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National Disability  
Insurance Agency

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# Quarterly Report Q2 2024-25



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# Introduction

# Key highlights for Quarter 2, 2024–25

## Implementation of legislation

In August 2024, the National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No.1) Bill was passed. New laws took effect from 3 October 2024.

The changes are designed to:

- Put participants at the heart of the NDIS
- Ensure every NDIS dollar gets to those who the NDIS was intended to support.

To support participants, families, and the disability sector, the NDIA launched its largest ever communications campaign, including direct outreach, online and in-person sessions, and regular updates in various formats.

The new rules clarify fund usage for participants and providers, ensuring funds are spent only on NDIS supports and addressing unreasonable risk. The rules have been informed through consultation by DSS and the NDIA with people with disability, families and carers, the disability community and sector.

The NDIA remains committed to involving the community and providing clear, updated information as changes are implemented.

# Key highlights for Quarter 2, 2024–25

## New Board and Independent Advisory Council members

The Australian Government recently announced two appointments to the NDIA Board and five appointments to the NDIS Independent Advisory Council (IAC). These appointments increase the representation of people with disability and bring valuable lived and professional experience to key leadership positions within the NDIS.

Dr. Rhonda Galbally AC and Ms. Leah van Poppel have started new terms on the NDIA Board, with Ms. van Poppel continuing as Principal Member of the IAC. Five new members, Vaughn Bennison, Associate Professor Lorna Hallahan, Dr. Gill Hicks AM MBE, Andrew Vodic, and Jane Wardlaw, will join the IAC. They will represent the interests of NDIS participants and advise the NDIA Board on issues affecting participants and their families.

These new members will play a crucial role during the ongoing NDIS reforms, ensuring the scheme can best support people with disability. Minister for the NDIS Bill Shorten thanked the outgoing NDIA Board and IAC members for their service. The new board and IAC members will each serve a three-year term.

# Key highlights for Quarter 2, 2024–25

## Disability action plan

The NDIA strives to be a world-leading employer of choice for people with disability and a pioneer in access and inclusion. By ensuring staff are well supported, the NDIA can provide the best possible service to participants, providers and the wider disability community.

The Chair of the NDIA Board and the CEO recently launched the Disability Action Plan, which outlines practical steps to foster a more inclusive and accessible workplace for all NDIA staff. This initiative builds on the NDIA's ongoing commitment to staff with disability and is an integral part of the NDIA's Inclusion and Diversity Framework.

The NDIA is now delivering DAP initiatives, training, and co-design workshops. This quarter, the NDIA launched:

- the Project Sunflower initiative, which allows staff to share that they have a hidden disability on a voluntary basis and allies to show support, and
- an Auslan interpreter pilot to make it easier for staff who need Auslan interpreters to access interpretation services inhouse by staff employed at the Agency.

# Key highlights for Quarter 2, 2024–25

## Mid-Year Economic and Fiscal Outlook

In December 2024, the Government announced \$280 million in funding for the NDIA to develop a fairer and more consistent approach to understanding participants' needs for NDIS supports, and \$4.527 million over two years to design a new early childhood pathway for children under 9 years old.

A key recommendation of the NDIS Review was to focus on a strengths-based assessment that emphasises participants' support needs rather than their functional capacity. The funding will be used to train a 1,000-person workforce, with the Government funding the cost of assessments.

Participants will benefit from not having to source their own reports, fairer budgets, and increased flexibility in support arrangements. In the first half of 2025, the NDIA will identify tools to better understand participants' needs.

The NDIA will also work on a new approach for children under 9, including best practice early childhood methods, early intervention packages, and a 'lead practitioner' model to help children reach their goals and improve lifelong outcomes.

# Key highlights for Quarter 2, 2024–25

## Peer Support and Capacity Building grants

In June 2024, the former Minister for the NDIA, Hon Bill Shorten MP, announced a grant opportunity to support peer support and capacity building programs. This grant complements the DSS Information, Linkages and Capacity Building (ILC) Grant Round (Grant ID GO6407). Recipients of DSS ILC funds were not eligible to apply.

### Assessment criteria:

- Delivery of Service (Capability and Capacity): **30%**
- Peer Impact (Quality and Outcomes): **40%**
- Individual Cohort (Experience): **30%**

In addition to the assessment criteria the assessment team also considered other factors to ensure value for money holistically across the funding. This included factors such as selecting a variety of disability cohorts and geographical locations.

In December 2024, the NDIA announced the funded disability support organisations. These grants will support community-based self-advocacy and peer support programs over 2 years, with an option to extend for one additional year. The grants aim to help smaller organisations provide peer-led support, enabling people with disability to connect with capacity building support and other lifelong opportunities.



# Quarter 2 updates

## 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, **43%** reported increased participation in community and social activities – a relative increase of **22%**.
- Participation in work has more than doubled from **10%** at baseline to **23%** at latest reassessment for participants aged 15 to 24 years who have been in the NDIS for 2 years or more.
- For participants who have been in the NDIS for 2 years or more, there has been a 6 percentage point increase in families and carers reporting paid employment, from **47%** at baseline to **52%** at latest reassessment.
- More than three-quarters of all participants aged 15 years and older who have been in the NDIS for 2 years or more reported the NDIS has helped them to have greater choice and control in their lives. There has been a 12 percentage point increase, from **67%** at entry to the NDIS to **80%** at reassessment.

# Quarter 2 updates

## Scheme financial experience

Total Scheme expenses for the six months to December 2024 were \$22.9 billion, which is \$390 million below the June 2024 projections. The number of people joining the NDIS continues to grow, as does the average payments received by participants.

### AFSR projections:

- On track to meet National Cabinet's NDIS growth target.
- Growth rate: 11.9% (Dec 2024), slightly lower than projected 12%.

Recent reforms have ensured the NDIA is improving in managing plan growth by providing clarity on NDIS funding usage and ensuring that every NDIS dollar goes towards participant outcomes. While new legislation establishes a platform for this important work, the NDIA has also been implementing measures to strengthen the NDIS and enhance the participant experience. This includes improving planning processes for more consistent decision-making, proactively contacting participants at risk of their plan funds running out; and progressing payment integrity initiatives through the Crack Down on Fraud program.

### Positive trends:

- Scheme expenses improvement for 12 months to 30 June 2024: ~\$600 million below Budget estimate.
- Fewer participants at risk of overspending.

These results show that we are improving the financial sustainability of the NDIS to not only deliver a fairer and more consistent NDIS for participants, but ensure the NDIS is here to stay in the future.

# Key areas of improvement

## Continued focus on working with the disability community

The NDIA is actively collaborating with people with disabilities and the disability community to reform the NDIS. Over the last quarter, it conducted over 70 co-design and consultation sessions with more than 620 participants and held 30 targeted sessions with over 90 external stakeholders.

Key initiatives include:

- Establishment of the Self-Management Advisory Group.
- Reconvening of the CALD expert advisory group.

In October, the NDIA launched an education campaign to inform participants about changes to the NDIS Act.

This campaign included:

- Direct emails and text messages.
- Over 30 information sessions with 3,650 attendees, including targeted sessions.
- Media advertisements targeting CALD and First Nations communities.
- Partnerships with disability representative and carer organisations.
- A social media campaign and updated FAQs on the NDIS website.

Additionally, the NDIA is forming new co-design methods for various participant groups and establishing new advisory groups on rural and remote support and supported decision-making, along with a First Nations Reference Group under the Independent Advisory Council.

# Key areas of improvement

## First Nations reference group

| The IAC has progressed the establishment of a First Nations Reference Group. Members will convene from February 2025.

The reference group will comprise only First Nations peoples with disability and will provide a strong voice for First Nations peoples with disability in the NDIA. It will report to the IAC and NDIA Board with independent advice on NDIS and reform issues affecting First Nations peoples.

# Key areas of improvement

## Improved NDIA performance

The NDIA continues to enhance the planning experience for participants. This quarter saw improvements in the timeframes for approving first plans and reducing the backlog of unscheduled reassessments.

Over 23 system updates were made to the new computer system, aligning with the legislative changes from 3 October 2024. These updates improved the ability to identify potential fund shortages and automatically extend NDIS plans, ensuring continuity of supports. Enhanced visibility of plan usage now allows NDIS staff to proactively work with participants, ensuring they receive the right outcomes.

Internal review completion times have improved, with 74% of complaints being closed within 21 days, up from 54% in the previous quarter. The NDIA added more than 300 staff to frontline service delivery teams, in addition to the 500 staff added last quarter, to reduce waiting times and better support participants. The National Contact Centre (NCC) improved its performance, with an average speed of answering calls and a customer satisfaction rate of 93%, exceeding the 90% target. The NCC also added 93 staff trained in handling delegate processes, reducing referrals.

Hospital discharge processes saw an improvement, with the average discharge time reduced to 21 days from 30 days in March 2023. Additionally, the number of participants under 65 in aged care reduced from 911 to 811, excluding those meeting exceptional circumstances criteria.

These improvements enhance the overall planning process, ensuring better support and outcomes for NDIS participants.

# Key areas of improvement

## Crack Down on Fraud program and Fraud Fusion Taskforce

### Crack Down on Fraud program

In November 2024, the Australian Government announced a further \$110.4 million investment in the Crack Down on Fraud (CDoF) program. The funding boost follows an initial \$83.9 million investment made earlier in 2024, designed to improve the NDIA's ability to better detect and prevent the exploitation of participants and the NDIS. The additional funding will enable the CDoF program to:

- implement a new fraud case management system that will interact with other enforcement agencies
- build new IT systems to connect with other agencies, providers and banks so transactions can be actioned faster with fewer errors
- improve the systems that assess, process and pay over 400,000 NDIS claims per day
- improve identity proofing systems to increase safety and privacy
- improve the NDIS mobile app and online interfaces.

The CDoF system enhancements delivered to date have greatly improved the effectiveness of other work within the NDIA and the Fraud Fusion Taskforce.

# Key areas of improvement

## Fraud and integrity

In Q2 there is continued focus on increasing safety and outcomes for participants by improving the integrity of providers and the NDIS.

The Fraud Fusion Taskforce (FFT) is working to find and stop fraud in the NDIS and other government programs. Since it was established in November 2022, the FFT has launched more than 500 investigations and referred 50 people to court.

The NDIA has also identified more than 15,000 NDIS participants who may have been impacted by fraudulent providers and supported thousands to transition to safer arrangements, including by changing providers.

The NDIA continues to work to ensure NDIS participants and providers find it easier to get it right and harder to get it wrong. In quarter 2, the following improvements were implemented:

- requesting mandatory evidence for claims
- improving the NDIS portal, app logins and myGov authentication
- a new integrity management system.

# 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.

A key focus for the NDIA in recent quarters has been reducing the large number of requests for first plans and unscheduled plan reassessment requests. The NDIA has also focused on reducing waiting times in several key areas, including first plans, reviews, and complaints, resulting in a reduction of outstanding items. Urgent change of circumstances requests, especially where there is potential risk to the participant, continue to be prioritised.

Importantly, a participant's plan will not expire regardless of any delay to a scheduled plan reassessment. The Agency now has an increased capability to detect when a participant might be at risk of overutilising their NDIS plan and is actively contacting participants to ensure they can better manage their spending, ensuring their NDIS plan lasts its duration. System improvements mean that participants awaiting a scheduled plan reassessment should not run out of funding, as plans automatically extend with the same level of funding, ensuring participants are not left without supports.



# Eligibility reassessments and participants leaving the NDIS

Eligibility reassessments are a standard and long-standing practice within the NDIS, designed to check if a participant's support needs are being met or have changed. Some children receiving Early Intervention supports may later require further NDIS support, while others may exit the pathway if the supports prove effective.

The NDIA employs trained staff to conduct these reviews, prioritising participant welfare and supporting participants through the reassessment process. To improve the process, the NDIA is working to strengthen its approach through:

- Better communication with participants and families about what is involved during an eligibility reassessment
- Providing more time for participants to supply relevant information about their support needs
- Improving communication and resources for participants during the reassessment process.

These steps aim to ensure participants receive the support they need and enhance the overall reassessment experience.

## Section 1

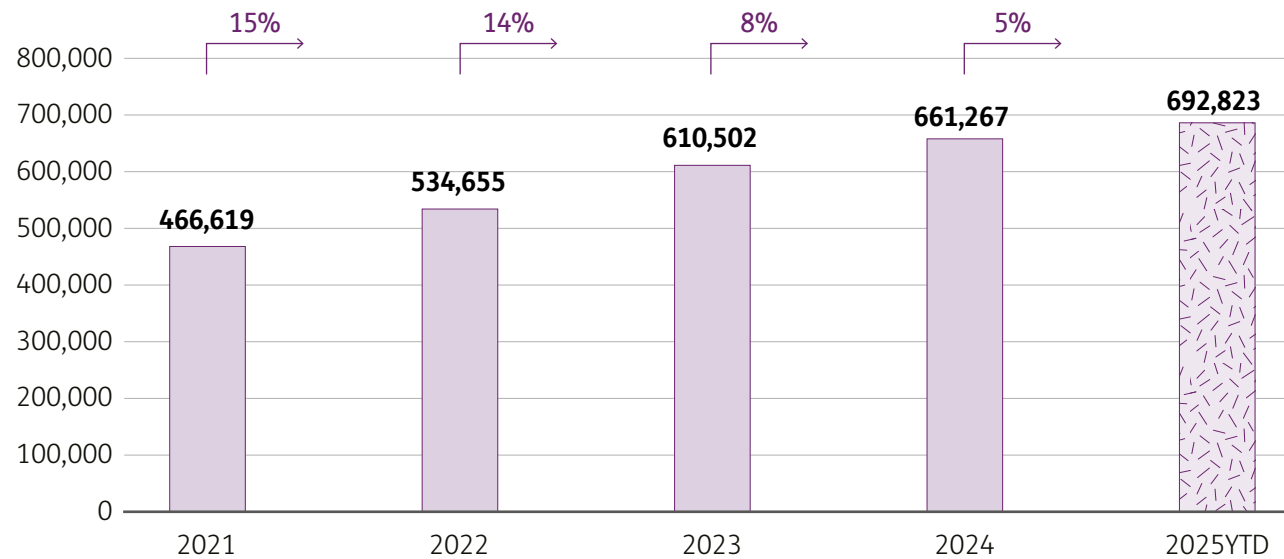
# Participants and their plans

# 1.1 Number of participants in the NDIS

More than 690,000 participants are receiving support from the NDIS, and more than 19,000 participants entered the Scheme during the quarter.

As at 31 December 2024, **692,823** participants had approved NDIS plans. This represents a 1.9% net increase from last quarter (a net increase of **12,700** participants since September).

Active participants with approved plans and percentage increase over time for years ending 30 June<sup>1</sup>



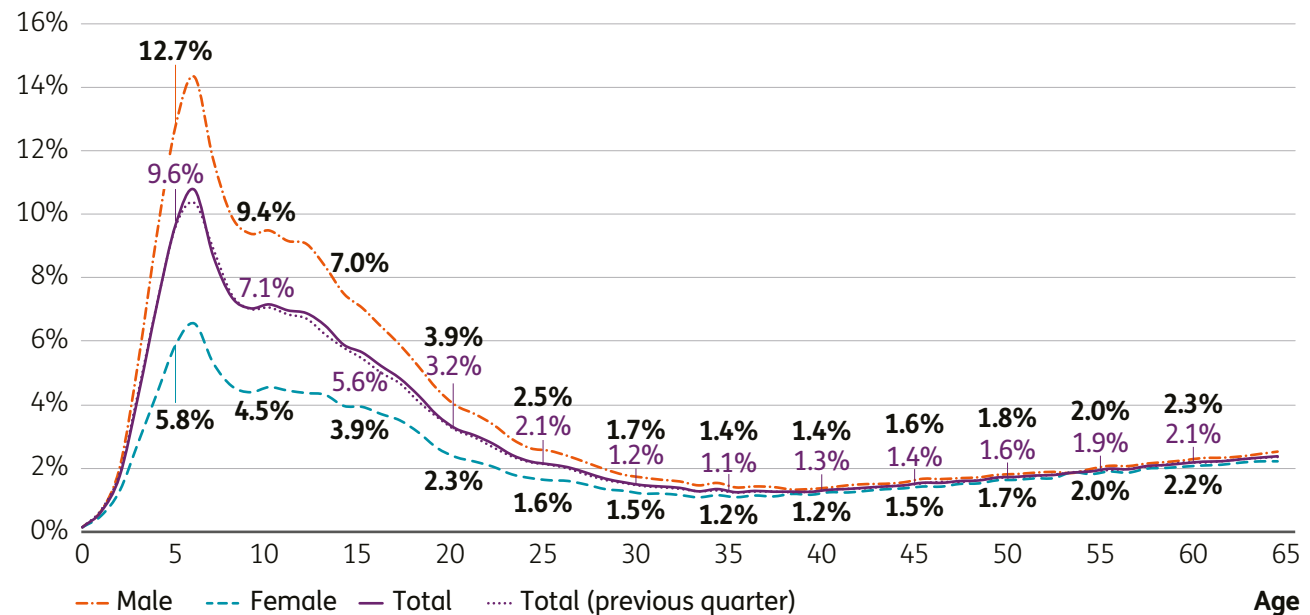
<sup>1</sup> This is the net increase in the number of active participants in the NDIS each period, noting some participants have left the NDIS.

## 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 11% at age 6, declines to around 1% by age 35, and rises to 2% by age 55.
- Participation rates for males and females differ considerably at younger ages, with the rate for males (14.2%) at age 6 being more than double that of females (6.5%).
- 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<sup>2</sup>



<sup>2</sup> There were 12,682 participants aged 0 to 64 years with a gender of 'Other' at 31 December 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates

## 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.<sup>3</sup>

Of the **19,398** participants entering and receiving a plan in the quarter:

- **9.7%** were **First Nations peoples**<sup>4</sup>
- **7.0%** were **CALD**<sup>5</sup>
- **2.0%** were from **remote and very remote areas**<sup>6</sup>

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

<sup>3</sup> For some participants, the identification as First Nations or CALD is not known.

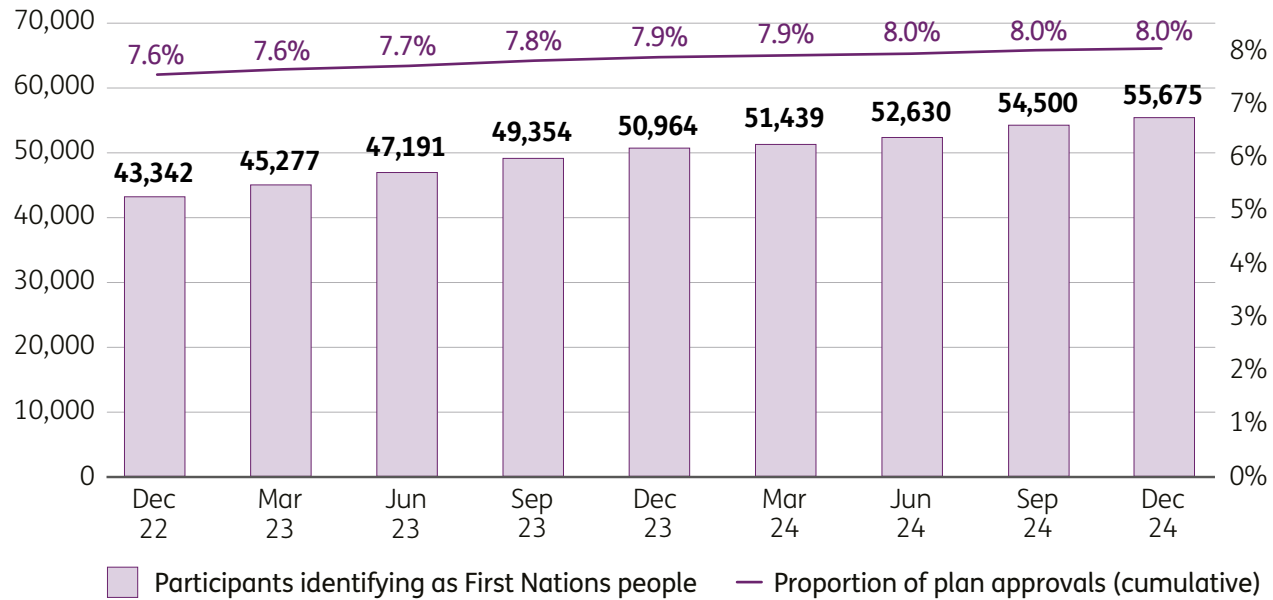
<sup>4</sup> This compares to 8% of the Australian population identifying as First Nations peoples who have a need for assistance. Source: Census of Population and Housing 2021 ('Need for Assistance' variable), Persons Place of Usual Residence, by Indigenous Status.

<sup>5</sup> 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.

<sup>6</sup> 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 Nations<sup>7</sup>



<sup>7</sup> The Explore data webpage 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.<sup>8,9,10</sup>

Specifically, comparing responses at the most recent plan reassessment (between 2 and 8 years after entry) with responses at Scheme entry,<sup>11</sup> 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 **44%** for participants aged 35 to 44 years
- **Eight** percentage point increase from **35%** to **43%** for participants aged 45 to 54 years
- **Seven** percentage point increase from **35%** to **42%** for participants aged 55 to 64 years
- **Eight** percentage point increase from **38%** to **46%** for participants aged 65 years and older
- **Eight percentage point increase from 35% to 43% for participants aged 15 years and older.**

**The overall result of 43% 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 NDIS.**

<sup>8</sup> 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.

<sup>9</sup> 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.

<sup>10</sup> The participant age reported in this section is as per their latest plan reassessment.

<sup>11</sup> Figures have been rounded to the nearest 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 NDIS 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 NDIS 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 entry to the NDIS,<sup>12</sup> the changes were:

- **Twelve** percentage point increase from **10%** to **23%** for participants aged 15 to 24 years<sup>13</sup>
- **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 **20%** to **16%** for participants aged 55 to 64 years<sup>14</sup>
- **Five** percentage point decrease from **14%** to **8%** for participants aged 65 years and older<sup>15</sup>
- **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%.**

<sup>12</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>13</sup> 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.

<sup>14</sup> Some of the decrease for older age groups is due to participants retiring from the workforce.

<sup>15</sup> 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 NDIS 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 NDIS since 1 July 2016 and who have been in the NDIS for at least 2 years.

These questions have been updated from October 2023 to allow more meaningful analysis of participant and family and carer perceptions.<sup>16</sup>

<sup>16</sup> 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 increases of those who think that the NDIS has helped them have more choices and more control over their life were:<sup>17</sup>

- **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
- **Twelve** 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
- **Fifteen** percentage point increase from **72%** to **87%** for participants aged 65 years and older
- **Twelve percentage point increase from 67% to 80% for participants aged 15 years and older.**

**Overall, 80% of participants aged 15 years or older have positive perceptions of whether the NDIS has helped with choice and control.**

<sup>17</sup> 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 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 school<sup>18</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living: child’s development	91	95	+4
Daily living: access to specialist services	92	96	+4
Choice and control (child’s ability to communicate what they want)	82	88	+6
Relationships (fitting into family life)	77	85	+7
Social, community and civic participation (fitting into community life)	63	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).

<sup>18</sup> Figures have been rounded to the nearest 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 14<sup>19</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Daily living (independence)	62	76	+14
Lifelong learning (access to education)	42	54	+13
Relationships (with family and friends)	51	63	+13
Social, community and civic participation (social and recreational life)	46	57	+11

<sup>19</sup> Figures have been rounded to the nearest 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 24<sup>20</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	61	73	+12
Daily living	61	75	+14
Relationships	50	58	+8
Home	23	24	+1
Health and wellbeing	44	55	+11
Lifelong learning	36	41	+5
Work	18	21	+2
Social, community and civic participation	55	65	+10

The largest improvement over time in the NDIS has been observed for the daily living domain (14 percentage point increase). Strong improvements have also been observed for choice and control (12 percentage point increase), relationships (8 percentage point increase), health and wellbeing (11 percentage point increase), social, community and civic participation (10 percentage point increase) and lifelong learning (5 percentage point increase). Home and work showed marginal increases (1 and 2 percentage point increases, respectively).

<sup>20</sup> Figures have been rounded to the nearest 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 over<sup>21</sup>

Domain	First assessment %	Latest reassessment %	Percentage point change
Choice and control	70	82	+13
Daily living	73	86	+13
Relationships	53	66	+13
Home	31	38	+8
Health and wellbeing	52	66	+13
Lifelong learning	30	36	+6
Work	19	22	+3
Social, community and civic participation	60	73	+14

From the figure on the left, the largest improvements over time in the NDIS have been observed for social, community and civic participation (14 percentage points increase). Strong improvements have also been observed for choice and control; daily living; relationships; and health and wellbeing (13 percentage point increases in each of the 4 domains).

Similar to the younger adult group, lifelong learning and work showed smaller increases (6 and 3 percentage point increases, respectively). However, there was a larger improvement for the home domain (8 percentage point increase) in the older adult group compared to the younger adult group.<sup>22</sup>

### Results continue to improve with time in Scheme

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

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 3 percentage point increase from their first plan assessment.

<sup>21</sup> Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.

<sup>22</sup> 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 PSC sets out the level of service participants can expect from the NDIA and partners in the community. It outlines in plain English the PSG engagement principles and standards, explaining how staff and partners should engage 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. In the Participant Service Improvement Plan, the NDIA committed to ‘ensuring we adhere to the PSC engagement principles in our interactions with you’.

We measured performance for the 5 PSC engagement principles (Table 6). The results are drawn from the participant satisfaction survey (PSS). The PSS was amended at the end of 2023 to better align with the PSC engagement principles, which coincided with the new computer system and pathway changes.

## 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	77%
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	66%
Connected	We will support you to access the services and supports you need	73%

- **77%** of respondents<sup>23</sup> experienced transparent interactions, with 87% indicating that communication was in their preferred format
- **63%** reported an experience that was responsive, with 62% saying that their circumstances and needs were considered
- **65%** experienced a respectful service, with 91% of participants and other people with disability noting that they were treated with respect
- **66%** experienced interactions that were empowering, with 59% feeling prepared for their plan-related meetings, 65% feeling confident in using their plan, and 83% knowing where to go for more help with using their plan
- **73%** of participants and other people with disability engaging with the NDIS experienced interactions that enabled them to be connected, with 83% reporting that they were able to connect with the NDIS in their preferred way and 64% feeling confident in accessing supports.

<sup>23</sup> 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 Guarantee<sup>24</sup>

PSG	Service type	Description of the service being guaranteed	Service Guarantee	Performance in the December 2024 quarter
2	Access	Make an access decision, or request for more information, after an access request has been received.	21 days	15%
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	81%
7	Planning	Approve a plan for ECA participants, after an access decision has been made.	56 days	100%
8	Implementation	Offer to hold a plan implementation meeting, after the plan is approved.	7 days	83%
11	Plan reassessment <sup>25</sup>	Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date.	56 days	51%

<sup>24</sup> For the December 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.

<sup>25</sup> 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 December 2024 quarter
12	Plan reassessment <sup>26</sup>	Decide whether to undertake a participant-initiated plan reassessment, after the request is received.	21 days	23%
13	Plan reassessment <sup>27</sup>	Complete a reassessment, after the decision to accept the request was made.	28 days	90%
14	Plan variations	Amend a plan, after the receipt of information that triggers the plan amendment process.	28 days	43%
17	Reviewable decisions	Complete an internal review of a reviewable decision, after a request is received.	60 days	66%

<sup>26</sup> Excludes reassessments initiated prior to migrating service processes to the new computer system.

<sup>27</sup> Excludes reassessments initiated prior to migrating service processes to the new computer system.

## 3.3 Complaints, Review Requests and ART Cases

| The volume of complaints is continuing to reduce due to improvement initiatives.

### Complaints

The NDIA receives complaints from participants and their representatives, as well as others, including members of the public, referrals from parliamentarians, other government agencies and community organisations.<sup>28,29,30</sup>

The volume of complaints made to the NDIA by participants during the December 2024 quarter decreased compared to the September 2024 quarter, reflecting a continued improvement in complaint volumes after an increase between late 2023 and mid-2024. This indicates that the NDIA's improvement initiatives are working. The participant complaint rate also decreased from 10.7% in the September 2024 quarter to 9.2% this quarter.

<sup>28</sup> 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.

<sup>29</sup> Numbers of complaints reported for the most recent quarter may still increase to the extent there is a lag in data collection.

<sup>30</sup> 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 ART Cases

Participant plans continue to be the most common focus of complaints, in particular the type and amount of funding approved and the time it takes to make decisions. The number of complaints about the time it takes to make decisions reflects the high volumes of requests to change or reassess participants' plans.

In response to the increased volume of complaints, throughout 2024 the NDIA implemented a whole-of-agency strategy to address the common drivers of complaints, including supporting staff to resolve participant issues and concerns at first contact where possible.

The NDIA is committed to improving participants' experience by:

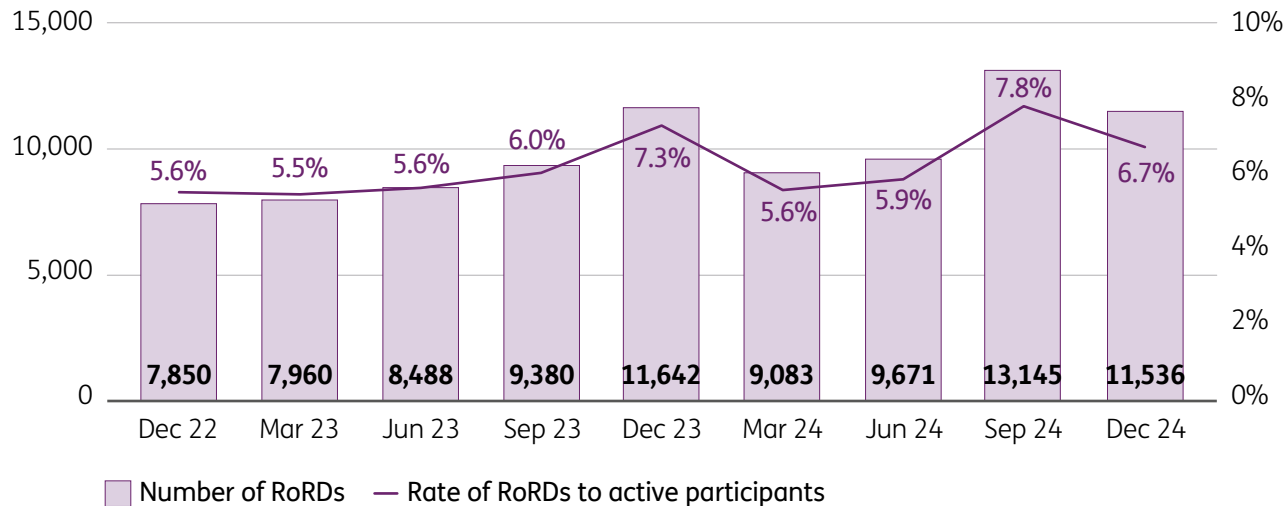
- strengthening the capability of the National Contact Centre and other front-line staff to resolve issues and address participant concerns at the earliest opportunity
- prioritising recruitment, training and on-the-job support for service delivery and complaint management teams, as well as using resources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

## 3.3 Complaints, Review Requests and ART 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 5.6% in the December 2022 quarter to 7.8% in the September 2024 quarter, but has decreased in the December 2024 quarter to 6.7%.<sup>31</sup> The number of RoRDs reported for the September 2024 and December 2024 quarters is expected to increase, due to an internal mechanism whereby requests with errors are withdrawn and then recreated as new cases.

#### Requests for a RoRD by date of decision



<sup>31</sup> The numbers of RoRDs in the June 2024 and September 2024 quarters are higher than reported at 30 September 2024 due to the internal mechanism whereby requests with errors are withdrawn then recreated.

## 3.3 Complaints, Review Requests and ART Cases

### Administrative Review Tribunal

Following the passage of legislation in Parliament in May 2024, the Administrative Appeals Tribunal was abolished and replaced with the Administrative Review Tribunal (ART), a new federal review body designed to be user-focused, efficient, accessible, independent and fair. The ART commenced on 14 October 2024. All cases transitioned to the ART from 14 October 2024.

If a person is not satisfied with the outcome of their review, they may apply to the ART for review of a decision made by a reviewer.<sup>32,33</sup> The NDIA is committed to acting as a model litigant in the ART as required by the Legal Services Directions 2017. In doing so, the NDIA works with applicants and their legal representatives to resolve their matters as early as possible in the ART process.

There were 1,895 new ART cases in the December 2024 quarter, relating to 1,871 participants. The number of new ART cases (as a proportion of active participants) has increased from 0.79% in the December 2022 quarter to 1.10% in the December 2024 quarter; this is an increase from the September 2024 quarter of 1.06%.

<sup>32</sup> As part of the ART 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 ART.

<sup>33</sup> Further information about the ART process can be found on the ART website.



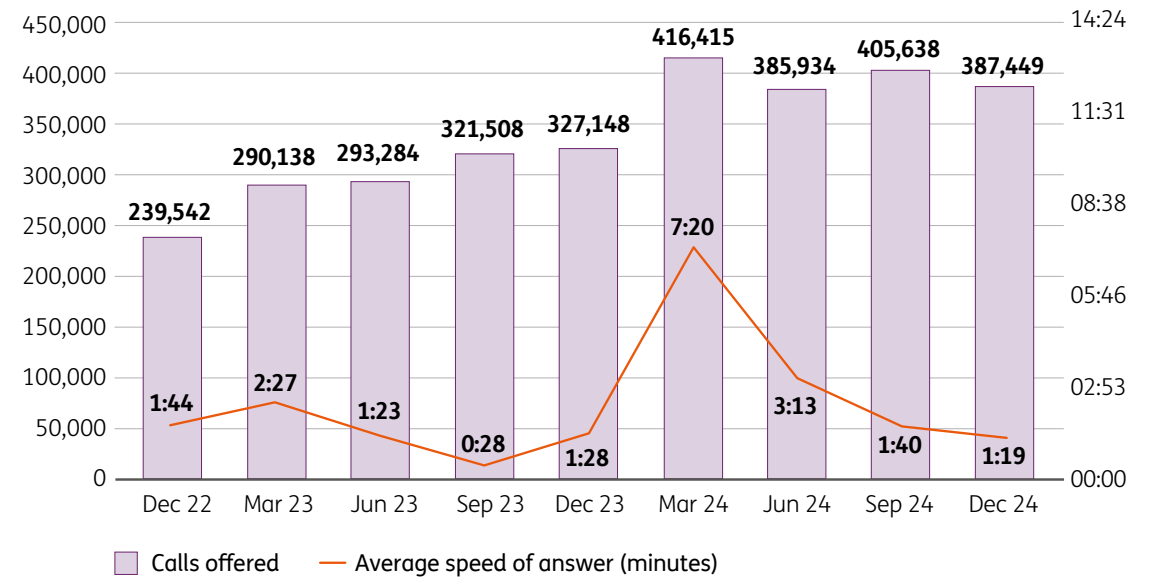
## 3.4 The NDIS National Contact Centre

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

In December 2024, the NCC improved operational results and experienced increased demand across all contact channels, receiving 787,215 contacts (+27% year-on-year). This included 387,449 calls (+18%)<sup>34</sup>, 351,607 emails (+37%), and 48,159 webchats (+27%). The average speed of answer for voice calls improved to 79 seconds, with 67% answered within 60 seconds. Only 2.3% of calls used virtual hold, reducing queue wait times. Customer satisfaction was 93%, exceeding the 90% target, with no significant complaints about call waiting times.

Changes to the NDIS Act in October 2024 led to an increase in calls. The NCC received 2,717 legislation-based calls and implemented staff training along with a dedicated phone queue to handle these enquiries. Additionally, 152 budget breakdown requests and 374 replacement support enquiries were actioned to help participants understand their NDIS plans and access alternative supports.

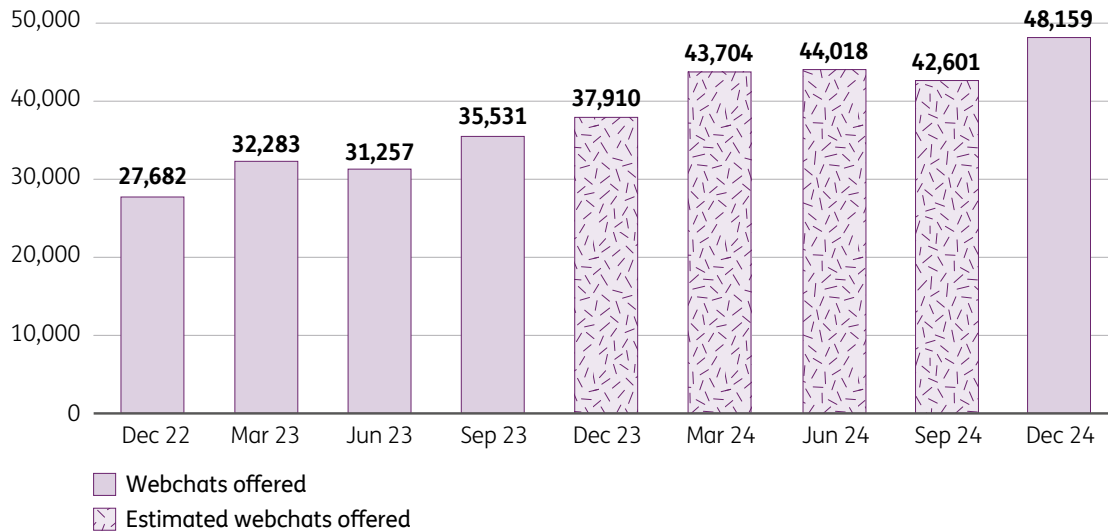
NCC telephony performance



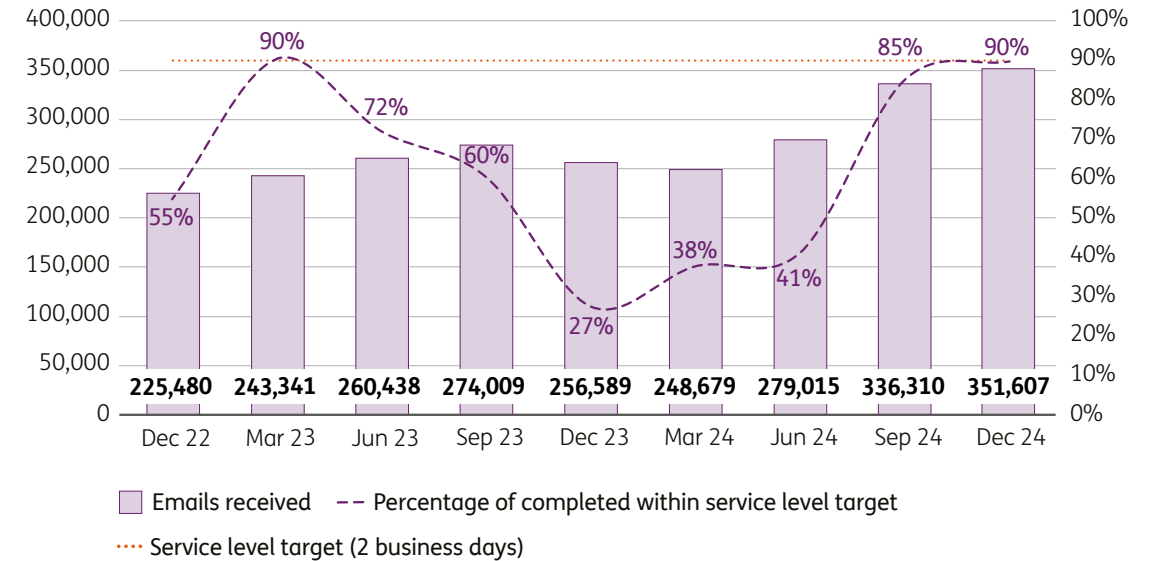
<sup>34</sup> Calls offered are the number of calls attempted to the NCC, including calls answered as well as calls abandoned.

# 3.4 The NDIS National Contact Centre

NCC webchat performance<sup>35</sup>



NCC email performance



<sup>35</sup> The volume of webchats offered has been estimated from December 2023 to September 2024. 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

### First contact resolution

The NCC continued to expand the First Contact Resolution (FCR) program this quarter, increasing service interactions resolved at the first point of contact, and reducing referrals to other areas of the NDIA. This quarter, to help reduce outstanding plan change cases, an additional 93 Australian Public Service staff were trained in handling delegate processes, including evidence of identity, document verification checks, voluntary exits from the NDIS, changes to authorised representatives, plan amendments under section 47a of the NDIS Act, and plan reviews. During the December 2024 quarter, the FCR program increased the interactions being resolved the number of interactions being resolved by over 31,000 interactions.

### Integrity and technology enhancements

With continued commitment to the integrity of the NDIS and the increased safety of participants, the NCC commenced a pilot program in December 2024 to strengthen verification of identity. The pilot introduces a more robust process by incorporating a one-time passcode and random questions. The pilot program will run until late February 2025 and will incorporate improvements tested during the pilot into a broader roll out.

## 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 31 December 2024, \$43.8 billion in support has been provided.<sup>36</sup> 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 (12% of total payments). Core daily activities includes payments to participants in supported independent living (SIL). Of the \$22.7 billion in payments for core daily activities in the 12 months to 31 December 2024, \$11.3 billion was for payments related to participants in SIL.

Total payments from 1 January 2024 to 31 December 2024

Support category	Total payments (in \$m)	Percentage of total payments
Core – daily activities	22,667	51.8%
Core – social and community participation	10,191	23.3%
Core – consumables and transport	1,527	3.5%
Capacity building – daily activities <sup>37</sup>	5,458	12.5%
Capacity building – other	2,829	6.5%
Capital	1,089	2.5%
<b>Total<sup>38</sup></b>	<b>43,767</b>	<b>100.0%</b>

<sup>36</sup> This represents total payments on a cash basis (including payments made under in-kind arrangements). On an accrual basis, total payments were \$44.3 billion.

<sup>37</sup> Includes therapy services.

<sup>38</sup> 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 have 3 options for managing their NDIS funding – plan-managed, self-managed and NDIA-managed. They may choose one option, or a combination of these options.

In the December 2024 quarter, a minority (7%) chose to have their plan managed entirely by the NDIA, while the majority (65%)<sup>39</sup> 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 supports participants to decide if self-management is right for them, and has recently released an updated guide to self-management. The guide explains the benefits of self-management, roles and responsibilities, and how to self-manage effectively.

A participant’s initial choice of plan management type(s) is not binding and they may choose to make changes at any time.

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

Plan management type	Payments <sup>40</sup> made to active providers (\$b), and proportion of total payments	Number of active providers <sup>41</sup>
Agency-managed	3.4 (30%)	9,305
Plan-managed	6.8 (60%)	192,130
Self-managed	1.2 (11%)	129,199
<b>Total</b>	<b>11.3</b>	<b>260,367</b>

<sup>39</sup> This figure excludes participants that have opted to have part of their plan self-managed.

<sup>40</sup> Includes cash and in-kind payments.

<sup>41</sup> 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

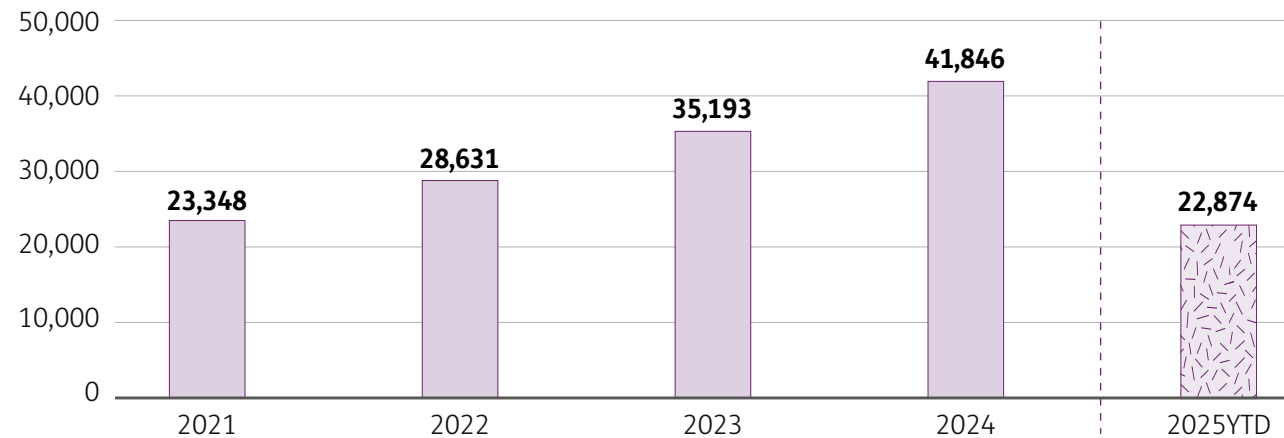
A financially sustainable Scheme achieves participant outcomes across their lifetimes, and is affordable now and into the future.

Total Scheme payments continue to increase due to both increased participant numbers and higher average cost per participant.<sup>42</sup>

Total payments in the year to 30 June 2024 were \$41.8 billion, while the payments in the 6 months to 31 December 2024 were \$22.9 billion.

The increasing number of participants accessing the NDIS contributes to the increase in payments.

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



<sup>42</sup> 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.



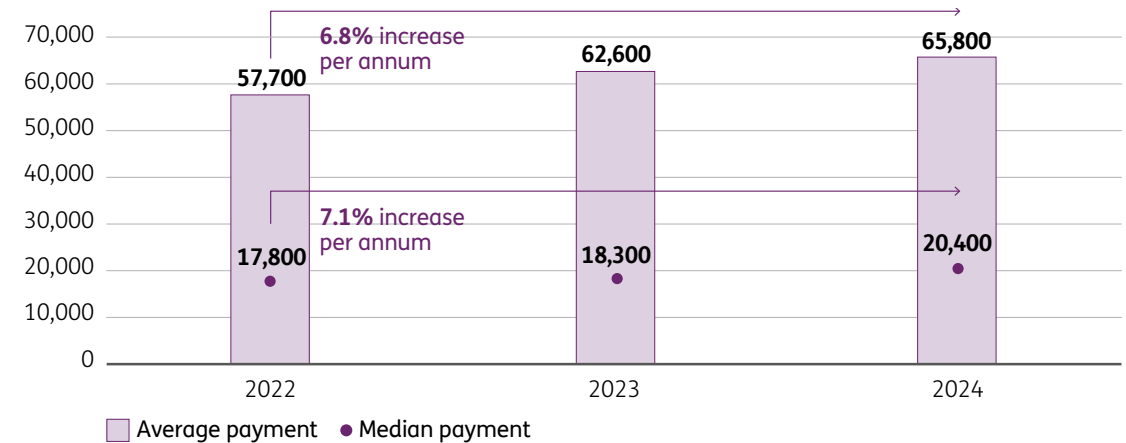
## 5.2 Average and median payment trends

Average and median payments per participant have increased by 6.8% and 7.1% 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 January 2023 and 31 December 2024 indicate that average payments have increased by 6.8% per annum, and median payments have increased by 7.1% per annum.

Average and median payments for years ending 31 December



## 5.3 Average plan budget trends

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

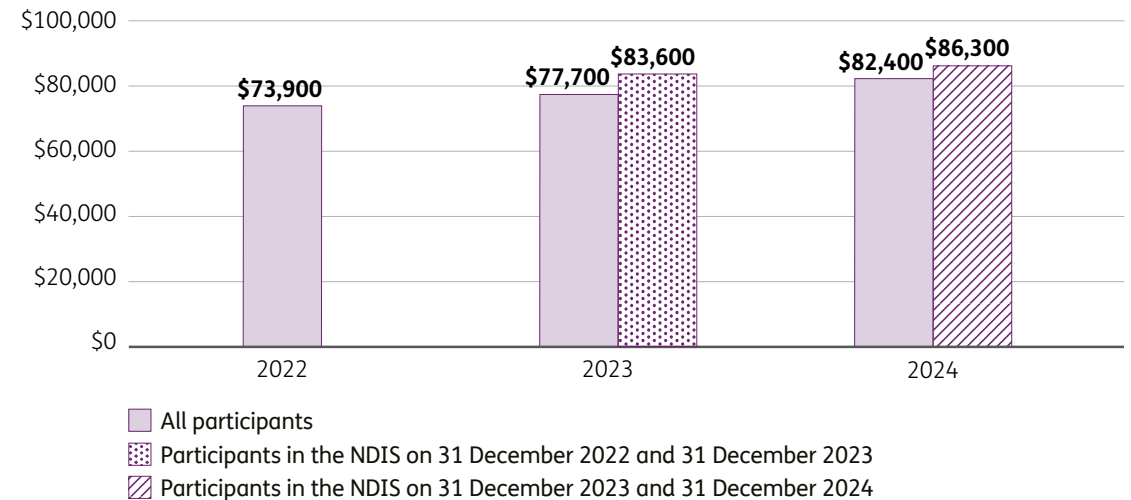
In addition to average payments increasing over time, average plan budgets have also increased.

Specifically, over the 2-year period to 31 December 2024, average plan budgets have increased by:

- **5.6%** per annum for all participants
- **8.2%** per annum for participants in SIL
- **4.6%** 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 31 December 2022 and at 31 December 2023, the average plan budget increased from \$73,900 to \$83,600 (13.1%).

Average annualised plan budgets for years ending 31 December



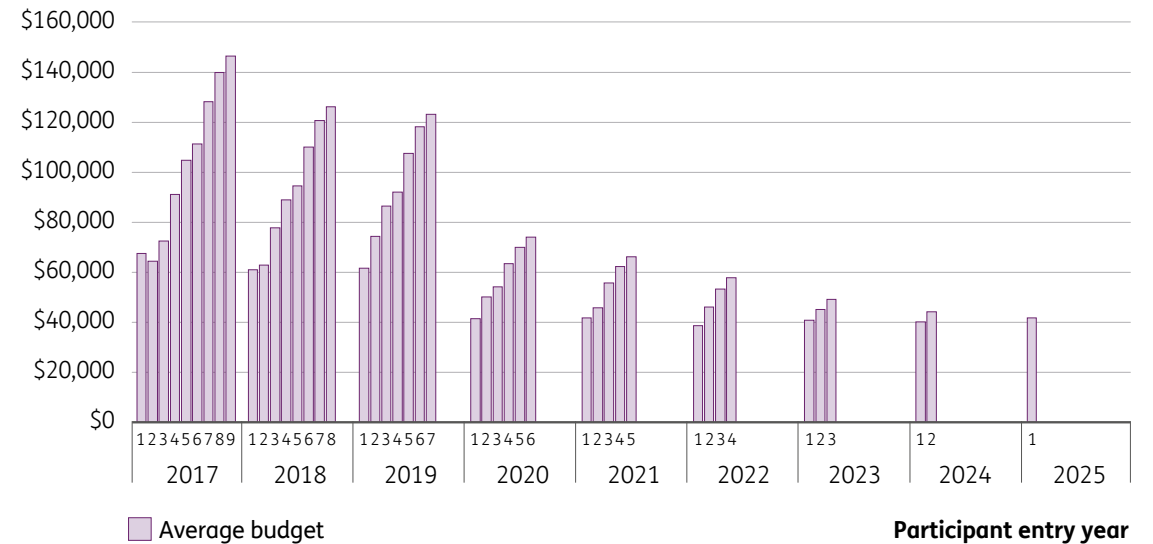
## 5.3 Average plan budget trends

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

The 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 NDIS. 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 \$126,200 for participants who have been in the NDIS for 8 years.

Average plan budgets for participants entering the NDIS in the year ending 30 June 2020 or later are lower relative to those entering the NDIS in earlier years. For example, those who entered the NDIS in the year ending 30 June 2020 had an average plan budget of \$41,500 for their first year, compared to a first-year budget of \$67,800 for participants who entered in the year ending 30 June 2017. This reflects a changing mix of participants over time with the earlier years prioritising the transition of participants from existing Commonwealth, state and territory government schemes into the NDIS. Conversely, in recent years there has been a growing proportion of younger participants entering the NDIS with disabilities such as developmental delay. Children, on average, have lower plan budgets than adults.

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



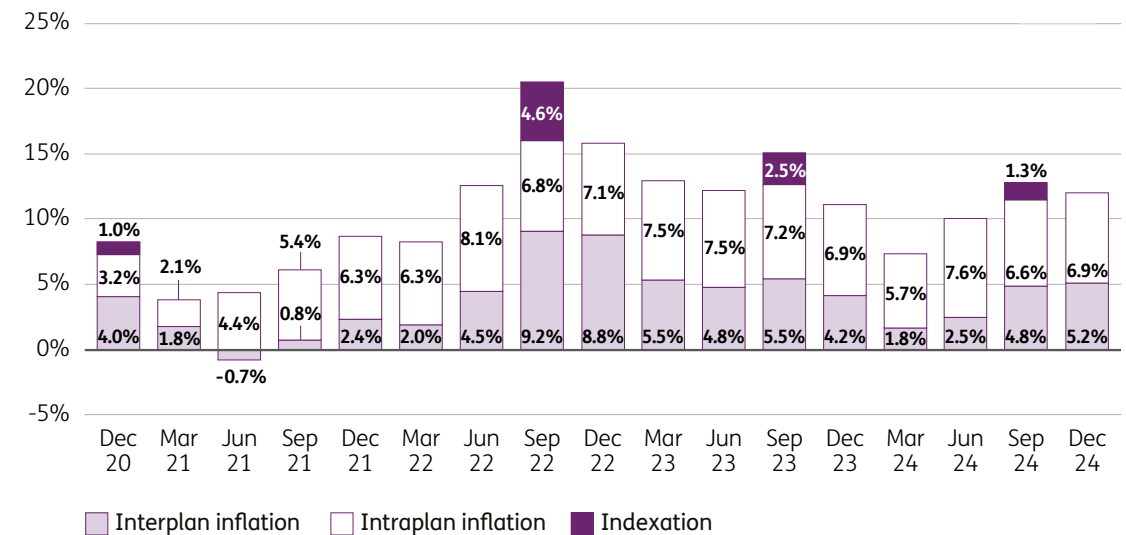
## 5.3 Average plan budget trends

### Plan inflation

In the December 2024 quarter, total annualised plan inflation was 12.1%, of which 5.2% was due to changes at plan reassessment, and 6.9% was due to changes occurring within a plan between reassessments.

The plan inflation of 12.1% per annum in December 2024 compares with plan inflation of 12.8% per annum in September 2024 and 10.1% per annum in June 2024. Inflation occurring at plan reassessment (interplan inflation) was 5.2% per annum, which compares with 4.8% per annum in September 2024, and 2.5% per annum in June 2024. Inflation occurring within a plan, between reassessments (intraplan inflation and excluding indexation), was 6.9% per annum, which compares with inflation of 6.6% per annum in September 2024, and 7.6% per annum in June 2024.

Annualised percentage change in plan budgets for active participants



## 5.3 Average plan budget trends

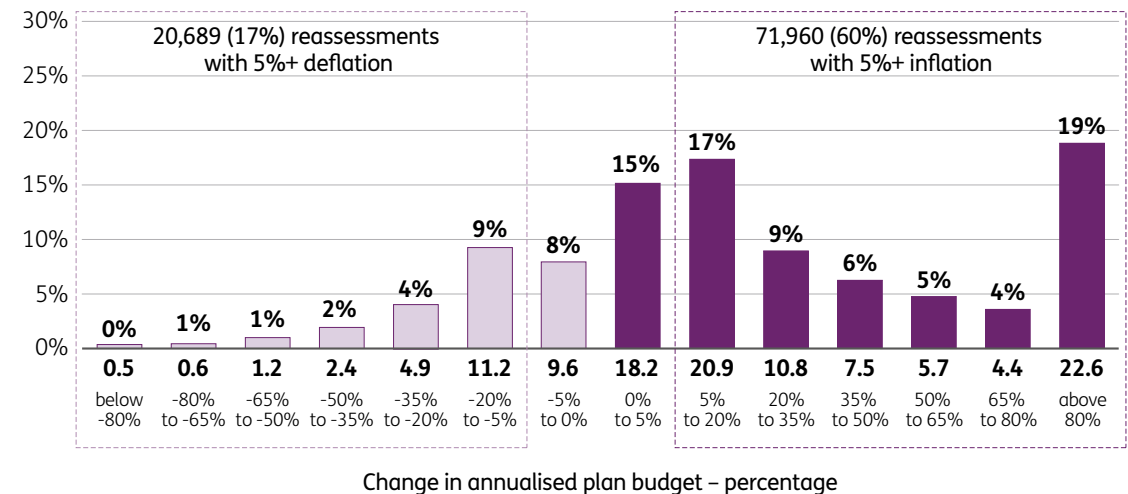
At the individual level, plan budgets can vary significantly. In this financial year, taking into account total plan inflation, plans were more likely to increase rather than decrease.

During the 6 months to 31 December 2024, 18% of active participants had a plan reassessment. The graph shows that of the plans reassessed:<sup>43</sup>

- **60%** increased at reassessment by more than 5% (unchanged compared to the year to 31 December 2023)
- **17%** decreased by more than 5% (compared to 16% in the year to 31 December 2023)
- **23%** remained within 5% (compared to 26% in the year to 31 December 2023).

Of the plans that increased at reassessment, **19%** had their budgets increased by more than **80%** (remaining unchanged from the prior quarter and increasing from **17%** in the year to 31 December 2023).

Distribution of the percentage change in annualised plan budgets for plans reassessed between 1 July 2024 and 31 December 2024<sup>44</sup>



<sup>43</sup> Numbers may add to more than 100% due to rounding.

<sup>44</sup> 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.

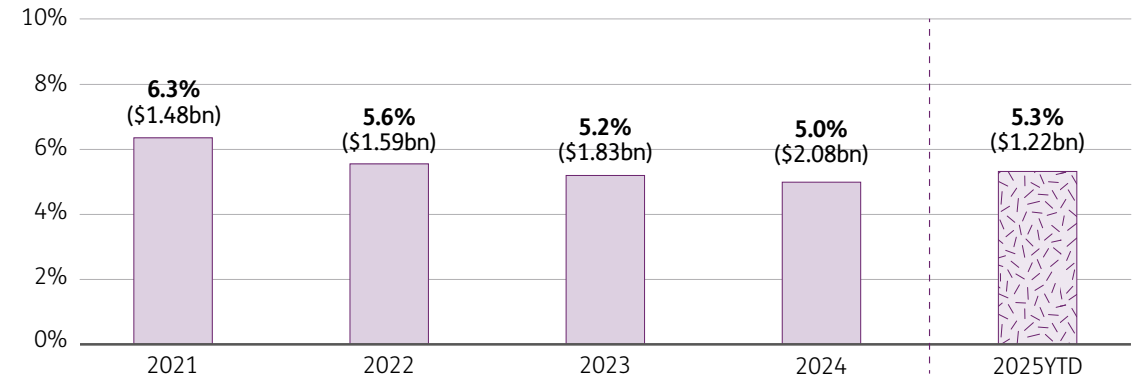
## 5.4 Operating expenses

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 \$1.22 billion for the 6 months to 31 December 2024.

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.

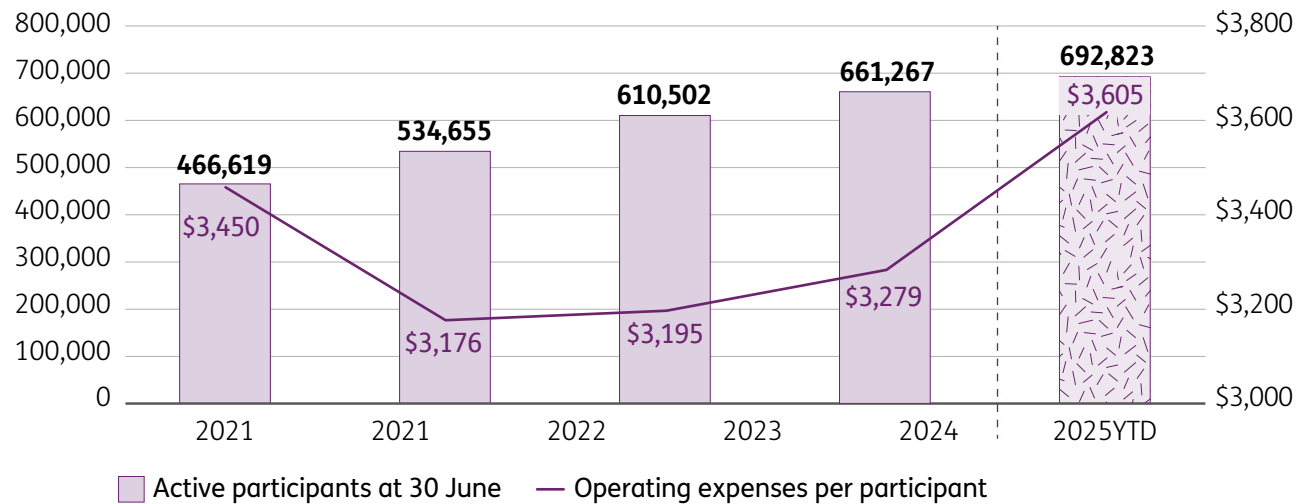
Operating expenses as a percentage of participant costs for years ending 30 June



## 5.4 Operating expenses

The annual operating cost per participant has increased from \$3,195 in 2022–23 to \$3,605 in the 2024–25 year to date.

Operating expense per participant for years ending 30 June<sup>45</sup>



<sup>45</sup> 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 12,682 participants aged 0 to 64 years with a gender of 'Other' at 31 December 2024. The participants for this group are included within the total rates, but not the gender-specific participation rates.
- 3 For some participants, the identification as First Nations or CALD is not known.
- 4 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.
- 5 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.
- 6 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.
- 7 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.
- 8 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.
- 9 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.
- 10 The participant age reported in this section is as per their latest plan reassessment.
- 11 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 12 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 13 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.
- 14 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 15 Some of the decrease for older age groups is due to participants retiring from the workforce.
- 16 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.
- 17 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 18 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 19 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 20 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 21 Figures have been rounded to the nearest whole percentage; differences are calculated from unrounded metrics.
- 22 Noting that the education and housing systems have a major role to play in the lifelong learning and home domains.
- 23 Respondents include participants of the NDIS, prospective participants, and people with disability engaging with the NDIS through community connections and early supports.
- 24 For the December 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.
- 25 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 26 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 27 Exclude reassessments initiated prior to migrating service processes to the new computer system.
- 28 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.
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- 30 Numbers may change as complaints reporting in the new computer system is refined including identifying complaints lodged via multiple channels.
- 31 The numbers of RoRDs in the June 2024 and September 2024 quarters are higher than reported at 30 September 2024 due to the internal mechanism whereby requests with errors are withdrawn then recreated.
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- 37 Includes therapy services.
- 38 Total includes \$7 million of payments with no support category.
- 39 This figure excludes participants that have opted to have part of their plan self-managed.
- 40 Includes cash and in-kind payments.
- 41 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).
- 42 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.
- 43 Numbers may add to more than 100% due to rounding.
- 44 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.
- 45 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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