



Delivered by the
National Disability
Insurance Agency

Quarterly Report Q1 2024–25



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Introduction

Key highlights for Quarter 1, 2024–25

Passing of legislation

In August, the Australian Government passed legislation designed to improve the National Disability Insurance Scheme (NDIS).

The legislative changes came into effect on 3 October 2024.

The National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill 2024 is designed to:

- Improve the NDIS for all participants.
- Ensure long-term sustainability.

As part of these changes, the Government has released clear definitions of what constitutes an NDIS support, this will help participants and providers understand how funds may be used.

The NDIA is committed to ensuring everyone is kept informed about the changes. The NDIA will continue to work closely with participants and the disability community to ensure we get these changes right.

The NDIA is communicating extensively with participants and their supporters to ensure they understand the changes.

Key highlights for Quarter 1, 2024–25

Independent Pricing Committee

In releasing the 2023–24 Annual Pricing Review, the NDIA committed to reviewing NDIS price limits in the 2023–24 Annual Pricing Review.

In September, an Independent Pricing Committee began this review and will provide recommendations later this year.

The NDIA will be guided by the advice of the committee and consultation with people with disability and the provider market.

The committee's recommendations will lead to a pricing approach that delivers diverse, quality supports to NDIS participants and supports sustainability objectives.

Participant outcomes

Improvements in outcomes continue to highlight the difference the NDIS is making for participants and their families and carers.

- Of participants aged 15 years and older who have been in the NDIS for 2 years or more, **42%** reported increased participation in community and social activities – a relative increase of **22%**.
- Work participation for participants aged 15 to 24 who have been in the NDIS for more than 2 years more than doubled from **10%** to **22%**.
- Families and carers of participants who have been in the NDIS for more than 2 years saw an increase in paid employment, from **47%** to **52%**.
- More than three-quarters of participants aged 15 and older in the NDIS for over 2 years report greater choice and control in their lives, increasing from **67%** at entry to **79%** at reassessment.

Scheme financial experience

Annual Financial Sustainability Report (AFSR) projections highlight recent legislative changes and reforms to the NDIS are ensuring the Scheme remains on track to improve its financial sustainability.

Total projected Scheme expenses are now expected to be \$210.3 billion for the 4 years to June 2028 – \$1 billion lower than for the same 4-year period in the 2024–25 Budget projections.

The NDIS costs for the 2023–24 financial year were around \$41.8 billion – about \$580 million below the estimate in the 2024–25 Budget.

Data from quarter 1 (1 July – 30 September) shows a continuing trend of stabilisation for Scheme expenditure.

Total Scheme expenses for the September 2024 quarter were \$11.5 billion (on an accrual basis), almost \$150 million below expectations in the June 2024 projections.

Stabilisation of growth in Scheme expenditure

Scheme expenditure growth is slowing due to Reform for Outcomes initiatives, including:

- **Plan inflation** – Plan inflation increased slightly for the quarter to 12.8% per annum but remains lower than levels observed since September 2022.
- **Increased number of participants leaving the NDIS** – More participants are leaving the NDIS for non-mortality reasons.

Despite the slowing of Scheme expenditure growth, the number of NDIS participants continues to rise, reaching 680,123 as of 30 September 2024, a 2.9% increase from 661,267 on 30 June 2024.

Key areas of improvement

Scheme reform update

While new legislation establishes a platform for much of this important work, the NDIA has been implementing other measures designed to strengthen the NDIS and provide a better experience for all participants.

This work, progressed in collaboration with people with disability and the wider disability community.

Work this quarter has led to:

- Stabilisation of plan inflation through improved planning processes
- Increased numbers of participants leaving the NDIS as their support needs stabilise.
- Stabilisation in the number of new participants in supported independent living (SIL).
- Proactive support to prevent participants from overspending their NDIS plans, with 90% positive feedback
- Continued benefits from the Crack Down on Fraud (CDoF) program, enhancing payment integrity and data capability.

Key areas of improvement

Continued focus on working with the disability community

The NDIA is committed to involving NDIS participants, their families, carers, and the wider disability community in informing NDIS changes.

Reforms will be guided by implementation, education and communication plans that will be developed in partnership with people with disability and the disability community.

The Minister for the NDIS, the NDIA, Department of Social Services (DSS) and the disability community, through the Independent Advisory Council (IAC) and disability representative and carer organisations (DRCOs), have agreed to work together on a co-design approach for important NDIS reforms.

Co-design in the NDIA occurs when staff work with participants, their family members and carers, DRCOs and other stakeholders, as equal partners.

The NDIA and the Board remain deeply committed to an open and honest approach as we work through the many changes to the NDIS that will come into effect over the next 18 months.

With legislation passed, co-design, consultation and engagement work has commenced that will inform how we implement changes from the NDIS Amendment (Getting the NDIS Back on Track No.1) Bill 2024.

Key areas of improvement

| Over 7,000 people participated in public consultations on defining NDIS support.

This quarter, the NDIA held 65 co-design workshops with over 550 participants and members of the disability community.

The NDIA is establishing expert advisory groups to provide advice across all reform topics.

The NDIA is committed to continuing to improve and expand our co-design, consultation and engagement practices and worked closely with DRCOs, the IAC and Participant Reference Group, and the Co-design Advisory Group to improve our approach to co-design through an independent evaluation project.

Key areas of improvement

Milestone for specialist disability accommodation

Specialist disability accommodation (SDA) is a range of housing designed for people with extreme functional impairment or very high needs.

The purpose of SDA funding is to increase the supply of new-build, high quality and fit-for-purpose SDA.

In the September 2024 quarter, the NDIS enrolled the 10,000th SDA dwelling since the introduction of SDA in 2016.

Of these 10,000 dwellings, more than 6,000 were 'New Build SDA'.

This is a significant milestone for the NDIS and, most importantly, for participants.

Key areas of improvement

Improved NDIA performance

| The NDIA continues to make changes to improve the planning experience for participants.

Recent improvements to the planning process include:

- The NDIA has added over 500 staff to frontline service delivery teams, reducing waiting times for plan changes.
- Regular check-ins with participants ensure their supports are effective.
- Increased end-to-end planning by home and living planners.
- Enhanced data sharing with state and territory health agencies for timely hospital discharges.

Improvements to the National Contact Centre (NCC) include:

- The NCC remains committed to inclusive employment and attracting people with disability, 40% of insourced NCC staff identify as having disability.
- Specialist NCC staff have been trained to resolve more participant concerns.
- Higher demand in September 2024 quarter with 784,549 contacts, including more than 400,000 calls.
- Average phone waiting time nearly halved, with 93% customer satisfaction.

Resolving participant requests

The NDIA has taken measures to resolve the high number of requests, and we are making good progress to reduce the increased volume.

Focus areas include First Plans and Unscheduled Reassessment Plans.

Increased effort, including the recruitment of more staff, has reduced waiting times in several key areas, including Access Requests, First Plans, Reviews and Complaints.

From July to September, the NDIA completed:

- **25,659** access decisions (up more than 50% from the June quarter)
- **23,681** first plan approvals (up almost 80% from the June quarter)
- **61,767** plan reassessments (up 10% from the June quarter)

The NDIA received up to 5,000 plan change requests weekly, a 40% increase from last year.

More plan change requests were approved each week than received, reducing outstanding requests.

Urgent change of circumstances requests are prioritised, especially where there is any potential risk to the participant.

A participant's plan will not expire, irrespective of any delay to action a scheduled plan reassessment. Plans will automatically extend with the same level of funding.

Section 1

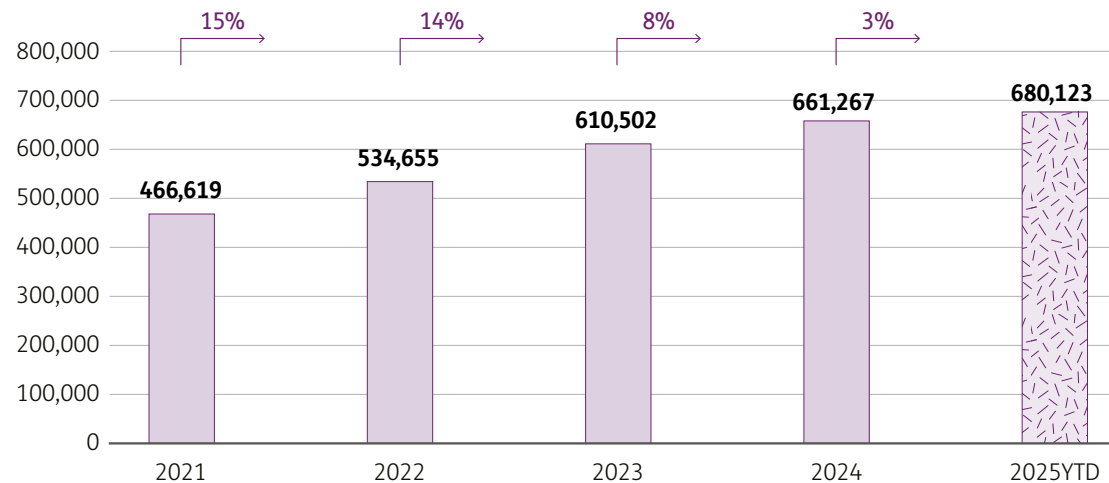
Participants and their plans

1.1 Number of participants in the Scheme

More than 680,000 participants are receiving support from the NDIS, and more than 23,000 participants entered the Scheme during the quarter.

As at 30 September 2024, **680,123** participants had approved plans. This represents a 2.9% net increase from last quarter (a net increase of **18,856** participants since June).

Active participants with approved plans and percentage increase over time for years ending 30 June¹



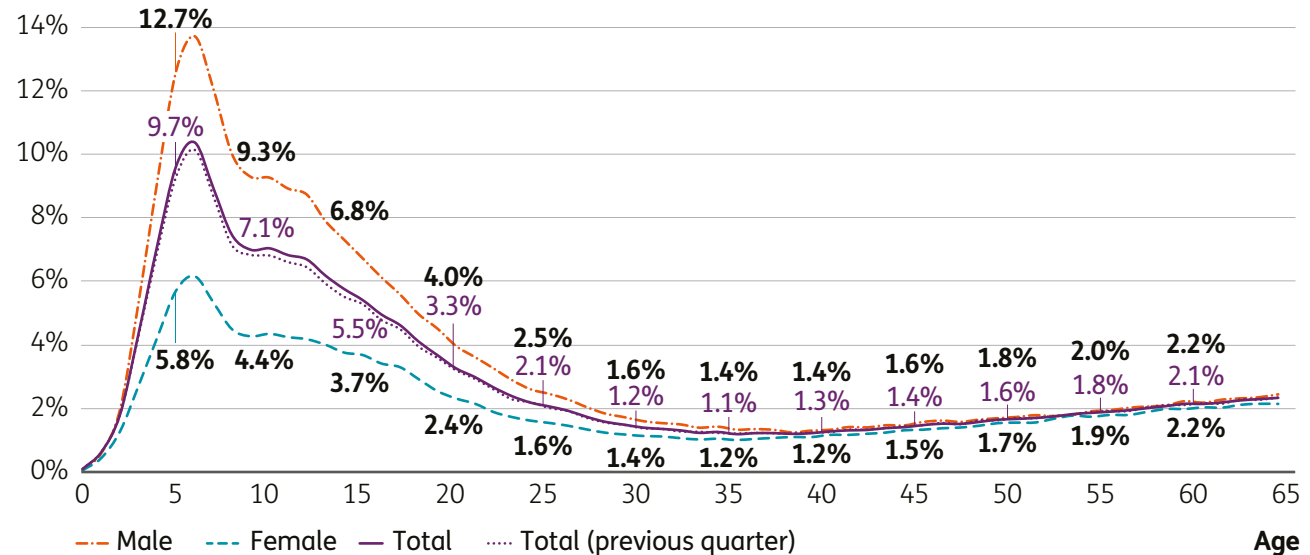
¹ This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

1.2 Participation rates

The number of NDIS participants as a proportion of the Australian population peaks between the ages of 5 and 7, with approximately 13% of 5- to 7-year-old males and 6% of 5- to 7-year-old females being NDIS participants.

- NDIS participation rate varies by age and gender.
- Peaks at roughly 10% at age 6, declines to around 1% by age 35, and rises to 2% by age 57.
- Participation rates for males and females differ considerably at younger ages, with the rate for males (13.8%) at age 6 being more than double that of females (6.2%).
- This difference is largely due to the higher prevalence of autism and developmental delay in males.
- For participants younger than 18, the most prevalent disability types are autism and developmental delay, both of which have higher diagnosis rates in males.
- Psychosocial disability and intellectual disability are also significant among the remaining disability types.

Participation rates^{2,3}



² There were 17,261 participants aged 0 to 64 years with a gender of 'Other' at 30 September 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates.

³ More recent estimates from the Australian estimated resident population have been adopted since the June 2024 report. The restated estimated population reduces the participation rates, more so between the ages of 0 and 6, where the restated participation rates are lower by 0.18 percentage points, and 8 to 10 and 19 to 24, where the restated participation rates are lower by 0.12 percentage points.

1.3 Participant characteristics

The NDIA continues to monitor the number of participants entering the NDIS who identify as First Nations Peoples, Culturally and Linguistically Diverse (CALD), and participants who are from remote and very remote areas.⁴

Of the **23,667** participants entering and receiving a plan in the quarter:

- **9.9%** were **First Nations peoples**⁵
- **6.9%** were **CALD**⁶
- **2.2%** were from **remote and very remote areas**⁷

The total proportion of First Nations participants in the NDIS is 8.0% at the end of the September quarter and this is a slight increase from last quarter. The proportions of CALD and remote participants are similar to those observed in previous reports.

⁴ For some participants, the identification as First Nations or CALD is not known.

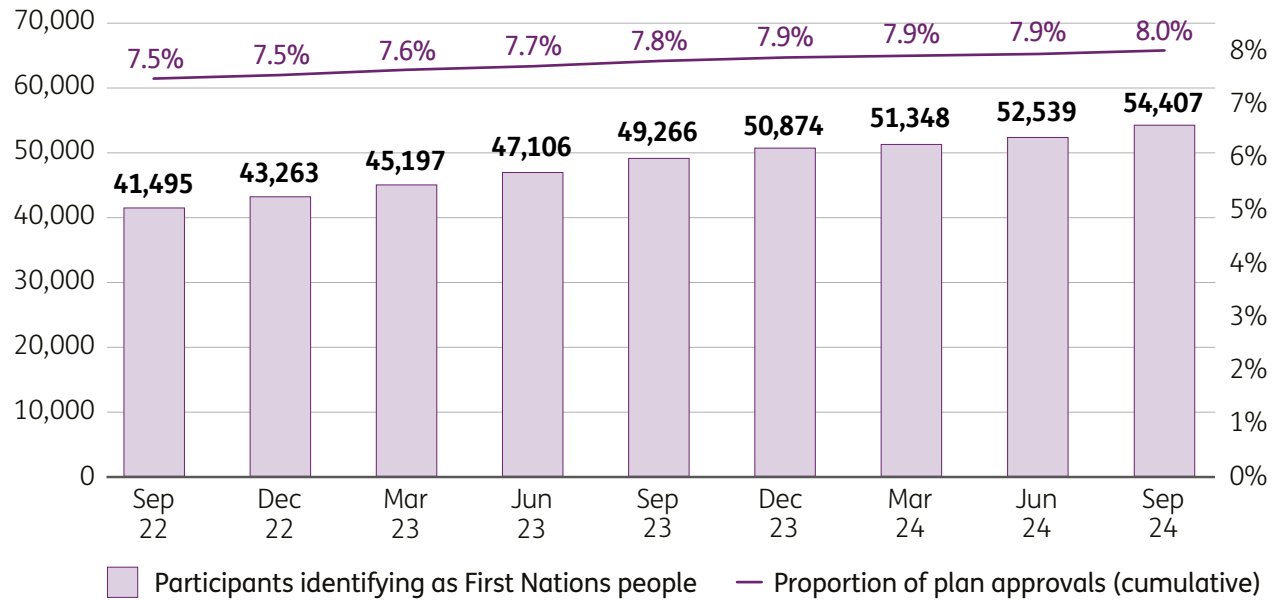
⁵ This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

⁶ The percentage of CALD participants excludes participants who identify as First Nations peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. The number of participants for whom the CALD identification is not known is impacted by changes in processes in 2023.

⁷ This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.

1.3 Participant characteristics

Cumulative number and proportion of First Nations⁸



⁸ The Explore data webpage <https://data.ndis.gov.au/explore-data> has detail on the numbers of CALD participants and remote and very remote participants.

Section 2

Participant and family and carer outcomes

2.1 Participation in work and community and social activities

Participation rates in community and social activities have increased, while the overall rate of participation in work is stable.

Participation in community and social activities

Participants who have been in the Scheme for at least 2 years have experienced an increase in their community and social participation since they first entered.^{9,10,11}

Specifically, comparing responses at the most recent plan reassessment (between 2 and 8 years after entry) with responses at Scheme entry,¹² the changes were:

- **Six** percentage point increase from **34%** to **40%** for participants aged 15 to 24 years
- **Ten** percentage point increase from **35%** to **45%** for participants aged 25 to 34 years
- **Eight** percentage point increase from **35%** to **43%** for participants aged 35 to 44 years
- **Eight** percentage point increase from **35%** to **42%** for participants aged 45 to 54 years
- **Seven** percentage point increase from **35%** to **42%** for participants aged 55 to 64 years
- **Seven** percentage point increase from **37%** to **44%** for participants aged 65 years and older
- **Eight percentage point increase from 35% to 42% for participants aged 15 years and older.**

The overall result of 42% compares to a 2024–25 target of 46%. In general, the increase in participation in community and social activities has improved the longer participants have been in the Scheme.

⁹ The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent plan reassessments.

¹⁰ This section compares baseline indicator results when participants entered the Scheme, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded.

¹¹ The participant age reported in this section is as per their latest plan reassessment.

¹² Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.1 Participation in work and community and social activities

Participation in work

The percentage of participants in a paid job for those in the Scheme for at least 2 years continues to be relatively stable. However, the percentage in a paid job and the change by number of years in the Scheme differs by age group. For instance, the largest percentage increase was for participants in the 15 to 24 age group, consistent with participants entering the workforce for the first time. The percentage in a paid job remains stable or declines for all other age bands. Specifically, comparing responses at the most recent plan reassessment (between 2 to 8 years after entry) with responses at Scheme entry,¹³ the changes were:

- **Twelve** percentage point increase from **10%** to **22%** for participants aged 15 to 24 years¹⁴
- **Two** percentage point increase from **27%** to **29%** for participants aged 25 to 34 years
- **One** percentage point decrease from **28%** to **27%** for participants aged 35 to 44 years
- **Two** percentage point decrease from **25%** to **23%** for participants aged 45 to 54 years
- **Four** percentage point decrease from **19%** to **15%** for participants aged 55 to 64 years¹⁵
- **Five** percentage point decrease from **13%** to **8%** for participants aged 65 years and older¹⁶
- **Two percentage point increase from 21% to 23% for participants aged 15–64 years.**

The overall result of 23% of participants aged 15 to 64 years in paid work compares to a 2024–25 target of 26%.

¹³ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

¹⁴ Some of the increase is due to participants leaving school and starting work. As the NDIS matures it will be possible to analyse the extent to which the percentage gap increases.

¹⁵ Some of the decrease for older age groups is due to participants retiring from the workforce.

¹⁶ Some of the decrease for older age groups is due to participants retiring from the workforce.

2.2 Perceptions of whether the NDIS has helped

Participants have positive perceptions across most domains and different age groups. However, the percentage of positive responses varies by domain and age group.

At each plan reassessment, participants are asked whether the NDIS has helped with areas related to each domain. For these questions, longitudinal change is measured from first plan reassessment, since the Scheme has not had an opportunity to help at baseline. Results shown in this section compare responses provided at the first plan reassessment with those from later reassessments, for participants entering the Scheme since 1 July 2016 and who have been in the Scheme for at least 2 years.

These questions have been updated from October 2023 to allow more meaningful analysis of participant and family/carer perceptions.¹⁷

¹⁷ The answer options for perceptions on whether the NDIS has helped have been expanded in the data collections from November 2023, with 'Yes' expanded to include 'Yes, a lot' and 'Yes, a bit'. Choosing either of these two options is counted as a positive response.

2.2 Perceptions of whether the NDIS has helped

Participant choice and control

The choice and control metric for participants aged 15 and over is based on the question “Has the NDIS helped you have more choices and more control over your life?”.

Positive perceptions of whether the NDIS has helped with choice and control have increased for the latest reassessment compared to the first reassessment across all age bands. Older participants tend to have higher levels of satisfaction than the 15 to 24 age group. Specifically, the percentage increases¹⁸ of those who think that the NDIS has helped them have more choices and more control over their life were¹⁹:

- **Twelve** percentage point increase from **61%** to **73%** for participants aged 15 to 24 years
- **Thirteen** percentage point increase from **67%** to **80%** for participants aged 25 to 34 years
- **Eleven** percentage point increase from **69%** to **81%** for participants aged 35 to 44 years
- **Twelve** percentage point increase from **70%** to **82%** for participants aged 45 to 54 years
- **Twelve** percentage point increase from **72%** to **84%** for participants aged 55 to 64 years
- **Fourteen** percentage point increase from **72%** to **86%** for participants aged 65 years and older
- **Twelve percentage point increase from 67% to 79% for participants aged 15 years and older.**

Overall, 79% of participants aged 15 years or older have positive perceptions of whether the NDIS has helped with choice and control.

¹⁸ The percentage increases are higher than those reported in last quarter's figures, due to previously not capturing all responses.

¹⁹ Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

Other “Has the NDIS helped?” questions

For children aged from birth to before starting school, results have improved across all domains. The figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

“Has the NDIS helped?” – participants aged from birth to before starting school²⁰

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	95	+4
Daily living: access to specialist services	92	95	+4
Choice and control (child’s ability to communicate what they want)	82	88	+5
Relationships (fitting into family life)	77	85	+7
Social, community and civic participation (fitting into community life)	64	72	+8

Improvements were slightly stronger for fitting into family and community life (although results for these domains started off at a lower level and hence had more scope to improve).

For children aged from starting school to age 14, results are generally less positive than for the younger age group but show stronger improvement over time.

²⁰ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

The table below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

“Has the NDIS helped?” – participants aged from starting school to age 14²¹

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	76	+14
Lifelong learning (access to education)	42	54	+12
Relationships (with family and friends)	51	63	+12
Social, community and civic participation (social and recreational life)	46	56	+10

²¹ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

For young adults aged 15 to 24 years, Figure below shows the percentages responding positively at first assessment and at latest reassessment, as well as the change between the 2 time points.

“Has the NDIS helped?” – participants aged 15 to 24²²

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	73	+12
Daily living	61	74	+13
Relationships	50	57	+7
Home	23	24	+1
Health and wellbeing	44	55	+11
Lifelong learning	36	41	+5
Work	18	20	+2
Social, community and civic participation	55	65	+10

The largest improvement over time in the Scheme has been observed for the daily living domain (13 percentage point increase). Strong improvements have also been observed for choice and control (11 percentage point increase), relationships (7 percentage point increase), health and wellbeing (10 percentage point increase) and social, community and civic participation (9 percentage point increase). Lifelong learning, home and work showed marginal increases (4, 1 and 1 percentage point increases, respectively).

²² Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

2.2 Perceptions of whether the NDIS has helped

For participants aged 25 and over, perceptions tend to be more positive than for those aged 15 to 24, and the older adult group also shows a stronger improvement over time. Figure below shows the percentages responding positively at first assessment and latest reassessment, as well as the change between the 2 time points.

“Has the NDIS helped?” – participants aged 25 and over²³

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	70	82	+12
Daily living	73	86	+13
Relationships	53	65	+12
Home	31	38	+7
Health and wellbeing	52	65	+13
Lifelong learning	30	36	+6
Work	19	22	+2
Social, community and civic participation	60	73	+13

From the figure on the left, the largest improvements over time in the NDIS have been observed for social, community and civic participation; daily living; relationships; and health and wellbeing (13 percentage point increases in each of the four domains). Strong improvements have also been observed for choice and control (12 percentage point increase). By contrast with the younger adult group, there was a larger improvement for the home domain (7 percentage point increase).

Similar to the younger adult group, lifelong learning and work showed smaller increases (6 and 2 percentage point increases, respectively).²⁴

Results continue to improve with time in Scheme

Responses tend to become more positive the longer a participant has been in the Scheme.

While these results are encouraging, the analysis also indicates there are areas where outcomes could be improved. For example, for participants aged 25 and over, after at least 2 years in the NDIS, only 22% agreed that being in the NDIS had helped them find a suitable job, which is only a 2-percentage point increase from their first plan assessment.

²³ Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.

²⁴ Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.

Section 3

Participant experience

3.1 Participant Service Charter

The Participant Service Charter (PSC) is based on 5 engagement principles that outline how the NDIA and partner organisations should engage with participants.

The NDIA Participant Service Charter outlines expected service levels, PSG engagement principles, and standards for NDIA and community partners' interactions with participants and how the NDIA will be held to account.

The Participant Service Improvement Plan sets out what the NDIA and partners are going to do to meet the promises in the PSC and deliver an NDIS that meets expectations.

We measured performance against the PSC engagement principles, the results are drawn from the participant satisfaction survey (PSS).

Reporting continues to be impacted by the transition to the new computer system, with an agreement to deliver reporting against the PSC engagement principles from quarter 1 2024–25.

3.1 Participant Service Charter

Performance against the PSC engagement principles

Engagement principles		Performance
Transparent	We will make it easy to access and understand our information and decisions	78%
Responsive	We will respond to your individual needs and circumstances	63%
Respectful	We will recognise your individual experience and acknowledge you are an expert in your own life	65%
Empowering	We will make it easy to access and use information and be supported by the NDIS to lead your life	67%
Connected	We will support you to access the services and supports you need	73%

- Overall, **78%** of respondents²⁵ experienced interactions that were transparent
- **63%** reported an experience that was responsive and told that their circumstances and needs were considered
- **65%** of respondents experienced a respectful service
- Overall, **67%** of respondents felt empowered, with **61%** prepared for plan-related meetings, **65%** confident in using their plan, and **83%** knowing where to seek help with their plan
- Finally, **73%** of participants and people with disabilities engaging with the NDIS felt connected, **83%** reported connecting in their preferred way, and 65% felt confident in accessing supports.

²⁵ Respondents include participants of the NDIS, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee²⁶

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2024 quarter
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	19%
4	Access	Make an access decision, or request for additional information, after more information has been provided.	14 days	26%
6	Planning	Approve a participant's plan, after an access decision has been made (excludes those supported by the early childhood approach [ECA] who have received initial supports).	56 days	49%
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	98%
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	83%
11	Plan reassessment ²⁷	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	59%

²⁶ For the September 2024 quarter, performance is measured from available data on processes and dates on the new computer system. Milestones being built into the new computer system will improve the capture of performance data.

²⁷ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.2 Participant Service Guarantee

Performance against the Participant Service Guarantee cont.

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the September 2024 quarter
12	Plan reassessment ²⁸	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	29%
13	Plan reassessment ²⁹	Complete a reassessment, after the decision to accept the request was made.	28 days	89%
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	52%
17	Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days	59%

²⁸ Excludes reassessments initiated prior to migrating service processes to the new computer system.

²⁹ Excludes reassessments initiated prior to migrating service processes to the new computer system.

3.3 Complaints, Review Requests and AAT Cases

There is early evidence from the June 2024 month and continuing through the September 2024 quarter that the improvement initiatives are starting to reduce the volume of complaints.

Complaints

The NDIA receives complaints from participants and their representatives, as well as others, including members of the public, other government agencies or community organisations.^{30,31,32} Participant plans are the greatest focus of complaints, in particular the amount of funding and the time it takes to make planning decisions.

Since late 2023, the NDIA has received more complaints than in previous quarters, with the September 2024 quarter being the first quarter to show improvement. There have been fewer complaints than the previous quarters, indicating that the NDIA's improvement initiatives are positively affecting outcomes. The participant complaint rate decreased from 12.3% in the June 2024 quarter to 10.6% during this quarter.

The NDIA received 815 complaints from NDIS providers during the September 2024 quarter, which is 6.8% of registered NDIS providers. The NDIA also received 235 complaints from other sources in this quarter.

³⁰ It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint.

As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.

³¹ Numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.

³² Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.

3.3 Complaints, Review Requests and AAT Cases

Participant plans are the main focus of complaints, in particular the type and amount of funding and decisions-making delays. These delays indicate that the NDIA receives more requests than expected for plan changes or reassessments.

In response to the increased volume of complaints, the NDIA has implemented a whole-of-agency strategy to address common causes of complaints, including supporting staff to resolve participant issues and concerns quickly. The volume of complaints received during the September 2024 quarter indicates this trend may be settling.

The NDIA remains committed to improving participants' experience by:

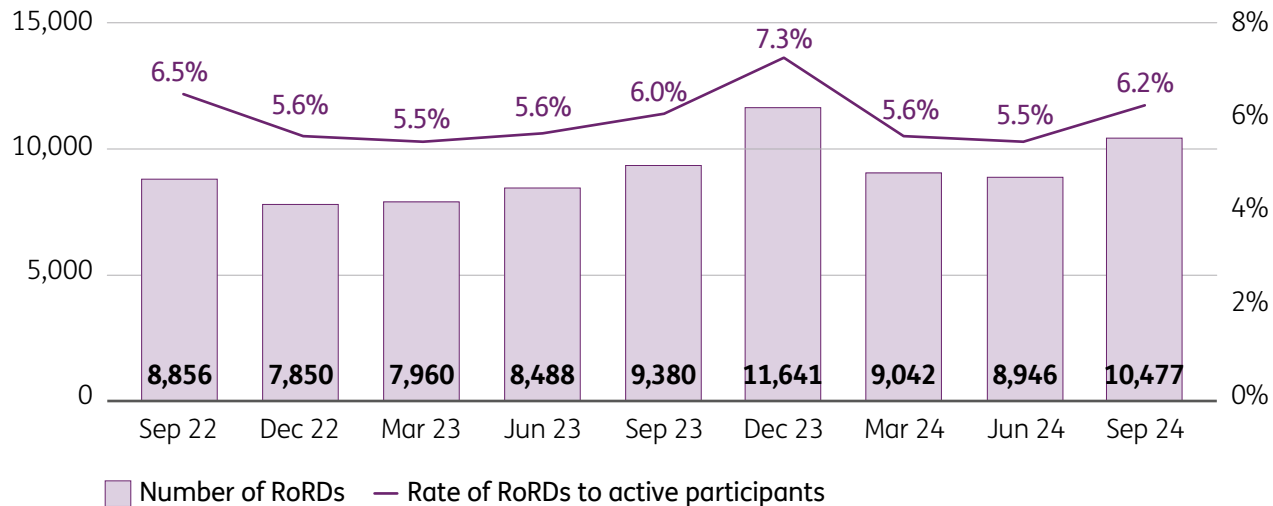
- strengthening the capability of the National Contact Centre and other front-line staff to resolve issues and address participant concerns at the earliest opportunity
- prioritising recruitment, training and on-the-job support for service delivery and complaint
- management teams, as well as using resources flexibly to target urgent or priority work
- looking for opportunities to improve complaint processes and deliver more timely outcomes.

3.3 Complaints, Review Requests and AAT Cases

Review of a Reviewable Decision (RoRD)

The number of requests for a review of a reviewable decision (RoRDs) as a percentage of active participants increased from 6.5% in the September 2022 quarter to 7.3% in the December 2023 quarter, but has decreased in the September 2024 quarter to 6.2%.³³ The number of RoRDs reported for the June 2024 and September 2024 quarters is expected to increase, due to an internal mechanism whereby requests with errors are withdrawn then recreated as new cases.

Requests for a RoRD by date of decision



³³ The numbers of RoRDs in the March 2024 and June 2024 quarters are higher than reported at 30 June 2024 due to retrospective changes in the data.

3.3 Complaints, Review Requests and AAT Cases

Administrative Appeals Tribunal (AAT)

If a person is not satisfied with the outcome of their review, they may apply to the Administrative Appeals Tribunal (AAT) for review of a decision made by a reviewer.^{34,35} The NDIA is committed to acting as a model litigant in the AAT as required by the Legal Services Directions 2017. The NDIA works with applicants and their legal representatives to resolve their matters as early as possible in the AAT process.

There were 1,769 new AAT cases in the September 2024 quarter, relating to 1,744 participants. The number of new AAT cases (as a proportion of active participants) has increased from 0.87% in the September 2022 quarter to 1.06% in the September 2024 quarter; this is an increase from the June 2024 quarter of 0.71%.

The increase in the September 2024 quarter is primarily for planning-related applications, with access matters remaining steady across the quarter. The increase is a result of the higher number of RoRDs being completed.

In the 12 months to 30 June 2024³⁶, of the AAT cases that had supports in dispute, the most common categories lodged were capacity building (37% of disputes), core supports (31%) and SIL (12%).

In the September 2024 quarter, there were 1,062 closed AAT cases. Approximately 67% were resolved by agreement, 29% were withdrawn by the applicant or dismissed by the AAT and 4% proceeded to a (substantive) hearing.

³⁴ As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.

³⁵ Further information about the AAT process can be found on the AAT website.

³⁶ Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.

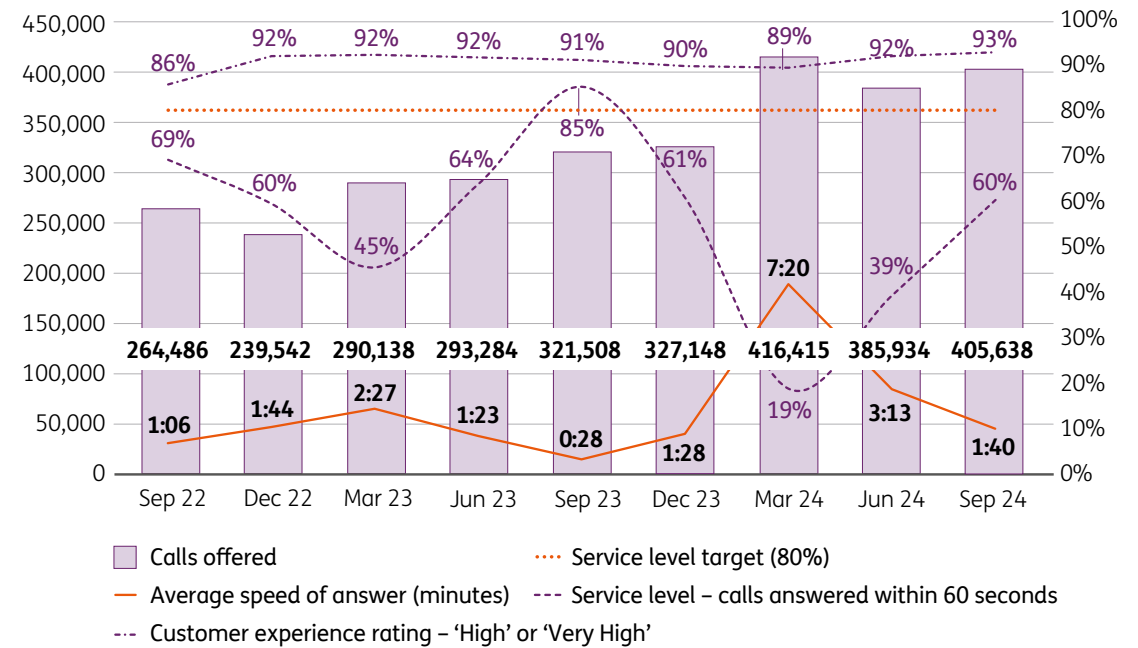
3.4 The NDIS National Contact Centre

The NCC provides personal and high-quality services and information about the NDIA for people with disability, their families and carers, and service providers.

The NCC responds to enquiries by phone, webchat and email. In the September 2024 quarter, the NCC experienced a high volume of contacts, receiving 784,549 contacts, an increase of 24% year on year³⁷ across all channels. This included 405,638 calls offered (+26% year on year), 336,310 emails received (+23% year on year), and 42,601 webchats offered (+20% year on year).

Despite a high volume of contacts, the NCC’s operational performance improved. The average speed of answering phone calls decreased from 193 seconds to 100 seconds, with 60% of calls answered within 60 seconds. The ‘virtual hold’ feature was used for 3.5% of calls, providing automatic call-backs. Customer satisfaction remained high at 93%, with no significant complaints about call waiting times.

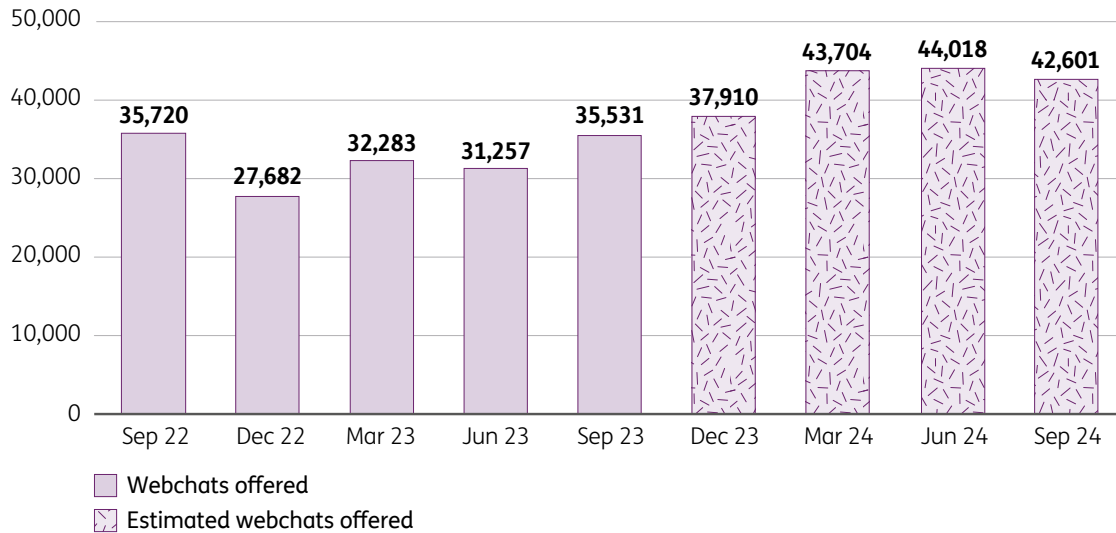
NCC telephony performance



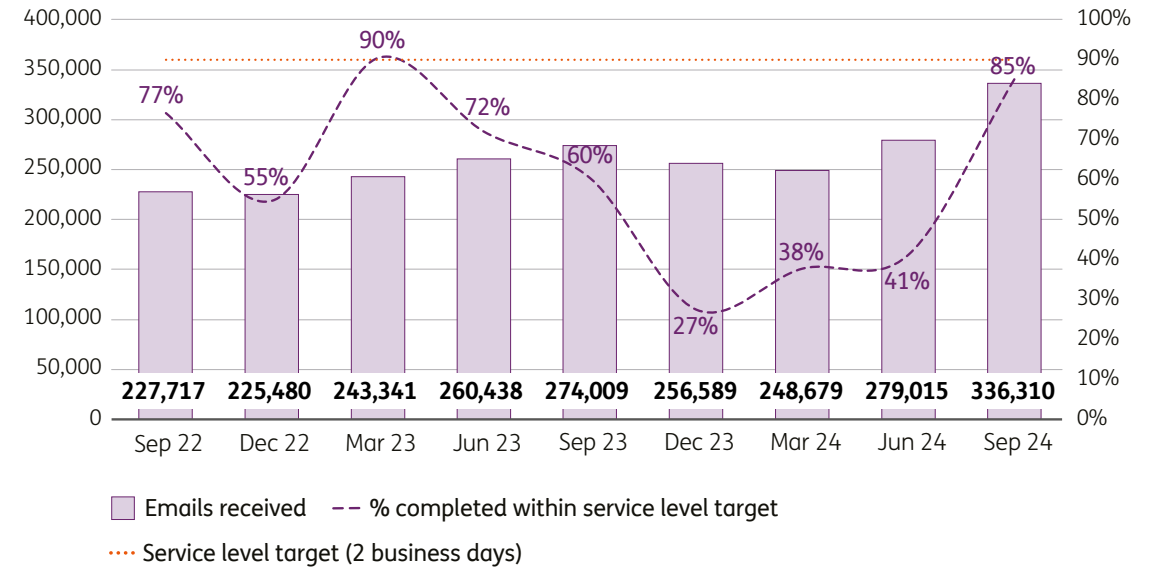
³⁷ Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.

3.4 The NDIS National Contact Centre

NCC webchat performance³⁸



NCC email performance



³⁸ From December 2023, the volume of webchats offered has been estimated. This is because of reporting issues with the NDIA's new webchat functionality that was implemented in November 2023. The NDIA has identified instances where a webchat was offered but not connected to a contactor or no contact was received from the requestor. These instances were removed to estimate the webchat volume.

3.4 The NDIS National Contact Centre

NCC employment

- NCC is committed to inclusive employment, engaging with disability recruitment organisations.
- 40% of insourced NCC operations staff identify as having a disability (APS Census 2024).
- 281 full-time equivalent roles across five locations as of September 2024.
- Transitioning to a 70% insourced, 30% outsourced workforce model.

Technology enhancements to improve efficiencies

- Implemented outbound campaign management and dialler functionality.
- New webchat interface to support large-scale outbound call campaigns.
- Used to contact participants turning 18, and/or their representatives, about changes that will occur when they turn 18.

Supporting enquiries about legislation changes

- Staff training and dedicated phone queue for NDIS Act enquiries.

Section 4

Providers and the growing market

4.1 Support categories

The provider market continues to grow.

The largest support categories are core support for daily activities, core support for social and community participation, and capacity building for daily activities.

In the 12 months to 30 September 2024, \$42.6 billion in support has been provided.³⁹ The largest support categories are core daily activities (52% of total payments), core social and community participation (23% of total payments), and capacity building daily activities (13% of total payments). Core daily activities includes participants in supported independent living (SIL). Of the \$22.1 billion payments on core daily activities in the 12 months to 30 September 2024, \$11.0 billion was for payments related to participants in SIL.

Total payments from 1 October 2023 to 30 September 2024

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	22,096	51.9%
Core – social and community participation	9,851	23.1%
Core – consumables and transport	1,521	3.6%
Capacity building – daily activities ⁴⁰	5,351	12.6%
Capacity building – other	2,730	6.4%
Capital	1,043	2.4%
Total⁴¹	42,599	100.0%

³⁹ This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$43.2 billion.

⁴⁰ Includes therapy services.

⁴¹ Total includes \$7 million of payments with no support category.

4.2 Plan management types

The majority of participants are choosing to use a plan manager.

Participants indicate their preferred plan management type. As this decision is made at the ‘support category’ level, a participant may end up opting for a combination of plan management types.

In the September 2024 quarter, a minority (8%) chose to have their plan managed entirely by the NDIA, while the majority (64%)⁴² preferred to engage a plan manager for some or all of their plan.

It was reported that 28% of participants plan to self-manage all or part of their plan.

The NDIA continues to support participants in deciding whether self-management is right for them, and has recently released an updated guide to self-management.⁴³ The guide explains the benefits of self-management, roles and responsibilities and how to self-manage effectively.

Active providers and payments by plan management type in the September 2024 quarter

Plan management type	Payments ⁴⁴ made to active providers (\$b), and proportion of total payments	Number of active providers ⁴⁵
Agency-managed	3.4 (30%)	9,203
Plan-managed	6.7 (59%)	193,979
Self-managed	1.3 (11%)	73,578
Total	11.3	227,033

⁴² This figure excludes participants that have opted to have part of their plan self-managed.

⁴³ <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>

⁴⁴ Includes cash and in-kind payments.

⁴⁵ Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).

Section 5

Financial sustainability

5.1 Total payments

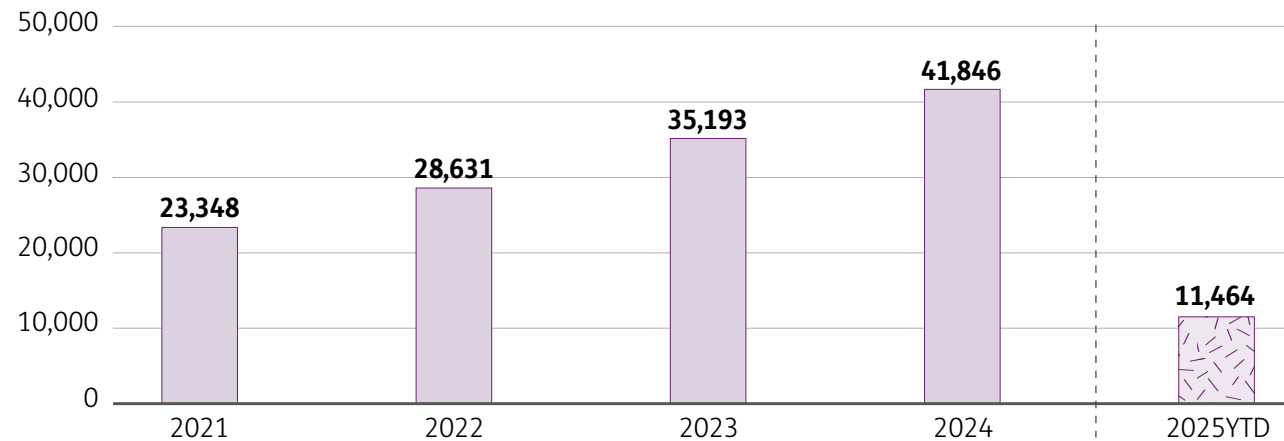
A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

Total Scheme payments continue to increase due to both increased participant numbers and higher average cost per participant.⁴⁶

Total payments in the year to 30 June 2024 were \$41.8 billion, while the payments in the 3 months to 30 September 2024 were \$11.5 billion.

The increasing number of participants benefitting from the Scheme contributes to the increase in payments.

Total payments (\$m) for financial years ending 30 June



⁴⁶ Total Scheme costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2024-25 financial year are a provisional result and subject to further changes, including the Australian National Audit Office audit.

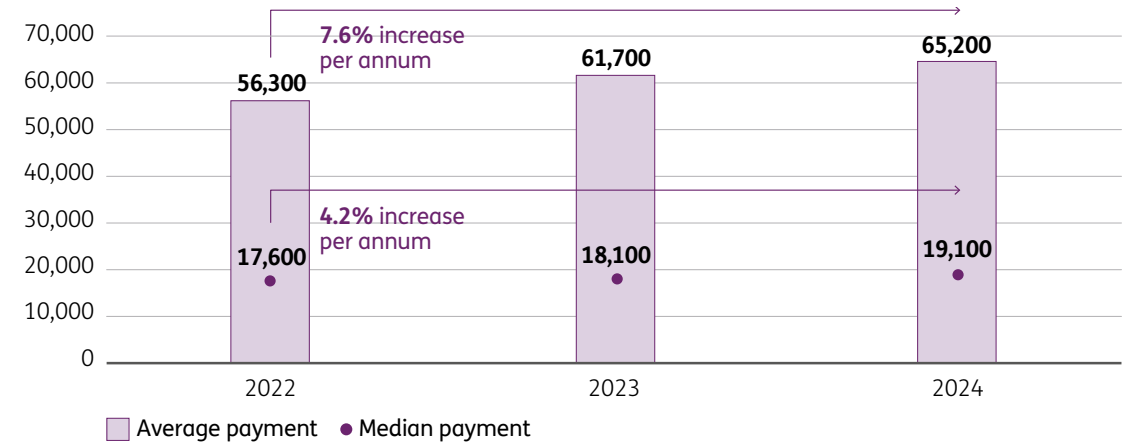
5.2 Average and median payment trends

Average and median payments per participant have increased by 7.6% and 4.2% per annum respectively over the last 2 years.

Both the average (mean) payment per participant and the median payment per participant provide useful information. In the NDIS, the average payment is much higher than the median payment because there is a skewed distribution with a small number of participants receiving very high-cost supports, and a large number receiving low-cost supports.

Trends in average and median payments per participant between 1 October 2022 and 30 September 2024 indicate that average payments have increased by 7.6% per annum, and median payments have increased by 4.2% per annum.

Average and median payments for years ending 30 June



5.3 Average plan budget trends

Average plan budgets have also increased over time for all participants. A bigger increase was observed for participants in SIL.

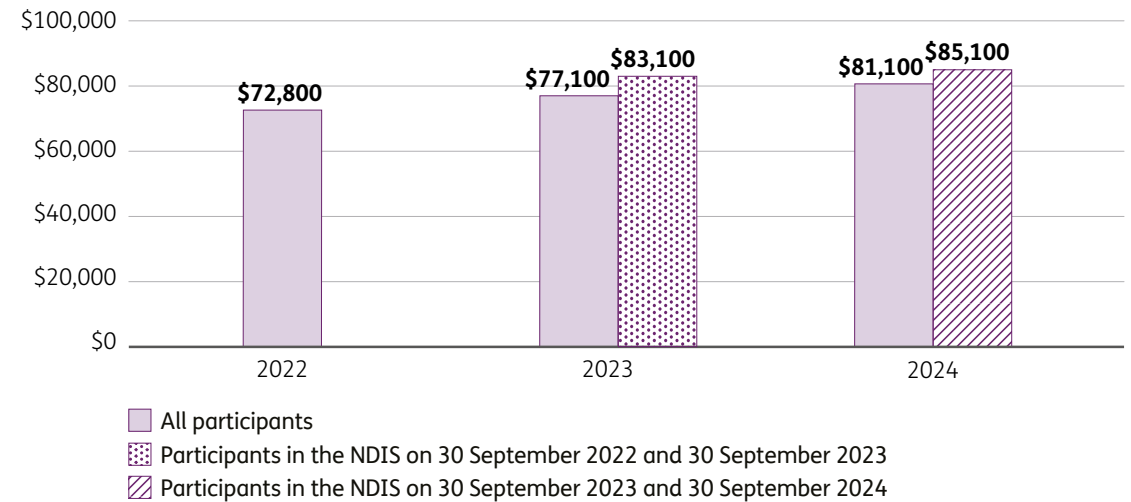
In addition to average payments increasing over time, average plan budgets have also increased.

Specifically, over the 2-year period to 30 September 2024 average plan budgets have increased by:

- **5.5%** per annum for all participants
- **9.4%** per annum for participants in SIL
- **3.6%** per annum for participants not in SIL.

Average plan budgets of participants continuing in the NDIS are higher than the overall average. For example, for these existing participants who were in the NDIS at 30 September 2022 and at 30 September 2023, the average plan budget increased from \$72,800 to \$83,100 (14.1%).

Average annualised plan budgets for years ending 30 June



5.3 Average plan budget trends

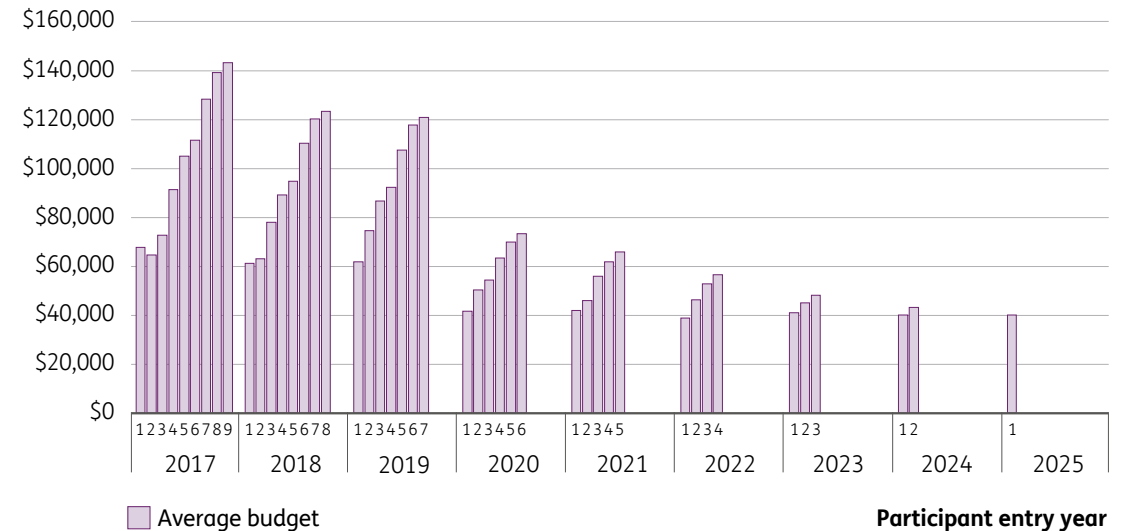
As the mix of participants (across various characteristics) has changed over time, understanding trends in average plan budgets for the same group of participants is important.

This graph shows participants grouped into cohorts based on the year they entered the NDIS, and the trend in average plan budgets based on the number of years in the Scheme. For example, average plan budgets for participants who entered the NDIS in the year ending 30 June 2018 increased from \$61,300 for their first year to \$123,300 for participants who have been in the NDIS for 8 years.

Average plan budgets for participants entering the NDIS after June 30, 2020, are lower than for those entering in earlier years. For example, participants entering by June 30, 2020, had an average first-year plan budget of \$41,500, compared to \$67,800 for those entering by June 30, 2017.

The participant mix has evolved, initially prioritizing the transition from existing government schemes to the NDIS. Recently, more young participants with disabilities like developmental delay have joined. Children typically have lower plan budgets than adults.

Average plan budgets by years of entry ending 30 June, and number of years in Scheme



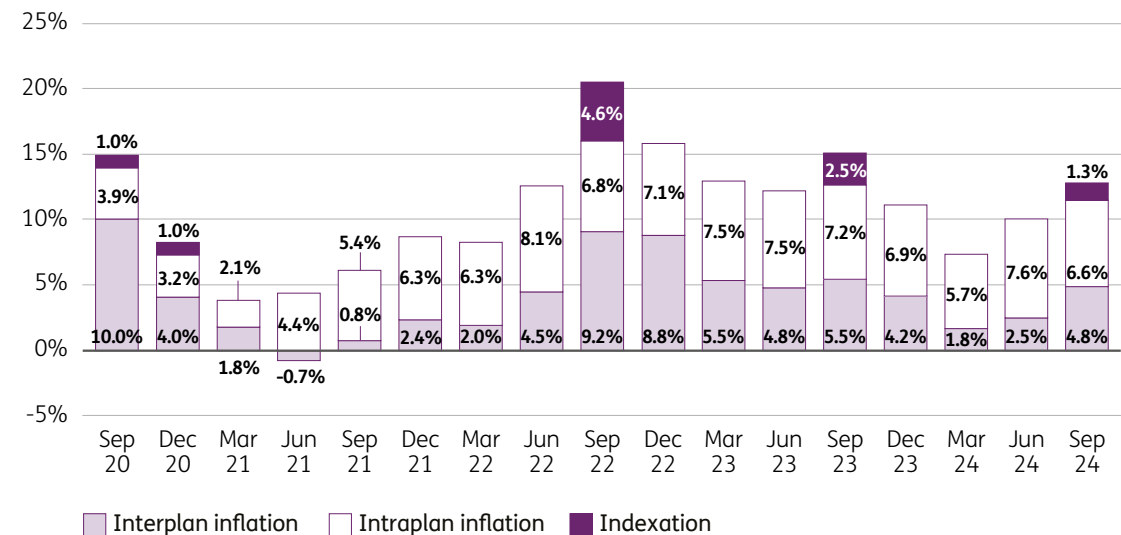
5.3 Average plan budget trends

Plan inflation

In the September 2024 quarter, total annualised plan inflation was 12.8%,⁴⁷ with 4.8% due to plan reassessment changes, and 8.0% due to changes within plans between reassessments, including a 1.35% one-off impact of the indexation of plans in July following the annual pricing review.⁴⁸

The plan inflation of 12.8% per annum (11.5% excluding indexation) in September 2024 compares with plan inflation of 10.1% per annum in June 2024 and 7.5% per annum in March 2024. Inflation occurring at plan reassessment (interplan inflation) was 4.8% per annum, which compares with 2.5% per annum in June 2024, and 1.8% per annum in March 2024. Inflation occurring within a plan, between reassessments (intraplan inflation and excluding indexation), was 6.6% per annum, which compares with inflation of 7.6% per annum in June 2024, and 5.7% per annum in March 2024.

Annualised percentage change in plan budgets for active participants



⁴⁷ The annualisation calculation of inflation excludes the impact of plan indexation in July following the annual pricing review. The impact of this indexation is then explicitly added to the annualised calculation, which is a 1.35% one-off increase.

⁴⁸ The APR saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limits 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.

5.3 Average plan budget trends

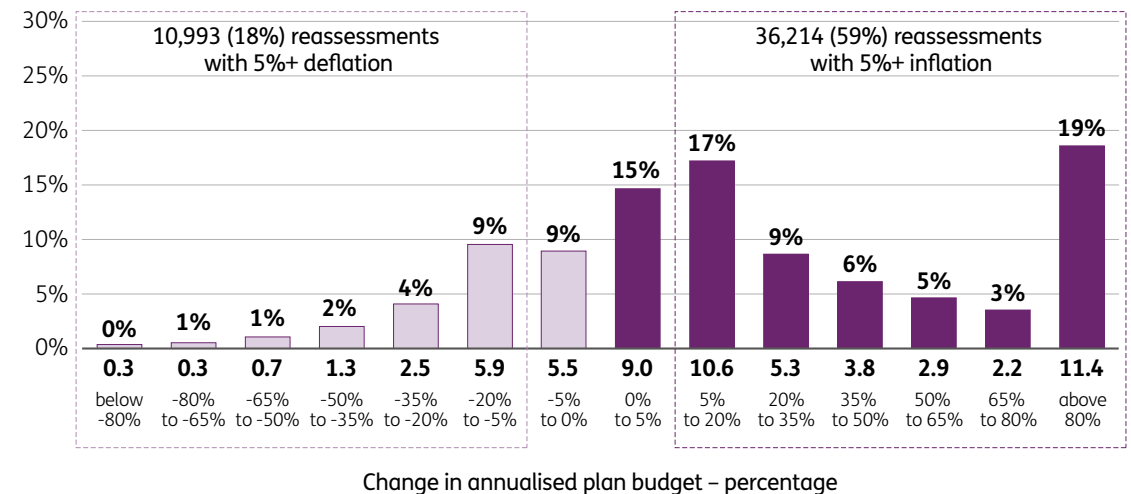
At the individual level, plan budgets can vary significantly. In this financial year, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 3 months to 30 September 2024, 9% of active participants had a plan reassessment. The graph shows that of the plans reassessed:⁴⁹

- **59%** increased at reassessment by more than 5% (unchanged compared to the year to 30 September 2023)
- **18%** decreased by more than 5% (compared to 16% in the year to 30 September 2023)
- **24%** remained within 5% (compared to 26% in the year to 30 September 2023).

Of the plans that increased at reassessment, **19%** had their budgets increased by more than 80% (compared to **17%** in both the prior quarter and the year to 30 September 2023).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2024 and 30 September 2024⁵⁰



⁴⁹ Numbers may add to more than 100% due to rounding.

⁵⁰ The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.

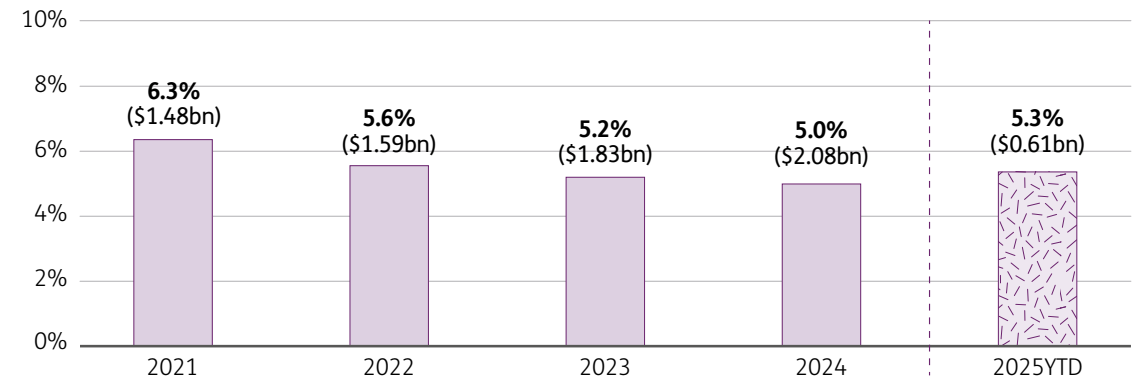
5.4 Operating expenses

Operating expenses per participant have reduced over the last 4 years.

In addition to the money spent through participant plans on supports for participants, the NDIA receives funding for its operating expenses, including the NDIS general supports and paying staff wages. NDIA operating expenses for the year ending 30 June 2024 was \$2.08 billion, and \$612.7 million for the September 2024 quarter.

As a percentage of participant expenditure, operating expenses have decreased from 5.6% in 2021–22 to 5.2% in 2022–23 to 5.0% in 2023–24, and then increased to 5.3% in the 2024–25 year to date. The Productivity Commission, in its 2017 study report, suggests a range of 7% to 10% as an appropriate benchmark for NDIA operating costs.

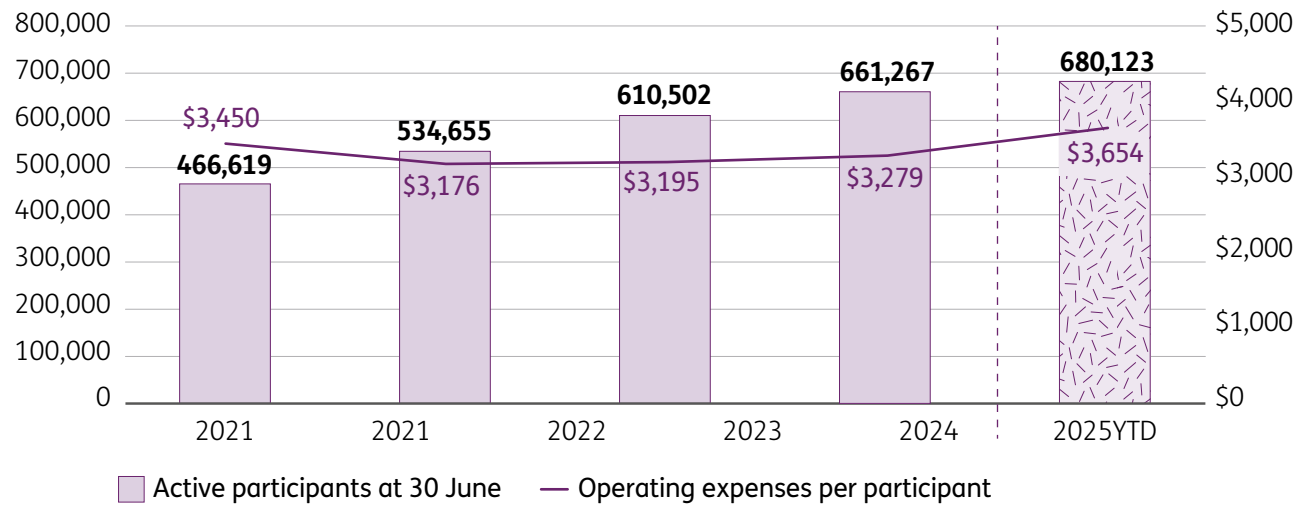
Operating expenses as a percentage of participant costs for years ending 30 June



5.4 Operating expenses

The annual operating cost per participant has increased slightly from \$3,195 in 2022–23 to \$3,654 in 2024–25 year to date.

Operating expense per participant for years ending 30 June⁵¹



⁵¹ The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.

Endnotes



- 1 This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.
- 2 There were 17,261 participants aged 0 to 64 years with a gender of 'Other' at 30 September 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates.
- 3 More recent estimates from the Australian estimated resident population have been adopted since the June 2024 report. The restated estimated population reduces the participation rates, more so between the ages of 0 and 6, where the restated participation rates are lower by 0.18 percentage points, and 8 to 10 and 19 to 24, where the restated participation rates are lower by 0.12 percentage points.
- 4 For some participants, the identification as First Nations or CALD is not known.
- 5 This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.
- 6 The percentage of CALD participants excludes participants who identify as First Nations peoples. Further, the NDIA published extra analysis on CALD participants in the September 2021 quarterly report (<https://www.ndis.gov.au/about-us/publications/quarterly-reports>). The analysis indicated that it is likely that CALD participants are joining the NDIS but have not been identified as CALD in the data collected, rather than a large number of CALD people with a disability not currently being in the NDIS. The number of participants for whom the CALD identification is not known is impacted by changes in processes in 2023.
- 7 This compares to 2% of the Australian population living in remote or very remote areas. Source: Census of Population and Housing 2021, Persons Place of Usual Residence, by Remoteness Area.
- 8 The Explore data webpage <https://data.ndis.gov.au/explore-data> has detail on the numbers of CALD participants and remote and very remote participants.
- 9 The results are based on responses provided to the outcomes framework questionnaires. Responses are collected at entry to the NDIS (baseline) and at subsequent plan reassessments.
- 10 This section compares baseline indicator results when participants entered the NDIS, with results measured at the most recent participant plan reassessment for each respondent. Trial participants are excluded
- 11 The participant age reported in this section is as per their latest plan reassessment
- 12 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 13 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 14 Some of the increase is due to participants leaving school and starting work. As the NDIS matures it will be possible to analyse the extent to which the percentage gap increases.
- 15 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 16 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 17 The answer options for perceptions on whether the NDIS has helped have been expanded in the data collections from November 2023, with 'Yes' expanded to include 'Yes, a lot' and 'Yes, a bit'. Choosing either of these two options is counted as a positive response.
- 18 The percentage increases are higher than those reported in last quarter's figures, due to previously not capturing all responses.
- 19 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 20 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 21 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 22 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 23 Figures have been rounded to the nearer whole percentage; differences are calculated from unrounded metrics.
- 24 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 25 Respondents include participants of the NDIS, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 26 For the September 2024 quarter, performance is measured from available data on processes and dates on the new computer system. Milestones being built into the new computer system will improve the capture of performance data.
- 27 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 28 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 29 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 30 It is possible to record multiple related parties as the source of a complaint. In some cases, different complainant types (participants, providers or other parties) are linked to a single complaint. As a result, the sum of participant complaints, provider complaints and other complaints is higher than the total number of complaints.
- 31 Numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.
- 32 Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.
- 33 The numbers of RoRDs in the March 2024 and June 2024 quarters are higher than reported at 30 June 2024 due to retrospective changes in the data.
- 34 As part of the AAT process, it is not uncommon for new requests to be made and for new evidence to be provided by applicants while their matters are in progress. This contributes to NDIS decisions being varied in the AAT.
- 35 Further information about the AAT process can be found on the AAT website.
- 36 Data on supports is shown with a one-quarter delay, due to the lags in recording the support in dispute.

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- 39 This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$43.2 billion.
- 40 Includes therapy services.
- 41 Total includes \$7 million of payments with no support category.
- 42 This figure excludes participants that have opted to have part of their plan self-managed.
- 43 <https://www.ndis.gov.au/participants/using-your-plan/self-management#guide-to-self-management>
- 44 Includes cash and in-kind payments.
- 45 Active providers refer to those who have received payment in the quarter for supporting NDIS participants. The count of active providers excludes providers with an invalid Australian Business Number (ABN).
- 46 Total Scheme costs are presented by financial year on an accrual basis, sourced from the NDIA financial accounts. The NDIS costs figure is made up of total NDIS expenses, less NDIS grant payments, write-downs and write-offs. The NDIS and NDIA costs for the 2024–25 financial year are a provisional result and subject to further changes, including the Australian National Audit Office audit.
- 47 The annualisation calculation of inflation excludes the impact of plan indexation in July following the annual pricing review. The impact of this indexation is then explicitly added to the annualised calculation, which is a 1.35% one-off increase.
- 48 The APR saw price limit increases from 1 July 2024. Unspent portions of plan budgets were increased in line with new price limits 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.
- 49 Numbers may add to more than 100% due to rounding.
- 50 The number of plan reassessments (in thousands) in each inflation percentage band is shown at the bottom of each bar in the chart. The corresponding percentage of plan reassessments in each band is shown at the top of each bar in the chart.
- 51 The average number of participants is a simple average of the 2 periods (opening and closing) on active participants. Cost per participant uses these average participant numbers as the denominator.



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