	3,171	970	608	542	37,201
2022-23	14,036	11,600	9,921	4,086	3,944	1,174	716	694	46,178
2023-24	16,077	13,381	11,555	4,822	4,544	1,337	804	801	53,331
2024-25 YTD	4,248	3,508	3,070	1,292	1,190	351	211	212	14,085
% increase from 2017-18 to 2018-19	38%	140%	190%	143%	213%	112%	20%	102%	87%
% increase from 2018-19 to 2019-20	36%	74%	103%	180%	83%	65%	26%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	78%	30%	28%	21%	32%	33%
% increase from 2020-21 to 2021-22	13%	17%	16%	17%	14%	15%	9%	6%	15%
% increase from 2021-22 to 2022-23	22%	25%	25%	28%	24%	21%	18%	28%	24%
% increase from 2022-23 to 2023-24	15%	15%	16%	18%	15%	14%	12%	15%	15%

¹⁶ Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.

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

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	3,100	957	555	168	222	153	220	67	5,443
2018-19	4,472	2,368	1,665	396	793	296	277	136	10,404
2019-20	5,982	4,129	3,602	1,028	1,489	476	338	265	17,312
2020-21	7,711	5,458	5,009	1,939	1,999	632	418	374	23,542
2021-22	8,946	6,815	6,135	2,362	2,423	757	476	419	28,468
2022-23	10,977	8,601	7,543	2,960	2,977	879	542	528	35,058
2023-24	12,850	10,320	8,927	3,593	3,501	995	614	624	41,446
2024-25 YTD	2,957	2,338	2,088	833	806	229	140	136	9,530
% increase from 2017-18 to 2018-19	44%	148%	200%	135%	258%	94%	26%	105%	91%
% increase from 2018-19 to 2019-20	34%	74%	116%	160%	88%	61%	22%	95%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	33%	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	23%	26%	23%	25%	23%	16%	14%	26%	23%
% increase from 2022-23 to 2023-24	17%	20%	18%	21%	18%	13%	13%	18%	18%

Table D.23 Annualised committed supports as at 30 September 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	16,507	13,731	12,120	5,123	4,705	1,364	820	796	55,177
Average (\$)	81,700	75,300	82,800	86,500	80,900	94,000	73,600	128,800	81,100
Total - SIL (\$m)	5,234	3,518	3,373	1,510	1,533	521	274	388	16,352
Average - SIL (\$)	441,800	467,200	468,900	455,500	482,900	477,500	436,900	657,800	462,300

Table D.24 Payments as at 30 September 2024

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,172	10,614	9,173	3,709	3,590	1,030	631	643	42,599
Average (\$)	67,600	60,600	65,300	65,700	64,000	73,500	58,200	107,400	65,200
Total - SIL (\$m)	4,661	3,122	2,977	1,272	1,380	455	246	348	14,463
Average - SIL (\$)	404,700	428,200	430,900	403,900	443,600	430,700	397,600	593,400	422,300

Table D.25 Total annualised committed supports by support category as at 30 September 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,996	6,057	5,982	2,426	2,424	689	412	439	26,427
Core - Consumables	258	247	222	93	77	20	14	8	939
Core - Social and Civic	3,579	3,174	2,555	1,020	894	322	154	144	11,844
Core - Transport	163	145	105	45	42	13	9	5	526
Capacity Building - Choice and Control	182	174	148	55	63	16	9	9	656
Capacity Building - Daily Activities	2,553	2,420	1,891	821	710	164	129	97	8,786
Capacity Building - Employment	129	90	88	57	40	11	8	5	427
Capacity Building - Health and Wellbeing	26	15	13	4	4	2	3	0.3	67
Capacity Building - Home Living	1	2	1	0.4	0.2	0.2	0.02	0.03	5
Capacity Building - Lifelong learning	0.3	0.3	0.2	0.13	0.3	0.05	0.015	n/a	1.4
Capacity Building - Relationships	430	331	218	152	126	33	19	21	1,330
Capacity Building - Social and Civic	141	125	83	65	29	18	13	12	486
Capacity Building - Support Coordination	401	430	318	149	125	34	19	33	1,510
Capital - Assistive Technology	438	329	332	177	117	29	23	14	1,461
Capital - Home Modifications	210	192	165	58	56	13	10	7	711
Total	16,507	13,731	12,120	5,123	4,705	1,364	820	796	55,177

Table D.26 Total payments by support category for the year ending 30 September 2024 (\$m)

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,816	5,145	4,789	1,940	2,016	587	359	416	22,096
Core - Consumables	198	177	163	64	61	15	10	6	693
Core - Social and Civic	3,079	2,600	2,200	786	708	247	119	108	9,851
Core - Transport	344	224	130	50	46	13	14	8	828
Capacity Building - Choice and Control	159	154	129	47	57	14	7	8	575
Capacity Building - Daily Activities	1,608	1,474	1,111	501	449	82	75	49	5,351
Capacity Building - Employment	48	31	26	15	12	3	3	1	139
Capacity Building - Health and Wellbeing	14	7	6	2	2	1	2	0.1	33
Capacity Building - Home Living	0.2	1	0.1	0.1	0.04	0.02	0.01	0.006	1
Capacity Building - Lifelong learning	0.04	0.04	0.03	0.01	0.08	0.00	0.004	n/a	0.2
Capacity Building - Relationships	228	170	109	79	64	16	10	12	687
Capacity Building - Social and Civic	63	51	35	29	10	7	5	4	205
Capacity Building - Support Coordination	290	327	223	99	88	25	13	24	1,089
Capital - Assistive Technology	183	132	138	63	43	15	9	5	589
Capital - Home Modifications	142	120	115	28	35	6	6	3	454
Total	13,172	10,614	9,173	3,709	3,590	1,030	631	643	42,599

Table D.27 Distribution of the percentage change in plan budgets for plans reviewed in this financial year (1 July 2024 to 30 September 2024) - all participants

Percentage change in plan budgets	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
below -80%	0%	0%	0%	0%	1%	0%	0%	0%	0%
-80% to -65%	1%	1%	1%	1%	0%	1%	1%	1%	1%
-65% to -50%	1%	1%	1%	1%	1%	1%	1%	1%	1%
-50% to -35%	2%	2%	2%	2%	2%	3%	3%	2%	2%
-35% to -20%	4%	4%	4%	5%	4%	5%	4%	4%	4%
-20% to -5%	9%	10%	9%	9%	10%	11%	9%	10%	9%
-5% to 0%	9%	10%	9%	8%	8%	10%	8%	10%	9%
0% to 5%	15%	15%	14%	12%	13%	20%	14%	19%	15%
5% to 20%	17%	18%	17%	16%	17%	16%	17%	14%	17%
20% to 35%	9%	8%	9%	9%	9%	8%	8%	6%	9%
35% to 50%	6%	6%	6%	6%	6%	6%	6%	7%	6%
50% to 65%	5%	5%	5%	5%	5%	4%	5%	5%	5%
65% to 80%	4%	4%	3%	4%	4%	3%	3%	3%	3%
above 80%	19%	16%	20%	22%	21%	13%	20%	18%	19%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table D.28 Utilisation rates split by participants in SIL and those not in SIL, and first and subsequent plans ^{17 18 19}

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	76%	78%	74%	79%	85%	n/a	n/a	n/a	77%
SIL - Subsequent plans	90%	87%	89%	86%	89%	87%	90%	87%	89%
SIL - Total	90%	87%	89%	86%	89%	87%	90%	87%	89%
Non SIL - First plan	64%	62%	61%	59%	62%	50%	53%	58%	62%
Non SIL - Subsequent plans	75%	74%	74%	70%	73%	67%	70%	68%	74%
Non SIL - Total	74%	72%	72%	69%	72%	66%	68%	66%	72%
First plan (SIL and Non SIL)	65%	63%	61%	60%	63%	51%	53%	59%	62%
Subsequent plans (SIL and Non SIL)	81%	78%	79%	76%	79%	76%	78%	79%	79%
Total (SIL and Non SIL)	79%	76%	77%	74%	78%	75%	76%	78%	77%

Table D.29 Percentage change in plan budgets for active participants as at 30 September 2024

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	7.1%	9.0%	8.1%	6.5%	9.7%	7.1%	7.0%	9.0%	8.0%
Interplan Inflation	5.0%	2.9%	5.3%	8.4%	4.7%	5.5%	5.9%	3.9%	4.8%
Total Inflation	12.1%	11.9%	13.4%	14.9%	14.4%	12.6%	12.9%	12.9%	12.8%

¹⁷ Utilisation of committed supports from 1 January 2024 to 30 June 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

¹⁸ Participants receiving in-kind supports are excluded from the analysis by plan number 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.

¹⁹ Utilisation is not shown if there is insufficient data in the group.

²⁰ The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.

Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 September 2024 ^{21 22 23 24}

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	NAT
2. Make an access decision, or request for more information, after an access request has been received	21 days	19%	17%	20%	22%	19%	20%	17%	54%	19%
4. Make an access decision, or request for additional information, after more information has been provided	14 days	27%	25%	24%	33%	21%	32%	9%	48%	26%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	46%	49%	50%	52%	49%	50%	48%	67%	49%
7. Approve a plan for ECA participants, after an access decision has been made	90 days	99%	99%	99%	95%	99%	98%	99%	76%	98%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	86%	80%	79%	88%	84%	82%	91%	91%	83%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	64%	58%	67%	66%	61%	39%	67%	37%	59%
12. Decide whether to undertake a participant initiated plan reassessment, after the request is received	21 days	30%	30%	30%	26%	28%	29%	20%	37%	29%
13. Complete a reassessment, after the decision to accept the request was made	28 days	89%	91%	88%	88%	88%	90%	88%	83%	89%
14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	55%	49%	46%	58%	55%	62%	53%	69%	52%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	59%	60%	58%	58%	56%	58%	60%	50%	59%

²¹ 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.

²² 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.

²³ From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.

²⁴ Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.

Endnotes

Appendix B

- 1 Some PSS questions are consolidated questions based on two or more questions asked at different pathway stages but similar in nature (e.g. question 4.1).

Appendix C

- 2 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.

Appendix D

- 3 OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 4 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 5 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 6 [For SDA in use] Evidence of SDA in use is estimated based on SDA payments, SDA service bookings and address matching to an enrolled SDA dwelling. Future enhancements to the PACE system will allow for better tracking and an ability to better understand why participants may not yet be using SDA funding.
- 7 [For SDA eligible] SDA eligible participants are participants who have been found eligible for SDA through the home and living application process or through legacy system processes but have SDA funding in their plan.
- 8 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 9 Participation rate refers to the proportion of general population that are NDIS participants. A small proportion of participants aged 0 to 64 years have a gender of 'Other'. The participation rates for this group are included within the total rates.
- 10 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 September 2022 and have had a second plan reassessment to date.
- 11 Information on budget amount across plan management type has been impacted by adaptation to the new computer system processes and has been masked.

- 12 The National totals include participant complaints where jurisdiction information was missing.
- 13 The numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection. Numbers might change further as complaints reporting in the new computer system is refined.
- 14 The National totals include PCIs where jurisdiction information was missing.
- 15 2024-25 Q1 PCI data has been sourced from the new computer system. PCI data remediation in the new computer system continues, hence the numbers shown in this report are subject to retrospective changes as the logic is developed further.
- 16 Registration status is determined as at the posting date of payment. If a provider's registration status changes during the quarter, they will be included in both the registered and unregistered provider count. The total provider count only considers unique providers; therefore, it will be lower than the sum of registered and unregistered providers.
- 17 Utilisation of committed supports from 1 January 2024 to 30 June 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 18 Participants receiving in-kind supports are excluded from the analysis by plan number 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.
- 19 Utilisation is not shown if there is insufficient data in the group.
- 20 The Annual Pricing Review saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limit to maintain the purchasing power of remaining plans. Due to this, there has been a one-off increase in intraplan and total inflation during the month of July 2024.
- 21 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.
- 22 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.
- 23 From the March 2024 quarter, performance is measured from available data on processes and dates. Milestones being built into the new computer system will improve the capture of performance data.
- 24 Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.