

## Appendix A:

### Key definitions

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**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.

**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) or both the early intervention and permanent disability criteria (s.28).

**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.

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

**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) or both the early intervention and disability requirements (s.28).

**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.

**Utilisation rate:** The ratio between payments made and the committed supports over a defined period.

# 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**

State/ Territory	Active approved plans (children younger than 9 as at 30 June 2025)	Access met but yet to have an approved plan (children younger than 9 as at 30 June 2025)	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	52,983	548	803	2,800	2,859	57,134	6,895
VIC	49,930	514	837	2,449	2,519	53,730	6,429
QLD	37,801	429	745	1,994	2,038	40,969	5,039
SA	12,591	124	192	533	541	13,440	1,412
WA	13,105	193	213	586	591	14,097	2,390
TAS	2,918	34	56	211	213	3,219	485
ACT	2,442	<30	50	251	251	2,768	501
NT	1,590	43	14	76	78	1,723	129
OT	<11	0	0	0	0	<11	0
Missing	<100	<11	12	89	89	<200	122
<b>Total</b>	<b>173,465</b>	<b>1,911</b>	<b>2,922</b>	<b>8,989</b>	<b>9,179</b>	<b>187,287</b>	<b>23,402</b>

## Appendix D

### Comparison of key metrics by state and territory

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Data for participants and committed supports are as at 30 June 2025 in line with the Quarterly Report 2024-25 Q4. Other data items, including payments (scheme expense), are for the precise period to 30 June 2025.

Adapting to the new computer system and processes has impacted some data detailed in this appendix. This includes the proportion of active participant plans with a not-stated First Nations status; not-stated culturally and linguistically diverse (CALD) status; 'other' gender; missing data about reported level of function, 'access met' and first planning decisions; and 'other disability' types. There may be some minor instances of information being restated in this report as data is further refined.

When interpreting the results detailed in this appendix, please also consider the following:

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

Totals include participants with missing characteristics, where applicable.

Throughout this appendix, 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. **(Table D.9).**

The number of participants residing in remote and very remote areas **(Table D.10)** is based on the Modified Monash Model measure of remoteness.

Targets are not provided for 'family and carer employment rate' and 'participant choice and control', as the NDIA corporate plan no longer lists these as performance measures.

An improvement was seen in participants' experience **(Table D.14)** in the September 2024 quarter – the first time since late 2023 – indicating that the NDIA's improvement initiatives are reducing the volume of complaints.

Figures reported for participant critical incidents (PCIs) exclude counts of 'withdrawn' or 'miscategorised' PCIs **(Table D.19).**

'Active providers' refers to those who have received payment in the quarter for supporting NDIS participants **(Table D.20)**. The count of active providers excludes providers with a missing Australian Business Number (ABN).

Plan management fees, which are payments from NDIA-managed funding, are reclassified as plan-managed funding payments for the purpose of counting providers. Therefore, the count of NDIA-managed providers excludes providers that only received plan management fees and no other NDIA-managed funding payments **(Table D.20)**.

From 14 October 2024, it is mandatory for participants with self-managed funding payments to include the Australian Business Number (ABN) of the associated provider or provide a reason why it isn't available. Prior to this date, providing the ABN was voluntary; therefore, the count of providers for self-managed participants (**Table D.20**) before this date should only be used as a reference.

Providers can offer support in multiple support categories. Therefore, the total number of unique active providers (**Table D.20**) will be lower than the sum of active providers across all support categories.

Average annualised committed supports (**Table D.23**) are derived from the total annualised committed supports in the current plans of active participants as at 30 June 2025. Average payments (**Table D.24**) are calculated as the sum of the payments in the 12-month period to 30 June 2025, divided by the average number of participants who 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 (**Table D.22**) are those in the current plans of active participants as at 30 June 2025. 'Total payments' (**Table D.24**) refers to those paid over the 12 months to 30 June 2025.

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 for.

**Table D.1 Active participants as at 30 June 2025<sup>1</sup>**

State/Territory	Active participant plans - Count	Active participant plans - Percentage
NSW	217,918	29.5%
VIC	199,577	27.0%
QLD	159,258	21.5%
WA	65,083	8.8%
SA	62,763	8.5%
TAS	15,831	2.1%
ACT	12,035	1.6%
NT	6,537	0.9%
OT	79	0.0%
Missing	333	0.0%
<b>National</b>	<b>739,414</b>	<b>100.0%</b>

**Table D.2 Numbers of active participant plans by age group as at 30 June 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,983	49,930	37,801	13,105	12,591	2,918	2,442	1,590	<b>173,466</b>
9 to 14	40,882	39,513	32,079	12,299	13,138	2,829	2,313	1,237	<b>144,351</b>
15 to 18	20,689	18,611	16,407	6,810	7,298	1,653	1,193	609	<b>73,303</b>
19 to 24	18,577	15,774	13,981	6,509	6,095	1,597	1,163	513	<b>64,248</b>
25 to 34	19,576	16,490	13,252	6,367	5,208	1,813	1,179	527	<b>64,457</b>
35 to 44	14,958	14,548	11,021	5,195	4,506	1,170	900	595	<b>52,933</b>
45 to 54	17,058	16,131	12,093	5,154	4,652	1,325	1,033	608	<b>58,090</b>
55 to 64	20,684	18,636	14,628	6,260	5,930	1,632	1,032	622	<b>69,458</b>
65+	12,511	9,944	7,996	3,384	3,345	894	780	236	<b>39,108</b>
<b>Total</b>	<b>217,918</b>	<b>199,577</b>	<b>159,258</b>	<b>65,083</b>	<b>62,763</b>	<b>15,831</b>	<b>12,035</b>	<b>6,537</b>	<b>739,414</b>

**Table D.3 Proportion of active participant plans by age group as at 30 June 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	24%	25%	24%	20%	20%	18%	20%	24%	<b>23%</b>
9 to 14	19%	20%	20%	19%	21%	18%	19%	19%	<b>20%</b>
15 to 18	9%	9%	10%	10%	12%	10%	10%	9%	<b>10%</b>
19 to 24	9%	8%	9%	10%	10%	10%	10%	8%	<b>9%</b>
25 to 34	9%	8%	8%	10%	8%	11%	10%	8%	<b>9%</b>
35 to 44	7%	7%	7%	8%	7%	7%	7%	9%	<b>7%</b>
45 to 54	8%	8%	8%	8%	7%	8%	9%	9%	<b>8%</b>
55 to 64	9%	9%	9%	10%	9%	10%	9%	10%	<b>9%</b>
65+	6%	5%	5%	5%	5%	6%	6%	4%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup> OT Includes participants living in other Australian territories, including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.

**Table D.4 Numbers of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 30 June 2025**

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	93	54	74	35	34	11	<11	<11	310
19 to 24	912	522	636	265	272	102	<50	74	2,831
25 to 34	1,828	1,057	1,242	554	497	202	96	98	5,575
35 to 44	1,870	1,324	1,244	596	519	171	99	120	5,946
45 to 54	2,391	1,579	1,403	677	623	193	145	124	7,139
55 to 64	3,236	2,257	1,923	898	875	278	157	149	9,776
65+	1,849	1,049	945	473	479	163	94	<60	5,107
<b>Total</b>	<b>12,182</b>	<b>7,844</b>	<b>7,467</b>	<b>3,499</b>	<b>3,299</b>	<b>1,120</b>	<b>642</b>	<b>623</b>	<b>36,691</b>

**Table D.5 Proportion of active participant plans (participants in Supported Independent Living (SIL)) by age group as at 30 June 2025**

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	7%	7%	9%	8%	8%	9%	n/a	12%	8%
25 to 34	15%	13%	17%	16%	15%	18%	15%	16%	15%
35 to 44	15%	17%	17%	17%	16%	15%	15%	19%	16%
45 to 54	20%	20%	19%	19%	19%	17%	23%	20%	19%
55 to 64	27%	29%	26%	26%	27%	25%	24%	24%	27%
65+	15%	13%	13%	14%	15%	15%	15%	n/a	14%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.6 Numbers of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 30 June 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	52,983	49,930	37,801	13,104	12,591	2,918	2,442	1,590	173,465
9 to 14	40,879	39,511	32,079	12,299	13,138	2,829	2,312	1,237	144,345
15 to 18	20,596	18,557	16,333	6,775	7,264	1,642	1,189	604	72,993
19 to 24	17,665	15,252	13,345	6,244	5,823	1,495	1,117	439	61,417
25 to 34	17,748	15,433	12,010	5,813	4,711	1,611	1,083	429	58,882
35 to 44	13,088	13,224	9,777	4,599	3,987	999	801	475	46,987
45 to 54	14,667	14,552	10,690	4,477	4,029	1,132	888	484	50,951
55 to 64	17,448	16,379	12,705	5,362	5,055	1,354	875	473	59,682
65+	10,662	8,895	7,051	2,911	2,866	731	686	183	34,001
<b>Total</b>	<b>205,736</b>	<b>191,733</b>	<b>151,791</b>	<b>61,584</b>	<b>59,464</b>	<b>14,711</b>	<b>11,393</b>	<b>5,914</b>	<b>702,723</b>

**Table D.7 Proportion of active participant plans (participants not in Supported Independent Living (SIL)) by age group as at 30 June 2025**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0 to 8	26%	26%	25%	21%	21%	20%	21%	27%	<b>25%</b>
9 to 14	20%	21%	21%	20%	22%	19%	20%	21%	<b>21%</b>
15 to 18	10%	10%	11%	11%	12%	11%	10%	10%	<b>10%</b>
19 to 24	9%	8%	9%	10%	10%	10%	10%	7%	<b>9%</b>
25 to 34	9%	8%	8%	9%	8%	11%	10%	7%	<b>8%</b>
35 to 44	6%	7%	6%	7%	7%	7%	7%	8%	<b>7%</b>
45 to 54	7%	8%	7%	7%	7%	8%	8%	8%	<b>7%</b>
55 to 64	8%	9%	8%	9%	9%	9%	8%	8%	<b>8%</b>
65+	5%	5%	5%	5%	5%	5%	6%	3%	<b>5%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.8 Number of active participant plans by primary disability group as at 30 June 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	84,148	76,552	65,553	26,865	28,916	6,200	4,814	1,758	<b>294,960</b>
Intellectual disability	29,632	26,261	18,062	8,322	8,372	2,795	1,357	1,157	<b>96,016</b>
Developmental delay	21,637	28,220	19,736	5,974	4,597	1,205	1,250	777	<b>83,443</b>
Psychosocial disability	19,530	20,344	12,607	5,643	4,110	1,202	1,160	633	<b>65,272</b>
Hearing impairment	8,937	7,540	6,806	2,554	2,100	540	480	239	<b>29,207</b>
Other neurological	7,901	6,038	5,361	2,542	1,922	562	442	228	<b>25,009</b>
Other physical	5,852	4,681	4,860	1,843	1,780	414	521	189	<b>20,154</b>
Acquired brain injury	5,272	5,120	4,514	1,745	1,846	495	243	333	<b>19,578</b>
Global developmental delay	8,425	3,831	3,795	1,350	2,453	275	292	266	<b>20,700</b>
Cerebral palsy	5,862	4,389	3,963	1,909	1,337	440	302	201	<b>18,410</b>
Other	4,079	3,140	3,083	1,365	1,021	364	223	219	<b>13,505</b>
Down syndrome	3,754	2,894	2,477	1,161	795	310	225	107	<b>11,729</b>
Multiple sclerosis	3,227	3,621	2,158	1,150	1,064	422	248	19	<b>11,915</b>
Visual impairment	3,405	3,107	2,022	968	857	216	190	75	<b>10,846</b>
Stroke	3,511	2,325	2,338	851	812	215	157	221	<b>10,438</b>
Spinal cord Injury	2,009	1,111	1,702	739	476	141	80	91	<b>6,353</b>
Other sensory/speech	737	403	221	102	305	35	51	24	<b>1,879</b>
<b>Total</b>	<b>217,918</b>	<b>199,577</b>	<b>159,258</b>	<b>65,083</b>	<b>62,763</b>	<b>15,831</b>	<b>12,035</b>	<b>6,537</b>	<b>739,414</b>

**Table D.9 Proportion of active participant plans by primary disability group as at 30 June 2025**

Primary disability group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Autism	39%	38%	41%	41%	46%	39%	40%	27%	<b>40%</b>
Intellectual disability	14%	13%	11%	13%	13%	18%	11%	18%	<b>13%</b>
Developmental delay	10%	14%	12%	9%	7%	8%	10%	12%	<b>11%</b>
Psychosocial disability	9%	10%	8%	9%	7%	8%	10%	10%	<b>9%</b>
Hearing impairment	4%	4%	4%	4%	3%	3%	4%	4%	<b>4%</b>
Other neurological	4%	3%	3%	4%	3%	4%	4%	3%	<b>3%</b>
Other physical	3%	2%	3%	3%	3%	3%	4%	3%	<b>3%</b>
Acquired brain injury	2%	3%	3%	3%	3%	3%	2%	5%	<b>3%</b>
Global developmental delay	4%	2%	2%	2%	4%	2%	2%	4%	<b>3%</b>
Cerebral palsy	3%	2%	2%	3%	2%	3%	3%	3%	<b>2%</b>
Other	2%	2%	2%	2%	2%	2%	2%	3%	<b>2%</b>
Down syndrome	2%	1%	2%	2%	1%	2%	2%	2%	<b>2%</b>
Multiple sclerosis	1%	2%	1%	2%	2%	3%	2%	0%	<b>2%</b>
Visual impairment	2%	2%	1%	1%	1%	1%	2%	1%	<b>1%</b>
Stroke	2%	1%	1%	1%	1%	1%	1%	3%	<b>1%</b>
Spinal cord Injury	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
Other sensory/speech	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.10 Number of active participant plans by other characteristics as at 30 June 2025<sup>2 3</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	20,541	7,380	17,279	5,346	4,280	1,677	606	3,381	<b>60,529</b>
Culturally and linguistically diverse participants	23,190	22,311	8,104	4,938	4,251	393	1,116	341	<b>64,697</b>
Participants residing in remote and very remote areas	825	70	2,764	2,976	1,585	192	0	2,732	<b>11,220</b>
Younger people in residential aged care (under 65)	210	273	86	46	38	<20	<11	0	<b>670</b>
Participants with supported independent living	12,119	7,774	7,418	3,497	3,251	1,113	639	621	<b>36,432</b>
Participants using specialised disability accommodation	4,987	5,194	2,464	577	1,476	105	200	96	<b>15,099</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	2,903	1,999	1,805	1,252	957	401	138	207	<b>9,662</b>

<sup>2</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>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.

**Table D.11 Proportion of active participant plans by other characteristics as at 30 June 2025<sup>4 5</sup>**

Characteristics	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
First Nations Participants	9.4%	3.7%	10.8%	8.2%	6.8%	10.6%	5.0%	51.7%	<b>8.2%</b>
Culturally and linguistically diverse participants	10.6%	11.2%	5.1%	7.6%	6.8%	2.5%	9.3%	5.2%	<b>8.7%</b>
Participants residing in remote and very remote areas	0.4%	0.0%	1.7%	4.6%	2.5%	1.2%	0.0%	41.8%	<b>1.5%</b>
Younger people in residential aged care (under 65)	27.0%	36.4%	23.5%	28.4%	29.0%	n/a	n/a	0.0%	<b>29.7%</b>
Participants with supported independent living	5.7%	4.0%	4.8%	5.6%	5.3%	7.3%	5.5%	9.7%	<b>5.1%</b>
Participants using specialised disability accommodation	2.4%	2.7%	1.6%	0.9%	2.4%	0.7%	1.7%	1.5%	<b>2.1%</b>
Participants specialised disability accommodation eligible, not yet using specialised disability accommodation	1.3%	1.0%	1.1%	1.9%	1.5%	2.5%	1.1%	3.2%	<b>1.3%</b>

**Table D.12 Participation rates by gender as at 30 June 2025<sup>6</sup>**

Gender	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Male	3.2%	3.4%	3.5%	2.7%	4.1%	3.2%	3.0%	3.2%	<b>3.3%</b>
Female	1.8%	2.2%	2.1%	1.7%	2.4%	2.1%	2.0%	1.7%	<b>2.0%</b>
<b>Total</b>	<b>2.5%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>2.2%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>2.5%</b>	<b>2.5%</b>	<b>2.7%</b>

**Table D.13 Participation rates by age group as at 30 June 2025<sup>7</sup>**

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
0-8	5.9%	7.0%	6.5%	4.2%	6.9%	5.4%	4.8%	4.8%	<b>6.1%</b>
9-14	6.5%	7.8%	7.5%	5.5%	9.9%	7.0%	6.5%	5.7%	<b>7.1%</b>
15-18	4.9%	5.5%	5.5%	4.6%	8.0%	5.8%	5.3%	4.5%	<b>5.4%</b>
19-24	2.8%	2.9%	3.2%	3.1%	4.4%	4.1%	3.0%	2.5%	<b>3.1%</b>
25-44	1.4%	1.5%	1.6%	1.4%	1.9%	1.9%	1.3%	1.3%	<b>1.5%</b>
45-64	1.9%	2.1%	2.0%	1.6%	2.3%	2.1%	1.9%	2.0%	<b>2.0%</b>
65+	0.8%	0.8%	0.8%	0.7%	0.9%	0.7%	1.1%	0.9%	<b>0.8%</b>
Total (aged 0-64)	2.9%	3.3%	3.3%	2.5%	4.0%	3.3%	2.7%	2.6%	<b>3.1%</b>
<b>Total</b>	<b>2.5%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>2.2%</b>	<b>3.3%</b>	<b>2.7%</b>	<b>2.5%</b>	<b>2.5%</b>	<b>2.7%</b>

<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.

<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> Participation rate refers to the proportion of the 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>7</sup> Participation rate refers to the proportion of the general population that are NDIS participants.

**Table D.14 Proportion of respondents who responded that the Agency planning process as good or very good in the latest quarter**

NDIA planning process	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Early Supports	n/a	59%	65%	n/a	n/a	n/a	n/a	n/a	<b>66%</b>
Community Connections	74%	80%	80%	75%	75%	72%	61%	n/a	<b>77%</b>
Apply for NDIS (overall)	44%	48%	41%	39%	44%	34%	47%	n/a	<b>44%</b>
Plan Approval	59%	53%	55%	55%	52%	66%	60%	58%	<b>56%</b>
Plan Implementation	67%	62%	63%	61%	54%	66%	47%	n/a	<b>63%</b>
Plan Reassessment	70%	68%	67%	68%	66%	75%	60%	75%	<b>69%</b>

**Table D.15 NDIA Metrics Progress: Participants, Families and Carers<sup>8</sup>**

Measures for participants (15 years and over), and families and carers	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participants in work - Baseline	22%	19%	18%	23%	24%	18%	29%	13%	<b>21%</b>
Participants in work - Latest Reassessment	24%	21%	19%	25%	25%	19%	31%	15%	<b>22%</b>
Participants engaged in community - Baseline	34%	34%	37%	38%	37%	31%	37%	43%	<b>35%</b>
Participants engaged in community - Latest Reassessment	46%	41%	44%	43%	41%	38%	45%	49%	<b>44%</b>
Family and carer employment - Baseline	49%	46%	44%	47%	46%	42%	57%	51%	<b>47%</b>
Family and carer employment - Latest Reassessment	55%	52%	50%	52%	50%	49%	64%	54%	<b>53%</b>
Participant choice and control - First Reassessment	66%	64%	74%	72%	65%	69%	71%	56%	<b>67%</b>
Participant choice and control - Latest Reassessment	80%	80%	84%	80%	78%	80%	81%	75%	<b>81%</b>

**Table D.16 Distribution of active participants by funds management type as at 30 June 2025**

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed Fully	21%	26%	21%	19%	17%	15%	35%	8%	<b>22%</b>
Self-managed Partly	5%	5%	4%	8%	3%	5%	7%	3%	<b>5%</b>
Plan-managed	63%	65%	70%	62%	75%	74%	54%	85%	<b>66%</b>
NDIA-managed	11%	3%	5%	11%	4%	6%	5%	4%	<b>7%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.17 Distribution of plan budget amount by funds management type as at 30 June 2025**

Funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Self-managed	11%	14%	12%	13%	8%	9%	18%	4%	<b>12%</b>
Plan-managed	47%	59%	56%	46%	58%	48%	55%	48%	<b>53%</b>
NDIA-managed	42%	27%	31%	41%	34%	43%	26%	49%	<b>35%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>8</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 30 June 2023 and have had a second plan reassessment to date.

**Table D.18 Number and rates of participant complaints<sup>9</sup>**

Participant complaints	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Participant complaints in 2024-25 Q4	3,448	3,197	2,689	937	1,018	218	172	63	<b>11,965</b>
Complaints as a percentage of active participants	6.4%	6.5%	6.9%	5.9%	6.6%	5.6%	5.8%	3.9%	<b>6.6%</b>
All participant complaints	77,536	67,887	50,773	19,323	25,708	5,160	4,986	1,458	<b>264,767</b>
Complaints as a percentage of active participants	6.7%	7.2%	7.2%	6.7%	7.9%	6.4%	6.8%	4.7%	<b>7.4%</b>

**Table D.19 Number and rates of Participants Critical Incidents (PCIs)<sup>10</sup>**

PCIs	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
PCIs in 2024-25 Q4	1,274	1,467	1,003	440	495	101	59	47	<b>4,898</b>
PCIs as a percentage of active participants	2.4%	3.0%	2.6%	2.7%	3.2%	2.6%	2.0%	2.9%	<b>2.7%</b>
All PCIs	15,167	17,232	11,800	6,120	6,651	1,078	677	778	<b>59,640</b>
PCIs as a percentage of active participants	1.3%	1.8%	1.7%	2.1%	2.1%	1.4%	0.9%	2.5%	<b>1.7%</b>

**Table D.20 Number of active providers in Q4 2024-25 by funds management type, registration status and the residing State/Territory<sup>11</sup>**

Registration status/funds management type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Registered providers - Total</b>	<b>7,634</b>	<b>6,235</b>	<b>5,121</b>	<b>2,470</b>	<b>2,265</b>	<b>1,032</b>	<b>1,066</b>	<b>759</b>	<b>16,363</b>
Registered providers - NDIA-managed	4,393	2,755	2,474	1,226	913	325	333	276	<b>9,751</b>
Registered providers - Plan-managed	6,820	5,644	4,597	2,161	2,031	879	862	667	<b>15,183</b>
Registered providers - Self-managed	3,746	2,848	2,340	1,081	934	404	476	154	<b>8,968</b>
<b>Unregistered providers - Total</b>	<b>72,691</b>	<b>77,856</b>	<b>65,497</b>	<b>24,004</b>	<b>20,832</b>	<b>6,036</b>	<b>4,405</b>	<b>1,772</b>	<b>254,018</b>
Unregistered providers - NDIA-managed	0	0	0	0	0	0	0	0	<b>0</b>
Unregistered providers - Plan-managed	50,729	54,043	49,240	15,891	15,412	4,399	2,484	1,362	<b>181,938</b>
Unregistered providers - Self-managed	36,437	41,019	29,512	12,806	9,938	2,785	2,845	617	<b>126,974</b>
<b>All providers - Total</b>	<b>79,971</b>	<b>83,779</b>	<b>70,385</b>	<b>26,397</b>	<b>23,007</b>	<b>7,046</b>	<b>5,454</b>	<b>2,515</b>	<b>269,432</b>
All providers - NDIA-managed	4,393	2,755	2,474	1,226	913	325	333	276	<b>9,751</b>
All providers - Plan-managed	57,226	59,394	53,615	17,985	17,361	5,260	3,330	2,015	<b>196,237</b>
All providers - Self-managed	40,045	43,769	31,756	13,856	10,843	3,178	3,316	769	<b>135,570</b>

<sup>9</sup> The National totals include participant complaints where jurisdiction information was missing.

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

<sup>11</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 and increase from previous years**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18 (\$m)	4,262	1,442	875	227	372	188	304	99	7,773
2018-19 (\$m)	5,887	3,459	2,537	552	1,160	399	366	200	14,567
2019-20 (\$m)	8,014	6,022	5,151	1,543	2,125	659	460	386	24,373
2020-21 (\$m)	10,153	7,929	6,837	2,739	2,771	844	554	508	32,354
2021-22 (\$m)	11,469	9,267	7,947	3,197	3,173	970	606	538	37,188
2022-23 (\$m)	14,008	11,607	9,938	4,083	3,948	1,175	714	688	46,187
2023-24 (\$m)	16,195	13,544	11,714	4,859	4,601	1,350	810	804	53,911
2024-25 (\$m)	17,884	14,890	13,045	5,502	5,066	1,468	880	892	59,669
increase from 2017-18 to 2018-19 (%)	38%	140%	190%	143%	212%	112%	20%	101%	87%
increase from 2018-19 to 2019-20 (%)	36%	74%	103%	179%	83%	65%	26%	93%	67%
increase from 2019-20 to 2020-21 (%)	27%	32%	33%	77%	30%	28%	20%	32%	33%
increase from 2020-21 to 2021-22 (%)	13%	17%	16%	17%	15%	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 (%)	16%	17%	18%	19%	17%	15%	14%	17%	17%
increase from 2023-24 to 2024-25 (%)	10%	10%	11%	13%	10%	9%	9%	11%	11%

**Table D.22 Payments by financial year in which supports was provided and increase from previous years**

Financial year	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2017-18 (\$m)	3,095	958	558	168	223	153	220	66	5,443
2018-19 (\$m)	4,464	2,371	1,669	396	794	295	275	136	10,405
2019-20 (\$m)	5,970	4,132	3,607	1,028	1,490	476	337	263	17,312
2020-21 (\$m)	7,697	5,462	5,013	1,940	2,001	631	416	371	23,542
2021-22 (\$m)	8,933	6,818	6,140	2,362	2,425	757	474	416	28,470
2022-23 (\$m)	11,024	8,666	7,588	2,974	2,992	883	542	525	35,263
2023-24 (\$m)	12,885	10,381	8,975	3,610	3,525	999	616	621	41,654
2024-25 (\$m)	13,493	10,918	9,427	3,888	3,688	1,045	637	643	43,771
increase from 2017-18 to 2018-19 (%)	44%	147%	199%	135%	256%	94%	25%	104%	91%
increase from 2018-19 to 2019-20 (%)	34%	74%	116%	159%	88%	61%	22%	94%	66%
increase from 2019-20 to 2020-21 (%)	29%	32%	39%	89%	34%	33%	23%	41%	36%
increase from 2020-21 to 2021-22 (%)	16%	25%	22%	22%	21%	20%	14%	12%	21%
increase from 2021-22 to 2022-23 (%)	23%	27%	24%	26%	23%	17%	14%	26%	24%
increase from 2022-23 to 2023-24 (%)	17%	20%	18%	21%	18%	13%	14%	18%	18%
increase from 2023-24 to 2024-25 (%)	5%	5%	5%	8%	5%	5%	3%	3%	5%

**Table D.23 Total annualised committed supports and average annualised committed supports, including participants in Supported Independent Living (SIL) as at 30 June 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Total (\$m)</b>	<b>18,137</b>	<b>15,170</b>	<b>13,434</b>	<b>5,729</b>	<b>5,240</b>	<b>1,497</b>	<b>894</b>	<b>877</b>	<b>61,019</b>
Average (\$)	83,200	76,000	84,400	88,000	83,500	94,500	74,300	134,200	82,500
<b>Total - SIL (\$m)</b>	<b>5,500</b>	<b>3,763</b>	<b>3,593</b>	<b>1,642</b>	<b>1,640</b>	<b>545</b>	<b>291</b>	<b>408</b>	<b>17,389</b>
Average - SIL (\$)	451,500	479,800	481,200	469,300	497,100	486,300	453,200	654,400	473,900

**Table D.24 Total payments and average payments, participants in Supported Independent Living (SIL) as at 30 June 2025**

Type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
<b>Total (\$m)</b>	<b>14,157</b>	<b>11,448</b>	<b>9,834</b>	<b>4,064</b>	<b>3,875</b>	<b>1,103</b>	<b>670</b>	<b>686</b>	<b>45,853</b>
Average (\$)	68,600	61,200	65,600	66,700	65,300	74,100	58,800	109,300	65,800
<b>Total - SIL (\$m)</b>	<b>4,973</b>	<b>3,379</b>	<b>3,196</b>	<b>1,417</b>	<b>1,463</b>	<b>485</b>	<b>262</b>	<b>361</b>	<b>15,537</b>
Average - SIL (\$)	415,500	442,200	438,000	417,800	455,000	440,800	412,600	592,400	433,300

**Table D.25 Total annualised committed supports by support category as at 30 June 2025 (\$m)**

Support category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	8,754	6,721	6,605	2,695	2,663	750	445	477	29,130
Core - Consumables	275	258	234	98	81	21	14	9	989
Core - Social and Civic	3,871	3,432	2,791	1,139	1,003	346	166	163	12,919
Core - Transport	166	148	109	47	43	14	9	5	541
Capacity Building - Choice and Control	206	196	167	65	71	18	10	10	742
Capacity Building - Daily Activities	2,847	2,705	2,126	933	801	188	146	108	9,860
Capacity Building - Employment	159	113	110	71	51	12	9	6	532
Capacity Building - Health and Wellbeing	24	14	12	4	4	2	2	0.2	62
Capacity Building - Home Living	1	2	1	0.5	0.3	0.1	0.02	0.03	6
Capacity Building - Lifelong learning	0.4	0.4	0.3	0.2	0.4	0.1	0.01	0.01	2
Capacity Building - Relationships	509	395	272	185	153	40	22	25	1,601
Capacity Building - Social and Civic	159	147	102	73	39	20	13	13	567
Capacity Building - Support Coordination	440	459	352	167	143	38	21	37	1,658
Capital - Assistive Technology	497	362	365	184	126	33	27	16	1,610
Capital - Home Modifications	229	218	190	68	63	14	10	9	800
<b>Total</b>	<b>18,137</b>	<b>15,170</b>	<b>13,434</b>	<b>5,729</b>	<b>5,240</b>	<b>1,497</b>	<b>894</b>	<b>877</b>	<b>61,019</b>

**Table D.26 Total payments by support category for the year ending 30 June 2025 (\$m)**

Support Category	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Core - Daily Activities	7,258	5,509	5,117	2,106	2,161	620	379	436	23,599
Core - Consumables	188	159	146	61	54	14	9	6	637
Core - Social and Civic	3,365	2,866	2,387	878	785	271	130	120	10,802
Core - Transport	363	234	138	56	49	14	14	8	876
Capacity Building - Choice and Control	176	169	142	54	61	15	8	8	634
Capacity Building - Daily Activities	1,704	1,549	1,148	531	470	86	79	52	5,622
Capacity Building - Employment	53	35	31	18	14	3	3	2	159
Capacity Building - Health and Wellbeing	13	6	5	2	2	1	1	0.05	29
Capacity Building - Home Living	0.2	1	0.2	0.1	0.03	0.02	0.01	0.001	1
Capacity Building - Lifelong learning	0.1	0.1	0.02	0.02	0.1	0.01	0.01	0	0.3
Capacity Building - Relationships	276	209	135	99	80	21	11	14	845
Capacity Building - Social and Civic	64	54	37	29	12	7	5	5	213
Capacity Building - Support Coordination	306	336	235	108	96	26	13	25	1,146
Capital - Assistive Technology	229	162	173	75	53	17	11	6	726
Capital - Home Modifications	162	159	139	42	39	7	5	5	558
<b>Total</b>	<b>14,157</b>	<b>11,448</b>	<b>9,834</b>	<b>4,064</b>	<b>3,875</b>	<b>1,103</b>	<b>670</b>	<b>686</b>	<b>45,853</b>

**Table D.27 Percentage change in plan budgets for active participants in the quarter ending 30 June 2025**

Inflation type	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
Intraplan Inflation	4.4%	6.1%	4.9%	3.9%	6.3%	4.2%	3.6%	4.8%	5.0%
Interplan Inflation	5.1%	3.1%	5.2%	6.3%	4.5%	3.7%	6.1%	6.6%	4.7%
<b>Total Inflation</b>	<b>9.5%</b>	<b>9.1%</b>	<b>10.1%</b>	<b>10.1%</b>	<b>10.8%</b>	<b>7.8%</b>	<b>9.8%</b>	<b>11.4%</b>	<b>9.7%</b>

**Table D.28 Percentage change in plan budgets for plans reassessed - 1 July 2024 to 30 June 2025 - 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%	0%
-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%	5%	4%	4%	4%	5%	4%	4%	4%
-20% to -5%	9%	10%	9%	9%	9%	11%	10%	9%	10%
-5% to 0%	7%	8%	7%	7%	7%	8%	7%	9%	7%
0% to 5%	14%	15%	15%	12%	14%	20%	14%	17%	15%
5% to 20%	17%	17%	17%	16%	16%	17%	16%	15%	17%
20% to 35%	9%	9%	9%	9%	9%	8%	9%	8%	9%
35% to 50%	7%	6%	6%	7%	7%	6%	6%	6%	6%
50% to 65%	5%	5%	5%	5%	5%	4%	5%	5%	5%
65% to 80%	4%	4%	3%	4%	4%	3%	4%	4%	4%
above 80%	20%	17%	20%	22%	21%	14%	20%	21%	19%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table D.29 Utilisation rates for participants both in Supported Independent Living (SIL) and not in SIL, for first and subsequent plans - from 1 October 2024 to 31 March 2025<sup>12 13 14</sup>**

Participant breakdown	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
in SIL - First plan	71%	80%	76%	71%	76%	n/a	n/a	n/a	74%
in SIL - Subsequent plans	89%	87%	87%	86%	87%	87%	89%	85%	87%
in SIL - Total	88%	87%	87%	86%	87%	86%	89%	84%	87%
Not in SIL - First plan	58%	57%	54%	54%	55%	46%	50%	55%	56%
Not in SIL - Subsequent plans	72%	71%	70%	67%	69%	67%	68%	66%	70%
Not in SIL - Total	70%	69%	67%	66%	68%	65%	65%	64%	68%
<b>Both in SIL and not in SIL - First plan</b>	<b>59%</b>	<b>58%</b>	<b>55%</b>	<b>55%</b>	<b>56%</b>	<b>50%</b>	<b>52%</b>	<b>57%</b>	<b>57%</b>
<b>Both in SIL and not in SIL - Subsequent plans</b>	<b>78%</b>	<b>76%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>75%</b>	<b>76%</b>	<b>77%</b>	<b>76%</b>
<b>Both in SIL and not in SIL - Total</b>	<b>76%</b>	<b>74%</b>	<b>73%</b>	<b>72%</b>	<b>74%</b>	<b>74%</b>	<b>74%</b>	<b>75%</b>	<b>74%</b>

<sup>12</sup> Utilisation is not shown if there is insufficient data in the group.

<sup>13</sup> Participants receiving in-kind supports are excluded from the analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation is higher in reality when in-kind is included.

<sup>14</sup> Utilisation of committed supports from 1 October 2024 to 31 March 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.

**Table D.30 Participant Service Guarantee Timeframes (% guarantees met) for the quarter ending 30 June 2025 (\$)<sup>15 16 17 18 19</sup>**

PSG	Service Guarantee	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	National
2. Make an access decision, or request for more information, after an access request has been received	21 days	47%	45%	47%	51%	49%	47%	50%	68%	<b>47%</b>
4. Make an access decision, or request for additional information, after more information has been provided	14 days	43%	46%	45%	49%	53%	38%	44%	87%	<b>46%</b>
6. Approve a participant's plan, after an access decision has been made (excludes those ECA that have received initial supports)	56 days	94%	94%	94%	94%	94%	95%	94%	87%	<b>94%</b>
7. Approve a plan for ECA participants, after an access decision has been made	56 days	100%	99%	99%	99%	100%	99%	99%	95%	<b>99%</b>
8. Offer to hold a plan implementation meeting, after the plan is approved	7 days	87%	82%	78%	88%	82%	86%	82%	83%	<b>83%</b>
11. Commence facilitating a scheduled plan reassessment, prior to the scheduled reassessment date	56 days	66%	61%	62%	52%	62%	75%	55%	61%	<b>62%</b>
12. Decide whether to undertake a participant initiated plan reassessment, after the request is received	21 days	24%	26%	29%	29%	26%	20%	24%	44%	<b>26%</b>
13. Complete a reassessment, after the decision to accept the request was made	28 days	81%	83%	80%	80%	82%	82%	81%	74%	<b>81%</b>
14. Vary a plan, after the receipt of information that triggers the plan amendment process	28 days	46%	43%	40%	53%	48%	42%	40%	67%	<b>45%</b>
17. Complete an internal Review of a Reviewable Decision, after a request is received	60 days	76%	75%	73%	76%	76%	80%	74%	76%	<b>75%</b>

<sup>15</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>16</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>17</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>18</sup> The Participant Service Guarantee (PSG) metrics exclude data from the old computer system.

<sup>19</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

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## Appendix D

- 1 OT Includes participants living in other Australian territories, including Norfolk Island, Christmas Island and the Cocos (Keeling) Islands.
- 2 [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.
- 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 Participation rate refers to the proportion of the 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.
- 7 Participation rate refers to the proportion of the general population that are NDIS participants.
- 8 Results are drawn from participants' responses to Short Form Outcomes Framework (SFOF) questionnaires, and only include participants who had their first plan approved between 1 July 2016 and 30 June 2023 and have had a second plan reassessment to date.
- 9 The National totals include participant complaints where jurisdiction information was missing.
- 10 The National totals include PCIs where jurisdiction information was missing.
- 11 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.
- 12 Utilisation is not shown if there is insufficient data in the group.

- 13 Participants receiving in-kind supports are excluded from the analysis as it is not possible to accurately separate in-kind payments and committed amounts between plans. Hence, utilisation is higher in reality when in-kind is included.
- 14 Utilisation of committed supports from 1 October 2024 to 31 March 2025 is shown in the table – experience in the most recent 3 months is still emerging and is not included.
- 15 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.
- 16 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.
- 17 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.
- 18 The Participant Service Guarantee (PSG) metrics exclude data from the old computer system.
- 19 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).