

## 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 Review Tribunal (ART):** The Administrative Review Tribunal is responsible for conducting independent merits review of a wide range of administrative decisions made under Commonwealth law, including those made by the Australian Government.

**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.

## 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 <sup>1</sup>**

State/ Territory	Active approved plans (children younger than 9 as at 31 December 2024)	Access met but yet to have an approved plan (children younger than 9 as at 31 December 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	48,948	422	4,159	2,268	2,375	55,797	6,883
VIC	45,576	425	4,116	1,661	1,716	51,778	6,189
QLD	35,043	332	3,380	1,811	1,936	40,566	6,049
SA	11,803	100	972	489	505	13,364	1,542
WA	11,703	158	1,310	356	377	13,527	1,952
TAS	2,577	27	323	99	103	3,026	360
ACT	2,150	14	298	189	195	2,651	472
NT	1,542	57	86	46	52	1,731	149
OT	<11	0	0	0	0	<11	0
Missing	<11	0	<11	32	33	<50	83
<b>Total</b>	<b>159,356</b>	<b>1,535</b>	<b>14,652</b>	<b>6,951</b>	<b>7,292</b>	<b>182,494</b>	<b>23,679</b>

<sup>1</sup> 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 Participant Critical Incident (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.

From 14 October 2024, it is mandatory for participants with self-managed payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this, providing the ABN was voluntary; therefore, the count of providers for self-managed participants before this date should only be used as a reference.

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 31 December 2024. Average payments are calculated as the sum of the payments in the previous 12 month period to 31 December 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 31 December 2024. Total payments refer to those paid over the 12 months to 31 December 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.



**Table D.1 Active participants at 31 December 2024 <sup>2</sup>**

State/Territory	Active participant plans (Count)	Active participant plans (Percentage)
NSW	205,597	29.7%
VIC	185,989	26.8%
QLD	149,150	21.5%
WA	60,608	8.7%
SA	59,024	8.5%
TAS	14,793	2.1%
ACT	11,300	1.6%
NT	6,270	0.9%
OT	75	0.0%
Missing	17	0.0%
National	692,823	100.0%

**Table D.2 Number of active participant plans by age group at 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	48,949	45,573	35,043	11,703	11,803	2,577	2,150	1,542	159,354
9 to 14	38,514	36,576	30,074	11,331	12,379	2,659	2,199	1,171	134,926
15 to 18	19,020	16,747	15,109	6,332	6,808	1,522	1,121	557	67,224
19 to 24	17,528	14,512	12,733	6,016	5,578	1,518	1,110	492	59,496
25 to 34	18,599	15,563	12,371	6,041	4,823	1,746	1,090	505	60,752
35 to 44	14,432	13,947	10,521	4,968	4,270	1,093	879	585	50,700
45 to 54	16,674	15,749	11,776	5,014	4,540	1,306	993	594	56,653
55 to 64	20,206	18,146	14,175	6,048	5,722	1,574	1,016	602	67,498
65+	11,675	9,176	7,348	3,155	3,101	798	742	222	<36,220
Total	205,597	185,989	149,150	60,608	59,024	14,793	11,300	6,270	692,823

**Table D.3 Proportion of active participant plans by age group at 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	25%	23%	19%	20%	17%	19%	25%	23%
9 to 14	19%	20%	20%	19%	21%	18%	19%	19%	19%
15 to 18	9%	9%	10%	10%	12%	10%	10%	9%	10%
19 to 24	9%	8%	9%	10%	9%	10%	10%	8%	9%
25 to 34	9%	8%	8%	10%	8%	12%	10%	8%	9%
35 to 44	7%	7%	7%	8%	7%	7%	8%	9%	7%
45 to 54	8%	8%	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%	4%	n/a
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

<sup>2</sup> 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 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 to 14	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
15 to 18	95	65	94	28	35	12	<11	<11	342
19 to 24	933	513	622	268	268	112	44	76	2,836
25 to 34	1,800	1,035	1,237	532	494	206	95	103	5,502
35 to 44	1,847	1,283	1,225	598	510	154	106	113	5,836
45 to 54	2,418	1,589	1,428	678	631	201	141	119	7,205
55 to 64	3,211	2,231	1,880	878	848	277	160	148	9,633
65+	1,684	952	842	428	429	141	81	51	4,608
Total	11,994	7,670	7,328	3,411	3,215	1,103	635	616	35,972

**Table D.5 Proportion of active participant plans (participants in SIL) by age group at 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
9 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%	8%	8%	8%	10%	7%	12%	8%
25 to 34	15%	13%	17%	16%	15%	19%	15%	17%	15%
35 to 44	15%	17%	17%	18%	16%	14%	17%	18%	16%
45 to 54	20%	21%	19%	20%	20%	18%	22%	19%	20%
55 to 64	27%	29%	26%	26%	26%	25%	25%	24%	27%
65+	14%	12%	11%	13%	13%	13%	13%	8%	13%
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 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	48,948	45,572	35,043	11,702	11,803	2,577	2,150	1,542	159,351
9 to 14	38,509	36,575	30,074	11,331	12,379	2,659	2,198	1,171	134,919
15 to 18	18,925	16,682	15,015	6,304	6,773	1,510	1,114	551	66,882
19 to 24	16,595	13,999	12,111	5,748	5,310	1,406	1,066	416	56,660
25 to 34	16,799	14,528	11,134	5,509	4,329	1,540	995	402	55,250
35 to 44	12,585	12,664	9,296	4,370	3,760	939	773	472	44,864
45 to 54	14,256	14,160	10,348	4,336	3,909	1,105	852	475	49,448
55 to 64	16,995	15,915	12,295	5,170	4,874	1,297	856	454	57,865
65+	9,991	8,224	6,506	2,727	2,672	657	661	171	<31,620
Total	193,603	178,319	141,822	57,197	55,809	13,690	10,665	5,654	656,851

**Table D.7 Proportion of active participant plans (participants not in SIL) by age group at 31 December 2024**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	25%	26%	25%	20%	21%	19%	20%	27%	24%
9 to 14	20%	21%	21%	20%	22%	19%	21%	21%	21%
15 to 18	10%	9%	11%	11%	12%	11%	10%	10%	10%
19 to 24	9%	8%	9%	10%	10%	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%	9%	8%	8%	9%
65+	5%	5%	5%	5%	5%	5%	6%	3%	n/a
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table D.8 Number of active participant plans by primary disability group at 31 December 2024**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	75,163	66,898	58,631	23,741	25,773	5,503	4,316	1,549	261,617
Intellectual disability	29,101	25,588	17,554	8,175	8,195	2,755	1,333	1,119	93,835
Developmental delay	22,034	27,254	19,234	5,475	4,939	1,169	1,171	828	82,108
Psychosocial disability	19,301	20,226	12,455	5,589	3,997	1,173	1,155	615	64,516
Hearing impairment	8,703	7,237	6,605	2,443	2,075	516	469	239	28,288
Other neurological	7,559	5,785	5,153	2,424	1,831	524	436	230	23,945
Other physical	5,859	4,634	4,820	1,842	1,783	403	516	194	20,054
Acquired brain injury	5,189	4,981	4,365	1,697	1,821	487	239	329	19,112
Cerebral palsy	5,753	4,300	3,878	1,893	1,318	428	301	195	18,066
Global developmental delay	7,025	3,223	3,184	1,280	2,134	225	231	256	17,561
Other	3,651	2,754	2,717	1,244	908	318	199	193	11,987
Down syndrome	3,736	2,879	2,478	1,150	803	304	224	105	11,682
Multiple sclerosis	3,080	3,462	1,980	1,104	1,031	401	237	23	11,319
Visual impairment	3,326	3,035	1,947	935	838	208	189	72	10,550
Stroke	3,384	2,235	2,266	795	770	209	151	210	10,022
Spinal cord Injury	1,969	1,071	1,656	714	472	136	78	87	6,184
Other sensory/speech	764	427	227	107	336	34	55	26	1,977
Total	205,597	185,989	149,150	60,608	59,024	14,793	11,300	6,270	692,823

**Table D.9 Proportion of active participant plans by primary disability group at 31 December 2024**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	37%	36%	39%	39%	44%	37%	38%	25%	38%
Intellectual disability	14%	14%	12%	13%	14%	19%	12%	18%	14%
Developmental delay	11%	15%	13%	9%	8%	8%	10%	13%	12%
Psychosocial disability	9%	11%	8%	9%	7%	8%	10%	10%	9%
Hearing impairment	4%	4%	4%	4%	4%	3%	4%	4%	4%
Other neurological	4%	3%	3%	4%	3%	4%	4%	4%	3%
Other physical	3%	2%	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%	2%	2%	4%	3%
Other	2%	1%	2%	2%	2%	2%	2%	3%	2%
Down syndrome	2%	2%	2%	2%	1%	2%	2%	2%	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%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table D.10 Number of active participant plans by other characteristics at 31 December 2024 <sup>3 4</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	18,880	6,664	15,873	4,992	3,953	1,527	536	3,245	55,675
Culturally and linguistically diverse participants	22,016	21,077	7,692	4,692	4,043	367	1,059	339	61,300
Participants residing in remote and very remote areas	838	56	2,604	2,832	1,517	176	<11	2,672	10,768
Younger people in residential aged care (under 65)	257	320	104	58	48	21	<11	<11	811
Participants with supported independent living	11,994	7,670	7,328	3,411	3,215	1,103	635	616	35,972
Participants using specialised disability accommodation	4,922	5,090	2,363	501	1,430	99	198	85	14,688
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	2,900	2,054	1,832	1,307	980	410	136	215	9,834

<sup>3</sup> [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.

<sup>4</sup> [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 31 December 2024**  
56

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.2%	3.6%	10.6%	8.2%	6.7%	10.3%	4.7%	51.8%	8.0%
Culturally and linguistically diverse participants	10.7%	11.3%	5.2%	7.7%	6.8%	2.5%	9.4%	5.4%	8.8%
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.7%	2.6%	1.2%	n/a	42.6%	1.6%
Younger people in residential aged care (under 65)	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%
Participants with supported independent living	5.8%	4.1%	4.9%	5.6%	5.4%	7.5%	5.6%	9.8%	5.2%
Participants using specialised disability accommodation	2.4%	2.7%	1.6%	0.8%	2.4%	0.7%	1.8%	1.4%	2.1%
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.4%	1.1%	1.2%	2.2%	1.7%	2.8%	1.2%	3.4%	1.4%

**Table D.12 Participation rates by gender at 31 December 2024**<sup>7</sup>

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.5%	3.7%	3.8%	2.9%	4.6%	3.6%	3.1%	3.3%	3.6%
Female	2.0%	2.3%	2.3%	1.8%	2.7%	2.3%	2.0%	1.7%	2.2%
Total	2.8%	3.1%	3.1%	2.4%	3.7%	3.1%	2.6%	2.5%	2.9%

**Table D.13 Participation rates by age group at 31 December 2024**<sup>8</sup>

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.5%	6.4%	6.0%	3.7%	6.5%	4.7%	4.3%	4.7%	5.6%
9-14	6.1%	7.3%	7.0%	5.1%	9.3%	6.6%	6.2%	5.4%	6.7%
15-18	4.5%	5.0%	5.1%	4.3%	7.5%	5.4%	5.0%	4.1%	5.0%
19-24	2.7%	2.7%	2.9%	2.9%	4.0%	3.9%	2.8%	2.4%	2.9%
25-44	1.4%	1.4%	1.5%	1.3%	1.8%	1.9%	1.3%	1.2%	1.5%
45-64	1.8%	2.1%	1.9%	1.6%	2.3%	2.0%	1.9%	2.0%	1.9%
Total (aged 0-64)	2.8%	3.1%	3.1%	2.4%	3.7%	3.1%	2.6%	2.5%	2.9%

<sup>5</sup> [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.

<sup>6</sup> [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.

<sup>7</sup> 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.

<sup>8</sup> 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 Q2**

Agency planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
The Early Supports Process	70%	43%	68%	n/a	n/a	n/a	n/a	n/a	64%
The Community Connections Process	75%	77%	78%	70%	69%	65%	71%	n/a	75%
The Apply for NDIS Process (overall)	40%	42%	40%	28%	43%	48%	25%	n/a	40%
The Plan Approval Process	55%	53%	50%	54%	52%	65%	44%	60%	53%
The Plan Implementation Process	62%	56%	58%	60%	55%	65%	59%	63%	59%
The Plan Reassessment Process	64%	63%	62%	66%	61%	68%	49%	63%	64%

**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'<sup>9</sup>**

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants (15 and over) in work - Baseline	22%	19%	18%	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	46%	40%	43%	42%	41%	37%	44%	47%	43%
Parent and carer employment rate - Baseline	49%	46%	44%	46%	46%	42%	57%	50%	47%
Parent and carer employment rate - Latest Reassessment	55%	52%	49%	52%	50%	48%	64%	54%	52%
Participant (15 and over) choice and control - First Reassessment	66%	64%	73%	72%	65%	69%	71%	56%	67%
Participant (15 and over) choice and control - Latest Reassessment	79%	79%	83%	79%	77%	79%	81%	74%	80%

**Table D.16 Distribution of active participant by method of financial plan management at 31 December 2024**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed fully	22%	26%	22%	19%	18%	15%	35%	8%	22%
Self-managed partly	5%	6%	4%	9%	4%	5%	7%	4%	5%
Plan-managed	61%	64%	68%	60%	74%	72%	52%	84%	65%
Agency-managed	12%	4%	6%	12%	5%	7%	5%	4%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

<sup>9</sup> 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 31 December 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 31 December 2024**

Plan management	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	15%	13%	13%	8%	9%	19%	4%	12%
Plan-managed	45%	57%	55%	44%	56%	46%	53%	46%	51%
Agency-managed	44%	28%	33%	43%	35%	45%	28%	51%	37%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Table D.18 Number and rates of participant complaints <sup>10 11</sup>**

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2024-25 Q2	4,606	4,307	3,510	1,310	1,305	297	245	64	15,868
% of the number of active participants	9.0%	9.4%	9.5%	8.7%	8.9%	8.1%	8.7%	4.1%	9.2%
All participant complaints	70,349	60,885	44,944	17,261	23,466	4,615	4,503	1,319	238,815
% of the number of active participants	6.7%	7.2%	7.2%	6.8%	8.0%	6.4%	6.6%	4.7%	7.4%

**Table D.19 Number and rates of Participants Critical Incidents (PCIs) <sup>12 13</sup>**

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in Q2 2024-25	1,146	1,274	915	390	390	64	52	27	4,260
% of the number of active participants	2.2%	2.8%	2.5%	2.6%	2.7%	1.7%	1.9%	1.7%	2.5%
All PCIs	12,565	14,385	9,831	5,189	5,569	844	550	680	49,717
% of the number of active participants	1.2%	1.7%	1.6%	2.0%	1.9%	1.2%	0.8%	2.4%	1.5%

**Table D.20 Number of active providers in 2024-25 Q2 by plan management type, registration status and the residing State/Territory <sup>14</sup>**

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Registered providers - Total	7,110	5,784	4,853	2,331	2,134	981	1,029	718	15,305
Registered providers - Agency-managed	4,166	2,576	2,437	1,205	865	338	332	267	9,305
Registered providers - Plan-managed	6,340	5,246	4,350	2,036	1,916	818	829	626	14,233
Registered providers - Self-managed	3,478	2,704	2,288	1,054	890	411	451	143	8,482
Unregistered providers - Total	69,984	74,826	64,131	23,172	20,390	5,882	4,253	1,737	245,762
Unregistered providers - Agency-managed	0	0	0	0	0	0	0	0	0
Unregistered providers - Plan-managed	49,810	52,889	48,663	15,434	15,285	4,234	2,408	1,363	178,539
Unregistered providers - Self-managed	34,171	38,795	28,530	12,324	9,601	2,778	2,748	591	120,998
All providers - Total	76,867	80,348	68,825	25,442	22,463	6,847	5,268	2,433	260,367
All providers - Agency-managed	4,166	2,576	2,437	1,205	865	338	332	267	9,305
All providers - Plan-managed	55,943	57,899	52,869	17,415	17,143	5,038	3,225	1,968	192,130
All providers - Self-managed	37,563	41,400	30,750	13,357	10,469	3,181	3,195	732	129,199

<sup>10</sup> The National totals include participant complaints where jurisdiction information was missing.

<sup>11</sup> 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.

<sup>12</sup> The National totals include PCIs where jurisdiction information was missing.

<sup>13</sup> 2023-24 Q4 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.

<sup>14</sup> 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.21 Committed supports by financial year (\$m)**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18	4,267	1,441	873	227	371	189	304	100	7,773
2018-19	5,894	3,458	2,535	552	1,159	399	366	201	14,566
2019-20	8,026	6,022	5,148	1,542	2,124	659	459	388	24,373
2020-21	10,169	7,929	6,834	2,737	2,771	844	555	512	32,355
2021-22	11,488	9,268	7,945	3,197	3,173	969	607	542	37,195
2022-23	14,033	11,609	9,930	4,086	3,947	1,173	714	693	46,191
2023-24	16,165	13,485	11,641	4,847	4,577	1,343	807	806	53,679
2024-25 YTD	8,700	7,209	6,301	2,651	2,442	715	429	433	28,885
% increase from 2017-18 to 2018-19	38%	140%	190%	143%	213%	112%	20%	101%	87%
% increase from 2018-19 to 2019-20	36%	74%	103%	180%	83%	65%	26%	93%	67%
% increase from 2019-20 to 2020-21	27%	32%	33%	77%	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%	16%	17%	19%	16%	14%	13%	16%	16%

**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	3,099	957	556	168	222	153	220	67	5,443
2018-19	4,470	2,370	1,667	396	793	295	276	136	10,404
2019-20	5,979	4,131	3,605	1,027	1,489	476	337	265	17,312
2020-21	7,708	5,461	5,010	1,938	2,000	631	416	374	23,542
2021-22	8,945	6,817	6,136	2,362	2,424	757	475	419	28,468
2022-23	10,976	8,605	7,545	2,960	2,978	878	541	527	35,064
2023-24	12,887	10,361	8,950	3,603	3,515	997	614	625	41,573
2024-25 YTD	6,379	5,125	4,479	1,828	1,746	494	300	303	20,658
% increase from 2017-18 to 2018-19	44%	148%	200%	135%	258%	93%	25%	105%	91%
% increase from 2018-19 to 2019-20	34%	74%	116%	160%	88%	61%	22%	94%	66%
% increase from 2019-20 to 2020-21	29%	32%	39%	89%	34%	33%	24%	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%	19%	22%	18%	14%	14%	18%	19%

**Table D.23 Annualised committed supports as at 31 December 2024**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	17,053	14,208	12,566	5,321	4,876	1,407	842	827	57,107
Average (\$)	82,900	76,400	84,200	87,800	82,600	95,100	74,500	131,900	82,400
Total - SIL (\$m)	5,345	3,623	3,476	1,576	1,567	531	282	404	16,805
Average - SIL (\$)	445,600	472,400	474,400	462,100	487,400	481,800	444,100	656,200	467,200



**Table D.24 Payments as at 31 December 2024**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Total (\$m)	13,507	10,883	9,422	3,822	3,699	1,065	644	662	43,767
Average (\$)	68,300	61,100	65,900	66,300	64,900	74,800	58,700	109,200	65,800
Total - SIL (\$m)	4,790	3,217	3,067	1,317	1,418	475	252	355	14,892
Average - SIL (\$)	409,800	433,400	434,800	408,100	451,200	444,000	403,700	597,300	427,600

**Table D.25 Total annualised committed supports by support category as at 31 December 2024 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	8,269	6,290	6,206	2,518	2,504	709	424	456	27,382
Core - Consumables	264	251	226	94	78	20	14	9	955
Core - Social and Civic	3,681	3,268	2,638	1,063	930	331	156	150	12,219
Core - Transport	164	146	106	46	42	13	9	5	531
Capacity Building - Choice and Control	188	180	153	58	65	16	9	9	679
Capacity Building - Daily Activities	2,636	2,496	1,958	853	734	171	133	101	9,083
Capacity Building - Employment	138	98	95	62	44	11	8	6	462
Capacity Building - Health and Wellbeing	26	15	12	4	4	2	2	0.3	66
Capacity Building - Home Living	1	2	1	0.4	0.3	0.1	0.02	0.03	5
Capacity Building - Lifelong learning	0.3	0.3	0.3	0.13	0.3	0.05	0.018	0.0	1.4
Capacity Building - Relationships	457	353	237	163	136	36	20	22	1,423
Capacity Building - Social and Civic	146	132	88	66	32	19	13	12	506
Capacity Building - Support Coordination	414	439	329	156	131	35	19	35	1,558
Capital - Assistive Technology	455	339	343	177	119	31	25	15	1,504
Capital - Home Modification	214	200	173	60	57	12	10	7	733
Total	17,053	14,208	12,566	5,321	4,876	1,407	842	827	57,107

**Table D.26 Total payments by support category for the year ending 31 December 2024 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	6,978	5,255	4,918	1,992	2,078	607	367	426	22,667
Core - Consumables	194	171	157	63	59	15	10	6	675
Core - Social and Civic	3,176	2,693	2,275	816	736	256	122	112	10,191
Core - Transport	352	231	135	51	48	13	14	8	851
Capacity Building - Choice and Control	163	159	133	49	58	14	8	8	593
Capacity Building - Daily Activities	1,644	1,501	1,128	513	456	83	76	50	5,458
Capacity Building - Employment	50	32	28	16	13	3	3	1	146
Capacity Building - Health and Wellbeing	14	7	6	2	2	1	1	0.1	32
Capacity Building - Home Living	0.2	1	0.1	0.1	0.04	0.02	0.01	0.006	1
Capacity Building - Lifelong learning	0.06	0.05	0.02	0.01	0.11	0.01	0.004	n/a	0.3
Capacity Building - Relationships	244	183	118	86	70	17	10	13	742
Capacity Building - Social and Civic	63	52	36	29	10	7	5	5	208
Capacity Building - Support Coordination	295	329	226	102	91	25	13	24	1,107
Capital - Assistive Technology	189	136	141	64	44	15	9	6	606
Capital - Home Modifications	146	133	121	31	35	7	6	3	483
Total	13,507	10,883	9,422	3,822	3,699	1,065	644	662	43,767

**Table D.27 Distribution of the percentage change in plan budgets for plans reassessed in this financial year (1 July 2024 to 31 December 2024) - all participants**

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

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
SIL - First plan	75%	83%	79%	80%	80%	n/a	n/a	n/a	79%
SIL - Subsequent plans	90%	87%	88%	86%	88%	87%	89%	87%	88%
SIL - Total	89%	87%	88%	86%	88%	87%	89%	86%	88%
Non SIL - First plan	65%	62%	60%	60%	63%	50%	55%	59%	62%
Non SIL - Subsequent plans	75%	74%	74%	71%	74%	69%	71%	68%	74%
Non SIL - Total	74%	73%	72%	69%	73%	68%	69%	67%	72%
First plan (SIL and Non SIL)	66%	63%	61%	61%	64%	54%	56%	61%	63%
Subsequent plans (SIL and Non SIL)	81%	78%	79%	76%	79%	77%	78%	79%	79%
Total (SIL and Non SIL)	79%	77%	77%	74%	78%	76%	76%	77%	77%

**Table D.29 Percentage change in plan budgets for active participants as at 31 December 2024**

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	6.4%	8.0%	6.7%	5.7%	8.2%	5.5%	5.6%	7.4%	6.9%
Interplan Inflation	5.0%	3.4%	5.9%	8.0%	5.7%	5.9%	4.9%	6.2%	5.2%
Total Inflation	11.4%	11.4%	12.6%	13.7%	13.9%	11.4%	10.5%	13.6%	12.1%

<sup>15</sup> Utilisation of committed supports from 1 April 2024 to 30 September 2024 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

<sup>16</sup> 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.

<sup>17</sup> Utilisation is not shown if there is insufficient data in the group.

**Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 31 December 2024** <sup>18 19 20 21 22 23</sup>

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	13%	13%	15%	19%	16%	13%	10%	60%	15%
4. Make an access decision, or request for additional information, after more information has been provided	14 days	23%	23%	29%	29%	22%	27%	26%	79%	26%
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	81%	80%	82%	83%	81%	85%	79%	78%	81%
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	100%	100%	99%	100%	100%	99%	85%	100%
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	86%	81%	79%	88%	84%	79%	85%	88%	83%
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	54%	48%	54%	56%	53%	28%	51%	48%	51%
12. Decide whether to undertake a participant initiated plan reassessment, after the request is received	21 days	23%	24%	22%	26%	20%	33%	19%	41%	23%
13. Complete a reassessment, after the decision to accept the request was made	28 days	91%	90%	89%	89%	90%	92%	92%	79%	90%
14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	45%	40%	39%	52%	44%	51%	48%	61%	43%
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	65%	68%	66%	65%	64%	67%	67%	52%	66%

<sup>18</sup> 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.

<sup>19</sup> 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.

<sup>20</sup> 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.

<sup>21</sup> Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.

<sup>22</sup> The Participant Service Guarantee (PSG) metrics exclude data from the old computer system.

<sup>23</sup> From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days).

# Endnotes

---

## Appendix C

- 1 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

- 2 OT includes participants residing in Other Territories including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 3 [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.
- 4 [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.
- 5 [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.
- 6 [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.
- 7 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.
- 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 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 31 December 2022 and have had a second plan reassessment to date.
- 10 The National totals include participant complaints where jurisdiction information was missing.
- 11 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.

- 12 The National totals include PCIs where jurisdiction information was missing.
- 13 2023-24 Q4 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.
- 14 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.
- 15 Utilisation of committed supports from 1 April 2024 to 30 September 2024 is shown in the table - experience in the most recent 3 months is still emerging and is not included.
- 16 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.
- 17 Utilisation is not shown if there is insufficient data in the group.
- 18 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.
- 19 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.
- 20 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.
- 21 Plan reassessments exclude reassessments initiated prior to migrating service processes to the new computer system.
- 22 The Participant Service Guarantee (PSG) metrics exclude data from the old computer system
- 23 From the September 2024 quarter, the PSG timeframe (Service Agreement) to approve a plan for early childhood approach (ECA) participants after an access decision has been made was altered to 56 days (previously 90 days)