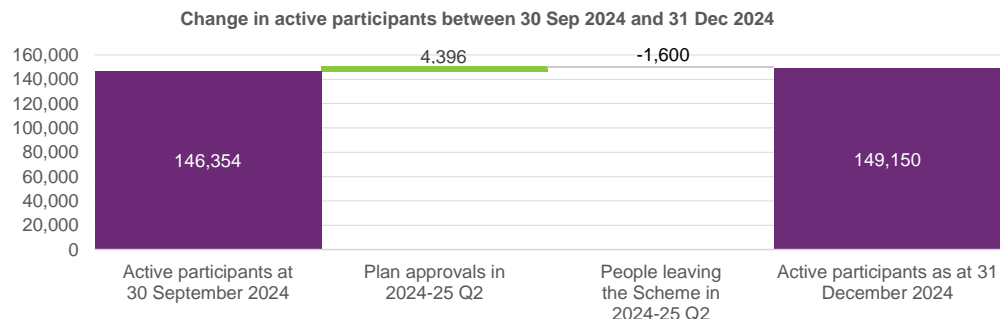


Participants and Planning

Participant experience	As at 31 Dec	As at 30 Sep
Active participants with approved plans (excluding children accessing early connections)	149,150	146,354
Children accessing early connections throughout the quarter <sup>1</sup>	6,049	7,389
Children waiting for early connections <sup>2</sup>	n/a	n/a
Percentage of participants fully or partially self managing their plan	26%	27%
Percentage of plans activated within 90 days <sup>3</sup>	87%	87%
Number of participant plan reassessments completed in the quarter <sup>4</sup>	12,572	13,022



Performance summary:

- 162,383 participants (excluding children accessing early connections) have had an approved plan since July 2013. 149,150 of these continue to be active.
- 105,776 active participants have not previously received disability support via State and Commonwealth government programs in the past.
- 4,396 participants have entered the Scheme in the December 2024 quarter and net participants leaving the Scheme are 1,600, reflecting active participant movements in and out of the Scheme and Queensland.
- 12,572 plans have had reassessments this quarter.
- 5,396 access decisions have been made in the quarter, of which 4,366 met access and are still active.
- 552 (12.6%) of the new active participants this quarter identified as First Nations participants, taking the total number of First Nations participants in Queensland to 15,873 (10.6%).
- 160 (3.6%) of the new active participants this quarter are Culturally and Linguistically Diverse (CALD) <sup>5</sup>, taking the total number of CALD participants in Queensland to 7,692 (5.2%).

Participant outcomes and satisfaction

Participant outcomes and satisfaction		
<b>Participant and Scheme Outcome metrics from the Corporate Plan as at 31 December 2024 <sup>6</sup></b>	<b>Latest Reassessment</b>	<b>Baseline</b>
• Participant employment rate - Aged 15 - 64 years	20%	18%
• Participant social and community engagement rate - Aged 15+ years	43%	36%
• Parent and carer employment rate - All ages	49%	44%
	<b>Latest Reassessment</b>	<b>First Reassessment</b>
• Participant perception of choice and control - Aged 15+ years	83%	73%
<b>% of participants rating their overall experience as very good or good by pathway stage – current vs previous quarter</b>	<b>2024-25 Q2</b>	<b>2024-25 Q1</b>
• Early Supports Process	68%	74%
• Community Connections Process	78%	73%
• Apply for NDIS Process (access met)	54%	56%
• Apply for NDIS Process (access not met)	24%	26%
• Plan Approval Process	50%	49%
• Plan Implementation Process	58%	61%
• Plan Reassessment Process	62%	62%

<sup>1</sup> From the September 2024 quarter, the number of children accessing early connections is being reported as a 'throughout the quarter' figure rather than an 'end of quarter' figure to better reflect the number of children supported by the Early Childhood Approach.

<sup>2</sup> The early childhood approach indicators under the new system (PACE) continue to be refined. Some metrics are still unavailable and "n/a" has been substituted until these are resolved further.

<sup>3</sup> Trial participants (participants with initial plans approved prior to 1 July 2016) and those with initial plans approved after the end of 2023-24 Q4 have been excluded.

<sup>4</sup> From the December 2024 quarter, Plan Reassessments uses all reassessments including those from plans less than 31 days in duration (previously excluded). Logic for PACE plan reassessments is still being refined, hence the previous quarter's figures are subject to change.

<sup>5</sup> The number of CALD participants excludes First Nations participants.

<sup>6</sup> The Outcome results include participants who have been in the Scheme for at least two years. Trial participants (participants with initial plans approved prior to 1 July 2016) are excluded.

Participant Service Guarantee (PSG)

Percentage meeting the Service Guarantee in the quarter <sup>1</sup>		Service Guarantee	31 Dec	30 Sep
<b>General</b>	1. Explain a previous decision, after a request for explanation is received	28 days	n/a	n/a
<b>Access</b>	2. Make an access decision, or request for more information, after an access request has been received	21 days	15%	20%
	3. Allow sufficient time for prospective participants to provide information, after NDIA has requested further information	90 days	n/a	n/a
	4. Make an access decision, after more information has been provided	14 days	29%	24%
<b>Planning</b>	5. Commence facilitating the preparation of a plan, after an access decision has been made	21 days	n/a	n/a
	6. Approve a participant's plan, after an access decision has been made (excludes those ECA <sup>2</sup> that have received initial supports)	56 days	82%	50%
	7. Approve a plan for ECA <sup>2</sup> participants, after an access decision has been made <sup>3</sup>	56 days	100%	99%
<b>Implementation</b>	8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	79%	79%
	9. If the participant accepts the offer, hold a plan implementation meeting	28 days	n/a	n/a
<b>Plan Reassessments</b>	11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	54%	67%
	12. Decide whether to undertake a Participant Requested Plan Reassessment, after the request is received	21 days	22%	30%
	13. Complete a reassessment, after the decision to accept the request was made	28 days	89%	88%
<b>Plan Amendments</b>	14. Amend a plan, after the receipt of information that triggers the plan amendment process	28 days	39%	46%
	15. Amend a plan, after the receipt of information relating to a complex quote that triggers a plan amendment process	50 days	n/a	n/a
<b>Reviewable Decisions</b>	17. Complete an Internal Review of a Reviewable Decision, after a request is received	60 days	66%	58%
	18. Implement an AAT decision to amend a plan, after the AAT decision is made	28 days	n/a	n/a
<b>Nominee</b>	19. Cancel participant requested nominee	14 days	n/a	n/a
	20. Cancel CEO initiated nominee	14 days	n/a	n/a

• The PSG metrics are based on the recommendations of the 2019 Tune Review. The NDIA commenced measuring performance against the PSG metrics prior to the legislation of the Participant Service Charter and Guarantee. On 30 March 2022, the NDIS Amendment (Participant Service Guarantee and Other Measures) Bill 2021 passed in both houses of Parliament, and received Royal Assent on 1 April 2022. It introduces changes that provide greater flexibility for participants and the NDIA to amend plans.

<sup>1</sup> From the March 2024 quarter, performance is being measured using the available data on processes and dates. Milestones are being built into the new computer system to improve the capture of performance data. Where the performance remains unavailable for this quarter, "n/a" has been substituted.

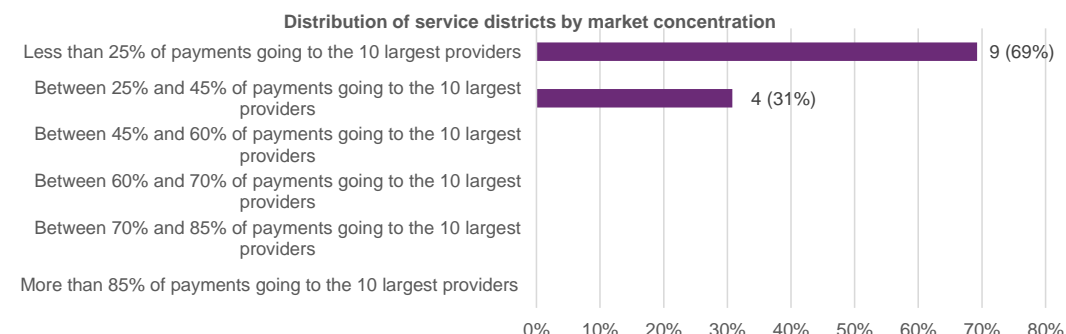
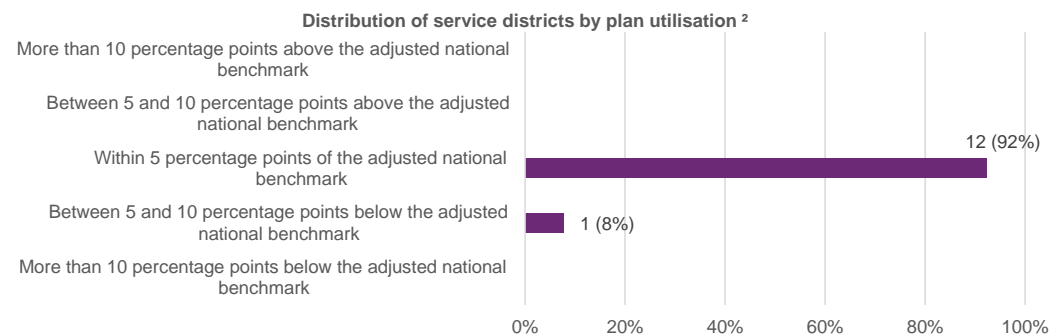
<sup>2</sup> ECA stands for early childhood approach.

<sup>3</sup> From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for ECA participants after an access decision has been made was altered to 56 days (previously 90 days).

Provider and market metrics

Market supply and participant costs	As at 31 Dec	As at 30 Sep
Total number of active providers <sup>1</sup> in the last quarter	68,825	61,403
Utilisation (6 month rolling average with 3 month lag) (%)	77%	77%
Plan utilisation by service district (% of service districts that are more than 10 percentage points below the benchmark) <sup>2</sup>	0%	0%
Market concentration (% of service districts where more than 70% of payments for supports go to the top 10 providers)	0%	0%
Payments paid within 3 days (%) <sup>3</sup>	99.7%	99.7%
Total payments from 1 July 2024 (\$m)	\$4,858m	\$2,430m
Total annualised plan budgets at the end of quarter (\$m) <sup>4</sup>	\$12,566m	\$12,120m
Total plan inflation (current quarter % per annum) <sup>5</sup>	12.6%	13.4%
Inflation at plan reassessment (current quarter % per annum)	5.9%	5.3%
Inflation within a plan, between reassessments (current quarter % per annum)	6.7%	8.1%

- Total annualised plan budgets at 31 December 2024 were \$12,566m and payments from 1 July 2024 were \$4,858m.
- Out of 68,825 active providers in the December 2024 quarter, 2,437 providers provided support to Agency-managed participants, 52,869 providers provided support to plan-managed participants and 30,750 providers provided support to self-managed participants.<sup>1</sup>
- Utilisation has been 77% from 1 April 2024 to 30 September 2024, with no service districts in Queensland more than 10 percentage points below the adjusted national benchmark.
- There were no service districts where the top 10 providers provide more than 70% of payments.



- Service districts between 5% and 10% below plan utilisation benchmark:**
- Rockhampton: 71% vs 77% benchmark

- Service districts having between 25% and 45% of payments going to the 10 largest providers:**
- Bundaberg: 42% vs 70% benchmark
  - Mackay: 34% vs 70% benchmark
  - Rockhampton: 31% vs 70% benchmark
  - Maryborough: 25% vs 70% benchmark

<sup>1</sup> From the March 2024 quarter, the active provider number includes both registered and unregistered providers. A participant may have a combination of plan management types over time. From the December 2024 quarter, all providers were required to supply their ABN's to ensure inclusion in this metric (particularly for self-managed participants).

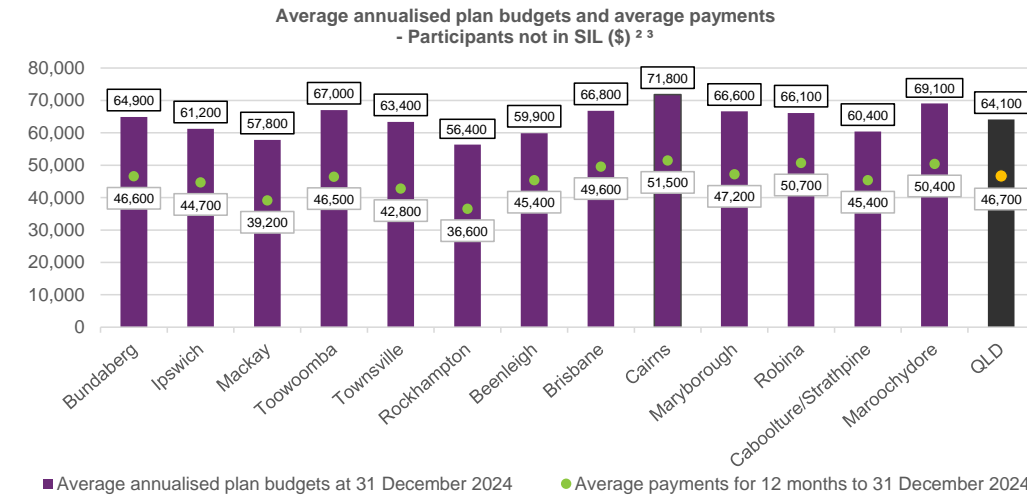
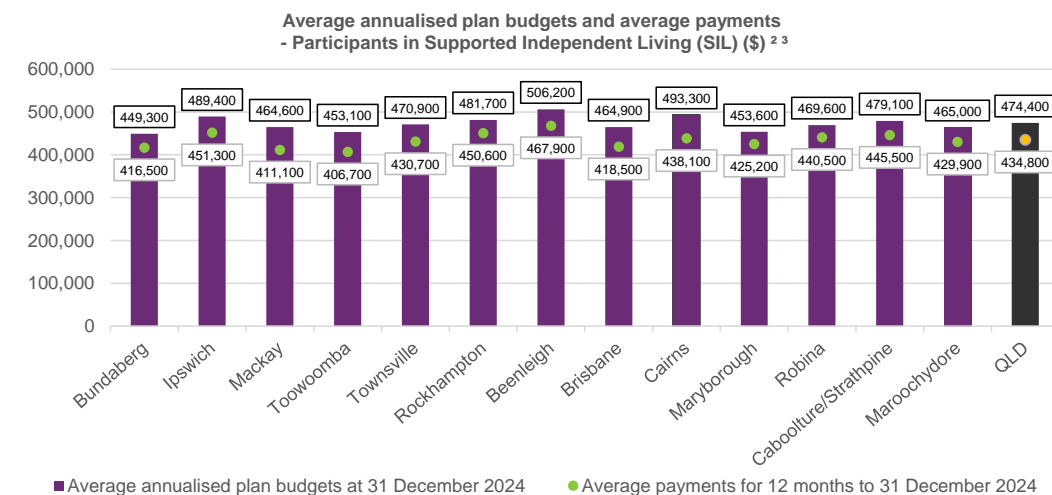
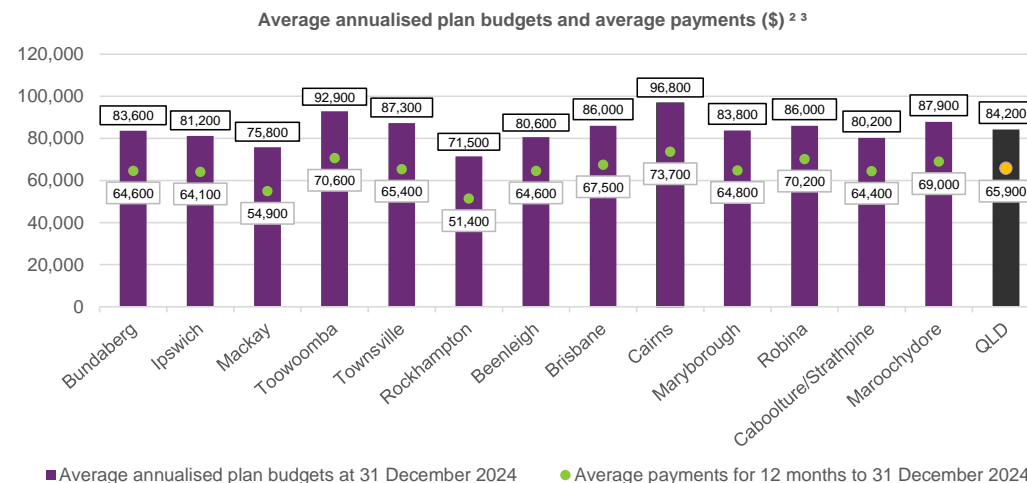
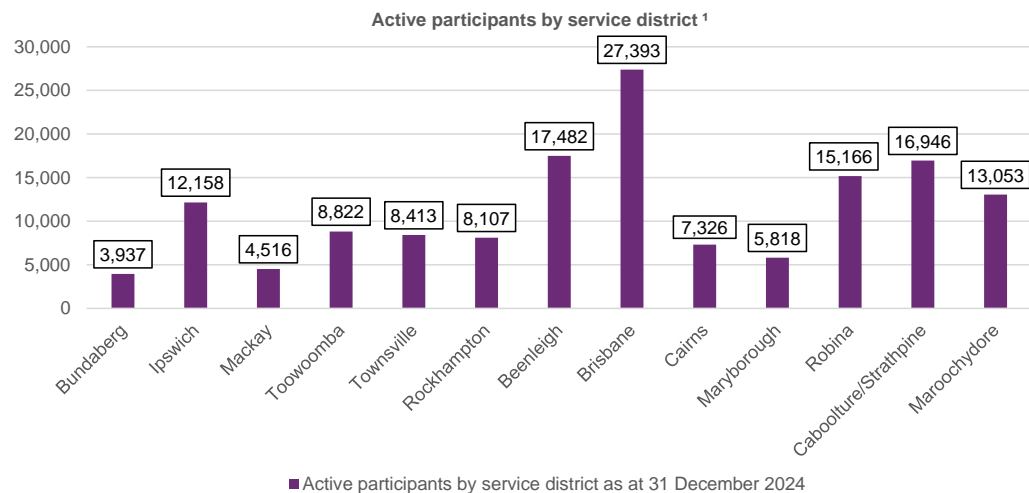
<sup>2</sup> The 'benchmark' in this analysis is the national average after adjusting for the proportion of participants in Supported Independent Living (SIL) in each service district and the length of time participants have been in the Scheme.

<sup>3</sup> The payment enquiries come from the Provider Portal, Participant Portal and NDIS App. From Nov-24, the Agreed Timeframe measure for payments was updated to be 3-days in line with Performance Measure 2.2 within the Corporate Plan for 2024-25. This was previously 5 days.

<sup>4</sup> Total annualised plan budgets refer to those in the current plans of active participants at the end of quarter.

<sup>5</sup> Total plan inflation consists of plan budget changes occurring at plan reassessment as well as changes occurring within a plan between reassessments.

Summaries by Service Districts



- Brisbane has the highest number (27,393) of active participants, while Bundaberg has the lowest (3,937).
- The average annualised plan budget at the end of December for active participants is \$84,200 (\$64,100 for participants not in SIL and \$474,400 for participants in SIL).
- The average payments for the 12 months ending 31 December 2024 are \$65,900 (\$46,700 for participants not in SIL and \$434,800 for participants in SIL).
- Cairns has the highest average annualised plan budgets and payments across all participants.

Users of this dashboard can find these statistics and many more available via the NDIS Data Explorer at: <https://dataresearch.ndis.gov.au/explore-data>

<sup>1</sup> There are 13 active participants as at 31 December 2024 residing in 'Other' service districts. 'Other' includes participants with service district information missing. The average annualised plan budgets and average payments for this group are not shown.  
<sup>2</sup> Average annualised plan budgets are derived from total annualised plan budgets in the current plans of active participants as at 31 December 2024. Average payments are calculated as the average of the annualised monthly payments in the same 12 month period, weighted by the participants that are active in each month.  
<sup>3</sup> Figures are not shown if there is insufficient data in the service district.